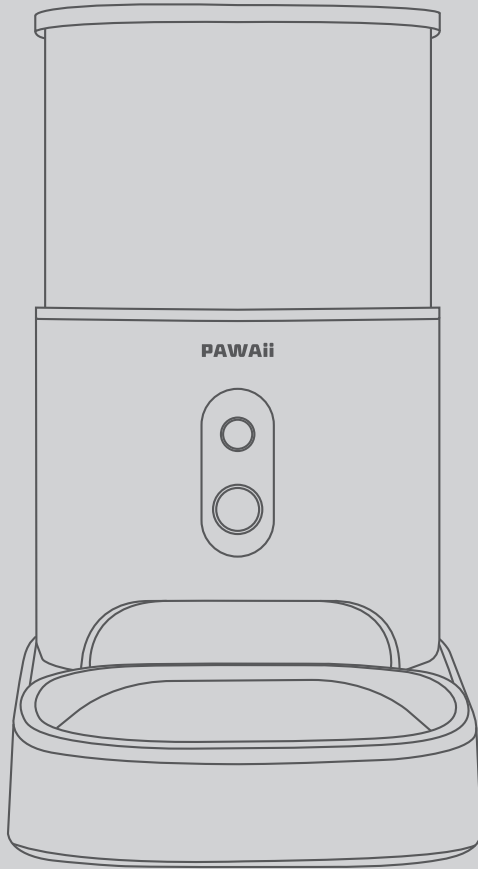





**PAWaii**

# Smart Pet Feeder



## Instruction Manual

Please keep this manual safe for future reference.

 +1(833)810-3600 (U.S.)  [support@pawaii.com](mailto:support@pawaii.com)

( If there is any problem during use, please contact our customer service for help instantly. )

## Safety Instructions

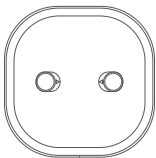
- Please set and use this feeder based on the instruction manual.
- The feeder is not recommended for pets under 3 months.
- The feeder is intended for indoor use only. DO NOT expose it to direct sunlight, open flames, heat or wet environments, as this may affect its normal functions.
- Please place it on a horizontal plane. DO NOT place it on a slant in case of toppling and shaking.
- It is recommended to use the included power adapter only, otherwise, this may damage the feeder or pose safety risks.
- DO NOT turn it over, otherwise, it may not function properly.
- DO NOT place foreign materials, except dry pet food, in the food barrel, otherwise, it may not work properly and even endanger pet's safety.
- DO NOT place the feeder in a high place in case of falling, which may injure your pet or damage your property.
- If the feeder is not in use, be sure to remove batteries, disconnect the power adapter, clean and wipe it.
- If you must go out, please check batteries in the battery compartment to ensure adequate power (Please note that it only supports 3D batteries.). Please turn off the power before moving it.
- Keep out of reach of children. Minors may operate the feeder with adult supervision.
- Different types of batteries or new and used batteries are not to be mixed.
- Batteries are to be inserted with the correct polarity.
- Exhausted batteries are to be removed from the appliance and safely disposed of.
- If the appliance is to be stored unused for a long period, the batteries should be removed.
- The supply terminals are not to be short-circuited.
- If there is any problem during use, please contact our customer service +1(833) 810-3600 (U.S.) for help.

## Specifications

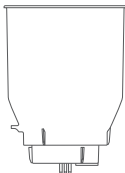
Product Name	PAWAii Smart Pet Feeder
Model	PAF01W-R
Item Dimensions	12.6*7*13.6 inches/319*179*345 mm
Capacity	3L
Item Weight	4.2 lb/1.9 kg
Nominal Input	5V --- 2A
Power Rating	6W
Product Materials	ABS, HIPS, SUS 304 Stainless Steel, etc.
Recommended Pets	Cats and Small Dog Breeds

## Parts List

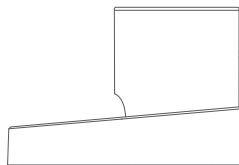
\* No D batteries included, please purchase them yourself.



Lid Assembly \*1



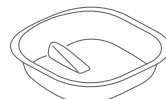
Food Barrel \*1



Main Unit \*1



Power Adapter \*1

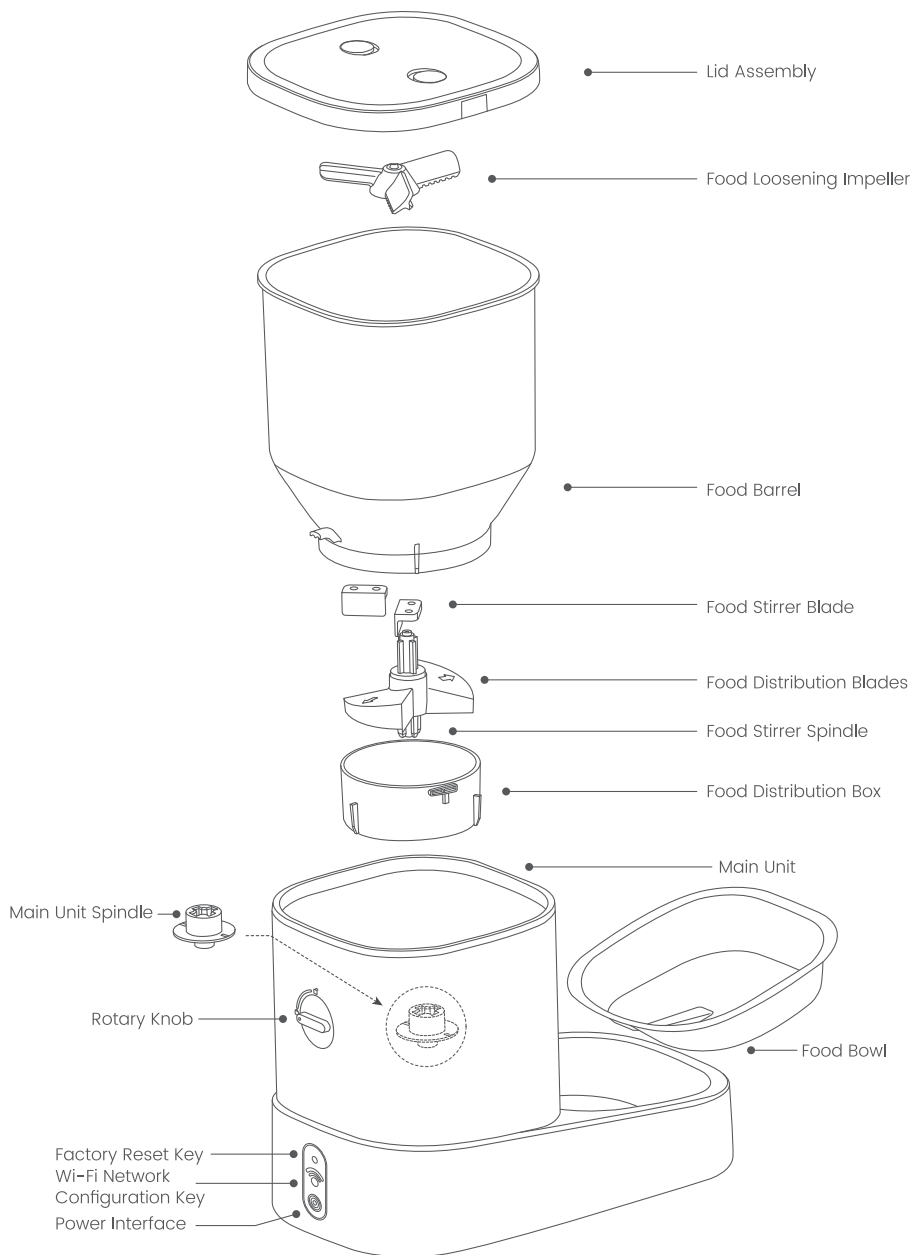


Food Bowl \*1



Desiccant \*1

# Product Illustration

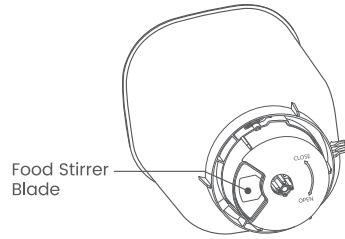
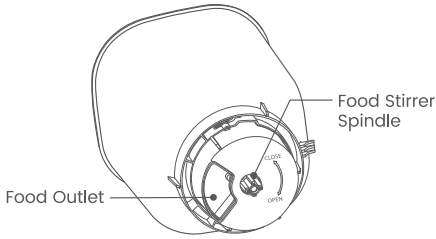


## Installation Instructions

⚠ **Note:** DO NOT put food in the food barrel before or during installation.

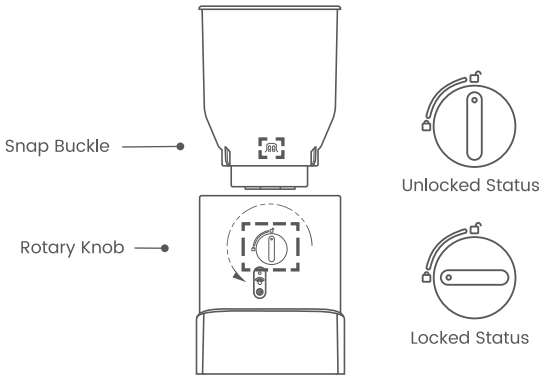
### 1. Assembly of the main unit

- Place the main unit on a horizontal plane.
- **Alignment.** Rotate the food stirrer spindle until the food stirrer blade completely covers the notch of the food distribution box.



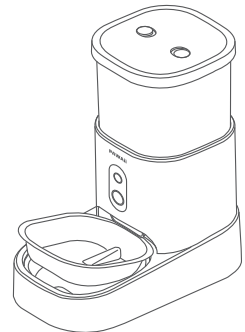
- **Locking the food barrel.** Align the snap buckle side of the food barrel with the rotary knob side of the main unit, vertically push it in place for installation, and then rotate the rotary knob by 90° counterclockwise to lock the food barrel.

⚠ **Note:** During installation, make sure there is no food in the barrel or the main unit.



### • Assembly of the food bowl:

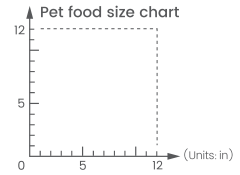
Insert the food bowl at a slant below the food outlet, then level it out and assemble it to the main unit. (Figure 1)



## 2. Opening the lid to add pet food

- Add dry pet food.

It is recommended to use dry pet food smaller than 12 mm.  
Here is the pet food size chart.



- **Assembly and replacement of a desiccant packet.** Tear off a transparent bag packaging the desiccant packet, and put the desiccant packet in a clamping groove in the top of the food barrel lid. (Figure 1)

**⚠ Note:** It is recommended to replace the desiccant packet once every month.

- **Installation of the food barrel lid.** Hold the lid opening parts with two fingers, press the lid opening parts inwards as shown in the figure, and simultaneously push it downwards on the food barrel. (Figure 2)

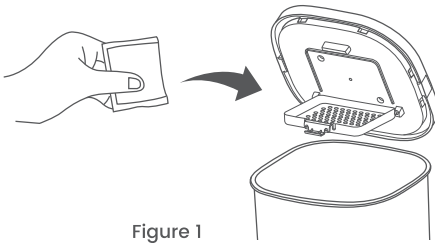


Figure 1

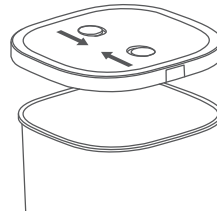


Figure 2

## 3. Power on

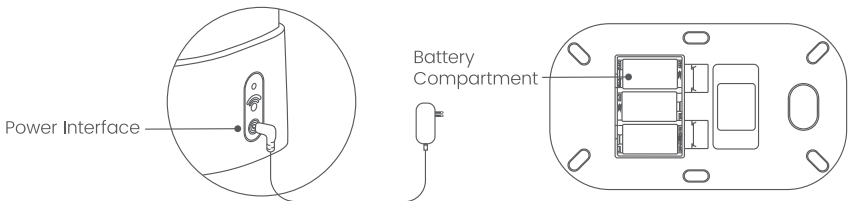
- Plug the power adapter into the power interface on the rear side of the main unit, and connect it to power.

**⚠ Note:**

- If you require dry batteries to provide power or serve as standby power, please purchase 3D batteries separately and place them in the battery compartment at the bottom of the main unit.

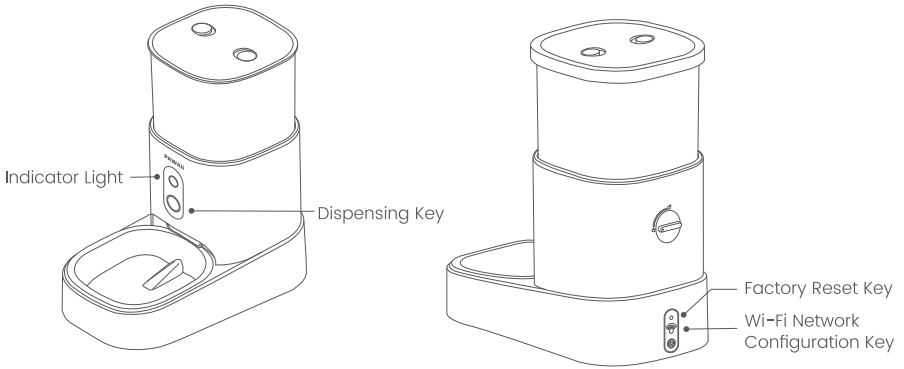
(\* You must purchase the dry batteries yourself; if you do not have this demand, skip this step.)

- If there is no pet food in the feeder, the error code E-01 will be displayed after powering on, and you only need to put enough pet food in it.



**⚠ Note:** To ensure the accuracy of the weighing data, please do not place the device on soft ground.

## Key & Indicator Instructions



- **Dispensing Key:** Press and hold the key for a second to manually dispense one portion of pet food after a beep sound.
- **Wi-Fi Network Configuration Key:** Press and hold the key for three seconds to initiate network configuration. This is indicated by a fast flashing white indicator light.
- **Factory Reset Key:** Press and hold the key for three seconds to do a factory reset. The system completes the factory data reset after a beep sound. (Note: You may need tools to activate the key.)
- **Indicator Light Instructions:**

Indicator Status	Device Status
White Light Always On	The device has completed network configuration.
White Light Flashes Slowly	The device is offline or cannot complete network configuration.
White Light Flashes Fast	The device is waiting for network configuration.
Yellow Light Always On	Reminder for food shortage. Please add enough pet food as soon as possible.
Red Light Flashes	Reminder for low battery. Please replace the low battery promptly.
Red Light Always On	<ul style="list-style-type: none"> <li>• Clogging of the dispensing outlet. Please clean the outlet as soon as possible.</li> <li>• Other dispensing failures. Please clean the dispensing channel or contact the customer service team.</li> </ul>

## APP Connection

- Please scan the QR code to download and install the "PAWAii" APP.
- After successfully downloading the APP, turn on the device. Ensure your mobile phone's Wi-Fi and Bluetooth are on, then open the "PAWAii" app. Click the "+" icon on the homepage to add your device.
- Make sure the white indicator light is flashing rapidly, and enter your Wi-Fi password according to the instructions of APP. Please note that you can only configure your phone under the 2.4GHz Wi-Fi connection.
  - After completing the network configuration, the white indicator light will stop flashing and stay on. This indicates that the device is connected to the network and allows remote control.
  - For already-configured devices, it is important to note that the device will not connect if you've changed the details of your Wi-Fi. You will require a new round of network configuration in this case. To do this, hold the key for 3 seconds to enter the network configuration system.



### ! Note:

- You can only configure your device under the 2.4GHz Wi-Fi connection. Please confirm that your router operates in the 2.4GHz band if you experience difficulties connecting.
- The network needs to be configured in five minutes and the timeout requires an extra three-second holding on the Wi-Fi configuration key to get ready for network configuration. The white indicator light flashes rapidly during the process.
- You may experience occasional short delays during data transmission after completing the network configuration. This is normal and usually due to the strength of your network.

## Food Residue Calibration

- Empty out all the residual food in the food bowl.
- Clean the seams around the base of the food bowl, ensuring there is no food or debris, and replace the bowl on the base.

**! Note:** Please place the feeder on hard, leveled ground and away from other objects.

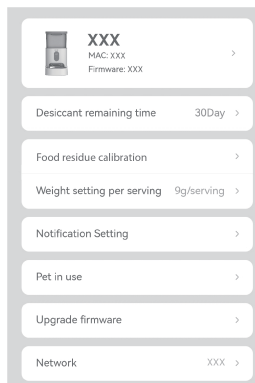
- Open the APP, enter the setup interface, and click "Food Residue Calibration". The APP will prompt "Food Residue Calibration Completed" when finished, and the food residue data in the bowl will change to "0".

### ! Note:

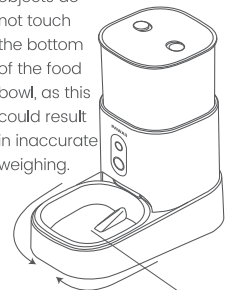
1. Changes in temperature, humidity, and vibration during use and transport will somewhat affect the accuracy of the weighing data. Thus, Food Residue Calibration is recommended in the following cases:

- After setting up the network and completing normal operations for the first time.
- After cleaning the food bowl every time.
- If the weighing data on the APP displays "9999" or a specific number after emptying the food bowl.

2. There will be a delay in reporting data after a round of feeding is completed, to ensure the accuracy of the weighing.



Ensure objects do not touch the bottom of the food bowl, as this could result in inaccurate weighing.

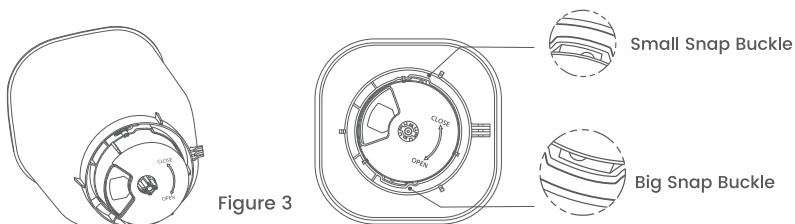


Stainless-steel Food Bowl

\* The APP will be updated from time to time, and the interface may change based on the actual situation.

## Cleaning and Maintenance

- Please clean the stainless-steel food bowl and the food barrel regularly. Please keep in mind that only the stainless-steel food bowl can be washed in a dishwasher.
- Before cleaning the food barrel, please rotate the food distribution box for dismounting and installation in the arrow indicated direction, and then remove the food stirrer spindle with a screwdriver. Wipe away any water or air-dry it before reassembling. (Figure 3)



**Note:** There is a difference between snap buckles on the two sides of the food distribution box: put the snap buckles in the corresponding grooves in the food barrel during installation.

- The lid assembly cannot be washed. If it needs to be cleaned, use a wet rag with a little water or a wet tissue and dry it before using.
- Please inspect the condition of the power adapter's wire harness. If it is damaged due to folding, breakage, or a pet bite, please stop using it immediately and contact our customer service for assistance.
- Please replace the desiccant on a regular basis, preferably once a month.

## Common Issues and Solutions

### 1. Network Configuration Failure/Timeout.

- The Wi-Fi password you entered is invalid.
- A 5G network is connected to your device. (The general router releases the network in 2 bands, 2.4G and 5G. Check the Wi-Fi name for the 5G icon. Enter the router's setup interface to confirm that the device is connected to a 2.4GHz network and not 5GHz.)
- If the power adapter is not plugged in or the power cord is damaged, check the indicator light for troubleshooting.
- The device is not ready for network configuration. Press and hold the Wi-Fi network configuration key for three seconds to initiate the network configuration process. The white indicator light flashes rapidly; you can then start the network connection process on the APP.
- Ensure you follow the network configuration process, while keeping the device close to the router.

### 2. Device Goes Offline (The device is disconnected from the router.).

- The device's power supply is interrupted, and the battery has run out under the battery-operated mode. In this case, kindly recharge it in time.
- Network outage occurs at home (possibly due to network provider failure, etc.). When this happens, the device remains operational, but the latest status and data of the device will not be accessible from the APP. Restart the router and the device will return to normal use after network recovery.
- If the issues still fail to solve by above operations, please feel free to contact our customer service hotline at +1(833)810-3600 (U.S.). You can also send an email to support@pawaii.com.



### **3. Food Barrel Installation Failure.**

- Confirm that the food stirrer blade is in place and rotates properly. To confirm, rotate the food stirrer spindle until the food stirrer blade completely covers the notch of the food distribution box.
- Make sure that the main unit spindle is in place and rotates properly. Press and hold the dispensing key for manual dispensing. This makes the main unit spindle rotate. Then install the food barrel after confirming that the food stirrer blade rotates properly.

### **4. Food Dispensing Failure.**

- Check to see if the feeding schedule is set in the APP and make sure that the "Automatic feeding schedule" is activated.
- Check if the device's indicator light is on. (If off, make sure that the power supply is well connected. If under battery-operated mode, check the dry battery power condition.)
- Ensure that there is sufficient pet food in the feeder. (If the yellow indicator light is on, it means there is insufficient food. You should add sufficient pet food immediately in this case.)
- Check if pet food is stuck somewhere in the feeder. (If the red indicator light is on, it may mean that the device is stuck. In that case, empty the pet food in the food barrel and the dispensing channel.)
- The APP fails to control the dispensing process. In this case, check if the white indicator light is on. If it flashes slowly, it means the device is disconnected from network. (Hold the Wi-Fi network configuration key for three seconds to reconnect the device, while the white indicator light flashes rapidly.)

### **5. When the red indicator light is on, you can use the following methods to troubleshoot or resolve the situation.**

- Check if there's food stacking. If there is, please clean up the food dispensing outlet quickly and set a reasonable feeding schedule. If food stacking happens too frequently, it is recommended to update the feeding schedule in line with your pet's consumption.
- Check if there's food clogging. Open the lid, empty the pet food in the dispensing outlet and channel, and then reassemble it. Press the dispensing key manually. This should resolve the issue and restore the device to normal dispensing.
- If the issues still fail to solve by above operations, please feel free to contact our customer service hotline at +1(833)810-3600 (U.S.). You can also send an email to support@pawaii.com.

### **6. Food Residue Calibration**

- Please do the calibration procedure for the residual food in any of the following situations:
  - After setting up the network and completing normal operations for the first time.
  - After cleaning the food bowl every time.
  - If the weighing data on the APP displays "9999" or a specific number after emptying the food bowl.
- Before Calibration, please empty out all the residual food in the food bowl, clean the seams around the base of the food bowl, ensuring there is no food or debris, and replace the bowl on the base. Open the APP, enter the setup interface, and click "Food Residue Calibration". The APP will prompt "Food Residue Calibration Completed" when finished, and the food residue data in the bowl will change to "0".

## Limited Product Warranty

At Pawaii, we are proud to offer our customers a wide array of high-quality products. We offer a 30-day money-back return guarantee, a 1-year manufacturer warranty, and lifetime tech support for all our products from the date the product is received. During the warranty period, we will replace or repair any part deemed defective, as long as the product has not been subjected to tampering, alteration, lack of regular maintenance or improper use after delivery. The cost of repair or replacement under those excluded circumstances shall be borne by the consumer.

### One Year Non-Transferrable Limited Warranty

What is covered: Pawaii Inc. warrants to the original retail purchaser, and not any other purchaser or subsequent owner, that its Product, when subject to normal and proper residential use, will be free from defects in material or workmanship for a period of one (1) year from the purchase date. An "original retail consumer purchaser" is a person or entity who originally purchases the Product, or a gift recipient of a new Product that is unopened and in its original packaging. When serviced by Pawaii Inc. Customer Service, Pawaii Inc. covers labor and parts for one year of ownership; after the first year, a service or upgrade charge will apply relative to replacement of the Product with new or refurbished items at Pawaii Inc. sole discretion.

The limited warranty is non-transferrable and shall automatically terminate if the original retail consumer purchaser resells the Pawaii Inc. Product or transfers the property on which the Pawaii Inc. Product is installed.

**Non-Covered Defects:** This Limited Warranty excludes accidental damage due to dog chews; lightning damage; or neglect, alteration, and misuse.

Please note that Pawaii Inc. does not provide refunds, replacements, or upgrades for change of mind, or for any other reason outside of these Warranty terms.

## Return & Repair

We accept returns within the return window if you are not satisfied with your product. In order to fulfill the warranty requirement, please contact us by phone at +1(833)810-3600 (U.S.), by email at support@pawai.com, providing your name, order number, phone number, a description of the product involved, and an explanation of the defect, and we will be more than happy to assist you.



 **Warning:**

- This appliance can be used by children aged from 8 years and above and 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.
- Children shall not play with the appliance.
- Cleaning and user maintenance shall not be made by children without supervision.
- The appliance is only to be used with the unit provided.
- If the supply cord is damaged, it must be replaced by the manufacturer or its service agent or a similarly qualified person in order to avoid a hazard.
- The system is for household use only and is not intended for commercial use. The product must be used according to the terms of the instruction manual.
- The appliance must not be immersed.
- The new hose-sets supplied with the appliance are to be used and that old hose-sets should not be reused.



This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.



**Pawaii Inc.**

E-mail: [support@pawaii.com](mailto:support@pawaii.com)

Tel: +1(833)810-3600(U.S.)

Address: 251 Little Falls Drive, City of Wilmington,  
County of New Castle, DE 19808

Made in China V003



Please scan the QR code above to  
download & install the PAWAii App.