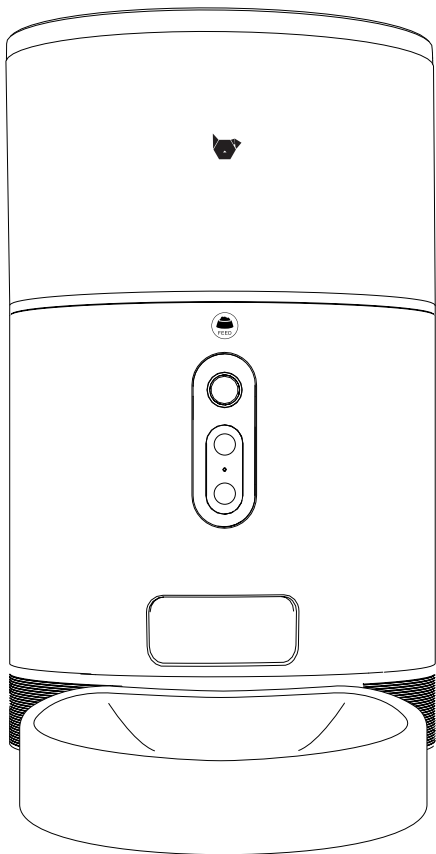


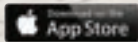


INSTACHEW
PURECHEW SIGHT
SMART PET FEEDER

INSTRUCTION MANUAL



POWERED BY
INSTACHEW INFINITY



Thanks for purchasing an Instachew product!

Thank you for purchasing the Purechew Sight 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 Sight.



Mo Quraishi

Co-founder | CEO



Ramin Sadat

Co-founder | COO



Mo Quraishi



Ramin Sadat



TABLE OF CONTENTS

OPERATION GUIDE	5
PACKING LIST	6
PRODUCT OVERVIEW	7
HOW TO INTRODUCE YOUR PET TO PURECHEW SIGHT	8
APP SETUP	9
PRODUCT CLEANING	11
FREQUENTLY ASKED QUESTIONS	12
RETURN POLICY	14
WARRANTY	15



OPERATION GUIDE

1. THE FIRST USE

Open the top cover of the feeder and remove the power cord adapter from the bucket.

Plug the power cord into the power connector on the rear of the main unit and connect the adapter to power.

Place the main unit in a horizontal position and the food bowl should be installed at the corresponding position of the main unit.

Add pet(s) dry food to the feeder bucket.

The desiccant is placed in the desiccant box by default. Please replace it regularly for long-term use. (Do not wash or clean it.)

The battery compartment can be installed with 3 sections of D type battery for manual feeding when there is no electricity. (optional)

Bind the feeder to the Smart Life App to set up the feeding plan of the pet.

2. THE FUNCTION DESCRIPTION

- **Feed Button:** short press to eat one; Long press for 5 seconds to restore the factory settings.
- **Record Button:** press and Hold the "Record Button" to record the sound to remind the pet to eat before feeding time.
- **Play Button:** plays the recorded sound.
- **Rocker Switch:** feeder switch.
- **Dry Battery Compartment:** three D batteries can be installed for power supply.

3. GENERAL ADVICE FOR PURECHEW SIGHT

Please place this device correctly; prevent the pet from tipping over the device. This device is only suitable for small and medium pets under 20kg.

Please replace the dessicant in the storage lid regularly. No dessicant is needed.

Place keep the food bucket dry and sealed, and check regularly to ensure food residue precautions.

Do not drop any substances, other than pet dry food into the grain bin. Otherwise, the device may function irregularly or possibly cause safety risks for the pet.

To prevent the pet from tipping the product over, it is recommended to place the product in the corner or against a wall.

The product anti-battering line should be installed as concealed as possible to prevent the equipment from being damaged by the pet biting or chewing the wire.

If children are using this device, be sure to use it under adult guidance.

After installing the spare dry battery, you can manually operate the device to provide normal power supply during power failure.

Regularly clean the food bucket and food bowl.

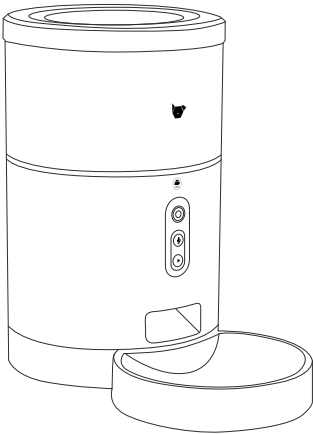
This device is not recommended for young pets within three months.

POUR LA VERSION FRANÇAISE DU MANUEL
VEUILLEZ SCANNER CE QR CODE

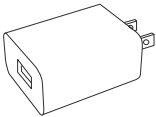


PACKING LIST

Please read this manual carefully before use to ensure safe use of Purechew Sight Smart Pet Feeder.



PURECHEW SIGHT*1



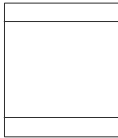
ADAPTER*1



CABLE*1



INSTRUCTION MANUAL*1



DESSICANT*1

PRODUCT NAME: Purechew Sight Smart Pet Feeder

PRODUCT MODEL: BL4

RECOMMENDED PET TYPE: Small to medium pets

PRODUCT SIZE: 317.5*165*330 (mm)

WEIGHT: 1.9 KG

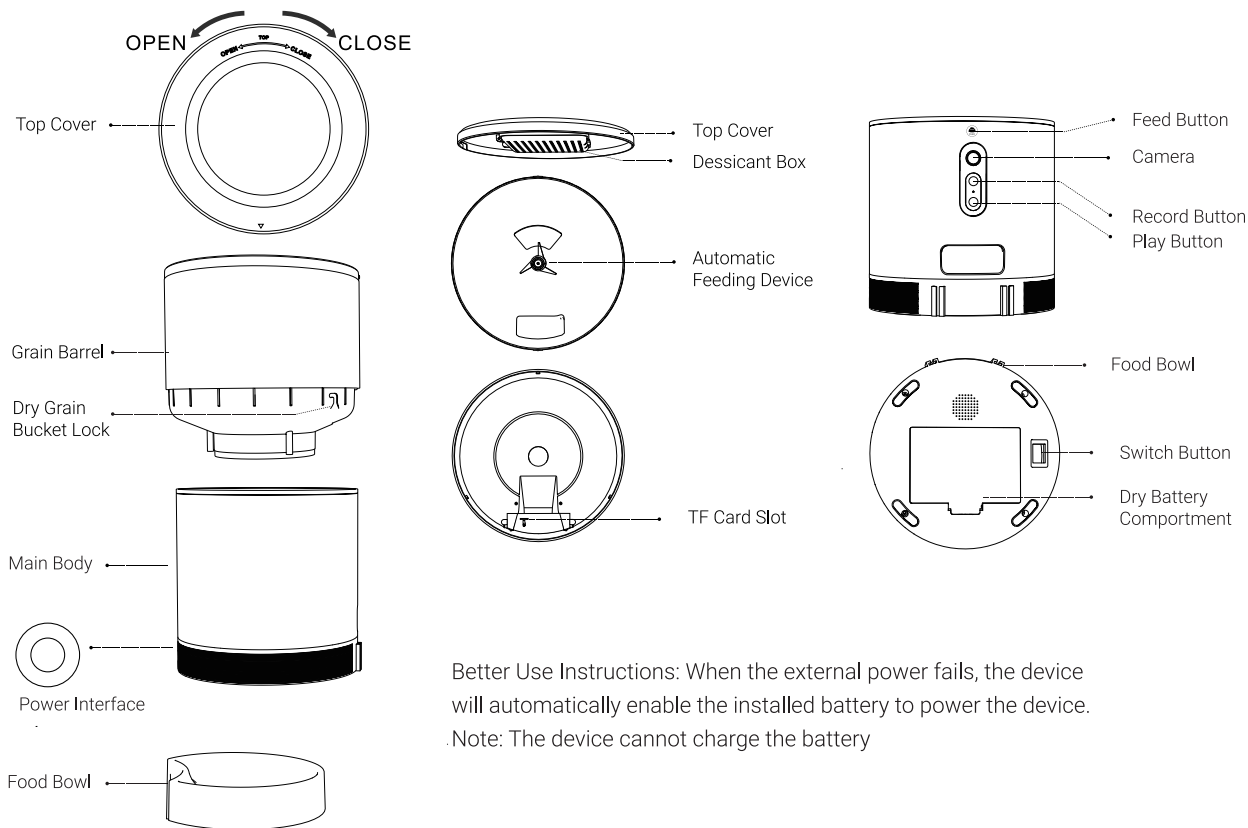
RECOMMENDED KIBBLE SIZE: 2-12 mm (Dry food, air-dried food, freeze-dried supported)

RATED POWER: MAX 4.5W

MAX CAPACITY: 4L

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

PRODUCT OVERVIEW



Better Use Instructions: When the external power fails, the device will automatically enable the installed battery to power the device.

Note: The device cannot charge the battery

HOW TO INTRODUCE YOUR PET TO PURECHEW SIGHT

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



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.

APP SETUP



1. Launch the Instachew Infinity App



2. Click "Register" to create a new account.



3. After registering a new email, input the received verification code to continue creating your new account.



4. Start setting up your profile, adding your and your pet's informations.



5. You're all set! It's now time to link your device, by clicking "Add Device" in your homepage.



6. Reset Device. Once prompted continue to "Next".



7. Enter Wi-Fi name and password.



8. Scan the QR Code using Purechew Sight.



9. Wait for the device to connect until it says "Device added successfully".



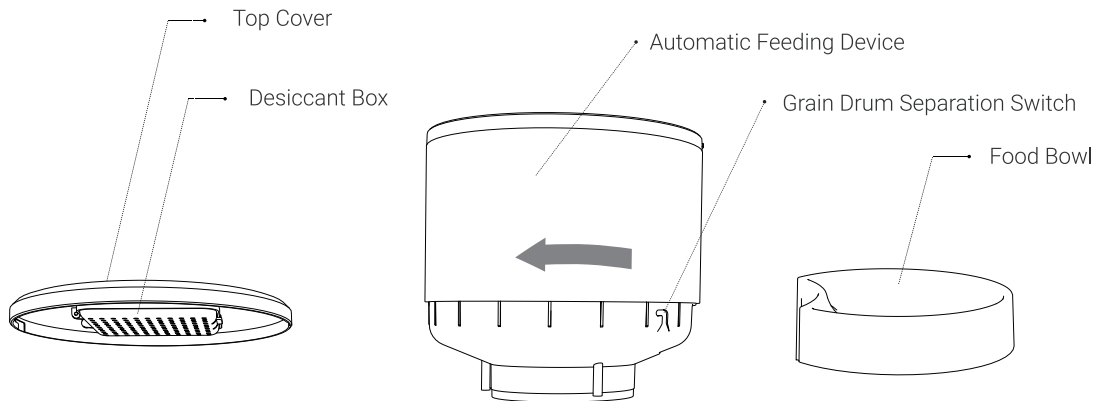
10. You're all set!

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



PRODUCT CLEANING

After the Purechew Sight has been used for a period of time, the bowl and the bucket should be cleaned with a cleaning agent to avoid the occurrence of bacteria that affect the health of the pet due to the food residue being left uncleaned for a long period of time.



1. The machine parts displayed above can be removed from the main feeder and cleaned with detergent and water.
2. Open the dessicant box in the top cover.
3. The Grain barrel disassembles by turning the Grain Drum separation switch.
4. Pull up to remove the food bowl.
5. After cleaning, it must be dried or air-dried before being assembled into a whole main feeder to use.

FREQUENTLY ASKED QUESTIONS

Can I control my Purechew Smart Pet Feeder from my iPad? Yes, download the Instachew Infinity App from the Appstore and login your Instachew account.

How do I clean my Purechew Smart Pet Feeder?

To clean the food tray:

- Remove the tray by pressing the clips on the two sides. You can wash it by hand or place it in the dishwasher.

To clean the inner food bin:

- Remove the bin from the inside of the device, and wash it by hand. Ensure that it is dry before placing it back in the machine.

Check page 11 of this manual for more detailed informations about Product Cleaning.

How does the portion control setting work in grams?

The feeder has a cup measuring system that estimates the grams per cup.
Serving sizes are from 10-80 grams per serving.

I am trying to set up my Purechew Smart Pet Feeder at a different location, which is not working. What do I do?

Since you initially set up the device at your previous location, you will have to unbind it, reset the device, and go through the connection process again. Follow these steps:

- Go to the Instachew app and log in to your account.
 - In the menu (three strips at the top right corner of the app), click "Device Management". Then, press "Unbind".
 - Press and hold the "Set" button on the Purechew Sight Smart Pet Feeder for 15 seconds.
 - Follow the instructions in your Instructions Manual, and you should be connected.
-

I've received a notification saying, "Feed incomplete, please try again", what do I do?

This indicates that there is an issue that you will need to investigate by doing the following:

- On the Instachew Infinity App, go to "Instant Feeding" and dispense two or three portions. Wait and see if the notification pops up again. If not, then you have corrected the problem. If you see the notification, then go to step 2.
- Manually remove the food bin from inside the feeder. Empty the bin until you have access to the fins. Manually rotate the fins until the jam is clear. Place the bin back in the device and test by dispensing two or three portions. If the problem persists, please contact **service@instachew.com**. We will gladly provide you with further assistance.

FREQUENTLY ASKED QUESTIONS

My Purechew Smart Pet Feeder has the status "Offline". What does this mean?

Things need to be considered:

- If you moved your Purechew Smart Pet Feeder to a new location, it would need to be connected to the Wi-Fi at the new site. The feeder will need to be set up again.
- Someone may have accidentally pressed the "set" button on the device. This will cause it to reset. The feeder will need to be set up again.
- In the app, you may have clicked on "Unbind" on the device management page. This will cause your device to unbind from your home connection. It will need to be set up again.

Why does the video be in Night Vision Mode?

If the ambiance is dark, the camera switches to night mode, and if the ambiance is well lit, the camera will automatically be in HD mode.

What is the capacity of the compatible SD Card?

The device will be able to support 8GB to 256GB memory SD cards.

What batteries does the feeder require?

The Purechew Smart Pet Feeder takes three Type D batteries.

Will my scheduled feeding work if my internet goes out?

Yes. The scheduled feeding will work as long as it was set up before being disconnected from the internet. For extra peace of mind, we recommend placing three D cell batteries in the device in case of a power outage. The device will continue to work for at least two weeks with the scheduled feeding, but you will not have access to the video and audio functions.

Why does the feeding time differ by tens of seconds from the current times?

The parameters set on the App will have an error of about 30 seconds, depending on the timing of the network environment.

30-DAY SATISFACTION GUARANTEED RETURN POLICY

All of our products purchased directly from **Instachew.com** are returnable within 30 days upon receipt. 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: ADDITIONAL TERMS AND CONDITIONS:

- 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.

- 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?

- A. 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.
- B. 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.

