

HEAPETS

Model: P360

USER MANUAL

RFID AUTOMATIC PET FEEDER



Scan the QR code to seek prompt customer service assistance.

Email: service@heapets.com

Tel: 626-262-0959 Mon-Fri, 9:00 am-5:00 pm CST

Before using the product, please read this manual thoroughly and retain it for future reference.

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Safety Instructions

Warning

- Use the feeder in a dry place.
- Use the feeder on a level surface.
- Dispose of all packaging materials properly. Some items may be packed in plastic bags; these bags could cause suffocation. Keep them away from children and pets.
- Do not use the feeder with pets that are not able to reach the food bowl or with any physical disability.
- Do not immerse the base part in water at any time as it may damage electronic components.
- Do not use the feeder outdoors. Check its operation frequently to be sure it is operating properly.
- Do not disassemble the feeder other than as instructed in this user manual.
- Only use accessories recommended or sold by the manufacturer. The use of accessories not recommended or sold by the manufacturer may cause an unsafe condition.
- Do not modify the feeder.
- Examine the feeder after installation. Do not plug in if there is water on the power cable or plug.
- To avoid tripping, always position the power cable out of the way of foot traffic.
- Do not install or store the feeder where it will be exposed to weather or temperatures below 0°C (32°F).
- Do not use the feeder without adding pet food first.
- Power off the feeder when it's not in use.
- This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision.
- The appliance is only to be used with the power supply unit provided with the appliance.
- If the cord set is damaged, it must be replaced by a special cord set available from the manufacturer or its service agent.

Notice

FCC statement

- This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:
- (1) This device may not cause harmful interference.
- (2) This device must accept any interference received, including interference that may cause undesired operation.

NOTE:

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.

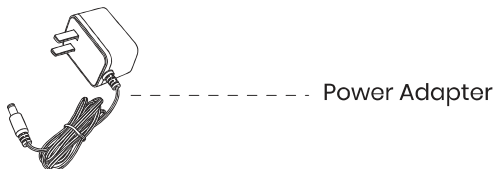
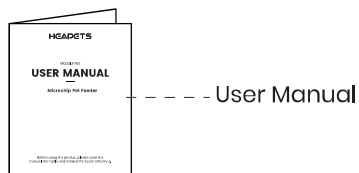
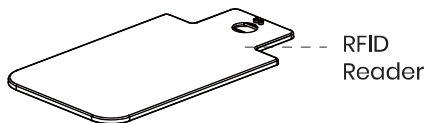
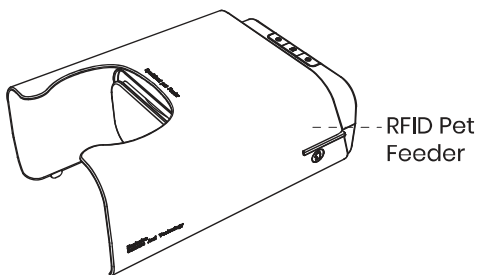
If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- 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 dealer or an experienced radio/TV technician for help.

Radiation Exposure Statement

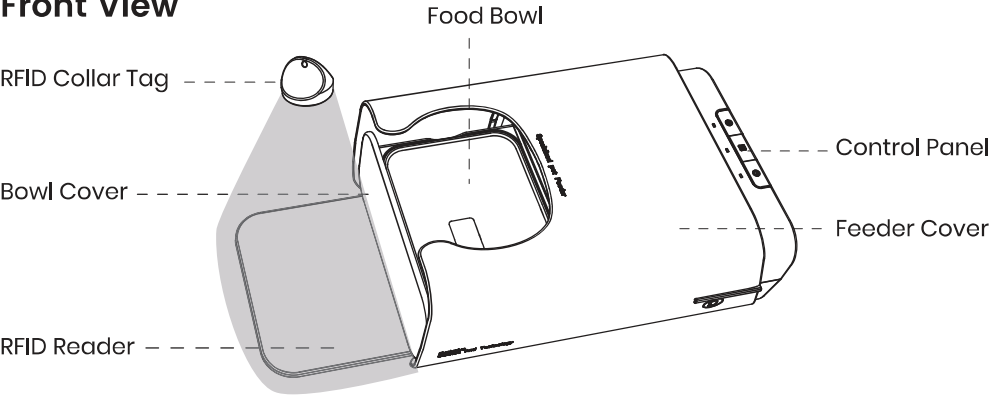
The device has been evaluated to meet general RF exposure requirement. The device can be used in portable exposure condition without restriction.

Package Includes

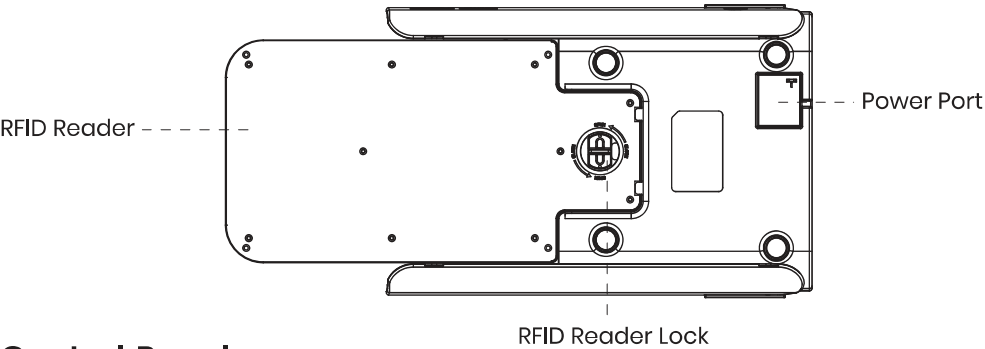


Product Overview

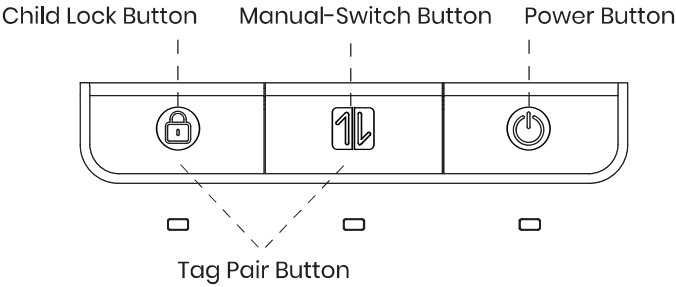
Front View



Bottom View



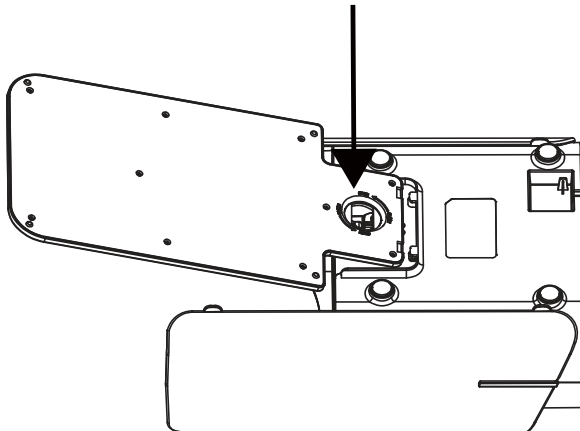
Control Panel



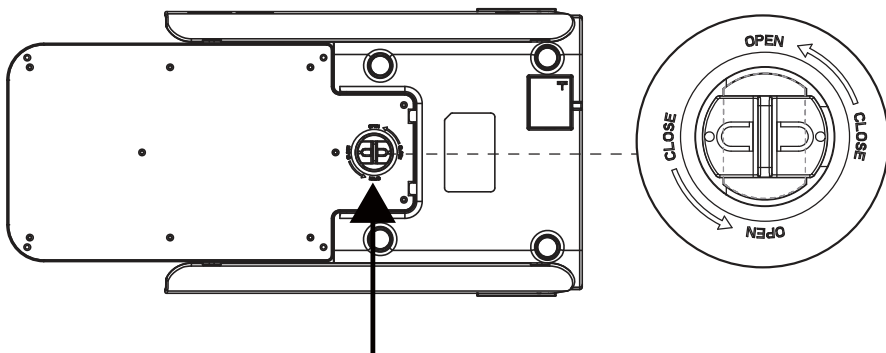
How to Use

1. Install the RFID reader.

a) Place the RFID reader at the bottom of the pet feeder. Then, tilt and snap into buckle.

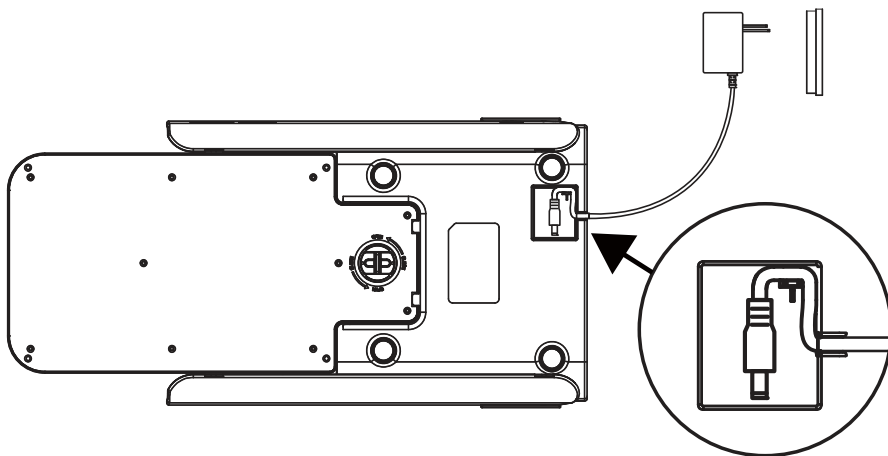


b) Rotate the buckle to lock the reader.



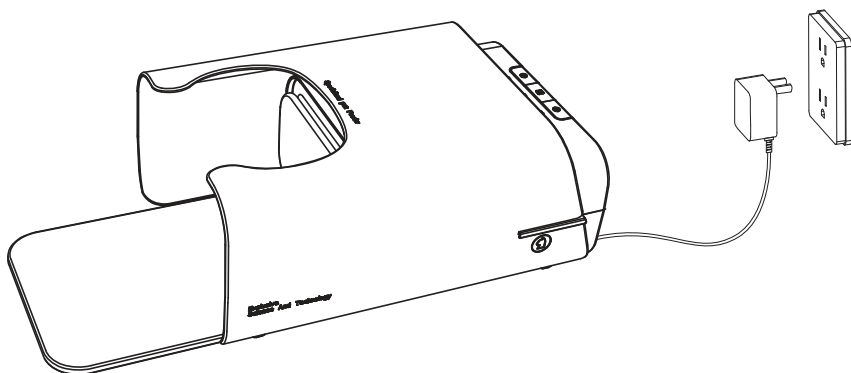
2. Connect power.

a) Plug the type-c cable into the power port at the bottom of the feeder.



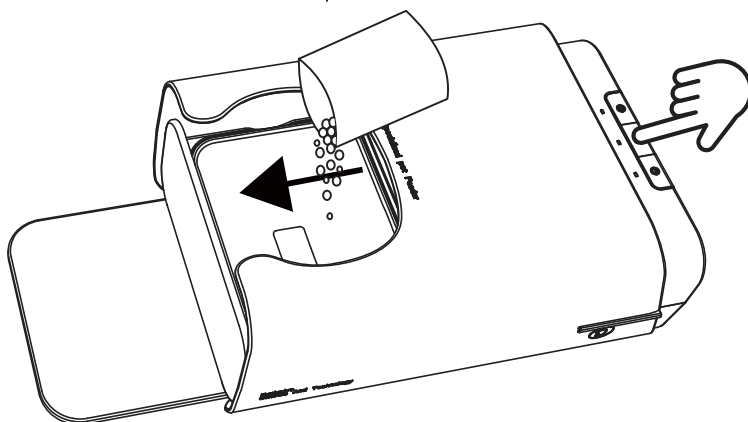
b) Plug the adapter into the power outlet.

Note: Feeder will power on automatically after power is connected.

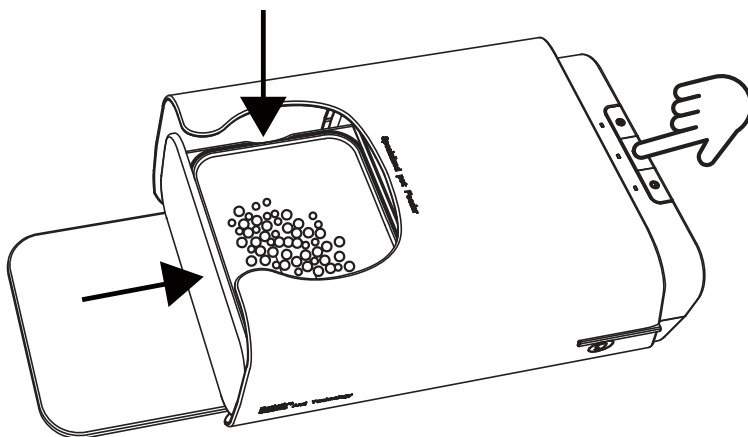


3. Add pet food in the food bowl.

a) Press manual-switch button to open the food bowl.



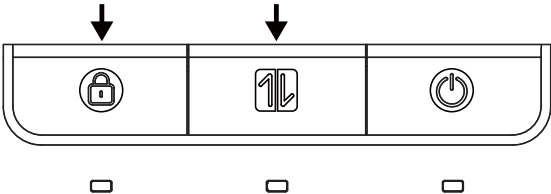
b) Press manual-switch button again to close the bowl.



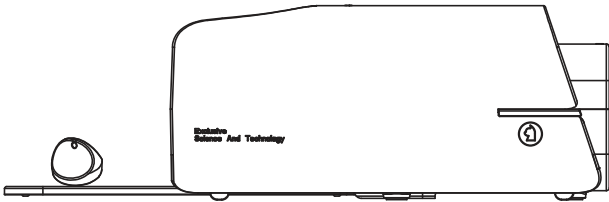
Pair The Collar Tag

Note: Feeder comes with a pre-paired RFID collar tag, requiring no additional pairing for the first use. For re-pairing or tag replacement, follow the below steps.

1. Press  +  to pair the collar tag.
 Note: In pairing,  and  will flashing in alternation.

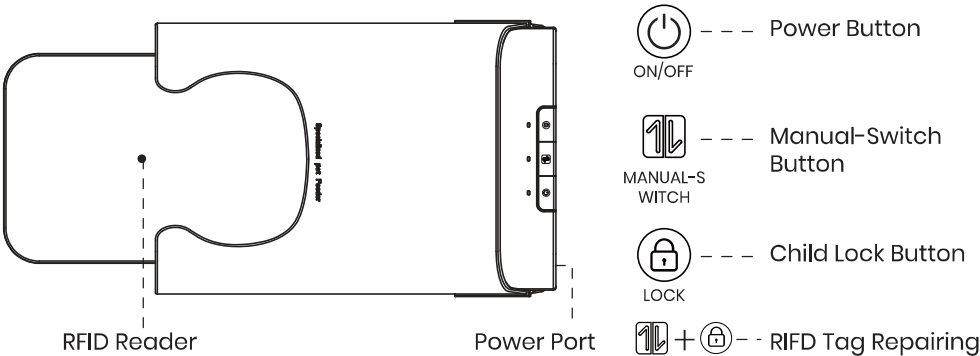


2. Put the RFID collar tag on the RFID reader.



3. You will hear two beeps when pairing is successful.
- Tips:** 1. The food bowl opens automatically upon sensing the tag and closes automatically if the tag is not detected for 10 seconds.
 2. The most suitable sensing distance is within 20cm from the RFID reader.

Key Button & Light Description



Button	Description	White Light Status
 ON/OFF	Press for power.	Standby: steady on Power off: light off
 MANUAL-SWITCH	Press to open/close the food bowl.	Working: steady on Close: light off Fault alert: light flashing
 LOCK	1. Long press to lock / unlock. 2. Keys auto-lock after 20s of inactivity. 3. Locked: button press causes beeps reminder and all buttons are disabled.	Lock: steady on Unlock: light off
 PAIR	1. Press  +  to pair RFID tag. 2. Paired successfully with two beeps.	Pairing: light blinking Paired: light off

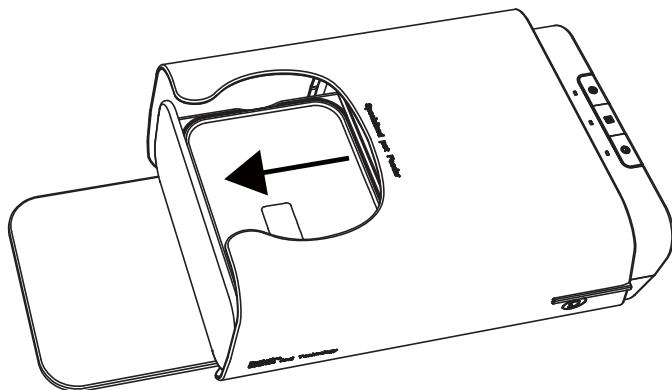
Product Specifications

Model	P360
Input	5V $\overline{\text{---}}$ 1A
Capacity (food bowl)	0.45L / 450ML
Material	ABS, melamine
Dimensions	13.0 x 8.5 x 5.5 in / 340 x 218 x 140mm



Care and Maintenance

1. Press manual-switch button to open the food bowl first.



2. Unplug the adapter.

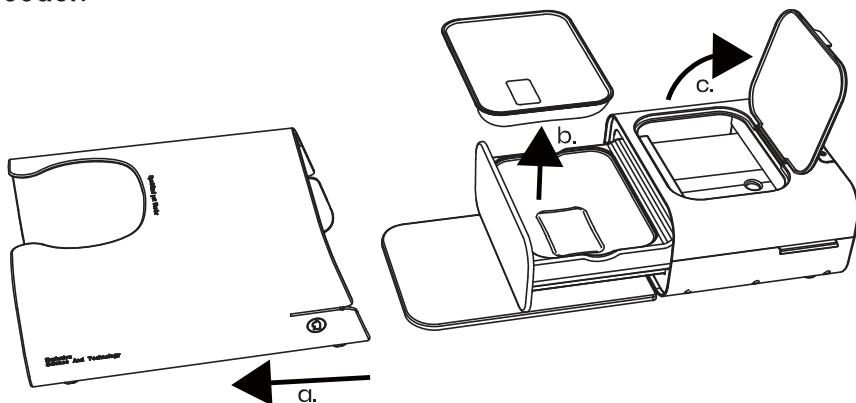
3. How to clean

a) Take out the feeder cover.

b) Take out the food bowl for cleaning.

c) Open the machine cover to pour out the food residues.

Note: Do not wash any part with electronic components. Please ensure that the bowl is dry before installing back into the feeder.



Troubleshooting

Problems	Solutions
Manual-switch indicator flashes	1. Unplug the adapter, then plug it back to restart the feeder. 2. Check if the food bowl is blocked by foreign objects.
Button not working	1. Ensure the button is unlocked. 2. Long press  to unlock.
Unable to open food bowl by RFID tag	1. Ensure the RFID reader has been installed. 2. Ensure the pet is wearing the collar tag. 3. Ensure the RFID tag is within the recognition area. 4. Ensure no metal is near the sensing area, as it can interfere with detection. 5. Ensure there are no objects blocking the food bowl. 6. If above solutions fail to resolve the issues, please contacts us: service@heapets.com, tel: 626-262-0959.
Unable to open and close the food bowl manually	1. Ensure the button is unlocked. 2. Check there are no objects blocking the food bowl. 3. Restart the feeder.



WARRANTY

Dear customer,

Thank you for purchasing HEAPETS microchip pet feeder.

Here are some important tips:

1. Term of warranty

- a) maintenance period will be one year starting from the purchase date, maintenance will be free of charge during maintenance period(Except non-resistant factors and human factor).
- b) proof: purchase record, shopping voucher of the selling office, receipt.

2. Components

The components will be free of charge during maintenance period; After maintenance, all components will charge according the parts price in the market.

If you encounter any issues while using the microchip pet feeder, please contact us through one of these channels before returning:

- 1. After-sales Email: **service@heapets.com**
- 2. After-sales Tel: **626-262-0959 Mon-Fri,9:00 am-5:00 pm CST**
- 3. Scan the QR code to seek prompt customer service assistance.



Rest assured that regardless of when you reach out to us, we will respond within 12 hours.

Sincerely,
Best Regards!

RFID AUTOMATIC PET FEEDER

Model: P360

Distributed by: Guangzhou Dezheng Electronic Commerce Co., Ltd.

Address:No. 106 Fengze East Road,
Nansha District, Guangzhou CHINA 510000

Made in China



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