

VACQUEEN®

User Manual

SMART PET FEEDER



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Accessories Included & Specifications

Accessories included

- Main unit ×1
 - Pet food storage container ×1
 - 304 stainless steel feeding bowl ×3
 - Cleaning brush ×1
 - USB cable ×1
 - Power adapter ×1
 - Lid ×1
 - Desiccant pack ×3
 - User manual ×1
-

Specifications

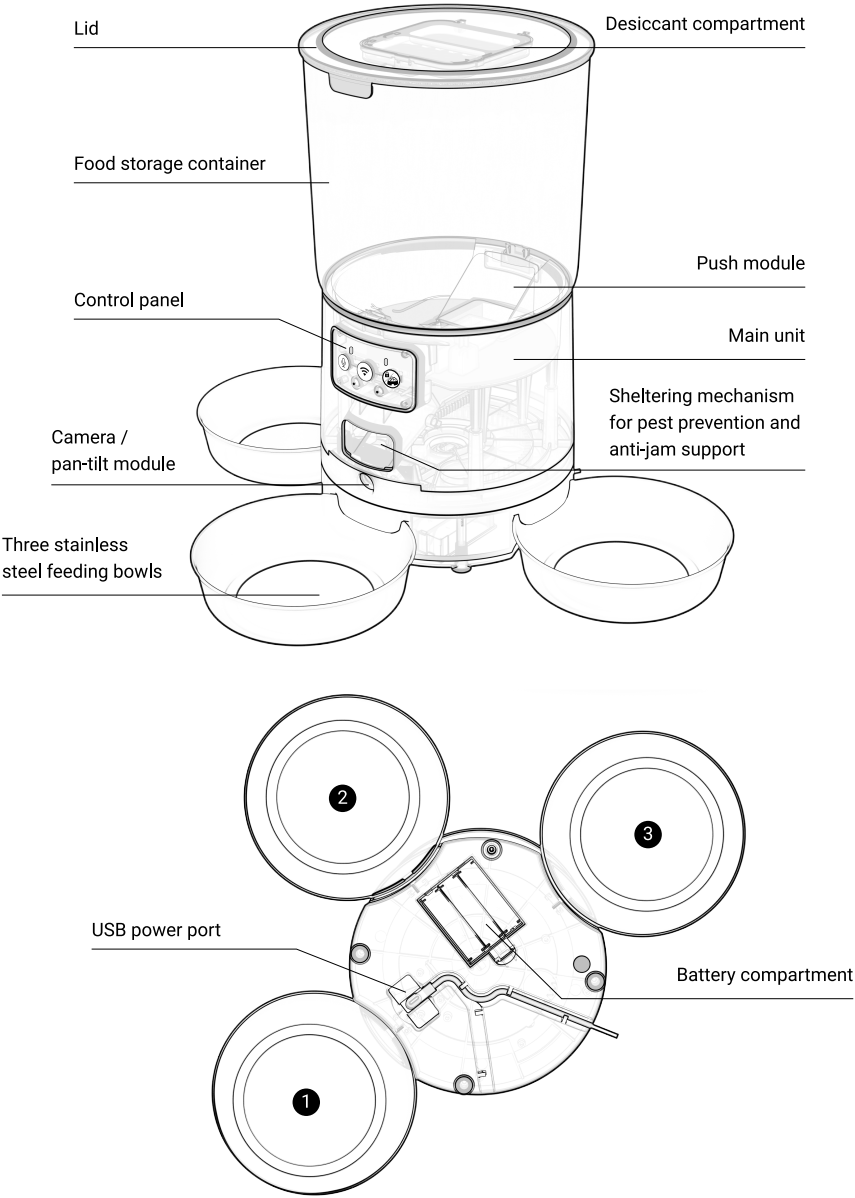
Product name	SMART PET FEEDER
Material	ABS + 304 stainless steel
Capacity	6L / 203 oz
Portion size	8g-10g per portion (may vary by kibble type)
Package size	7.67 x 7.67 x 9.8 inch / 19.5 x 19.5 x 24.9 cm
Weight	1.8 kg
Input	5V—1A
Backup power	3 × AA batteries (not included)

Safety Instructions

1. This product is for indoor dry-area use only. Outdoor use is not recommended.
2. This product is designed for dry pet food only. Do not use wet food, liquid food, large freeze-dried pieces, or sticky food.
3. Use a compatible 5V—1A power adapter. Do not use a damaged power cable or adapter.
4. Do not immerse or rinse the main unit to avoid short circuit or product damage.
5. Keep the power cord away from pets to prevent chewing.
6. Children should only handle or operate this product under adult supervision.
7. If the product will not be used for a long time, disconnect power, remove the batteries, and empty the food container.
8. Damage caused by improper use, unauthorized disassembly or repair, or failure to follow this manual is not covered by normal warranty service.

Product Structure

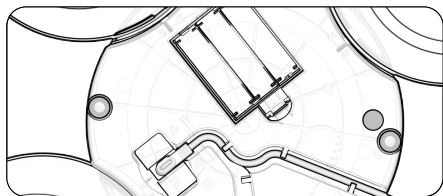
Accessories included



Bowl numbering:

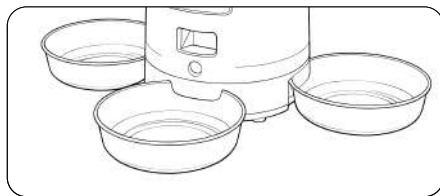
When facing the dispensing outlet, the left bowl is Bowl 1, the center bowl is Bowl 2, and the right bowl is Bowl 3.

Installation Process



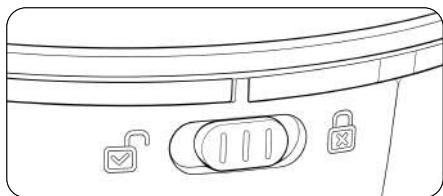
Step 1

Connect the USB cable to the power port at the bottom of the unit. For backup power, open the battery compartment and insert 3 AA batteries.



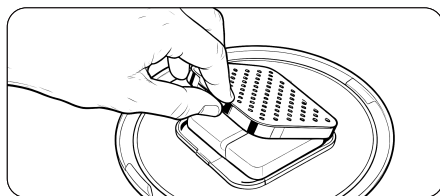
Step 2

Place the main unit on a flat surface and align the three feeding bowls with the dispensing positions.



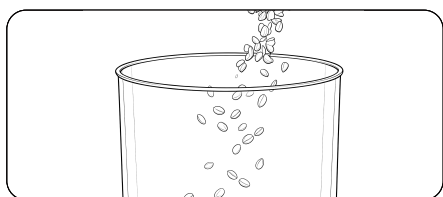
Step 3

Unlock the rear latch, install the food storage container, then lock it securely. Make sure the container is firmly attached.



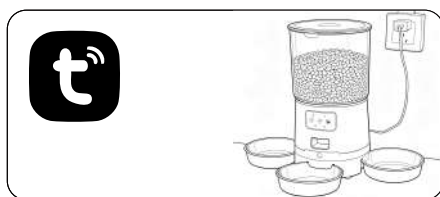
Step 4

Open the lid, place the desiccant pack into the designated compartment, then close the lid securely.



Step 5

Add dry pet food. Do not use wet food, liquid food, oversized kibble, or sticky food.



Step 6

Connect the power. After the startup indicator sequence is complete, the feeder is ready for app pairing or manual operation.

Note:

The 3 AA batteries are for backup power and are usually not included. Remove the batteries if the feeder will not be used for a long time.



Scan the QR code for setup videos

First Use & App Pairing



Tuya Smart



Smart Life

Step 1

Download and open the specified app (such as **Tuya Smart / Smart Life**, depending on the final version).

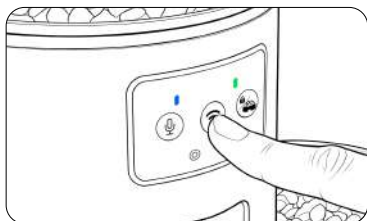


App QR Codes



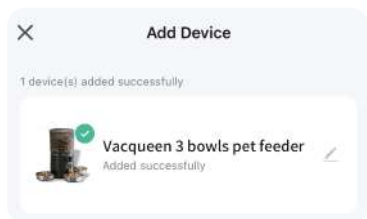
Step 2

Turn on Bluetooth and WiFi on your phone.



Step 3

Power on the feeder, Press and hold the middle Reset / WiFi button for about 6 seconds. The feeder will reset and enter pairing mode.



Step 4

Add the device in the app and follow the on-screen instructions to complete pairing.

Network requirement:

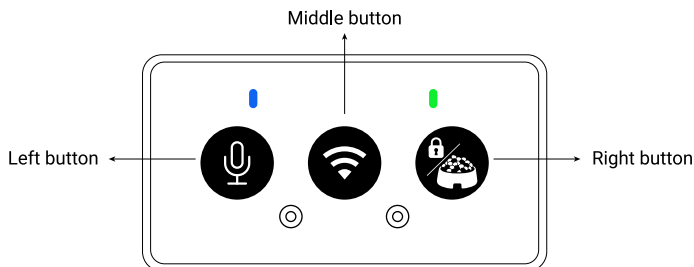
This feeder is based on the Tuya WiFi solution and supports the 2.4GHz / 5GHz dual-band version.

Use a stable home WiFi network and avoid public networks that require web-page login.

Time calibration:

Each time the phone app connects to the feeder via Bluetooth, the feeder automatically synchronizes the time. The feeder does not have an external clock. If it is completely powered off, the time may be lost and should be synchronized again through the app.

Button Functions



Left button

Recording Button

- Press and keep holding the Recording button. After you hear one beep, the feeder will begin recording. Release the button when you're finished, or keep holding until the 10-second maximum is reached. When you hear two beeps, the recording has been saved.
- Maximum recording time: 10 seconds.
- Overwrite / delete recording: A new recording overwrites the previous one. To clear the old recording, record a short silent clip to overwrite it.
- Play recording: Short press once to play the current recording one time.
- When child lock is enabled: The button is disabled and the buzzer gives a long 1-second beep.



Middle button

Reset / WiFi Button

- Factory reset / Re-pairing: Press and hold for about 6 seconds. After reset, the feeder restarts automatically and enters pairing mode.
- Reset sound: The feeder sounds "beep, beep-beep" during reset.
- Startup indicator sequence: Blue light stays on for 2 seconds, red light for 1 second, and green light for 1 second, then the feeder enters normal status.
- When child lock is enabled: Reset still works normally.

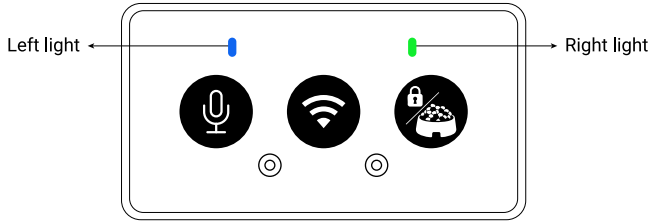


Right button

Child Lock / Manual Feeding Button

- Lock / unlock: Press and hold for 3 seconds to lock or unlock the panel. The buzzer beeps once.
- Auto-lock: If no operation is performed for 1 minute, the feeder automatically enters child lock mode.
- Manual feeding after unlock: Short press once to dispense 1 portion; short press twice to dispense 2 portions. Dispensing is performed only for positions where bowls are detected.
- When child lock is enabled: Manual feeding is disabled. Press and hold for 3 seconds to unlock first.

Indicator Lights



Left Blue Indicator

- Slow flashing: Indicating Bluetooth waiting for connection or device waiting for pairing.
- Fast flashing: The feeder is pairing or connecting to the network.
- Solid on: The feeder is connected.
- Startup: The blue light stays on for 2 seconds during power-on self-check.



Right Green Indicator (Child Lock Status)

- Solid on: Child lock is enabled.
- Fast flashing: Flashes 3 times, indicating that the panel has been locked.
- Off: Child lock is disabled / panel is unlocked.



Right Red Indicator (Abnormal Status)

- Solid on: Food jam or limit switch detection error; the motor is not rotating.
- Slow flashing: Food blockage or food shortage.



Right Yellow Indicator (Low Battery Status)

- Battery voltage at 3.8V or below: flashes once every 3 seconds.
- Battery voltage around 3.4V: the feeder shuts down for protection.
- Even when external power is connected, the yellow low-battery reminder will still appear if low batteries are installed.

Status Priority

- Red abnormal status has the highest priority;
- Yellow low battery has medium priority;
- Green child lock has the lowest priority.

If multiple statuses occur at the same time, the higher-priority status is displayed first.

How Feeding Works

Normal feeding sequence

1. The feeder receives a manual or scheduled feeding command.
2. The pan-tilt / turntable rotates to the selected bowl position first.
3. After position detection is confirmed, the feeder dispenses the set number of portions.
4. If multiple bowls need feeding, the feeder rotates to each selected bowl and dispenses in sequence.
5. After all feeding tasks are completed, the dispensing outlet returns to the Bowl 2 position detection point and the feeding process ends.

Low Food Detection

- If no falling food is detected after 2 dispensing attempts, the feeder determines food shortage, stops feeding, and reports a food shortage alert.

Blockage Detection

- If blockage at one bowl position lasts for 1 minute, the feeder moves to the next bowl feeding task.
- After feeding ends, the app reports which bowl is blocked. If all three bowls are blocked, the feeder reports device blockage.

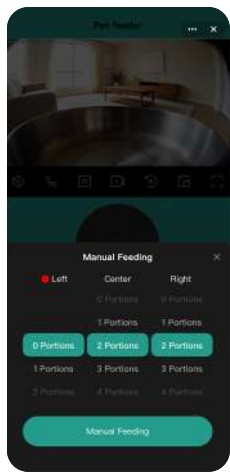
Jam Detection

- When a food jam is detected, the feeder stops feeding and reports a jam alert.

Bowl position error

- If the feeder cannot locate the bowl position detection point, it stops feeding and reports a device abnormality.

App Function Guide



Manual feeding

Tap “Feed Now” in the app. The app prompts you to confirm whether Bowls 1-3 are installed. You may select the left, center, or right bowl, or select multiple bowls for separate feeding. Up to 10 portions can be dispensed each time. The feeder rotates to the selected bowl position first, then dispenses the set portions. If a recording exists, it will play 3 times during feeding.



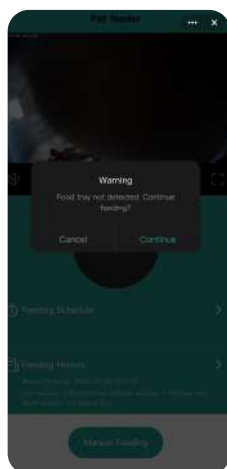
Scheduled feeding

Feeding schedules are saved on the device. The app supports one-time feeding and weekly repeating schedules from Monday to Sunday. Up to 10 meals can be set, and each meal supports up to 10 portions. Time is accurate to the minute. At the scheduled time, the feeder rotates to the selected bowl position, dispenses the set portions, and plays the recording 3 times.



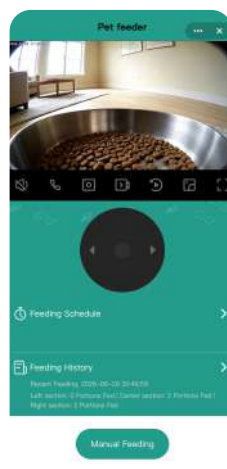
Feeding records

Feeding records are supported. When the phone connects to the feeder, feeding records are automatically synchronized to the server.



Alerts

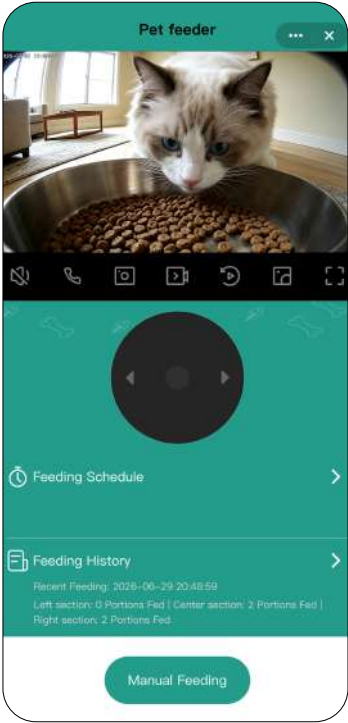
The app supports feeding abnormality, food blockage, food shortage, turntable abnormality, and other alerts.



Status display

The app can display feeder status such as feeding started, feeding successful, and feeding abnormal.

Video & Pan-Tilt Function



Live video

After pairing is complete, you can view the feeder camera in the app to monitor your pet while eating.

Pan-tilt control

In the app, swipe or drag left to rotate the camera left; release to stop. Swipe or drag right to rotate the camera right. The pan-tilt module stops automatically at its limit.

Auto-center during feeding

During feeding, the pan-tilt module automatically returns to the center position for better observation of dispensing and eating.

Usage tips

Keep the camera lens clean. Avoid strong backlight, obstructions, moisture, or oil stains that may affect video quality.

Cleaning & Maintenance

- 1. Disconnect the USB power cable and remove the batteries before cleaning.
- 2. The stainless steel bowls can be removed and washed separately. Dry them completely before reinstalling.
- 3. Clean the food storage container regularly. Make sure it is completely dry before adding food again.
- 4. Do not rinse or immerse the main unit. Wipe the surface with a dry or slightly damp soft cloth.
- 5. Regularly check the dispensing outlet, push module, and bowl positions. Remove food crumbs or powder to reduce blockage risk.
- 6. Replace the desiccant pack regularly to keep the food container dry.

Troubleshooting

Issue	Solution
The feeder does not power on	1. Check whether the cable and adapter are connected correctly. 2. If batteries are used, make sure 3 AA batteries are installed in the correct direction and have sufficient power.
Cannot pair with the App	1. Make sure Bluetooth and WiFi are enabled on your phone. 2. Check that the network is stable. Press and hold the Reset / WiFi button for about 6 seconds to enter pairing mode again. 3. Move the feeder closer to the router and try again.
No food is dispensed	1. Check whether the container is empty. 2. Make sure the bowls are installed. 3. Check whether the dispensing outlet is blocked. 4. Use 2–12 mm compatible dry pet kibble and avoid oversized, fragile, or sticky food.
The App shows food shortage	Add food and check the feeder status. If the alert remains, try manual feeding once or restart the feeder.
Food blockage / jam alert	Disconnect power and clean the dispensing outlet, push module, and bottom of the food container. Reinstall the parts and test manual feeding.
Abnormal video image	1. Check network stability. 2. Clean the lens. Avoid strong backlight. 3. Restart the App or re-pair the device if needed.
Yellow low-battery reminder	Replace all 3 AA batteries, or remove low batteries and use power only.

Quick Start Notes

1. Recommended first-use sequence: Install bowls - install food container - place desiccant - add food - connect power - pair with app - test manual feeding - set scheduled feeding.
2. Before manual feeding, make sure the child lock is disabled. The feeder automatically locks after 1 minute without operation.
3. If the app shows a historical food shortage alert, add food and check actual dispensing. If necessary, perform one manual feed or restart the feeder.

After-sales Instructions

- This product comes with a 2-year free replacement warranty.
- For after-sales support, please contact customer service and provide your order information.

Scan the QR code

Quick access to product guides, warranty, app and videos

Warranty Support



2-year warranty service

App Download



Download the app

Operation Video



Watch the operation video



www.vacqueen.com



Service@vacqueen.com



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.

Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

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.
- This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

QUALITY MOMENT WITH YOUR PETS

VACQUEEN®