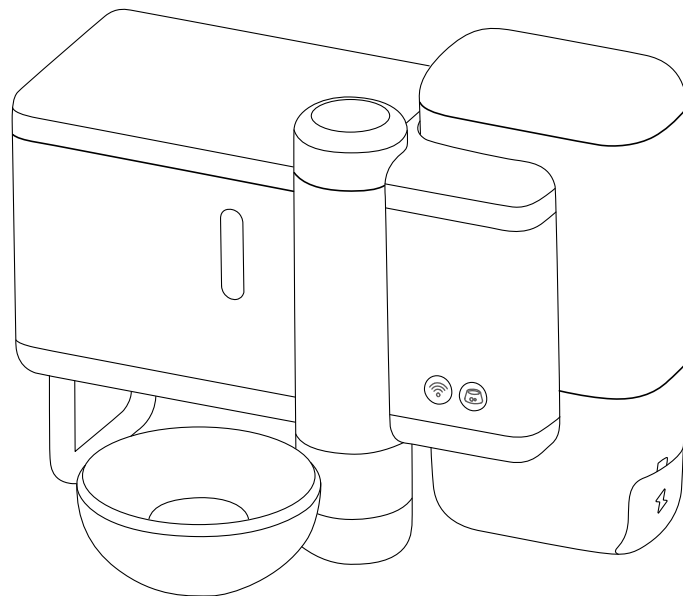


neakasa

Neakasa Riko Fresh-Made Wet Meal Feeder

User Manual



Scan to View the User Guide



Contents

01	Safety Precautions
02	Packaging Materials
03	Parts Identification
04	Buttons and Indicator Lights
05-12	Usage Instructions
13-14	Daily Maintenance
15	Product Specifications
16-17	Warranty Service

Important Notice:

Before using this device, carefully read and follow the safety instructions below. Improper use may cause device damage or pose risks to you or your pet.

Installation and Placement

Place the feeder on a stable indoor surface away from direct sunlight. Place it against a wall with the anti-slip mat, and keep it close to the router.

Place the device where pets cannot reach the power cord and where adult pets cannot knock it over. Placing it against a wall is recommended.

Make sure the power outlet is properly grounded and the cable will not be stepped on or pulled.

If there are children at home, it is recommended to enable the child lock and prevent children from operating the device alone.

Power Supply

Use only the provided power adapter or the specified adapter.

Do not place the device or batteries in high temperatures, direct sunlight, or humid environments.

A single battery lasts about 5–7 days.

Feeding and Pet Health

This device supports freeze-dried food only. Do not add wet food. (Maximum freeze-dried food size: 15 × 25 mm)

This product is an auxiliary feeding tool and cannot replace regular care and observation by the owner.

If your pet has special dietary needs or health conditions, consult a veterinarian before use.

After opening, freeze-dried food is typically best used within 2–4 weeks. The exact shelf life depends on its condition. Do not use if it becomes soft, oily, or darkened.

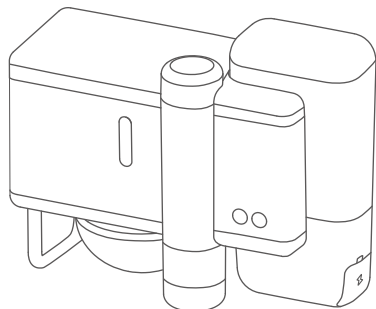
Data and Connection

Check device status, food and water levels, and feeding records regularly in the App.

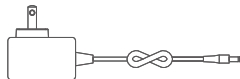
Network interruptions may affect remote commands, so ensure alternative feeding arrangements when away for extended periods.

Packaging Materials

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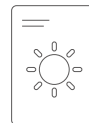
Main Unit



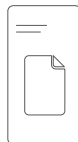
Power Adapter



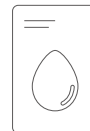
Food Bowl × 2



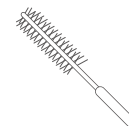
Silica Gel Desiccant × 3



Cleaning Wipes x2



Cleaning Solution
(Use after 4–6 months)



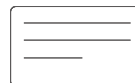
Grinder Cleaning Brush



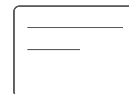
Battery Pack (Optional)



Pet Feeding Mat



Quick Start Guide



User Manual

Parts Identification

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Food Bin Lid

Water Tank Lid

Food Bin

Water Tank

Grinder Set

Water Tank Filter

Support Leg

Display

Food Bowl

Battery Compartment

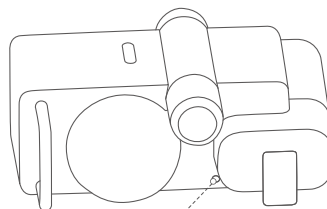
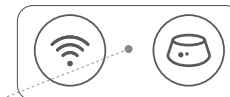
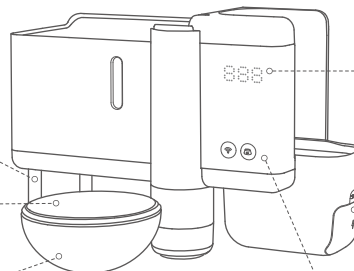
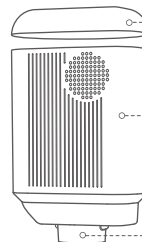
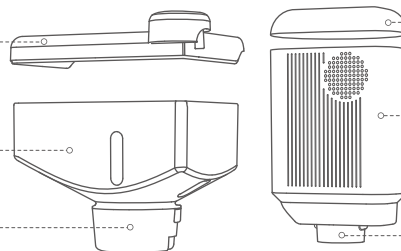
Bowl Holder

Indicator Light

Wi-Fi

Feeding

Power Connector Port



Buttons and Indicator Lights

EN

Buttons	Operation	Functions
	Press and hold for 3s	Start pairing / Reset network
	Press and hold for 10s	Restore factory settings
	Double press	Start manual feeding / Resume meal preparation
	Single press	Pause meal preparation
	Press and hold for 3s	Stop the current feeding task
	Press and hold for 6s	Disable child lock (enable in App settings)

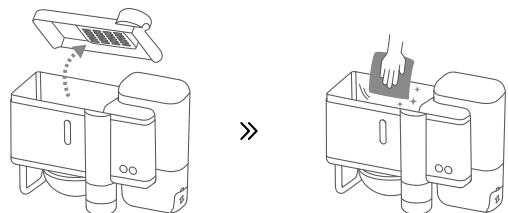
Status	Indicator Light
Power on	Solid white light
Connecting to the network	White light slowly flashing
Network disconnected	Switch between white and orange lights
Battery saver mode	Solid green light
Low battery / Fault	Solid red light

Usage Instructions

EN

Clean the Food Bin

Use the included cleaning wipe to gently clean the inside of the food bin.

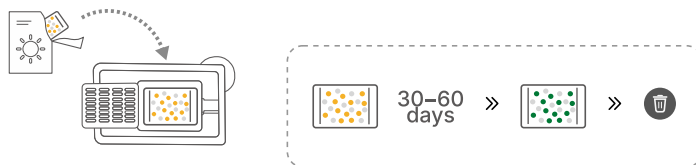


Install the Desiccant

Install the desiccant in the designated location and check its condition regularly. Replace it promptly when all orange beads have turned green.

Set the desiccant replacement reminder in the app based on actual usage. (Recommended replacement interval: 30–60 days)

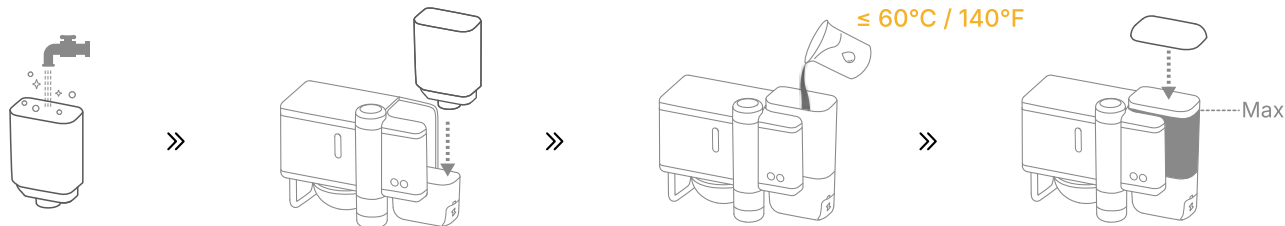
⚠ Do not place the desiccant pack directly inside the food bin.



Fill the Water Tank

Before first use, rinse the water tank with clean water. After cleaning, fill it with purified water below 60°C / 140°F and ensure the tank lid is securely closed.

⚠ No detergent is required for first use.

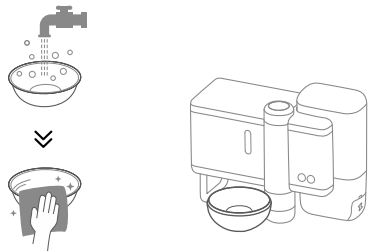


Usage Instructions

EN

Install the Food Bowl

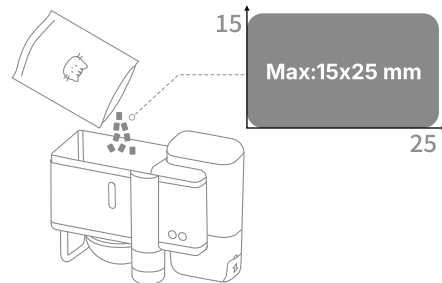
Before first use, rinse the food bowl with clean water and dry it thoroughly. Then place the bowl into the bowl holder.



Add Freeze-Dried Raw Food

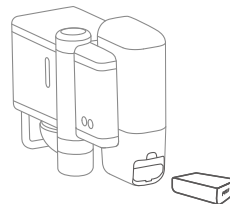
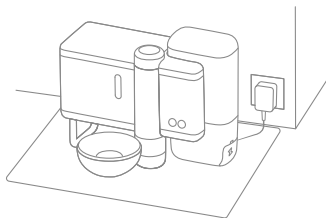
Pour pet main-meal freeze-dried raw food into the food bin and make sure the lid is securely closed.

⚠ This device supports freeze-dried food only. Do not add wet food.



Placement and Power Connection

- Place the feeder on a stable, level indoor surface, preferably against a wall. It is recommended to use a non-slip silicone mat and keep the device close to the router. Avoid direct sunlight.
- Do not place the feeder on carpets, outdoors, or use it in environments below 4 °C / 39 °F.
- If you purchased the battery pack, insert it into the battery compartment and close the cover securely. The device will automatically switch to backup battery power if the main power supply is interrupted.



First-Time Startup and Use

Before first use, make sure the following preparations are complete

- The device is placed on a flat, stable surface.
- The water tank is filled with purified water.
- The food bin contains enough freeze-dried food.
- The power is connected.

The device will turn on automatically after it is connected to power

- During startup, the device will play a startup tone and the screen will show a welcome animation.
- After power-on, the device automatically runs a self-check to ensure all components are properly installed.
- After self-check, the device enters standby mode. The bowl holder automatically extends. Place the food bowl correctly in the holder.

First Feeding Tips

- Before first use, dispense food twice and discard the first two servings. During initial operation, the device flushes the internal water system and stabilizes the grinder through the dispensing process. To ensure food hygiene and consistent performance, start feeding from the third serving.

Usage Instructions

EN

Connect to the App

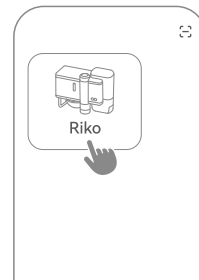
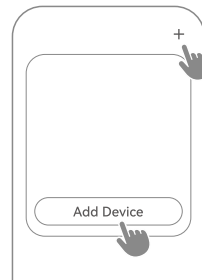
Download the Neakasa App, complete registration, and log in

Scan the QR code or search for "Neakasa" in your phone's app store to download and install the Neakasa App. Select your corresponding country or region to complete registration and log in.



Add Device

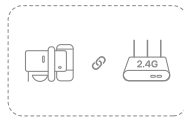
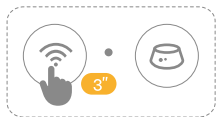
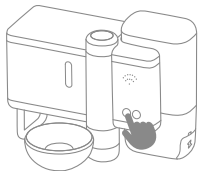
Open the Neakasa App, tap the "+" icon in the top right corner, and select the Riko.



Network Setup

Press and hold the Wi-Fi button on the device for 3 seconds. Upon hearing a "beep" sound, the Wi-Fi indicator light will flash rapidly in white, indicating that the device is ready to enter the network setup process.

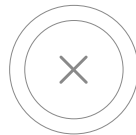
- Make sure your phone is connected to a 2.4GHz Wi-Fi network (5GHz is not supported). Turn on Bluetooth and enable location permission.
- The App will automatically detect the connected Wi-Fi network. Enter the correct Wi-Fi password.
- Keep your phone close to the device and keep the App open. The setup usually takes 30-60 seconds; the indicator light will flash during this time.
- When setup is complete, the device and App will show that the connection was successful.
- In the App, you can view feeding records, monitor your cat's eating habits, set feeding schedules, and start manual feeding.



What to Do if Network Setup Fails?

If the connection is not completed within 5 minutes, the App or device screen will show a failure message. Please check the following:

- Check the network: Make sure your phone is connected to a 2.4GHz Wi-Fi network and that the password is entered correctly.
- Check distance and signal: Move the device and your phone closer to the router and avoid obstacles such as thick walls.
- Check the Wi-Fi indicator: The Wi-Fi light should keep flashing during setup. If it stops flashing, press and hold the Wi-Fi button for 3 seconds and try again.
- Need more help? Please visit the Help Center in the App or contact customer service or your distributor.



Failed to Connect Device

Complete the Beginner Tutorial in the App

Before officially using the smart feeder, it is highly recommended that you follow the prompts in the Neakasa App to complete the beginner tutorial, perform the basic setup, and test a meal dispensing cycle. This will help you get familiar with the device more quickly.

Guiding Your Cat to Adapt

To help your cat get used to the smart feeder, allow for an adaptation period of approximately one week. Follow the steps below to help your cat build positive associations and become comfortable with its new feeding station.

Days 1–3: Getting Familiar with the Feeder

Action:

Place the feeder in an area where your cat often stays, such as next to its current food bowl. While you are present, use the Neakasa App or press the feeding button on the device to dispense food. Keep the old food bowl during this period.

Goal:

Let your cat explore the feeder and become familiar with the sound and movement when food is dispensed.

After Day 7: Reinforcing the Habit

Action:

Set a daily feeding schedule in the Neakasa App based on your cat's needs. You can also record a custom feeding sound and monitor your cat's eating habits through the App. Gradually reduce and completely remove the old food bowl.

Goal:

Help your cat accept the smart feeder as its primary feeding place.

Days 4–7: Independent Feeding

Action:

Remove the old food bowl and set a feeding schedule in the Neakasa App. When a scheduled meal is about to start, guide your cat to the feeder and stay nearby while it eats. Give your cat encouragement and gentle petting.

Goal:

Help your cat transition from manual feeding to getting used to scheduled automatic feeding.

Note !

Follow the principle of 'small quantity, multiple meals':

During the first week of using the feeder, it is recommended to provide smaller and more frequent meals and observe your cat's eating habits to avoid food spoilage or waste. If your cat has never eaten wet food before, please allow some time for it to gradually adapt.

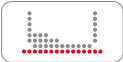
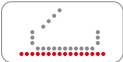
First Feeding Tips:

Before first use, dispense and discard the first two servings. Start feeding from the third serving onward.

Usage Instructions

EN

Error Message If you encounter other error codes, please contact customer service for resolution.

Screen Display	Explanation	Operation Recommendations
	Low Water Level	Please refill drinking water promptly. Insufficient water will cause meal dispensing to fail
	Water tank is empty	Normal meal dispensing is no longer possible. Please refill drinking water immediately
	Food bin is low on food	Please refill freeze-dried raw food promptly. Insufficient food will cause meal dispensing to fail
	Food bin is empty	Normal meal dispensing is no longer possible. Please refill freeze-dried food immediately
	Food bin lid is not in place	Please ensure the food bin lid is securely closed
	Food bowl is not in place	Please place the food bowl back
	Food jam	Please clean any food residue around the grinding head and make sure the dispensing path is not blocked. Then try again

Usage Instructions

EN

Screen Display	Explanation	Operation Recommendations
	Bowl retrieval failed	Please check if there are any foreign objects stuck around the food bowl
	Bowl dispensing failed	Please check if there are any foreign objects blocking the bowl from dispensing
	Abnormal weight measurement	Please remove the food bowl, wipe the tray clean, and then go to the App → Settings → Reset Weight Calibration
	Weight exceeds limit	Do not place heavy objects on the food bowl / Check for foreign objects.
	Low battery	Connect the device to a power source, or replace the backup battery
	Nozzle clogged	Please check if the nozzle is blocked
E011	Grinder Stalled	Please clean any food residue around the grinding head and make sure the dispensing path is not blocked. Then try again