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SANSO CWWSQ

SANSO Automatic Pet Feeder with 2K 3MP Camera (Model CWWSQ) - Instruction Manual

Model: CWWSQ

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INTRODUCTION

Thank you for choosing the SANSO Automatic Pet Feeder with 2K 3MP Camera. This intelligent feeder is designed to provide a convenient and reliable feeding solution for your cats and dogs, ensuring they receive their meals on time, every time. With advanced features like a high-definition camera, app control, and two-way audio, you can monitor and interact with your pet from anywhere.

Please read this manual thoroughly before operating the device to ensure proper setup, usage, and maintenance.

PRODUCT OVERVIEW

The SANSO Automatic Pet Feeder is equipped with a 2K 3MP camera, offering clear video monitoring of your pet. Its 4-liter food storage capacity ensures several weeks of fresh food. The feeder supports both 2.4GHz and 5GHz WiFi for seamless app control.



Image: SANSCO Automatic Pet Feeder with a dog, showcasing its main features like 2K/3MP resolution, real-time video, app control, and timed rationing.

Key Features:

- 2K 3MP HD Camera:** Provides clear video with up and down view and infrared night vision.
- Timed Automatic Feeding:** Schedule precise meal times and portion sizes.
- Smart App Control:** Manage feeding, view live video, and make voice calls via the "AJCLOUD" app.
- Two-Way Audio:** Interact with your pet using the built-in microphone and speaker.
- 4L Food Storage:** Large capacity with a desiccant pack to keep food fresh.
- Dual Power Supply:** DC 5V adapter with 3 C-cell battery backup (batteries not included).
- Easy to Clean:** Removable food tray and stainless steel bowl are dishwasher safe.

Image: SANSCO Automatic Pet Feeder with a cat, illustrating real-time interaction via two-way voice chatting through the mobile app.

SETUP GUIDE

1. Unpacking and Assembly:

1. Carefully remove all components from the packaging.
2. Assemble the food tank, food bowl holder, and stainless steel bowl. Ensure all parts are securely fitted.
3. Insert the desiccant pack into its designated compartment in the lid to maintain food freshness.

Flexible Placement for Multi-pet Homes

Cordless design allows for separate feeding areas.



Image: A visual representation of the SANSO Automatic Pet Feeder's components and dimensions, including the food tank, food bowl, user manual, food bowl holder, desiccant pack, adapter, cleaning brush, and main unit.

2. Power Supply:

- Connect the DC 5V power adapter to the feeder and a power outlet.
- For backup power, install 3 C-cell batteries (not included) in the battery compartment at the bottom of the unit. This ensures continuous operation during power outages.

Smooth Food Dispensing System

Recommended to use 5-16mm dry non-sticky pet food



5-16mm(0.08-0.6in)

5 mm

12 mm

8 mm

$\leq 16\text{mm}$

Recommended Food Types



Dry Food



Freeze-Dried Food



Mixed Food



Air-Dried Food

Image: SANSO Automatic Pet Feeder demonstrating its dual power supply modes: power cord mode (USB power adapter) and emergency mode (3x C-size batteries, not included).

3. App Installation and Connection:

1. Download the "AJCLOUD" app from the App Store (iOS) or Google Play Store (Android).
2. Register for an account and log in.
3. Ensure your phone's WiFi and Bluetooth are turned on.
4. In the app, click "Add Device" and select "Automatic feeder".
5. Follow the on-screen instructions to pair the device. If pairing fails, press and hold the "RST" (reset) button on the feeder for 5 seconds until you hear "RESET SUCCESSFUL", then wait one minute and try re-pairing.
6. Enter your WiFi account and password (supports 2.4GHz and 5GHz WiFi).
7. Once connected, name your device.

Your browser does not support the video tag.

Video: A tutorial demonstrating how to connect the SANSO Automatic Pet Feeder to the AJCLOUD app, including troubleshooting steps for connection issues.

OPERATING INSTRUCTIONS

1. Filling the Food Tank:

- Open the lid of the food tank.
- Fill the tank with dry pet food. Recommended kibble size is 5-16mm (0.08-0.6 inches). Do not use wet food or sticky kibble.
- Close the lid securely to maintain freshness.



What benefits does a stainless steel bowl bring to cats?

The food-grade stainless steel bowl is hygienic and helps prevent feline acne.

Image: The SANSO Automatic Pet Feeder's smooth food dispensing system, highlighting recommended kibble sizes (5-16mm) and suitable food types like dry, freeze-dried, mixed, and air-dried food.

2. Setting Up Automatic Feeding:

- Open the "AJCLOUD" app and select your feeder.
- Navigate to the "Automatic feeding" section.
- Set desired feeding times and portion sizes (amount of feeding).
- You can schedule multiple meals per day.

Nightfall Won't Blur the Bond

Stay up to date with your pet's movements at all times



Image: The mobile app interface for the SANSCO Automatic Pet Feeder, demonstrating how to easily customize and remotely set timed feeding schedules and manual feeding amounts.

Your browser does not support the video tag.

Video: A detailed guide on how to set and operate the SANSCO automatic pet feeder using the mobile application, covering scheduling and manual feeding.

3. Manual Feeding:

- From the app, select "Manual feeding" to dispense food instantly.
- You can also press the "FOD" button on the feeder's control panel to dispense a single portion.

4. Using the Camera and Two-Way Audio:

- Access the live camera feed through the app to monitor your pet.
- Use the on-screen controls to rotate the camera for a wider view.
- Utilize the microphone icon in the app to speak to your pet.
- Record a 10-second voice message (REC button on feeder or app) to play during meal times.



Image: SANSCO Automatic Pet Feeder demonstrating 2K/3MP camera pet motion detection, where the app sends push notifications when movement is detected, allowing real-time interaction.

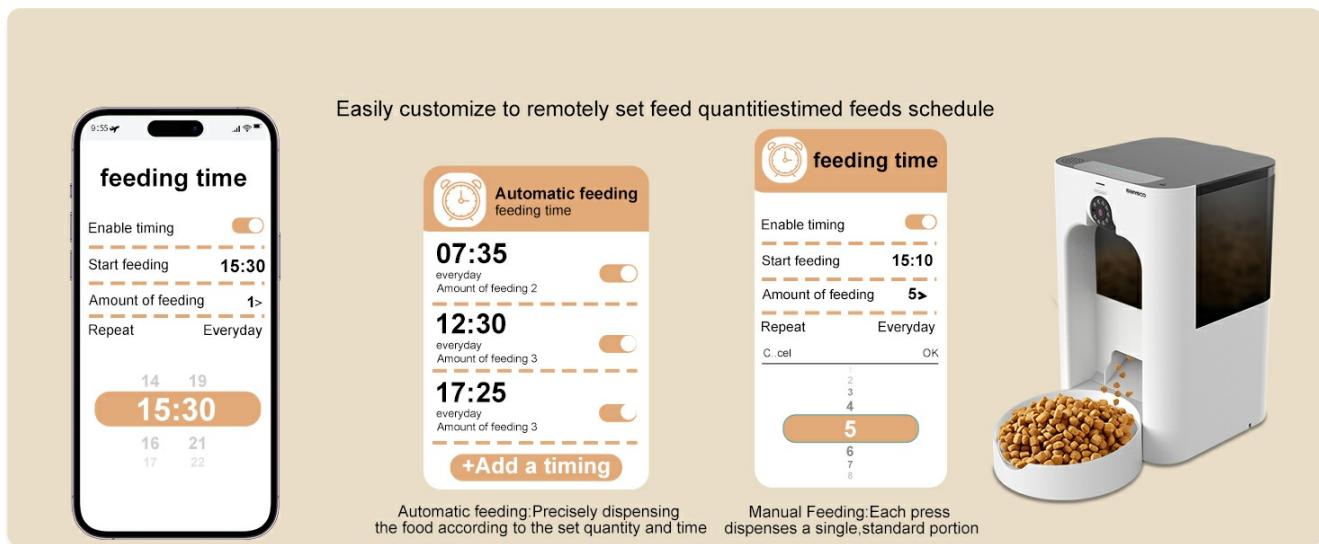


Image: SANSCO Automatic Pet Feeder showcasing its night vision capabilities, allowing users to monitor their pet's movements even in low-light conditions.



Image: SANSCO Automatic Pet Feeder illustrating the 10-second voice meal reminder feature, allowing users to call their pet to mealtime with a personalized message.

MAINTENANCE

1. Cleaning the Feeder:

- Removable Parts:** The food tray and stainless steel bowl are dishwasher safe. Wash them regularly to ensure hygiene.
- Main Unit:** Wipe the outside of the main unit with a wet rag after powering off **DO NOT wash the main unit or base with water.**
- Food Tank:** The transparent food container can be wiped clean with a damp cloth.

Q: How is the main unit cleaned?
A: Just wipe the outside of the main unit with a wet rag after powering off.



Image: SANSCO Automatic Pet Feeder cleaning instructions, showing how to clean the removable stainless steel bowl and food tank, and emphasizing not to wash the main unit with water.

Your browser does not support the video tag.

Video: A step-by-step guide on how to clean and assemble the SANSCO Pet Feeder, including proper disassembly and washing of components.

2. Desiccant Replacement:

- Replace the desiccant pack every 1-2 months to ensure optimal food freshness.

TROUBLESHOOTING

Problem	Possible Cause	Solution
Feeder not dispensing food.	Food tank empty, kibble size too large/small, dispenser jammed.	Refill food tank. Check kibble size (5-16mm). Clear any obstructions in the dispenser mechanism.
App connection issues.	Incorrect WiFi password, weak WiFi signal, device not in pairing mode.	Verify WiFi password. Ensure strong 2.4/5GHz WiFi signal. Reset the feeder (hold RST for 5s) and re-pair.
Camera not working or poor quality.	Network issues, camera lens obstructed, low light.	Check WiFi connection. Clean camera lens. Ensure adequate lighting or rely on infrared night vision.
Voice recording/playback not working.	Microphone/speaker issues, app settings.	Check app audio settings. Ensure no physical obstruction to microphone/speaker.
Feeder not turning on.	No power, faulty adapter, dead backup batteries.	Check power adapter connection. Replace C-cell batteries if using backup power.

SPECIFICATIONS

- **Model Name:** CWWSQ
- **Dimensions:** 0.1 x 0.1 x 0.1 inches (Product); 15.31 x 9.17 x 9.09 inches (Package)
- **Item Weight:** 4.51 pounds
- **Food Capacity:** 4 Liters
- **Camera Resolution:** 2K 3MP
- **WiFi Support:** 2.4GHz & 5GHz
- **Power Supply:** DC 5V adapter; 3 C-cell batteries (backup, not included)
- **Material:** Food-grade stainless steel bowl, durable plastic body
- **Target Species:** Cats, Small Dogs
- **Special Features:** Automatic, Camera, Two-Way Audio, Night Vision, Motion Detection, Remote Feeding

WARRANTY & SUPPORT

SANSCO products come with a standard manufacturer's warranty. For specific warranty details, please refer to the warranty card included in your product packaging or visit the official SANSCO website.

For technical support, troubleshooting assistance, or any inquiries regarding your SANSCO Automatic Pet Feeder, please contact our customer service team:

- **Email:** [Insert SANSCO Support Email Here]
- **Phone:** [Insert SANSCO Support Phone Number Here]
- **Website:** [SANSCO Official Store](#)

Please have your model number (CWWSQ) and purchase date ready when contacting support.