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SURE FEED®

sealed pet bowl

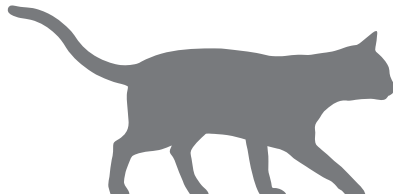


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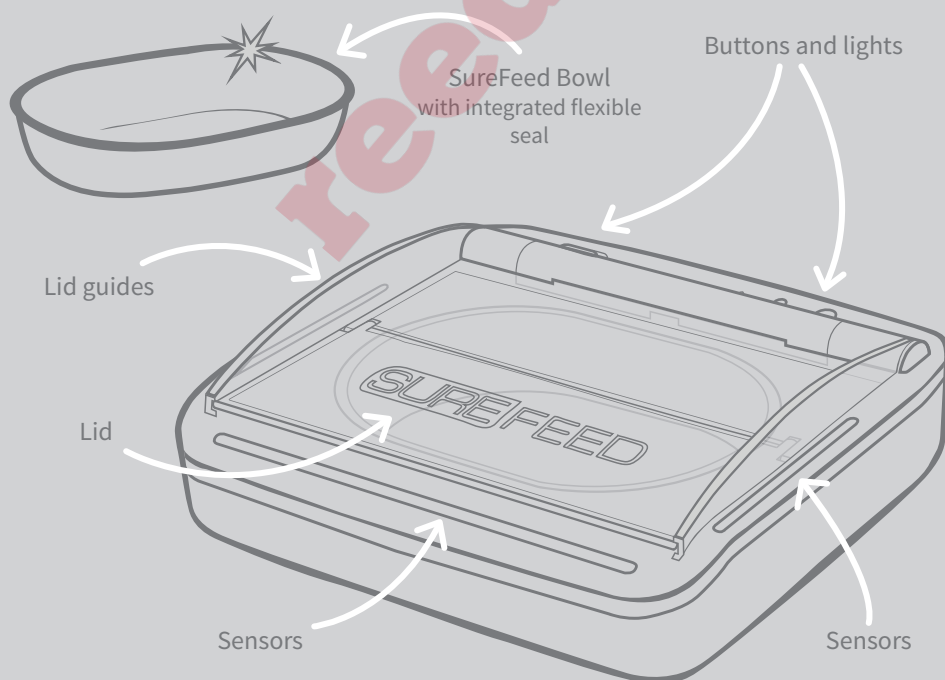


Congratulations on the purchase of your new Sealed Pet Bowl!

The SureFeed Sealed Pet Bowl acts like a lunch box for your pet, keeping food fresh and tasty until they eat it. By keeping the bowl sealed, wet food will stay fresher for longer and any unwanted pet food smells lingering around the house will be virtually eliminated. It will also help keep away flies that can often collect around pet food in open bowls.

The Sealed Pet Bowl uses sensors to detect movement nearby, so, when it senses the presence of a pet (or you) the lid will open. The Sealed Pet Bowl is non-selective, meaning the sensors will react to any movement within their range, therefore the Pet Bowl will open for all the pets in your household! However, it is important to note that the Pet Bowl has no timer function and should be refilled and cleaned on a daily basis.

Product tour





Product overview

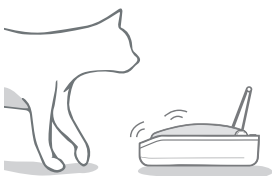
The Sealed Pet Bowl opens when required (but remains closed at other times) by using sensors to detect when a pet is approaching its food. This results in their food staying fresher for longer in the sealed bowl, meaning they can enjoy every bite!

1



Once set up, the lid will remain closed until a pet approaches to eat, or until you open it to replenish their food - **see page 6**.

2



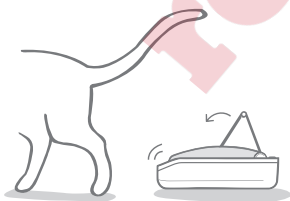
When the Pet Bowl detects a pet nearby, the lid will open.

3



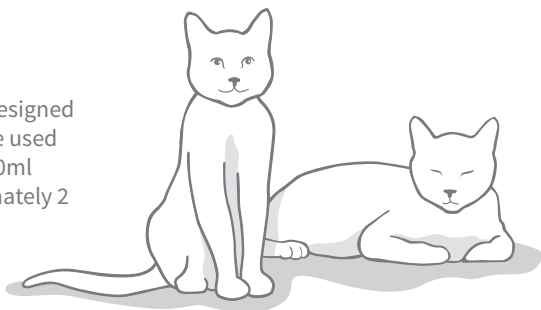
The lid of the Pet Bowl will remain open whilst the pet eats.

4



A short time after the pet has finished eating and moved away, the lid will close and the food will be covered again.

The SureFeed Sealed Pet Bowl is designed to be used by cats, but may also be used by small dogs. It can hold up to 400ml (14fl oz) of food, which is approximately 2 pouches of typical wet cat food.



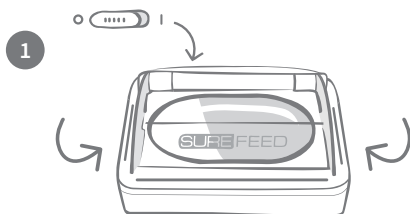


Batteries

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

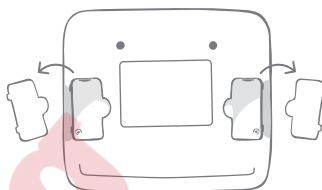


The red battery light will flash if the batteries are low, or if there's a problem with how they have been inserted.



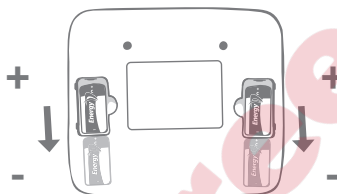
Make sure the product is turned off then turn it upside down to access the battery compartments.

2



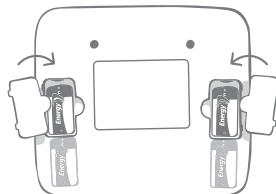
Remove the battery covers.

3



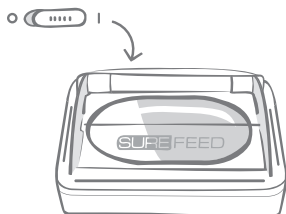
Insert the batteries. **Ensure** the +/- symbols on the batteries match the symbols on the unit itself.

4



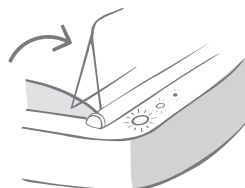
Replace the battery covers.

5



Place the Pet Bowl in its **intended location** and then turn it on. This is so the sensors can correctly calibrate.

6



After the Pet Bowl is turned on the **sensors need to calibrate**. The buttons will light up and the lid may open.

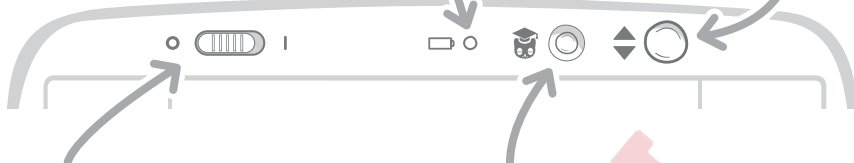


Buttons & lights

All of the Pet Bowl's buttons and lights can be found towards the rear of the product:

Battery light - this light will flash red when the batteries are running low.

Manual Open / Close button - allows you to override the sensors so you can keep the lid open. It will illuminate white when activated.



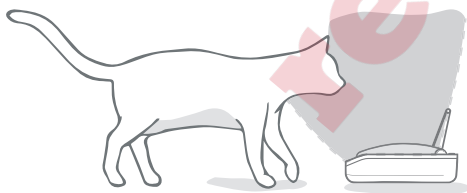
Power switch - slide right to turn on and left to turn off. When you turn the product off the lid will close.

Training button - used to teach your pet how to use the Pet Bowl. Illuminates orange. **See page 9.**



Sensors

The sensors on your Sealed Pet Bowl will react to any physical movement within their range and are positioned in three separate locations to detect your pet approaching.



Sensor tips & tricks

To ensure the Pet Bowl functions reliably in your home, the sensors will calibrate to their new surroundings when the product is turned on - **see page 4**. The sensors will also need to recalibrate any time the Pet Bowl is moved. Therefore, after moving, the lid may stay open for a bit longer than normal, but it will sort itself out again once the sensors have readjusted to their surroundings.

We don't recommend positioning the Pet Bowl in a location where the sensors are constantly activated, for example under a low surface, or with one side up against a wall, as this could affect the sensor calibration - **see page 8**.



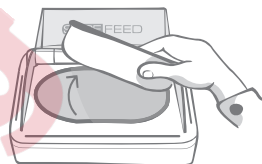
Replacing the food

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 Pet Bowl clean and in working order. The lid should open for you when the Pet Bowl detects your presence but, to ensure the lid stays open whilst you change the food, you can press the Manual Open/Close button.

1



2



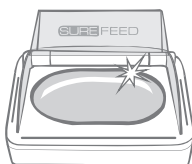
Remove the dirty bowl and clean it or replace with a fresh bowl.

3



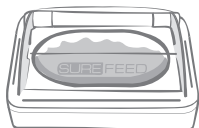
Fill a clean bowl with food. Ensure that you **do not overfill** the bowl as this may prevent the lid from closing fully and may cause a mess.

4



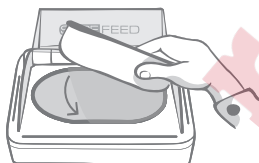
Before placing the bowl back into the unit, ensure that all the surfaces are wiped clean including the sensors.

6



The lid will close fully unless your Pet Bowl is in training mode, where it will close to its current stage - **see page 9**.

5



Place the filled bowl into the unit and press the Manual Open/Close (◆) button again. The white light will turn off.



Bowl

The single compartment bowl supplied with your Sealed Pet Bowl has been specifically designed to work with SureFeed products. SureFeed bowls have an integrated seal on their top lip. Once the lid of the Pet Bowl is closed, flies can't get in and food stays fresher.

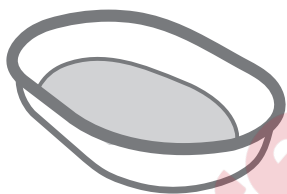
Add some colour!



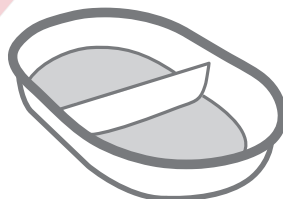
If you want to customise your Pet Bowl, or if you have multiple units, SureFeed bowls come in four different colours and can be purchased separately.

Available in blue, green, pink and grey.

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



The single bowl is suitable for a single portion of wet or dry food.



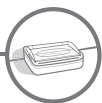
The split bowl is designed for two different foods used at the same time.



**Please ensure bowls are washed before their first use.
Hand wash only. Do not put it in a dishwasher. Do not microwave.**



Please remove the bowl from the unit when cleaning. To keep the integrated seal in optimal condition we recommend hand washing only.



Where to place your Sealed Pet Bowl



The SureFeed Sealed Pet Bowl is designed for **indoor use only** and is therefore ideal for the majority of indoor feeding locations. We also advise that you try to place your Pet Bowl somewhere your pet is comfortable eating.

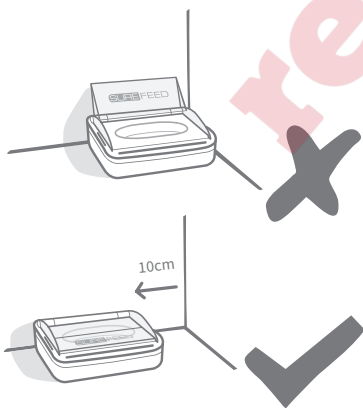
However, there are a few things you must consider when choosing the best location for your new Sealed Pet Bowl:



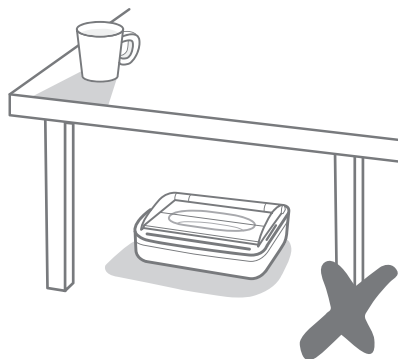
Do not place the unit in the fridge or place ice packs underneath or inside it.



Try not to place your Pet Bowl where people are frequently walking past, as it could cause a trip hazard.



To **avoid** affecting the sensors' performance, do not place either the left or right sides of the Pet Bowl up against a wall or surface. We advise leaving a gap of at least 10cm.



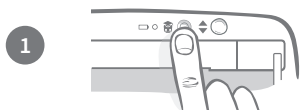
To **avoid** affecting the sensors' performance, do not place the Pet Bowl under low surfaces. We advise a clearance above the unit of approximately 1 metre.



Training mode (teaching your pet to use the Pet Bowl)

PART 1 - Introducing your pet to the Pet Bowl

Some pets may need a **couple of days** to get used to their new Pet Bowl. 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.



Press the Training button (🐾) once. Don't worry if the lid opens due to the Pet Bowl sensing your movement. The orange light will flash on the training mode button (once every few seconds) to indicate the mode has been successfully activated.

- 2 Fill the bowl with your pet's favourite food and place the unit somewhere they feel comfortable eating. **See page 8** for more details on the best place to put your Pet Bowl.



During this first stage of training your pet to use the Pet Bowl, the **lid will not move**, even after they have moved away.



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 step.



Start to increase the motion of the lid by pressing the Training button (🐾) once again. The lid will close a small amount and the light will flash orange twice.



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

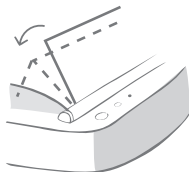


Allow your pet to use the bowl as normal whilst they get used to the new lid movement. When you need to replace their food do so as normal - **see page 6.**



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

7

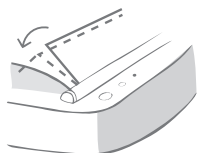


Once your pet is happy with the movement, press the Training button (🐾) again. The lid will close to the next position and the light will now flash orange three times.



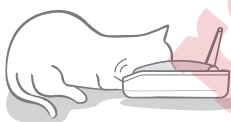
Again, continue to use the Pet Bowl normally and do not proceed to the next step until your pet is confident with this motion.

8



Your pet should be happy with the lid movement now so this final stage of training has the lid almost fully closed. As before, press (🐾) again. The lid will close to its final position and the light will now flash orange four times.

9



That's it! Once your pet is happy with this final position, press (🐾) again to exit Training Mode. The lid will close fully and the orange light will no longer flash.

Training mode tips & tricks



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



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

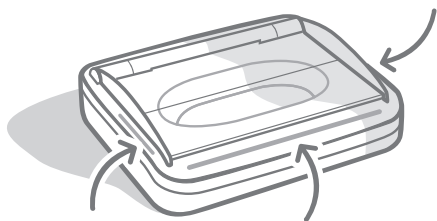


3 If you use the Manual Open/Close button whilst your Pet Bowl is in training mode, please be aware that the lid won't completely close. It will only close to its current stage setting.



Cleaning

It is important to keep your SureFeed Sealed Pet Bowl clean to ensure it functions reliably. **Do not submerge the whole unit into water or place it under a running tap!** The Pet Bowl is designed for hand washing with a damp cloth or sponge only.

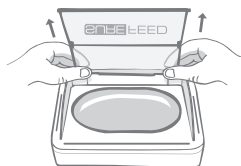


The Pet Bowl should be wiped with a damp cloth on a regular basis. Make sure the three sensor strips are kept clean at all times to ensure reliable operation.

See page 7 for more details on how to clean the SureFeed bowl.

How to remove the lid for cleaning

1



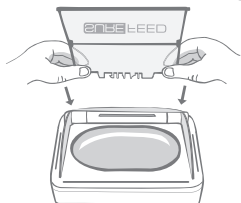
Press the Manual Open/Close button, then pull the lid upwards.

2



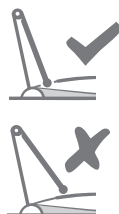
Hand wash the lid. **Do not** put it in a dishwasher.

3



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

4

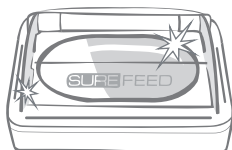


Once the lid is fitted, flip the top half back over so it is resting on the inside of the lid guides.

5



Press the Manual Open/Close button again to close the lid.



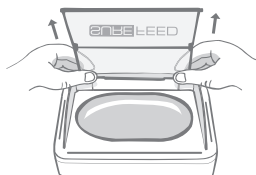
The Pet Bowl is now ready to use again.

How to remove the lid guides for cleaning



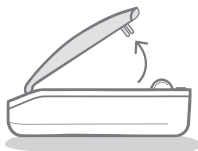
The lid guides on the Sealed Pet Bowl are critical parts which allow the lid to open and close correctly. Both lid guides must be re-attached after cleaning.

1



Firstly, you'll need to remove the Pet Bowl's lid. Press the Manual Open/Close button and then, once the lid is open, pull it upwards.

2



Hold one of the lid guides near the rear and pull it upwards until you are able to unhook the front section. You will need to pull it hard! Then do the same to remove the second lid guide.

3



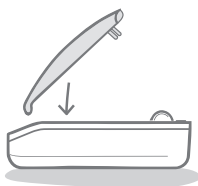
Hand wash the lid guides. **Do not** put them in the dishwasher.

i



The lid guides are marked with a small L (left) or R (right) near the rear to indicate which side each one fits back into. Make sure to fit them into their correct sides.

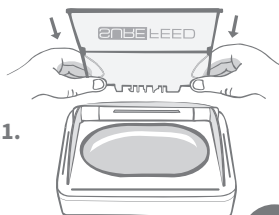
4



To replace the lid guides repeat the process but in reverse. Make sure that you hook them in at the front first and then attach the back.



To replace the lid, **follow steps 3 to 5 on page 11.**





Troubleshooting

The lid won't shut

- Make sure the Manual Open/Close light isn't on, as this could be keeping your lid in the open position. **See page 5.**
- Ensure there is no food blocking the lid that could be preventing it from closing correctly.
- Make sure that the lid is fitted correctly - it is parallel with the product - and that the lid guides are attached and on the correct sides. **See pages 11 and 12.**
- Wipe clean all of the sensors on the product to make sure they are unobstructed.
- Turn the unit off and remove the batteries. Wait for at least 10 seconds before re-inserting the batteries and turning the product back on.

The lid won't open for my pet

- Check the product is turned on and that the batteries are fitted correctly - **see pages 4 and 5.**
- Ensure all of the sensors on the product are clean and unobstructed.
- If the problem persists, please contact the Sure Petcare Customer Care team.

Problems with the batteries

If there is an obvious problem with the batteries the product should sense this and the red battery light will flash.

- Make sure you are using good quality alkaline C cell batteries.
- Make sure they are inserted correctly with the + and - at the correct orientation - **See page 4.**

The orange light is flashing

If the orange light is on this means the product is still in training mode. In the last stage of training, the lid is very nearly closed. This means that from a distance it can look as if the product is in its normal mode.

If you aren't expecting your Sealed Pet Bowl to be in training mode, press and hold the training button (🐾) for 5 seconds. The orange light should now turn off.

The Manual Open/Close button is active but the lid is closed

If the Manual Open/Close button is activated but the lid of the Pet Bowl has closed, this is due to the button's 15 minute time out. The time out function is to keep the food fresh incase someone forgets to deactivate the button. If you would like to override this time out, please contact Customer Care.

Still in need of assistance?

For more detailed guidance, videos and customer help forums visit:

surepetcare.com/support

Alternatively contact our friendly Customer Care team: **see back cover for details.**



Warranty & Disclaimer

Warranty: The SureFeed Sealed Pet Bowl carries a 2-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.

To register your warranty visit: surepetcare.com/warranty 

Disclaimer: The SureFeed Sealed Pet Bowl is **non-selective** and therefore works with any pets, irrespective of microchip ID. The integrated seal is effective to ensure the food inside stays fresher for longer, however no seal is 100% effective and the bowl should not be considered to be fully air-tight. This product does not contain a timer and does not have any time related functionality; it relies on proximity sensors to open the lid for your pets which can be activated at any time. In the rare event of any sensor or unit malfunction, the lid operation may be compromised, preventing your pet from gaining access to its food. 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.

Warning: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna
- Increase the separation between the equipment and receiver
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected
- Consult the Customer Care team or an experienced radio/TV technician for help

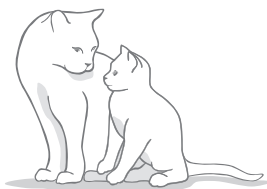
CAN ICES - 3 (B)/NMB - 3(B)



Disposal of Products and used Batteries: This icon will indicate products that will be subject to the following legislation:

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

Join the Sure Petcare
community! Introduce your happy
pet and tell us your story.



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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