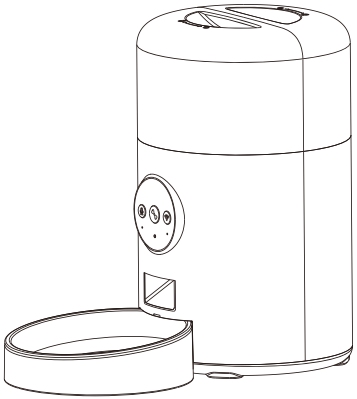
WOPET

INSTRUCTIONS

Smart Pet Feeder

FW09



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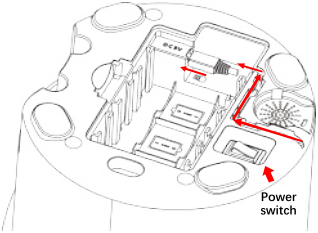
▶ Product Specification

Model	FW09
Capacity	4L
Meals	15 meals per day
One portion	9 grams(20 portions at most per meal)
Food size	2-15mm(dry food only)
Pet size	Small/medium-sized dogs and cats
Battery-powered supply	3×alkaline D batteries(not included)
DC-powered supply	5V/1A
Operating temperature	-10°C-55°C/14°F-131°F
Dementions	21×19.8×32.5cm/8.26×7.8×12.8in
Product weight	1.4kg/3.1lb

▶ Hardware installation and introduction

- Open the battery compartment at the bottom of the feeder, insert the Micro USB power cord into the connector at the bottom; and extend the power cord out along the designed wire guide. You can also insert 3 pieces of D cell batteries which will enable the feeder to work automatically according to your scheduled feeding plan even without an external power supply. Turn on the power switch.



Battery:

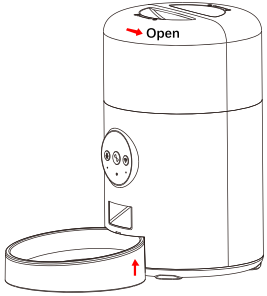
- The back-up battery is designed as a short-term alternative for when the external power supply is cut. When the pet feeder works on battery back-up, it will go into sleep mode and some functions will be limited:

  ★ When there is battery supply only, the feeding voice recording will be played only once before feeding the pets. It will not play during feeding.

★ When there is battery supply only, the feeder's Wi-Fi connection will be disconnected. All the operations on the App will be unavailable.

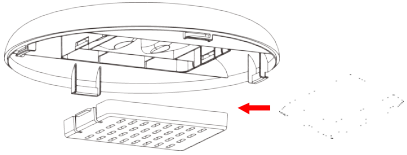
- These measures are designed to save battery energy to ensure that the pet feeder can keep working for a long time.

Rotate the top cover, the feeding tray is in the grain bucket. Then place the feeding tray into the feeder from the bottom.

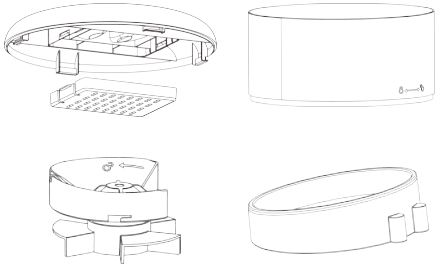


Note: Due to the wide variety of pet foods on the market, it cannot be guaranteed 100% that the mechanical structure of the feeder will fit all types of pet food. We recommend to use only dry food within 5-15mm in size. Wet food and damp food are strictly prohibited from being placed in the feeder.

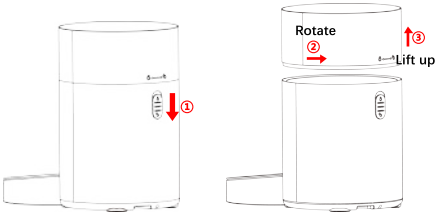
- Then please put the desiccant pack into the drying box on the top cover.

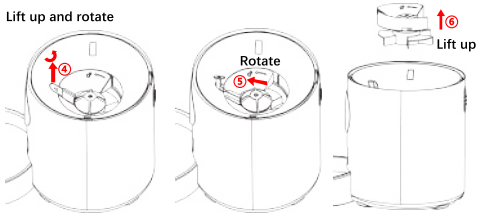


- For your pet's health, please wash the grain bucket and feeding tray regularly. The feeder body should not be filled with water. Please wipe it with a wring-able wet cloth.

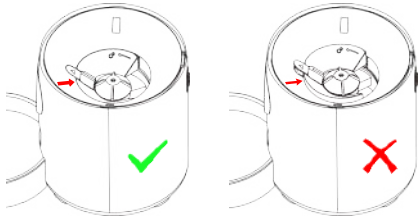


- To remove the parts above from the feeder, please follow the steps below.

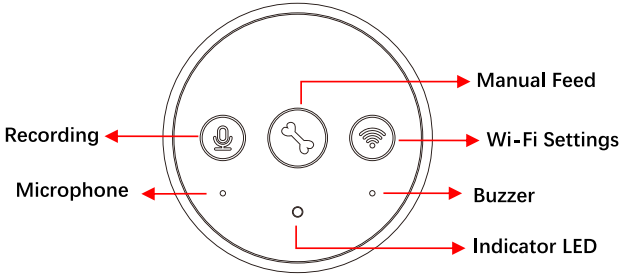




When you put the parts back to the feeder, please make sure all the parts are installed in place correctly.



▶ Panel introduction



▶ Software Installation

Add pet feeder via normal mode(EZ mode)

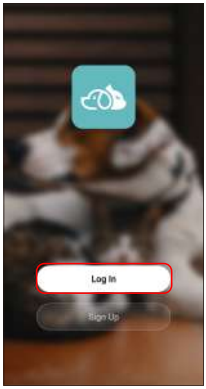
- Search the Pet Zero app in the App Store or scan the QR code below to download and install **Pet Zero**.

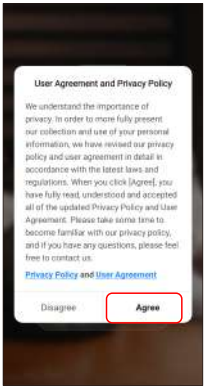
Pet Zero

Download Website 1

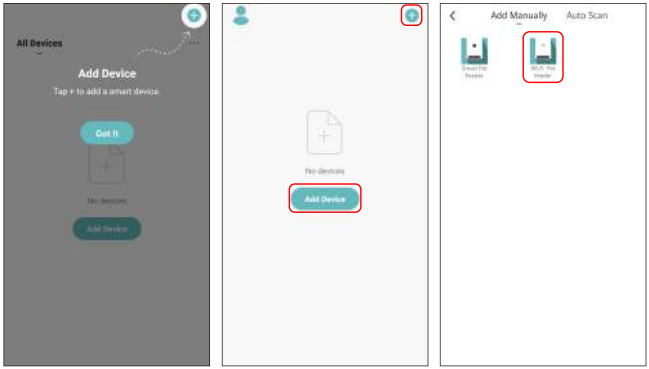
Download Website 2

- Run the App, read and agree to the privacy policy, and register a new account or login to a registered account. When you register or login to the account, please choose the correct country or area.

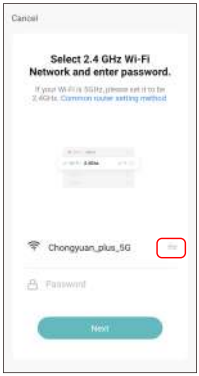


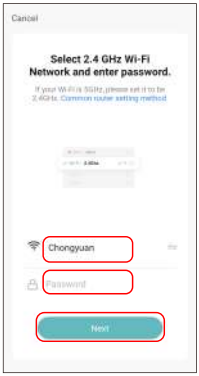


- When you login, the App will ask you to access certain permissions. These permissions are very important for the App so please allow them. Click Add Device or + to add a new pet feeder. Choose the Add manually tab and select Wi-Fi Pet Feeder.



- When App asks for the location permission of your mobile phones, please allow it. Then the name of your Wi-Fi network will appear in the textbox automatically. Please note that the feeder does not support 5Ghz Wi-Fi networks, only 2.4Ghz networks. Please check that the Wi-Fi name is the name of a 2.4Ghz Wi-Fi network. If not, please switch the mobile phone's Wi-Fi network to a 2.4Ghz Wi-Fi network. Next, please enter the Wi-Fi password and click Confirm.





Important Tips:

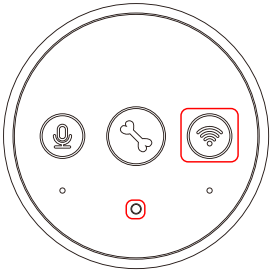
If any window pops up to interrupt your operation during the subsequent setup process, that means the mobile phone detected the feeder by Bluetooth automatically. Please refer to the "Add pet feeder via Bluetooth" chapter in page 12. Or click cancel to go on EZ mode.

Important Notice:

- Please choose a 2.4Ghz Wi-Fi signal instead of a 5Ghz signal. The feeder does not support 5Ghz Wi-Fi networks.
- When entering the password, be aware that it is case sensitive.
- Make sure the feeder is not far away from router and reboot router to try again.
- Make sure that MAC address filtering and wireless device isolation is turned off on the wireless router.

- The feeder may not support the Wi-Fi signal of the wireless repeater. If the connection fails, try connecting to the wireless router.

- Check whether the indicator LED is flashing RED 2 times per second. If yes, then click Indicator is flashing rapidly to go to the next step. If not, please long press the Wi-Fi Settings button for 3 seconds until you hear a beep. Then the feeder's indicator LED will flash rapidly.



Indicator LED status:

Flashing rapidly in RED	Feeder is waiting for Wi-Fi network configuration; it is in normal and auto scan mode.
Flashing slowly in RED	Feeder is waiting for Wi-Fi network configuration; it is in AP mode.
Always on in RED	Feeder is configured for the Wi-Fi network and trying to connect. If the connection fails, it will always be red.
Always on in BLUE	Feeder is connected to the Wi-Fi network. It can be turned off in the settings.
Flashing in BLUE	Feeder is feeding.

- The feeder will then try to connect to the Wi-Fi network. When connected, Click Done to complete adding process. If the feeder fails to connect, please check the important notice above first.
  If the feeder still fails to connect, please add the feeder via AP mode by the following instructions below.

Add pet feeder via AP mode

- If the feeder fails to connect to the Wi-Fi network, the AP mode is plan B for adding the feeder.

  ★ Choose Switch Pairing Mode when failed in normal mode or choose AP mode manually in the adding process.

  ★ Check that the indicator LED is flashing in RED once every 3 seconds. Then click Indicator is flashing slowly.

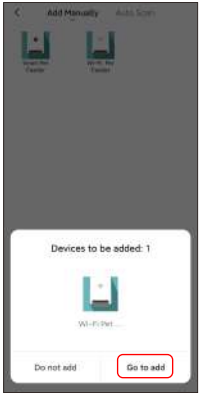
  ★ If the indicator is in another status, please long press the Wi-Fi button for 3 seconds until you hear a beep to switch indicator's flashing status to flashing rapidly. Then long press the Wi-Fi button again to switch indicator's flashing status to flashing slowly.

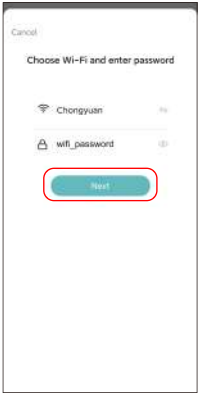
- Then the App will ask you to switch your mobile phone's network to a new network broadcast by the feeder. Please go to Wi-Fi settings on the mobile phone and connect to the Wi-Fi which starts with SmartLife- . No password is necessary.

- Return to the App after the Wi-Fi is connected. The adding process is the same as in normal mode covered above.

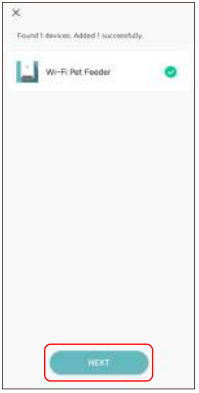
Add pet feeder via Bluetooth

- When you enabled Bluetooth of mobile phone, the mobile phone will detect the feeder automatically. Once detected, App will pop up a window to ask you to add the feeder. Then you could choose the Wi-Fi network you want to connect and input its password.





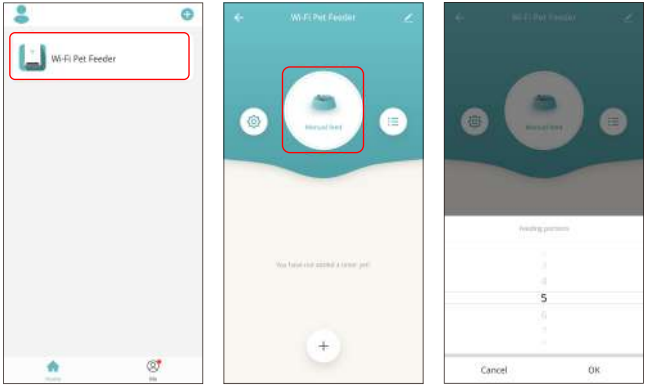
- No need to confirm the status of the indicator light, wait to complete the addition. If failed, please check the notice in page 8.



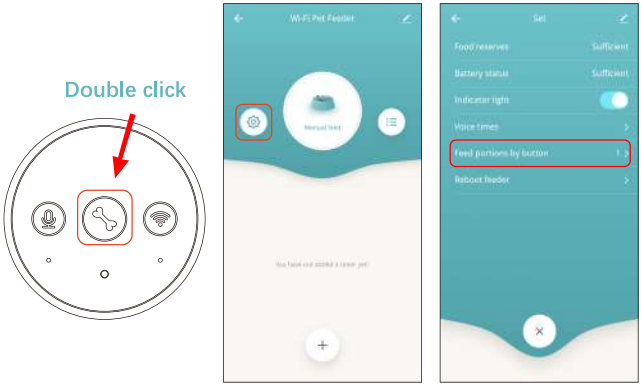
▶ Feeding

Manual feeding

- Enter feeder's main interface. Click Manual feed. Choose the feeding portions and click OK. The feeder will feed immediately.

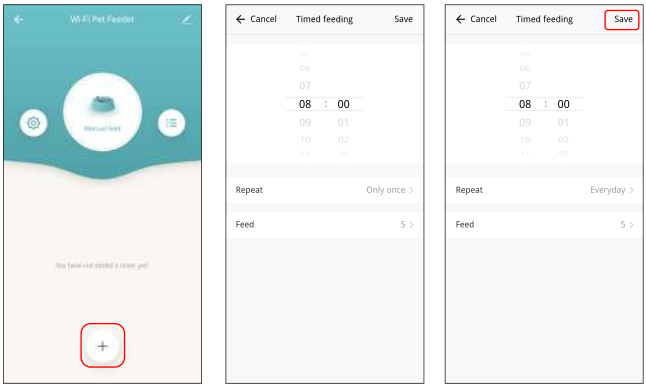


- You can also double click the Manual feed button on the feeder to feed manually. The feeding amount can be adjusted in the App.
  Click and set up Feed portions using the button. Setting it to 0 can disable this function.
  Click ⚙ and set up Feed portions using the button. Setting it to 0 can disable this function.

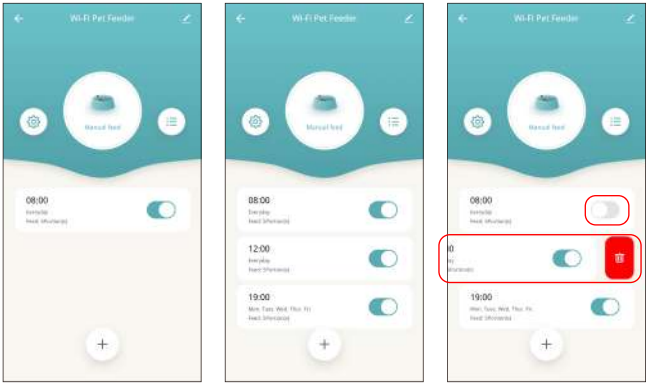


Timed feeding

- The pet feeder supports the scheduled feeding of exact portions at exact times. Click the + button in App, choose feeding time, repeat rules for each day of the week, and feed portions, then click Save.



- The feeder supports up to 15 feeding schedules. If you need to disable a schedule, you can disable it by disable its switch. You can also delete it by swiping the feeding schedule to the left to access the delete option.



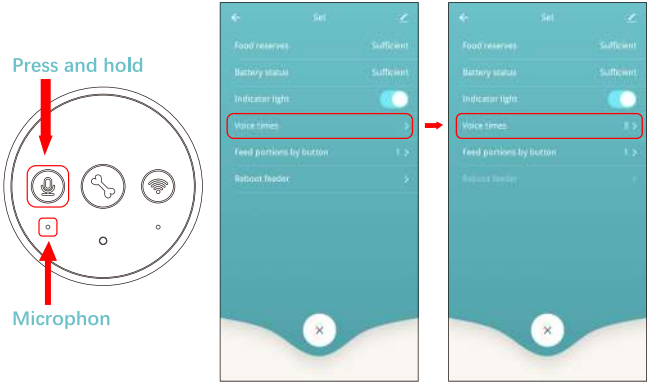
Feeding voice recording

- To develop good feeding habits for pets, the feeder supports pre-recording a maximum of 10 seconds of audio, which is played during feeding.

- Press and hold the record button for 3 seconds until the feeder makes a “Drip” sound, then you can start talking at the microphone position. Note that the recording button should always be pressed continually. After the recording is complete, release the button, the feeder will make two “Drip” sounds.

- After recording is complete, you can preview the recorded audio by short pressing the record button. If you need to change the recording, please re-record it. The closer you are to the microphone, the louder your voice can be recorded.

- The default voice recording playback is 3 times. It can be customized for a maximum of 5 times. Click and set up Voice times. Setting it to 0 can disable the feeding audio function.



Notice:

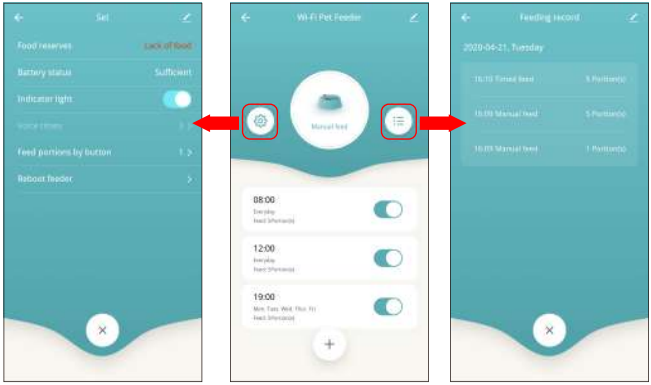
- When the pet feeder is connected by the regular power adapter, the pet feeder recording will be played during feeding. It will play the number of set times(3times/4-times/5times) until the feeder has finished feeding.

- The voice recording will not play when feeding by button.

Feeding records and alarm

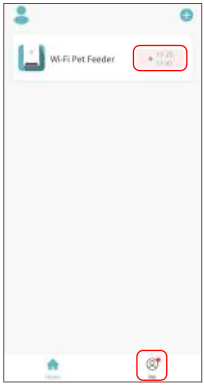
- After feeding, there will be feeding records in the App. Click to check the feeding records. The feeding records of the last 7 days will be shown.

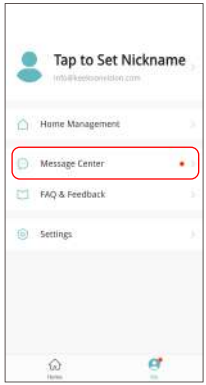
- When the food level is insufficient or zero, a message will appear on the page.



- Machine malfunctions include low or empty food storage and low battery.

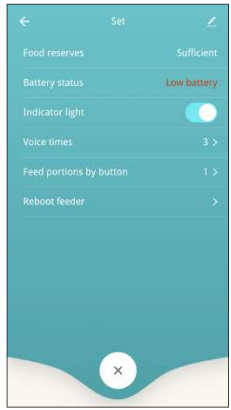
- When a malfunction occurs, a message will appear in the App. And you can check error messages in the message center. Make sure that prompt message (notification) is enabled.





▶ Others

Basic settings



- **Battery Status:**

  Shows the status of the battery.

- **Indicator lights:**

  Turns on/off the indicator when the feeder is connected to the Wi-Fi network.

- **Reboot feeder:**

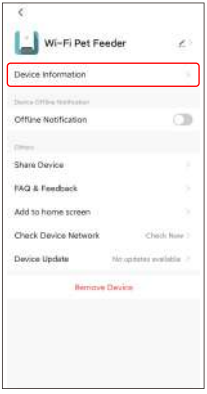
  Reboots the feeder manually.

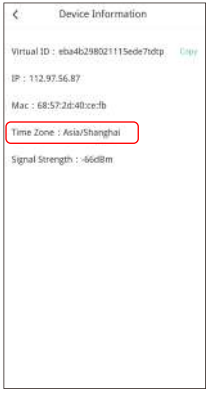
Advanced settings

- Click to access the advanced settings page.

- **Device information:**

  Check feeder information. Please make sure the time zone of the feeder is correct. It should be same as the mobile phone's time zone when adding the feeder. If it is incorrect, the feeder may feed at incorrect times, so please remove the feeder and add it again.





- **Offline Notification:**

  When the feeder is offline, a notification will sent to your mobile phone.

- **Share Device:**

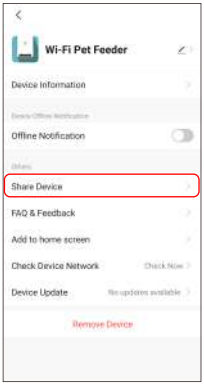
  If you want to add the feeder to another mobile phone, register a new account on the new mobile phone, then share the device with the new account. Please make sure that both 2 accounts are in the same country or area when registering them.

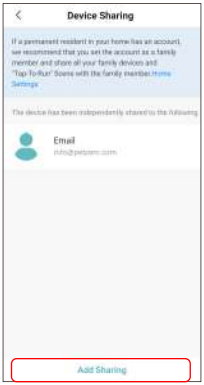
- **Add to home screen:**

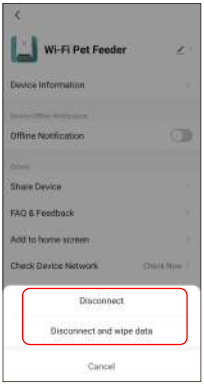
  Add this feeder to home screen to enter the feeder's control page easily.

- **Remove Device:**

  There are 2 options that will both remove the device from the App but not delete the settings in the feeder. You could re-configure the feeder's Wi-Fi network using these 2 options. If you wish to remove all the settings in the feeder, please long press the Wi-Fi button on the feeder until you hear a beep.


Wi-Fi Pet Feeder
Device Information
Offline Notification
Share Device
FAQ & Feedback
Add to home screen
Check Device Network
Device Update
Remove Device


Device Sharing
Email
Add Sharing


Wi-Fi Pet Feeder
Device Information
Offline Notification
Share Device
FAQ & Feedback
Add to home screen
Check Device Network
Disconnect
Disconnect and wipe data
Cancel

▶ FAQ

- Q: Why the motor runs but no food comes out?
  - A: Please make sure the removable parts installed into the feeder correctly. For more information, please refer page 3-4.
- Q: Why the motor runs reversely?
  - A: When the food gets stuck, the motor will run reversely to solve the food stuck problem.
- Q: Why did the feeder fail to connect to my Wi-Fi network?
  - A: Please check the important notice on Page 8 for help. You can try to add the feeder via Bluetooth mode instead of normal mode.
- Q: Why is the feeding recording only played once or never when I set the recording multiple times?

- A: Please press and hold the record button to record your voice first. If the feeder is working on battery supply only, the recording will be played only once before feeding.

- Q: Why does the feeder feed at the wrong time?

- A: Please check that the time zone of the feeder is correct. You can find help about time zone information on page 20.

- Q: Why is the indicator LED still flashing after I disabled?

- A: When it is feeding, the indicator LED cannot be disabled.

- Q: How can I restore the feeder to factory default settings?

- A: Connect the feeder to external power supply. Then long press the Wi-Fi settings button for 3 seconds until you hear a beep.

- Q: Why my feeder could not connect to Internet when it is only powered by battery.

- A: When there is battery supply only, the feeder's Wi-Fi connection will be disconnected. All the operations on the App will be unavailable.

FCC Warnings

Warnings:

- Changes or modifications to this unit not expressly approved. Non-compliance could void the user's authority to operate the equipment.

Notes:

- 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 distance between the equipment and receiver.
- ★ Connect the equipment into an outlet on a different circuit from that to which the receiver is connected.
- ★ Consult the dealer or an experienced radio/TV technician for help.

- Shielded interface cables must be used with the equipment in order to comply with the limits for a digital device pursuant to Subpart B of Part 15 of FCC Rules. Specifications and designs are subject to change without any notice or obligation on the part of the manufacturer.

▶ Warranty Information

TWO YEAR NON-TRANSFERRABLE LIMITED WARRANTY

- To provide customers with quality shopping and user experience ,we guarantee to replace or issue a refund or provide acceptable solutions to any defective products (as customer prefer)from the date of purchase to 2 years.

- Proof of purchase must be provided (Amazon order number or receipt)when making a claim to our customer support center.

- Warranty registration may be requested within a month since the date of purchase,by sending your Amazon order number to the mailbox:**support@wopetshop.com**.

- The warranty is not transferable.We only provide warranty services to buyers who purchased from our Amazon store and possess the purchase proof,and not to any other purchaser or subsequent owner.

- Price matching policy is not applicable.No price difference refund.

- Sellers are the responsible party ,Amazon allows different sellers to sell the same product,so please confirm the seller by checking the order details before contacting us.

WHAT IS COVERED

- Received defective or used (proof needed)products;
- Received with missing parts;
- Defective item under proper use.

WHAT IS NOT COVERED

- Purchase from non-Amazon channel or other physical stores;
- Gift without proof of purchase;
- Tampering/abnormal use/accidental damage;
- Replacements and parts;
- Installation fee/labor fee.

Making a claim

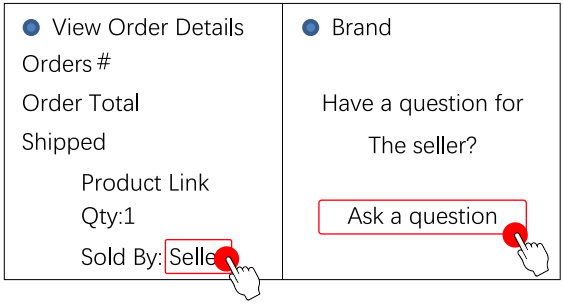
- If you have any problems when using our products,you can choose any of the methods to reach out of us .

- Email:support@wopetshop.com
- 30 days free Return & Replacement
- 2-Year product Warranty

Have a Question For the Seller

Find Your Order

Click View Order Details



Click the Seller Name

Click Ask a Question

- Gifted parts,replacements,consumable products are not covered by the 2-year warranty.

- Manufactures' warranties may not apply in all cases,depending on factors such as use of the product,where the product was purchased,or who you purchase the product from.

- Please review the warranty cafefully,and contact the manufacture if you have any questions.