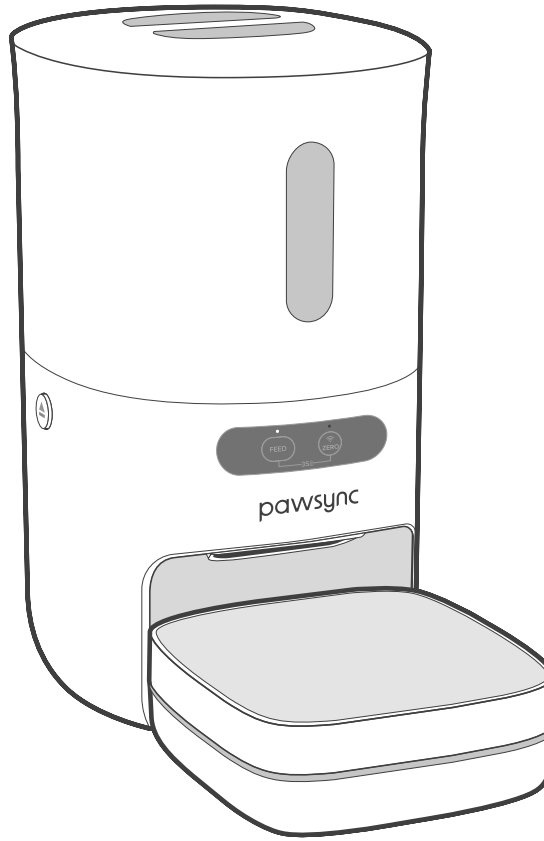
pawsync™

Smart Pet Feeder

User Manual Version 1.0



Questions or Concerns?

Please contact us Mon–Fri, 9:00 am–5:00 pm PST/PDT
at 1-888-233-4378 or support@pawsync.com

Table of Contents

Package Contents	**2**
Specifications	**2**
Important Safeguards & Warnings	**3**
Getting to Know Your Smart Pet Feeder	**6**
Controls & Display	**7**
Getting Started	**9**
Pawsync App Setup	**10**
Using the Smart Pet Feeder	**11**
Care & Maintenance	**12**
Troubleshooting	**14**
Warranty Information	**18**
Customer Support	**21**

Package Contents

1 x Smart Pet Feeder
1 x Stainless Steel Bowl
1 x Feeder Scale
1 x Power Adapter
1 x Desiccant Pack
1 x User Manual
1 x Quick Start Guide

Product Specifications

Model	PPF-R361S-WUS
Power Supply	Power Adapter: 5V⎓ 1.5A Battery: 3 x 1.5V D Battery (Not Included)
Food Capacity*	3.8 qt / 3.6 L
Recommended Kibble Size	0.2–0.6 in / 4–15 mm
Operating Conditions	Temperature: 32°–104°F / 0°–40°C
Dimensions	8.8 x 7.5 x 13.3 in / 22.4 x 19.0 x 33.7 cm
Weight	6.3 lb / 2.9 kg

***Note:** Varies +/- 5% depending on kibble size*

READ AND SAVE THESE INSTRUCTIONS

IMPORTANT SAFETY INSTRUCTIONS

To reduce the risk of fire, electric shock, or other injury, follow all instructions and safety guidelines.

General Safety

- **Only** use the feeder as directed in this manual.
- **WARNING:** When using electric appliances, basic precautions should **always** be followed, including the following:
  - **a.** Read all the instructions before using the appliance.
  - **b.** To reduce the risk of injury, close supervision is necessary when an appliance is used near children.
  - **c.** **Do not** contact moving parts.
  - **d.** **Do not** use outdoors.
- **Only** use the feeder on a dry and level surface.
- **Do not** use the feeder without adding pet food first.
- **Do not** use in excessively humid areas.
- Keep the inside of the feeder dry. To prevent moisture buildup, avoid placing in rooms with major temperature changes.
- **Do not** place heavy objects on the feeder.



To protect against electric shock, **do not immerse the feeder** base, feeder scale, cord, or power adapter in water or spray with liquids.

WARNING: To reduce the risk of fire or electric shock, **do not** use this feeder with any solid-state speed controls (such as a dimmer switch).

- **Do not** disassemble the feeder other than as instructed in this user manual.
- **Do not** modify or attempt to repair the feeder. If you have any questions or concerns about the pet feeder, contact **Customer Support** (see page 21).
- **Only** use accessories recommended or sold by Arovast Corporation. The use of accessories not recommended or sold by the manufacturer may cause unsafe conditions.
- **Do not** allow children or pets to play with the plastic packaging. Immediately discard the plastic to prevent suffocation.

General Safety (cont.)

- **Do not** allow children to clean or perform maintenance on the feeder.
- Children should be supervised to ensure that they **do not** play with the feeder.
- When installing or changing the feeder's batteries, make sure to place the batteries in the correct polarity.
- For cleaning instructions, see **Care & Maintenance** (page 12).
- This pet feeder is not to be used by persons (including children) with reduced physical, sensory, or mental capacities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning the use of the appliance by a person responsible for their safety.
- Not for commercial use. Household use **only**.

Power Adapter

- This device is **only** to be used with the power supply unit provided with the device.
- To disconnect, remove the plug from outlet.
- **Do not** unplug by pulling on the cord. To unplug, grasp the plug, not the cord.
- Unplug from outlet when not in use and before servicing or cleaning.
- **Do not** operate any appliance with a damaged cord or plug, or after the appliance malfunctions or is dropped or damaged in any manner. Return appliance to the nearest authorized service facility for examination, repair, or electrical or mechanical adjustment.
- Keep the feeder near the outlet it is plugged into. The use of an extension cord is not recommended.
- **Do not** plug in if there is water on the cord or power adapter.
- **Never** place the cord near any heat source.
- **Do not** cover the cord with a rug, carpet, or other covering. **Do not** place the cord under furniture or appliances.
- To avoid a tripping hazard, keep the cord out of areas where people walk often. Place the cord where it will not be tripped over and safely coil the cord.
- A loose fit between the outlet and plug may cause overheating and a distortion of the adapter. Contact a qualified electrician to replace a loose or worn outlet.
- Unplugging the power adapter will disable remote control of the feeder and temporarily disconnect the feeder from Pawsync and other third-party apps.



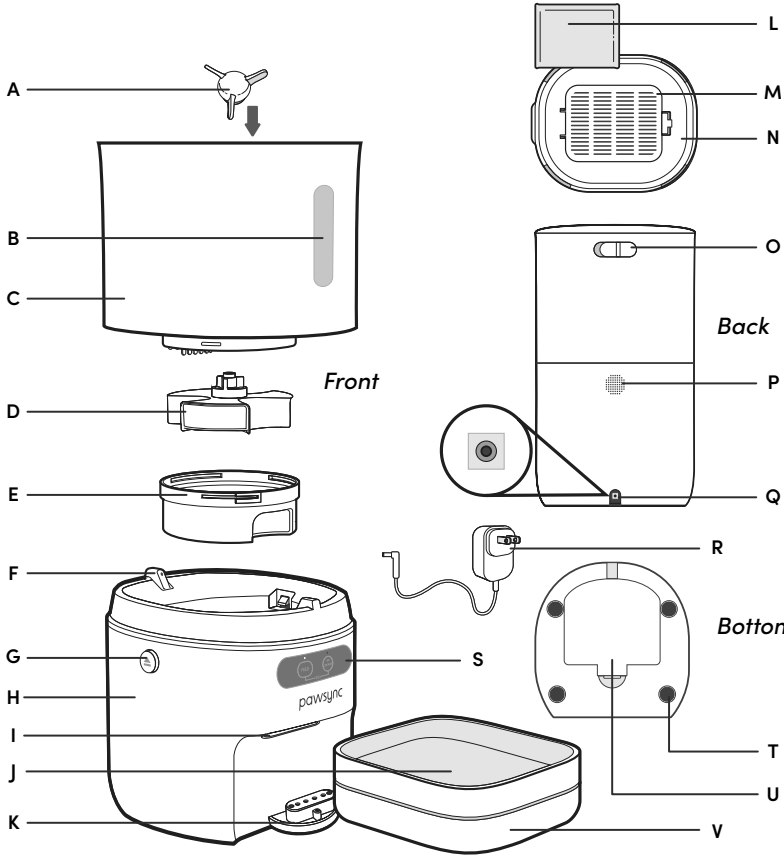
WARNING: Danger of explosion if battery is incorrectly replaced. To reduce risk of fire, explosion or leakage of flammable liquid/gas, **do not** disassemble, crush, puncture, short external contacts expose to temperature above **140°F (60°C)**, sunshine, or the like, expose to extremely low air pressure, or dispose of in fire or water. **Only** replace with specified batteries.

Electromagnetic Fields (EMF)

The Pawsync Smart Pet Feeder complies with all standards regarding electromagnetic fields (EMF). If handled properly and according to the instructions in this user manual, the appliance is safe to use based on scientific evidence available today.

SAVE THESE INSTRUCTIONS

Getting to Know Your Smart Pet Feeder

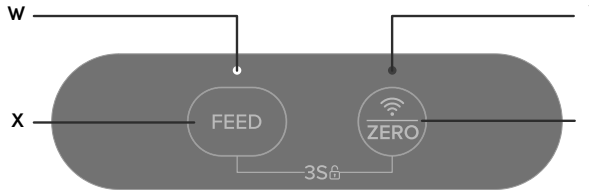


A. Food Agitator
B. Food Level Window
C. Feeder Tank
D. Food Distributor
E. Distributor Cover
F. Low Food Sensors
G. Tank Release Buttons
H. Feeder Base
I. Food Outlet
J. 304 Stainless Steel Bowl
K. Dock
L. Silica Gel Desiccant Pack
M. Desiccant Compartment (Underneath Lid)
N. Lid
O. Lid Release Switch
P. Speaker
Q. Power Adapter Port (Inside Battery Compartment)
R. Power Adapter
S. Control Panel
T. Anti-Slip Pads
U. Battery Compartment (Underneath Base)
V. Feeder Scale

Control Panel

Note:

- *Make sure the pet feeder is unlocked before using the Feed & Wi-Fi/Zero buttons.*
- *You can use the Pawsync app to control the pet feeder and access additional app-only features.*



W. Lock/Feed Indicator
X. Feed Button
Y. Wi-Fi Indicator
Z. Wi-Fi/Zero Button

Controls & Display

Feed Button

- Press to release one portion of food.

Note:

- *The Feed button **only** dispenses about 0.32 oz / 9.1 g of food (which varies depending on kibble size).*
- *Use the Pawsync app to dispense custom kibble amounts and set a feeding plan.*

Automatic Lock

- For your pet's safety, the control buttons automatically lock after 5 minutes of no operation.
- If you restart (unplug and plug in) the pet feeder, the control buttons stay unlocked for 30 minutes.
- **To unlock the pet feeder**, press and hold **FEED +** ZERO for 3 seconds. The Lock/Feed Indicator will light up white.

Wi-Fi/Zero Button

- Press and hold for 5 seconds to connect the pet feeder to the Pawsync app. See the in-app instructions for more information (see page 10).

Note: *If you do not connect to the Pawsync app within 30 minutes of turning on the feeder, the control buttons will automatically lock. Unlock the feeder, then connect to the Pawsync app.*

- Press twice to calibrate (zero out) the feeder scale (see **Calibrating the Feeder Scale**, page 11).
- Press and hold for 10 seconds to reset the pet feeder to default settings and disconnect from Wi-Fi. Feeder settings in the app will be reset, but pet information, history, and health trends are remembered.

Controls & Display (cont.)

LED Indicators

Lock/Feed Indicator	**Lights up white**	Control panel is unlocked
	No light	Control panel is locked
	Stays red	Low food, low battery, food blockage, excess food in bowl (over 0.53 oz / 150 g), or feeder scale is not connected
	Lights up white & blinks twice	Calibrated successfully
	Lights up red & blinks twice	Failed to calibrate
	Lights up red & blinks once	Failed to operate action, control panel is locked

Wi-Fi Indicator	**Blinks slowly**	Waiting to connect
	Blinks fast	Connecting
	Stays blue	Connected successfully
	Blinks 3 times	Wi-Fi disabled (Battery Mode)

Smart Jam Fix Technology	The pet feeder can detect blockage and will try to dislodge any stuck food. 1. If the pet feeder's motor is jammed, the food dispenser will rotate back and forth 3 times to help dislodge food. 2. If the pet feeder is unable to dislodge food, the Lock/Feed Indicator will light up red and send a notification to your phone. Check the food distributor for blockage (see **Care & Maintenance**, page 12).

Getting Started

1. Remove all packaging.
2. Slide the Lid Release Switch to the unlocked position and remove the lid.
3. Remove the bowl, feeder scale, power adapter, and desiccant pack from the tank.
4. Remove the outer plastic packaging from the desiccant pack, then place into the desiccant compartment. ***[Figure 1.1]***

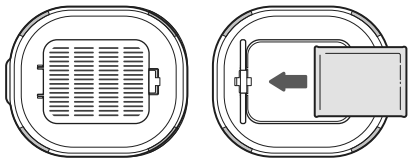


Figure 1.1

WARNING: Do not open the desiccant pack, exposing the beads. ***Only*** *remove the outer plastic packaging.*

5. Replace the lid. Angle the lid to insert the front side first, then press down on the back to lock it in place. ***[Figure 1.2]***

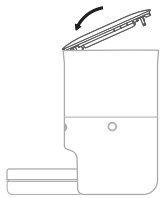


Figure 1.2

6. Open the battery compartment and insert the power adaptor firmly into the port. ***[Figure 1.3]***

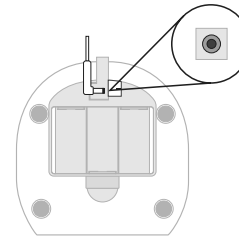


Figure 1.3

7. Optionally, install 3 x 1.5V D batteries (not included). Replace the lid. ***[Figure 1.4]***

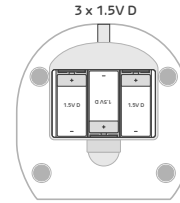


Figure 1.4

Note:

- *Make sure the batteries are in the correct polarity.*
- *We recommend using both the power adapter and batteries in case of power failure. Batteries are* ***only used as backup.***

8. Press the scale firmly onto the dock until it slots into place. Make sure the scale is secure. ***[Figure 1.5]***

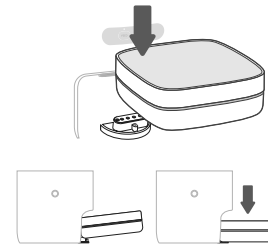


Figure 1.5

Getting Started (cont.)

Note: *To avoid spilling, remove the bowl and scale before moving the pet feeder. Hold the base of the feeder (and not the tank) when you carry the pet feeder.*

9. Place the bowl on the scale, then plug in the pet feeder.
10. Connect the pet feeder to the Pawsync app. See **Pawsync App Setup**.
11. Press ZERO twice to calibrate the feeder scale. The Lock/Feed Indicator will light up white and blink twice.

    Note: *Before calibrating, make sure the bowl is empty and the bowl and scale are on a level surface.*

Pawsync App Setup

Note:

- *The Pawsync app is continually being improved and may change over time. If there are any differences, follow the in-app instructions.*
- *Requires device to run app, Wi-Fi® or mobile data, and iOS version 14 or Android version 9 (or above). Standard data and messaging rates may apply. Registration is required.*

1. To download the Pawsync app, scan the QR code or search "Pawsync" in the Apple App Store® or Google Play Store. ***[Figure 2.1]***

Download on the App Store

GET IT ON Google Play

Figure 2.1

Note: *For Android™ users, choose "Allow" to use Pawsync.*

2. Open the Pawsync app. **Log In** or **Sign Up**.
3. Follow the in-app instructions to set up your smart pet feeder.

   Note: *Your phone must have Location Services turned on while your phone is connecting to your smart pet feeder. This is required to establish the Bluetooth® connection. You can turn Location off after your smart pet feeder is finished connecting to the Pawsync app.*

Wi-Fi® Connection:

- To disconnect Wi-Fi, press and hold ZERO for 10 seconds until the Wi-Fi Indicator turns off. This will restore the smart pet feeder's default settings and disconnect it from the Pawsync app.
- Feeder settings in the app will be reset, but pet information, history, and health trends are remembered.
- To reconnect, please follow the instructions in the Pawsync app for adding a device.

Using the Smart Pet Feeder

Note:

- *For basic safety precautions when using the pet feeder, see **Important Safety Instructions** (page 3).*
- *The Pawsync app allows you to control the smart pet feeder remotely and access additional functions and features. As the app develops, more features may become available.*

Filling the Feeder Tank

Note:

- ***Only** use dry kibble in the pet feeder. **Do not** use wet, canned, or moist food.*
- *We recommend using kibble 0.2–0.6 in / 4–15 mm in size.*



If the tank is empty:

1. Add kibble to the tank.
2. Press **FEED** once. This rotates the food agitator so kibble can enter the food distributor.
3. Press **FEED** to manually dispense one portion of food.

If food is low:

1. The Lock/Feed Indicator will light up red and the Pawsync app will send a notification to your phone.
2. Add more kibble to the tank.
3. Press **FEED** to manually dispense one portion of food.

Note:** Make sure food covers the low food sensors, but does not go over the "MAX" line. **[Figure 3.1]

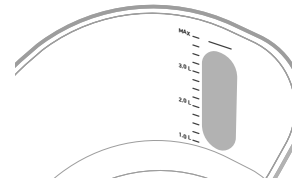


Figure 3.1

Calibrating the Feeder Scale

The feeder scale measures precise kibble amounts for your pet. Before calibrating, make sure the bowl is on the scale, the bowl is empty, and the scale is on a level surface.

- Press ZERO twice to calibrate the feeder scale.
- Make sure to calibrate the scale frequently for more accurate measurements.

***Note: Always** calibrate the feeder scale after removing the bowl or scale and after refilling the feeder tank.*

Care & Maintenance

For your pet's health, we recommend that you regularly clean the pet feeder.

Disassembling & Cleaning the Pet Feeder

WARNING: *The feeder scale and base contain electrical components and sensors.* ***DO NOT*** *rinse with water, soak, or use cleaning solutions that may corrode the product.* ***DO NOT*** *place in the dishwasher.* ***[Figure 4.1]***

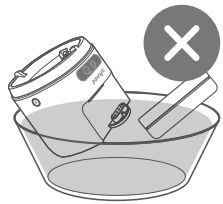


Figure 4.1

1. Unplug the pet feeder.
2. Make sure there is no kibble inside the tank or bowl.
3. Remove the bowl and scale from the dock.
4. Remove the lid, then remove the desiccant pack from the desiccant compartment.
5. Press the Tank Release Buttons to remove the tank from the base.
6. Flip the tank over. Turn the distributor cover counterclockwise to remove it. ***[Figure 4.2]***

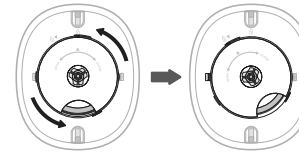


Figure 4.2

7. Pull the food agitator to remove, then slide the food distributor out from the center of the tank. ***[Figure 4.3]***

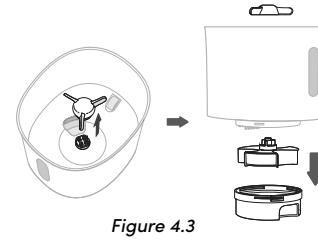


Figure 4.3

8. Wash the tank, lid, food agitator, food distributor, and distributor cover with soap and water. Allow to fully dry.
9. Remove the stainless steel bowl from the scale. Wash the bowl with soap and water. Allow to fully dry.
10. Use a **dry cloth** to clean the scale and base.
11. Allow all parts to fully dry before reassembling.

Assembling the Pet Feeder

1. Insert the food distributor through the center of the tank, then firmly press the food agitator onto the distributor.

   Note: *Make sure the food agitator is aligned with the studs on the food distributor.* ***[Figure 4.4]***

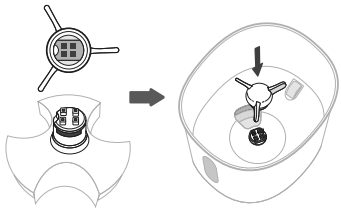


Figure 4.4

2. Place the cover over the food distributor, aligning the two arrows. Turn clockwise to secure. ***[Figure 4.5]***

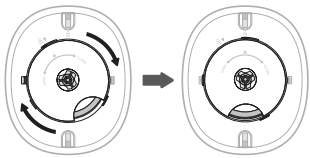


Figure 4.5

3. Place the tank onto the base and click in place.
4. Place the desiccant pack into the desiccant compartment, then replace the lid.
5. Press the scale firmly onto the dock, then place the bowl on the feeder scale.
6. Plug in the pet feeder and calibrate the feeder scale (see **Calibrating the Feeder Scale**, page 11).

Battery Mode

- **Always** plug in the power adapter. The batteries are **only used as backup** in case of power failure.
- If there is a power outage, the feeder will switch to Battery Mode and Pawsync will send a notification to your phone.
- In Battery Mode, Wi-Fi, remote control, and pet feeder notifications are disabled, but scheduled mealtimes will continue normally. The Pawsync app will continue to track and store information. Once power is reconnected, the app will resync and Wi-Fi, remote control, and notifications will be restored.
- Remove the batteries if not using the pet feeder for an extended period of time to prevent battery leakage.

Replacing the Desiccant Pack

We recommend replacing the desiccant pack **every month** with the Pawsync Desiccant Pack to absorb moisture and help keep food dry.

WARNING:

- ***DO NOT*** *eat. Keep out of reach from children and pets.*
- ***Do not*** *drop desiccant pack into the feeder tank.*
- ***Do not*** *use if desiccant packaging is damaged.*

Troubleshooting

Problem	Possible Solution
Pet feeder will not turn on or respond to button controls	• Make sure the pet feeder is plugged into a working outlet. • Make sure the pet feeder is unlocked (see **Controls & Display,** page 7). • Make sure the power adapter is plugged in correctly (see **Getting Started**, page 9).
Food will not dispense	• For manual feeding, make sure the pet feeder is unlocked (see **Controls & Display,** page 7). • Make sure to use dry kibble between 0.2–0.6 in / 4–15 mm in size. • Check the food distributor for blockage. • Food will not dispense in the case of a power outage and no batteries were installed. We recommend using **both** the power adapter and batteries in case of power failure.
Tank is hard to remove from the base	• Press both Tank Release Buttons on either side of the tank and lift up.
Food weight is abnormal or incorrect	• Make sure the feeder scales is calibrated (see **Calibrating the Feeder Scale,** page 11).
Pet feeder does not dispense even kibble amounts	• Make sure the feeder scale is calibrated (see **Calibrating the Feeder Scale,** page 11). • The first few kibble dispenses may vary. If food amount does not even out, contact **Customer Support** (see page 21). • Check to see if food is low. Add more kibble.
Lock/Feed Indicator lights up red and blinks twice	• The pet feeder failed to calibrate. • Make sure the pet feeder is unlocked and try calibrating the feeder scale again (see **Calibrating the Feeder Scale,** page 11).

Troubleshooting (cont.)

Lock/Feed Indicator stays red	• Check to see if food is low. Add more kibble. • Check the food distributor for blockage. • Batteries may be low. Replace with new batteries. • Feeder scale is not fully connected. Make sure to firmly press the scale onto the dock. • Check if there is too much food in the bowl (over 0.53 oz / 150 g). Excess food might block the food outlet.
The tank is empty, but the Pawsync app did not send a low food notification.	• Clean the low food sensors with a dry cloth. • Make sure the pet feeder is connected to the Pawsync app (see **Pawsync App Troubleshooting**, 16).
Pet feeder appears off (Indicator lights are off)	• Make sure the pet feeder is plugged into a working outlet. • Check the Pawsync app to see if Sleep Mode is on. Sleep Mode turns off display lights and sound. • Check the food distributor for blockage.

If your problem is not listed, please contact **Customer Support** (see page 21).

Pawsync App Troubleshooting

My smart pet feeder isn't connecting to the Pawsync app.

- Make sure your phone has Bluetooth® turned on and is not currently connected to another Bluetooth device.
- During the setup process, you must be on a secure 2.4GHz Wi-Fi® network. Confirm that the network is working correctly.
- Make sure the Wi-Fi password you entered is correct.
- There should be no spaces at the beginning or end of the password.
- Test the password by connecting a different electronic device to the router.
- If you're manually typing in the SSID and password, double check that both are entered correctly.
- Try restarting the pet feeder. Unplug the pet feeder, then plug in again.
- Try moving the pet feeder closer to the router. Your phone should be as close as possible to the pet feeder.
- Your router may need to be at a higher location, away from obstructions.
- Make sure your the pet feeder and router are away from appliances (such as microwave ovens, refrigerators, electronic devices, etc.) to avoid signal interference.
- If you're using a VPN, make sure it's turned off while setting up the pet feeder.
- Disable portal authentication for your Wi-Fi network. If portal authentication is enabled, the pet feeder will not be able to access your Wi-Fi network, and setup will fail.

  Note: *Portal authentication means that you need to sign in to your Wi-Fi network through a web page before you can use the Internet.*

- Try resetting the pet feeder. Press and hold ZERO for 10 seconds until the Wi-Fi Indicator turns off. This will restore the smart pet feeder's default settings.

My smart pet feeder is offline.

- Make sure the pet feeder is plugged into a working outlet, then refresh the Pawsync menu by swiping down on the screen.

  Note: *If the pet feeder is in Battery Mode, Wi-Fi will be disabled.*

- Make sure the power adapter is secure inside the outlet. A loose fit between the outlet and adapter may cause Wi-Fi to go offline frequently.
- Make sure your router is connected to the internet and your phone's network connection is working.

  Note: *Power outages, internet outages, or changing Wi-Fi routers may cause the pet feeder to go offline.*

If your problem is not listed, please contact **Customer Support** (see page 21).

Federal Communication Commission Interference Statement – Part 15

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, and
2. This device must accept any interference received, including interference that may cause undesired operation.

NOTE: 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 instructions, may 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 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 into an outlet on a circuit different from that to which the receiver is connected.
4. Consult the dealer or an experienced radio/TV technician for help.

FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

FCC Radiation Exposure Statement

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. End users must follow the specific operating instructions for satisfying RF exposure compliance. To maintain compliance with FCC RF exposure compliance requirements, please follow operation instructions as documented in this manual. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter. This equipment should be installed and operated with a minimum distance of 20 cm between the radiator and your body. The availability of some specific channels and/or operational frequency bands are country dependent and are firmware programmed at the factory to match the intended destination. The firmware setting is not accessible by the end user.

FCC SDOC Supplier's Declaration of Conformity

Arovast Corporation hereby declares that this equipment is in compliance with FCC requirements. The declaration of conformity may be consulted in the support section of our website, accessible from pawsync.com

Limited Warranty Information

Product Name	Pawsync Smart Pet Feeder
Model	PPF-R361S-WUS
Date of Purchase	
Order ID	

Pawsync Limited Product Warranty

Register your products at https://pawsync.com/warranty to stay up to date with important product information such as product updates, limited warranties, usage and maintenance recommendations, and notifications concerning safety warnings or product recalls. Registration is not required to claim your limited warranty.

One (1) Year Limited Consumer Product Warranty

Arovast Corporation ("Arovast") warrants that the product shall be free from defects in material and workmanship for a period of **1 year from the date of original purchase** ("Limited Warranty Period"), provided the product was used in accordance with its use and care instructions (e.g., in the intended environment and under normal circumstances).

Extended Limited Consumer Product Warranty

If the user registers the product at https://pawsync.com/warranty, the warranty period shall be extended by a period of 1 calendar year from the date the Limited Warranty Period was set to end (the "Extended Warranty Period"), provided that the product was used in accordance with its use and care instructions (e.g., in the intended environment and under normal circumstances).

Your Limited Warranty Benefits

During the Limited Warranty Period or the Extended Warranty Period, and subject to this limited Warranty Policy, Arovast will, in its sole and exclusive discretion, either (i) refund the purchase price if the purchase was made directly from the online Pawsync store, (ii) repair any defects in material or workmanship, (iii) replace the product with another product of equal or greater value, or (iv) provide store credit in the amount of the purchase price.

Who is Covered?

This limited warranty extends only to the original consumer purchase of the product and is not transferable to any subsequent owner of the product, regardless of whether the product transferred ownership during the specified term of the limited warranty. The original consumer purchase must provide verification of the defect or malfunction and proof of the date of purchase to claim the Limited Warranty Benefits.

Be Aware of Unauthorized Dealers or Sellers

This limited warranty does not extend to products purchased from unauthorized sellers or dealers. Arovast's limited warranty only extends to products purchased from authorized dealers or sellers that are subject to Arovast's quality controls and have agreed to follow its quality controls. Please be aware, products purchased from an unauthorized website or dealer may be counterfeit, used, defective, or may not be designed for use in your country. You can protect yourself and your products by making sure you only purchase from Arovast or its authorized dealers.

If you have any questions about a specific seller, or if you think you may have purchased your product from an unauthorized seller, please contact our Customer Support Team via support@pawsync.com.

What's Not Covered?

- Normal wear and tear, including parts that might wear out over time (e.g., batteries, moving parts, mechanical gears, etc.)
- If the proof-of-purchase has been altered in any way or is made illegible.
- If the model number, serial number, or production date code on the product has been altered, removed, or made illegible.
- If the product has been modified from its original condition.
- If the product has not been used in accordance with directions and instructions in the user manual.
- Damages caused by connecting peripherals, additional equipment or accessories other than those recommended in the user manual.
- Damages or defects caused by accident, abuse, misuse, or improper or inadequate maintenance.
- Damages or defects caused by service or repair of the product performed by an unauthorized service provider or by anyone other than Arovast.
- Damages or defects occurring during commercial use, rental use, or any use for which the product is not intended.
- If the unit has been damaged, including but not limited to damage by animals, lightning, abnormal voltage, fire, natural disaster, transportation, dishwasher, or water (unless the user manual expressly states that the product is dishwasher-safe).
- Incidental and consequential damages.
- Damages or defects exceeding the cost of the product.

Claiming Your Limited Warranty Service in 5 Simple Steps:

1. Make sure your product is within the specified limited warranty period.
2. Make sure you have a copy of the invoice and order ID or other proof-of-purchase.
3. Make sure you have your product. **DO NOT** dispose of your product before contacting us.
4. Contact our Customer Support Team via support@pawsync.com.
5. Once our Customer Support Team has approved your request, please return the product with a copy of the invoice and order ID.

Sole and Exclusive Remedy

THE FOREGOING LIMITED WARRANTY CONSTITUTES AROVAST CORPORATION'S EXCLUSIVE LIABILITY, AND YOUR SOLE AND EXCLUSIVE REMEDY, FOR ANY BREACH OF ANY WARRANTY OR OTHER NONCONFORMITY OF THE PRODUCT COVERED BY THIS LIMITED PRODUCT WARRANTY STATEMENT. THIS LIMITED WARRANTY IS EXCLUSIVE, AND IN LIEU OF ALL OTHER WARRANTIES. NO EMPLOYEE OF AROVAST CORPORATION OR ANY OTHER PARTY IS AUTHORIZED TO MAKE ANY WARRANTY IN ADDITION TO THE LIMITED WARRANTY IN THIS LIMITED PRODUCT WARRANTY STATEMENT.

Disclaimer of Limited Warranties

TO THE FULLEST EXTENT PROVIDED BY APPLICABLE LAW, EXCEPT AS WARRANTED IN THIS LIMITED PRODUCT WARRANTY POLICY, AROVAST CORPORATION PROVIDES THE PRODUCTS YOU PURCHASE FROM AROVAST CORPORATION IS "AS IS" AND AROVAST CORPORATION HEREBY DISCLAIMS ALL WARRANTIES OF ANY KIND, WHETHER EXPRESS OR IMPLIED, STATUTORY, OR OTHERWISE, INCLUDING BUT NOT LIMITED TO ANY WARRANTIES OF MERCHANTABILITY, NON-INFRINGEMENT, AND FITNESS FOR PARTICULAR PURPOSE.

Limitations of Liability

TO THE FULLEST EXTENT PROVIDED BY APPLICABLE LAW, IN NO EVENT WILL AROVAST CORPORATION, ITS AFFILIATES, OR THEIR LICENSORS, SERVICE PROVIDERS, EMPLOYEES, AGENTS, OFFICERS, OR DIRECTORS BE LIABLE FOR: (A) DAMAGES OF ANY KIND ARISING OUT OF OR IN CONNECTION WITH PRODUCTS PURCHASED FROM AROVAST CORPORATION IN EXCESS OF THE PURCHASE PRICE PAID BY THE PURCHASE FOR SUCH PRODUCTS, OR (B) INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL, OR PUNITIVE DAMAGES EVEN IF AROVAST CORPORATION OR ONE OF ITS SUPPLIERS HAS BEEN ADVISED OF THE POSSIBILITY OR LIKELIHOOD OF SUCH DAMAGES.

AND REGARDLESS OF WHETHER CAUSED BY TORT (INCLUDING NEGLIGENCE), BREACH OF CONTRACT, OR OTHERWISE, OUR LIABILITY SHALL UNDER NO CIRCUMSTANCES EXCEED THE ACTUAL AMOUNT PAID BY YOU FOR THE DEFECTIVE PRODUCT, NOR SHALL WE UNDER ANY CIRCUMSTANCES BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, SPECIAL OR PUNITIVE DAMAGES OR LOSSES, WHETHER DIRECT OR INDIRECT.

EXCEPT AS COVERED BY THIS LIMITED PRODUCT WARRANTY STATEMENT, AROVAST CORPORATION SHALL NOT BE LIABLE FOR COSTS ASSOCIATED WITH THE REPLACEMENT OR REPAIR OF PRODUCTS PURCHASED FROM IT, INCLUDING, BUT NOT LIMITED TO, LABOR, INSTALLATION, OR OTHER COSTS INCURRED BY THE USER AND, IN PARTICULAR, ANY COSTS RELATING TO THE REMOVAL OR REPLACEMENT OF ANY PRODUCT.

Other Rights You May Have

SOME JURISDICTIONS DO NOT ALLOW FOR: (1) EXCLUSION OF IMPLIED WARRANTIES; (2) LIMITATION ON THE DURATION OF IMPLIED WARRANTIES; AND/OR (3) EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES; SO THE DISCLAIMERS IN THIS POLICY MAY NOT APPLY TO YOU. IN THESE JURISDICTIONS YOU HAVE ONLY THE IMPLIED WARRANTIES THAT ARE EXPRESSLY REQUIRED TO BE PROVIED IN ACCORDANCE WITH APPLICABLE LAW. THE LIMITATIONS OF WARRANTIES, LIABILITY, AND REMEDIES APPLY TO THE MAXIMUM EXTENT PERMITTED BY LAW.

ALTHOUGH THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, YOU MAY HAVE OTHER RIGHTS IN YOUR JURISDICTION. THIS STATEMENT OF LIMITED WARRANTY IS SUBJECT TO APPLICABLE LAWS THAT APPLY TO YOU AND THE PRODUCT. PLEASE REVIEW THE LAWS IN YOUR JURISDICTION TO UNDERSTAND YOUR RIGHTS FULLY.

Changes To This Policy

We may change the terms and availability of this limited warranty at our discretion, but any changes will not be retroactive.

This warranty is made by:

AROVAST CORPORATION
1202 N. Miller St., Suite A
Anaheim, CA 92806, USA

Customer Support

If you have any questions or concerns about your new product, please contact our helpful Customer Support Team.

Arovast Corporation
1202 N. Miller St., Suite A
Anaheim, CA 92806, USA

Email: support@pawsync.com
Toll-Free: 1-888-233-4378

Support Hours

Mon–Fri, 9:00 am–5:00 pm PST/PDT

**Please have your order ID and order invoice PDF or screenshot(s) ready before contacting Customer Support.*

Attributions

App Store® is a trademark of Apple Inc.

Google, Android, and Google Play are trademarks of Google LLC.

Wi-Fi® is a registered trademark of Wi-Fi Alliance®.

iOS is a registered trademark of Cisco Systems, Inc. and/or its affiliates in the United States and certain other countries.

The Bluetooth® word mark and logos are registered trademarks owned by Bluetooth SIG, Inc. and any use of such marks by Arovast Corporation is under license. Other trademarks and trade names are those of their respective owners.

Notes

Notes

pawsync™