



Petivity®

POWERED BY



Smart Cat Feeder Set-Up and User Guide

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INTRODUCTION

Perfect portions. Powerful Insights.

Your cat's eating behavior can tell you a lot about their health. The Petivity® Smart Cat Feeder tracks feeding consumption and behaviors and alerts you when changes might require your attention or a visit to the veterinarian. This guide will provide you with information and tips for set-up, as well as important safety and warranty information.

We're here to help you get started on your journey toward more proactive care. Regardless of where you purchased your Smart Cat Feeder, please direct any questions, concerns or return inquiries to Petivity at:

Petivity.com/Support
support@petivity.com

866-979-2477

IMPORTANT SAFETY INSTRUCTIONS

WARNING – When using electric appliances, basic precautions should always be followed, including the following:

- 1) Read all the instructions before using the appliance.
- 2) To reduce the risk of injury, close supervision is necessary when an appliance is used near children.
- 3) Do not contact moving parts.
- 4) Only use attachments recommended or sold by the manufacturer.
- 5) Do not use outdoors.
- 6) Only Used with the power adaptor which provided with manufacturer : BLUE IRON HOLDINGS LIMITED , Model: BI12TA-050200-BdU
- 7) For household use only
- 8) To disconnect, turn all controls to the off position, then remove plug from outlet.
- 9) Do not unplug by pulling on cord. To unplug, grasp the plug, not the cord.
- 10) Unplug from outlet when not in use and before servicing or cleaning.
- 11) Do not operate any appliance with a damaged cord or plug, or after the appliance malfunctions or is dropped or damaged in any manner. Return appliance to the nearest authorized service facility for examination, repair, or electrical or mechanical adjustment.
- 12) To reduce the risk of electrical shock, do not put the feed container in water or other liquid. Do not place or store appliance where it can fall or be pulled into a tub or sink.
- 13) Do not immerse in water for cleaning the product.

SAVE THESE INSTRUCTIONS

Precautions and Guidelines for Safety and Best Results

If at any time you encounter any malfunction, overheating or other issue with a Feeder, please immediately cease using the Feeder, turn it off (if safely able to do so) and contact our Consumer Support team by calling 866-979-2477 or visiting Petivity.com/Support.

Keep these Precautions and Guidelines in an accessible location for future reference, if needed.

- Keep the Smart Feeder in a dry, indoor place.
- Dispose of all packaging materials properly, recycle the packaging if you are able.
- The Smart Cat Feeder comes packed in a plastic bag, the bag could cause suffocation. Keep it away from pets and children.
- Do not immerse the Feeder base in water, this will damage the electronic components.
- Never place the stainless steel bowl in the microwave.
- Do not use the Smart Feeder outdoors.
- Do not modify the Smart Feeder.
- Examine your Feeder environment before setup to ensure the surface is dry, hard and level.
- Any use of a power cord carries risks of cats or other animals chewing cables or equipment, electrical shock, strangulation, and tripping hazards. Regularly check for any evidence that your cat or other pets have been chewing on the cord.

- When the motor turns to dispense food it could cause pinching. Do not stick anything, including fingers, up the chute of the feeder and ensure the lid is placed securely when not refilling the hopper.
- The hopper should be cleaned every time you refill the hopper or every 28 days to ensure your cat food remains hygienic.
- Please do not use other power cords with your Smart Feeder except for the one provided. If you have issues or need a replacement, please contact our Consumer Support team by calling 866-979-2477 or visiting Petivity.com/Support.
- Use alkaline D batteries only. Do not mix old and new batteries or batteries from different brands. Dispose of batteries in accordance with local guidelines. Rechargeable batteries may be used with Smart Cat Feeder, but the backup power life will be ~~more~~ limited.
- Monitor condition of batteries and remove/replace if showing signs of decay or corrosion.

WHAT'S INCLUDED

([@Snively,Kelsey,US-St. Louis](#) can you add illustrations of cat feeder hopper, stainless steel bowl, power cord, desiccant bag here?)

- (1) Petivity™ Smart Cat Feeder Hopper
- (1) Stainless Steel Bowl
- (1) Power adaptor
- (1) Desiccant Bag

WHAT YOU'LL NEED

In addition to what's included, you'll need:

- An iPhone or Android smartphone.
- A Wi-Fi connection. If your Wi-Fi is password protected, have your password handy. You will need to connect your feeder to the 2.4Ghz band of your home router.
- 3 – D Alkaline batteries for back-up power
- Your preferred dry cat food

INSTRUCTIONS

1. Install the Petivity App

Before powering on your monitor, download the Petivity mobile app, which will help guide you through the rest of the set-up process.



2. Prepare for Set-Up

Choose a hard, level indoor location near wall power to set up your Cat Feeder, then ensure that your phone is connected to your home Wi-Fi network (router band of 2.4 GHz) and Bluetooth is enabled. Have your home Wi-Fi password handy.

3. Plug in Your Feeder & Insert Back-Up Batteries

(@Snively,Kelsey,US-St. Louis can you add an illustration to show where the connection on the bottom of the feeder is and where batteries are inserted?)

While batteries are not required for operation, they are recommended, especially if you experience frequent power outages.

4. Add Dry Cat Food to the Hopper

We recommend filling the hopper completely, or at least filling above the low kibble sensor in the hopper. Do not use canned, wet or moist food, or food with shred inclusions.

Recommended kibble size is between 5-15 mm. (@Snively,Kelsey,US-St. Louis can you add an illustration of the low kibble sensor in the hopper cavity and a measurement scale?)

5. Add Desiccant for Freshness

Place the desiccant packet that came with your Smart Cat Feeder in the compartment on the underside of the lid. (@Snively,Kelsey,US-St. Louis can you add an illustration of this compartment?)

6. Set Up Your Feeder & Cat Profile in the App

Open the Petivity app and follow the instructions for the Smart Cat Feeder to complete your set-up. After your feeder connects to Wi-Fi for the first time, it will automatically check for a software update. If there is an update available, your feeder will automatically download the update. Please keep the feeder powered on until the yellow light stops flashing.

Once your feeder is successfully connected, follow the instructions to set up your cat's feeding schedule.

Once you've successfully set up feeding, sit back, relax, and watch some cat videos.

CARE AND MAINTENANCE

1. The stainless-steel bowl is dishwasher safe. We recommend washing your bowl at least once a week. The bowl should never be used in a microwave. Additional bowls can be purchased at www.petivity.com/shop
2. The hopper is completely removable and easy to disassemble for thorough cleaning. (@Snively,Kelsey,US-St. Louis can we add illustrations for disassembly and reassembly?) The hopper and auger parts are dishwasher safe. Regular cleaning helps maintain a hygienic food environment and helps to prevent jamming. We recommend cleaning every time you refill the hopper or every 28 days to ensure your cat food remains hygienic. Ensure the Petivity bowl and base are clean and free of any debris before returning the bowl to the feeder. Dry the hopper thoroughly after cleaning before adding kibble .
3. YouTube video QR code for video on how to remove, disassemble and reassemble.
4. Replace the desiccant packet every 2-weeks to help keep your cat food fresh. You can purchase desiccant packets at www.petivity.com. The Smart Cat Feeder is designed for indoor use only. Desiccant performance varies by region, humid regions may require the desiccant to be replaced more frequently.
5. Clean the base of the feeder, outer hopper, and lid with a warm, damp cloth. The base contains electronics and should not be submerged in water.
6. We recommend using kibble sized between 5-15 mm with the smart feeder.

SUPPORT AND TROUBLESHOOTING

If you have questions or need assistance with set-up, we're here 7 days a week. Call 866-979-2477 or visit Petivity.com/Support and be prepared to share the serial number for your feeder.

- Check that your feeder is powered by looking under the device settings in the Petivity app.
- If you're having trouble connecting to Wi-Fi, ensure your feeder is close to the router (you can move it back once it is connected) and are using the **2.4 GHz band** on your router. (This is an option on most home networks.)
- If you have an Android phone, enable "Location Settings" during set up.
- For best results and reliable data performance, make sure the cat feeder is on a hard, level surface.

Visit Petivity.com for helpful tips, instructional videos, and FAQs, or ask our helpful chat bot to get the information you need more quickly.

Petivity Smart Cat Feeder Specifications

- Model Number: CF1A

External Power Supply Ratings

- Input: 100–240Vac, 50-60Hz, 0.5A,
- Output: 5Vdc, 2A

Environmental Conditions

- Altitude: Up to 2000m
- Temperature: 5 to 40°C
- Relative Humidity: 0–95% RH, Non-Condensing
- Mains Supply Voltage Fluctuations: +/- 10%
- Overvoltage Category: Overvoltage Category II
- Pollution Degree of Intended Environment: Pollution Degree 2

SATISFACTION GUARANTEE & RETURNS

Petivity Satisfaction Guarantee

Petivity products come with a 90-day satisfaction guarantee. If you are not satisfied with your purchase, you can return your Petivity Smart Cat Feeder undamaged within 90 days of purchase for a full refund.

To Qualify for a Refund:

A Return Merchandise Authorization (RMA) must be requested from our Consumer Support team within 90 days of your purchase date. Contact our Consumer Support team by calling 866-979-2477 or visiting Petivity.com/Support and providing your feeder serial number, place of purchase and order number (if applicable). We will provide you with a shipping box and pre-paid shipping label to use for your return.

- Returned product(s) must be in good physical condition (not physically broken or damaged).
- This 90-day satisfaction guarantee ONLY applies to products purchased from authorized sellers. Products purchased from unauthorized resellers are NOT subject to the guarantee. Proof of purchase (or trackable order ID) is required for refund.
- All accessories originally included with your purchase must be included with your return.
- Your purchase price, excluding tax, will be refunded through the original payment method if purchased directly from Petivity or by check if purchased through one of our authorized retailers.

You shall assume all risk of loss or damage to the product while in transit to Petivity's return center. Petivity will not be responsible for any packages lost in transit to the

return center. If you return the product without obtaining a return label from the Consumer Support team, or if you are unable to provide a return label tracking number or proof of return (if you processed the return yourself), Petivity retains the right to refuse delivery of the return or provide a refund.

If you have a specific question about any product returns, contact our Consumer Support team by calling 866-979-2477 or visiting [Petivity.com/Support](https://www.petivity.com/Support).

1-Year Limited Warranty

This limited warranty contains important information about your rights and obligations, as well as limitations and exclusions that may apply to you. Petivity is a high-quality product and, with proper care, is intended to provide years of satisfactory performance. Your Petivity Feeder comes with a 1-year limited warranty.

Activating Your Warranty

Activate your 1-year limited warranty on the Petivity website at www.petivity.com/warranty. Activating your warranty will also expedite the support process should you need to contact Petivity with any issues.

Warranty Terms

Our warranty is limited to the terms set out below:

- Petivity warrants that your feeder will be free of defects in materials or workmanship under normal proper use for one year from the date the feeder is activated. If a hardware defect arises and a valid claim is received within the warranty period, Petivity will replace the feeder.
- If a replacement smart feeder is sent, the warranty period will start over from the date the replacement feeder is received.
- This limited warranty ONLY applies to products purchased from authorized seller(s). Products purchased from unauthorized resellers are NOT subject to the limited warranty. Proof of purchase (or trackable order ID) is required for warranty service.
 - This limited warranty shall not extend to anyone other than the original purchaser of this product, is non-transferable and states the exclusive right of the purchaser to remedy.
- Petivity may request you replace defective parts with new or refurbished user-installable parts (e.g., power cord, battery cover) that Petivity provides in fulfillment of its warranty. A replacement product or part, including a user-installable part that has been installed by instructions provided by Petivity, assumes the remaining warranty of the original product

or ninety (90) days from the date of replacement or repair, whichever provides longer coverage for you. When a product or part is exchanged, any replacement item becomes your property, and the replaced item becomes Petivity property.

- Parts provided by Petivity in fulfillment of its warranty obligation must be used in products for which the warranty service is claimed.

For Petivity to provide you the limited warranty coverage, we will ask you to return the defective product for assessment should it need to be replaced.

- Please do not return your Petivity feeder without first contacting our Petivity Consumer Support team to obtain a return label and box. Provide your feeder serial number, place of purchase and order number if applicable when reaching out to Support to return your feeder.
- To obtain warranty service under the limited warranty, you must deliver the product in packaging provided to you or in packaging providing an equal degree of protection to an address specified by Petivity.
- Petivity may require proof of purchase from the official and authorized seller(s) and additional details.
- Petivity will cover the return shipping cost for authorized returns within the limited warranty that may result in replacement. The purchaser may be responsible for the costs of shipping the product to our return center if the origin address is not of the same country as the order delivery address. Our Petivity Consumer Support team will provide instructions for dropping off or arranging for the pickup of the feeder you are returning.

Our Petivity Consumer Support team will contact any consumer for returned packages that include: excessive aesthetic damages previously not mentioned, an incorrect product, or empty shipments.

- Consumers will not be able to request more than one replacement within warranty until the prior replacement has been shipped back. Refusal to return a product for a replacement after a new product has been delivered may result in having the original product disabled.

Exclusions and Limitations

Software distributed by Petivity with or without the Petivity brand name (including, but not limited to system software) is not covered under this Limited Warranty. Petivity does not warrant that the operation of the product will be uninterrupted or error-free. Petivity is not responsible for damage arising from failure to follow instructions relating to the product's use. This warranty does not apply:

- to damage caused by accident, abuse, misuse, flood, fire, earthquake, or other external causes;

- to damage caused by operating the product outside the permitted or intended uses described by Petivity;
- to damage caused by service (including upgrades and expansions) performed by anyone who is not a representative of Petivity;
- to a product or part that has been modified to alter functionality or capability without the written permission of Petivity;
- to consumable and mechanical platform parts unless damage has occurred due to a defect in materials or workmanship; to cosmetic damage, including but not limited to scratches, dents, and broken plastic on ports;
- to a product that was purchased with unauthorized resellers. Petivity's limited warranty ONLY applies to products purchased from authorized sellers.

FCC CAUTION:

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.

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

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.

The equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment, this transmitter must not be co-located or operating in conjunction with any other antenna or transmitter. The equipment should be installed and operated with minimum distance 20cm between the radiator and your body.