



PetivityTM
POWERED BY
 **PURINA**

SET UP &
USER GUIDE

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This monitor complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This monitor may not cause harmful interference, and (2) this monitor must accept an interference received, including interference that may cause undesired operation.



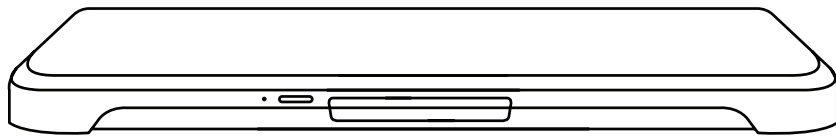
INTRODUCTION

Discover a new dimension of care.

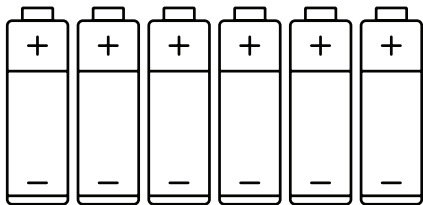
The Petivity™ Smart Litterbox Monitor is designed to bring you and your cat closer. The system transforms data about your cat's litterbox behavior into insights about their well-being so you can be proactive in their care. This guide will provide you with information and tips on set up, as well as important safety and warranty info. Welcome to Petivity.

! WARNING: DO NOT STAND ON MONITOR. The smart monitor is specially calibrated for cats. Standing on your monitor or placing anything heavier than 60 pounds on top of it may damage it.

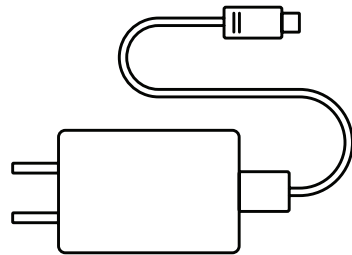
WHAT'S INCLUDED



(1) Monitor



(6) AA Batteries



(1) Power Cord

Note: Both batteries and a power cord are provided. Use whichever is most convenient to power your monitor.

WHAT YOU'LL NEED

In addition to what's included, you'll need:

- An iPhone or iPod Touch running iOS 13 or higher.
- A Wi-Fi connection. If your Wi-Fi is password protected, have your password handy.
- A Phillips head screwdriver.

INSTRUCTIONS

! WARNING: DO NOT STAND ON MONITOR. The smart monitor is specially calibrated for cats. Standing on your monitor or placing anything heavier than 60 pounds on top of it may damage it.



1. Install the App

Before powering on your monitor, download the Petivity mobile app, which will help guide you through the rest of the set up process.

Remember, you'll need to use an iPhone running iOS 13 or higher to complete installation.

2. Prepare for Set Up

Ensure that your phone is connected to your home Wi-Fi network and Bluetooth is enabled. You can do this in the "Settings" menu of your phone. Have your home Wi-Fi password handy.

3. Choose a Power Source

You have two options for powering your monitor. Use either the power cord or batteries provided, whichever is most convenient for the location of your monitor. (If your cat is a cord-chewer, we recommend using batteries.)

IF USING POWER CORD: Find the power jack on the bottom of your monitor. Plug the power cord in and run the cord through one of the provided channels.

IF USING BATTERIES: Find the battery cover on the bottom of your monitor. Using a Phillips head screwdriver, remove the two screws holding the cover in place. Insert batteries and replace cover.



If the blue light on the side of the monitor stops flashing before the app prompts you to sync your monitor, simply press the power button to re-initiate pairing mode.



4. Set Up Your Monitor and Profile in the App

Open the Petivity app and follow the set up instructions to complete your monitor set up and create an account for your cat, or cats.

After your monitor connects to Wi-Fi for the first time, it will automatically check for a software update. If there is an update available, you will see a green blinking light as your unit downloads the update. This may take 2-3 minutes, please keep the monitor powered on during the upgrade.

After the monitor upgrades you will see a blue flashing LED. At this point, your monitor is updated and ready for use.

MONITOR MAINTENANCE

Once your monitor is set up, there's some simple maintenance that can help it continue to accurately gather data and learn about your cat. Check for the following about every other week, or whenever you're changing the litter:

- If using the power cord, make sure there are no signs that it's being chewed by your cat or other pets. If you find any evidence of chewing, switch to battery power.
- To clean your smart monitor, vacuum excess litter around the base and between the litterbox and monitor. Wipe down with a moist cloth. Spray the cloth rather than the monitor with any cleaning products.
- Be sure your monitor and litterbox have a 1-inch clearance on all sides and are not touching walls, baseboards, furniture or other objects.

SUPPORT & TROUBLESHOOTING

If you have questions or need a hand with set up, we're here. Call 866-979-2477 or fill out the "Contact Us" form on the petivity.com Support page.

- If you're having trouble connecting to Wi-Fi, try using the **2.4 GHz band** on your router. (This should be an option on most home networks.)

- If you don't see a flashing blue light when prompted to pair your monitor with the app, simply press the button on the side of the monitor to re-initiate pairing mode.
- For best results and reliable data performance, make sure the monitor's feet are flush with the floor and are extended as far as possible while keeping the monitor level.
- Make sure your monitor and litterbox have 1 inch of clearance on all sides and are not touching walls, furniture or other objects.
- If you use a litter mat, make sure the mat is not in contact with the bottom of your monitor and that all four feet are on the mat.
- If you see a blinking red light on the side of your monitor, it is having trouble connecting to Wi-Fi. Please double check your password and make sure your Wi-Fi signal is strong.

Frequently Asked Questions

Visit petivity.com for a comprehensive list of FAQ.

1. *How should I clean my monitor?*

Wipe down with a moist cloth to clean the monitor. Spray the cloth rather than the monitor with any cleaning products if using spray cleaning products.

2. *What should I do if my monitor won't connect to Wi-Fi?*

Double check that the monitor has power; check that the router and network are working properly using another mobile device or computer. If you are installing the monitor in a location far from your Wi-Fi router, check to see that you have a Wi-Fi connection on your phone at the monitor location. Repeat Wi-Fi connection process above. If this does not resolve the issue, contact technical support.

3. *I changed the name or password of my home Wi-Fi network. How do I reconnect my monitor?*

If you've changed the name of or password to your Wi-Fi network, you will need to reconnect your monitor in the "Monitors" tab within the Petivity app.

4. *I saw my monitor LED flash green after I put batteries in my monitor. What does this mean?*

A green light means that a software update has been downloaded and is ready to install. The system will automatically install the update. Once the flashing stops you are ready to use the monitor. Please leave the monitor powered on while the software update is in process. Updates generally take 2-3 minutes.

SAFETY INFORMATION

PRECAUTIONS AND GUIDELINES FOR SAFETY AND BEST RESULTS

If at any time you encounter any malfunction, overheating or other issue with a monitor, please immediately cease using the monitor, turn it off (if safely able to do so) and contact our Customer Support team by calling 866-979-2477 or filling out the "Contact Us" form on the petivity.com Support page.

Keep these Precautions and Guidelines in an accessible location for future reference, if needed.

Battery Information

- Please use alkaline AA batteries only. Do not use rechargeable or lithium or other non-Alkaline batteries. Do not mix old and new batteries or batteries from different brands. Dispose of batteries in accordance with local guidelines.
- Please monitor condition of batteries and remove/replace if showing signs of decay or corrosion.
- Please follow the directions to ensure proper installation of battery door & screws. If not properly installed, battery compartment screws or door can pop out if dropped or damaged. Batteries and screws can become a choking hazard to animals and children. If battery compartment door is lost, misplaced or damaged, contact our Customer Support team by calling 866-979-2477 or filling out the "Contact Us" form on the petivity.com Support page.

Power Cord

- In addition to 6 AA batteries, the monitor can also be powered with the enclosed power cord. Please note that any use of a power cord carries risks such as cats or other animals chewing cables or equipment, electrical shock, and tripping hazards. If you're using the power cord to power the monitor, check for any evidence that your cat or other pets have been chewing on the cord. If you see any evidence of chewing, we recommend switching to battery power.
- If using the power cord, please avoid high traffic areas to prevent tripping.
- If at any time you encounter any malfunction, overheating or other issue with the monitor, please immediately cease using the monitor and turn it off (if safely able to do so).
- Please do not use other power cords with Petivity except for the one provided. If you have issues or need a replacement, please contact our Customer Support team by calling 866-979-2477 or filling out the "Contact Us" form on the [petivity.com](https://www.petivity.com) Support page.

Restrictions

- The monitor is designed to support a total weight of up to 60 pounds. Do not stand on the monitor or allow a weight of greater than 60 pounds to rest on top of the monitor.
- Do not attempt to weigh your cat by placing it directly on the monitor. Weight will be accurately calculated when monitor is correctly set up under the litterbox.

Monitor Placement

- The monitor works best in an indoor, climate-controlled environment. Do not use the monitor outdoors or in areas with high humidity, high heat, or direct sunlight. Where possible, avoid placing the unit on a surface that receives continuous sunlight.
- When placing the monitor in your home, ensure it is at least 1 inch away from all walls or other obstacles. Failure to provide adequate clearance may cause interference with data or readings. Placing

the monitor next to high vibration items like a washer or dryer or in high traffic areas may affect the performance of the monitor.

- Avoid using litterboxes larger than 21 by 16 inches. Using a large box may cause the box to slip off the monitor when the cat is near or on the edge of the box.
- The monitor is designed to function best on a smooth, level, hard surface. If using a mat or placing the monitor on carpeting, extend the adjustable feet to ensure the monitor is not touching the carpet, mat or other flooring surface. Uneven monitors may cause a disruption in data.
- Do not remove the monitor feet (or disassemble any other parts of the monitor). Doing so increases the risk of losing or damaging parts and may create choking hazards for small children and pets.

Broken Monitor

- If the monitor is dropped or broken, please use caution as there could be potential sharp edges that could cause harm to animals or users. If small pieces break off, they can create a choking hazard or cause physical damage to animals or children. Dropping a monitor may cause a disruption in data.

Cleaning

- To clean the monitor, wipe it down with a moist cloth. If using any cleaning products, please spray the cloth rather than the monitor.
- Do not submerge the monitor in water or other liquids.
- Do not hose down or spray liquid at the monitor as this may cause liquid to enter the monitor and damage the electronics.
- The materials in these monitors have not been thoroughly evaluated for chemical resistance across the full range of cleaning products and disinfection agents. Cosmetic damage may occur to the surfaces over time if monitor is repeatedly wiped down with cleaning or disinfecting products.

SATISFACTION GUARANTEE & RETURNS

Petivity Satisfaction Guarantee

Petivity products come with a 90-day satisfaction guarantee. If you are not satisfied with your purchase, you can return your Petivity Smart Litterbox Monitor undamaged within 90 days of purchase for a full refund.

To Qualify for a Refund:

A Return Merchandise Authorization (RMA) must be requested from our Support Team within 90 days of your purchase date. Contact our Customer Support team by calling 866-979-2477 or filling out the “Contact Us” form on the petivity.com Support page. We will provide you with a shipping box and pre-paid shipping label to use for your return.

- Returned product(s) must be in good physical condition (not physically broken or damaged).
- All accessories originally included with your purchase must be included with your return.
- Your purchase price, excluding tax, will be refunded through the original payment method.
- You shall assume all risk of loss or damage to the product while in transit to Petivity's return center. Petivity will not be responsible for any packages lost in transit to the return center.
- If you return the product without obtaining a return label from the Customer Support Team, or if you are unable to provide a return label tracking number or proof of return (if you processed the return yourself), Petivity retains the right to refuse delivery of the return or provide a refund.

If you have a specific question about any product returns, contact our Customer Support team by calling 866-979-2477 or filling out the “Contact Us” form on the petivity.com Support page.

1-Year Limited Warranty

This limited warranty contains important information about your rights and obligations, as well as limitations and exclusions that may apply to you.

Petivity is a high-quality product and, with proper care, is intended to provide years of satisfactory performance. Your Petivity product comes with a 1-year limited warranty. Our warranty is limited to the terms set out below.

- Petivity warrants that your monitor will be free of defects in materials or workmanship under normal proper use for one year from the date the monitor is activated. If a hardware defect arises and a valid claim is received within the warranty period, Petivity will replace the product with a new product.
- If a replacement smart monitor is sent, it will carry a non-transferrable warranty for the remainder of the original warranty period.
- This limited warranty ONLY applies to products purchased from authorized seller(s). Products purchased from unauthorized resellers are NOT subject to the limited warranty. Proof of purchase (or trackable order ID) is required for warranty service.
- This limited warranty shall not extend to anyone other than the original purchaser of this product, is non-transferable and states the exclusive right of the purchaser to remedy.
- Petivity may request you replace defective parts with new or refurbished user-installable parts (e.g., power cord, battery cover) that Petivity provides in fulfillment of its warranty. A replacement product or part, including a user-installable part that has been installed by instructions provided by Petivity, assumes the remaining warranty of the original product or ninety (90) days from the date of replacement or repair, whichever provides longer coverage for you. When a product or part is exchanged, any replacement item becomes your property, and the replaced item becomes Petivity property.
- Parts provided by Petivity in fulfillment of its warranty obligation must be used in products for which the warranty service is claimed.

For Petivity to provide you the limited warranty coverage, we will ask you to return the defective product for assessment should it need to be replaced.

- Please do not return your Petivity monitor without first speaking to our Petivity Customer Service team to obtain a Return Merchandise Authorization (RMA) number.

- To obtain warranty service under the limited warranty, you must deliver the product in packaging provided to you or in packaging providing an equal degree of protection to an address specified by Petivity.
- Petivity may require you furnish proof of purchase from the official and authorized seller(s) and additional details.
- Petivity will cover the return shipping cost for authorized returns within the limited warranty that may result in replacement. The purchaser may be responsible for the costs of shipping the product to our return center if the origin address is not of the same country as the order delivery address. Our Petivity Customer Support team will provide the nearest return center address near or within the region.
- Our Petivity Customer Support team will contact any customer for returned packages that include: excessive aesthetic damages previously not mentioned, an incorrect product, or empty shipments.
- Customers will not be able to request more than one replacement within warranty until the prior replacement has been shipped back. Refusal to return a product for a replacement after a new product has been delivered may result in having the original product disabled.

Exclusions and Limitations

Software distributed by Petivity with or without the Petivity brand name (including, but not limited to system software) is not covered under this Limited Warranty. Petivity does not warrant that the operation of the product will be uninterrupted or error-free. Petivity is not responsible for damage arising from failure to follow instructions relating to the product's use. This warranty does not apply:

- to damage caused by accident, abuse, misuse, flood, fire, earthquake, or other external causes;
- to damage caused by operating the product outside the permitted or intended uses described by Petivity;
- to damage caused by service (including upgrades and expansions)

performed by anyone who is not a representative of Petivity;

- to a product or part that has been modified to alter functionality or capability without the written permission of Petivity;
- to consumable and mechanical platform parts unless damage has occurred due to a defect in materials or workmanship;
- to cosmetic damage, including but not limited to scratches, dents, and broken plastic on ports;
- to monitors that were purchased with unauthorized resellers. Petivity's limited warranty ONLY applies to products purchased from authorized sellers.

