

**CatGenie**<sup>®</sup>  
The World's Only Self-Washing Cat Box™



**CATGENIE A.I.**  
**OPERATION**  
**MANUAL**

**3**

# IMPORTANT SAFETY INSTRUCTIONS

**TO PREVENT RISK OF FIRE, ELECTRIC SHOCK, OR INJURY TO PEOPLE AND PETS.**

**TO PREVENT FIRE or shock hazard, do NOT expose the CatGenie Processing Unit to rain or sources of splashing water. Do NOT operate the CatGenie with wet hands. NEVER USE AN EXTENSION CORD WITH YOUR CATGENIE.**

**READ ALL INSTRUCTIONS BEFORE INSTALLING AND USING YOUR CATGENIE. USE THE CATGENIE ONLY FOR ITS INTENDED PURPOSE.**

All modifications or changes not explicitly described or approved of in this manual could void your Warranty.

**WARNING:** Basic safety precautions must and should always be followed to reduce the risk of personal injury.

## ON SAFETY

Should any solid object fall on or into the Processing Unit or should liquid penetrate the Processing Unit, unplug the CatGenie and have it checked by PetNovations qualified personnel before using.

Unplug the CatGenie Electric Cord from the outlet before attempting to clear a clog or remove an object from the Hopper's processing area.

DO NOT put fingers or hands into the Hopper opening while the CatGenie is operating.

## ON OPERATION

Before connecting the CatGenie to the power source, be sure to read this manual. NEVER, under any circumstances, connect the CatGenie to a power source unless the CatGenie Processing Unit is properly seated and secure in its slot in the Base. Follow all instructions and warnings in all CatGenie Manuals.

## ON CLEANING

Clean the Processing Unit and Control Panel only with a soft damp cloth slightly moistened with water. NEVER immerse or spray it with water. Do NOT use any type of abrasive pad, scouring powder, or solvent such as alcohol or benzene. See Cleaning the CatGenie on page 19 for further instructions.

## CLEAN THE AIR INTAKE VENT

Regularly, wipe the vent located on the side of the Processing Unit with a cloth to remove any hair or debris.

## CLEANING THE CATGENIE

Your CatGenie should be taken apart and cleaned twice a year to keep it running smoothly. We recommend cleaning more often if you have long-haired cats.

## ON POWER SOURCES

Before operating the CatGenie, check that your local power supply is identical to the CatGenie operating voltage, which is 120VAC. See complete specifications below:

## CATGENIE SPECIFICATIONS FOR NORTH AMERICA

**Power Requirements:** 120 VAC, 60 Hz (10A Fused)

**Power Consumption:** 20 W (Cleaning Cycle- 20 Minutes); 1,000 W (Drying Cycle - 18 Minutes)

**Approximate Weight:** Total CatGenie: 25lbs. (Includes Processing Unit, 11 lbs; Base Unit, 14 lbs.)

**Supplied Accessories:** Utility or Laundry Room T-Adapter, Bathroom or Powder Room T-Adapter, SaniSolution, and Washable Granules.

Unplug the CatGenie from its electric outlet before cleaning the Processing Unit or washing any other CatGenie parts.

**NOTE:** Always be sure to unplug the Electric Cord before lifting the Processing Unit from the Base.

If you are not going to use the CatGenie for an extended period of time, disconnect the CatGenie from the electric outlet and remove the SaniSolution Cartridges from the Processing Unit. When disconnecting the CatGenie power cord, pull the plug. NEVER pull the cord. A damaged or defective AC power cord should be repaired at a qualified service shop.

## PRODUCT CHANGES

While PetNovations, Inc. reserves the right to change design and specifications without notice, we do alert our customers about upgrades and product improvements.

If you have any questions or problems concerning your CatGenie, please contact CatGenie Customer Support at: **1-888-735-3927**

# WELCOME TO THE CATGENIE FAMILY

Congratulations on being the proud owner of the World's Only Self-Washing Cat Box and never having to touch cat litter again! Here at PetNovations, our goal is to improve the lives of pets and owners with the best waste management solution: The CatGenie. The CatGenie allows you to enjoy more time with your cats in a cleaner, happier environment. This manual will be your guide to owning and operating your CatGenie. You can find all the answers to your technical questions here, as this manual will walk you through the anatomy of the appliance, programming your CatGenie, troubleshooting methods, maintenance, and more.

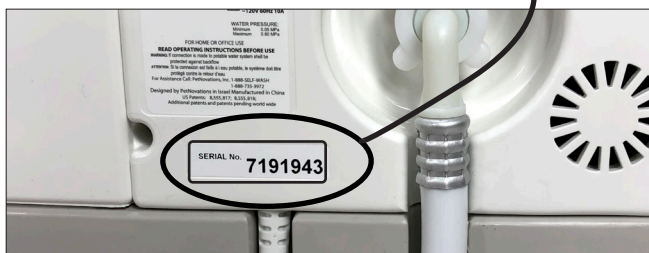
**Please call or email CatGenie Customer Support if you see visible damage to your CatGenie or if you need help with cat acclimation.** We are happy to assist you with ANY questions or issues that you may have concerning your CatGenie. Welcome to the Family!

**Call: 1-888-735-3927**  
**Email: support@CatGenie.com**  
**Visit: www.CatGenie.com**

## MY CATGENIE SERIAL NUMBER:

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Record here for easy reference! You'll find the serial number on the back of your unit.



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# CATGENIE FAQs

## **IS THE SANISOLUTION CLEANER SAFE FOR MY CAT?**

Yes, SaniSolution is safe for cats. Its ingredients are like those used by veterinarians to clean their exam room and operating areas. Liquid in the Cartridge is highly concentrated. In this form, it is safe as long as it is in the Cartridge. When used in the CatGenie, it is diluted with water so it is always safe for your pets (and for you!)

## **HOW LONG DOES THE SANISOLUTION LAST?**

On Cat Activation, one SaniSolution Cartridge is good for 240 washes. On Time Activation or Manual Mode, one cartridge is good for 120 washes. Always keep extra Cartridges on hand. The price of SaniSolution equals the yearly cost of cat litter, yet it's just a fraction of the size and weight of litter.

## **DOES THE SANISOLUTION DISSOLVE OR LIQUEFY SOLIDS?**

No. The solids are turned into wastewater by the action of the Impeller, which is inside the Hopper. The SaniSolution washes and effectively cleans the Washable Granules, GenieHand and Bowl.

## **CAN I REFILL THE SANISOLUTION CARTRIDGES?**

No, the Cartridge cannot be refilled. CatGenie Cartridges are designed to dispense the exact amount of our vet-approved SaniSolution, keeping it safe for your CatGenie, pets, people, the planet and plumbing. No other cleaning solutions can be safely used in our system.

## **IS THE CATGENIE ECO FRIENDLY?**

Yes. The CatGenie Washable Granules and SaniSolution cleaning cycle eliminates the need for cat litter. Unlike any type of litter, the SaniSolution and the Washable Granules are environmentally friendly and septic-safe. Plus many components of CatGenie Cartridges are recyclable.

## **WHAT HAPPENS IF MY CAT IS IN THE BOWL DURING CLEANING?**

The CatGenie has sensors, GenieEyes, which delay the cleaning cycle until your cat is safely out of the CatGenie.

## **WILL MY WATER BILL INCREASE BY USING THE CATGENIE?**

Your water bill should not have a significant increase. Running a CatGenie is equal to a few additional toilet flushes per day.

## **WHERE DOES WASTEWATER GO WHEN IT LEAVES THE UNIT?**

Wastewater drains safely out of your home into your home's waste pipes. When used in a bathroom, the Drain Hose hooks over the toilet rim; waste drains into the toilet. When used in a laundry room, waste goes into the Washer's drain pipe.



## **IN A LAUNDRY ROOM, COULD WASTE WATER GET ON CLOTHING?**

No. When properly hooked in the washing machine drain pipe, waste water can not touch laundry. The drain pipe should connect directly into the sewer/septic tank. NOTE: The length of the Washer's drain hose inside its waste pipe must be less than 5 inches to avoid spillage.

## **IN A BATHROOM, CAN THE TOILET BE USED DURING A CYCLE?**

Yes, the CatGenie does not interfere with toilet use.

## **CAN A TOILET OVERFLOW WHEN WASTE WATER GOES INTO IT?**

No. Water in a toilet automatically lowers to its preset level and will not overflow unless your toilet is clogged.

## **WHAT HAPPENS IF SOLIDS STICK TO THE GENIEHAND?**

During all three washings, the GenieHand gets scrubbed clean by the action of water, SaniSolution and Washable Granules. The GenieHand is also easily removable should a manual cleaning be required.

## **DO THE WASHABLE GRANULES ABSORB?**

No, the cat-safe Washable Granules are completely non-absorbent. Liquid waste drains through them into the CatGenie base and is flushed away. Unlike traditional litter, the Washable Granules are thoroughly washed each cleaning cycle. They fulfill your cat's need to dig and cover.

## **WHAT HAPPENS IF WASHABLE GRANULES ARE SWALLOWED?**

The Granules are non-toxic for both cats and humans and can easily pass through their respective digestive systems.

# ANATOMY OF THE CATGENIE A.I.

## 1. Processing Unit

Acts as the CatGenie Brain. Holds motors, solution pump unit and electronics.

## 2. Air Intake Vent

Recycles hot air for drying.

## 3. Brim

Encircles the Bowl; attaches to Base.

## 4. Bowl

Where your cat feels at home in the cat-comfy Granules.

## 5. Hopper\*

Chamber where Impeller macerates waste.

## 6. Scrubber

Moves freely. Helps keep the base clean.

## 7. Intake Hose

Connects to cold water supply line in the bath or laundry room.

## 8. Electric Cord

Plugs into AC Power. Only use a GFCI outlet.

## 9. Drain Hose

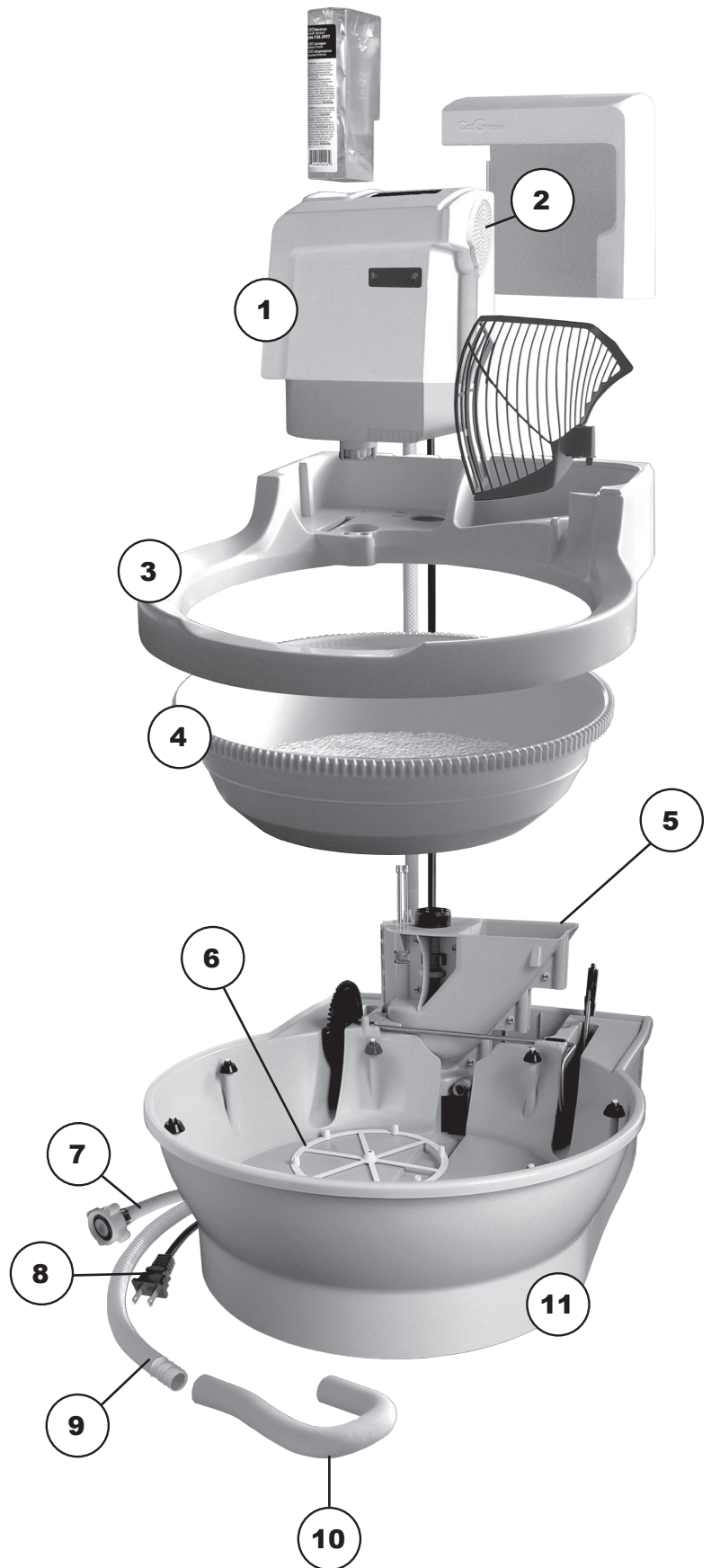
Drains into toilet or waste pipe in laundry or utility room.

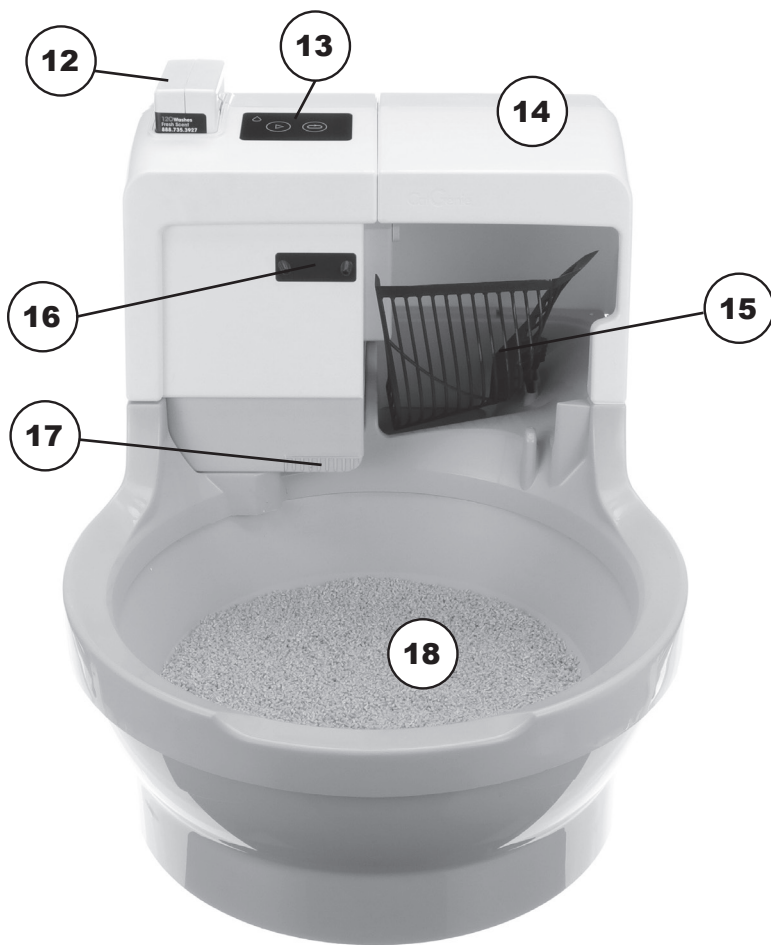
## 10. Drain Hook

Attaches to Genie Drain Hose for use over toilet rim only. Do not use in laundry room setup.

## 11. Base

Bottom of the CatGenie.





### 12. SaniSolution Cartridge

Dispenses precise amount of cleaning fluid.

### 13. Control Panel

Displays the cartridge level, Wi-Fi connection status, and more. Allows access to setup and testing menus.

### 14. Hopper Cover

Stores GenieHand and hides the Hopper.

### 15. GenieHand

Multi-functional tool scoops solids, scrubs and scours Granules, itself and inside of the Bowl.

### 16. GenieEyes

Detects when cat is in the Bowl. Pauses cleaning cycle and prevents cycle starts if a cat is detected.

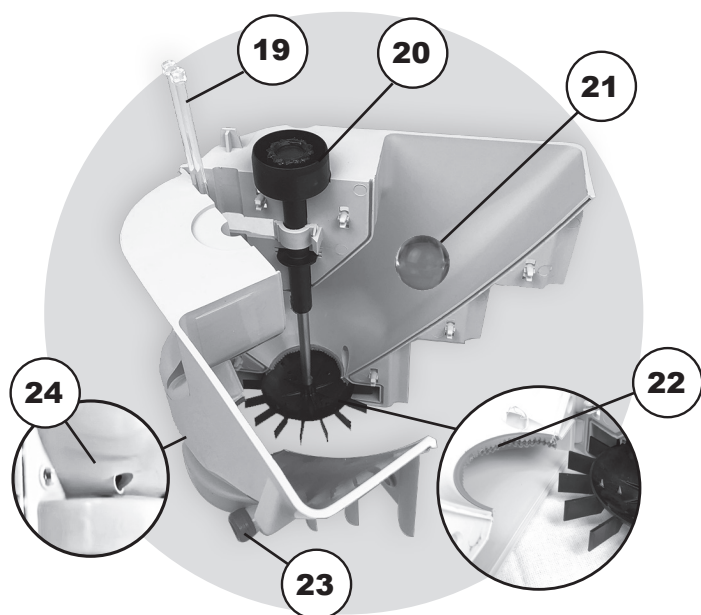
### 17. Dryer Outtake

Hot air blows out and into the Bowl.

### 18. Washable Granules

Non-absorbent, never need changing.

### \* CLOSE-UP OF HOPPER:



### 19. Light Guide

Used to detect water level in Bowl.

### 20. Impeller Assembly

Breaks up waste inside the CatGenie.

### 21. GenieBall

Helps waste move freely inside the Hopper.

### 22. Hair Cutter Ring

Two-part piece next to the Impeller.

### 23. Red Drain Washer

Creates seal between Hopper and Drain Hose. Must have for proper draining.

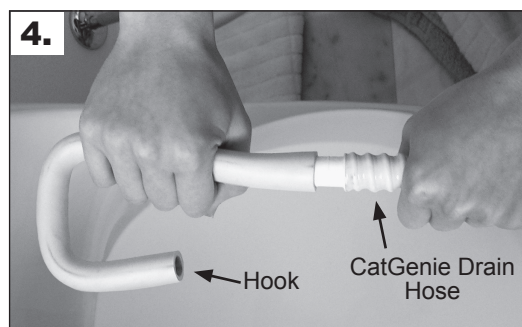
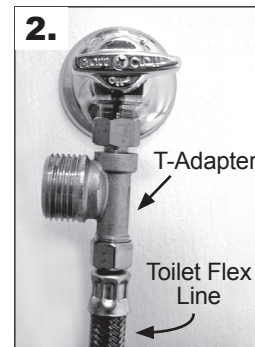
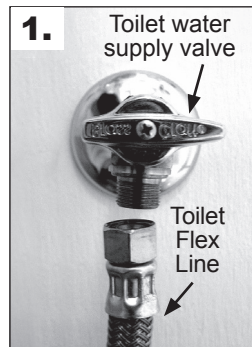
### 24. Seeping Holes

Allows water to seep into the Hopper.

# DO-IT-YOURSELF SETUP GUIDES

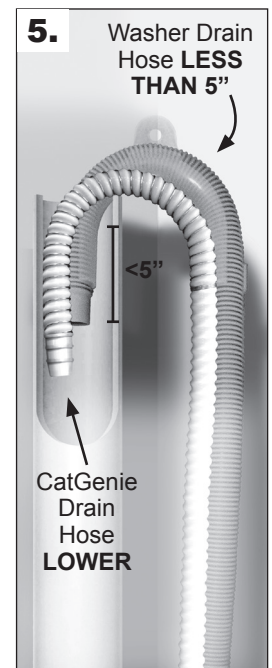
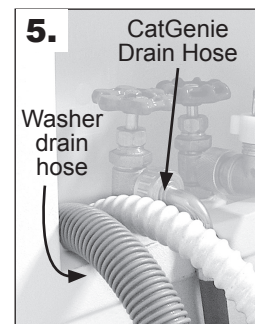
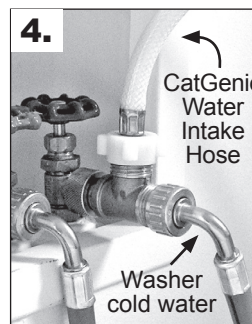
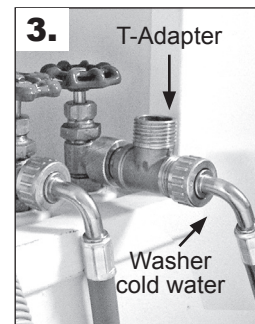
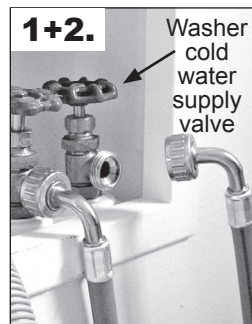
## BATHROOM

1. Shut off cold-water supply valve on toilet or sink and unscrew Toilet Flex Line (If it is a solid pipe you will need to purchase a flex line, available at any hardware store.)
2. Attach the 3/8" T-Adapter to cold-water supply valve and then connect the Toilet Flex Line to the top of the T-Adapter and tighten both.
3. Screw the CatGenie Water Intake Hose to the T-Adapter. Hand tighten only. Turn cold water on. Check for leaks or drips.
4. For toilet use only, connect the Hook to the CatGenie Drain Hose. Push until the white tip of the Hose is all the way into the Hook
5. Put the Drain Hook over the toilet rim and close the toilet seat over the hook.
6. Plug power cord into electrical outlet. **Never use an extension cord with your CatGenie.**



## LAUNDRY OR UTILITY

1. Turn off the laundry's cold-water supply valve.
2. Unscrew your washing machine's cold-water supply hose from its valve.
3. Attach supplied T-Adapter to Washer hose and cold-water supply valve.
4. Screw the Water Intake Hose to the T-Adapter. Hand tighten only. Turn cold water on. Check for leaks and drips.
5. Put Drain Hose into Washer's waste pipe. Washer's Drain Hose must be less than 5" inside waste pipe. Insert the Drain Hose lower than the Washer's drain hose.
6. Plug power cord into electrical outlet. **Never use an extension cord with your CatGenie.**



Laundry set up instructions continued on next page.



# DO-IT-YOURSELF SETUP GUIDES

## FITTING TWO HOSES INTO ONE LAUNDRY DRAIN:

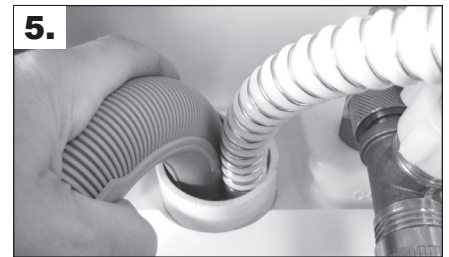
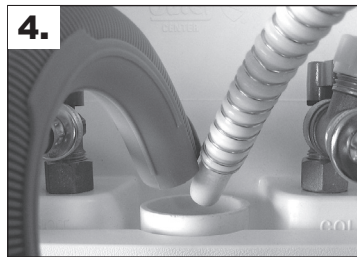
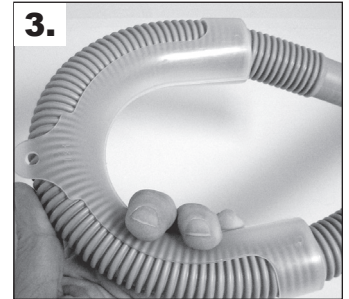
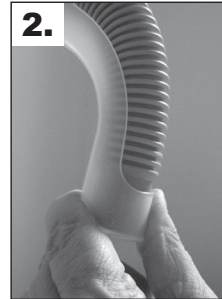
**1.** If the Drain Hose and Washer hose won't fit easily into the drain, remove both hoses. Put the CatGenie Drain Hose in first, then add the Washer drain hose.

**2.** If the Washer drain hose has a guard, hold the guard and hose tightly together and push Washer drain hose into the drain.

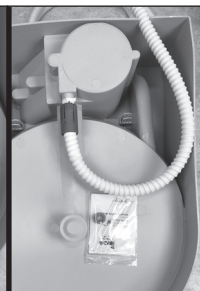
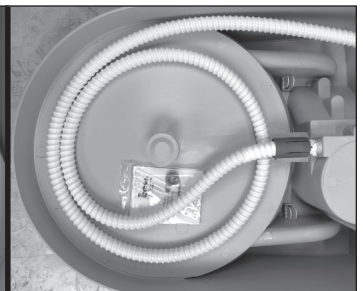
**3.** If the Washer hose with its guard still won't go into the drain, move the Washer guard up the hose about 2 inches. Then put the Washer hose into the drain.

**4.** Another option is to put the hoses in together with the CatGenie Drain Hose a little ahead of the edge of the Washer hose.

**5.** Push both hoses in until they are firmly secured inside the drainpipe.



## RIGHT & WRONG SETUPS:



### LAUNDRY DRAIN

**YES.** Run Drain Hose along floor for about 2', and then up to the laundry drain pipe.

**NO.** Do not run the Drain Hose straight up to the laundry drainpipe.

### FLOOR DRAIN

**YES.** Run Drain Hose out and up 12" high, then down along floor to drain. Level CatGenie if floor slopes to drain.

**NO.** Do not run Drain Hose down on the floor directly to the drain.

### COILING THE DRAIN HOSE

**YES.** Best NOT to coil. If you need to coil, make wide, unknicked coils to store the Drain Hose under the Base, at least one but no more than two times around the peg. Run the hose through the notches in the back of the Base.

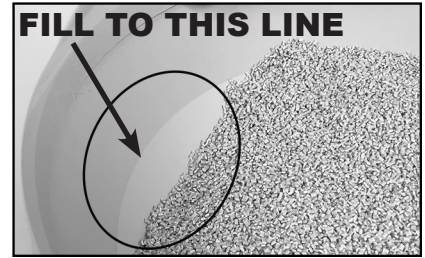
**NO.** Do not make tight coils or kinks in the Drain Hose. Do not pinch or squeeze hose.



# SUPPLIES

## WASHABLE GRANULES

While the Washable Granules never need changing, they do need to be replenished. Just add Granules when the amount falls below the fill-level line, which is indicated by an indentation inside the Bowl. It is important to keep the Granules filled to that level. Always have an extra box of Washable Granules on hand. **Do not fill past the fill-level line.**



### NEVER MIX OR USE CAT LITTER



**WARNING:** Never, under ANY circumstances use cat litter in your CatGenie. Doing so will cause severe damage to your CatGenie and will void your Warranty. Always make sure you are using CatGenie Washable Granules.

## SANISOLUTION

SaniSolution is safe and non-toxic for cats and humans when properly used in the CatGenie. Ingredients are similar to cleaners used by veterinarians to clean exam and operating areas.

**The SaniSolution Cartridge is the key to CatGenie operation and cat protection.**

The CatGenie will alert you via the App and SaniSolution Level Indicator on the Control Panel when your CatGenie is running low or needs a new cartridge. The CatGenie App will also indicate the exact number of washes left on your SaniSolution Cartridge.

**WARNING: NEVER** remove the Cartridge while CatGenie is cleaning. Unit will stop.

### Missing Cartridge:

The SaniSolution Indicator will blink along with the Red Error LED and the CatGenie will notify you of the missing Cartridge if any button is pressed on the Control Panel.

**When Cartridge is missing or empty, the CatGenie will not run a cycle. To dismiss the warning, insert a SaniSolution Cartridge.**

**DO NOT REMOVE WHITE NIPPLE** on bottom of the cartridge. Solution leaks out and ruins the Processing Unit. **DOING SO VOIDS YOUR WARRANTY.** Always store Cartridges with the bottom facing up.



### SANISOLUTION LEVEL INDICATOR

The Level Indicator on your Control Panel will display your Cartridge level at all times. Five levels are used to give you an estimated reading:



#### **Solid, Full Drop: All 3 LEDs Lit**

Indicates your SaniSolution Cartridge has from 120/120 to 81/120 washes remaining.



#### **Medium Level: 2 LEDs Lit**

Indicates your SaniSolution Cartridge has from 80/120 to 41/120 washes remaining.



#### **Low: 1 LED Lit**

Indicates your SaniSolution Cartridge has from 40/120 to 21/120 remaining.



#### **Very Low: 1 LED + Blinking**

Indicates your SaniSolution Cartridge has from 20/120 to 1/120 washes remaining. The CatGenie will verbally tell you the Cartridge is low. **If you do not have a Cartridge on hand, order a new one now.**



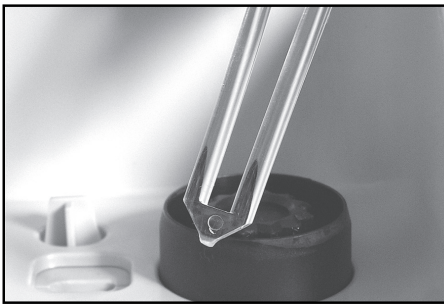
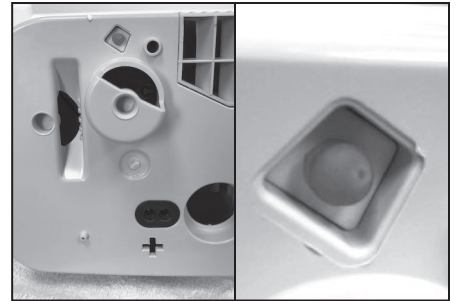
#### **Empty Cartridge: All 3 LEDs + Blinking**

The SaniSolution Indicator will be blinking and the CatGenie will notify you that the Cartridge is empty if any button is pressed on the Control Panel. You will not be able to run a cycle if your Cartridge is empty.

# HOW TO REPLACE PARTS

## ORANGE NIPPLE:

Located at the bottom of the Processing Unit, the Nipple prevents the SaniSolution from drying out and clogging the white dispenser Nozzle. To check if it's OK, unplug the CatGenie. Then, carefully lift the Processing Unit from its slot. To clean Nipple, squeeze out clumped solution. Then wash with warm water. If Orange Nipple is missing, get one from Spare Parts Kit. Put Nipple onto the white nozzle. Clean unit slot on the Brim. Wipe bottom of the unit with a soft cloth. Carefully and securely put Processing Unit back into its slot. Plug in the CatGenie.



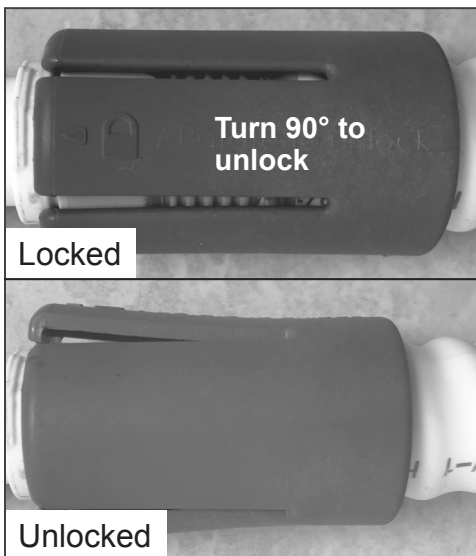
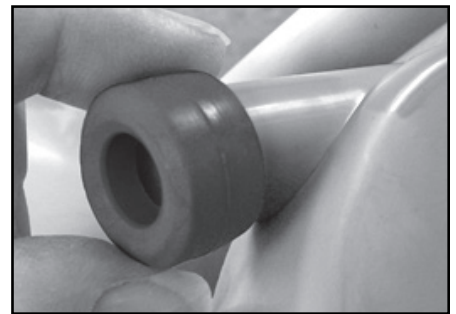
## LIGHT GUIDE:

If the Light Guide gets scratched or damaged, replace it with the extra Light Guide in the Spare Parts Kit under the Base.

You should clean your Light Guide every time you clean your CatGenie. Your CatGenie A.I. will alert you if more frequent cleanings are required.

## RED WASHER:

A Red Washer is attached to the bottom of the Hopper and connects to the Drain Hose. **The Red Washer is a critical piece.** It prevents waste-water leaks. It's important that it is not squeezed or defective. Make sure that it is securely in place on the Hopper. Keep it lubricated with baby oil or liquid soap.



## DRAIN HOSE:

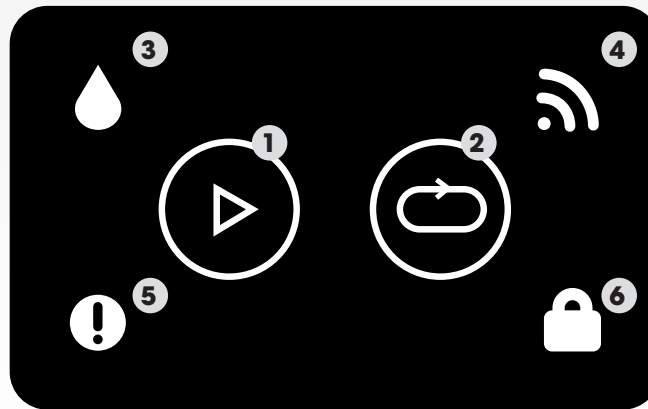
Locate where the Drain Hose attaches to the Base under your CatGenie. To unlock the Drain Hose, pinch the gray connector and turn it 90 degrees. Once unlocked, the Drain Hose can be pulled off the Base. To avoid damage to the connector, always leave in a locked position.

To reattach, align the notch inside the gray connector with the notch on the connecting part of the Base. Slide the Drain Hose over the end at the Base, pinch the gray connector and turn it clockwise. Give the hose a gentle tug to make sure it is locked.

**WARNING:** Drain Hose should only be removed when being replaced or when instructed by Customer Support.

The Spare Parts Kit is stored under the Base. Keep it there until needed. *Call us at 1-888-735-3927 if you need more spare parts.*

# THE CONTROL PANEL



## 1. START BUTTON

### Functions:

Press the Start Button to start or pause a cycle. A long press on the Start Button will terminate the cycle. In the Settings/Testing Menu, use the Start button to start or stop a setting option/test.

### Indications:

**LED Pulse:** Indicates the unit is paused.

**LED Circling:** Indicates a cycle is running.

## 2. AUTO BUTTON

### Functions:

The Auto Button is used to turn Auto cleaning modes on and off. The default cleaning mode is Cat Activation. See page 14 for more Auto cleaning modes.

To hear a vocal message again, press Auto button. In Settings/Testing Menu, use the Auto Button to move between options. *Cleaning mode can also be set in the app.*

### Indications:

**LED Pulse:** Indicates you are in Settings or Testing Menu.

**LED Circling:** Indicates a cat is detected.

## 3. SANISOLUTION LEVEL INDICATOR

Shows your Cartridge level. SaniSolution is low when LED is blinking. Download the App for an exact level reading. *See page 10 for more info on cartridge level readings.*

## 4. WI-FI CONNECT INDICATOR

Indicates your CatGenie's Wi-Fi connection status. If the LED is not lit, the Wi-Fi is not connected. When the LED is solid, your CatGenie is connected. The LED will blink when it's set up but unable to connect.

If the Wi-Fi is disconnected, the CatGenie remains on the last settings programmed via the App. If Wi-Fi is off, the CatGenie will still run but will not record data.

*For directions to connect your CatGenie to Wi-Fi, see page 13.*

## 5. WARNING INDICATOR

The Warning Indicator will blink Red to indicate a warning. If your unit has a warning, it will not finish the cycle and CatGenie will give you a verbal error message.

*For more information on errors, see pages 20-23.*

## 6. CONTROL PANEL LOCK INDICATOR

If lit, the Control Panel is locked. If not lit, the Control Panel is unlocked. The CatGenie can be locked and unlocked via the CatGenie App or on the unit itself

*For manual Control Panel lock settings, see page 15.*

# CONNECTING YOUR CATGENIE TO WI-FI

1. Download the CatGenie App onto your mobile device. The CatGenie App is available on both Android and iOS devices. Follow all initial set-up prompts.
2. Check to make sure your CatGenie is connected to power.
3. Open the CatGenie App and tap Devices. On Devices screen, click the plus sign + to add a device. Follow prompts in App to complete the following steps:
  - a. On your CatGenie Control Panel, press both the Start and Auto Buttons on the CatGenie at the same time for 3 seconds to enter Settings Mode. You will hear a confirmation message upon success.
  - b. Once in Settings Mode, press the Start Button to connect to Wi-Fi, as prompted by the App.
  - c. The CatGenie App will identify unit, then prompt you to select the CatGenie device.
  - d. In the CatGenie App, select your Wi-Fi network, enter your password and press Connect.
4. After the CatGenie establishes connection, the Wi-Fi LED will light solid indicating that the Wi-Fi is connected.

## CURRENT IN-APP CATGENIE FEATURES (MORE TO COME)

### **Cat Wellness Monitoring**

CatGenie A.I. tracks exactly when and how often your cats use the cat box. We can monitor, record and analyze that data and show you if any significant changes occur over time.

### **Cartridge Level Reading**

With the App, you can know your exact Cartridge level at any time and get a notification when your Cartridge is running low or needs to be changed. Ordering through the App makes obtaining supplies easy.

### **Sleep Mode Settings**

The CatGenie has a customizable "Sleep Mode" option if you do not want your CatGenie running cycles 24 hrs a day. Use your CatGenie App to schedule exactly when you want your CatGenie to NOT run cycles.

### **Time Activation Mode Settings**

Use the Time Activation Settings in the App to control exactly when your CatGenie runs a cycle, up to eight times a day.

### **Panel Lock Control**

The Control Panel can be locked and unlocked through the App, to avoid accidental cycles.

### **Cycle Control**

Start, Pause or monitor your CatGenie cycles.

### **CatGenie Average Visits**

CatGenie A.I. uses machine learning to predict and notify you when your unit needs to be cleaned and one key factor is based on how often your CatGenie cleans per cat visit.

### **Helpful Notifications**

The CatGenie will send you helpful push notifications when your cat visits, or if your CatGenie experiences an error. Activate or silence any notifications using the application settings on your mobile device.

### **Cat Activation Delay Settings**

Customize exactly when a cycle starts after detecting your cat in CatActivation mode, allowing time for other cats to use.

### **CatGazette**

Free guides to help you understand all your cat's behaviors. Check out all the newest articles on cat health, well-being, vet advice and more!

### **Help Guides/Manuals**

Find in-depth help guides, manuals, how to videos and more!

### **CatGenie Store**

Order your CatGenie supplies and accessories right in the App!

# PROGRAMMING YOUR CATGENIE

## AUTOMATIC MODES

### CAT ACTIVATION

In Cat Activation mode, the CatGenie will automatically run a cycle after your cat uses it.

### SETTINGS

The default Cat Activation mode set from the unit control panel will run 7 days a week 24 hours a day. The customizable settings listed below are only available in the CatGenie App:

#### Cat Activation Sleep Timer:

The CatGenie can be set to “sleep” for a one to ten hour period each day. The CatGenie will not run any cycles during the sleep period.

#### Cat Activation Start Time:

You control the delay between when your CatGenie runs a cycle after your cat uses it. The cycle can start anywhere from 5 - 30 minutes after the cat is detected. The unit will not start if a cat is using the CatGenie. When a cat is detected, the Auto Button LEDs will cycle clockwise until a cycle starts. If it detects a cat during a cycle, it will pause the cycle. Once the cat has left the bowl, the CatGenie will resume the cycle after waiting one minute.

### TIME ACTIVATION

Time Activation allows you to schedule your CatGenie to run at a set time, up to 8 cycles per day. Customize it to best fit your and your cat's schedule. Time Activation can only be setup within the CatGenie App.

### CONTROL PANEL SET UP FOR AUTOMATIC MODES

To turn on your App-selected Auto Mode manually, press and release the Auto Button. The LED will light and stay on and your CatGenie will give you a verbal confirmation that the setting has been changed. To turn off Auto Mode, press and release the Auto Button once. The Auto Button LED will go off.

## MANUAL MODE

### PUSH START

Push the Start Button anytime you want to clean the CatGenie. The Start Button can always start a cycle, no matter how you have your CatGenie programmed.

**POWER FAILURE:** In case of power failure, the CatGenie will automatically save any programmed settings. If your CatGenie was programmed to run a cleaning cycle while power was lost, it will automatically resume at its next programmed cleaning or after it detects a cat, if programmed to Cat Activation.

**CAUTION:** It is important to run your CatGenie at least two times a day per cat. Not keeping your CatGenie clean enough can cause odor and cat acclimation issues.

### MORE WASHES PER CARTRIDGE!

In Cat Activation mode, your CatGenie will dispense less solution per cycle and will double the washes per cartridge from 120 washes to 240 washes.



# CATGENIE SETTINGS MENU

**1. Enter Settings Menu:** Press and hold both the Start and Auto Button for 3 seconds until the CatGenie verbally says "Entering Settings Menu." In Settings Menu, Auto Button dims in and out.

**2. Once in the Settings Menu,** click the Auto Button to move through the options below. To adjust the desired setting, press the Start Button. You can exit the Settings Menu at any time by pressing and holding both the Start and Auto Buttons for 3 seconds. The CatGenie will tell you that it is Exiting the Settings Menu.

---

## SETTINGS MENU OPTIONS

### Wi-Fi Settings

This setting allows you to connect your CatGenie A.I. to the CatGenie App (You can see more about the App on page 13) Once the CatGenie A.I. is connected, you can use this setting to disconnect the CatGenie from Wi-Fi or change the network.

### Panel Settings

This setting allows you to lock the Control Panel.

**TO LOCK:** While in Panel Settings, press the Start button to lock the panel.

**TO UNLOCK:** Double tap any button on your Control Panel. You do not need to access the Settings Menu to unlock.

### Volume

This setting allows you to change the volume levels of your unit. The CatGenie will "Meow" in different sound levels to indicate the volume.

### Restore CatGenie Factory Settings

This option allows you to restore all changes made to your CatGenie. It will restore the CatGenie volume and cat sensors to the CatGenie factory default.

### Cat Sensor

This setting allows you to adjust the sensitivity of your cat sensor to better fit your home environment. The CatGenie Cat Sensor comes pre-adjusted to function correctly in the majority of homes, but if you have issues with CatGenie not detecting your cat, you can adjust the sensitivity. Your CatGenie may need to be re-adjusted if you are using any accessories on the CatGenie (GenieDome or Door). The sensor has 7 levels of sensitivity. To change your Cat Sensor levels, press the Start Button in the Cat Sensor Menu.

### Testing Menu

See more information about the CatGenie Testing Menu on page 16.

### Exit And Run a Finishing Cycle

This option allows you to exit and run a Finishing Cycle. **Always run a finishing cycle after clearing an alert or disassembling CatGenie.**

### Exit



Allows you to exit the menu.

# CATGENIE TESTING MENU

**CAUTION: Do not run tests unless prompted to do so by CatGenie App or Customer Support team. Improper use could cause issues with your CatGenie.**

## Getting Into The Testing Menu:

- Using two fingers, press and hold both Start and Auto buttons at the same time. Hold until the unit speaks.
- Press the Auto button 5x to toggle through options until you hear "Testing Menu."
- Press Start when CatGenie says "Testing Menu."

To toggle through test options 1-8, press the  AUTO BUTTON. To select the test and navigate through the steps, press the  START BUTTON.

### 1. ARM TEST MODE – tests the GenieArm movement

When you press the **START** button to test the arm movement, the GenieArm should move down, stop, move up, stop, and then repeat.

### 2. BOWL MOTOR TEST MODE – tests the GenieBowl movement

When you press the **START** button to test the GenieBowl movement, the GenieBowl should move clockwise then stop, then counterclockwise then stop.

### 3. WATER FILL TEST MODE\* – tests that the CatGenie is filling correctly.

When you press the **START** button to test the Water Fill Test, you can toggle the test on and off. The unit will add water and stop at the fill line. **IMPORTANT: You MUST always press Start again to stop the test, even if the water turns off, before moving on or exiting the Testing Menu. CatGenie will say "Water turned off."**

### 4. SANISOLUTION DOSAGE TEST MODE\* – tests that the Cartridge is depositing SaniSolution.

When you press the **START** button to test the SaniSolution Dosage, you can toggle the test on and off. **IMPORTANT: You MUST always press Start again to stop SaniSolution flow before moving on or exiting the Testing Menu. CatGenie will say "Dosage off."**

**\*CAUTION: The Water Fill Test and SaniSolution Dosage Test should only be conducted when directed by CatGenie Customer Support. Running these tests alone could damage your unit and void your warranty.**

### 5. DRAINAGE TEST MODE – tests the drain pump operation.

When you press the **START** button to test the Drainage Test Mode, you can toggle the test on and off.

### 6. DRYING TEST MODE – tests the heater and fan operation.

When you press the **START** button to test the arm movement, the Dryer should blow cold air, then low, then medium, then high, then switch off.

**CAUTION: DO NOT** leave the area while in Drying Test Mode. Switch it off if you must leave.

### 7. CAT SENSOR TEST MODE – tests the GenieEyes

When you press the **START** button to test the GenieEyes, you can toggle the test on and off.

### 8. FINISHING CYCLE – starts Finishing Cycle and Exits Testing Menu.

When you press the **START** button to run a finishing cycle, the unit runs a finishing cycle and exits Testing Menu. **ALWAYS** run a finishing cycle after running a drainage test.

## TO EXIT TESTING MENU

To exit the Testing Menu, press and hold the **START** Button and the **AUTO** Button for 3 seconds then release. The CatGenie will tell you that you have left the Testing Menu. If running a Finishing Cycle, the CatGenie will exit the Testing Menu automatically when it finishes the cycle. If your CatGenie loses power, it will also automatically exit the Testing Menu.

# CATGENIE CLEANING & MAINTENANCE

## — TAKE APART AND CLEAN YOUR CATGENIE TWICE A YEAR. —

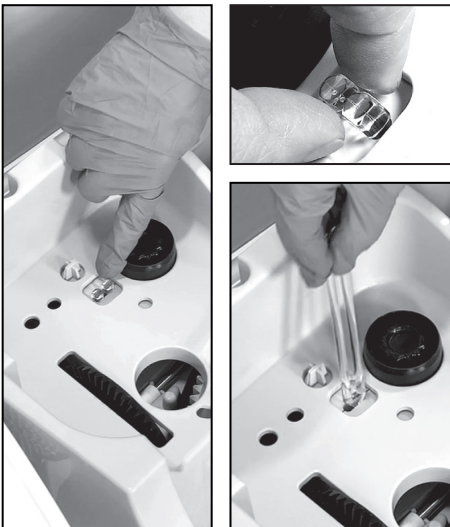
- To extend the life of your CatGenie, we recommend you take apart and clean your CatGenie at least twice a year. **See page 18 for directions on taking apart your unit.** Running a Maintenance cycle will NOT clean the inside of the CatGenie.

## CLEAN THE AIR INTAKE VENT EVERY CARTRIDGE CHANGE



- It is important to check the Air Intake Vent at least every two months or when prompted by the App.
- Gently wipe any dust, debris or cat hair from the outside of the vent with a damp cloth.
- Check the Air Intake Vent more often if you own long-haired cats or during shedding season.

## CLEAN LIGHT GUIDE EVERY CARTRIDGE CHANGE



- We recommend cleaning the Light Guide every time you change your SaniSolution Cartridge, and when notified by the App. Always clean your Light Guide before running a Maintenance Cartridge.
- To clean your Light Guide, first remove the Hopper Cover and the Processing Unit. Pull the Light Guide up from the top of the Hopper. Use a soft cloth to wipe the tip. The tip must be lime free. Carefully replace the Light Guide. If the Light Guide is missing, get another from the Spare Parts bag under the Base. If you need a replacement, call Customer Support at 1-888-735-3927.

**If power does NOT return after cleaning the Light Guide, check if the CatGenie is plugged in. Make sure the Processing Unit is securely placed on the Base. Check that the Intake Hose and Electric Cord are in their grooves on the back of the Processing Unit.**

## RUN MAINTENANCE CYCLE QUARTERLY



**REMEMBER: Always clean your Light Guide BEFORE running a Maintenance Cycle.**

- Use the Machine Maintenance Cartridge at least quarterly to remove lime/grime deposits.
- Please follow instructions on the Maintenance Cartridge before using it.
- Each Maintenance Cartridge holds 4 washes. The Maintenance Cycle is a longer cycle (1 hr long) and will look different than an ordinary cycle.
- The CatGenie does NOT scoop during the Maintenance cycle. Only run a Maintenance Cycle when your CatGenie is clean and operating properly.

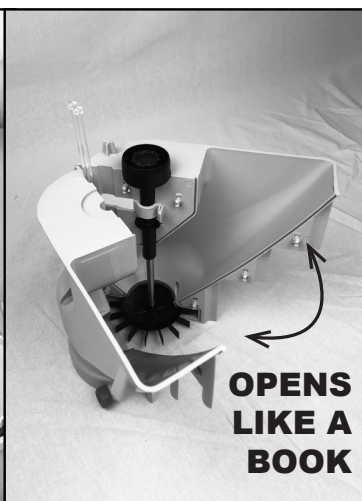
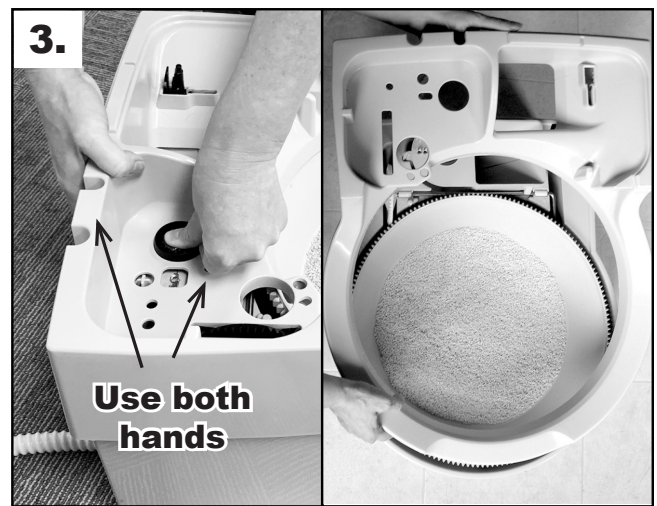
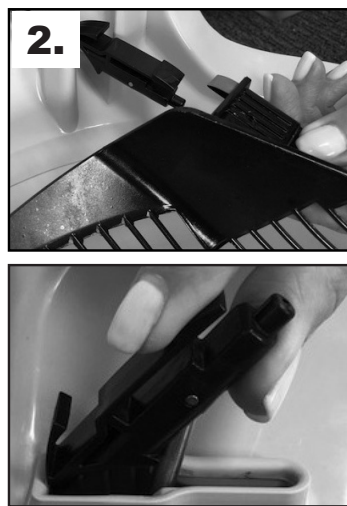
# TAKING APART YOUR CATGENIE TO CLEAN

**IMPORTANT: UNPLUG YOUR UNIT AND TURN OFF THE WATER SUPPLY BEFORE PROCEEDING.**

1. Move the CatGenie away from the wall. Keep the Drain Hose in the toilet or drainpipe. Take off the Hopper Cover. Remove the Processing Unit and place it upright on a towel on the floor.
2. Unclip the GenieHand. Retract the Arm and Clip all the way back into the opening in the brim.

**IMPORTANT: Make sure the arm clip is fully pushed back to prevent bending the arm during brim removal.**

3. To remove the Brim, push on the Black Button for leverage as you pull up the back of the Brim. Lift the Brim off the Base from back to front and set aside.
4. Remove the Hopper from the base by carefully pulling it straight up. The Hopper opens like a book to access for cleaning.
5. To get to the Base, remove the Bowl of Granules. Set aside where cats can't use.

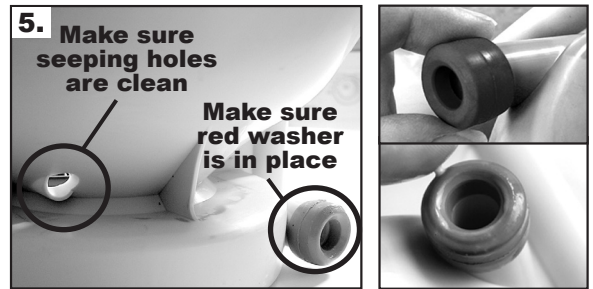
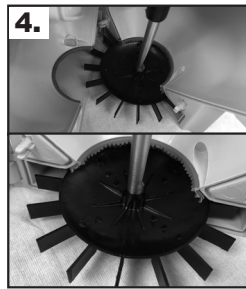
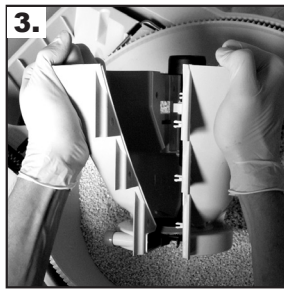
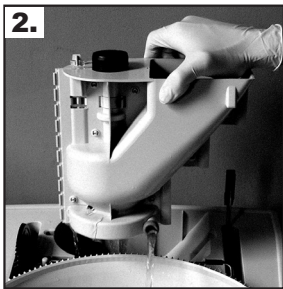


**WARNING:** Unless the manual instructs otherwise, always unplug the Genie Power Cord before you work on your CatGenie. Be sure to plug it back in when you're finished.



# HOW TO CLEAN YOUR CATGENIE

## CLEANING THE HOPPER INSIDE & OUT



**1.** Follow instructions on page 18 to take apart the CatGenie.

**2.** Pull out Hopper.

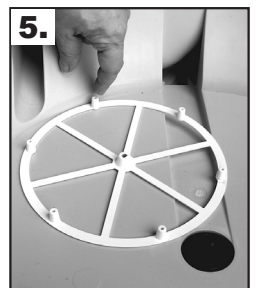
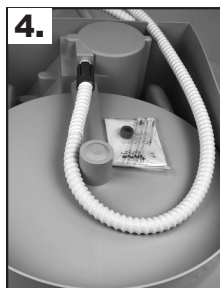
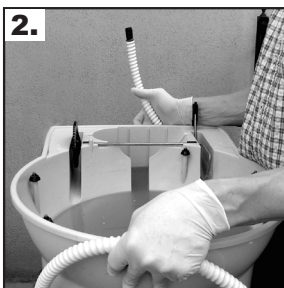
**3.** The Hopper opens like a book. Since it is likely dirty or full of water, open into a sink, tub, or garbage bag. Be sure to keep track of the GenieBall and Red Washer while you clean the Hopper.

**4.** Clean or cut any hair or debris around Impeller shaft.

**5.** Wash Hopper with gloved hand or scrub brush to remove any dirt. Make sure the Red Washer is still in place and the seeping holes are clean on both sides of the Hopper.

**TIP: Wear gloves when cleaning the Hopper.**

## CLEAN UNDER THE BASE



**1.** Remove the Bowl. If the Bowl is filled with wet Granules, place it on something like a trash bag or towel to prevent water from leaking onto the floor. Remove Scrubber from Base. Dump the dirty water from the Base carefully. Keep the Drain Hose in the drainpipe or toilet.

**2.** If you need to move the Base, keep the Drain Hose elevated to prevent water spilling.

**3.** Clean the Base. Remove any Washable Granules with a gloved hand or hose, making sure to check every nook and cranny. Dish soap can be used when cleaning.

**4.** Coil Drain Hose under Base as shown above and reassemble your CatGenie. Make sure Drain Hose is attached to drainpipe. When returning Hopper to unit, make sure the Red Washer is on the Hopper.

**5.** Put the Scrubber in with the “feet” up. It should be loose and to the side of the center pin in the Base. Then replace Bowl, and check to make sure it turns freely. Finally, replace Brim and clip GenieHand to the Arm in its up position.



# TROUBLESHOOTING

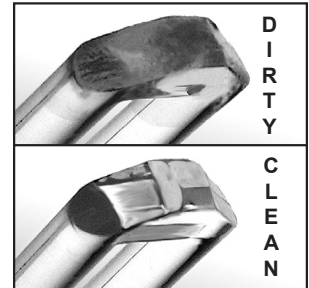
If your CatGenie needs your attention, the Warning Indicator on the bottom left of the Control Panel will be blinking red. Listen to the message and follow the troubleshooting steps accordingly. A short press on the Auto button will repeat the warning message.

**LISTEN FOR WHICH ERROR/WARNING IS ANNOUNCED, OR CHECK YOUR CATGENIE APP.**

A **warning** indicates your CatGenie has detected a potential problem, but can still run a cycle. An **error** indicates your CatGenie has detected a problem, and can **not** run a cycle. By addressing a warning when it appears, you can prevent errors from occurring in your CatGenie.

## WARNING MESSAGE: DIRTY LIGHT GUIDE

**CAUSE:** Light Guide needs cleaning. Remove the Processing Unit. Pull the Light Guide up from the top of the Hopper. Use a soft cloth to wipe the tip. The tip must be lime free. Carefully replace the Light Guide. If the Light Guide is missing, get another from the Spare Parts bag under the Base. If you need a replacement, call Customer Support at 1-888-735-3927.



## WARNING MESSAGE: DIRTY DRYER VENT

**CAUSE:** SOMETHING IS BLOCKING THE SIDE OR REAR Air Intake Vents:

**A blocked Air Intake Vent is a fire hazard. You should address immediately.** Remove any hair or debris from side Air Intake Vent. Move the CatGenie 2 inches away from the wall. Remove obstructions in the Bowl that block Dryer's hot airflow. Let CatGenie cool for 20 minutes. Press Start Button to resume Cycle.

**CAUTION:** Stay with your CatGenie after repair to make sure it's OK. If a warning alerts again, an error alerts, and/or you smell burning, see sparks, or anything abnormal, unplug immediately and contact Customer Support: 1-888-735-3927.

## WARNING MESSAGE: CARTRIDGE LEVEL LOW

**CAUSE:** The Sanisolution cartridge is low. It is time to order more SaniSolution Cartridges.

## ERROR MESSAGE: LIGHT GUIDE ISSUE

**CAUSE:** Light Guide needs cleaning. Remove the Processing Unit. Pull the Light Guide up from the top of the Hopper. Use a soft cloth to wipe the tip. The tip must be lime free. Carefully replace the Light Guide. If the Light Guide is missing, get another from the Spare Parts bag under the Base. If you need a replacement, call Customer Support at 1-888-735-3927.

**CAUSE:** CatGenie cannot drain properly. If cleaning the Light Guide does not resolve the error, your unit may not be able to drain properly. Follow directions on page 24 to clear the error. Once the error has cleared, access the Testing Menu to run a Finishing Cycle.

## ERROR MESSAGE: DRYER OVERHEATING

**CAUSE:** SOMETHING IS BLOCKING THE SIDE OR REAR Air Intake Vents. Follow instructions above under "Warning message: dirty dryer vent" to clear the dryer vent. **If an error alerts again, and/or you smell burning, see sparks, or anything abnormal, unplug immediately and contact Customer Support: 1-888-735-3927.**

## ERROR MESSAGE: WATER INTAKE ISSUE

### A. TOO MUCH WATER:

**CAUSE: Light Guide needs cleaning.** Follow Light Guide cleaning instructions on page 20.

**CAUSE: CatGenie is not level.** Adjust position and level it. Make sure it is on a flat surface.

**CAUSE: Lime particles block water flow into Hopper.** Follow directions on page 19 to clean your CatGenie.

### B. NOT ENOUGH WATER:

**CAUSE: Drain Hose positioning.** If wet Washable Granules are in Bowl but there is no standing Water, your Drain Hose may need to be adjusted. Add a bump or arc to the Drain Hose to prevent CatGenie from losing water as it's trying to retain water.

**CAUSE: Water pressure is low.** Make sure your shower, dishwasher, washing machine etc. is not running at the same time as the CatGenie. This will create low water pressure and the CatGenie will have trouble filling. Also check that your Valve is fully open to provide full water pressure to your CatGenie.

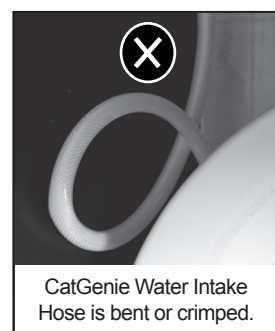
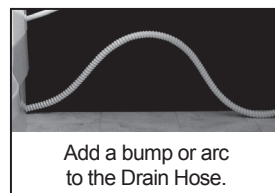
**CAUSE: Mesh Water Intake Hose filter is clogged.** Unplug the unit or remove the processing unit to disconnect power. Turn off water supply valve. Unscrew the Water Intake Hose from the back of the Processing Unit. There may be clean water in the hose. Remove mesh filter and clean. Replace filter and screw hose back onto Processing Unit. Turn water supply valve back on. Plug in unit again.

### C. NO WATER: Do NOT unplug electric or remove the Processing Unit.

**CAUSE: The water supply valve from laundry or bathroom line is turned off.** Turn cold water supply line valve all the way on.

**CAUSE: Water Hose is either not connected to home's water supply or to back of Processing Unit.** Connect Water Hose to cold-water line or Processing Unit.

**CAUSE: CatGenie Water Intake Hose is bent or crimped.** Loosen coil, un-crimp Water Intake Hose.



**ALL WATER INTAKE ISSUES:** Once the error has cleared, access the Testing Menu to run a finishing cycle.

## ERROR MESSAGE: DRAINAGE ISSUE

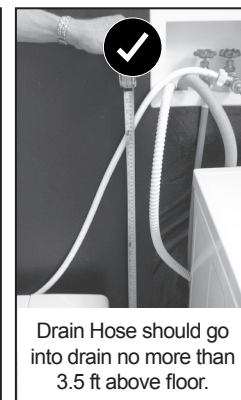
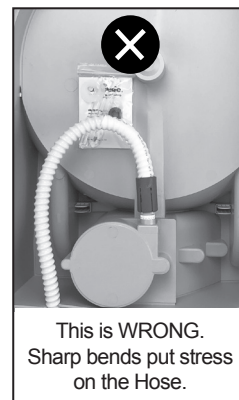
**CAUTION:** Before attempting to fix, feel whether the Washable Granules are WET, DAMP or DRY. If they are DRY, follow A. If they are WET OR DAMP, follow B.

### A. GRANULES ARE DRY and not washed.

**CAUSE:** Light Guide is dirty. Remove the Processing Unit and pull the Light Guide from the top of the Hopper. Clean with a soft cloth and replace. See page 20 for complete instructions.

### B. GRANULES ARE WET or DAMP. Water has not drained.

**CAUSE: CatGenie cannot drain due to obstruction or incorrect plumbing set up.** Follow *How to Clear a Drainage Obstruction* on page 24. If that does not clear the issue, then go to page 19 *Taking Apart and Cleaning your CatGenie* to clean out the Hopper.



# OTHER ISSUES: NO ERROR INDICATED

## WATER OR DRAIN ISSUES

### 1. CATGENIE IS LEAKING CLEAN WATER.

**CAUSE: Intake hose.** TURN OFF Laundry or Bathroom water supply line. Unplug CatGenie. Wait 5 minutes and wipe up the water. Completely remove the intake hose, and reattach. Turn the water back on. If you still have a leak, shut off the water Valve and call Customer Support at 1-888-735-3927.

**CAUSE: T-Adapter is leaking.** If the T-adapter is leaking, check assembly. If it continues to leak, please call Customer Support at 1-888-735-3927.



Remove intake hose and re-attach



Check T-Adapter connection

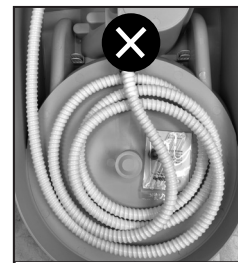
### 2. CATGENIE IS LEAKING DIRTY WATER.

**CAUSE: Drain Hose is not placed correctly in waste pipe (laundry setup).** See pages 8-9 to check setup.

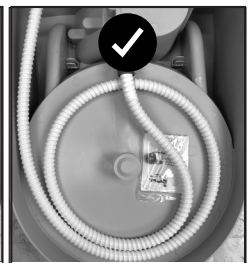
**CAUSE: Drain Hook is not on toilet rim (bathroom setup).** See page 8-9 to check setup.

**CAUSE: Drain Hose is bent too tight underneath the CatGenie Base.** Lift CatGenie side to see if water is puddled underneath the Base. Loosen the loop and recoil the Drain Hose. **See Photo.**

**CAUSE: Drain Hose is not properly connected to Base.** See pages 8-9 to check setup.



Drain Hose is bent/coiled too tight



Loosen the loop and recoil the Drain Hose

### 3. GRANULES ARE WET OR DAMP. CYCLE IS COMPLETE.

**CAUSE: Dirty Light Guide or Drainage Issue.** See pages 20-21 & 24 and follow directions until the unit drains.

**CAUSE: Dryer not working.** Call Customer Support at 1-888-735-3927 if dryer is not working.

**CAUSE: Air Intake Vent obstruction.** Follow directions for cleaning on page 20.

## ASSEMBLY ISSUES

### 1. GENIEHAND IS NOT SCOOPING AT THE START OF A CYCLE.

**CAUSE: Improper GenieHand setup.** If the arm moves up & down freely with Processing Unit in place, this is NOT Correct. Remove the Processing Unit. Clean off any Granules and debris on Brim or in slot where unit sits. Hold the GenieHand tightly and rotate the wheel. If the metal arm bar moves separately from the black wheel, call Customer Support at 1-888-735-3927. If they do not move separately, that is correct. Continue to next step.

Wipe away Granules, even under the Processing Unit and put it back into its slot. Ensure that the Intake Hose and Electric Cord are fitted into their slots in the back of the Processing Unit. Now, with the Processing Unit in place, test to see if the GenieHand still moves freely. **If it does, call Customer Support at 1-888-735-3927**



Hold the GenieHand tightly and rotate the wheel.

### 2. CATGENIE BOWL WON'T ROTATE OR ONLY GOES IN ONE DIRECTION.

**CAUSE: Scrubber not properly assembled or deformed.** Please make sure the Scrubber is NOT on the center post (Bowl Mount) underneath the bowl. The Scrubber should lay flat with feet up.

**CAUSE: Granules are under Processing Unit and/or Brim.** Make sure to remove any stray Washable Granules underneath the Processing Unit and the Brim.

**CAUSE: Problem with Bowl Motor.** If the above solutions do not resolve your issue, call Customer Support at 1-888-735-3927.



Scrubber should NOT be on the center post.

## POWER ISSUES

### 1. YOU PRESS THE START BUTTON AND CYCLE WON'T START.

**CAUSE: No Electric Power.** Make sure the Electric Cord is plugged in all the way. Check if home's electric power is on and that the outlet is working. If your CatGenie is not connected to power, there will be NO LEDs lit on the Control Panel and the CatGenie will not be connected to Wi-Fi.

**CAUSE: Processing Unit is not correctly aligned or seated in its slot on the Brim.** Remove Processing Unit. Clean off Granules or debris on Brim or in Unit's slot. Then put the Processing Unit securely back into its slot. Check that Intake Hose and Electric Cord are in slots in back of Unit.



Make sure Electric Cord is plugged in



Clean off Granules on Brim or in Unit's Slot

### 2. CAT ACTIVATION NOT RUNNING A CYCLE.

**CAUSE: Power Cord Unplugged.** Plug in the Electric Cord. If CatGenie is plugged in, you will see the LEDs lit on the control panel.

**CAUSE: CatGenie isn't programmed in Cat Activation mode.** You can view and change your settings using the CatGenie App. Check that your unit is not on Sleep Mode. You can adjust the Sleep Mode settings using the App.

**CAUSE: There is not a SaniSolution Cartridge in the CatGenie.** Make sure you are using a SaniSolution Cartridge, NOT the Maintenance Cartridge. If a Maintenance cartridge is installed, your CatGenie will only run a cycle if you manually press the Start Button.

**CAUSE: SaniSolution Cartridge is empty.** Replace the Cartridge.



Maintenance Cartridge



SaniSolution Cartridge

### 3. CYCLE INTERRUPTED, WATER IN BOWL, WET OR DAMP GRANULES.

**CAUSE: No Electric Power.** Power was interrupted; GFCI outlet or circuit breaker was tripped. Make sure power is restored. Plug in CatGenie cord. If Cycle does not resume, check circuit breaker operation. If Cycle still does not continue, test outlet with another appliance. Test Electric Cord in another outlet. If still not resuming, see next cause.

**CAUSE: CatGenie is not draining.** See drainage issue clearing directions on page 22. Follow each step.

**CAUSE: Cycle paused by customer or a cat was detected during cycle.** Press Start button to restart cycle.



Test outlet with another appliance, and test the Electric cord in another outlet.

### 4. CATGENIE RESTARTED BY ITSELF AFTER PAUSING CYCLE.

**CAUSE: PAUSE MODE** automatically ends after 10 minutes. Then the CatGenie cleaning cycle resumes. This is normal function. The Pause feature turns the CatGenie back on so you don't have to remember to run a cycle. When paused, the Start Button LEDs will pulse.



# HOW TO CLEAR A DRAINAGE OBSTRUCTION

Try “**Clearing Drain Hose**” and “**Testing Menu: Drainage Test**” instructions below. If your CatGenie still will not drain, follow directions to take apart and clean your CatGenie on pages 18-19. If still clogged, call Customer Support at 1-888-735-3927.

## CLEARING DRAIN HOSE

**1. Carefully Uncoil the Drain Hose.** Uncoil the Drain Hose from under the Base and stretch out the hose. Use something about 1 inch high to prop up under the Base to prevent the Base from crushing the Drain Hose (book, magazine etc).

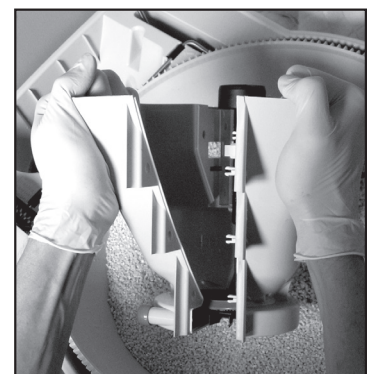
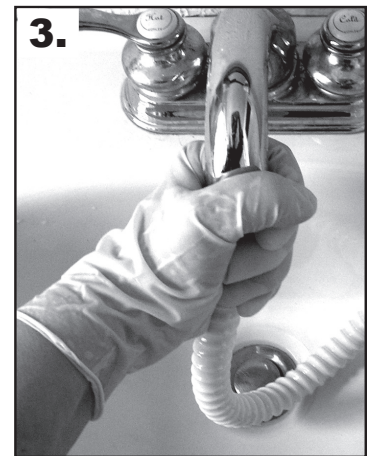
**2. In the bathroom, take the Drain Hook off the Hose.** In the laundry, take the Drain Hose out of the drain pipe. Hold the Hose tip and shake/bang the Hose on the floor towards the Base. This could loosen the clog and force it back into the Hopper for more processing.

**3. Cleaning the Drain Hose & Hook.** Using your hand, clamp the end of the Drain Hose tightly onto the faucet as shown. Turn on the water for no more than 10 seconds. Water pressure should force the clog back into the Hopper.

### 4. Other places to check:

**Hopper:** You may need to take apart your CatGenie and open the Hopper to clear an obstruction. For directions, see page 19.

**5. Reassemble your CatGenie. Follow Testing Menu: Drainage Test Instructions on page 25.**





# TESTING MENU: DRAINAGE TEST INSTRUCTIONS

## 1. Getting Into The Testing Menu:

- Using two fingers, press and hold both Start and Auto buttons at the same time. Hold until you hear the unit start to talk.
- Press the Auto button 5x to toggle through options until you hear “Testing Menu.”
- Press Start when CatGenie says “Testing Menu.”

## 2. Start the Drain Test:

- Once in the Testing Menu, press Auto button 4x to toggle through options until you hear “Water Drainage Test.”
- Press Start to run Drainage Test.
- Listen for the sound to hear if water is draining properly.

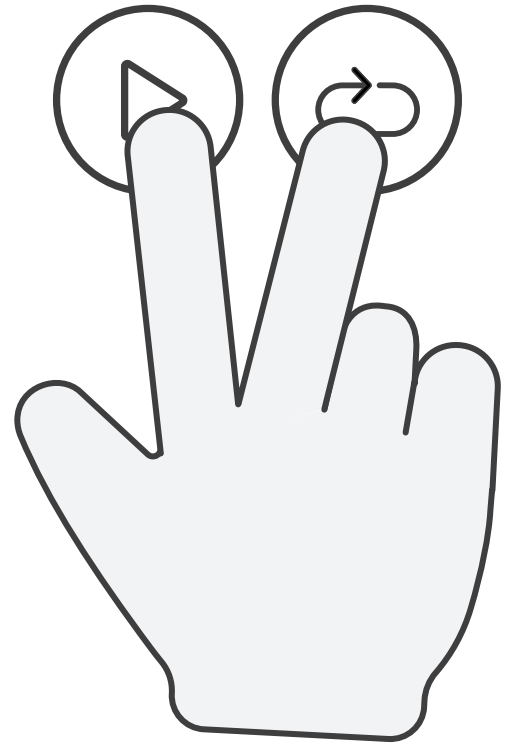
**If the CatGenie does not drain, see page 24 for instructions to fix a Drainage Issue, or call Customer Support at 1-888-735-3927.**

- Press Start to stop the test.

## 3. To Exit the Testing Menu and Run a Finishing Cycle:

- Press Auto button 3x.
- Press Start button to go back to Settings Menu.
- Press Start again to exit and run a Finishing Cycle.

**ALWAYS run a Finishing Cycle after running a Drainage Test.**



**If the CatGenie does not drain after running a Drainage Test, see page 24 for instructions to fix a Drainage Issue, or call Customer Support at 1-888-735-3927.**

## 90-DAY, MONEY-BACK GUARANTEE

For purchases made directly from PetNovations at CatGenie.com, you have a 90-Day, Unconditional, Money Back Guarantee from your purchase date for you and your cats to fall in love with the CatGenie Self-Washing Cat Box. If you are not completely satisfied, return your CatGenie before the 90-day deadline. If you purchased your CatGenie directly from a retail or on-line store, purchases are subject to their policies and you should check with your retailer or on-line store for their individual return policy. **SAVE THE ORIGINAL PACKAGING.**

If you purchased CatGenie from PetNovations, Inc, call us at 1-888-735-3927 to receive your Return Authorization Number. To qualify for the 90-Day, Money-Back Guarantee, the return unit must have an RMA#. Please clean the CatGenie and throw away used Granules and used Cartridges. Carefully return and send the clean CatGenie in as close to original condition and in its original carton to qualify for a full refund. Customer is responsible for return shipping. Please include your reason for return. **Extra supplies that are used or opened are not eligible for refunds.**

## 2-YEAR WARRANTY

To keep up to date on CatGenie improvements and changes, it is important that you register the serial number of your CatGenie Self-Washing Cat Box. Please call Customer Support at 1-888-735-3927 to register if you purchased from any retailer other than PetNovations Inc. (CatGenie.com)

### LIMITED WARRANTY ONLY FOR PRODUCTS PURCHASED IN U.S.A.

This product has been engineered and crafted with great care for your satisfaction. Please read all instructions before using this product. PetNovations, Inc. warrants this product and all parts thereof, except as set forth below **only to the original purchaser as retail to be free from defective materials and workmanship** from the date of original retail purchase for the period shown below ("The Warranty Period.")

**A.** This two year limited warranty is valid for the Warranty Period and applies only to replacement of the parts found to be defective in material or workmanship. This warranty does not apply to damage due to misuse, abuse, neglect, alternation or the use of any unauthorized attachment; nor damage caused by use of an electrical circuit not specified on the CatGenie product.

**B.** If this product is found to be defective, PetNovations, Inc. will replace the defective parts at no charge to the original owner (and the PROOF of PURCHASE if not bought through PetNovations). Such replacement services shall be rendered solely by PetNovations, Inc. If any defects should be found in this product, please call PetNovations Customer Support toll free at 1-888-735-3927. A new or re-manufactured equivalent part will be shipped directly to you. Once you receive the replacement part, kindly box the defective part in the replacement box with the prepaid label enclosed and return to **PetNovations, Inc. 1100 Schell Lane, Suite 101/102, Phoenixville, PA 19460.** PetNovations Inc. will prepay all freight for the replacement item, as well as the return of the defective item in the 48 contiguous states. **This warranty is void and the owner will be charged for the replacement part if the owner repairs or modifies the product in any way or does not return the part if requested. This limited warranty from PetNovations, Inc. is valid only in 48 contiguous United States, and District of Columbia. (Not valid in Alaska, Hawaii, or other countries. See below.)**

### WARRANTY FOR ALASKA, HAWAII, PUERTO RICO AND CANADA (For customers outside the 48 contiguous states in Alaska, Hawaii, Puerto Rico and Canada ONLY.)

**A.** If this product is found to be defective, PetNovations, Inc. will replace the defective product parts less freight and duty to the original owner (and with PROOF of PURCHASE if not bought through PetNovations). Such replacement services shall be rendered solely by PetNovations, Inc. If any defects should be found in this product, please call PetNovations Customer Support at toll free 1-888-735-3927. A new or re-manufactured part will be shipped directly to you and the outbound shipping and duty is your responsibility. Once you receive the replacement product, kindly box the defective product in the replacement box, with the prepaid return label and return to PetNovations, Inc. 1100 Schell Lane Suite 101/102 Phoenixville, PA 19460. **This warranty is void and the owner will be charged for the replacement part if the owner repairs or modifies the product in any way or does not return the part if requested.**

**B.** PetNovations, Inc. **is not liable for incidental or consequential damages of any nature.** There is no implied or express warranty of merchantability or fitness for particular purpose on this product. Some states do not allow the exclusion of incidental or consequential damages or limitation on how long an implied warranty lasts, so these limitation or exclusions may not apply to you. This warranty gives you specific legal rights and may also have other rights, which vary from state to state.

**EXCEPTIONS:** You are prohibited from using the software or the hardware comprising the CatGenie except as expressly intended by PetNovations, Inc. Any modifications of the CatGenie, including, for example, by using a device that resets the counter embedded on the CatGenie cartridges, is unauthorized and voids the warranty set forth above and exceeds the scope of the license granted to you by PetNovations, Inc. You will be solely responsible for any damaged, harm, or loss related to your misuse or unauthorized used of the CatGenie. Further, PetNovations, Inc. will seek full remuneration for any damage harm or loss incurred by PetNovations, Inc. related to your misuse or unauthorized use of the CatGenie. **If you have any questions concerning your product or warranty, call Customer Support toll free at 1-888-735-3927.**

# NOTES:

## **FCC NOTICE**

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 interferences in 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 once or more of the following measures:

1. Reorient or relate the receiving antenna.
2. Increase the separation between equipment and receiver
3. Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
4. Consult the dealer or an experienced radio/TV technician.

## **FCC WARNING**

Modifications not expressly approved by the manufacturer could void the user authority to operate the equipment under FCC rules.

## **USER CONDITIONS**

This device complies with Part 15 of the FCC rules. Operation is subjected 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 undesirable operation.

**CatGenie A.I. UPC #:**  
891329001874

## **Contact Information:**

PetNovations, Inc.  
1100 Schell Lane  
Suite 101/102  
Phoenixville, PA 19460  
Phone: 1-888-735-3927  
[www.CatGenie.com](http://www.CatGenie.com)

# NEED HELP?

## USE THESE RESOURCES:

### ACCLIMATION MANUAL

Included with your CatGenie unit, the Acclimation Manual contains detailed processes for helping your cat transition from their current litter to successfully using their CatGenie.

### SET UP MANUAL

Included with your CatGenie unit, the Set Up Manual contains instructions for how to assemble, set up, and begin running your CatGenie.

### ONLINE VIDEOS

Go to [youtube.com/CatGenieCatBox](https://youtube.com/CatGenieCatBox) for visuals on how to set up, clean, program, troubleshoot, and more.

### CUSTOMER SUPPORT

If none of the above helps, call CatGenie Customer Support at 1-888-735-3927 or email at [support@catgenie.com](mailto:support@catgenie.com). Our Customer Support Team is available M-F 9am-10pm EST and weekends 10am-7pm.\*

\*Please consult website for any schedule changes or updates