



**Petivity**<sup>®</sup>

POWERED BY



# Smart Feeder for Cats Setup and User Guide

**Purina trademarks are owned by Société des Produits Nestlé S.A.  
Any other marks are property of their respective owners.**

**1 Checkerboard Square, St. Louis, MO 63164**

**Phone: 866-979-2477**

**Petivity.com**

**The PURINA & PETIVITY PROMISE**

Pets are our passion. Safety is our promise. Innovation is our pledge.

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.

Designed in the USA. Made in China.



# TABLE OF CONTENTS

<b>Introduction</b>	<b>4</b>
<b>What's Included</b>	<b>4</b>
<b>What You'll Need</b>	<b>5</b>
<b>Instructions</b>	<b>5</b>
/ Install the Petivity App	
/ Prepare for Setup	
/ Plug in Your Feeder and Insert Backup Batteries	
/ Prepare Feeder for Its First Use	
/ Add Freshness Packet	
/ Set Up Your Smart Feeder and Cat Profile in the Petivity App	
<b>Care &amp; Maintenance</b>	<b>7</b>
<b>Disassembly of the Food Container</b>	<b>8</b>
<b>Reassembly of the Food Container</b>	<b>11</b>
<b>Support &amp; Troubleshooting</b>	<b>14</b>
<b>Safety Information</b>	<b>14</b>
/ Precautions and Guidelines for Safety and Best Results	
/ Petivity Smart Feeder for Cats Specifications	
<b>Satisfaction Guarantee &amp; Returns</b>	<b>16</b>
/ Petivity Satisfaction Guarantee	
/ To Qualify for a Refund	
/ 1-Year Limited Warranty	
/ Activating Your Warranty	
/ Warranty Terms	
/ Exclusions and Limitations	

## INTRODUCTION

*Mealtime Made Smarter.*

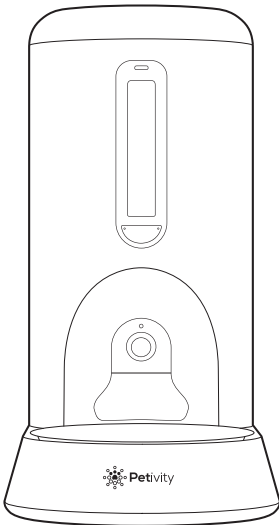
Welcome to Petivity! The Smart Feeder for Cats is designed to help you care for your cat like never before. This guide will provide you with information and tips for setup, as well as important safety and warranty information.

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

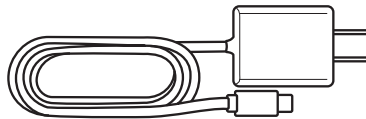
**Petivity.com/Support**  
**support@petivity.com**  
**866-979-2477**

---

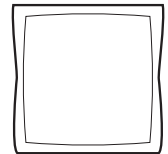
## WHAT'S INCLUDED



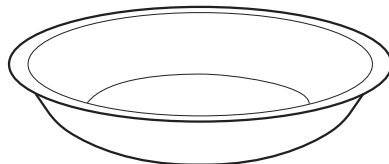
(1) Petivity® Smart Feeder



(1) Power Cord



(1) Freshness Packet



(1) Stainless Steel Bowl

## 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 2.4 GHz band of your home router.
- Three alkaline D batteries for backup power.
- Your preferred dry cat food.

## INSTRUCTIONS

### 1. Install the Petivity App

Before powering on your feeder, download the Petivity mobile app, which will help guide you through the rest of the setup process.



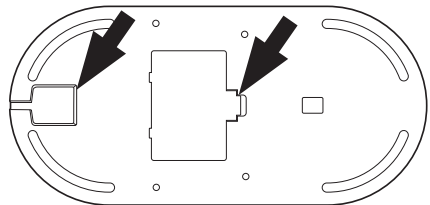
**Download the  
Petivity App**

### 2. Prepare for Setup

To set up your feeder, choose a hard, level surface in an indoor location near a wall-mounted power source within 30 feet of your Wi-Fi router, preferably away from high traffic areas where the feeder could be knocked over or bumped. Ensure that your phone is connected to your home Wi-Fi network (router band of 2.4 GHz) and Bluetooth® technology is enabled. Have your home Wi-Fi password handy.

### 3. Plug in Your Feeder and Insert Backup Batteries

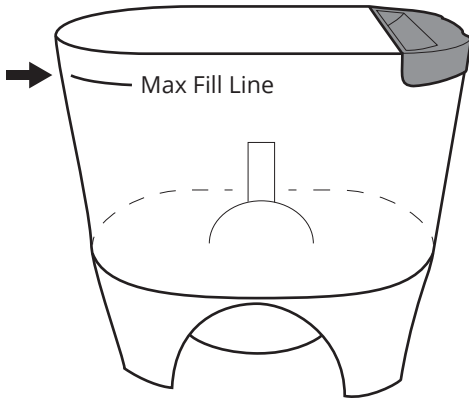
While batteries are not required for operation, they are recommended as a backup power source in the event of a power outage. This will ensure your feeder dispenses on schedule, even if the power is out for up to seven days. Note that some other functions may be limited while on backup battery power.



Please only use the Power Adapter provided in the box.

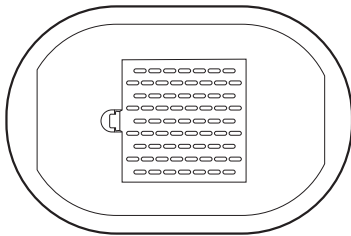
#### 4. Prepare Feeder for Its First Use

Wash and completely dry the food container and the feeder components before adding dry cat food (see Care & Maintenance for disassembly and reassembly instructions). Fill the container to the Max Fill Line or at least above the low kibble sensor. Most standard sized and shaped kibble will work with the feeder. Do not use canned, wet or moist food.

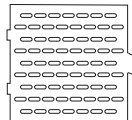
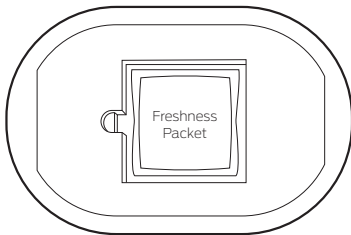


#### 5. Add Freshness Packet

Place the freshness packet that came with your feeder in the compartment on the underside of the lid.



Freshness packet compartment is located under the food container's lid.



Open cover and insert freshness packet, then close cover.

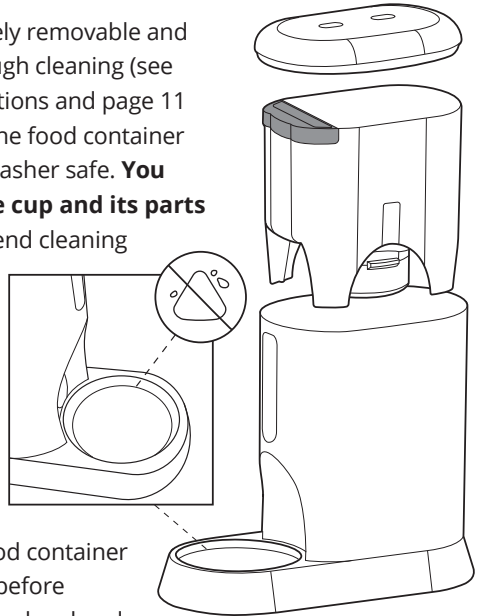
## 6. Set Up Your Smart Feeder and Cat Profile in the Petivity App

Open the Petivity app and follow the setup instructions for the Smart Feeder for Cats to complete your setup. 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 light on the front stops flashing.

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

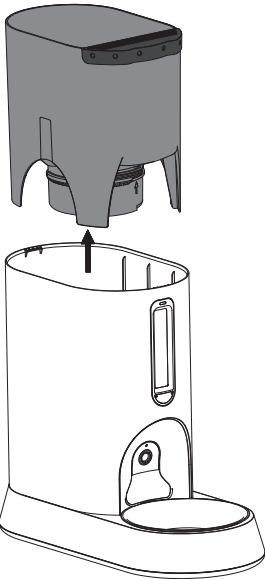
## CARE & MAINTENANCE

- The stainless steel bowl included with your feeder is dishwasher-safe. We recommend washing your bowl at least once a week. The bowl should never be microwaved. Additional bowls can be purchased at [Petivity.com/shop](https://www.petivity.com/shop).
- The food container is completely removable and easy to disassemble for thorough cleaning (see page 8 for disassembly instructions and page 11 for reassembly instructions). The food container and kibble cup parts are dishwasher safe. **You must disassemble the kibble cup and its parts before washing.** We recommend cleaning every time you refill the food container or every 28 days to ensure your cat food remains hygienic. Regular cleaning helps maintain a hygienic food environment and helps to prevent jamming of the kibble carousel. Dry the food container thoroughly after cleaning and before adding kibble. Ensure the feeder bowl and base, including the gap along the bottom rim of the feeder base, are clean and free of any debris before returning the bowl to the feeder.



- Replace the freshness packet every two weeks to help keep your cat food fresh. You can purchase freshness packets at **Petivity.com**. Freshness packet performance varies by region, and humid conditions may require the freshness packet to be replaced more frequently. The feeder is designed for indoor use only.
- Clean the base, lid and outside of the feeder with a warm, damp cloth. The base contains electronic components and should not be submerged in water.
- We recommend using kibble sized between 5–15 mm. Most standard sized and shaped kibble will work with the feeder.

## DISASSEMBLY OF THE FOOD CONTAINER

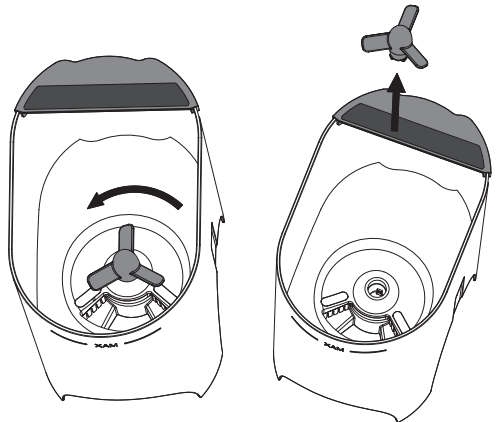


### Step 1: Remove the Food Container

Grab the food container by the gray handle, pull it out of the device, and empty out any kibble.

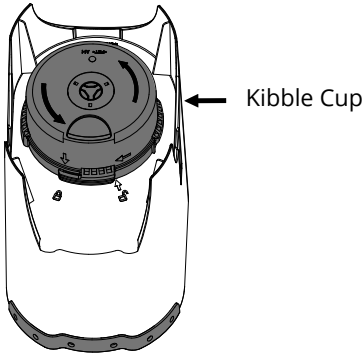
### Step 2: Remove the Propeller

Remove the propeller by twisting counterclockwise and pulling up.

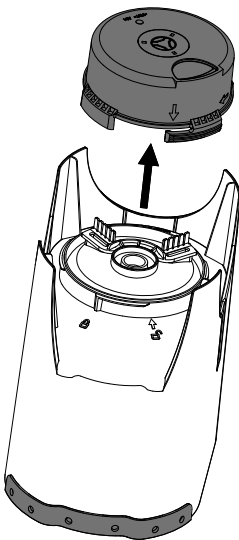
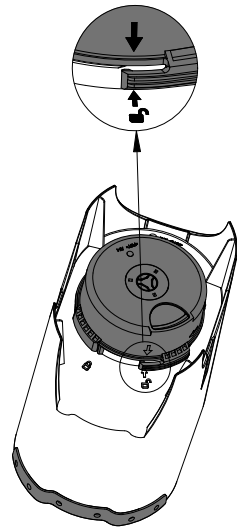


### Step 3: Remove the Kibble Cup

Turn the food container over and rotate the kibble cup counterclockwise to loosen it.



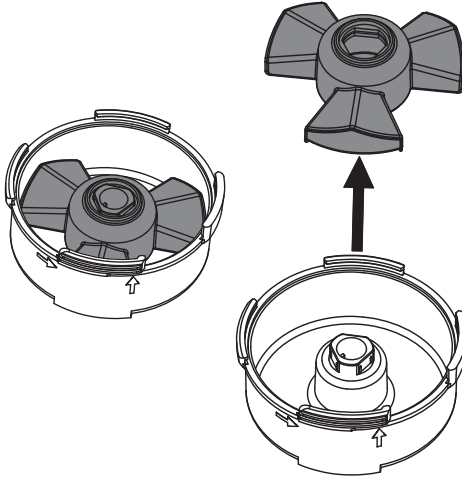
Rotate the kibble cup until the arrow aligns with the unlocked icon seen on the food container.



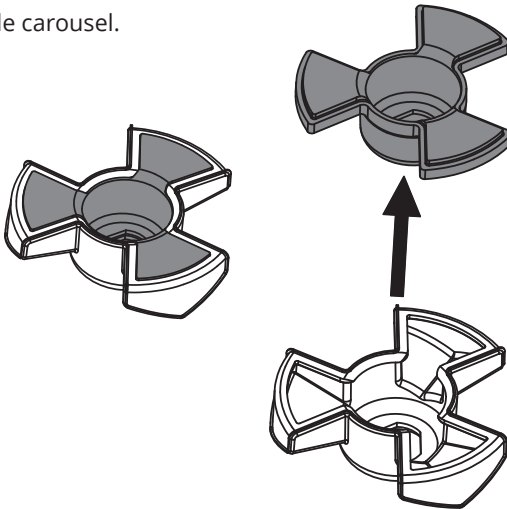
Once fully unlocked, pull up and away to remove the kibble cup from the food container.

### Step 4: Disassemble the Kibble Cup

Inside the kibble cup, pull up on the kibble carousel as shown.



Remove the silicone cover of the kibble carousel.

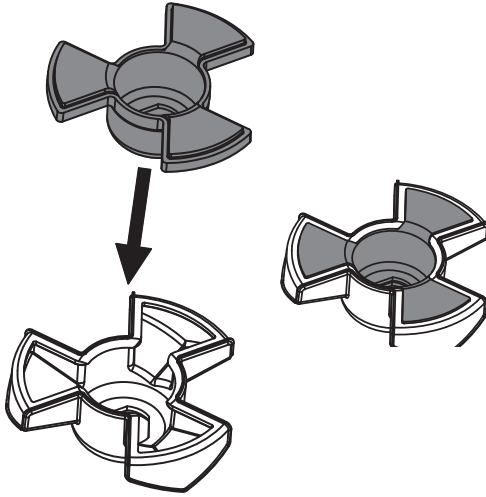


Now that the components are separated, you're ready to wash them. If using a dishwasher, we recommend loading the kibble cup, kibble carousel, and silicone cover on the top rack, and the food container itself on the bottom.

# REASSEMBLY OF THE FOOD CONTAINER

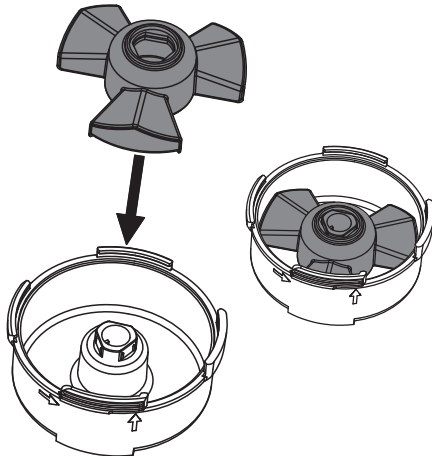
## Step 1: Set the Silicone Cover

Place the silicone cover over the kibble carousel as shown.



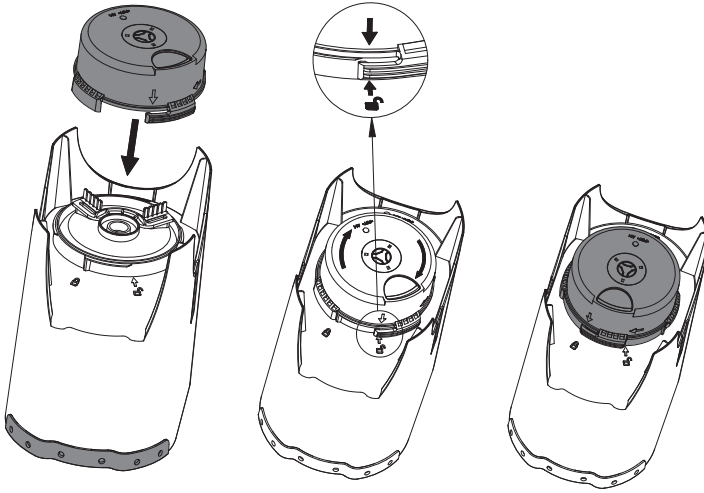
## Step 2: Insert the Kibble Carousel

Place the kibble carousel into the kibble cup by aligning the triangular key. Press firmly so that the bottom of the kibble carousel sits at the bottom of the kibble cup.



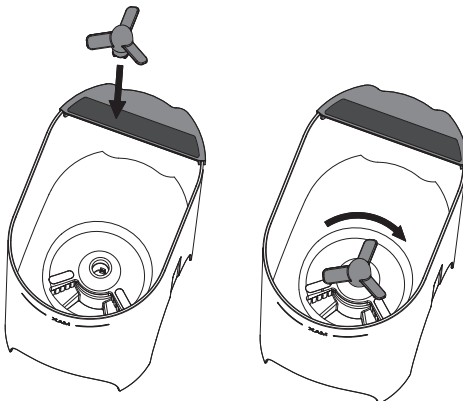
### Step 3: Align the Kibble Cup

With the food container upside down, align the arrow on the kibble cup with the unlock icon on the food container. Then, twist the kibble cup clockwise until the arrow aligns with the lock icon.



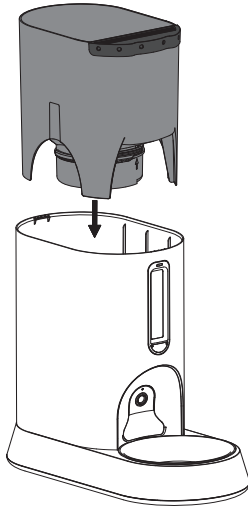
### Step 4: Flip the Food Container

Turn the food container upright and insert the propeller into the kibble cup. Ensure the propeller is fully inserted, then twist clockwise until it clicks into place.

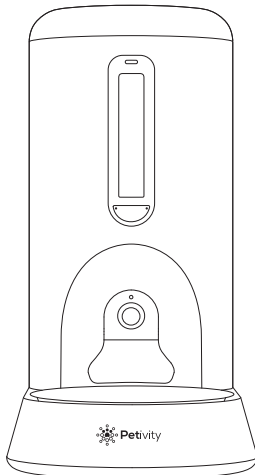


**Step 5: Put the Food Container Back Into Place**

With the food container fully reassembled, insert it back into the base of the feeder with the handle on the bowl side.

**Step 6: Refill the Food Container**

Add fresh kibble to the food container and put the lid back on the device.



## SUPPORT & TROUBLESHOOTING

If you have questions or need assistance with setup, we're here 7 days a week. Call **866-979-2477** or visit **Petivity.com/Support** and be prepared to share your feeder's serial number found on the bottom of the device.

### Common Troubleshooting Tips

- Check that your feeder is powered by looking under device settings in the Petivity app.
- If you're having trouble connecting to Wi-Fi, ensure your feeder is within 30 feet of the router (you can move it back once it's connected) and that you 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 setup.
- For best results and reliable data performance, make sure the feeder is on a hard, level surface.
- Please only use Petivity stainless steel bowls.

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

---

## SAFETY INFORMATION

### Precautions and Guidelines for Safety and Best Results

If at any time you encounter any malfunction, overheating or other issue with your 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 feeder in a dry, indoor location.
- Dispose of all packaging materials properly and recycle the packaging if you are able.

- The feeder comes packed in a plastic bag, which can cause suffocation. Keep it away from pets and children.
- Do not immerse the feeder base in water, as this will damage the electronic components.
- Never heat the stainless steel bowl in the microwave oven.
- Do not use the feeder outdoors.
- Do not modify the feeder.
- Examine your feeder environment before setup to ensure the surface is dry, hard and level and that the feeder will not be at risk of being bumped or tipped over.
- Any use of a power cord carries risks to cats and other animals including electrical shock, strangulation, and tripping hazards. Check regularly for any evidence that your cat or other pets have not chewed on the cord or other equipment. Please do not use other power cords with your 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](https://www.petivity.com/Support)**.
- 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 food container.
- The food container should be cleaned every time you refill it, or every 28 days to ensure that your cat's food remains hygienic.
- 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 the feeder, but the backup power life will be limited.
- Monitor condition of batteries and remove/replace if showing signs of decay or corrosion.

### **Petivity Smart Feeder for Cats Specifications**

- Model Number: CF1A
  - External Power Supply Ratings
    - Input: 100V–240V ~ 50–60Hz 0.5A
    - Output: 5V=2A
  - Environmental Conditions
    - Feeder and pet food should be kept in a dry, cool environment below 80°F.
    - Do not use the feeder outdoors.
- 

## **SATISFACTION GUARANTEE & RETURNS**

### **Petivity Satisfaction Guarantee**

Your Petivity Smart Feeder for Cats comes with a 90-day satisfaction guarantee. If you are not satisfied with your purchase, you can return your undamaged feeder 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 sellers.

- 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're unable to provide a return label tracking number or proof of return (if you processed the return yourself), Petivity retains the right to refuse return or refund request.

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. The Petivity Smart Feeder for Cats 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 **[Petivity.com/Warranty](https://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 and workmanship under normal proper use for one year from the date the feeder is purchased. If a hardware defect arises and a valid claim is received within the warranty period, Petivity will, at its sole option, repair or replace any part or parts that prove to be defective or replace the whole product with a same or comparable model.
- If a replacement smart device is sent, it will start the one-year warranty from replacement date.

- 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'll 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 the nearest return center address near or within the region.

- 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.
- **ANY AND ALL WARRANTIES, EXPRESSED OR IMPLIED (INCLUDING WITHOUT LIMITATION, ANY IMPLIED WARRANTY OF MERCHANTABILITY), LAST ONE YEAR FROM THE DATE OF ORIGINAL PURCHASE OR UNTIL THE ORIGINAL PURCHASER OF THE PRODUCT SELLS OR TRANSFERS THE PRODUCT, WHICHEVER FIRST OCCURS, AND IN NO EVENT SHALL PETIVITY'S LIABILITY UNDER ANY EXPRESS OR IMPLIED WARRANTY INCLUDE: (1) INCIDENTAL OR CONSEQUENTIAL DAMAGES FROM ANY CAUSE WHATSOEVER, OR (2) REPLACEMENT OR REPAIR OF ANY HOUSE FUSES, CIRCUIT BREAKERS, OR RECEPTACLES. NOTWITHSTANDING ANYTHING TO THE CONTRARY, IN NO EVENT SHALL PETIVITY'S LIABILITY UNDER ANY EXPRESS OR IMPLIED WARRANTY EXCEED THE PURCHASE PRICE OF THE PRODUCT AND ANY SUCH LIABILITY SHALL TERMINATE UPON THE EXPIRATION OF THE WARRANTY PERIOD.**
- Some states and provinces do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages, so these exclusions may not apply to you. This warranty gives you specific legal rights. You may also have other rights which vary from state to state and province to province.

## **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 feeders that were purchased with unauthorized resellers. Petivity's limited warranty ONLY applies to products purchased from authorized sellers.