Felaqua™ Connect

Product Manual

Model no. iCWS**
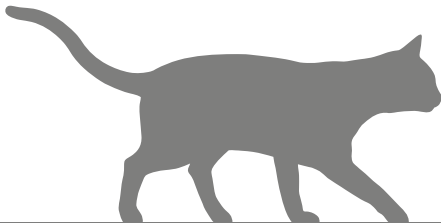
Thank you for choosing Felaqua Connect!

The system is made up of three elements all working together to keep you connected to your pet and provide more insight into their drinking habits.

Felaqua Connect is the main component of the system. It recognises the microchip ID (already implanted in your pet) or the Sure Petcare RFID Collar Tag (purchase separately if required), allowing you to track when your pet drinks. The product has been specially designed to encourage cats to drink, presenting the water in a more natural and visible way.

The Hub (sold separately) is the connected element of the system. It connects to your home internet and can 'talk' to both Felaqua Connect and your Sure Petcare App.

By using the Sure Petcare App, you'll be able to monitor the amount of water that your pet has drunk and how frequently they visit Felaqua Connect each day. This will allow you to observe changes in their drinking habits over time.

What's in the box

Please make sure you have all these parts*

1. Felaqua Connect unit
2. 1 litre/33.8 fl oz reservoir
3. Drinking bowl

*Batteries and Hub are not included

In order for your Felaqua Connect to work with the Sure Petcare App, you will need to purchase an accompanying Hub. For more information on how to purchase a Hub please visit: **surepetcare.com/hub**

Contents

It is your responsibility to exercise discretion and observe all safety measures required by law and common sense. Please read the following information carefully and retain this manual for future reference. Note this product is intended for indoor use by domestic pets only.

WARNING:

- Your Felaqua Connect is not a toy. Do not allow children to play with it.

- Your Felaqua Connect includes some small components. To avoid the risk of choking take care to keep any loose parts away from young children and pets, and dispose of all packaging appropriately.

- This product may be used by children aged from 8 years and above and by 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. Cleaning and user maintenance shall not be undertaken by children without supervision.

CHILD PROOFING: In households with young children, you must include the Felaqua Connect in childproofing considerations. Misuse of this product by a child may result in persons coming into contact with potential dangers. Ensure your Felaqua Connect is located where it will not pose a trip hazard. Young children should be monitored at all times when in the immediate vicinity of Felaqua Connect.

BATTERIES: This product requires 4 x good quality 1.5 V LR14 alkaline C cells to operate. The product is not designed for use with rechargeable batteries.

- Always change all 4 batteries at the same time and avoid mixing battery types.

- To insert or change the batteries, remove the battery cover on the underside of the product to access the battery compartment. Ensure the +/- symbols on the new batteries match the symbols on Felaqua Connect.

- Non-rechargeable batteries are not to be recharged.

- To avoid the risk of fire, always take care to ensure batteries are fitted the correct way round as marked on Felaqua Connect and never short circuit the battery terminals.

- If the batteries are exhausted or there is a problem with how they have been inserted, the light to the right of the reservoir will flash red every 5 seconds as a low battery indication.

- There is a risk of explosion if the battery is replaced by an incorrect type. Always use good quality batteries from a reputable battery manufacturer to ensure the best performance.

- Exhausted or out-of-date batteries must be removed and disposed of properly in accordance with local legislation.

- If the appliance is to be stored unused for a long period, the batteries must be removed and the water reservoir should be emptied and cleaned.

In case of battery leaks, wear appropriate protective equipment (PPE) to protect yourself from any exposure to harmful chemicals before disposing of the batteries and cleaning any spillage. When cleaning up a spillage, avoid contact with skin, eyes or any risk of ingestion. Contact a medical professional immediately if this should occur.

IMPORTANT: There are no user serviceable parts in the enclosure. Only use approved Sure Petcare accessories and spare parts with your iCWS (Felaqua Connect). Ensure any spilt water is mopped up in a timely fashion. Ensure the unit is stable and placed on a horizontal floor.

PETS: To ensure your pet's safety

- Do not use this product if parts are missing, damaged or worn.

- Wash the reservoir and bowl before first use and before refilling.

- Use only tap water in your Felaqua Connect and replace the water with clean tap water daily.

Sure Petcare recommends the Felaqua Connect is used with your pet's implanted microchip, however it may also be operated using the Sure Petcare RFID Collar Tag. If using a collar tag, it must be used with a safety collar which **incorporates a breakaway buckle**. Sure Petcare cannot accept liability for any injury or death caused by a pet's collar. The accuracy of the product and application is not intended to match medical, veterinary or scientific measurement devices.
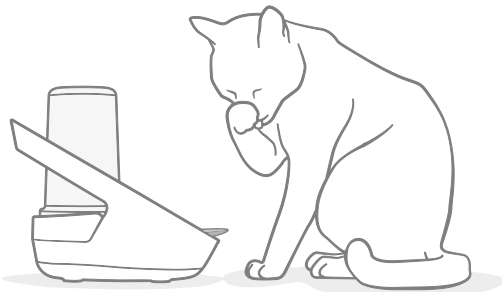
Product overview

The Felaqua Connect system consists of three main components:

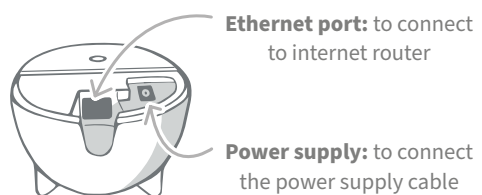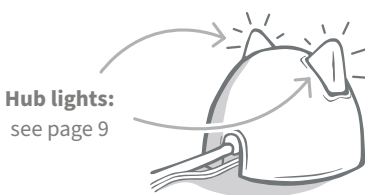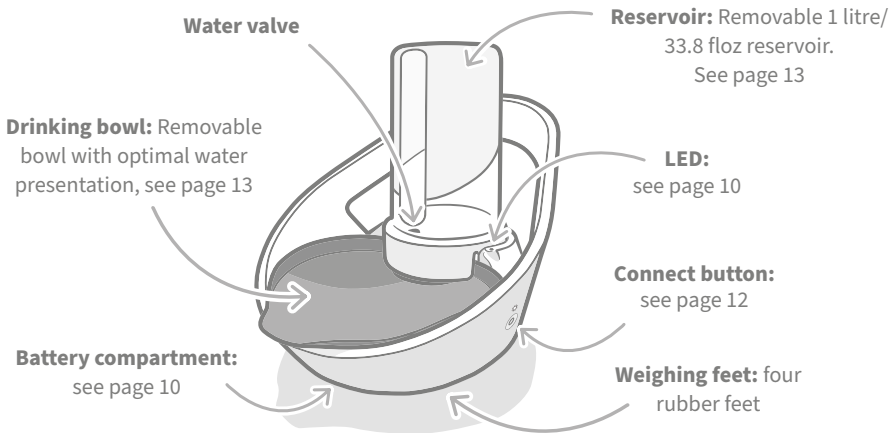Felaqua Connect unit   Hub   Sure Petcare App

The Hub is connected to the internet via an Ethernet cable and monitors the activity of and interactions with your Felaqua Connect. It communicates with both the Felaqua Connect and the Sure Petcare App allowing you to see updates on the Sure Petcare App even when you're away from home!

The product presents water in a more natural way, encouraging your cat to drink. The shape of the water in the bowl better reflects light meaning cats are able to see the edge of the water more clearly, unlike a conventional water bowl.

Water valve

Reservoir: Removable 1 litre/ 33.8 floz reservoir. See page 13

Drinking bowl: Removable bowl with optimal water presentation, see page 13

LED: see page 10

Connect button: see page 12

Battery compartment: see page 10

Weighing feet: four rubber feet

Hub lights: see page 9

Ethernet port: to connect to internet router

Power supply: to connect the power supply cable

Felaqua Connect system

Download the free Sure Petcare App now

DOWNLOAD ON THE **APP STORE**	GET IT ON **GOOGLE PLAY**

Receive notifications when your pet drinks from Felaqua Connect.

Monitor your pet's water intake and notice changes in behaviour.

Share access to your app household with family and friends.

Download the **Sure Petcare App** and create an account. You'll be asked to create a 'Household' (a connected network containing all of your Sure Petcare connected products and pets). You can invite other members of your family to join your household.

Purchase a Sure Petcare Hub

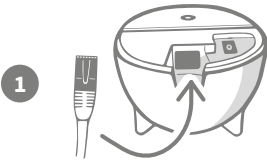In order for your Felaqua Connect to work with the Sure Petcare App you will need to purchase an accompanying Hub. For more information please visit **surepetcare.com/hub**

Set up your Hub

Once you have successfully downloaded the Sure Petcare App, you will need to plug in your Hub and set it up. Please follow the steps below:

1   **Plug one end of the Ethernet cable into the base** of your Hub and the other end into a spare Ethernet port on your router.

2   **Assemble the power supply** and plug it into your power outlet. Plug the other end of the cable into the base of your Hub.
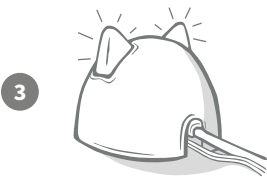
3   Your Hub's 'ears' will start **alternating red and then green**. When both ears remain solid green your Hub is ready. If the ears fail to do this sequence please **see page 9** for more information.

ⓘ   Your Hub may receive a software update. If you see **solid red lights** during setup, don't panic, your Hub is updating its software. Once complete, the Hub will reboot and you'll see the light sequence detailed in step 3.
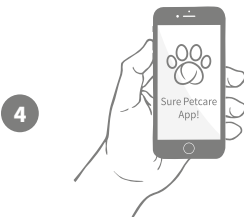
4   In order to complete the setup of your Felaqua Connect system you will need to **follow the remaining steps on the Sure Petcare App**.
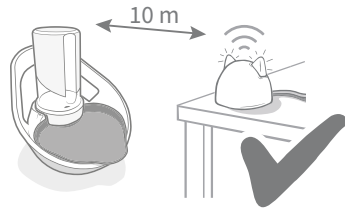
Where to put your Hub

Because your Felaqua Connect system communicates wirelessly, the location of your Hub can affect its performance. Here are some tips to improve connection.
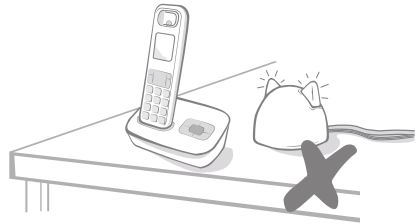
1 m

Place the Hub at least 1 metre (3 feet) off the ground (i.e. on a table that is as clear of obstructions as possible).
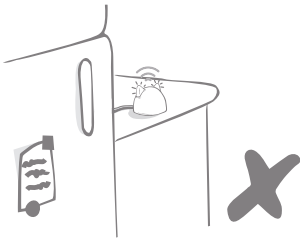
10 m

Try to position your Hub so that it is in line-of-sight of your Felaqua Connect and within a 10 metre (32 feet) radius.
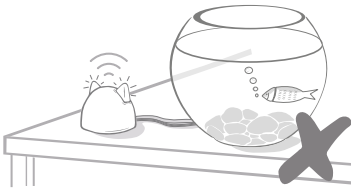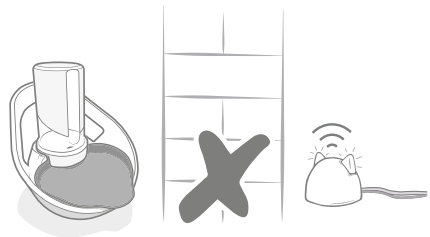
Avoid positioning your Hub near any large volumes of water (i.e. fish tanks).

Keep your Hub as far away as possible from any potential sources of interference (i.e. digital cordless phones, baby monitors, etc.).

Make sure the Hub isn't positioned next to any large metal objects (i.e. fridges).

Avoid thick walls between your Hub and your Felaqua Connect.

Occasionally your Hub may experience connection issues despite following these tips. For further advice on how to move your Hub closer to your Felaqua Connect, please contact customer support.

Hub lights

Your Hub indicates its current state using the lights in its ears. Different coloured light sequences mean different things.

Setup lights

Every time the Hub powers up or is trying to connect to other elements of the system, you'll see the setup lights:

1 the ears will **alternate red** for a while,

2 then they will **alternate green**,

3 once you see a **flash of orange** and the ears go **solid green** the Hub is connected.

Green ears

Green ears mean the Hub is working correctly. See below for the details of what each light sequence means.

Both ears are solid green – Your Hub is turned on, connected and working correctly.

Alternating green ears – Your Hub is re-connecting to our servers.

Red ears

Both ears are solid red – Your Hub is doing a software update. Be patient, your Hub will reboot and continue as normal shortly.

Both ears flashing red – Your Hub has lost connection with your Felaqua Connect and is trying to reconnect.

Alternating red ears – Your Hub is having difficulty connecting to the internet and/or the servers.

For more information on diagnosing these issues, **see page 16**.

Batteries

C x4

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

ⓘ There is an LED to the right of the reservoir on Felaqua Connect and if the batteries are low, or if there's a problem with how they've been inserted, this light will flash red every five seconds.
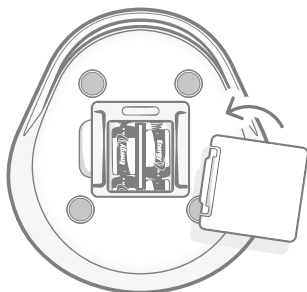
1
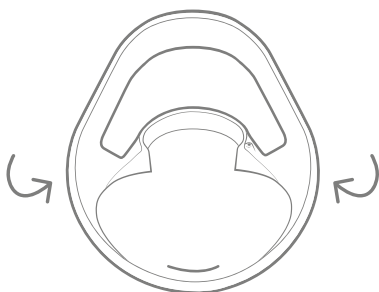
Turn the product upside down to access the battery compartment.
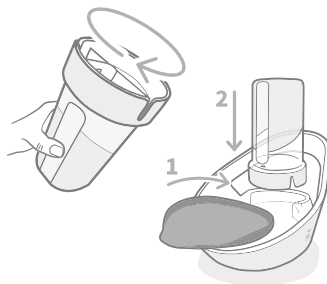
2

Remove the battery cover and insert the batteries. Ensure the +/- symbols match the symbols on the product itself.

3

Replace the battery cover. Turn the product the right way up and replace the bowl, then the reservoir.

4

To attach the reservoir and bowl, first tighten the reservoir lid so the grooves are aligned, then place the bowl onto the product and slot the reservoir over it.

Once you have added your pet's microchip ID into Felaqua Connect it will be permanently stored in its memory, even when you change the batteries. **See page 14** for more information on adding pets.

Where to put your Felaqua Connect

Where you decide to put your Felaqua Connect could have a big impact on how much your cat chooses to use it, as well as the accuracy of the data it collects and reports. Please follow the advice below to help find the best location.
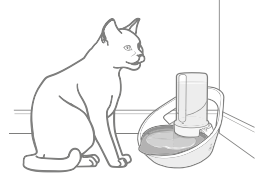
Find somewhere your cat feels comfortable
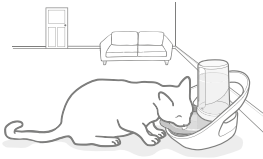
Somewhere they can see their surroundings. Cats prefer to drink in quiet, low traffic areas, away from litter trays, cat doors and food bowls.

Cats groom in places where they feel safe and comfortable, so these are ideal locations to place your Felaqua Connect.

Slight changes in position may help. If the first location doesn't succeed after a few days, try another.

Somewhere flat and away from the wall

To guarantee the data your Felaqua Connect collects is accurate, you must ensure it is in the optimal location:

Do not put your Felaqua Connect on an uneven surface, like bumpy tiles or carpet.

If this is the best location for your cat, **try putting your Felaqua Connect on a flat board**.
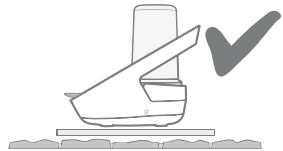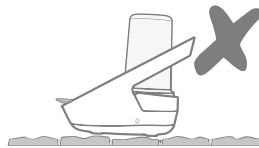
Do not put your Felaqua Connect up against a wall or similar surface.

Move it at least 10cm/4" away. Check this distance regularly during day-to-day use.
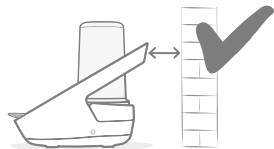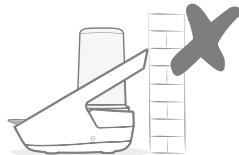
Do not put your Felaqua Connect on a sloping surface. This could result in spilt water.

Ensure your Felaqua Connect is on a **flat, level surface**.

Connect your Felaqua Connect

In order to complete the setup of your connected system, you need to connect your Felaqua Connect to your app Household.

1

Place your Felaqua Connect in its intended location. This is to ensure it can communicate with the Hub.
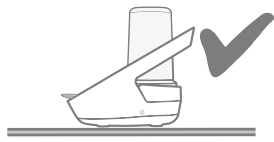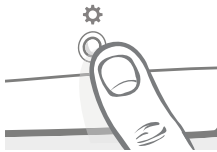
2

In the Sure Petcare App, select '**Add product**'.

3

Your Hub will enter connecting mode and its ears will flash green.

4

Press the Settings button '⚙' on your Felaqua Connect once. The LED will illuminate green.

5
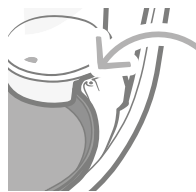
Once Felaqua Connect is connected, the LED will turn off and the Hub will stop flashing.

6

30 cm

If you wish to connect more Sure Petcare products, you can do this on the app. Products should be located at least 30cm/12" apart.

Adding a product to your current app Household

You can add a Felaqua Connect to your existing Sure Petcare Household via the app. Go to the Household section and follow the instructions above.

You can also assign your pet's microchip ID remotely via the app. This means you won't have to add them manually. However, adding pets using treats can encourage them to use the new product. **See page 14** for more information on adding pets.

It is important to change your pet's water on a daily basis, not only to ensure your pet stays happy and healthy, but also to keep your Felaqua Connect clean and in working order. Changing the water regularly can also help it maintain the optimal water presentation. Please only use tap water to fill your Felaqua Connect.
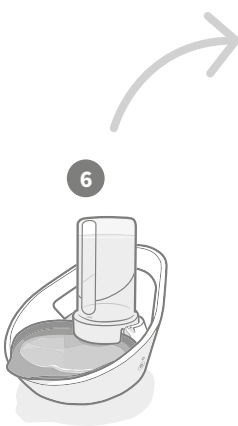
1

Remove the reservoir by pulling it upwards then lift off the bowl.

2
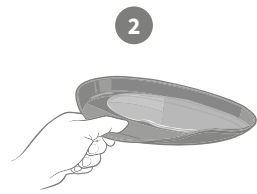
Use the tab at the front of the bowl to lift and carry it. Tilt the bowl backwards to better contain the water and avoid spillage.

3

Turn the reservoir over and unscrew the lid.

4

Empty and refill the reservoir with water and reattach the lid, making sure it is tight and the slots are aligned correctly.

5

Replace the bowl then the reservoir, making sure the slots fit over the bowl correctly.

6

Water should flow into the bowl. If water continues to bubble for more than 10 seconds, remove the reservoir and reattach the lid.

Adding your pet to Felaqua Connect

Before filling the product with water, you need to add your pet's ID.

The app will guide you through the process of adding pets, as '**Add a pet**' mode can only be activated from the app. You will need some of your cat's favourite treats. Please remember to repeat the process for all cats in your household. If your pet doesn't have a microchip, please go to **surepetcare.com/accessories** to purchase a Sure Petcare RFID Collar Tag.

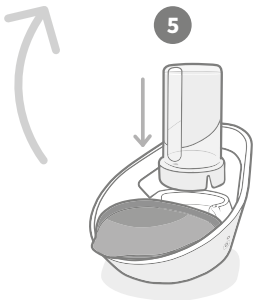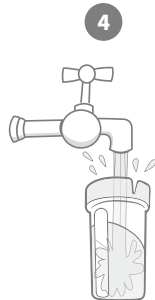If you already have a Sure Petcare Household, it is possible to assign your pets to Felaqua Connect. Simply go to the Household section of the app (after pairing your Felaqua Connect) and click assign.

Sure Petcare App!

Introducing a cautious pet

In some cases you may find your pet will need a bit more time to become comfortable with their new water bowl. If this is the case, it is important to let them get used to it gradually. This could take some time, but will be worth the effort.
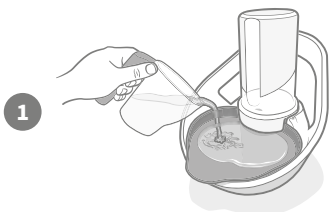
1

Start by only filling the bowl with water.

The bubbling noise of water flowing from the reservoir can be alarming for some cats. Use a jug to pour water directly into the bowl.
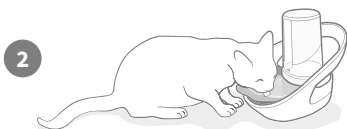
2

Continue to fill the bowl with water until your cat uses Felaqua Connect regularly.

Also try putting the product in different locations. A cat will be more likely to drink where they feel safe and comfortable. **See page 11 for tips.**
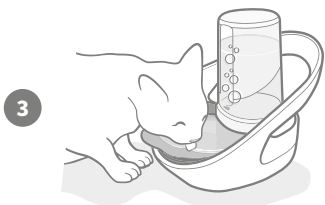
3

Once your cat is comfortable drinking from the bowl, fill the reservoir and let the water flow into the bowl.

Cleaning & maintenance

It is important to keep your Felaqua Connect clean to ensure it functions reliably.

Do NOT submerge the main unit into water or place it under a running tap! Water ingress can cause damage to the electronic components within the unit.
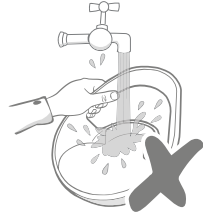
1

Remove and empty the reservoir and bowl.
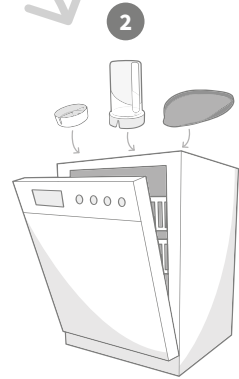
2

The reservoir and bowl can be put in the dishwasher or washed by hand with hot water and soap.
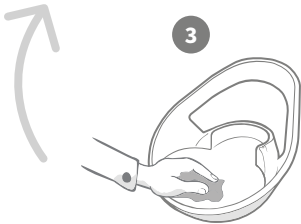
3

Use a damp cloth to ensure all surfaces of your Felaqua Connect are clean. Do not use abrasive cleaning products.
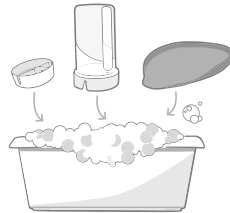
4

For best results please clean all parts of your Felaqua Connect at least twice a week.

Please use mild detergents but no abrasive cleaners on the Felaqua Connect and bowl. For descaling the reservoir and reservoir lid please use common household citric acid based descaling fluids.

To remove the lid seal, run a finger under the seal and lift it off. Wash the seal gently by hand. You will notice that one side of the seal is flat and the other isn't. To replace, ensure the flat side is sitting flat on the lip of the lid and that the inside edge is slotted into the groove all the way around.

? Help & support - Hub

Red flashing ears

Your Hub has lost connection with Felaqua Connect.

- If you see **both ears flashing red during setup,** please perform a factory reset by pressing the button on the base of your Hub for 10 seconds.
- If you see **both ears flashing red for prolonged periods after setup,** try power cycling your Hub. Switch the power off at the socket, leave it for 30 seconds, and then turn it back on. If the ears remain solid green for a few minutes, the Hub has reconnected.
- You can also try **relocating your Hub** following the advice given on **page 8.** If that doesn't work, you will need to move your Hub closer to your Felaqua Connect - read below.
- In order to move your Hub closer, try connecting it to your router using a longer Ethernet cable.
- If the above doesn't work, we recommend purchasing an '**Ethernet over power adapter**'. This will plug into a normal power socket and allow you to connect your Hub to the internet closer to your Felaqua Connect.

Alternating flashing ears (red or green)

Your Hub is having problems connecting to the Sure Petcare servers. This could be due to an unreliable internet connection.

- Try power cycling your Hub by switching the power off at the socket, leaving it for 30 seconds, and then turning it back on. If the ears remain solid green for a few minutes, the Hub has reconnected.
- If the above doesn't work, make sure your internet router is turned on and that your internet connection is working correctly with other devices.
- If it isn't working with other devices, try switching your router off, leaving it for 30 seconds, and then turning it back on.
- If your router is working with other devices, try re-connecting the Ethernet cable into the router and the Hub. Make sure it is pushed in all the way, as it can appear connected when it isn't.

If you keep having connectivity issues please contact our friendly customer support team at **surepetcare.com/support**.

Solid red ears

Your Hub is undergoing a firmware update. Be patient and wait for the Hub ears to turn green. This shouldn't take longer than two minutes. Once the firmware update is complete, the Hub will need to reboot. At this point you will see the setup light sequence **- see page 9.**

Slow notifications

If you find some messages are slow to appear on your app, this is likely because your Hub is having to work hard to connect to your Felaqua Connect. To improve the speed of messages, try moving your Hub to a better location following the advice given on **page 8**.

? Help & support - Felaqua Connect

If there are mechanical issues with your Felaqua Connect, please do not try and fix these yourself. Instead, contact our friendly customer support team at **surepetcare.com/support**.

My cat is not happy using the product

- Repeat the cautious pet advice on **page 14** allowing more time for your pet to feel comfortable without water flowing from the reservoir.
- Make sure you change the water regularly to keep it fresh.
- Assess your pet's drinking environment. Do they always approach the bowl from a set angle? Try to change the position of your Felaqua Connect to help your pet feel more comfortable.
- Try a different location. Cats can be very particular about where they drink. Follow the advice on **page 11**.

Felaqua Connect is not recognising my pet drinking

- Check that good quality alkaline batteries were used and that they are not running low. Ensure the + and - of the batteries are in the correct orientation - **see page 10**.
- Ensure your pet's microchip or collar tag ID is assigned to your Felaqua Connect. See the Household section of the app to see which pets are assigned.
- Remove the reservoir and bowl and clean the surface of the unit underneath the bowl.
- Move your Felaqua Connect away from any metallic or electrical appliances.
- Check that there are no obvious sources of electrical noise in the area i.e. faulty flickering lights, etc. If you suspect there are, please contact our customer support team at **surepetcare.com/support**.
- Assess how your pet drinks and approaches the Felaqua Connect. If they often drink from the side, reposition your Felaqua Connect to encourage them to drink from a less extreme angle. This will help their microchip or collar tag to be within range.
- If the above doesn't work, check with your vet to ensure that your pet's microchip is working and that it is located in the normal place. If it has moved significantly, it will have become hard to read. If this is the case, or in the meantime, you could use a Sure Petcare RFID Collar Tag available from **surepetcare.com/accessories**. Attach to your pet's collar and repeat the '**Add a pet**' process - **see page 14**.
- If you experience continued issues with microchip or collar tag detection please contact our customer support team at **surepetcare.com/support**.

Felaqua Connect leaking water

- Firstly make sure the product is on a flat, level surface.
- If this is the case it could be that the reservoir lid is not tightened sufficiently. Remove the reservoir and carefully empty the bowl, then tighten the lid as tight as it will go.
- Replace the empty bowl and refit the reservoir. If the water continues to overflow the bowl, please contact our friendly customer support team at **surepetcare.com/support**.

My cat is spilling water

- Try a different location. Cats can be very particular about where they drink. Follow the advice on **page 11** to see if a different location calms this behaviour.
- Spilling water could just be a phase your cat is going through whilst getting used to the product, it might not be a permanent behaviour. Try temporarily putting your Felaqua Connect on a flat tray to catch any spilt water.
- Please check and empty this tray regularly to make sure the water level doesn't raise up too high and damage the unit.

Two or more cats drinking at the same time

If two or more cats choose to drink at the same time, or one immediately after the other, the system will not be able to determine how much water each animal drank. If this happens you should see an event on the timeline in your app denoting the total, collective amount of water drunk and which pets were present. These drinking events will be excluded from the pet's dashboard data. If this is a common behaviour in your household, consider positioning your Felaqua Connect at an angle to make it harder for two animals to drink together. You could also consider purchasing a second Felaqua Connect to reduce the need for queuing.

Short battery life

- Ensure your Felaqua Connect is clean and there is no dirt on the surface under the bowl.
- Ensure you have used good quality batteries and that they are fitted correctly - **see page 10** for more information on fitting batteries.
- Check there are no obvious sources of electrical noise in the area (i.e. faulty flickering lights, etc.). If you suspect there are, please contact our customer support team at **surepetcare.com/support**.

Unusual drinking quantities

- If your Felaqua Connect is reporting that your pet is drinking abnormally large amounts of water, double check that it isn't touching a wall or vertical surface.

Still in need of assistance?

– If you have regular or frequent connectivity issues please contact customer support
– For more guidance, videos and customer help forums visit: **surepetcare.com/support**

Warranty: The Sure Petcare Felaqua™ Connect carries a 2-year warranty from the date of purchase, subject to proof of purchase date. The reservoir, reservoir lid and bowl carry a 1-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.

Disclaimer: The Felaqua Connect and App report pet water consumption by detecting a pet's microchip ID or Sure Petcare RFID Collar Tag and then measuring the weight of the water in the device before and after they finish drinking. In most cases this will give reliable pet water consumption data, however, unexpected or unusual use of the Felaqua Connect (i.e. the device being on an uneven surface, or anything other than a pet drinking water) may lead to unreliable information. Sure Petcare cannot accept liability for any damage, harm or inconvenience which may be incurred as a result of incorrect reporting of pet water consumption.

Sure Petcare cannot accept liability which may be incurred as a result of incorrect reporting as a result of multiple pets drinking at the same time.

Disposal of Products and used Batteries: Either of these symbols on a product indicates it is subject to the following legislation:

Directive 2012/19/EU on Waste Electrical and Electronic Equipment (WEEE) & Directive 2006/66/EC on Batteries and Accumulators require households to dispose of electrical products and waste batteries in an environmentally responsible manner. These items should not be placed in household waste bins and must be recycled at an appropriate recycling facility.

FCC compliance: 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.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. This device has been designed and complies with the safety requirements for RF exposure in accordance with FCC rule part §2.1093 and KDB 447498 D01.

IC compliance: CAN ICES-3(B)/NMB-3(B): This Class B digital apparatus complies with Canadian ICES-003. Cet appareil numerique de la classe B est conforme a la norme NMB-003 du Canada.

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.

To meet RF exposure guidelines, a separation distance of 200 mm should be maintained. This device complies with the safety requirements for RF exposure in accordance with RSS-102 Issue 5 for portable use conditions.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts 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.

Pour respecter les consignes d'exposition aux RF, une distance de séparation de 200 mm doit être maintenue. Cet appareil est conforme aux exigences de sécurité concernant l'exposition aux RF selon la norme RSS-102, 5ème édition, pour des conditions d'utilisation portable.

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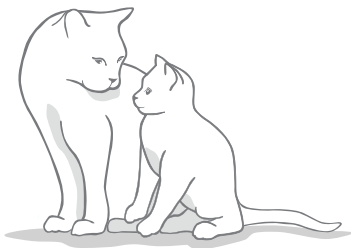
surepetcare.com/support

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iCWS**   Feb 2021   01718-EU_03

EU Authorised Representative: Allflex Europe, 35 Rue des Eaux, 35500 Vitré, France

Hereby, SureFlap Ltd. trading as Sure Petcare, declares that the radio equipment type iCWS is in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity is available at the following internet address www.surepetcare.com/ecdoc

RF Identification: 126 kHz & 133 kHz; Maximum Radio Frequency Power: 64.5 dB(μA/m) Field strength at 3 m

Proprietary Wireless Control: 2425 MHz - 2480 MHz; Maximum Radio Frequency Power: 6.3 dBm