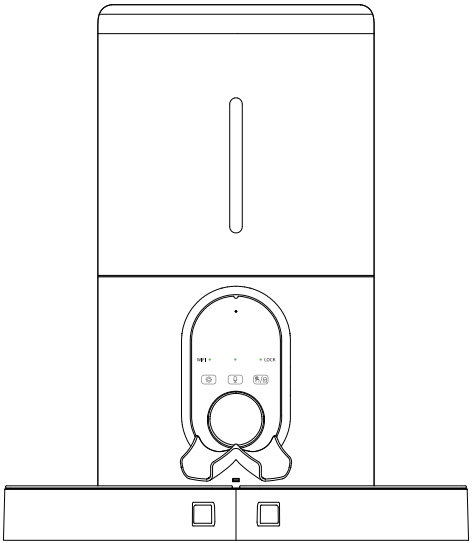
# Heritage Air 10

**Model: HA10P / HA10DP**



## USER MANUAL

*Figures and illustrations in this User Manual are provided for reference only and may differ from actual product appearance.

Scan code to learn how to set up your feeder.

Scan code to get the “**WOpet Life**” App

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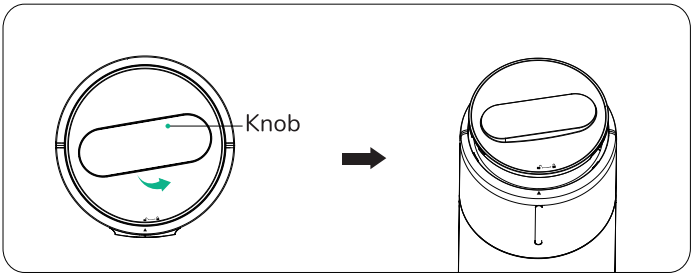
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# Product Specifications

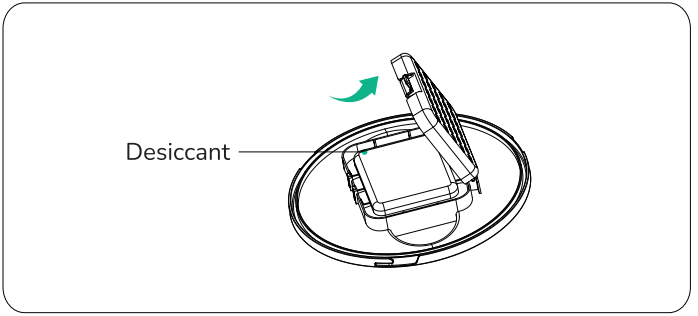
| Model | HA10P | HA10DP |
|---|---|---|
| Capacity | 4L | 6L |
| Meals | 1-10 meals per day | |
| Screen | LED | |
| Portion Size | 12 grams / 0.42 oz (20 portions at most per meal) | |
| Food size | 2-12mm (dry food only) | |
| Pet size | Cats and small / medium-sized dogs | |
| Battery-powered supply | 3 × alkaline D batteries (not included) | |
| DC-powered supply | 5V / 1A | |
| Operating temperature | -10°C - 55°C / 14°F - 131°F | |

# Feeder Assembly

## 1 Open the top cover

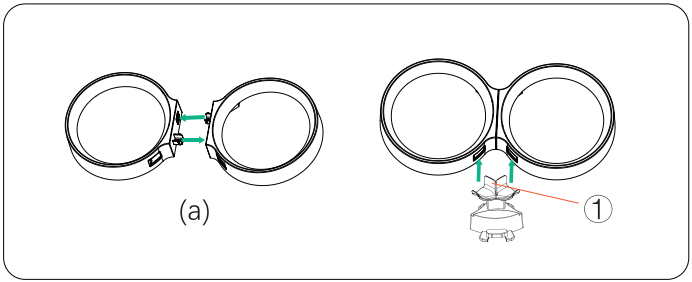



## 2 Put in desiccant

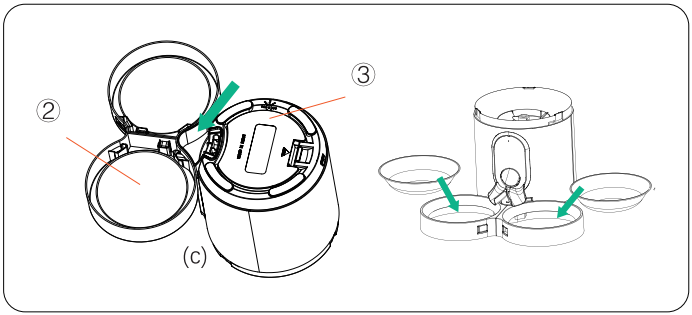


## 3 Install food bowls

- Assemble the two food bowls in the direction of the arrow in the figure, as shown in Figure (a), and then insert ① into the food bowl.

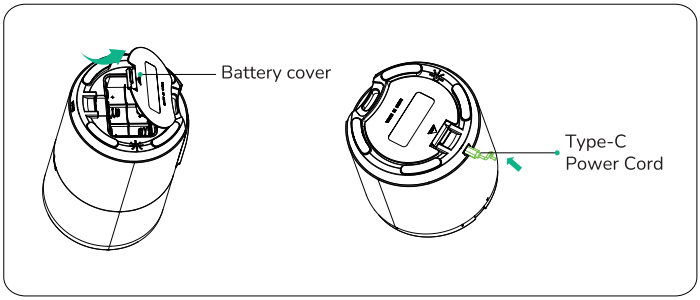



- Install food bowls and stainless steel bowls.



# 4 Insert batteries and power cable

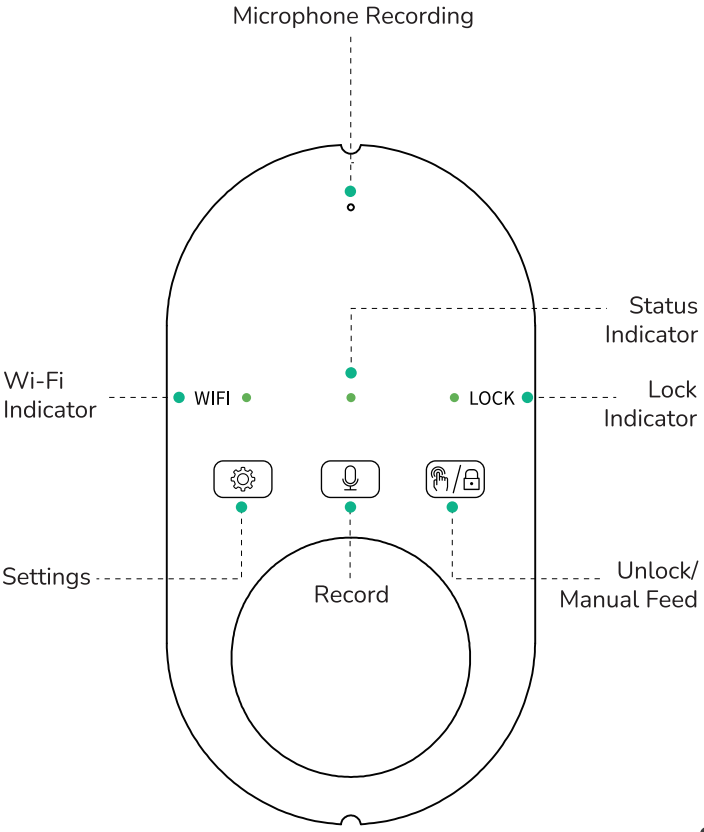
- Open the battery cover upward according to the indicated position, put in 3 D-type batteries, and close the battery cover after insertion.
- Insert the TYPE-C power cord in the direction as shown in the figure.




Notes:

It is recommended to use both modes in order to prevent the feeder from losing power during any power intrrruptions.

# Control Panel



# Buttons and Indicator Lights

| Button | Description | Function Instructions |
|---|---|---|
|  | Unlock/ Manual Feed | • Hold for 2 seconds to lock/unlock. Indicating light turns off in unlocked state.<br>• In unlocked state, press to release one portion. |
|  | Record | Press and hold in unlocked state to record (up to 10 seconds); release to stop. Two beeps confirm saving. Distance from the machine affects recording volume.<br><br>Status indicator:<br>• Green light: The feeding process is functioning correctly.<br>• Red light: Motor stuck or other failure. |
|  | Reset | Press and hold the button for 5 seconds until the indicator light flashes, signaling a reset to factory settings. Feed schedule cleared, recordings deleted, device re-enters pairing mode.<br><br>Note: 1. Network pairing only in AC power mode.<br>2. No App operations in battery mode.<br>3. Batteries are used ONLY as a backup power source. |

# App Instructions

## 1 Download the **“WOpet Life”** APP

- To download the “**WOpet Life**” app, scan the QR code or search **“WOpet Life”** on App Store® for iOS or Google Play Store for Android.

Download on the App Store

GET IT ON Google Play

Note: The mobile APP UI will be upgraded from time to time, please refer to the actual interface for specific details.

## 2 Register An Account

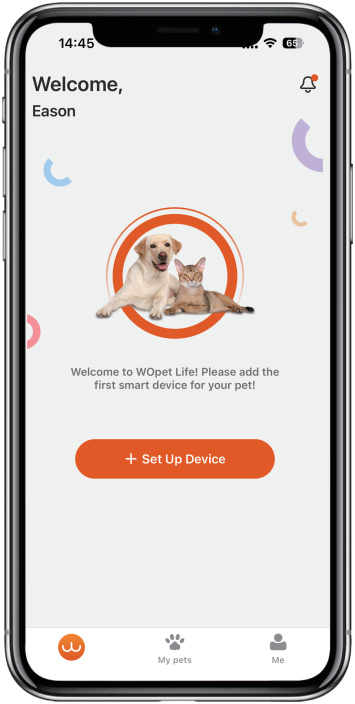
Open the **“WOpet Life”** app. If you already have an account, tap "Log ln". To create a new account, tap "Sign Up".

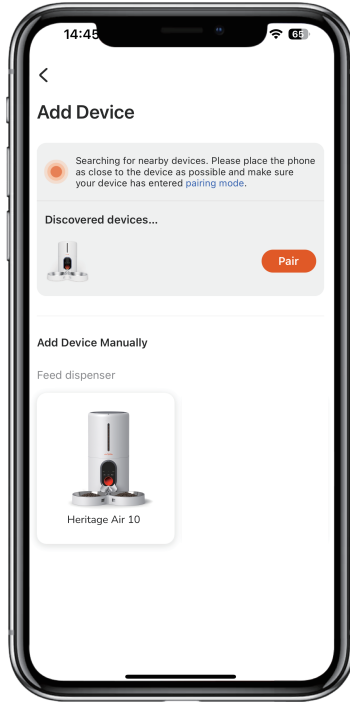
## 3 Add A Device

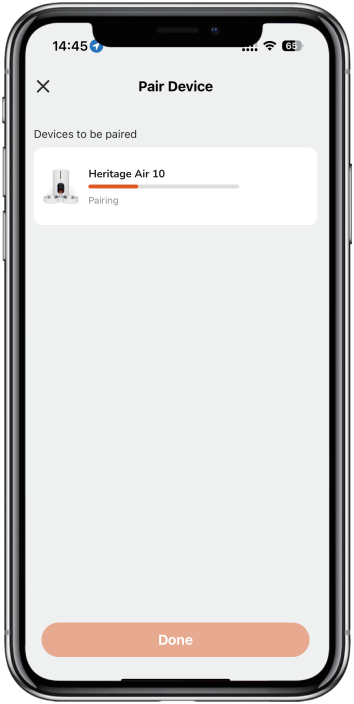
Note: Enable Bluetooth and location services on your phone before adding a device.

- Tap "Set Up Device".
- The app will automatically search for nearby devices. Click on the device you want to add and follow the on-screen prompts to complete the subsequent steps.

- If not found, manually select from the device list - Add Device Manually.
- Added devices appear on the homepage list.



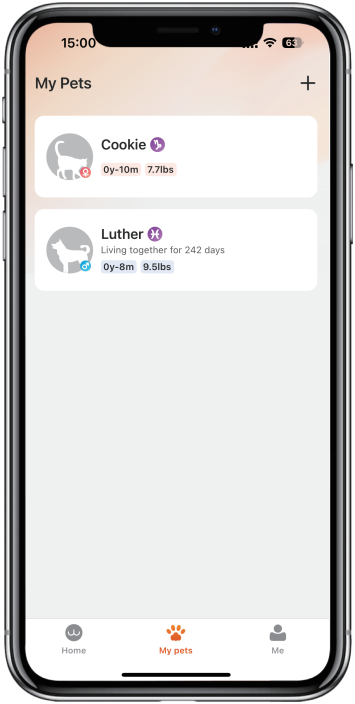


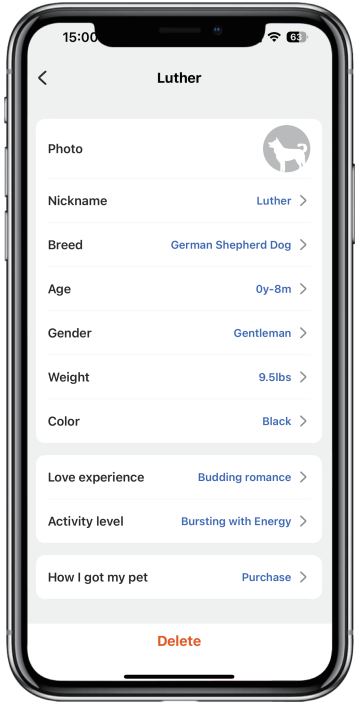

Note:

- The app supports both 2.4GHz & 5GHz Wi-Fi connections.
- To ensure normal WiFi connection and signal stability, please keep the device within 19.7ft / 6m of the router, without walls or other objects obstructing it.
- Network pairing works only in power supply mode, not in battery mode.

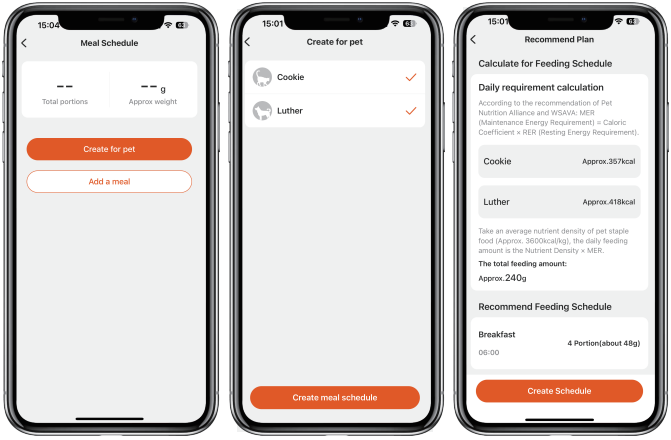
## 4 Meal schedule recommendations based on pet profile

- Select "My Pets" in the bottom navigation bar on the homepage; follow the on-screen instructions to create a pet profile, and then return.



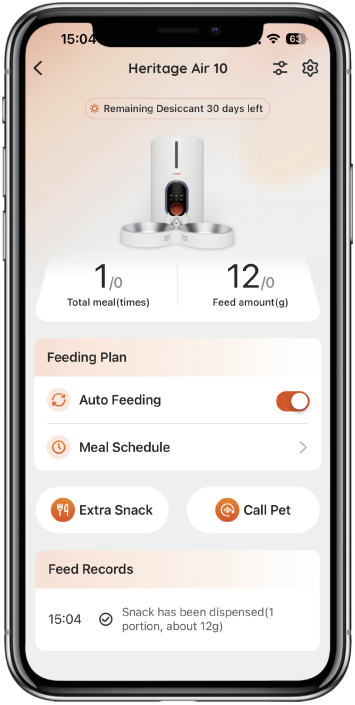



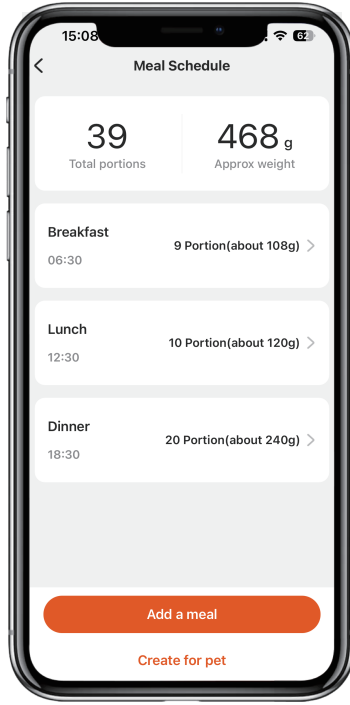
- Click on "Meal Schedule", select "Create for Pet" and follow the on-screen instructions to complete the plan setup.



## 5 Extra Snack

Click on "Meal Schedule" to enter the feeding plan, click on "Add a meal", enter "Time, Label, Food Quantity" parameter settings, as shown in figures.

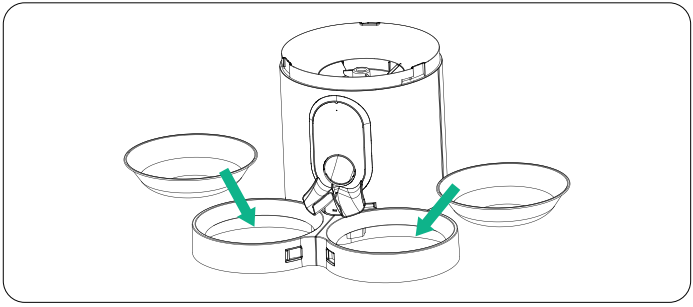


# Cleaning and Maintenance

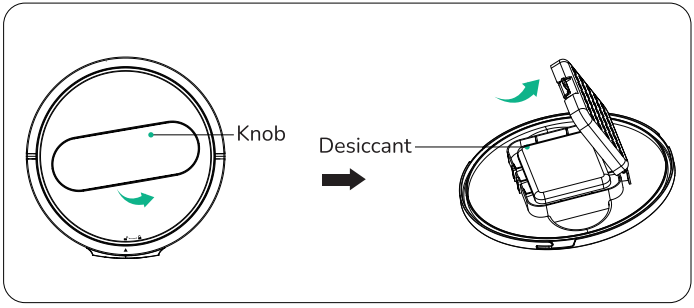
## 1 Cleaning the stainless steel bowls

- Remove the stainless steel bowls and rinse them with water or place in the dishwasher for cleaning.

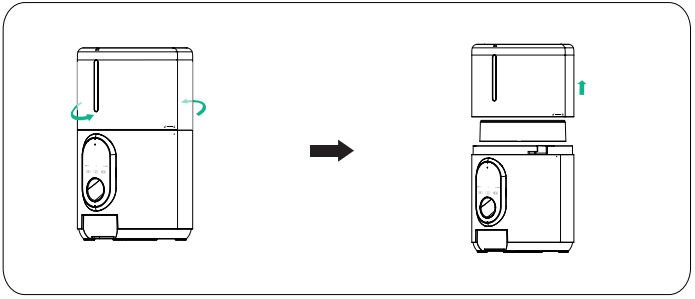


## 2 Clean the hopper

- Open the top cover and remove the desiccant.

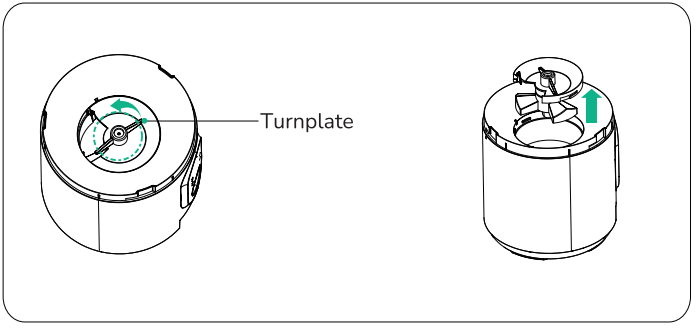


- Rotate the hopper counterclockwise, then lift up and take it out.

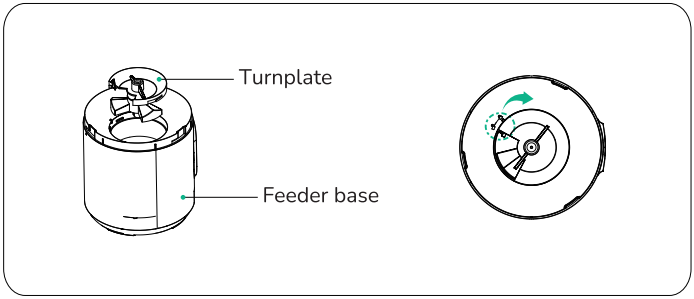


### 3 Clean the turnplate

- Turn counterclockwise to remove the turnplate.



- After cleaning is completed, reinstall the turnplate and turn it clockwise to tighten.




# FAQs

**Q: I cannot connect the feeder to Wi-Fi.**

A: 1. Check if the machine is powered correctly.
2. Check if the account and password are correct.
3. Check if the feeder is powered by batteries. App operation is not supported when powered by batteries.
4. Email our customer service at support@wopet.com for further assistance.
5. Reset the feeder.

**Q: The feeder shows offline.**

A: 1. Keep the feeder within close range to the router (within 6m/19.7ft), without walls or other objects causing a weak signal.
2. Reset the feeder.

**Q: The operation buttons on the panel do not work.**

A: Check if the child lock light is on. Exit child lock mode by long-pressing the unlock button for 2 seconds.

**Q: The app operation does not dispense food properly.**

A: 1. Check if the power supply is normal, and if the battery power is sufficient when powered by batteries (indicated by the red light).
2. Check if the food bowl is overfilled. If the working indicator light is flashing red slowly,you need to clean the food bowl.
3. Check if the hopper bin is empty. If the working indicator light is flashing red quickly, you need to refill it.
4. Check if the rotor is jammed. If the indicator light is constantly remove and clean the rotor to solve the jam.
5. Check if the food size is too large which causes a blockage. The feeder supports dry food witha diameter of 2-12mm/0.08-0.47inch.

**Q: The amount of food dispensed is varied.**

A: When first add food to the machine, the initial serving might be smaller. This is a normal occurrence. From the third serving onwards, the machine will dispense consistent portions.

Any more questions, please email our support team:

support@wopet.com

Scan the QR code to set up the feeder

# FCC 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 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 communi-cations. However, there is no guarantee that interference will not occur in a particular installation.lf 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 Sub part 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.

# Ask Us A Question

**1.Find your order**




**2.Click “View order details”**




**3.Click the Seller name**




**4.Click “Ask a question”**



- Complimentary 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 carefully,and contact the manufacture if you have any questions.

# Warranty Information

- If you have any problems when using our products, please send us an email at **support@wopet.com**.
- 30 days free Return & Replacement.
- Standard Warranty: 1-Year product Warranty
  2-Year Warranty Application: Please scan the QR code to finish the registration form on our official website within 30 days after you received the items.





Pet First, One Paw at a Time