



INSTACHEW
PURECHEW MIX
DRY & WET FOOD DISPENSER

INSTRUCTION MANUAL

Thanks for purchasing an Instachew product!

Thank you for purchasing Purechew Mix Wet & Dry 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 Mix.

Mo Quraishi

Mo Quraishi

Co-founder | CEO

Ramin Sadat

Ramin Sadat

Co-founder | COO



Mo Quraishi



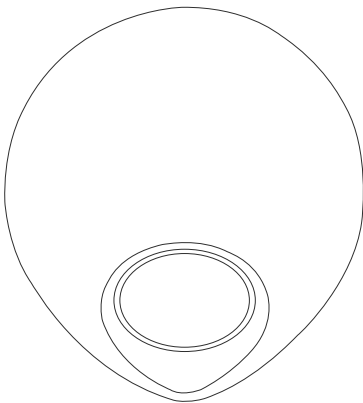
Ramin Sadat

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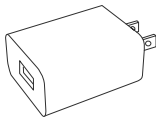
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PACKING LIST



PURECHEW MIX*1



ADAPTER*1



CABLE*1



INSTRUCTION MANUAL*1

PRODUCT NAME: Purechew Mix Wet & Dry Pet Feeder

PRODUCT MODEL: IC813

POWER INPUT: 5V 2A

COMPATIBLE WIFI: 2.4Ghz & 5Ghz

PRODUCT SIZE: 400*370*120 (mm)

WEIGHT: 2.2 KG

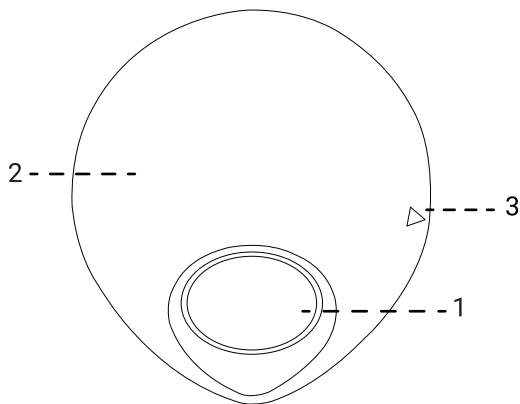
RATED POWER: MAX 10W

MATERIAL: ABS

MAX CAPACITY: 9L

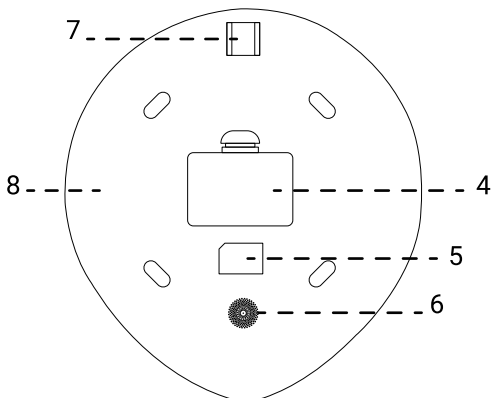
WORKING TEMPERATURE: 0°C-40°C

PRODUCT OVERVIEW



FOOD BOWL
THE COVER OF THE FEEDER
OPEN OR CLOSE THE COVER

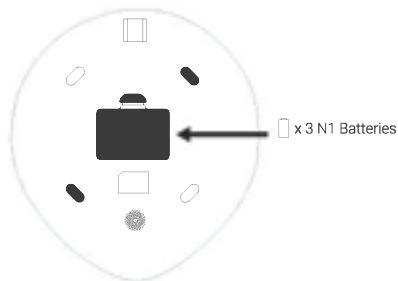
- 4. BATTERY COMPARTMENT
- 5. PRODUCT LABEL
- 6. SPEAKER
- 7. 5VDC POWER INTERFACE
- 8. THE BOTTOM OF THE FEEDER



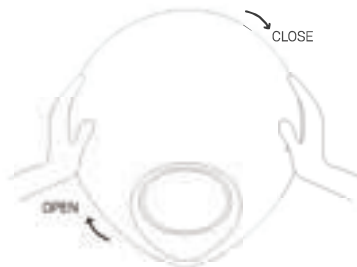
FOR ALL PRODUCT INFORMATION,
SCAN THE QR CODE



PRODUCT INSTRUCTIONS



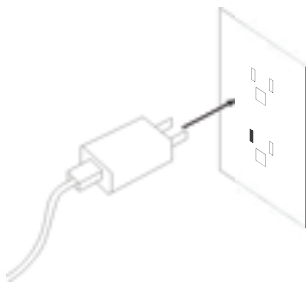
x 3 N1 Batteries



Open: ∞ Close: ∇

Hold both sides of the cover and turn right. When the mark on the feeder's cover ∇ meets the mark on the bottom △ you can open the cover.

Hold both sides of the cover and turn left. When the mark in the feeder's cover ∇ meets the mark on the feeder's bottom ▮ the cover can be closed.



Connect the DC5V power cord to the feeder, then connect the adapter to power source's socket.

The battery compartment had 3 pcs D Batteries as a precaution to power failure.

(Note: the product does not contain batteries).

The blue indicator light turns on to showcase that the device is switched on.



After opening the cover, take out the food bowl, put in the Ice Pack (make sure to put them in the refrigerator before using), then install the food bowl back.

PRODUCT INSTRUCTIONS

BLUE LIGHT

Flashing twice in 1s: WiFi configuration mode.

Flashing once every 3s: Hot-spot distribution mode.

On steadily: The network connection is successful.

On for 7s long: Mode switching.

RED LIGHT

Flashing: Abnormal detection of a limit switch.

Steady light: Battery powered.

Flashing twice: Key lock/unlock.

On for 7s long: Mode switching.



Press and hold the “Record Button” for 5s. The recording starts when you hear the sound “di”. Press the button again until you hear the sound “didi” when you’re done recording. Press once to play the recording. If you are not satisfied with the recording, you can repeat the same steps to record again.

Note: The feeder supports a recording duration of 10s.



FEED

Feeding/locking/unlocking button: press once for 1 portion. A recording will be registered at the same time. If you press and hold for 10s, you’ll get a red light indicator flashing twice to signal that the feeder is now locked. Press again for 10s until you get two flashes of red to unlock it. In the locked state, you can press and hold the “RESET Button” to restore the factory settings. The record and feed buttons can not be used in the locked state.



SET

Network Distribution Mode Switch/Reset button: the blue indicator flashes quickly by default (WiFi quick connection add mode). Press and hold the button for 7s until you hear the sound “di didi”. The red/blue indicator will then be on for 6s before switching to slow flashes (AP Hot-spot add mode). Press and hold for 7s in the Network Configuration state until you hear the sound “di didi”. The red/blue indicator will then be on for 6 seconds to indicate a reset to factory settings.

HOW TO INTRODUCE YOUR PET TO PURECHEW MIX

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



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. Choose your WiFi and enter the password.



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



8. 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



9. Enter the main interface of the feeder. You can choose to instantly feed by clicking FEED now.



10. You can set the time and number of meals according to your pet's eating patterns. Choose your preferred daily schedule and set it up in a weekly basis.

FREQUENTLY ASKED QUESTIONS

How do you open the Purechew Mix?	Slide the lid to the right to open. There are directions on the lid to show OPEN and CLOSE lid.
How do you record your own voice?	Hold and press the left button to record your own voice. Release button to finish recording.
How do you reset the Purechew Mix?	Hold the right button 4-5 seconds to reset the voice and unbind the device. This is a complete reset of the device, so it will need to be added again onto the app.
What does the TRACKER function in the app do?	It provides you the present day, entire week month and yearly intake of the pet.
What does the FEED NOW function in the app do?	The Feed Now function allows the customer/user to disperse 10g of kibble.
Can I use wet food in the Purechew Mix?	The Purechew Mix five meals Feeder has been designed to accommodate both dry and wet food. Additionally, you can place cold water or ice below the food tray to ensure your pet's food is kept fresh.
What is the kibble size recommended for the Purechew Mix?	5-10 mm is the recommended size
What does the SCHEDULE function do in the app?	You can set a timer with this function if you are away from home to feed.
If the device stops rotating, what are resolutions?	a. First resolution is to check the timer, if it can be reset. If the timer is working correctly, but the device is not rotating, then the device is defective. b. Try manual buttons on the device for a reset to establish if the device is functional or defective.
Is it plugged in or can it run on batteries?	A power bank, an outlet, or batteries can all be used to power the feeder.

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

