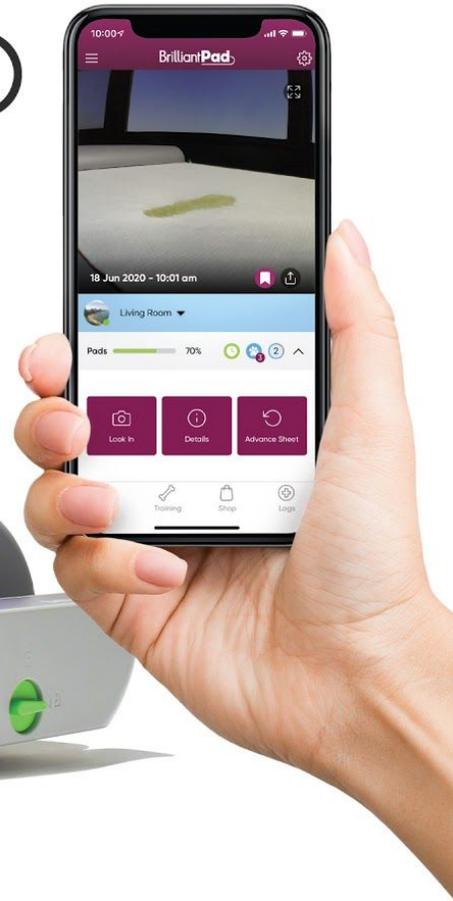


# BrilliantPad<sup>®</sup>

## SMART+

### Instruction Manual



1. Watch video instructions to see how to setup machine at **BrilliantPad.com/Start**
2. Download “**BrilliantPad Smart**” app from your favorite app store and review tutorials at **BrilliantPad.com/App**



3. Watch all training videos at **BrilliantPad.com/Training**

**Please read entire Instruction Manual and watch all training videos before use.**

## IMPORTANT SAFEGUARDS

**Read this Instruction Manual carefully and watch all BrilliantPad® videos completely before setting up and using the BrilliantPad System.**

- Do not let small children play with or near the BrilliantPad system. Close supervision is always necessary when used near children.
- Avoid contact with moving parts.
- Remove all packaging before connecting the power cord. Do not plug in where people or animals may walk or trip on the power cord. Do not allow anything to rest on the power cord. Do not operate with a damaged power cord or if system malfunctions or is damaged in any manner.
- Before cleaning, unplug system and remove Control Module. Do not immerse the Control Module in water. To protect against electric shock, do not place cord, plug or module in water or other liquids.
- Do not place the system on an unsteady surface. Do not use a system for other than intended use.
- Do not use outdoors. System is designed for indoor use only.
- Exercise caution if you are pregnant or have an immune deficiency; and do not touch animal waste or handle soiled pad rolls at any time.
- Use only products made by Brilliant Pet 2 LLC with BrilliantPad.
- Do not use accessories or attachments that are not recommended by the manufacturer as they may cause fire, electric shock, injury or malfunction and reduce the benefits of your warranty.
- Check indicator light periodically and ensure there is fresh paper.

## BRILLIANT PAD SMART RESOURCES

Video instructions on how to setup your machine  
are at **BrilliantPad.com/Start**

Download “**BrilliantPad Smart**” from your favorite app store  
and watch the videos at **BrilliantPad.com/App**



***Update firmware after setup to enable all features!***

**All dogs require some training to adopt new behavior.**  
Training is a small investment with a big payoff — a cleaner,  
healthier and happier home. For best results, watch all  
of our training videos at **BrilliantPad.com/Training**

If you have any questions VISIT **BrilliantPad.com/Help**  
EMAIL **help@brilliantpad.com** or CALL **(312) 348-7915**

## MACHINE SETUP INSTRUCTIONS

Watch video instructions on how to setup machine  
at [BrilliantPad.com/Start](https://BrilliantPad.com/Start)

- **Lay out all the parts:** base, covers for supply and waste chambers, control module, power supply, pad roll, take-up rod and caps (2).
- **Connect the covers to the base** by pressing the clips on the covers onto the bars on the base.
- **Insert the power cord to the power jack on the control module and install the control module on the base.**
  - **TIP:** *Ensure the green latch is pointing up towards 12 o'clock when installing the control module. Then rotate the latch clockwise to the 3 o'clock position to lock in place.*
- **Tuck the power cord into the cleats** under the base. Ensure that animals and children are unable to access the power cord.
- **Press both caps onto the rod and then put into the base.**
- **Put the pad roll into the supply cradle** and pull the paper over the platform. Ensure the absorbent white surface is facing up and the blue/green film with black marks is facing down.
- **Thread the paper into the clips.**
  - **TIP:** *Extend the paper four to six inches beyond the take-up rod before threading into the clips on top of the take-up rod.*
- **Press and hold the Pad Advance button on the Control Module.** Let the rod turn several rotations to ensure the paper is securely installed. Then release the Pad Advance button to stop the motor.
- **Close covers and rotate the green latches** to lock the covers.

If you have any questions VISIT [BrilliantPad.com/Help](https://BrilliantPad.com/Help)  
EMAIL [help@brilliantpad.com](mailto:help@brilliantpad.com) or CALL (312) 348-7915

## APP DOWNLOAD & SETUP INSTRUCTIONS

**Ensure your BrilliantPad machine is set up before continuing!**

Download “BrilliantPad SMART” from your favorite app store and watch the videos at [BrilliantPad.com/App](https://BrilliantPad.com/App)



Open the BrilliantPad app and sign in:

- **If you already have a BrilliantPad account**, enter the email address and password used for shopping on BrilliantPad.com.
- **Otherwise**, tap CREATE ACCOUNT and follow the prompts.

Connect your BrilliantPad machine:

- Tap the ( + ) **plus** in the app to connect your BrilliantPad machine to your app and account. Then follow the instructions in the app.

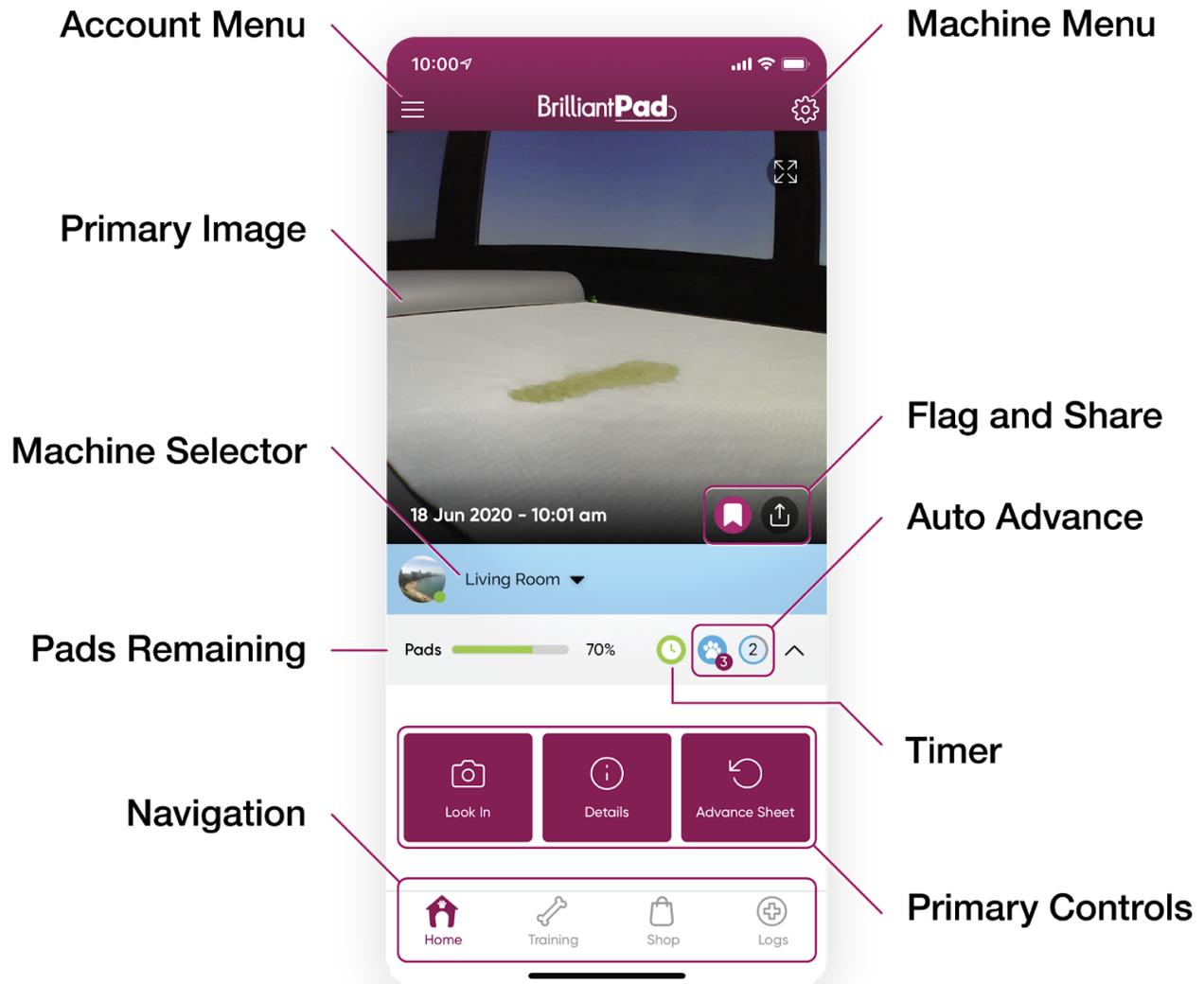
***The BrilliantPad app will guide you through the rest of the process.***

**Important Tips:**

- Ensure your phone is connected to your home WiFi network during the setup process and that network is a 2.4 GHz network.
- After the BrilliantPad machine is connected, you can switch your phone back to any network you choose, including 5.0 GHz WiFi networks and cellular data networks.
- If you have trouble with the pairing process:
  - *Try again!*
  - *Unplug module, wait a few seconds and plug back in.*
  - *Hard close and reopen the app.*
  - *Try pairing again.*
- **Check for firmware updates and update the firmware before using.**

# BRILLIANT PAD APP OVERVIEW

To learn how to use the BrilliantPad Smart App, watch tutorials at [BrilliantPad.com/App](https://BrilliantPad.com/App)



Access **Firmware** via the Machine Menu and **check for updates** after setting up the machine. Install the latest firmware to enjoy all features and functionality.

## TRAINING IS ESSENTIAL!

To achieve success with BrilliantPad, please watch all of our training videos and complete the recommended training.

Transitioning from regular pads to using BrilliantPad is straightforward, and training a newborn puppy to use BrilliantPad is no harder than training a puppy to use traditional puppy pads!



However, all dogs require some training to adopt new behavior!

Training is a small investment with a big payoff — a cleaner, healthier and happier home. To ensure success with BrilliantPad, visit our training center [BrilliantPad.com/Training](https://BrilliantPad.com/Training)

Watch all of these videos to help your dog become a BrilliantPad dog!

- ✓ Training Best Practices
- ✓ Tips for Nervous Dogs
- ✓ Confinement Training for Puppies
- ✓ Transition from Regular Pads
- ✓ Transition from Grass Patches
- ✓ Adult Outdoor Dogs
- ✓ Tips and Troubleshooting

BrilliantPad will let you spend less time cleaning and more time loving so no mess comes between you and your dog!

## APP MENUS & EXTRA FEATURES

### Use the Account Menu to:

- Access your BrilliantPad account
- Manage Auto-Delivery service for replacement pad rolls
- Redeem **Rewards Points**
- Share your personalized referral code
- Create Pet Profiles for each pup using BrilliantPad
- Monitor your “Rolls at Home” and auto-replenishment settings.

**The Machine Menu provides access to auto advance settings, machine settings and firmware updates. Only change Machine Settings if directed by BrilliantPad customer service.**

- **Device Name:** Name given to the user’s BrilliantPad machine and is displayed in the center of the home screen.
- **Roll Length and Machine Size:** Set both to standard.
- **Alerts:** We recommend leaving all alerts turned on.
- **Picture Size and Compression:** Set to 1024x768 and 20.
- **Exit Delay:** Defines how long the system waits until a photo is taken after the animal steps off BrilliantPad. Adjusting the Exit Delay can impact pad usage when Auto Advance is active.
  - If the dog returns to BrilliantPad before the Exit Delay is complete, the return visit is considered part of the initial visit. If the dog returns after the Exit Delay, the return visit will be counted as a new visit.
  - **TIP:** Use longer exit delays for dogs that return to the machine often after going potty. Use shorter exit delays with dogs that are “all business” and don’t play on the machine.

## ADVANCED SETTINGS CONTINUED

- **Persistent Detection:** Typically triggers when the system is picking up furniture, a wall or some other object. This may also mean there is something on the platform, like a toy or an article of clothing.
  - **NOTE: Auto Advance Modes** or **Advance Sheet** commands will not work properly during Persistent Detection Alert errors. If you receive this error, check the BrilliantPad platform, clear obstructions and reposition the machine as necessary.
- **Time Zone:** Timers are triggered according to the Time Zone of the machine. If you travel to another time zone, timers will still activate according to the home time zone. The Time Zone is set automatically during the device setup process.
- **Pads Remaining.** The machine detects when the pad roll is replaced the first time the pad is advanced after a roll replacement. Reset the Pads Remaining value if starting with a partial roll.

## IMPROVING PET HEALTH WITH BRILLIANT PAD

**BrilliantPad is the foundation of a robust digital platform that aims to help dogs live healthier and longer lives.**

We believe that *early awareness* combined with *proactive veterinary care* can increase early detection of potentially serious health issues — and in some cases, prevent them from becoming complex problems.

**BrilliantPad aims to help pet parents focus on promoting better pet health by monitoring potty frequency, activity and behavior.**

**The Health Log provides a photo journal for veterinary review.** When you see something unusual, like an abnormal amount of waste, soft stool or irregular color, share and review the image with your vet.

**The Health Log can help answer the question, “When did this begin?”**

## USING THE HEALTH LOG

Here are suggestions for using the Health Log effectively:

- **Scroll up and down** to see the events of the day.
- **Tap on an event** to see the photo and details, tags and notes.
- **Tag what you see in each image to make it easier to sort and filter your log – and to help us make BrilliantPad smarter!** We aim to develop new features in the future with animal behaviorists, machine-learning and artificial intelligence. The more pictures you tag the sooner we can enhance BrilliantPad's capabilities!
- **If you see something unusual, share the photo** with your veterinarian or a loved one and examine it more closely.
- **Slide the dates at top of the screen from side to side, then tap on a date to see events on another day. Alternately, click on the calendar icon to select another date.**
- **Use the Filter feature (funnel icon)** to select what events appear in the log. Choose one or more devices, event types (animal detection, errors, paper advances, flagged events) or tags (dog, pee, poop, health issues and notes).
- **Review Usage Charts (chart icon)** and see how many dog visits and pads advances occurred each day for the last 7 and 30 days.
- **The BrilliantPad app notifies users when there are high or low levels of activity.** These thresholds can be adjusted in the Machine Settings.

If you have any questions VISIT [BrilliantPad.com/Help](https://brilliantpad.com/help)  
EMAIL [help@brilliantpad.com](mailto:help@brilliantpad.com) or CALL (312) 348-7915

## YOUR TOTAL SATISFACTION IS OUR #1 OBJECTIVE

We appreciate your business and want to do everything we can to ensure your complete satisfaction with BrilliantPad®. If you have any questions, contact us directly at **BrilliantPad.com/Help**

If you enjoy using BrilliantPad, please leave a positive comment or review. However, if you are not completely happy, please contact us before giving us a negative review. We will do whatever it takes to make sure you become a tremendous fan of BrilliantPad.



Please visit **BrilliantPad.com/Help** for help with any issue.



### Need More Rolls?

**BrilliantPad.com/Subscribe** to order replacement pad rolls direct to your home.



### Feeling The Love?

**BrilliantPad.com/Refer** for discounts and special offers.



### Need Some Help?

**BrilliantPad.com/Help** or email **help@brilliantpad.com**

### Register for Priority Warranty Services

Register your product online: **BrilliantPad.com/Register**

Please visit **BrilliantPad.com** for complete details.

# BrilliantPad®

Self-Cleaning Dog Potty

**This product complies with the following regulatory standards:**

<b>United States</b>	ANSI C63.4 and FCC Part 15 • FCC CFR Title 47 Part 15 Subpart B This device may not cause harmful interference and must accept any interference received, including that which may cause undesired operation.
<b>Europe &amp; CE</b>	EN 55032:2015 • EN 55035:2017 • EN 61000-3-2:2014 • EN 61000-3-3:2013
<b>Australia</b>	AS/NZS CISPR 32: 2015 • AS/NZS 2772.2:2016 • AS/NZS 62368.1:2018
<b>Japan</b>	

**BrilliantPad®** is registered trademark of Brilliant Pet 2 LLC



**Designed in Chicago • Training Accessories Made in USA  
Machine and Pad Rolls manufactured in China**

**Patents and Trademarks Pending**

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**BrilliantPad Smart is a product of the  
Brilliant Pet™ family of products**

