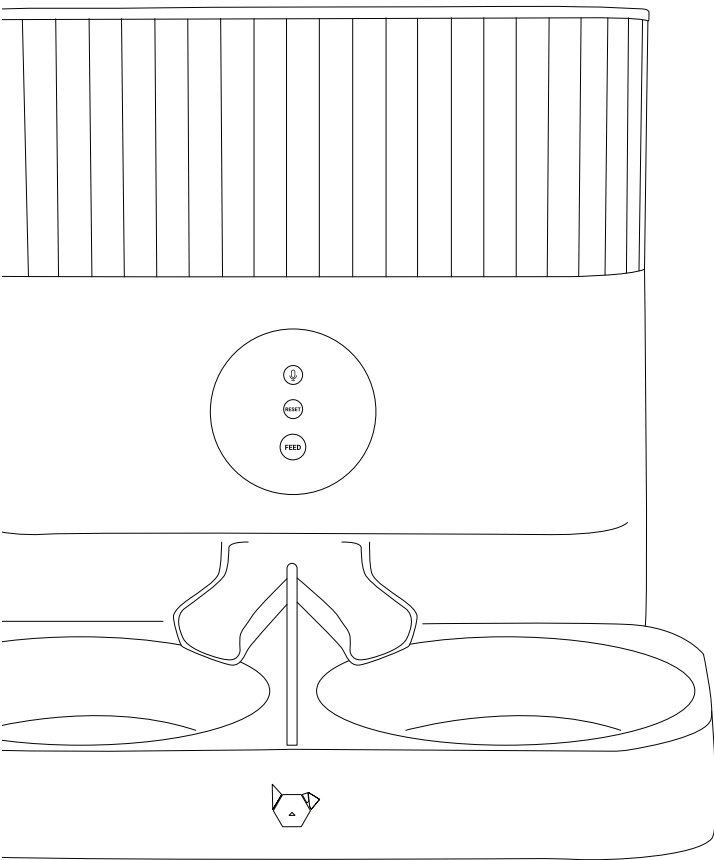
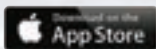




INSTACHEW
PURECHEW DOUBLE
SMART PET FEEDER

INSTRUCTION MANUAL

POWERED BY
INSTACHEW INFINITY



Thanks for purchasing an Instachew product!

Thank you for purchasing Purechew Double Smart Pet Feeder. Your order made our day, we hope we make yours!

Enhance your experience with INSTACHEW through the guidance of this manual. We'll walk you through our product's setup procedure and give you pointers on the tips you need while using it.

The purpose of INSTACHEW is to make pet care easy and keep pets healthy and happy! Our team is dedicated to improving the lives of pets all over the world while delivering useful and smarter insights for pet parents to live a worry-free life with their furfriends.

Enjoy your new worry-free life with pets while using your Purechew Double.



Mo Quraishi

Co-founder | CEO



Ramin Sadat

Co-founder | COO



Mo Quraishi



Ramin Sadat

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SAFETY TIPS

1. SAFETY INSTRUCTION

1. Children must be supervised by an adult when using the product.
2. Refrain from using the Purechew Double for pets who cannot reach the food tray, or pet with physical disabilities.
3. Do not submerge the base part in water. This will damage electronic components such as the control panel.
4. Do not place any foreign objects in the Purechew Double.
5. Do not put wet or canned food in the Purechew Double.
6. Do not disassemble the equipments by yourself.
7. Do not modify the Purechew Double without professional help.
8. If the Purechew Double has any defaults or damaged accessories, do not try to repair the equipments by yourself. Contact customer service immediately for instructions: **service@instachew.com**
9. Make sure that the Purechew Double is unplugged when it's not being used or when you're cleaning it.
10. If the power plug is damp, do not try to unplug it directly. Make sure to turn the power socket first.

2. NOTICE

1. Do not let your pet chew or swallow any accessories. If you are worried about the power cord, please buy a wire conduit (hard plastic protector) for your cord at the hardware store.
2. Do not install or place your Purechew Double in an exposed place. The atmosphere temperature should ideally be at a range of 10C – 40C.
3. Place use alkaline Size D battery for the power supply. Do not use rechargeable batteries.
4. Check the battery regularly. If you're traveling for a long period of time, make sure you replace the battery first.
5. Do not lift the Purechew Double from the cover, food bucket or food tray. Hold the base with both hands to lift and carry, while keeping the product in an upright position.
6. The Purechew Double supports dry food with a diameter range of 3mm – 13mm. Larger foods might get stuck or might block the food outlet.
7. Please read and follow all important instructions listed on the Purechew Double and package carefully.

3. MAINTENANCE

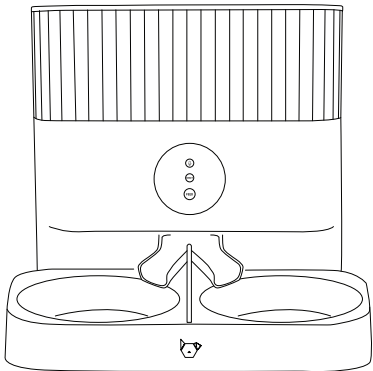
To ensure your pet's safety and health, make sure to clean Purechew Double feeder regularly. When the Purechew Double feeder starts to get dirty from the inside, you can remove the food cover to clean it. Clean the base of the Purechew Double, which contains the control panel, with a soft, damp cloth. Do not wet the base part with the control panel. Do not rinse it directly with running water. Do not put the product in a dishwasher. Otherwise it will be permanently damaged.

FOR ALL PRODUCT INFORMATION,
SCAN THE QR CODE

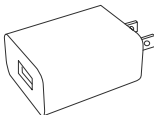


PACKING LIST

After opening the product package, please confirm whether the machine is in good condition.
Please check the list to confirm whether the accessories are complete.



PURECHEW DOUBLE*1



ADAPTER*1



CABLE*1



INSTRUCTION MANUAL*1

PRODUCT NAME: Purechew Double Smart Pet Feeder

PRODUCT MODEL: IC790

RECOMMENDED PET TYPE: Small to medium pets

PRODUCT SIZE: 380*200*350 (mm)

WEIGHT: 2.97KG

RECOMMENDED KIBBLE SIZE: 3-13 mm (Dry food, air-dried food, freeze-dried)

RATED POWER: MAX 10W

MAX CAPACITY: 5L

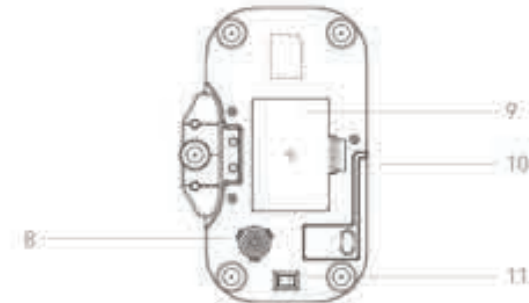
CONNECTION MODE: WI-FI LINK (2.4GHZ – 5 GHZ)

PRODUCT OVERVIEW



FRONTAL VIEW

- 1. BUTTON TO OPEN COVER
- 2. FOOD TANK LID
- 3. FOOD TANK
- 4. CONTROL PANEL
- 5. FOOD OUTLET
- 6. BODY
- 7. FOOD BOWL



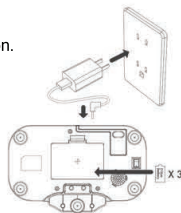
BOTTOM VIEW

- 8. SPEAKER
- 9. BATTERY COMPARTMENT
- 10. TYPE-C INTERFACE
- 11. ROCKER SWITCH

PRODUCT INSTALLATION



1. Remove the Purechew Double from the box.
Place the Purechew Double in the suitable location.
Connect to the food tray with the base of the Purechew Double.



2. Connect to power supply: Plug the 5V/1A power adapter into the wall socket and connect the device.
The bottom of the equipment has a rocker switch, which can cut off or open the power supply.
Open the battery compartment at the bottom of the feeder and install 3 pcs D size batteries to prevent power failure. (Cautionary step).
The Led light turns on to indicate that the feeder is powered on.

Note: Battery is not included. Before turning on the power, make sure that all parts are clean and completely dry.



3. Put pet food in food tank.
Fill the food tank with dry pet food. To close the lid, press and hold the lid button, align the side clips then release the lid button to secure the lid with the food bucket.

Note: do not place canned or wet food inside. The recommended pet food size range is 3-13 mm.



4. Press the recording button for one second until you hear "di", then start recording. The recording time does not exceed 10s. After you release your finger, you will hear "didi", which serves as an indication that the recording has been saved. In case you are not satisfied with the results, you can repeat this step to replace the previous recording.

*Note: Recording will be played by pressing the recording button.
Recording will be played when feeding.*

BUTTONS DESCRIPTION



Recording button: press and hold for one second until you hear “di” then start recording. The recording time does not exceed 10s. After you release your finger, you will hear “didi” to indicate that the recording has been saved.

In case you are not satisfied with the results, you can repeat this step to replace the previous recording.

1) The recording will start by pressing the recording button.

2) The recording will automatically start when feeding.



Reset (switching the network configuration mode):

When the power is turned on and the network is not configured, the blue indicator flashes quickly by default (Wi-Fi quick connection configuration mode). Press and hold for 7 seconds until you hear 3 beeps.

The red/blue indicator says on for 6 seconds before switching back to slow flashing (hot-spot network configuration mode).

Repeat the operation to switch between the two network modes.



Manual feeding: press once to serve 1 portion.

The feeding plan will not be affected.



Lock/unlock: to lock Purechew Double, press and hold for 6 seconds. You'll get a flashes of red light indicating that the machine is now locked. To unlock it, press and hold again for 6 seconds until you get flashes of red light indicators. In the locked state, you can press and hold the SET button to restore factory setting.

Note: The Feed button wouldn't work if the machine is locked. You will need to unlock the machine first.

The App's operations are not affected in the locked state.

INDICATOR LIGHT: BLUE LIGHT

1. Fast flashing: flashing twice in 1 second, Wi-Fi quick connection mode.
2. Slow flashing: flashing once every 3 seconds, AP hotspot network configuration mode.
3. Steady on: The network connection is successful.
4. Power on, Wi-Fi quick connection/AP mode switch: always on for 6 seconds.

INDICATOR LIGHT: RED LIGHT

1. Flashing: limit switch abnormal detection (motor does not rotate).
2. Flashing Twice: lock/unlock.
3. Light on for 6 seconds: Power on. Wi-Fi quick connection/AP mode switch.

HOW TO INTRODUCE YOUR PET TO PURECHEW DOUBLE

**SCAN THE QR CODE TO
DISCOVER PURECHEW DOUBLE:**



Here are some tips to introduce your pet to use the new feeder:

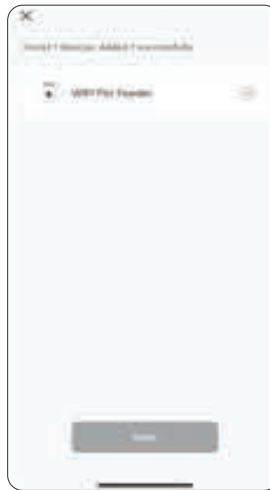
1. Place the feeder in a visible and accessible location where your pet is used to eating their meals.
2. Start by introducing your pet to the new feeder gradually. Place some of their favorite treats or food inside the feeder to entice them to explore it.
3. Once your pet has had a chance to inspect the feeder, turn it on and let them see the device in action. So they can observe the food being dispensed and become accustomed to the sound.
4. After a few times of letting your pet see the feeder in action, place some food inside and let them eat from it.
5. Repeat this process over a few days until your pet is comfortable eating from the new feeder.



6. Open your phone's Bluetooth and allow permissions. Return to the app screen and wait for the feeder to be automatically detected, then click "add".



7. Choose your Wi-Fi and enter the password.



8. Wait for the device to connect to the network. Once successfully added, proceed with the next step.



9. You can customize the name of the device, once added. Click the upper right corner to finish this step.

**SCAN THE QR CODE TO DOWNLOAD
THE INSTACHEW INFINITY APP
AND COMPLETE THE INSTALLATION.**



INSTACHEW INFINITY APP GUIDE



1. Enter the main interface of Purechew Double. You can choose to instantly feed by clicking **Feed Now**.



2. You can choose the exact portion you want for your pet with an easy swipe.



3. You can set the time and the number of meals according to your pet's eating patterns. Choose your preferred daily schedule and set it up every week.



4. You'll get notifications of your upcoming feeding schedule as a reminder.



5. You can activate whichever feeding plan you set up with a simple click.



6. Keep a good track on your feeding statistics with the **Tracker** button.

FREQUENTLY ASKED QUESTIONS

App configuration difficulties

Network connection failure is possible in case of mobile software conflicts. To fix this, try restarting your mobile phone, close the non-system softwares that start automatically when you turn it on, turn on the mobile phone's Bluetooth and positioning, then try to reconnect again.

The Purechew Double is unable to distribute food, or displays inaccurate settings.

In this case, check if the food tray is too full or whether the food outlet is blocked. Cleaning the food channels as well as the food outlets should be done regularly and consistently. When using the battery power, check whether the battery is dead or if it's leaking.

The Purechew Double is in permanent offline mode.

Check whether the distance between the feeder and the router at your home exceeds 10 meters. (Optimal distance is 10 meters). Avoid placing the feeder in a position where it's separated from the Wi-Fi router by a wall. This can cause the signal to drop sharply as well as unstable connection, hence the offline mode.

The Purechew Double is unresponsive when turned on.

First, check if the feeder is plugged in and if the switch is on. If everything is plugged correctly, check whether the power adapter and power cord are damaged. Contact customer service for handling.

What are the functions of the 3 main buttons?

- Top most button is the Record button to record your voice (ex, hello Kitty)
 - The middle button is the Reset button. (hold for 5 to 6 secs until blue light starts flashing)
 - The third button is the Manual feed button (if you press it will say hello Kitty)
-

Can we program 2 different portions for each bowl?

Not possible, it has to be evenly distributed.

How to remove the food container?

To open it, there is a lock button on both sides.

30-DAY SATISFACTION GUARANTEED RETURN POLICY

All of our products purchased directly from **Instachew.com** are returnable within 30 days from the date of delivery. Please email service@instachew.com with your proof of purchase and reason for return.

For larger products, The Purrclean, directly purchased from Instachew.com only, are returnable within 60 days from date of delivery.

For items purchased through Instachew's authorized resellers and distributors, all customers must adhere to those resellers and distributors' respective policies for refunds and returns.

TO BE ELIGIBLE FOR A FULL REFUND, YOUR ITEM MUST HAVE/BE:

- Gently used.
- In good physical condition without any damage.
- Clean condition (a cleaning fee will be charged if the unit is returned with litter or waste).
- Must be in the original packaging (including all the accessories).
- Receipt or proof of purchase.

ADDITIONAL TERMS AND CONDITIONS:

- You are responsible for the return shipping charges if you are reaching out for warranty coverage.
- Your purchase price will be refunded through the original payment method with 7-10 business days
- Instachew cannot be held responsible for any lost packages during the return process.
- For items received as a gift, you will need to provide the order number or proof of purchase received by the purchaser. Instachew is only able to issue a refund to the original payment method used by the purchaser.

RETURN POLICY FREQUENTLY ASKED QUESTIONS

How do I receive a refund if I'm unhappy with my Device?

Our products come with a 30-day or 60-day trial period. If for any reason you are dissatisfied with your purchase. You must only pay for return shipping. If you bought the device from a third-party reseller, kindly get in touch with your point of purchase for further assistance. In terms of the warranty, we can help you, but not in terms of the reimbursement.

Do I need an RMA number for a return? How do I get this?

- To enable us to easily identify the returned unit, it's essential to include an RMA (Return Merchandise Authorization) number and your name on the box. To acquire an RMA number, please get in touch with Instachew Customer Support.
- There's no need to obtain an RMA. To enable us to easily identify the returned unit, it's essential to include your full name on the box and make sure to provide us with return tracking information.

Do you offer a return shipping service?

We can provide a return shipping label and deduct the shipping cost from your refund.

Can I return or exchange after purchase?

If you are unhappy with your purchase, you have 30 days (from the date you received it) to return or exchange it. If you find any defects or need to return an item, please reach out to our customer service team at service@instachew.com.

Please note however, that our Return & Exchange Policy doesn't extend to damages caused by negligence, accidents, misuse, abuse, or product modification.

WARRANTY

The warranty for our product will be valid for a duration of one year starting from the purchase date. To be eligible for the warranty, you will need to provide a proof of purchase, such as a receipt from Instachew or one of its authorized retailers.

The warranty provided does not extend to consumable parts that undergo normal wear and tear, such as batteries. It also does not cover damages resulting from the following:

- Physical or water damage.

- Unauthorized repair, modification, disassembly, or opening of the product's chassis.

- Improper operation, maintenance, or use contrary to product instructions or connection to an improper voltage supply.

- Negligent or careless use or operation of the product.

- Use of consumables, parts, or accessories, including batteries, not produced or recommended by Instachew unless prohibited by applicable law.

Moreover, this warranty does not cover products that meet any of the following conditions:

- Used outside the country of purchase.

- Purchased from a non-authorized Instachew dealer.

- Repaired or modified by parties not affiliated with instachew.com or its authorized agents.

- Serial numbers have been tampered with or removed.

- Damaged from external sources such as transit, weather, electrical outages, or power surges, to the extent allowed by applicable law.

WARRANTY FREQUENTLY ASKED QUESTIONS

How to initiate a warranty claim

When reaching out to our customer support team regarding a warranty claim, kindly include a detailed description of the product in question, elaborate on the problem you are facing with the product, and attach a valid proof of purchase for verification purposes.

For items received as a gift

You will need to provide the order number received by the purchaser if it was directly purchased from Instachew or a copy of the proof of purchase if purchased from one of our authorized retailers.

Are there any costs associated with making a warranty claim?

You will be responsible for all return shipping charges and will bear all risk of loss or damage to the product while it is in route to us. For your protection, we recommend that you choose a traceable shipping option.

What actions will void the warranty?

Please be aware that damages resulting from negligence, accidents, misuse, abuse, or product modification are not covered by our Return & Exchange Policy.

What does the warranty cover?

To confirm your eligibility and ensure that your issue cannot be resolved through technical support, we recommend visiting the "contact us" section of our website, www.instachew.com, before filing a warranty claim. This will help to expedite the claims process and ensure that any issues are resolved as quickly as possible.

Can the warranty be extended or renewed?

Please refer to the website (instachew.com) for updates on offerings for warranty extensions.

Call us: 1-866-922-5554

Inquiries: info@instachew.com

Support: service@instachew.com

FFC WARNING

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. (2) this device must accept any received interference, including interference that might cause an undesired operation. Any changes or modifications not expressly approved by the party responsible for compliance could breach the user's authority to operate the equipment.

Note:

This equipment has been tested and found to comply with the limits of a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, it might 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, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a different circuit. To which the receiver is connected.
- Consult with the dealer or with an experienced radio/TC technician for help.

To maintain compliance with FCC's RF exposure guidelines, this equipment should be installed and operated within a minimum distance of 20 cm from your body. Use the supplied antenna only.

Make sure to contact your customer service using the contact info under the following circumstances:

- Product malfunction
- Difficulties operating the product
- Any queries related to the product

instachew.com
@theinstachew

