

Basic Troubleshooting

Q: Device is unresponsive when powered on.

A: Ensure the power cable is securely connected or batteries are correctly installed. If verified, attempt a long press on the buttons. If still unresponsive, contact customer support.

Q: App pairing fails.

A: Confirm phone Wi-Fi, Bluetooth, and Location Services are enabled. Restart the feeder's pairing mode and attempt connection again.

Q: Feeder shows as offline in the App.

A: Check the power connection. If running on batteries, it may enter a long-standby mode and appear offline. Ensure the feeder is within a reasonable range of your home router and avoid thick walls blocking the signal.

Q: Feeder dispenses incorrect portions or fails to dispense food.

A: Ensure Child Lock is disabled (prevents manual feeding; Red LED flashes). Check the Food Outlet and feed divider path for blockages. Remove the Food Hopper and attempt a manual feed to observe if the blade rotates normally.

Cleaning Instructions

1. Remove the Top Cover. Completely empty the Food Hopper of any remaining food.

2. Firmly grip the Food Hopper, support the Main Unit base, and rotate it counter-clockwise to detach it.

3. Remove the Hopper Base (if applicable). Empty the Food Bowl and detach it.

4. Clean the Top Cover, Food Bowl, Food Hopper, and Feed Divider Blade by rinsing in clean water or using food-safe detergent. Allow all parts to air dry completely.

5. Wipe the Main Unit base with a damp cloth. DO NOT immerse in water or rinse directly.

Usage Notes

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• Bluetooth Range: Maximum Bluetooth connection range is 10 meters. Ensure you are near the device for initial pairing and setup. Avoid significant obstructions or walls between your phone and the feeder.

• Remote Functionality: Real-time remote control and live status monitoring require the device to be within its operational range and connected to Wi-Fi. Ensure these conditions are met for such features.

• Initial Setup: It is recommended to set up feeding schedules while near the device to avoid omissions.

Important Precautions

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1. Prevent pets from chewing or swallowing any components. If concerned about the power cable, purchase a cable protector (hard plastic conduit) from a hardware store.

2. Operating Temperature: 0°C to 40°C. Do not place the feeder in direct sunlight or environments outside this range.

3. Batteries: Use only 3.7V 18650 rechargeable batteries for proper operation. Strongly recommended: Use original manufacturer batteries.

4. Battery Check: Regularly check battery levels. Before extended travel or absence, replace with new batteries.

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.

Safety Information

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1. Supervise Children: Ensure adult supervision if children are interacting with the product.

2. Pet Suitability: Do not use for pets unable to reach the food bowl or with physical disabilities.

3. Water Exposure: Do NOT immerse the Main Unit base in water. This will damage electronic components.

4. Foreign Objects: Do NOT place any foreign objects inside the feeder.

5. Food Type: Do NOT place wet food or spoiled pet food in the feeder.

6. Disassembly: Do NOT disassemble the device.

7. Modifications: Do NOT modify the feeder.

8. Repairs: If the device malfunctions or components are damaged, do NOT attempt repairs yourself. Contact your dealer or customer service.

9. Power Disconnect: ALWAYS unplug the power adapter before cleaning or when not in use for extended periods.

10. Wet Plug: If the power plug becomes wet, turn OFF the power at the electrical outlet first. Do NOT attempt to unplug it while wet.

FCC Requirement

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

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Usage Notes

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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:

- Relocate the receiving antenna.

- Increase the separation between the equipment and receiver.

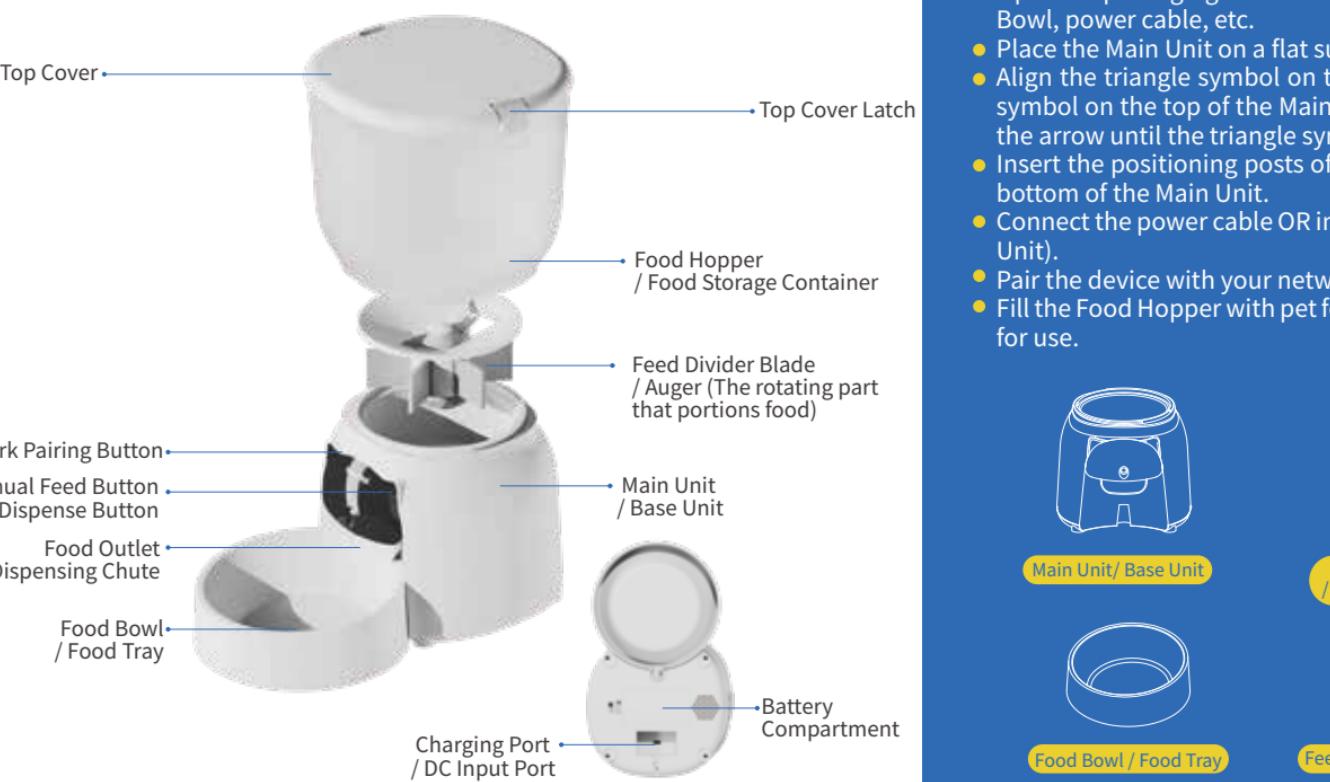
- Connect the equipment into a outlet on a circuit different from that to which the receiver is connected.

- Consult the dealer or an experienced radio/TV technician for help.

This equipment complies with FCC radiation exposure limits set forth for uncontrolled environments. This equipment should be installed and operated with a minimum distance of 20cm

between the radiator & your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

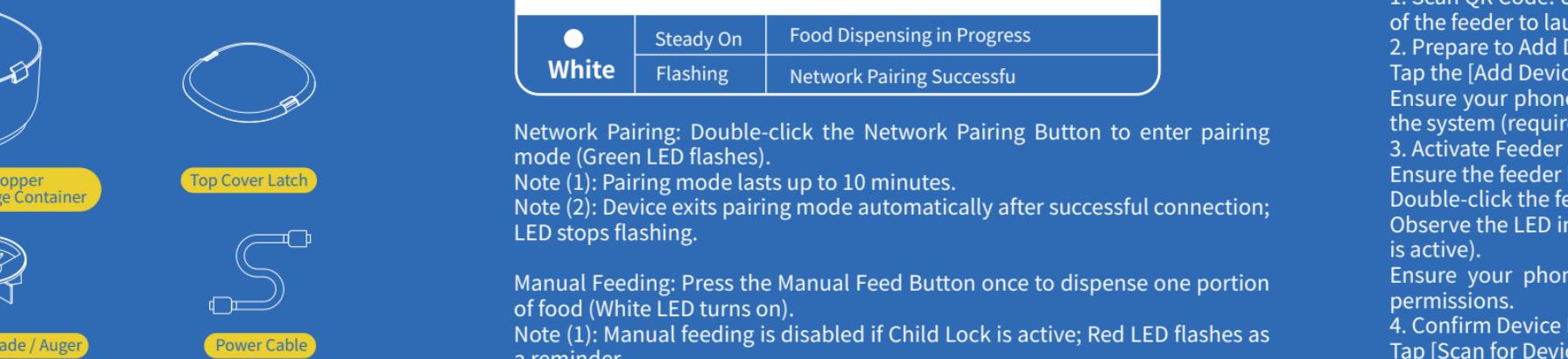
Product Components



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Installation Steps

- Open the packaging and remove all components: Food Hopper, Main Unit, Food Bowl, power cable, etc.
- Place the Main Unit on a flat surface (table or floor).
- Align the triangle symbol on the bottom of the Food Hopper with the triangle symbol on the top of the Main Unit. Rotate the Food Hopper in the direction of the arrow until the triangle symbols align with the "Locked" symbol.
- Insert the positioning posts of the Food Bowl into the positioning holes on the bottom of the Main Unit.
- Connect the power cable OR install batteries (located on the bottom of the Main Unit).
- Pair the device with your network (refer to Network Pairing Steps).
- Fill the Food Hopper with pet food, secure the Top Cover, and the feeder is ready for use.



Operating Instructions

Button Indicators: Network Pairing Manual Feed

Network Pairing (Wi-Fi Setup)

LED Color	LED State	Device Status
Red	Steady On	Network Not Connected
	Flashing	Low Battery Warning or Child Lock Active
Green	Steady On	Network Connected
	Flashing	In Pairing Mode

Manual Feeding

LED Color	LED State	Device Status
White	Steady On	Food Dispensing in Progress
	Flashing	Network Pairing Successful

Network Pairing: Double-click the Network Pairing Button to enter pairing mode (Green LED flashes).

Note (1): Pairing mode lasts up to 10 minutes.

Note (2): Device exits pairing mode automatically after successful connection; LED stops flashing.

Manual Feeding: Press the Manual Feed Button once to dispense one portion of food (White LED turns on).

Note (1): Manual feeding is disabled if Child Lock is active; Red LED flashes as a reminder.

Note (2): LED will not illuminate during Night Mode.

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Operating Instructions

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When your feeder (e.g., SW3) appears in the list, tap [Confirm to Add this Device].

5. Configure Network:

Select your 2.4GHz band Wi-Fi network (5GHz networks are not supported).

Enter the Wi-Fi password accurately (mind capitalization and special characters).

Tap [Next] and wait for the device to connect (approximately 1-2 minutes).

6. Setup Complete:

The mini-program will display a [Device Added Successfully] message.

Tap the settings icon (usually top right) to access the configuration interface and set up feeding schedules, portion sizes, etc.



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Mini-Program Connection (App Setup)

1. Scan QR Code: Use WeChat to scan the QR code located on the bottom right of the feeder to launch the Smart Feeder management mini-program.

2. Prepare to Add Device:

Tap the [Add Device] button on the mini-program homepage.

Ensure your phone's Wi-Fi is ON. Grant location permission when prompted by the system (required for Wi-Fi scanning).

3. Activate Feeder Pairing Mode:

Ensure the feeder has power (connected or batteries installed).

Double-click the feeder's Network Pairing Button (clicks within <0.5 seconds).

Observe the LED indicator change to fast flashing Green (confirm pairing mode is active).

Manual Feeding: Press the Manual Feed Button once to dispense one portion of food (White LED turns on).

Note (1): Manual feeding is disabled if Child Lock is active; Red LED flashes as a reminder.

4. Confirm Device Binding:

Tap [Scan for Devices] in the mini-program. Scanning takes approximately 10-15 seconds.

Note (2): LED will not illuminate during Night Mode.

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Maintenance Guidelines

1. Regular Cleaning: Clean the feeder regularly for your pet's health.

2. Cleaning Schedule: Clean when visible dirt accumulates or loose food particles build up in the dispensing area/catch.

3. Control Panel/Base: Clean the control panel and Main Unit base with a soft, damp cloth.

4. Hand Wash Only: NEVER place any part of the product in a dishwasher. This will cause permanent damage!