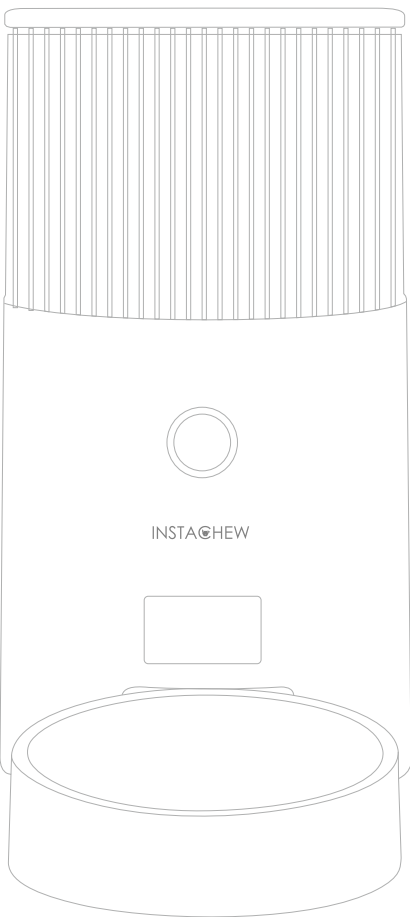




INSTACHEW

PUREBITE SMART PET FEEDER
(PURECHEW MINI SMART PET FEEDER)

INSTRUCTION MANUAL

POWERED BY
INSTACHEW INFINITY



Thanks for purchasing an Instachew product!

Thank you for purchasing the Purebite Smart Pet Feeder (Purechew Mini Smart Pet Feeder). Your order made our day, we hope we make yours!

Enhance your experience with INSTACHEW through the guidance of this manual. We'll walk you through our product's setup procedure and give you pointers on the tips you need while using it.

The purpose of INSTACHEW is to make pet care easy and keep pets healthy and happy! Our team is dedicated to improving the lives of pets all over the world while delivering useful and smarter insights for pet parents to live a worry-free life with their furfriends.

Enjoy your new worry-free life with pets while using your Purechew Mini.



Mo Quraishi

Co-founder | CEO



Ramin Sadat

Co-founder | COO



Mo & Chewy

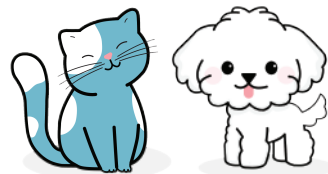


Ramin & Leo



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SAFETY TIPS

1. USER GUIDE

Thank you for purchasing the Purebite Smart Pet Feeder (Purechew Mini Smart Pet Feeder) !

Before using this product, please read all the instructions and warning tips in this manual and on the product, thank you for your understanding.

2. NOTES ON USE

- Please use it in an indoor environment, do not use it in direct sunlight such as a balcony.
- Do not drop items other than pet dry food into the storage bucket, otherwise there is a risk of causing
- To prevent pets from falling, it is recommended to place Purechew Mini in a corner or against a wall.
- Please cover or store the power cord to prevent pets from biting the cord and causing dangerous situations such as electric shock.
- Do not disassemble or modify the device by yourself.
- Purechew Mini does not support pet food with special shapes, holes and a diameter greater than 14mm. It is only suitable for dry pet food. Do not add wet food.
- The shape and density of pet food grains will cause a certain deviation in the capacity of the grain bucket.
- The number of grams of grain per serving varies due to different grain densities.
- In the case of battery power supply, the standby time can be up to 8 days. Please install the battery in advance before traveling.
- Do not directly push the turntable into the equipment, it will cause damage to the components, please watch the video.
- To disassemble the turntable, put it into the hole by hand and pull it up. After the turntable is taken out, the inside can be wiped with a wet wipe, please do not wash with water.

FOR ALL PRODUCT INFORMATION,
OR SCAN THE QR CODE

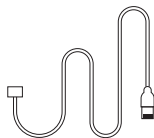


PACKING LIST

Please read this manual carefully before use to ensure safe use of Purebite Smart Pet Feeder (Purechew Mini Smart Pet Feeder).



PURECHEW MINI*1



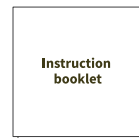
1.5M USB CABLE*1



ABS PLASTIC
FOOD BOWL*1



STAINLESS STEEL
FOOD BOWL*1



INSTRUCTION MANUAL*1



DESSICANT*1

PRODUCT NAME: Purebite Smart Pet Feeder
(Purechew Mini Smart Pet Feeder)

PRODUCT MODEL: IC087

PRODUCT SIZE: 315*180*330 (mm)

WEIGHT: 1.3KG

RATED POWER: MAX 4.5W

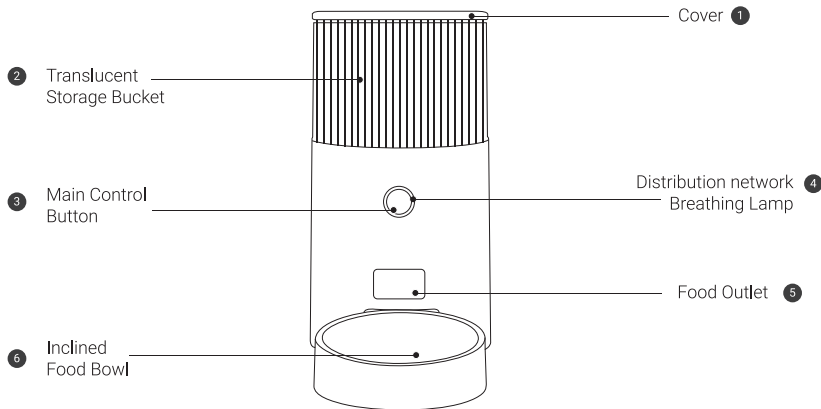
MAX CAPACITY: 2.5L

RECOMMENDED PET TYPE: Small to medium pets

RECOMMENDED KIBBLE SIZE: 5-14 mm (Dry food, air-dried food, freeze-dried supported)

CONNECTION MODE: WI-FI LINK (2.4GHZ – 5 GHZ)

PRODUCT OVERVIEW



1 COVER

Place desiccant.

2 TRANSLUCENT STORAGE BUCKET

After the granary is installed into the main body of the fuselage, do not disassemble

3 MAIN CONTROL BUTTON

1. **Initial setting:** Long press the button for 5 seconds, after the beep, you can switch to Bluetooth network configuration and AP network configuration mode.
2. **Restore factory settings:** Press and hold the button for 10 seconds to unbind the device and clear the information and settings in the device.

4 INDICATOR STATUS

Lack of food: Orange is always bright.
Grain blocking: Red always on.
Distrubution network: White flashing.
Normal operation: White always on.
Low battery: Red breath.
Equipment upgrade: Blue breathing.

5 COVER

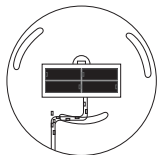
Place desiccant.

6 INCLINED FOOD BOWL

304 stainless steel

PRODUCT INSTALLATION & INSTRUCTIONS

INSTALLATION



1. **Battery Installation:** Put AA batteries into the battery compartment, as a backup power source.

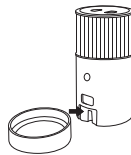
*Please make sure there is not grain in the barrel before installing the battery.

*The barrel can be installed upside down.

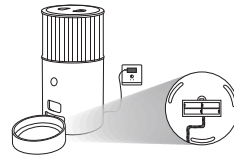
⚠ Attention: This is an emergency power supply for power failure. If there is no such requirement, you can skip this step.



2. **Power Cord Installation:** Press the USB cable flatly into the bottom power cord slot



3. **Food bowl installation:** Place the main body on a level surface. Install the food bowl below the grain outlet

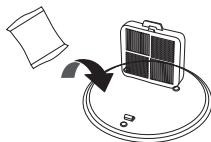


4. **Connect the power supply:** Take out the body of Purechew Mini and insert the power cord into the power adapter socket at the bottom of the body to ensure that is firmly inserted.

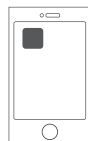
INSTRUCTIONS



1. **OPEN THE TOP COVER**
Open the top cover and add pet food.



2. **ADD DESICCANT**
Place desiccant evenly into the box behind the top.



3. **ADD DEVICE**
To download the app, press Prompt to add device, set mobile Feeding plan.



4. **IF MANUAL FEEDING IS NEEDED**
Press the manual feed button three times. One portion of grain can be produced (about 10g–15g)

HOW TO INTRODUCE YOUR PET TO PURECHEW MINI

**SCAN THE QR CODE TO
DISCOVER PURECHEW MINI:**



Here are some tips to introduce your pet to use the new feeder:

1. Place the feeder in a visible and accessible location where your pet is used to eating their meals.
2. Start by introducing your pet to the new feeder gradually. Place some of their favorite treats or food inside the feeder to entice them to explore it.
3. Once your pet has had a chance to inspect the feeder, turn it on and let them see the device in action. So they can observe the food being dispensed and become accustomed to the sound.
4. After a few times of letting your pet see the feeder in action, place some food inside and let them eat from it.
5. Repeat this process over a few days until your pet is comfortable eating from the new feeder.

HOW TO SET UP 2.4 GHZ

Purechew Mini utilizes 2.4 GHz frequencies for connecting to the network.

At Instachew, we have decided to go with this standard industry practice for utilizing 2.4 GHz frequency protocols in our smart devices. Using 2.4 GHz frequency actually works great for smart device users as well.

While being connected to your 5 GHz signal, have you ever lost connection or had low signal when going a floor or room away from where your Wi-Fi router is located? By using the 2.4 GHz frequency you will notice these issues of device connectivity resolved.

HOW TO SET UP 2.4 GHZ

The simplest way to access 2.4 GHz is to contact your internet provider and ask them to set up your home network to include 2.4 GHz, if it has not already been done so.

An alternative way to set up your 2.4 GHz connection is to log into your internet router and enable dual broadcast of both 2.4 and 5 GHz. For further details on how to do this you can refer to the router company's website or your internet service provider, which supplied you with the router.

If you are still experiencing poor connection or unable to access your smart devices while being connected to a 2.4 GHz signal (due to being too far away from the router), then we recommend contacting your internet service provider for range extenders.

Note: If you still prefer to use 5 GHz for your phone, you can easily switch the network after connection. Additionally, 2.4 GHz is only **required** when you initially set up your Instachew smart devices to the network.

TO LEARN MORE ABOUT 2.4 GHZ,
SCAN THE QR CODE:



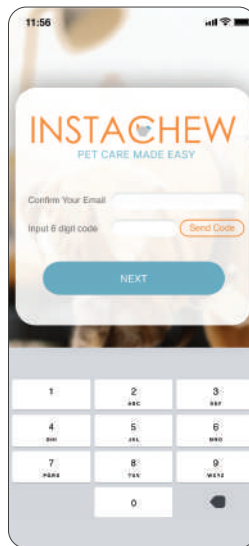
APP SETUP



1. Launch the Instachew Infinity App



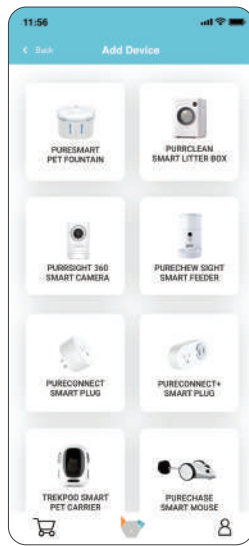
2. Click "Register" to create a new account.



3. After registering a new email, input the received **verification code** to continue creating your new account.



4. Start setting up your profile, adding your and your pet's informations.



5. You're all set! It's now time to link your device, by clicking "Add Device" in your homepage.

DEVICE NETWORKING

1. APP DOWNLOAD



*The equipment needs to be connected to the power supply first, and then the distribution network operation.

3. EQUIPMENT DISTRIBUTION NETWORK

At present, the device supports two network configuration modes: **Bluetooth** network configuration and **AP** network configuration. You can choose one of the two. It is recommended to use Bluetooth configuration network first. If Bluetooth configuration fails, you can switch to AP network configuration. Note that for the network configuration, the process needs to be completed within **3 minutes**, and the timeout needs to be triggered to enter the distribution network again.

1. BLUETOOTH DISTRIBUTION MODE

1. Put the device on the power and let it stand without long pressing the button to ensure that the indicator light is flashing slowly;
2. Open the app and mobile phone Bluetooth, click the "+" sign in the upper right corner of the app homepage to enter the device list, and enter the device that pops up at the bottom of the app to add;
3. Confirm that the device indicator is flashing slowly, and enter the Wi-Fi password as prompted by the app to ensure that the phone is connected to a 2.4G Wi-Fi network;
4. After the network configuration is successful, the iris will be steady white, indicating that the device is connected to the network, and you can use the app to remotely control the device. At the same time, you can turn off the mobile phone Bluetooth.

2. DEVICE POWER UP

- Power on the device: open the battery cover at the bottom of the machine, insert one end of the free USB cable into the USB hole at the bottom of the machine, and the other end into its own adapter or the socket with USB interface, and then connect the device to the power supply.

2. AP DISTRIBUTION NETWORK MODE

1. Put the device on the power and let it stand, press and hold the button for 5 seconds, release it after a beep, and observe to confirm that the indicator light is blinking in a breathing mode.
2. Open the app, turn off the Bluetooth of the mobile phone, click the "+" sign in the upper right corner of the app homepage to enter the device list, select the smart feeder and click to enter, then click the network configuration mode in the upper right corner to switch to "hotspot network configuration (compatible mode)".
3. Confirm that the device indicator light flashes in a breathing mode, and enter the Wi-Fi passwords as prompted by the app to ensure that the phone is connected to a 2.4G Wi-Fi network. After the input is complete, enter the hotspot network configuration instruction page.
4. Select the network starting with SmartLife- in the network configuration list to connect. After the connection is successful, return to the app to enter the network configuration progress page.
5. After the network configuration is successful, the iris will be steady white, indicating that the device is connected to the network, and you can use the app to remotely control the device.

4. NETWORK DISTRIBUTION FAILURE TROUBLESHOOTING

ROUTER TROUBLESHOOTING

1. Please confirm whether the router password you entered in correct, and pay attention to the Wi-Fi account or whether there are spaces and case problems before and after the password.

2. Please confirm that you are connected to a 2.4G band network. At present, the device does not support 5G band network, that is the default network name is Wi-Fi network with the word - 5G.
3. Make sure that the encryption method in the wireless settings of the router is WPA2-PSK, the authentication type is AES, or both are set to automatic. The wireless mode cannot be 11n only;

4. If the router enables wireless MAC address filtering, you can try to remove the device from the router's MAC filtering list to ensure that the router does not prohibit the device from connecting to the Internet, or turn off MAC address filtering.

5. Make sure that the router has enabled the DHCP service. If it is not enabled, the IP address will be occupied. Among them, "c", "d", and "e" belong to the field and need to contact the router manufacturer fo adjustment.

2. OTHER PROBLEMS

Please troubleshoot the router first, and then scan the WeChat QR code at the end of the manual to feedback the problem. Please provide the router brand and model when giving feedback.

COLOR DESCRIPTION OF INDICATOR LIGHT

SELF CHECK TABLE OF MACHINE STATUES (SUBJECT TO THE FORM OF MAIN CONTROL KEY ON)

• WHITE FLASHING: BLUETOOTH STANDY NETWORK	• WHITE BREATH : HOT SPOT TO BE DISTRIBUTED	• WHITE LIGHT IS ON: ALREADY EQUIPPED
• ORANGE: FOOD SHORTAGE The grain is lower than the height detected by the optical eye in the cabin.	• RED : BLOCK FOOD Need to cut off the power and re-energize, then take out of the turntable to clean up the grain.	• FLASHING RED Enter the production test mode, you need to cut off the power and re-power it to restore.
• RED BREATH The grain is lower than the height detected by the optical eye in the cabin.	• BLUE BREATH: The equipment is being upgraded online.	• OFF The device has no power or battery mode, you need to remove the battery only connect the USB cable and plug the USB cable again.

FREQUENTLY ASKED QUESTIONS

Can Purechew Mini be washed with water?

The body is not washable, and recommended to take out the turntable and wipe it with a wet tissue.

How do I quickly reconnect after the machine is disconnected?

- Exit the App and re-enter, wait for the data to update
- Switches from the feeding interface to the video interface and waits for the video to refresh.

I'm having a hard time connecting my device to my Network.

Kindly consider the things below:

- Ensure that the software on your phone is up to date;
- Ensure the correct application is downloaded (Instachew Infinity App);
- Ensure that your phone is connected to a 2.4 GHz Wi-Fi connection. You can find this information from the options below:
 - at the back of your Wi-Fi router
 - Device Settings
 - Call your service provider to confirm the connectivity you have;

The feeder is not connected. What is the problem, and how can I fix this?

- Check the status of the device indicator; after the power is turned on, the blue light indicator flashes. When the network is connected, it will be on. There will be a tone before the network is configured.
- Check if the Wi-Fi username and password are correct.
- Uninstall the Instachew Application and reinstall it after you restart your Phone.

Why does the feeding time differ by tens of seconds from the current time?

- The parameters set on the App will have an error of about 30 seconds, depending on the timing of the network environment.

Is it battery powered?

Yes, the device has a dual power supply system that can also operate using four AA batteries.

Can I use wet food in the feeder?

No. The device only works with dry food 14 mm kibble size

How long does Purechew Mini stand by on battery?

Calculated as 3 times a day, it can stand by for about 25 days. When the device is supplied with food or the battery is short, the App will see the data.

FREQUENTLY ASKED QUESTIONS

Network configuration timeout Network configuration failure

1. The Wi-Fi password is incorrectly entered (the small eyes that can open the input page).
2. Connected to a 5G network (generally a router will release two frequency bands, 2.4G and 5G, check whether the Wi-Fi name has the word 5G, if you are sure that you are connected to 2.4Ghz, please go to the router setting interface to confirm whether mixing is enabled, if it is turned on, it needs to be turned off).
3. The connection line is not plugged in well or the connection line is damaged, you can check whether the light is displayed normally.
4. Whether the status of the device indicator is correct (flashing quickly or breathing, if it is breathing, check whether the App is switched to the hotspot distribution mode).
5. User operations problems, check whether the operation is in accordance with the network distribution process and ensure that the machine is close to the router.
Check whether the network status of the device to be configured is consistent with the app's network configuration mode. The indicator corresponding to the Bluetooth configuration network flashes slowly, and the indicator corresponding to the AP network configuration flashes in a breathing manner. The Bluetooth configuration network needs to turn on Bluetooth, and the AP network needs to turn off Bluetooth.

No food for feeding plan

1. Check whether the turntable is installed properly.
2. Check whether the food is stuck (picture or video, judge whether the indicator light is red).
3. The app can't control the output of grain, check whether the indicator light is always on, if it's flashing, it means the device has no network, and it is correct that no grain is output.
4. Pour out the grain, take out the turntable, trigger the grain to see if the motor does not turn, if it does not turn, the motor is abnormal, and the machine needs to be replaced.
5. No food will be delivered under the battery condition. Please note that the device cannot interact with the app under the battery condition, because there is no response after the app control.

No grain output on the device manually

1. Check the button: press the button 3 times and ask the user if they feel the button bounce, it may be the button malfunctioning.
2. Check whether there is power: check whether the indicator light is on, whether it's flashing, steady, or other colors, it means the device has power.
3. Check whether the operation is correct: press the button 3 times within 5 seconds, don't be too eager, just use the normal speed button.

FREQUENTLY ASKED QUESTIONS

The device is powered off, do I need to re-configure the network?	No need to re-operate the distribution network, the module will automatically work.
Why does the machine turn up bright orange?	Check whether there's food in the machine that covers the optical eye, if it does the machine would define current mode as food shortage condition. That's when the light it's orange. When the food inside turns full and leaves the optical eye away, the light will switch to white as the machine condition is defined as common-operated.
Yesterday the device was equipped with the internet, but the device disappeared on the app today?	It may be unbound by a family member, or there may be a problem with the device button rebound. After confirmation, you need to return to the factory.
The user operates manual grain output, but the equipment does not respond	User operation problems, tell users not to rush when operating. Press 3 times within 5 seconds.
How much grain can Purechew Mini hold?	It varies according to the density of the grain, about 2.5 kg. About one cat for half a month.
Why does the indicator light not light up?	Need to check wheter it is during the energy savin period of the machine, from 11pm to 7am.
Can the indicator light be turned off?	Yes, tap the main control key of the fuselage 5 times to close it, and tap it 5 times to open it.
Can multiple people control the device?	When successfully connected, find and click the  icon on the device control page, click "Sharing Device" and input the phone number to send device sharing invitation.
Will food be delivered successfully when the device is powered by battery?	Will do if the feeding plan is previously set.
I changed router at home, does the device need to be re-configured?	Yes it should be noted that you need to long press the 10 second button to unbind or operate to unbind at th app end (click the  icon in the upper right corner of the control page to enter the secondary page, pull to the bottom and click to unbind), and then carry out the distrubution network operation.

FREQUENTLY ASKED QUESTIONS

App manually adds meals without paying

1. Check whether the device has a network: check whether the indicator light is normal and always on, if it is, there is no problem when powering on, and you can perform step 2 troubleshooting.
2. Check whether the motor is abnormal: put your ears close to the machine to see if you can hear the rotating sound, or pour out the grain, take out the turntable, operate the grain, and see if the motor rotates.
3. Check if the turntable is installed.

Abnormal grain output

1. Check whether the turntable is installed.
2. If several copies are issued, it may be an old machine. The feeding plan set before will also be executed. First delete all the feeding plans and reset them.
3. Grain delivery is non-stop. If the cause of the turntable is eliminated, it may be a machine problem. A 30-seconds video must be provided and returned to the factory after confirmation.

FOR MORE FAQs AND INFO ABOUT
THE PRODUCT, CLICK [HERE](#) OR
SCAN THE QR CODE



30-DAY SATISFACTION GUARANTEED RETURN POLICY

All of our products purchased directly from **Instachew.com** are returnable within 30 days from the date of delivery. Please email **service@instachew.com** with your proof of purchase and reason for return.

For larger products, The Purrclean, directly purchased from Instachew.com only, are returnable within 60 days from date of delivery.

For items purchased through Instachew's authorized resellers and distributors, all customers must adhere to those resellers and distributors' respective policies for refunds and returns.

TO BE ELIGIBLE FOR A FULL REFUND, YOUR ITEM MUST HAVE/BE: ADDITIONAL TERMS AND CONDITIONS:

- Gently used.
- In good physical condition without any damage.
- Clean condition (a cleaning fee will be charged if the unit is returned with litter or waste).
- Must be in the original packaging (including all the accessories).
- You are responsible for the return shipping charges if you are reaching out for warranty coverage.
- Your purchase price will be refunded through the original payment method with 7-10 business days.
- Instachew cannot be held responsible for any lost packages during the return process.
- For items received as a gift, you will need to provide the order number or proof of purchase received by the purchaser. Instachew is only able to issue a refund to the original payment

RETURN POLICY FREQUENTLY ASKED QUESTIONS

How do I receive a refund if I'm unhappy with my Device?

Our products come with a 30-day or 60-day trial period. If for any reason you are dissatisfied with your purchase. You must only pay for return shipping. If you bought the device from a third-party reseller, kindly get in touch with your point of purchase for further assistance. In terms of the warranty, we can help you, but not in terms of the reimbursement.

Do I need an RMA number for a return? How do I get this?

- To enable us to easily identify the returned unit, it's essential to include an RMA (Return Merchandise Authorization) number and your name on the box. To acquire an RMA number,
- There's no need to obtain an RMA. To enable us to easily identify the returned unit, it's essential to include your full name on the box and make sure to provide us with return tracking information.

Do you offer a return shipping service?

We can provide a return shipping label and deduct the shipping cost from your refund.

Can I return or exchange after purchase?

If you are unhappy with your purchase, you have 30 days (from the date you received it) to return or exchange it. If you find any defects or need to return an item, please reach out to our customer service team at service@instachew.com.

Please note however, that our Return & Exchange Policy doesn't extend to damages caused by negligence, accidents, misuse, abuse, or product modification.

WARRANTY

The warranty for our product will be valid for a duration of one year starting from the purchase date. To be eligible for the warranty, you will need to provide a proof of purchase, such as a receipt from Instachew or one of its authorized retailers.

The warranty provided does not extend to consumable parts that undergo normal wear and tear, such as batteries. It also does not cover damages resulting from the following:

- Physical or water damage.
- Unauthorized repair, modification, disassembly, or opening of the product's chassis.
- Improper operation, maintenance, or use contrary to product instructions or connection to an improper voltage supply.
- Negligent or careless use or operation of the product.
- Use of consumables, parts, or accessories, including batteries, not produced or recommended by Instachew unless prohibited by applicable law.

Moreover, this warranty does not cover products that meet any of the following conditions:

- Used outside the country of purchase.
- Purchased from a non-authorized Instachew dealer.
- Repaired or modified by parties not affiliated with instachew.com or its authorized agents.
- Serial numbers have been tampered with or removed.
- Damaged from external sources such as transit, weather, electrical outages, or power surges, to the extent allowed by applicable law.

WARRANTY FREQUENTLY ASKED QUESTIONS

How to initiate a warranty claim

When reaching out to our customer support team regarding a warranty claim, kindly include a detailed description of the product in question, elaborate on the problem you are facing with the product, and attach a valid proof of purchase for verification purposes.

For items received as a gift

You will need to provide the order number received by the purchaser if it was directly purchased from Instachew or a copy of the proof of purchase if purchased from one of our authorized retailers.

Are there any costs associated with making a warranty claim?

You will be responsible for all return shipping charges and will bear all risk of loss or damage to the product while it is in route to us. For your protection, we recommend that you choose a traceable shipping option.

What actions will void the warranty?

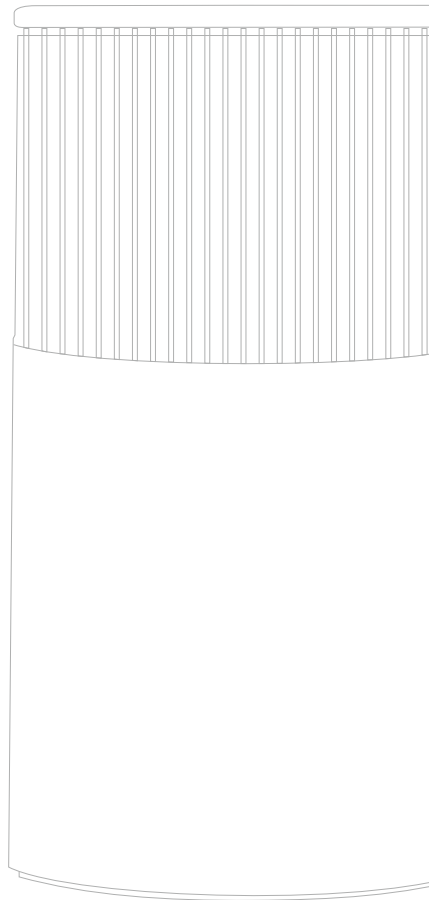
Please be aware that damages resulting from negligence, accidents, misuse, abuse, or product modification are not covered by our Return & Exchange Policy.

What does the warranty cover?

To confirm your eligibility and ensure that your issue cannot be resolved through technical support, we recommend visiting the "contact us" section of our website, www.instachew.com, before filing a warranty claim. This will help to expedite the claims process and ensure that any issues are resolved as quickly as possible.

Can the warranty be extended or renewed?

Please refer to the website (instachew.com) for updates on offerings for warranty extensions.



FCC Statement

Please take attention that changes or modification not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

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, and
- (2) This device must accept any interference received, including interference that may cause undesired operation.

IC Statement

This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions:

- (1) this device may not cause interference, and
- (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radioexempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

- (1) l'appareil ne doit pas produire de brouillage, et
- (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.