



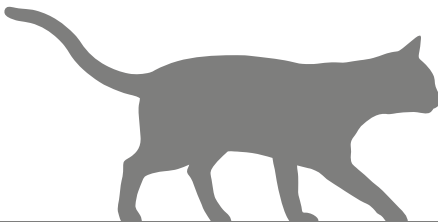
SureFeed®

Microchip Pet Feeder Connect

User Manual

EN: User Manual

1-28



Welcome to your new Microchip Pet Feeder Connect

Thank you for choosing the Microchip Pet Feeder Connect!

The Microchip Pet Feeder Connect system is made up of three elements all working together to keep you connected to your pet and provide more insight into their eating habits.

The **Microchip Pet Feeder Connect** is the main component of the system. It recognises the microchip ID already implanted in your pet or the Sure Petcare RFID Collar Tag (one included), allowing your pet to access their food whilst keeping out other animals.

The **Hub** (sold separately) is the connected element of the system. It connects to your home internet and can talk to both the Feeder and your Sure Petcare app.

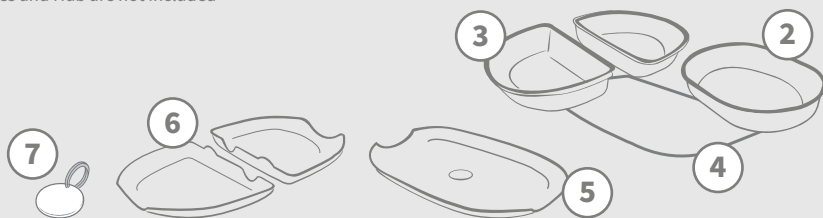
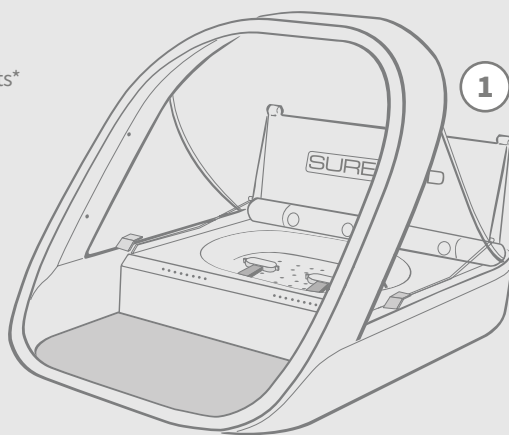
By using the **Sure Petcare app**, you'll be able to monitor the amount of food that your pet has eaten and how frequently they visit the Feeder. The app also allows you to send a portion weight to the Feeder so you can control the amount of food per serving.

What's in the box

Please make sure you have all these parts*

- 1 1 x Microchip Pet Feeder Connect
- 2 1 x Single bowl
- 3 2 x Half bowls
- 4 1 x Mat
- 5 1 x Single bowl support
- 6 2 x Half bowl supports
- 7 1 x Sure Petcare RFID Collar Tag

*Batteries and Hub are not included



In order for your Microchip Pet Feeder Connect to work as a connected system you will need to purchase an accompanying Hub. For more information on how to purchase a Hub please visit surepetcare.com/hub.

Contents

Important information	3
Product overview	5
Microchip Pet Feeder Connect system	7
Hub	
Set up your Hub	8
Where to put your Hub.....	9
Hub lights	10
Feeder	
Batteries	11
Connect your Feeder.....	12
Buttons & lights	13
Adding your pet to the Feeder	15
Setting Portions	16
Adding & replacing the food	17
Training mode	19
Cleaning & maintenance.....	21
Help & support	23
Warranty & disclaimer	27



Important information



PLEASE READ THE FOLLOWING INFORMATION CAREFULLY AND RETAIN THIS MANUAL FOR FUTURE REFERENCE.



This product is intended for **domestic pets only**.



Use only SureFeed accessories to ensure compatibility:
surepetcare.com/accessories



Make sure you have all of the parts listed on **page 1**.



Don't place the Feeder in areas where people are walking past frequently.



The Feeder is designed for **indoor use only**.



Do not submerge the Feeder into water or place it under a running tap.



Do not place the Feeder in the fridge or put ice packs underneath or inside it.

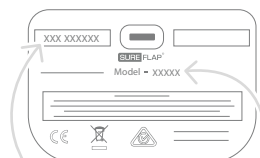


Do not place the Feeder anywhere it may be exposed to excessive heat.



This product requires **4 x C cell batteries** which should be inserted and replaced with caution. Do not mix different types of batteries or use a combination of new and used batteries. If the Feeder is going to be stored unused for a long period, please remove the batteries.

You will find the **product code** and **serial number** for the Microchip Pet Feeder Connect on the underside of the product.



Serial number

Product code

Safety warnings

- **Do not** use this product if parts are missing, damaged or worn.
- **There are small components used in the construction of this item.** Any loose parts should be kept away from young children and pets to **avoid choking hazards**.

Other important things to consider



PETS: Sure Petcare recommends that the SureFeed Microchip Pet Feeder Connect is used with your pet's implanted microchip, however it may also be operated using the Sure Petcare RFID Collar Tag. If using the collar tag, it should be used with a safety collar which **incorporates a breakaway buckle** (cats only). Sure Petcare cannot accept liability for any injury or death caused by a pet's collar.



FOOD ACCESS: Sure Petcare cannot accept liability for any access obtained by an unauthorised pet due to unintended use. As the owner of this product, **you accept full responsibility for supervising the administration of any food** that could cause harm to other pets if consumed unintentionally.



NO TIMER FUNCTION: This product does not contain a timer and **does not have any time related functionality**. Therefore, do not leave your pet unattended, or rely on this product to sustain them for any prolonged periods of time - no longer than 24 hours for a cat, or the average amount of time between meals for a small dog. **This product is not a substitute for responsible pet ownership.**



CHILDREN: Children should **not be permitted to play with the SureFeed Microchip Pet Feeder Connect**. It is not a toy and should not be treated as such. However, this product can be used by children aged 8 years and above and also by persons with reduced physical, sensory or mental capabilities as long as they are supervised or have been given instructions on how to use the product in a safe way. They should always be made aware of any potential hazards involved. Do not allow children of any age to clean the product without supervision.

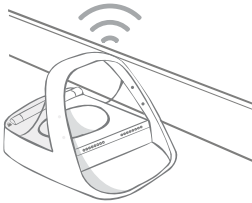


CHILD PROOFING: In households with children, it is essential to **include the SureFeed Microchip Pet Feeder Connect in any childproofing considerations**. Misuse of this product by a child may result in the child coming into contact with potential dangers. For this reason, young children should be monitored at all times when in the immediate vicinity of the Feeder. Please also be aware that when the Feeder is in **training mode** (see page 19-20) **a child will still be able to access the pet's food.**

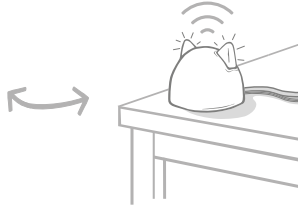


Product overview

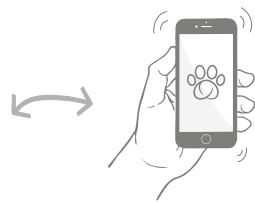
The Microchip Pet Feeder Connect system consists of three main components:



Microchip Pet Feeder Connect



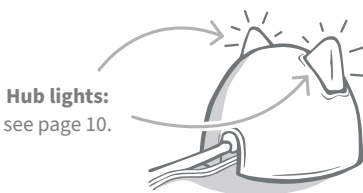
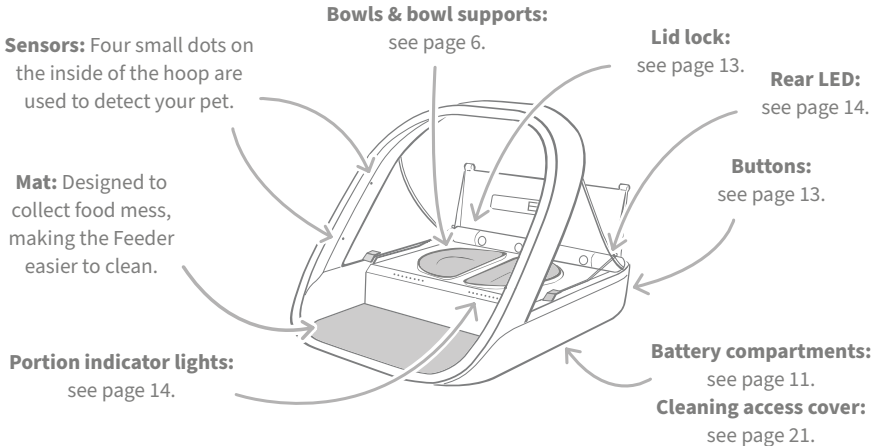
Hub



Sure Petcare app

The Hub is connected to the internet via an Ethernet cable and monitors the activity of your Microchip Pet Feeder Connect. It communicates with both the Feeder and the Sure Petcare app allowing you to see updates on the Sure Petcare app even when you're away from home!

You are also able to set a portion weight in the app. Once set, the Feeder will guide you as food is added to ensure your pet is getting the correct portion. For more information, **see page 14.**



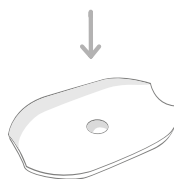
Ethernet port: to connect to internet router.

Power supply: to connect the power supply cable.

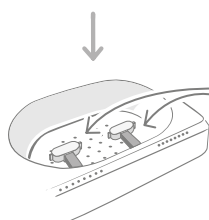
The SureFeed bowls have an integrated seal on their top edge helping to keep your pet's food fresher for longer. If you feed your pet only one type of food you can use the single bowl, but if you give them both wet and dry food, then the half bowls are perfect!



Single bowl - can hold 250g, which is enough for at least 2 wet food pouches.



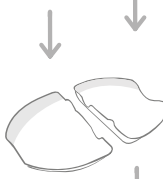
Single bowl support - is designed to hold the single bowl, (not the half bowls).



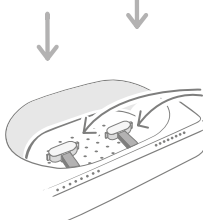
Weighing arms - designed to hold the bowl support.



Half bowls - each bowl can hold up to 100g, or 200g across both bowls.



Half bowl supports - each one is designed to hold a half bowl, (not the single bowl).



Weighing arms - designed to hold the bowl supports.



Do not put your pet's food directly on top of the bowl supports. Always use the bowls to ensure the correct functioning of the Feeder.

The SureFeed split bowl is not intended for use with the Microchip Pet Feeder Connect.

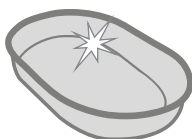
To purchase additional bowls or mats ask a Sure Petcare stockist or visit [surepetcare.com](https://www.surepetcare.com).

Add some colour



SureFeed plastic bowls and mats come in four different colours: blue, green, pink and grey.

Or add some shine



The SureFeed single bowl can also be purchased in stainless steel.



Do not put bowls in the dishwasher or microwave.



Hand-wash bowls before first use.



Microchip Pet Feeder Connect system

Download the free Sure Petcare app now

DOWNLOAD ON THE
APP STORE

GET IT ON
GOOGLE PLAY



surepetcare.io



Receive notifications
when your pet eats
from the Feeder.



Monitor your pet's
food intake and notice
changes in behaviour.



Accurately portion food
to control the amount
eaten per serving.



Share access to your
household with family
and friends.



Download the **Sure Petcare app** and create an account. You'll be asked to make a 'household' (a connected network containing all of your Sure Petcare connected products and pets). You can invite other members of your family to join your household.

To download the app, your phone or tablet must be running at least **iOS 9** on **Apple**, or **4.4** on **Android**.



If you'd rather control your Sure Petcare connected products from your computer, you can use the Sure Petcare web app at **surepetcare.io**.

You will need the latest version of **Safari**, **Chrome**, **Firefox** or **Internet Explorer** running on either **Mac OS X v10.9** (or above) or **Windows 7** (or above).

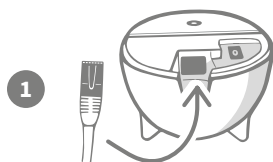
Purchase a Sure Petcare Hub



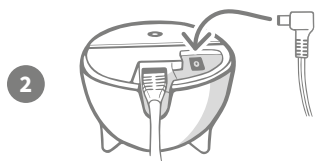
In order for your Microchip Pet Feeder Connect to work with the Sure Petcare app you will need to purchase an accompanying Hub. For more information please visit **surepetcare.com/hub**.

Set up your Hub

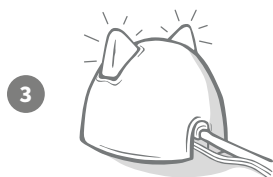
Once you have successfully downloaded the Sure Petcare app, you will need to plug in your Hub and set it up. Once your Hub is set up you will be asked to connect it to both the Feeder and the app. Please follow the steps below:



Plug one end of the Ethernet cable into the base of your Hub and the other end into a spare Ethernet port on your router.



Assemble the power supply and plug it into your power outlet. Plug the other end of the cable into the base of your Hub.



Your Hub's 'ears' will start **alternating red and then green**. When both ears remain solid green your Hub is ready. If the ears fail to do this sequence please **see page 10** for more information.



In order to complete the setup of your Microchip Pet Feeder Connect system you will need to **follow the remaining steps on the Sure Petcare app**.

i Your Hub may receive a software update. If you see **solid red lights** during setup, don't panic, your Hub is updating its software. Once complete the Hub will reboot and you'll see the light sequence detailed in step 3.

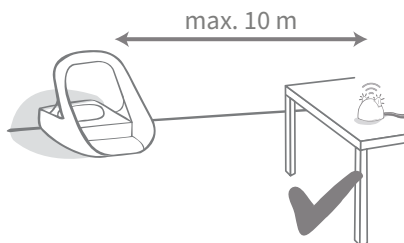


Where to put your Hub

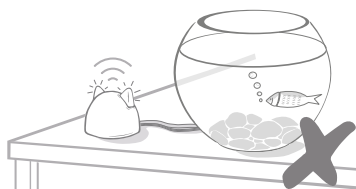
Because your Microchip Pet Feeder Connect system communicates wirelessly, the location of your Hub can affect its performance.



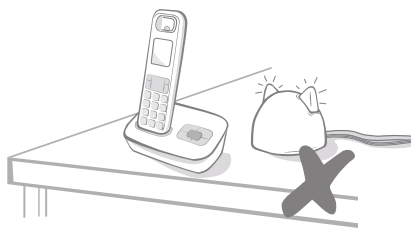
Place the Hub at least 1 metre off the ground (i.e. on a table that is as clear of obstructions as possible).



Try to position your Hub so that it is in line-of-sight of your Feeder and within a 10 metre radius.



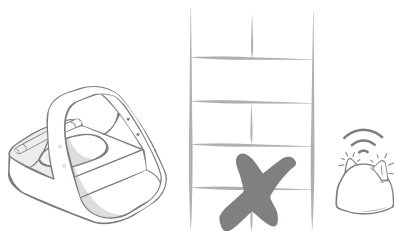
Avoid positioning your Hub near or in line of sight of any large amounts of water (i.e. fish tanks).



Keep your Hub as far away as possible from any potential sources of interference (i.e. digital cordless phones, baby monitors, etc).



Make sure the Hub isn't positioned next to any large metal objects (i.e. fridges).



Avoid thick walls between the Hub and the Feeder.



Occasionally your Hub may experience connection issues despite following these tips. For further advice on how to move your Hub closer to your Microchip Pet Feeder Connect, go to surepetcare.com/hub-connectivity.



If your Hub loses internet connection for any reason, your Microchip Pet Feeder Connect will still function as normal and retain its settings.



Hub lights

Your Hub indicates its current state using the lights in its ears. Different coloured light sequences mean different things.

Setup lights

Every time the Hub powers up or is trying to connect to other elements of the system, you'll see the setup lights:

- 1 the ears will **alternate red** for a while,
 
- 2 then they will **alternate green**,
 
- 3 once you see a **flash of orange** and the ears go **solid green** the Hub is connected.
 

Green ears

Green ears mean the Hub is working correctly. See below for the details of what each light sequence means.

Both ears are solid green – Your Hub is turned on, connected and working correctly.

Alternating green ears – Your Hub is re-connecting to our servers.

Red ears

Both ears are solid red – Your Hub is doing a software update. Be patient, your Hub will reboot and continue as normal shortly.

Both ears flashing red – Your Hub has lost connection with your Feeder and is trying to reconnect.

Alternating red ears – Your Hub is having difficulty connecting to the internet and/or the servers.

 For more information on diagnosing these issues, **see page 24**.



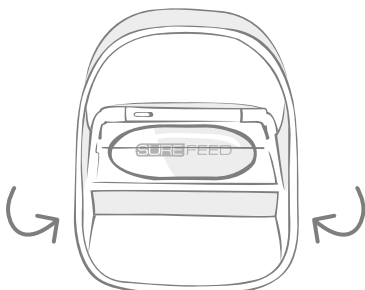
Batteries

Always use **4 x good quality 1.5V alkaline C cell batteries**. This will ensure the best performance of your Microchip Pet Feeder Connect. **This product is NOT designed for use with rechargeable batteries.** To insert or change the batteries please follow the steps below:



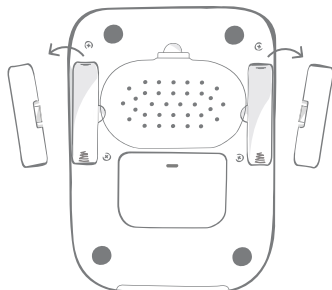
There is a light near the rear of the Feeder. If the batteries are low, or if there's a problem with how they've been inserted, this light will flash red every 5 seconds.

1



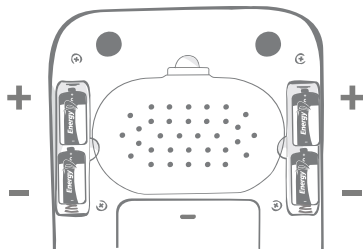
Turn the Feeder upside down to access the battery compartments.

2



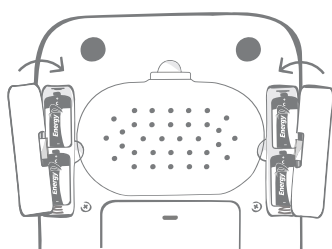
Remove the battery covers.

3



Insert the batteries. Ensure the +/- symbols on the batteries match the symbols on the Feeder itself.

4



Replace the battery covers.



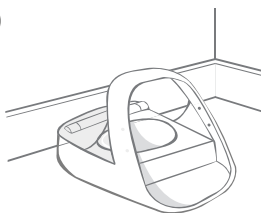
Once you program your pet's microchip ID into the Feeder it will be permanently stored in its memory. This means that even when you change the batteries, the Feeder will still recognise your authorised pet.



Connect your Feeder

In order to complete the setup of your connected system, you need to connect your Feeder to your Household.

1



Place your Feeder in its intended location. This is to ensure it can communicate with the Hub.

2



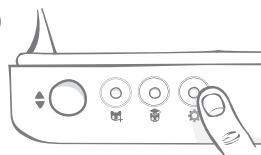
On the Sure Petcare app, select '**Add product**'.


3



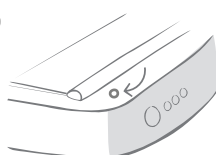
Your Hub will go into connecting mode and its ears will flash green.

4

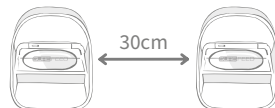


Press the settings button  on the Feeder once. The ear LED will illuminate green.

5



Once the Feeder is connected the LED will turn off and the Hub will stop flashing.



If you wish to connect more Feeders, you can do this easily from within the app.

Adding a Feeder to your current Household



You can add a Microchip Pet Feeder Connect to your existing Sure Petcare Household via the app. Go to the Household section and follow the instructions above.

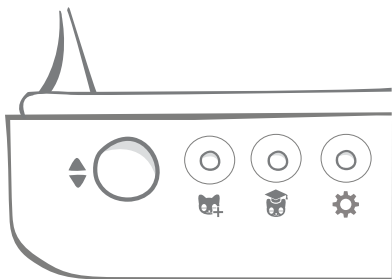
You can also assign your pet's microchip ID remotely via the app. This means you won't have to add them manually. However, adding pets using treats can encourage them to use the new product. **See page 15** for more information on adding pets.



Buttons & lights

Buttons

There are 5 buttons on the Feeder. These can be found at the rear of the product:



Open/close button - opens and closes the lid so you can access the bowl(s).



Add a pet button - used to add your pet's microchip ID into the Feeder - **see page 15.**



Training mode button - used to activate training mode which teaches your pet to use the Feeder - **see page 19-20.**



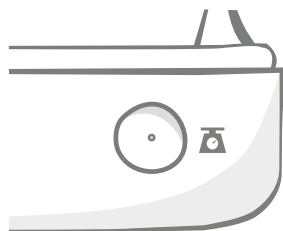
Settings button - used to connect the Feeder and the Hub - **see page 12.**



Zero button - used to calibrate the Feeder and ensure you are giving the correct amount of food - **see page 17.** This button will zero **both sides of the Feeder, whether you're using a single bowl or half bowls.**



When using **half bowls**, if you want to zero them independently you can do this using the **Sure Petcare app**.



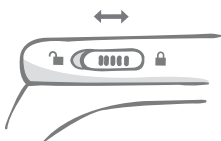
Lid lock



Locked - this means you cannot pull and remove the lid from the Feeder.



Unlocked - you are able to pull the lid when it's in the open position to remove it.



The lid lock should **remain locked** at all times and only be unlocked when you want to remove the lid for cleaning. This is so you can stop very clever unauthorised pets from trying to remove the lid to access the food. **Be aware that this doesn't prevent the lid from opening.**

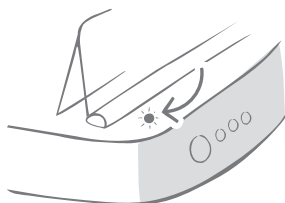
Rear LED

Solid green light. The green light will come on every time an authorised pet eats from the Feeder.

Flashing green light. The Feeder is in 'Add a pet' mode - see page 15. The light will continue to flash until a microchip is added or until you exit the mode.

Flashing orange light. The Feeder is in training mode - see page 19-20. The number of flashes relates to the stage of training.

Flashing red light. The batteries are running low.

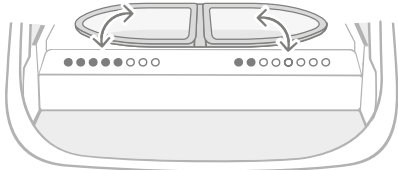
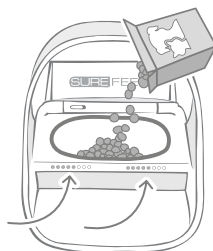


Portion indicator lights

If you've set a portion weight in the Sure Petcare app, the lights on the front of the Feeder will act as a guide when adding food.

The portion indicator lights will represent the amount of food you've added so you can ensure your pet is getting the correct portion.

For more information about the benefits of accurate portioning please see page 16.

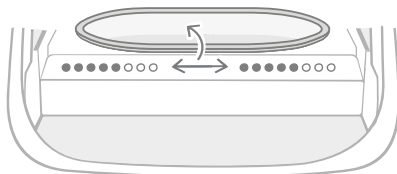


Using half bowls

The lights on the right-hand side of the Feeder correspond to the bowl on the right and it's the same for the left. The lights will illuminate when food is added to each side.

Using a single bowl

Both sets of lights will illuminate simultaneously when food is added to the single bowl.



If you want to switch from half bowls to a single bowl and vice versa, you need to make the change via the Sure Petcare app.



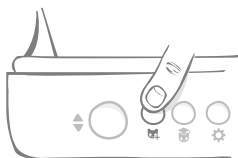
If you haven't set a portion weight in the app, the lights will not illuminate when food is added to the Feeder.



Adding your pet to the Feeder

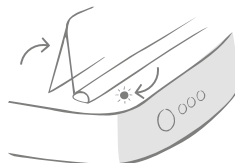
When adding your pet's microchip ID into the Microchip Pet Feeder Connect, make sure all other pets and any unrequired collar tags are kept out of the way.

1



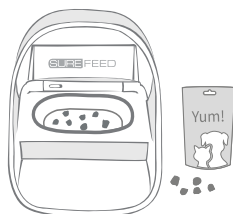
Press the 'Add a pet' (🐱+) button found at the rear of the Feeder.

2



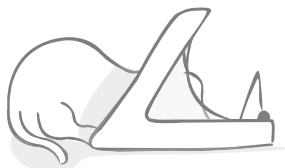
The lid will open and the rear LED will flash green once every second.

3



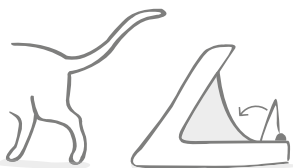
Put some food/treats into the bowl and place the Feeder where you would normally feed your pet.

4



Whilst your pet eats, the Feeder scans their microchip ID. Once the ID has been added, **the LED will stop flashing** (but remain on).

5



When your pet moves away, the lid will close and the green LED will turn off. Their microchip ID is now permanently stored.

i



If you need to, you can cancel the 'Add a pet' mode at any time with a second press of the 'Add a pet' (🐱+) button.



To program a pet's microchip ID, sensors located in the hoop of the Feeder must detect the pet's presence. Therefore it's important to ensure your pet places their head through the hoop to eat.



To program a Sure Petcare RFID Collar Tag, simply follow the steps above but hold the collar tag inside the hoop. Make sure you are not wearing any metal jewellery when programming a collar tag.



If you already have a pet in your Sure Petcare household, it is possible to assign them to the Feeder. Go to the Household section of the app. If you add the wrong pet by mistake you can always correct it here.



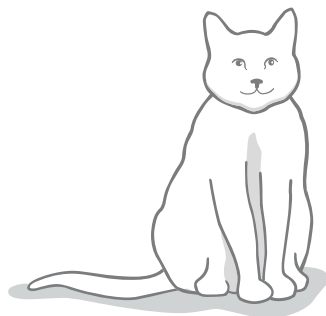
Setting Portions

The Microchip Pet Feeder Connect not only monitors when and what your pet has been eating, it can also help you to provide accurate portions each time you feed your pet.

Why should you portion your pet's food?

Could your pet benefit from losing a few pounds?
By setting a portion weight you can ensure you're not accidentally giving them too much food every day. It all adds up!

The ability to weigh out portions of food directly into the Feeder makes it quicker, easier and more convenient to ensure your pet is eating the correct amount.



How much should you feed your pet?

It can be difficult to know how much is the right amount for your pet, especially when there is so much choice. We recommend consulting your vet or animal health advisor to see what they recommend.

Alternatively, stick to the guidelines provided on the packaging by the pet food manufacturer. This information is normally a good guide for average, healthy pets.

How to set the portion weight in the app

You can set the portion weight in the Sure Petcare app. Once set, this amount is sent to the Feeder so it knows how much food you want to give your pet per serving.

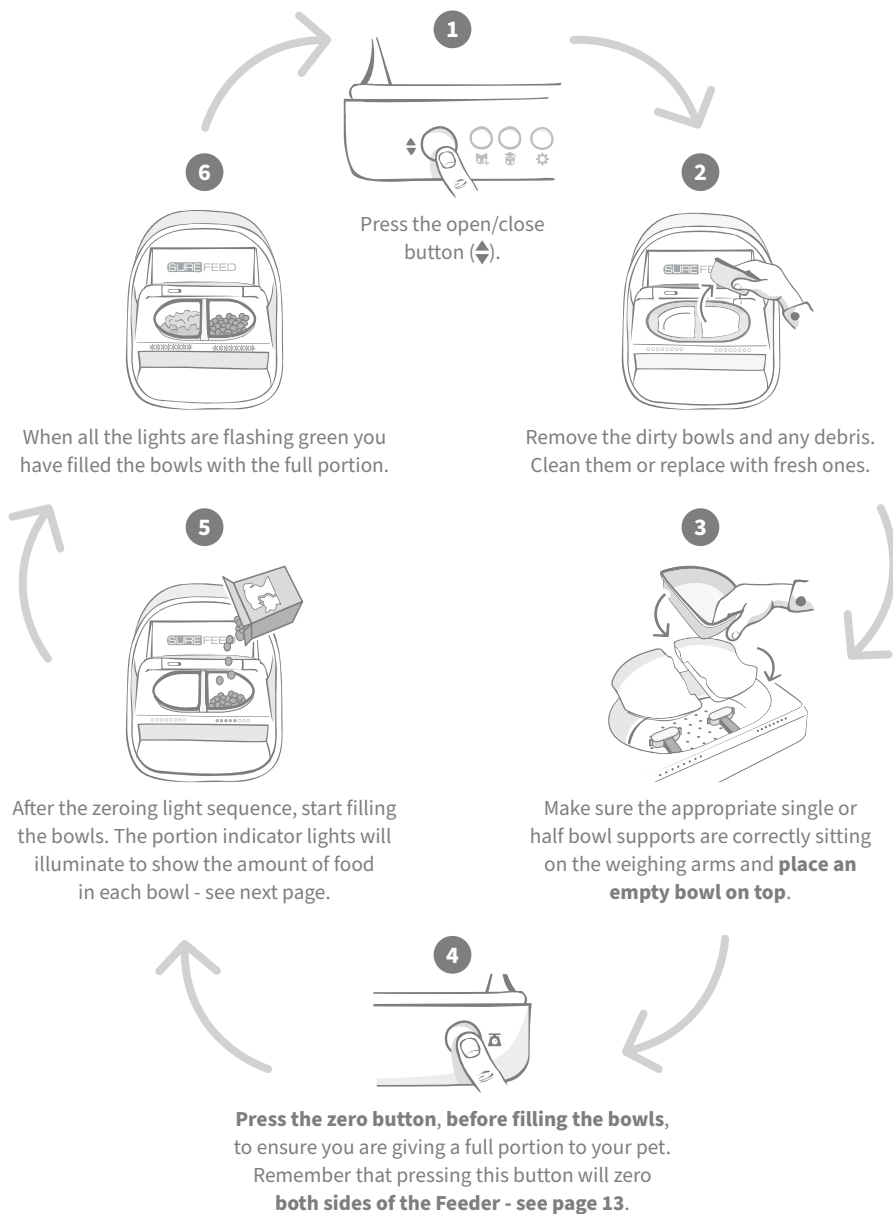
The portion indicator lights on the Feeder will then guide you as food is added, to ensure the correct portion is given. The lights represent the amount of food added, **see page 18** for more information.





Adding & replacing the food

It is important to change your pet's food on a daily basis, not only to ensure your pet stays happy and healthy, but also to keep the Feeder clean and in working order.



Portion indicator lights



Zeroing light sequence:

Descending green lights from right to left appear when you press the zero button.



Adding food:

As food is added, the portion indicator lights will light up green, increasing from left to right. The lights correspond to the amount of food in the bowl. You need to keep adding food until all the lights flash.



Reaching the portion weight:

When you are within ± 1 g of the portion weight, the lights will **flash green**. If the lights aren't flashing, it is not quite a full portion.



Overfilling:

If you add more than the portion weight to the bowl, the **red lights** will warn you how much you've overfilled. Simply remove some of the food until you see the flashing green lights.

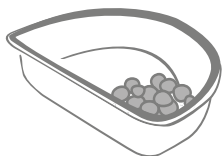


Please be aware if you haven't set a portion weight in the app, the portion indicator lights **will not illuminate** when food is added to the Feeder.

Food still left in the bowl?

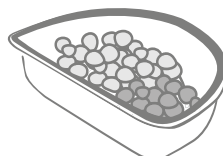
If there is food still left in the bowl when it comes to dinner time, no need to press the zero button, simply add more food to the feeder and the feeder will let you add a new portion on top of existing food in the bowl. The portion indicator light will allow for a full portion amount to be added and indicate as such.

1



When you open the lid, some lights will momentarily flash on to indicate that the feeder knows there is some food left in the bowl. All lights will then disappear to allow you to add a new fresh portion on top of the remaining food.

2



Fill the bowl until all the portion indicator lights are flashing green.



Training mode

(teaching your pet to use the Feeder)



When opened by the open/close button, the orange training light will flash red to help you identify that the open/ close button has been pressed and it is in open mode. The training light will return to orange when the open/close button is pressed once you have added the food portion. **If the Open/Close button isn't pressed the portion indicator lights will not activate and the system won't be able to identify you adding food.**

PART 1 - Introducing your pet to the Feeder

Some pets may need some time to get used to the Feeder. The training mode allows you to slowly introduce more and more movement to the lid meaning your pet can grow in confidence using their new bowl. This can take a little time but be patient, and do not move on to **PART 2** until your pet seems comfortable.



With the lid closed press the 'Training mode' button (🐕) once on the rear of the Feeder. The lid will open and the rear LED will flash orange (once every few seconds).

2

Fill the bowl with your pet's favourite food and place the unit in your pet's normal eating spot or somewhere they feel comfortable eating.



3

During this first stage of training your pet to use the Feeder, **the lid will not close** after they have finished eating.



Remember to take your time and let your pet get used to their new bowl. Once they are happy proceed to PART 2.

PART 2 - Increasing the lid movement

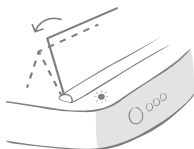
Slowly increasing the lid movement allows your pet to get used to it in three stages. Once again, for the best results and a happy pet, it is important to be patient and not rush this process. The amount of time required at each stage will vary for each pet (days/weeks) but we recommend taking a few days for each one.



4

Start to increase the motion of the lid by pressing the 'Training mode' button (🐕) once again. The lid will close a small amount and the rear LED will flash orange twice.

5



Now when your pet eats from the bowl there will be some movement as the lid opens fully. When they finish eating, it will close slightly.

6

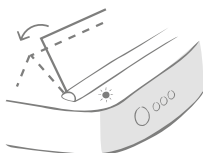


Allow your pet time to get used to the new lid movement. When you need to replace their food do so as normal - **see page 17**. After replacing the food, ensure you press the open/close button (👉) to close the lid to its training position.



Remember to take your time. Do not proceed to the next stage until your pet is confident with this amount of lid movement.

7

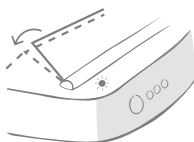


Once your pet is happy with the movement, press the 'Training mode' button (🐾) again. The lid will close to the next position and the rear LED will now flash orange 3 times.



Again, continue to use the Feeder normally and do not proceed to the next stage until your pet is confident with this motion.

8



Your pet should be happy with the lid movement now so this final stage of training has the lid closed even further. As before, press the 'Training mode' button (🐾) again. The lid will close to its final position and the rear LED will now flash orange 4 times.

9



Once your pet is happy with this final position, press (🐾) again. The lid will close fully and the rear LED will no longer flash. The Feeder is now sealed and in daily use mode.



You can end the training mode at any time by pressing and holding the 'Training mode' button (🐾) for **5 seconds**.



If you need to go back a step, follow the tip above. This takes the Feeder out of training mode and you can then start the process from the beginning.

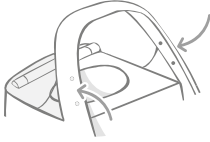
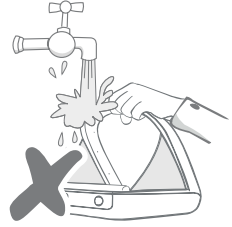


If your pet appears nervous of the lid closing after they have backed away, on the Sure Petcare app you can adjust the length of time before the lid closes.



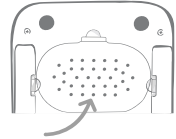
Cleaning & maintenance

It is important to keep your Microchip Pet Feeder Connect clean to ensure it functions reliably. **Do NOT submerge the whole unit into water or place it under a running tap! Water can cause damage to the Feeder and its electronics.**

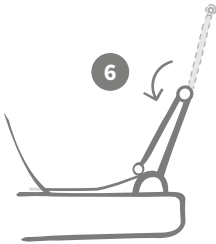


Ensure the four black dots on the hoop are kept clean at all times. The mat can be wiped clean using a damp cloth. **Do not put items in the dishwasher. Hand-wash only.**

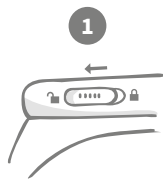
The Microchip Pet Feeder Connect includes a **cleaning access cover** on its base to make it easier to remove crumbs or debris.



How to remove the lid for cleaning



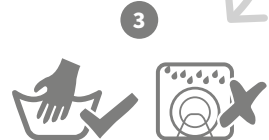
Now flip the top half of the lid back over so it is resting on the lid guides.



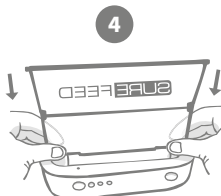
Move the lid lock slider to the unlocked position.



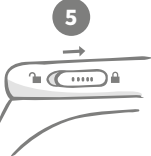
Press the (◀▶) button. Once the lid is open, pull it upwards.



Hand-wash only.
Do not put it in a dishwasher.

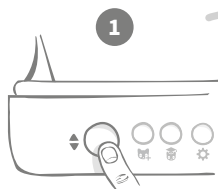


After cleaning, replace the lid keeping both halves vertical. Make sure it is securely fitted.

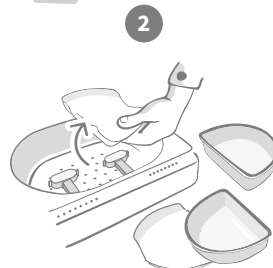


Move the lid lock slider back to the locked position.

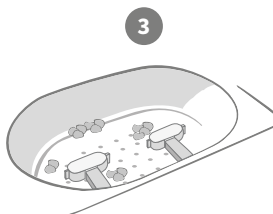
How to ensure your Feeder is kept clean



Press the open/close button (◀▶).

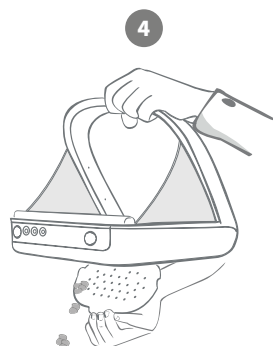


Remove the bowls, bowl supports and the lid - see previous page.

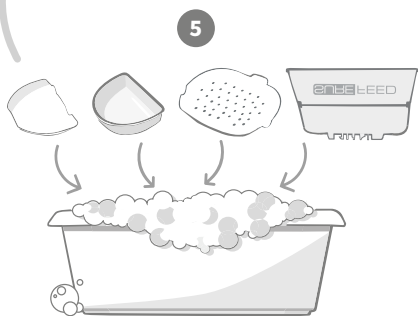


Debris stuck around the weighing arms can affect the performance of the Feeder, so it is very important to keep it clean.

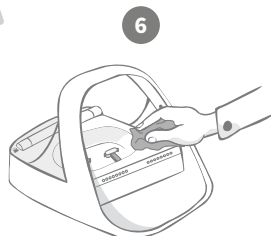
Do not use any abrasive sponges as they can damage the Feeder and cause it not to work properly.



Hold the Feeder above the bin, remove the cleaning access cover and let the debris fall out.



Hand-wash all the removable parts.
Do not put them in a dishwasher.



Use a damp cloth to ensure that all the surfaces of the Feeder are clean. **Do not use any abrasive cleaning products.**



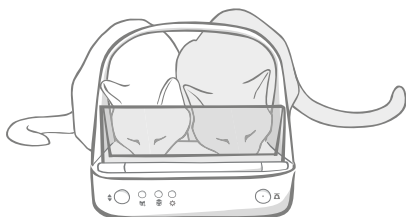
Reattach all of the parts, making sure to **attach the cleaning access cover first.**



Help & support

Custom settings

We understand that not all pets behave in the same way, so we've designed the Microchip Pet Feeder Connect to accommodate this. The Feeder contains a variety of custom settings designed to help if your pets use the Feeder in unexpected or unusual ways. Below are just a few examples of animal behaviour which the custom settings can overcome:

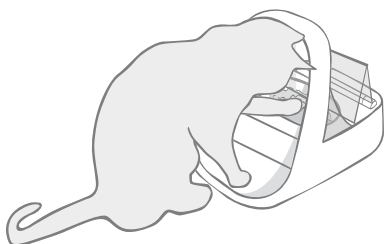


Does your unauthorised pet push their way in to eat at the same time as your authorised pet?

We have a custom setting for that!

Does your unauthorised pet like to steal food from another pet's Feeder whilst it's in training mode?

We have a custom setting for that!



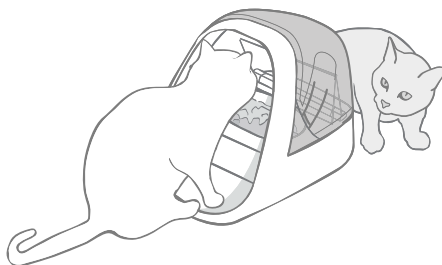
Has your clever unauthorised pet worked out how to stop the lid closing?

We have a custom setting for that!

Does your unauthorised pet try to steal food from the rear of the Feeder?

We have an accessory for that!

Go to [surepetcare.com/accessories](https://www.surepetcare.com/accessories) and look for the Rear Cover.



Please contact our customer care team to discuss custom settings - **see the back cover for details**. They'll be able to recommend the most appropriate custom setting for your situation and set it up for you remotely.

The Hub

Red flashing ears

Your Hub has lost connection with the Microchip Pet Feeder Connect.

- If you are seeing **both ears flashing red during setup**, please perform a factory reset by pressing the button on the base of your Hub for 10 seconds.
- If you are seeing **both ears flashing red for prolonged periods after setup**, try power cycling your Hub. Switch the power off at the socket, leave it for 30 seconds, and then turn it back on. If the ears remain solid green for a few minutes, the Hub has reconnected.
- You can also try **relocating your Hub** following the advice given on **page 9**. If that doesn't work, you will need to move your Hub closer to the Feeder - read below.
- In order to move your Hub closer try connecting it to your router using a longer Ethernet cable.
- If the above doesn't work, we recommend purchasing an '**Ethernet over power adapter**'. This will plug into a normal power socket and allow you to connect your Hub to the internet closer to your feeder.

Alternating flashing ears (red or green)

Your Hub is having problems connecting to the Sure Petcare servers. This could be because of an unreliable internet connection.

- Try power cycling your Hub by switching the power off at the socket, leaving it for 30 seconds, and then turning it back on. If the ears remain solid green for a few minutes, the Hub has reconnected.
- If the above doesn't work, make sure your internet router is turned on and that your internet connection is working correctly with other devices.
- If it isn't working with other devices, try switching your router off, leaving it for 30 seconds, and then turning it back on.
- If your router is working with other devices, try re-connecting the Ethernet cable into the router and the Hub. Make sure it is pushed in all the way, as it can appear connected when it isn't.

If you keep having connectivity issues please visit: surepetcare.com/hub-connectivity.

Solid red ears

Your Hub is undergoing a firmware update. Be patient and wait for the Hub ears to turn green. This shouldn't take longer than 2 minutes. Once the firmware update is complete the Hub will need to reboot. At this point you will see the setup light sequence - **see page 10**.

Slow notifications

If you find some messages are slow to appear on your app, this is likely because your Hub is having to work hard to connect to your Microchip Pet Feeder Connect. To improve the speed of messages, try moving your Hub to a better location following the advice given on **page 9**.

Microchip Pet Feeder Connect

If there are any mechanical issues with your Feeder, please do not try and fix these yourself. Instead, contact our friendly customer service team - see **back cover** for contact details.

The Feeder won't open for my pet

- Ensure the 4 x sensors inside the hoop are clean - **see page 21.**
- Check that you used good quality **alkaline** batteries and that they are not running low. Ensure the + and - of the batteries are in the correct orientation - **see page 11.**
- Move the Feeder away from any metallic or electrical appliances. If the Feeder still won't open for your authorised pet, continue reading.
- Check that there are no obvious sources of electrical noise in the area i.e. faulty flickering lights, etc. If you suspect there are, please call our customer care team - **see the back cover for details.**
- If the above doesn't work, check with your vet to ensure that your pet's microchip is working and that it is located in the normal place. If it has moved significantly, it will have become hard to read. In the meantime you could use the Sure Petcare RFID Collar Tag provided. Attach the collar tag to your pet's collar and repeat the 'Add a pet' process - **see pages 15.**

My pet is not happy using the Feeder

- Repeat the training process allowing more time for your pet to feel comfortable between each step - **see page 19-20.**
- If your pet is still very cautious of the Feeder then try following the steps at **[surepetcare.com/cautiouspet](https://www.surepetcare.com/cautiouspet)** ensuring you don't try to force your pet to feed at any point.
- Assess your pet's feeding environment. Do they always approach their bowl from a set angle? Are they worried about having their back to the door? There is no set orientation that the Feeder must be placed in so, if you can, change it to help your pet feel more comfortable.
- If the time delay for the lid to close (after your pet has finished eating and stepped back) is not right for them, you can increase/decrease the time it takes to close in the Sure Petcare app.

The Feeder lid is not closing all the way

- This could be caused by food debris getting caught under the lid or in the mechanism. To ensure that the lid continues to close correctly it is important to clear food debris from the surfaces of the Feeder - **see page 21-22.**
- Make sure you are not in a training mode, **visit page 19** to learn more about training mode behaviour.

Portion indicator lights are on but the bowl is empty

If when you open the Feeder some of the portion indicator lights are green, even though there is no food left in the bowls, it highlights the need for zeroing. To solve this, make sure to always press the zero button before replacing your pet's food - **see page 17-18.**

The portion indicator lights are not responding

- Please be aware that if you haven't set a portion weight on the Sure Petcare app, the portion indicator lights will not illuminate when adding your pet's food.
- Also, debris stuck around the weighing arms can affect the performance of the Feeder, so please make sure that this area is clean - **see page 21-22**.

Other pets are stealing food

- If greedy pets are trying to steal food from an open Feeder, you can try reducing the time it takes for the lid to close after the pet has finished eating via the Sure Petcare app.
- There may be a custom setting that will help solve your specific problem. Please contact our customer care team to discuss your situation - **see back cover for contact details**.
- Alternatively, if greedy pets are managing to steal food by going around the back or the side of the Feeder (when the lid is open and the authorised pet is eating) then we have created a rear cover that will help stop such clever and determined behaviour. For more information go to **surepetcare.com/accessories**.

Short battery life

- Ensure your Feeder is clean and there is no dirt obscuring the sensors - **see page 21**.
- Ensure you have used good quality batteries and that they are fitted correctly - **see page 11**.
- Check there are no obvious sources of electrical noise in the area (i.e. faulty flickering lights, etc). If you suspect there are, please call our customer care team. See **back cover** for details.

Multiple Feeders in one household

- If you find that you or your pets get confused by which Feeder is theirs, try using different coloured bowls as well as more distinctly separate feeding locations. This should help with this. Different coloured bowls and mats are sold separately. For more information go to **surepetcare.com/accessories**.

Still in need of assistance?



- If you keep having connectivity issues please visit: **surepetcare.com/hub-connectivity**
 - For more guidance, videos and customer help forums visit: **surepetcare.com/support**
 - If you're having issues with your Sure Petcare app please visit: **surepetcare.com/apphelp**
- Or you can contact our friendly customer care team. **Please see the back cover for details.**



Warranty & disclaimer

Warranty: The SureFeed Microchip Pet Feeder Connect carries a 3-year warranty from the date of purchase, subject to proof of purchase date. The warranty is restricted to any fault caused by defective materials, components or manufacture. This warranty does not apply to products whose defect has been caused by normal wear and tear, misuse, neglect or intentional damage. In the event of a part failure due to faulty parts or workmanship, the part will be replaced free of charge during the warranty period only. At the manufacturer's discretion, a replacement product may be provided free of charge in the case of a more serious malfunction. Your statutory rights are not affected.

Disclaimer: The Microchip Pet Feeder Connect and app report pet food consumption by detecting a pet's microchip ID and then measuring the weight of the bowl before and after they finish eating. In most cases this will give reliable pet food consumption data, however unexpected or unusual use of the Feeder (i.e. a pet removing the bowl or playing with food) may lead to unreliable information. Sure Petcare cannot accept liability for any damage, harm or inconvenience which may be incurred as a result of incorrect reporting of pet food consumption.

The SureFeed Microchip Pet Feeder Connect incorporates selective access features which have been designed to minimise the risk of pets eating each other's food. However, it is not possible to fully guarantee the exclusion of all other pets in all circumstances. In the rare event of an unauthorised pet gaining access to the Feeder, Sure Petcare cannot accept liability for any damage or inconvenience which may be incurred.



Disposal of Products and used Batteries: This icon indicates products subject to the following legislation:

The Waste Electrical and Electronic Equipment Directive 2012/19/EU (WEEE Directive) & The Battery Directive 2006/66/EC (as amended 2013/56/EU) requires households to dispose of EEE products and waste batteries that have reached the end of their life in an environmentally responsible manner. To reduce the impact on the environment these cannot be placed in household waste bins and must be recycled at an appropriate recycling facility. Further information on recycling can be found at: www.recycle-more.co.uk.

Ensure batteries are replaced before the expiry date shown on the battery or the battery packaging and disposed of safely and appropriately.

In case of battery leaks, wear appropriate protective clothing to protect yourself from any exposure to harmful chemicals before disposing of the batteries and cleaning up any spillage. When cleaning up a spillage avoid contact with skin. Battery chemicals shouldn't be placed near the eyes or ingested. Contact a medical professional immediately if this should occur.

The device has been approved for use in EU countries and is therefore provided with the **CE mark**. All necessary documentation is available on the website: www.electric-collars.com
Changes to technical parameters, properties and printing errors reserved.

Service center and distribution

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