

Mechanical Device

1.What is the purpose of the radar sensor in the front? Whether it's on or off it does not stop the unit if my cat approaches.

We put an infrared sensor on the front of the litter box to prevent cats from getting hurt when the litter box is self-cleaning when they approach. Please note: This device is turned off by default, you can turn it on in the App under Options - Infrared Radar Sensor.

2.If litter gets between the barrel and the base, will this damage the product? Specifically, will this damage the motor?

Our latest generation product is equipped with a removable leak-proof device. When your cat enters and exits the litter box, this device effectively prevents litter from falling onto the connection between the cylinder and the body of the machine, which can cause contamination. This helps to keep the entry and exit area clean, which is the most susceptible to contamination.

You can rest assured that even if this situation occurs, the motor will not be damaged. We take pride in providing high-quality products that meet the needs of our customers, and we are confident that you will be satisfied with your purchase.

3.How could we prevent litter from getting stuck under the barrel?

To avoid this issue, it's important to follow the instructions regarding the minimum and maximum marks when adding litter to the machine. Overfilling the litter beyond the maximum mark can cause the cat to push out excess litter, leading to a messy situation.

Be mindful not to exceed the maximum fill line, even if tempted to do so. Overfilling the machine can result in the litter being wasted during the cleaning process and being directly disposed of into the bag.

4.Please clarify, does the unit senses and automatically turn/dumps the waste once cat uses and vacate, or do you have to manually push button to dump?

Yes it does! It will automatically initiate three minutes after the cat exits.

5.Why the cat tray wont turn on?

To open, simply apply pressure to the two buttons on the waste bin cover at the same time.

6. Will my litter box still clean itself if the bag is full I need to know cause I'll be out of town & I won't be able to come home I'm on a business trip?

Does not perform automatic cleaning

7. The scale says the litter is at 0% but it's full. Also, it keeps saying a cat is in there when it isn't. What do I do.

This is because the weight bottom's weight sensor is not properly placed. Please check if there are any foreign objects such as carpets on the bottom of the machine. After that, please power off the machine and restart it.

8. My unit won't work in auto mode. The waste just sits there indefinitely once the cat exits. I'm in auto mode... what am I doing wrong?

Please unplug the power cord, check the evenness of the floor, and plug it back in after 5 minutes. If the automatic mode still doesn't work, you will need to recalibrate the device. Please follow the instructions in the video for weight calibration. If the device still doesn't work in automatic mode after calibration, please contact us for further assistance.

9. Is there an auto-empty feature that can be disabled? I've had this litterbox for about two weeks, but found it unexpectedly emptied on its own twice.

The litter box will only be emptied when the "One-Button Litter Cleaning" function is manually triggered through the app or the control panel of the machine. If the litter box is being emptied without any apparent reason, it is necessary to troubleshoot the issue.

10. The litter box keeps making squeaky noise every time when it is cleaning, this didn't happen on the first few days. How do I stop this?

Please check if the drum is properly installed and if there are any foreign objects obstructing the rotation of the machine.

11. How do I keep litter from getting in between the drum and base?

Our latest generation product is equipped with a removable leak-proof device. When your cat enters and exits the litter box, this device effectively prevents litter from falling onto the connection between the cylinder and the body of the machine, which can cause contamination. This helps to keep the entry and exit area clean, which is the most susceptible to contamination.

12. Why is my litter bin saying it's full when it's not? Is there a sensor somewhere that the litter box liner might be covering?

Press the cleaning button once manually, and the indicator light will automatically turn off.

13.What would cause the litter and urine to get underneath the box.

Litter and urine will not get underneath the box.

14.Why does it completely empty all of the litter after every use?

It seems like there was an accidental press of the "One-Button Litter Cleaning" feature. Please note that "One-Button Litter Cleaning" and "Immediate Cleaning" are two different functions. Please be careful to differentiate between them.

15.Auto stopped working. How can I fix?

After checking the evenness of the floor surface, please proceed to power off the machine and then restart it.

16.Touch buttons are not available after the machine is powered on.

After the machine is powered on there will be 1 to 3 minutes of automatic calibration, this process, so the button is not operable, not a fault, after the completion of the calibration can be used.

17.After the machine is powered on, it auto-matically calibrates to stop halfway without moving.

1 .Machine in the automatic calibration process after power on, if hold up the machine to move position, this will trigger the weight system to clear the load weight data, when the machine is put back on the ground, will stop the calibration; then you can re-energize, or wait 15 minutes, the machine will continue to complete the calibration.

2.It may be because the floor is uneven, such as across the floor tiles of different heights, or across the carpet and hard floor; which will cause the weight sensor to disorder and cause the equipment not to operate properly. Don't worry, just place it on a flat floor.

18.Why didn't the device stop working while the cat entered?

The device won't stop when sand leveling and weight calibrating. The device is designed with a safe structure. Rotating 45 degrees is safe when the cat enters.

19. If the sensor fails the integrated structure will guarantee not to pinch the cat?

Because our rotation method is to rotate left and right along the compartment door, the compartment door never forms a shear angle with other parts at any time, so the cat is safe inside. Therefore, even in the extreme case of complete sensor failure, our machine will not trap the cat.

20.Can two cats weighing 3kg each use the litter box at the same time? Will the sensor recognition function be disrupted?

It's no problem for multiple cats to use the litter box at the same time, as the weight sensor will only record the weight changes separately.

21.What is the working principle of the ion deodorizer?

The ion deodorizer uses oxygen ions with negative electrons to knock down the odor factors in the air, and the effect of odor removal is relatively fast.

22.Why is the weight data incorrect?

Please hold the "Remove Odor" for 2 seconds, the litter sand will be smoothed, and the weight will be calibrated. Also, please check whether the device is placed on a flat and hard surface. If a cat enters the bin during working, it will also get an inaccurate weight. Cats entering halfway or staying in the bin for too short of time may also result in incorrect weighing.

23.Button malfunction

Please try to touch the corresponding text part of the machine panel, the text area has the highest sensitivity, or use the app to operate.

In order to prevent mistakenly triggering the one-touch litter change, the litter change function on the machine panel requires a long press for 2 seconds to take effect.

24.Cannot clean automatically

1. Please pay attention to the panel or app, "Auto" icon is in the selected lighted state, click selected to automatically clean up.
2. The default 'clamping time" is 3 minutes, and the default interval between two automatic cleanups is 15 minutes, whether it belongs to the above two cases, you can also enter the app and adjust the settings for these two times.
3. Only cats weighing more than 2.2lb/1kg and fully entering the machine for more than 10 seconds can be monitored to have entered the cat, and the device can trigger automatic cleaning after the cat leaves.

25.Do I need to replace the ionic deodorizer? When does an ion deodorizer not work?

No need to replace the ion deodorizer, when there is a failure or artificial shutdown ion deodorizer does not work.

26. Why is the App showing motor failure, why is the fault indicator lighted on the equipment panel/why is the equipment always self-checking?

If the self-check takes more than 15 minutes, the fault indicator is on. It may be that the barrel compartment is not installed correctly or something is stuck. Please open the buckle of the barrel compartment, lift the barrel to inspect, and then put it back according to the tips (on the base) and close the buckle.

27. Why does the roller stop when it is working?

When the sensor system detects a moving object nearby, it will shut down the operation for safety.

28. Why can't cats below 1kg recognize the weight?

Cats below 1kg can still be recognized by the weight sensor, which can measure weight accurately to the gram. However, cats under 1kg are usually within 3 months old and still in the developmental stage, so their reaction times can be slower and they may not be suitable for using an intelligent cat litter box.

Power and Power Supply

1.How much the power voltage for this litter box is it 110v or 220v and is it comes with uk plug.

Adapter specifications:

INPUT: 100-220V; 1.0A - 1.5A 50/60Hz

Currently in the overseas warehouse we do not have the British standard plug, has been scheduled for production of 100, you can try to buy a conversion plug to use first, when our British standard plug arrives, we will contact you first.

2.Can it work with 220v?

Yes. Our automatic cat litter box is compatible with 110V and 220V power supply.

3.Is this unit supposed to come with a power adapter?

Yes, our self-cleaning litter boxes come with adapters. If you have any further questions or concerns, please let me know.

4.Where is the power cord located?

Inside the litter box.

5.Can I use the battery for the power?

No, you can't.

6.Can an extension cord be used with this product. The cord is way too short for our bathrooms as all the outlets are above the counter?

You can use a suitable extension cord or a power strip to resolve the issue.

7.How much power does this machine use when running?

Running power: <18W.

8.In case of power outage, does it have a battery back up and/or does it need to be reprogrammed?

No battery backup, automatic reboot after power on.

9.What is the length of the power cord?

This machine power cord 1.5m.

10.I received this as a gift yet the lower supply cord is missing. What type can be used.

You can use a 12V, 1-1.5A, DC5525 adapter.

11.Plugged mine in and it just rotated forever never setup never stopped. Tried multiple times.

This situation should not occur. If it does happen, it may indicate a malfunction with the machine. Please contact customer service for assistance.

12.What is the voltage, current strength and running power of this machine?

Voltage:12v, Current strength:1.5A, Running power: <18W.

13.How long is the power cord for this machine and what are the plug specifications?

This machine power cord 1.5m, plug specification is DC5525.

14.Can I put a European adapter and plug the machine into a 220 volt outlet?

Yes, but the adapter specifications need to be consistent with the parameters of the self-adapter specifications: 12V/1.5A, plug specifications are DC5525.

15.Can the machine be charged and then unplugged or must it always be plugged in?

The machine must always be plugged in.

16.Is the power cord bite proof?

No, it is not.

Applications

1.Does it tell you when it's low on litter and needs more? Does it tell you when the waste bag is full and needs to be emptied?

Yes. A light reads "full"

2.Can this litterbox tell the difference between different cats? Will weight and usage tracking work for multiple cats?

We have gone through extensive testing during the product design process and since the weight of different cats is different and varies, it is not possible to accurately record weight data for multiple cats at the same time. The principle of all products on the market is to use weight sensors to identify the weight of cats, and the accuracy cannot be guaranteed. The reason we do not claim to be able to monitor multiple cats at the same time is that we do not want to brag about immature technology as high-end. But it doesn't mean we can't. Pay attention to the weight data of each cat and you can roughly distinguish which cat's weight information it is. Meanwhile we are not stopping there, our engineers are working hard to overcome this problem.

3.Is there a way to change the weight setting in the app from grams to pounds & ounces

Unfortunately we are unable to change this weight unit at this time because we are trying to accommodate global sales, but our engineers and technicians are working on perfecting this item. You can currently use the formula of $1000g = 2.2lb$ to convert

Thanks again for your input on improving our products, we're working on it!

4.Can this work with Bluetooth Connectivity?

Yes, but Bluetooth connection is only used during the initial setup of the app to establish the network connection for the litter box. Once the litter box is connected to the internet, you can control it anytime, anywhere through the online app mode.

5.Can this work off of Bluetooth?

After the initial setup and network connection, subsequent operations are independent of Bluetooth. You can choose the convenient app control or manually operate the litter box using the control panel as needed. Once you set the automatic mode, the smart litter box will automatically clean and deodorize the cat waste, whether or not it is connected to the internet. It's really cool!

6.What is the app name?

The app name is tuya.

7.How do I change the delay time before cleaning in the app?

Upon entering the app page, there is a "Cleaning Wait Time" menu with a default setting of three minutes. You can modify it to a different time.

8.Can you clean the litter box from the app?

Yes and more.

9.I set this to lbs in the app but it still says kgs when a cat walks in. How do I fix this?

The default unit for this is "grams," and the application does not support changing the unit of measurement.

10.Are there any plans to make this Alexa-enabled?

Maybe in the future.

11.I' ve had the litter box for 5 days and it is not recognizing my kitten for the heath tracking. How do I fix this?

Each time the kitten uses the litter box, the machine will automatically record the duration of their bathroom visit and the number of times it has been used. It will generate a graph that shows these data points. You can use this information to assess whether the kitten's bathroom habits are normal.

12.I connected the app to English but most of it is in Chinese, can I change this?

The app changes the operating language based on the device's location. If you need to display in a different language in the app while being in a specific location, you can change it directly within the app instead of altering the clock and time zone settings on your phone. The app provides language options and supports multiple languages. Please contact customer service for further assistance.

13.The app clock is set to china even when i select my location in america. do not disturb, cleaning, all set to the chinese time zone. how to fix this?

The app changes the operating language based on the device's location. If you need to display in a different language in the app while being in a specific location, you can change it directly within the app instead of altering the clock and time zone settings on your phone. The app provides language options and supports multiple languages. Please contact customer service for further assistance.

14. Why am I not getting the SMS code? It is saying it was sent but I do not know where

The machine does not require the use of SMS codes. During the initial setup, you only need to enter your home's Wi-Fi password for the connection.

15. App not working/cannot set up an account. Why? Does it work without the app/Wi-Fi? Very frustrated right now.

Don't be discouraged. The issue may be due to the Wi-Fi signal channel settings. The machine only supports 2.4GHz Wi-Fi signals. If your home network is set to a 5GHz signal, changing it back to 2.4GHz should allow you to connect successfully.

16. I have two units but can only connect app to one unit. How do you download the same app twice? My phone won't allow me to download it again.

A single smartphone can support the connection of multiple devices. You can add devices by accessing the device addition feature on the app's homepage.

17. How can I get the app if the QR code isn't working?

You can search for "Tuya" in the app store to download the app.

18. How do you delete a cat if you added their info wrong.

You can delete the device within the app and then proceed with the reconnection process.

19. Why can't I find the app in the app store? Also someone said the app does not notify you when the bag is full.

Due to regional restrictions on the Apple App Store, there is a possibility that downloads may not be available in very few areas. If you encounter this situation, you may need to switch to an Android device for use. The issue of the full indicator not displaying can occur when there is a malfunction in the weight sensor. In such cases, please check the evenness of the floor surface and restart the machine.

20. Can I use it without my smartphone?

The product has touch buttons, so it can be used normally without a phone.

21. Can this machine connect to Alexa?

Sorry, no.

22.Distribution network timeout or failure

It is more likely that the user's mobile phone is connected to the 5G signal of the router; and the 2.4G network connected to the router should be switched on the mobile phone before distribution.

The router is in dual band mode. Please refer to the router setting instructions, split the 2.4G and 5G signals, and connect the 2.4G band

Bluetooth and satellite positioning are not turned on during the distribution network.

After pressing the sensing button for 2 seconds to enter the distribution network mode, you will hear 'Di and the wifi symbol flashes to confirm entering the distribution network mode. If you do not hear "Di —" and the wifi light does not flash, press and hold the auto button again.

23.Log information is delayed or lost after distribution network

When the user distributes the network, if the satellite positioning switch is not turned on, the app cannot register with the nearest server Random selection of different servers around the world will lead to this phenomenon.

24.Always prompt offline after successful distribution network

There are too many obstacles between the machine and the router; or the distance is too far.

The router has set MAC address filtering, or there is an IP conflict. You can try to change the router settings, or restart the router.

The mobile phone has compatibility problems. You can try to replace the mobile phone for distribution network.

25.The device cannot be searched when connecting

After turning on location and Bluetooth permissions, you also need to turn on "Nearby devices" in the app permissions.

This device can only be paired with one tuya account, so if you change your phone to connect, please use your original tuya account to log in.

26.Can the app tell me which cat only uses the litter box?

It is possible to artificially distinguish which cat is used according to the difference in weight records on the app, but it is impossible to distinguish between two cats of the same weight.

27.If I pair my IOS device with Bluetooth, will the app log usage even if I turn off the Internet?

After closing the Internet, the application does not record usage and needs to be connected to the Internet for use.

Configuration and Features

1. Is there a light inside with the litter box?

No there is NOT a light in there.

2. When sorting of the waste is completed, is it stored in an air tight container?

It is stored in a box. Depending on the litter there maybe a smell.

3. Has anyone's cat ever been hurt by this unit?

The patented structure of the integrated bucket collection bin, even if this item sensors were to malfunction, your cat would still be safe without danger. So far, there have been NO accidents involving cats. Our Self Cleaning Cat Litter Box is equipped with weight sensors, anti-pinch sensor, infrared sensor. The machine will stop spinning if the cat enters the litter box while spinning. So, the device will never accidentally harm your cat.

4. Is there a camera inside the litter box?

There is no camera in the automatic cat litter box.

5. Can cats get stuck inside?

No. It has sensors that will stop a cleaning when motion or weight has been detected.

6. Does the deodorizer setting use a spray? Is there a product that needs replacing for the deodorizer to continue working?

No, it doesn't spray. It generates negative ions to eliminate odors. The negative ion generator is not a consumable and does not need to be replaced. It can be used for a long period of time.

7. Can I set up a specific time each day for the litter box to cycle?

DER.V automatic cat litter box has timer mode, you can set specific time for cleaning.

Noise and Vibration

1. Does this machine have a sleep mode?

No, it doesn't have a sleep mode. However, it has a "do not disturb" mode that allows the machine to work normally but turns off the indicator lights.

2. What is the decibel level generated by our cat litter box during important processes?

The main noise comes from the sound of the cat litter rotating during the process of handling cat feces. It has been measured at 45 decibels, similar to the volume of an adult speaking softly.

Cat Adaptation

1. My cat sprays on the walls, so only some boxes work. Is the interior solid or will urine drip outside a seam/tray?

Urine can flow down the inner wall and clump in the litter. The new generation litter box with a buckle device prevents urine leakage issues.

2. My cat doesn't enter completely when peeing only, so he pees outside. Any ideas?

It is recommended that you first push the cat into the device or use other methods to guide the cat in when it is ready to pee. Once the cat has formed a habit, it should stop urinating outside.

3. For cats that urinate standing up, will this cause a smelly mess inside the unit? Will there be any leakage?

Urine can flow down the inner wall and clump in the litter. The new generation litter box with a buckle device prevents urine leakage issues.

4. What should I do if my cat doesn't want to use the new cat litter box?

If the cat is cautious, you can place the machine next to the old litter box for a while and put some old cat litter with cat smell into the new device. The familiar smell will also help the cat adapt more easily.

5. How old can cats use the device?

Kittens weighing less than 1kg and lactating cats are not recommended to use the device's sensor cleaning mode. When there are kittens or pregnant cats at home, please turn off the sensor cleaning and only use the immediate cleaning function.

Size and Applicability

1.What are the interior dimensions of the barrel itself

The diameter of the interior is 65L/17.2Gal, which is enough for a cat of 17.6lb/8 kg.

2.Can this product be used for rabbit?

Yes. This self-cleaning litter box is also suitable for rabbits. But I would recommend checking with your veterinarian or an animal care expert to ensure that it is safe and appropriate for your specific rabbit's needs.

3.Is it safe for a kitten?

Our product is safe for a kitten however we would suggest using manual mode until you kitty gets to at least one pound. We hope you will give us a try.

4.What is the dimensions of the waste bin?

The Capacity of the waste bin is 9L.

5.Will "BIG" poops clog this machine?

Most cat poop is passable. So far we have not encountered a cat poop that was too big to fall out.

6.Is this big enough for an adult female maine coon and a ragdoll?

If it exceeds 10 kilograms, it might not be sufficient.

7.Would this be large enough for a Maine Coon?

Sorry, we do not recommend Maine Coon cats to use this self cleaning cat litter box. Although DER.V cat litter box is larger than most other litter boxes, it still be a bit small for an adult Maine Coon. Maine Coons may feel overcrowded and reluctant to use this litter box. Young Maine Coon cats can use this litter box, but for long-term consideration, we do not recommend you to buy it.

After-sales and Service

1.What is your return and refund policy?

We offer a 12-months warranty, and our after-sales staff will give you detailed answers to any questions you may have.

2.There is a one year warranty if the product malfunctions. Does the buyer have to pay for return shipping?

If our product has a quality issue, we will cover the cost of return shipping. However, if the issue is not related to the product's quality, you will be responsible for the return shipping cost.

3.How long does it take for the delivery?

7-10 business days.

4.Is there a customer support phone number?

We have a specialized after-sales team with a complete handling process. For the highest level of service, there is a VIP manager available for one-on-one phone support. When issues arise, you can directly contact our seller support, and our online team will respond within 24 hours of the first contact.

5.If I want to repair, where do I mail it or wait for customer service to mail me the repair parts? Who knows what the warranty policy is?

If you encounter any issues with your self-cleaning litter box, you can contact DER.V customer service online directly, and we will reply to you within 24 hours to help you resolve the issue. We will provide appropriate after-sales service based on the actual situation.

6.Is it returnable if cats refuse to use it?

Our product is like a big toy for cats, and you can slowly guide your cat to use it. If your cat really can't accept it, you may need to bear the return shipping cost.

Installation and Disassembly

1.How to install?

Please refer to the installation video for installation after cleaning. No installation is required when the product is first opened out of the box.

2.What are the key points to pay attention to during quick installation?

1. The rotation axis behind the sphere should be properly locked in place;
2. Use it on a level surface;
3. After the machine is turned on, wait for it to reset without too much manual intervention;
4. Make sure the garbage bag is installed correctly.

3.What are the points to note when disassembling?

1. Need to open the positioning buckle at the back of the machine
2. To finish disposing of the garbage bag first

Maintenance and Cleaning

1. What are the points to note when cleaning?

1. The sphere can be washed with water.
2. The base cannot be washed with water.
3. Dispose of the garbage bag first.

2. Do I have to use a special bag? Or can you use grocery bags?

Use 45 * 50cm drawstring garbage bags, most e-commerce platforms and supermarkets are available.

3. Incorrect waste bag fixation

Please refer to the use video for the first time, or check the pre-installed garbage bags on the machine to learn how to fix the garbage bags.

4. What kind of cat litter sand should I use?

Mixed sand and tofu sand are preferred. Bentonite sand and mineral sand are okay, this may affect the delay time of the "Full" prompt due to their weight density and liquidity.

5. Is there a recommended amount of cat litter to put in?

Make sure the litter is within the min line and max line. If the litter is below the min line, it is necessary to replenish the litter, and above the max line, it is easy to waste clean litter.

6. When should I replenish cat litter?

For daily use, you can add cat litter according to the MAX and MIN scale lines on the rubber bottom of the barrel to ensure that the height of the flattened cat litter does not exceed the MAX line. When the depth of the flattened cat litter is lower than the MIN line, it may cause more sticking to the bottom. Please add cat litter accordingly.

7. How often do I clean the cat feces container?

The frequency of cleaning can be determined based on specific usage conditions, such as the number of cats using the device. For one cat, clean every two weeks. For two cats, clean every week. For three cats, clean every 2-3 days. If there are more than five cats, it is recommended to purchase an additional device.

8.How often do I need to replace my garbage bags?

For 2 adult cats, the bag should be changed once a week, and for 3 adult cats, it is recommended to clean and change the bag in 2-3 days.

9.Does the season have an effect on the frequency of cleaning?

No effect, you can wash it anytime you feel dirty.

10.Can I put the sphere in the sink to rinse it?

Yes.

11.Can the machine be placed in a place with high humidity?

Try not to use it in a high humidity environment, as it can cause abnormalities in the internal circuitry.

12.Can I put the machine on the carpet to use it?

Not recommended for use on carpet.

13.Can I put debris on top of the machine?

Because it is a sphere, and will rotate, the top of the machine is not recommended to put any debris.

14.Spilling or splashing of cat litter during cleaning

Mineral litter should not exceed 10lb/4.5kg and tofu litter should not exceed 6.5lb/3kg. Please confirm the amount of litter to be poured according to the weight of the cat and the scale.

15.Why the poop can't be cleaned in the garbage box?

It could be caused by garbage bag jam by cat litter. Please inspect the garbage bag port to see if it can be fully opened and close. (it is recommended to check every time after installing a new bag). The large size of garbage can be handled manually to make it smaller first.

16.What kind of situation can cause waste of cat litter?

When using poorly clumped litter, or litter with a particle diameter that is too large , it will result in wasted litter.(1-3mm diameter on the market is suitable)

17.If there is a lot of clean cat litter mixed in the garbage bag, can it be poured back into the

product to separate the clumped litter from the clean litter again?

Yes, it is possible, but the effectiveness of separation depends on the clumping effect of the cat litter.

18. Timing setting recommended to set a few minutes to let the cat litter completely clump?

Default 3min, when the cat poop is thin, you can increase the time.

19. Cat litter not level

Due to the difference in the flow of different types of litter; the litter may not be level after cleaning. Don't worry, there is a corresponding "sand surface calibration" option in the app, the default value is 3, if the tilt, just try to adjust to 5 or 6.

**20. What is the correct process for cleaning the inside of the box when changing the cat litter?
Can I flush and disassemble it with a hose?**

Correct procedure:

1. Release the fasteners on the drum.
2. Take out the drum.
3. Only use a hose to rinse the drum portion, not the electric base.

21. Will this work with pine pellet litter?

It is not recommended to use pine wood cat litter which will affect the filterability of the screen, it is recommended to use bentonite litter, tofu litter or mixed litter

22. What do you do if the hooks break that hold the garbage bag?

First of all, we considered this risk during the design phase, so special requirements were placed on the material and quality of the hooks during the production process. The entire body of the machine contains hooks to increase their durability. In long-term testing, we have not encountered any cases of hook breakage. This is because the hooks are not the sole points of force during use, so there is no need to worry about this issue. If a hook breaks during the warranty period, we can send you replacement parts for you to replace yourself. If it occurs after the warranty period, we can provide spare parts for purchase. Secondly, if you encounter any issues during use, please don't hesitate to contact our customer service team. We will certainly provide you with the best possible solution!

23. Can you use regular kitchen trash bags?

Yes, that's correct. After using up these trash bags, you can replace them with regular drawstring trash bags as long as the size matches. Just make sure the dimensions are suitable for the litter box.

24.What size are the drawstring bags and where can I get them?

Based on our experience, we recommend using drawstring bag that is approximately 18in x 19in (50*45cm) in size. If you choose to purchase bags from another store, please ensure that the size is not smaller than 50 x 45cm to ensure a proper fit.

25.Can you use crystal litter?

Mixed sand and tofu sand are preferred. Bentonite sand and mineral sand are okay, this may affect the delay time of the "Full" prompt due to their weight density and liquidity.

26.I' m emptying the entire litter every week and the litter is sticking to the interior. I have to reach in and scrape it off. What am I doing wrong?

Self cleaning cat litter boxes can work better with strong clumping litter. We recommend that you use clumping cat litter.

27.How do you pour litter into it?

You can pour the cat litter into the litter box from the front.

28.How long does the initial self test take?

It's less than a minute.

29.How long after kitten using bathroom does it take to self clean?

You set the time from 1-60mins.

Accessories

1.What is in the box?

Main body (ball chamber and base)

Buckle

Garbage bag x1

Power adapter

Instructions for use

FAQ letter

2.What should I do if the charging cable/user manual is missing from the packaging?

Please contact seller support for help

3.Can I add a step stool in front of the machine?

Not recommended to add a step stool, will interfere with the sensor.

4.Will adding a cat litter mat in front of the sensor affect its sensitivity?

Adding a cat litter mat will not affect its sensitivity.

5.How many bags come in a roll?

30

Other

1.Where is it made?

China

2.More confusions.

Please prepare a video demonstrating the working principle of the cat litter box and contact the seller's support team to explain your specific concerns in detail.