

# **Feed and Go™**

## Safety & Warranty Guide



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Patent Pending




## **IMPORTANT SAFETY INSTRUCTIONS**

**For the safety of you and your pets:**

**Please take the time to follow the instructions in this Safety Guide carefully before you use your Feed and Go™ device. We took extra care to make sure this is a great product, but we want everyone (pets included) to be able to use it the best and safest way possible. We know you and your pet are both very smart (you did buy and Feed and Go™ after all!), however, this guide will help you operate your feeder properly and enjoy its advanced features. Please save this Safety Guide for future reference.**

### **WARNING TO PEOPLE AND PETS:**

- Do not try to remove the motor's housing. If there is a problem with the feeder, contact Feed and Go™. Trying to fix or alter the device's motor or parts could lead to injury.
- Do not stick fingers, paws or anything else in the way of the tray during a scheduled feed or any other time the tray might be prompted to move, this could lead to jamming and injury.
- Contains small parts. Not suitable for small children.
- This product contains magnets that may be harmful to pacemaker wearers.
- This product is not made to withstand substantial amounts of weight (sorry any horses and elephants that were hoping to use Feed and Go™. If you're disappointed, write us on Facebook, we'll start working on an extra large version for you).
- Impact to the top of the feeder could break it.
- If you drop the feeder then it will likely break.
- Operate this product within the temperature range of 40 – 104°F (4.4 – 40°C.) If you use this product outside of these temperature ranges, it may cause damage to the device.

- Store this product within the temperature range of 32 – 112°F (0 – 44.4°C.) If you store this product outside of these temperature ranges, it may cause damage to the device.
- Do not place any naked flame sources, such as lit candles, on or near the apparatus.
-  To reduce the risk of fire or electrical shock, do not expose the product to rain, moisture or urination.
-  Do not expose this apparatus to dripping or splashing, and do not place objects filled with liquids, such as water bowls, on or near the apparatus. As with any electronic products, use care not to place or spill liquids into any part of the system. Liquids can cause a failure and/or a fire hazard.
-  Keep all power cords and Ethernet cords away from small children and animals. If handled inappropriately, it could lead to electric shock or other injuries such as strangulation or choking.

**CE** Feed and Go™ hereby declares that this product is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC and other applicable Directives. The complete Declaration of Conformity can be found at [www.feedandgo.com/compliance](http://www.feedandgo.com/compliance).

**FC** Feed and Go™ hereby declares that this product is in compliance with Part 15 of the Federal Communications Commission (FCC) Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference.
2. This device must accept any interference received, including interference that may cause undesired operation.

## CAUTION:

Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

This equipment has been tested and found to comply with the limits for 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 manufacturer's instructions, may cause interference harmful to radio communications.

There is no guarantee however, that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

1. Reorient or relocate the receiving antenna.
2. Increase the separation between the equipment and receiver.
3. Connect the equipment to an outlet or circuit different from that to which the receiver is connected.
4. Consult the dealer or an experienced radio or TV technician for help.

The complete Declaration of Conformity can be found at [www.feedandgo.com/compliance](http://www.feedandgo.com/compliance).



**CAUTION:** Make no modifications to the system or accessories. Unauthorized alterations may compromise safety, regulatory compliance, and system performance.



**CAUTION:** Do not sit or stand on the feeder as it may cause personal injury.

**Please complete and retain for your records:**

Serial number \_\_\_\_\_

*The serial number can be found behind the back flap at the rear of the feeder.*

Purchase date \_\_\_\_\_

**Recap: Important Safety Instructions (it may help to read these aloud to your pet).**

- Read these instructions.
- Keep these instructions.
- Heed all warnings.
- Follow all instructions.
- Do not use this apparatus near water.
- Keep the device clean and free of old food and crumbs by properly cleaning it after use. To clean your device, unplug all cables and turn off your Feed and Go device. Only wash the interior tray after fully removing from the feeder and ensure it is completely dry before putting it back into the Product. Only clean the outside of the feeder with a soft, slightly damp, lint-free cloth. Avoid getting moisture in openings. Use a dry cloth for the underside of the opening lid and any areas around where the tray sits, and ensure that any food or debris is removed. Do not use window cleaners, household cleaners, aerosol sprays, solvents, alcohol, ammonia or abrasives to clean your device. Rubbing your Feed and Go device with an abrasive material will scratch and damage it.
- Before operating the unit, make sure nothing is obstructing the tray's rotation path (such as food, debris, etc.)
- Do not block any openings or obstruct the tray's rotation path.
- Do not install near any heat sources, such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.
- Protect the power cord from being walked on or pinched, particularly at plugs, convenience receptacles, and the point where they exit from the apparatus.

- Use only attachments/accessories specified by the manufacturer.
- Unplug this apparatus during lightning storms or when unused for long periods of time.
- Do not lay heavy objects on the feeder.
- Do not drop anything on top of the feeder.
- Do not apply pressure to the cover hinges or back cover when open.
- Refer all servicing to qualified service personnel. Servicing is required when the apparatus has been damaged in any way, such as power supply cord or plug is damaged, liquid has been spilled or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped. Contact Feed and Go™ in any of these cases.
- The product must be used indoors. It is neither designed nor tested for use outdoors, in recreation vehicles, or on boats.
- Although Feed and Go™ has been designed for use with both wet and dry food, it is not a refrigerated device and therefore it is not recommended to store wet food in the feeder for long periods of time.
- This product must be used only with the power supply provided.
- The product label is located under the rear flap of the product.

## LIMITED WARRANTY INFORMATION

### **Who is covered:**

This warranty is extended only to the original end-use purchaser or the person receiving the product as a gift, and shall not be extended to any other person or transferee.

### **What is covered/For how long:**

For a period of One (1) year from the date of shipping to the original end-use purchaser, as determined by the date on the packing slip or invoice, Feed and Go™ warrants that this product, when delivered to you in new condition, in original packaging, from a Feed and Go authorized reseller and used in normal conditions, is free from any defects in manufacturing, materials and workmanship.

Under this Limited Warranty, if a hardware defect arises and a valid claim is received by Feed and Go™ within the Warranty Period, at its option and to the extent permitted by law, Feed and Go™ will either (1) repair the Product at no charge, using new or refurbished replacement parts, (2) exchange the Product with a new or refurbished Product, or (3) issue a refund of the amount you paid if the other options are not reasonably available. In the event of a defect, to the extent permitted by law, these are your sole and exclusive remedies.

The warranty period is not extended if we repair or replace a warranted product. A replacement Product or part assumes the remaining warranty of the original Product.

When a Product or part of the Product is exchanged, any replacement item becomes your property and the replaced item becomes the property of Feed and Go™. Parts provided by Feed and Go™ in fulfillment of its warranty obligation must be used in Products for which warranty service is claimed. Feed and Go™ does not warrant that the operation of the Product will be uninterrupted or error free. Feed and Go™ is not responsible for damage arising from failure to follow instructions relating to the Product's use.

### **What is not covered:**

This warranty does not cover defects resulting from improper or unreasonable use or maintenance including use outside; cosmetic damage, such as scratches or nicks and dents; consumable parts, such as the power cable, unless product damage has occurred due to a defect in materials or workmanship; failure to follow operating instructions; excess moisture; insects; lightning; power surges; connections to improper voltage supply; damage caused by accident, abuse, misuse, water, flood, fire, or other acts of nature or external causes; if anything is dropped on the feeder; products which have had their housings opened or otherwise tampered with; loss of, damage to or corruption of stored data; damages caused by use from items not intended for use in the feeder; if the feeder is overloaded with food or product not intended for animal consumption; any modification or adaptation to enable it to operate in any country other than the country for which it was designed, manufactured, approved and/or authorized, or repair of products damaged by these modifications; and products purchased from unauthorized dealers.

In addition, Feed and Go™ does not warrant products with missing or altered serial numbers or if otherwise tampered with.



Feed and Go™ is also not liable for any repercussions of the feeder being used improperly or if the animal is not compatible with the Feed and Go™ system. Furthermore, Feed and Go™ is not responsible for overly aggressive behavior from animals or people that the feeder was not built to withstand.

This Limited Warranty does not cover the cost of returning the Product to Feed and Go™; this is your responsibility.

No Feed and Go™ reseller, agent, or employee is authorized to make any modification, extension, or addition to this Limited Warranty. If any term is held to be illegal or unenforceable, the legality or enforceability of the remaining terms shall not be affected or impaired.

### **How to keep Your Feed and Go in tip-top shape (and under warranty):**

Use only the power supply provided.

The product must be used indoors. It is neither designed nor tested for use outdoors, in recreation vehicles, or on boats. Do not use this device near water.

Keep the device clean and free of old food and crumbs by properly cleaning it after use. To clean your device, unplug all cables and turn off your Feed and Go device. Only wash the interior tray after fully removing from the feeder and ensure it is completely dry before putting it back into the Product. Only clean the outside of the feeder with a soft, slightly damp, lint-free cloth. Avoid getting moisture in openings. Use a dry cloth for the underside of the opening lid and any areas around where the tray sits, and ensure that any food or debris is removed. Do not use window cleaners, household cleaners, aerosol sprays, solvents, alcohol, ammonia or abrasives to clean your device. Rubbing your Feed and Go device with an abrasive material will scratch and damage it.

Do not try and manually push the feeding tray either clockwise or anti clockwise as this will damage the motor and gearbox of the feeder. If you wish to move the tray, only do this by either pressing the Feed button (F), which is the left button of the 3 on top of the feeder, or opening the feeder and removing the tray before replacing it in your desired location.

Do not overload the feeder. Each tray slot is designed to hold a maximum of 8 ounces of wet or dry food at a time. You should ensure that the food is spread out evenly on the tray slot or you risk overloading the tray, which may cause firstly a jam but more importantly will make for a hungry pet. If your pet eats more, use additional tray slots and set to feed accordingly.

Before operating the unit, make sure nothing is obstructing the tray's rotation path (such as food, debris etc.)

Keep your Feed and Go device out of direct sunlight to prevent discoloring.

Especially when the feeder is open, do not apply pressure to its hinges. Be careful not to drop anything on the feeder, and try not to keep the feeder in a location likely to have something fall on it (near a kitchen counter or work table). Never set anything on top of the feeder.

Feed and Go™ devices should only be operated within the temperature range of 40 – 104°F (4.4 – 40°C.) If you use this product outside of these temperature ranges, it may cause damage to the device.

Feed and Go™ devices should only be stored within the temperature range of 32 – 112°F (0 – 44.4°C.) If you store this product outside of these temperature ranges, it may cause damage to the device.

Feed and Go™ reserves the right to refuse warranty claims against products or services that are obtained and/or used in contravention of the laws of any country. Except as expressly set forth in this document, Feed and Go™ makes no warranties, whether express, implied, statutory or otherwise, with respect to its products. Feed and Go™ and its suppliers hereby specifically disclaim all other express, statutory and implied warranties and conditions, including the implied warranties of merchantability, fitness for a particular purpose, non-infringement and the implied condition of satisfactory quality. Except as expressly stated in this document, products are supplied on an "as is" basis without warranty. You assume all responsibilities for selection of a product to achieve your intended results, and for the installation and use of the product. Some jurisdictions do not allow a limitation on implied warranties, and so the foregoing disclaimer may not apply to you. In any event, any implied warranties that may exist under the laws of your jurisdiction are limited to the one (1) year period set forth in the limited warranty.

Feed and Go™ will not be liable for any loss, damage or injury resulting from delay in delivery of replacement parts or for any failure by Feed and Go™ to perform covered repair work due to circumstances beyond Feed and Go™'s control.

### **To Obtain Warranty Service:**

Please visit [www.FeedandGo.com](http://www.FeedandGo.com) and follow the instructions on the Returns and Refunds section, which can be found at the bottom of the page.



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