

Hiigge Snowball Pet Fountain SE User Manual



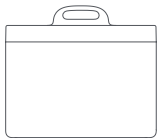


Precautions

Read this manual carefully before use, and retain it for future reference.

- Do not eat the pet fountain or any of its accessories.
- The built-in infrared sensor is sensitive to ambient light. Do not place the product under direct sunlight.
- The product is intended for indoor use. Place it on a stable surface during use. Do not place it in a high place to prevent it from falling or tipping, which may result in equipment damage or harm to pets.
- Do not put hot water or boiling water into the water tank as this may damage the product.
- Use the product in an environment with temperatures ranging from 5°C to 40°C. Store the product in an environment with temperatures ranging from -20°C to 60°C.
- When charging, use the power cord included in the package. When charging with a power adapter, only use a qualified power adapter (with an output of 5 V $\overline{\sim}$ 2 A) that meets safety standards.
- Ensure that the power adapter and the power cord are in a dry environment while charging. Do not touch them with wet hands and do not expose them to rain or other liquids. Charging should be carried out indoors in a well-ventilated environment. Keep the power cord in a safe place to prevent pets from tearing or biting it.
- The product contains a non-detachable lithium-ion battery. Keep it away from fire or other heat sources. When using the product, do not attempt to disassemble it or replace the battery by yourself as this may damage the battery or the product.
- When the power cord is damaged, it must be replaced with a genuine one purchased from the manufacturer or the after-sales service team.
- Before disposing of the product, remove the batteries first.
- When removing the batteries, disconnect the product from power first.
- Batteries must be discarded at a specialized recycling facility or a battery recycling bin for safe disposal. Improper disposal of used batteries may cause harm to the environment.
- In the event of battery leakage, wear protective equipment to collect and seal the batteries and any leakage, then dispose of them safely.
- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- Children should be supervised not to play with the appliance.

Package contents



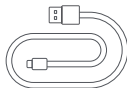
Pet fountain



Filter tray



Filter



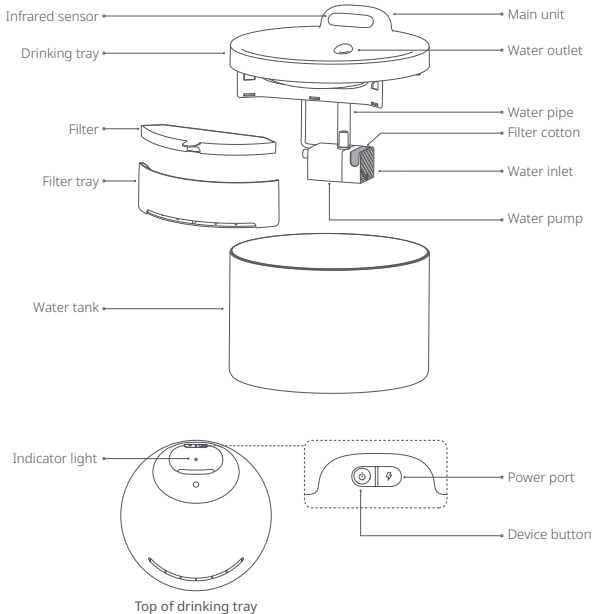
Power cord



User manual

Note: Illustrations of product, accessories, and user interface in the user manual are for reference purposes only. Actual product and functions may vary due to product enhancements.

Product overview



Button functions

Functions	Button operations
Turning on/off	Press and hold the device button for about 3 seconds
Switching water dispensing modes	Short press the device button
Restoring to factory settings	Press the device button 5 times consecutively
Turning Wi-Fi on/off	Press the device button twice when the device is turned on

Indicator description

Device status	Indicator status
Waiting for connection	Blinking yellow
Connecting	Blinking blue
Connected	Solid blue then off
Low water alert	Blinking red
Low battery	Solid red
Charging	Blinking green
Fully charged	Off

Installation

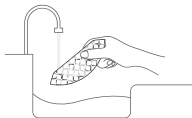
1. Cleaning all parts before installation

- ①. Ensure that the rubber plug on the power port of the main unit is securely closed before cleaning.
- ②. Remove the drinking tray, filter tray, filter and water tank and clean these parts. Do not use hot or boiling water for cleaning.
- ③. Do not submerge the main unit in water; however, it can be rinsed with water.



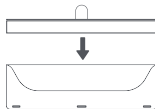
2. Cleaning filter

Rinse the filter with clean water for two minutes to remove the floating carbon powder generated by the collisions of the activated carbon during transportation.



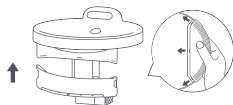
3. Installing filter

Put the filter into the filter tray with the handle on top.



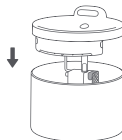
4. Installing filter tray

- ①. Install the filter tray into the slot at the bottom of the drinking tray.
- ②. Press the filter tray inward until the buckles on it are installed into the slot.



5. Installing main unit and drinking tray


Place the drinking tray on the water tank.

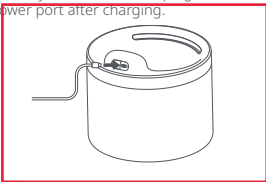


Product usage

1. Charging

Please fully charge the pet fountain before use.

- ① Connect the power cord and a power adapter with an output of 5 V  2 A to charge the device. It will take approximately 3.5 hours to fully charge the device.
- ② Securely close the rubber plug of the power port after charging.



2. Adding water

- ① Please fill the water tank with water up to the maximum water level mark.
- ② Put the drinking tray back.



3. Turning on

Press and hold the device button for about 3 seconds to turn on the pet fountain.



4. Switching water dispensing modes

When the pet fountain is turned on, it will enter the inductive water output mode by fault.

- Press the device button to change the water dispensing mode.
- When the pet fountain is connected to the Hiigge app, you can change the water dispensing mode on the app.
- The pet fountain can be switched to continuous water output mode when being connected to the power cord.



Connecting with Hiigge app

This product needs to be used in conjunction with the Hiigge app. Follow the steps below to connect it with the app.

1. Scan the QR code to download and install the app. Or search for "Hiigge" in the app store to download and install it.



2. Press and hold the device button for about 3 seconds to turn on the pet fountain. The indicator blinks yellow and the device is waiting for connection.
3. Open the app, log in your account and enter the app homepage.
4. Tap "+" in the homepage, tap the pet fountain name, and complete the Wi-Fi connection and device binding process following the on-screen instructions.

Notes:

- This product only supports 2.4GHz Wi-Fi networks, 5GHz Wi-Fi networks are not supported. When connecting the home Wi-Fi, please select a 2.4GHz network.
- When the home Wi-Fi is connected, iOS users are required to manually connect the pet fountain's hotspot. Follow the on-screen prompts to enter the WLAN list of your phone, find the pet fountain's hotspot name (with the prefix **Hiigge-pet fountain 2-xxxx**) and connect it.
- During the connection process, ensure that the pet fountain is within a 5-meter range of the router to avoid connection failure.

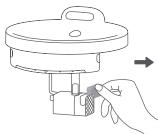
Care & Maintenance

It is recommended to clean the units and change water every week, and replace the filter and filter cotton every month. Turn off the pet fountain before cleaning.

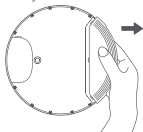
1. Remove the drinking tray, and be careful not to unplug the wire connecting the water pump and the drinking tray.



2. Take out the filter cotton from the water pump.



3. Press the stripes on the filter tray and pull the filter tray outward to remove it.



4. Hold the handle on the filter to lift it out.




5. Fully clean other units and then re-install them in place.
6. Clean the inside and outside of the water tank, and wipe away any water residue on the exterior.

Notes:

- Before using the new filter, rinse the filter with clean water for two minutes to remove the floating carbon powder generated by the collisions of the activated carbon during transportation.
- The filter cotton serves to protect the pump. Please do not remove it for use.
- If using detergent or sanitizer to clean the units, strictly follow the instructions and thoroughly rinse to avoid residue that may harm pets' health.

Specifications

Model	PI3505
Input	5V  2A
Battery capacity	4000mAh
Water tank capacity	2.3L
Compatible with	Android™ 6 & iOS 12.0 or above

FCC Caution.

15.19 Labelling requirements.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

15.21 Information to user.

Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

15.105 Information to the user.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

RF warning for Mobile device:

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

FCC ID: 2BK23-P355

Service: help@hiiggepet.com

For further information, please go to www.hiiggepet.com

Manufacturer: Hiigge Co., Ltd.

Address: Room 208, Floor 12, Building 1, No.588 Zixing Road, Minhang District, Shanghai, China