Instruction manual

Important Safeguards

Read this instruction manual carefully and watch all BrilliantPad® videos completely before setting up and using BrilliantPad.

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. Securely clip the cord underneath the machine.

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 the system malfunctions or is damaged in any manner.

Before cleaning, unplug the system and remove the 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 the system for anything 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; do not touch animal waste or handle soiled pad rolls at any time.

Use only products made by Brilliant Pet 2 LLC with BrilliantPad.

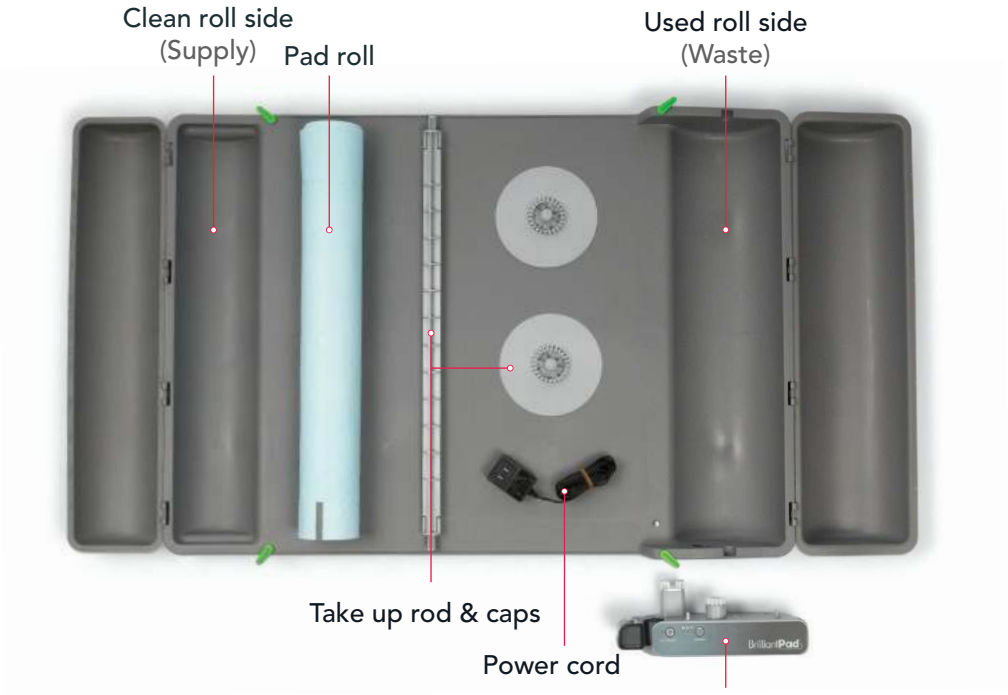
Do not use accessories or attachments that the manufacturer does not recommend as they may cause fire, electric shock, injury, or malfunction and reduce the benefits of your warranty.

Check indicator light periodically and ensure there is fresh paper.

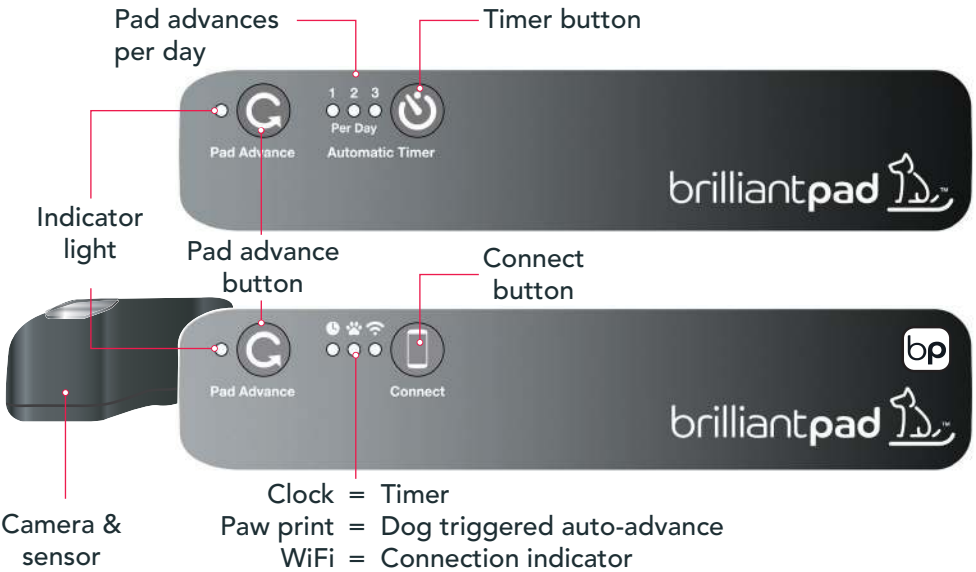
Table of Contents

Important safeguards	2
Table of contents	3
Parts overview	4
Setting up your machine	5
Sync your app	7
BrilliantPad app overview	10
Training tips	13
Training aids	15
Resources	16

Parts Overview



Control Module



Setting Up Your Machine

VIDEO GUIDE: Scan this QR code with your phone's camera app.



Insert Module and lock knob
Point the green knob up towards 12 o'clock when inserting the control module. Then turn clockwise to lock into place.



Plug in power cord
Insert the power cord into the control module. Then tuck the cord into the cleats along the underside of the base.



Insert pad roll & take-up rod
Press caps into each end of the take-up rod and place it on the waste (right) side. Then lay pad roll into the supply (left) side, so the blue lining faces down.



Tuck the pad roll into the clips
Pull the pad roll 6 inches past the take-up rod. Then tuck the pad under the clips on both ends of the take-up rod.



Press and hold "Pad Advance"
Hold down the "Pad Advance" button on the control module until the take-up rod winds up the pad.



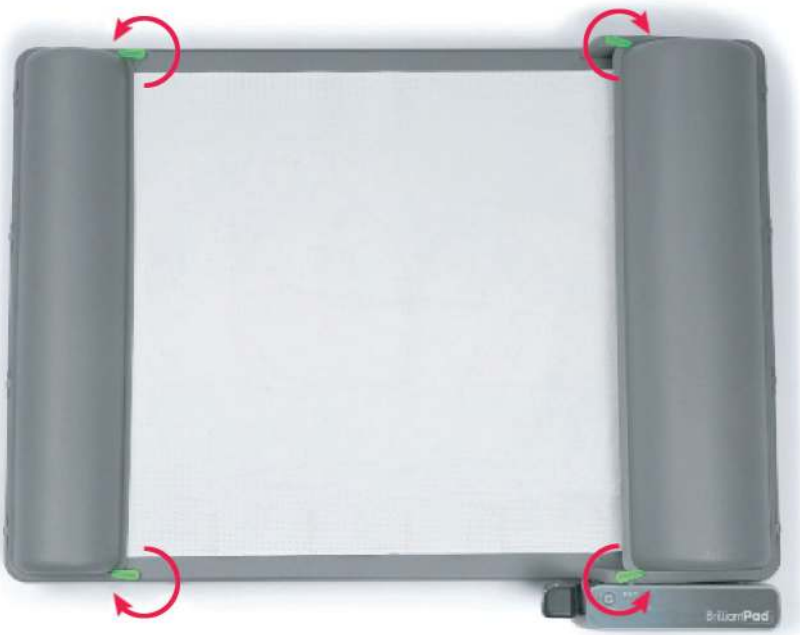
Close and lock the covers
Close both covers and rorate the green latches to lock covers in place.

Setting Up Your Machine

VIDEO GUIDE: Scan this QR code with your phone's camera app.

Cover Latches

Please follow the correct orientation
of the Cover Latches as shown below.



Sync Your App

VIDEO GUIDE: Scan this QR code with your phone's camera app.

2.4 GHz Network Required

1. Ensure your home WiFi network is broadcasting 2.4GHz

Download App

1. Download "BrilliantPad SMART" from Apple App Store or Google Play.



Account Sign In

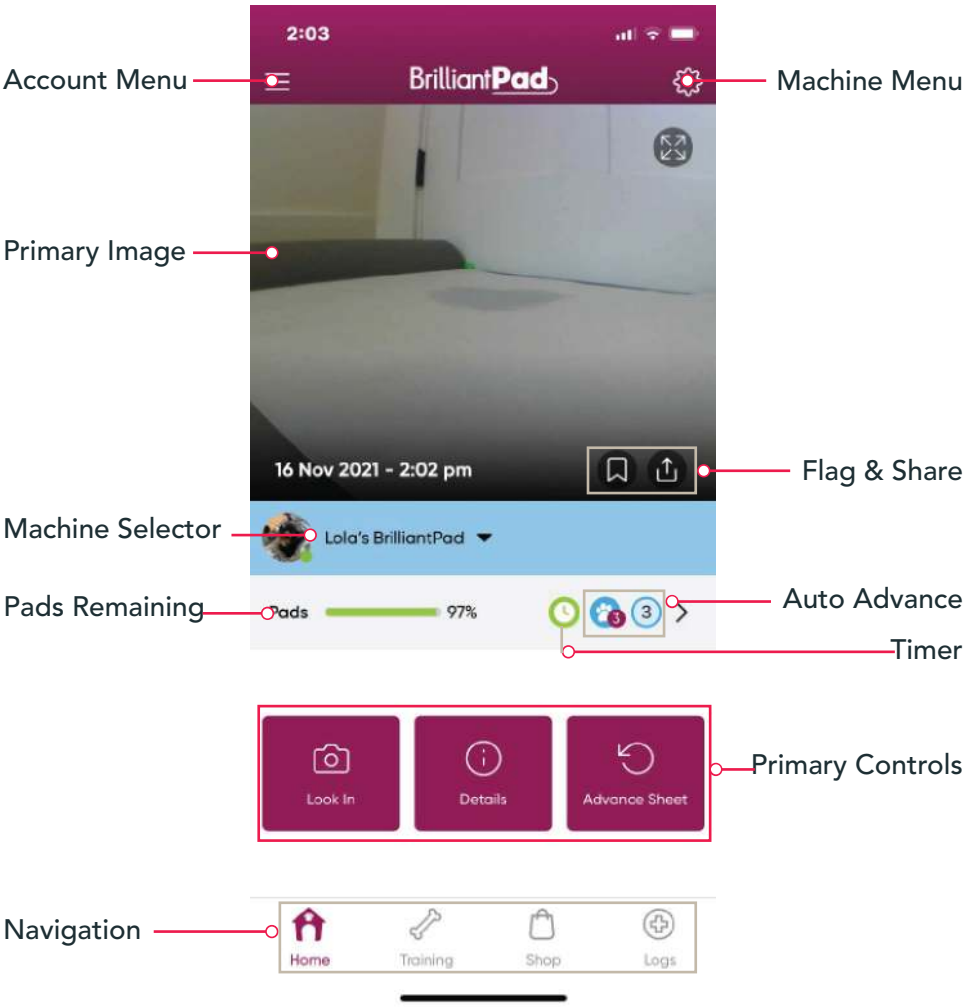
1. Open the BrilliantPad app
2. If you already have a BrilliantPad account, enter the email address and password used for shopping on BrilliantPad.com.
3. Otherwise, tap CREATE ACCOUNT and follow the prompts.

Connect To Machine

1. Tap the (+) plus sign in the app to connect your BrilliantPad machine to your app and account
2. Follow the instructions in the app. The BrilliantPad app will guide you through the rest of the process. *(TIP: If you have trouble with the pairing process, start over and try again. Unplug the module, wait a few seconds, and plug back in. Hard close and reopen the app. Try pairing again.)*

Sync Your App

VIDEO GUIDE: Scan this QR code with your phone's camera app.



TIP: 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. See page 10 for firmware update instructions.

Sync Your App

VIDEO GUIDE: Scan this QR code with your phone's camera app.

Create a Pet Profile

Pet Profiles allow us to tailor training guidance for your dog.

To create a Pet Profile:

1. Tap the Account Menu and select "Pet Profiles."
2. Tap (+) in the upper right corner.
3. Upload your dog's photo and input their name and birthdate- Hit continue
4. Input details about your dog. (You can add a profile for each dog that uses the machine.)

Auto-Advance Settings

Your machine can be set automatically to replace the pad after your dog steps off the machine or at times you choose.

To adjust Advance-Auto settings:

1. Tap on (^) next to the Pads Remaining indicator.
2. Select how many visits will trigger the automatic advance OR tap "add timer" to schedule when auto-advance occurs.
3. Tap the back arrow to return to the home screen.

The blue icon  appears when dog triggered advance is active. The number under the icon shows how many dog triggered events will activate the auto-advance.

The number in the blue circle  counts down the number of visits until the next auto-advance.

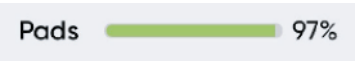
The green timer icon  appears when a smart schedule is active.

App Menus & Features

VIDEO GUIDE: Scan this QR code with your phone's camera app.

Intelligent Roll Monitoring

BrilliantPad Smart estimates how much of the pad roll is left in the machine.



It will also detect roll changes automatically. A window will pop up after a roll is replaced.



Select "Yes" to confirm a new pad roll has been added, and the roll indicator bar will update to 100%.

If a partial pad roll remains, select "No" and adjust the slider to indicate the percentage of roll remaining.



The app will also track how many pad rolls are left in your supply and will notify you when it is time to order more supplies.

To enter the number of rolls you have at home:

1. Tap the Account Menu button and select "Rolls at Home"
2. Adjust the quantity and save

Updating Firmware

To use BrilliantPad Smart machine and app's latest features, always make sure your firmware is updated to the latest version.

To update firmware:

1. Tap the gear icon in the top right corner of the home screen.
2. Select "Firmware" and then update.
3. The app will indicate when the update is complete.

Using Health Logs

VIDEO GUIDE: Scan this QR code with your phone's camera app.

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

Review Health Log

Scroll up and down to view the events of the day. Tap on an event to see the photo and details, tags, and notes.

Tag Images

Confirm and tag what you see in each image to make it easier to sort and filter your health log.

Share with Vet

If you see something unusual, share the photo with your veterinarian:

1. From the Home screen, tap "Look In" to take photo of pad
2. Tap "Details."
3. Tape the Share icon 

Activity Monitoring

Review Usage Charts  and see how many dog visits and pad advances occurred each day for the last 7 or 30 days.

The BrilliantPad app notifies users when there are high or low levels of activity.

Training Tips

VIDEO GUIDE: Scan this QR code with your phone's camera app.

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 a new behavior. Training is a small investment with a big payoff: a cleaner, healthier, happier home.

Be patient, consistent, and positive with your training. Punishment is counterproductive. Instead, give your pup lots of praise, treats, and affection.

To ensure success with BrilliantPad, visit our training center at **BrilliantPad.com/training** where you can watch all of our training videos to help your dog become a BrilliantPad dog!

BrilliantPad will allow you to spend less time cleaning and more time loving, so no mess comes between you and your dog.

Currently using pads

1. **Use the same potty spot**
   Set up BrilliantPad in current potty area.

2. **Familiarize your pet**
   Place regular pads on the machine.

3. **Pad changeover**
   Reduce size of pads gradually until the dog is fully used to the new pad on BrilliantPad.

New to pads

1. **Set up a confined area**
   Create a comfortable space with your pet's bed, food, water, and BrilliantPad.

2. **Keep your pet in their space**
   Put your pet in the confinement area when they are unsupervised or at bedtime.

3. **Praise your pet after use**
   Give a reward to your dog after they go potty on BrilliantPad.

Training Tips & Aids

VIDEO GUIDE: Scan this QR code with your phone's camera app.

Remember these three steps:

1. **Take small steps**
2. **Stay positive**
3. **No punishment**

Again, a few minutes a few times a day for a few weeks is all it takes. It takes small efforts for a bigger payoff. Sometimes house training is a dance, one step forward, one step back. Be patient and jitterbug your way to success. For additional information, visit **BrilliantPad.com/training.**



Go Here Attractant

Designates a potty area for training so your dog knows where to go.



Tidy Shot Enzymatic Cleaner

Accidents happen. Clean up all accidents promptly, so the accident spot does not become the potty spot.



No No Bitter Spray

Discourage unwanted chewing by making the object taste bitter.



Fur-resh Pet Odor Absorber

Sprinkle it into the waste compartment for additional odor control or apply underneath pads to prevent sticking. Neutralizes odors from carpet, furniture, and more.

Resources

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.

Call us at **(312) 348-7915**

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

BrilliantPad.com/register
to register online, please visit BrilliantPad.com for complete details.

United States	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.
Europe	EN 55032:2015 • EN 55035:2017 • EN 61000-3-2:2014 • EN 61000-3-3:2013
Australia	AS/NZS CISPR 32: 2015 • AS/NZS 2772.2:2016 • AS/NZS 62368.1:2018
Japan	211-180419

Designed in Chicago • Training Accessories Made in USA
Machine and Pad Rolls manufactured in China
Patents and Trademarks issued and pending

Brilliant Pet 2 LLC
540 N. Dearborn St. PO Box 10784
Chicago, IL 60610

www.BrilliantPad.com

+1 (312) 348-7915

hello@BrilliantPad.com

BrilliantPad® is a registered trademark of Brilliant Pet 2 LLC

BrilliantPad Smart is a product of the Brilliant Pet® family of products


brilliantpad.™