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## SHETAZ S20-PRO

# SHETAZ S20-PRO Automatic Self-Cleaning Litter Box User Manual

Model: S20-PRO | Brand: SHETAZ

## 1. INTRODUCTION

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Thank you for choosing the SHETAZ S20-PRO Automatic Self-Cleaning Litter Box. This device is designed to provide a clean and odor-free environment for your cat with minimal effort from you. Featuring smart app control, advanced safety mechanisms, and efficient waste management, the S20-PRO simplifies cat care for modern households.

This manual provides essential information for the safe and effective use of your new litter box. Please read it thoroughly before setup and operation, and retain it for future reference.



Figure 1: SHETAZ S20-PRO Automatic Self-Cleaning Litter Box with companion app interface.

## 2. SAFETY INFORMATION

Your cat's safety is paramount. The SHETAZ S20-PRO is equipped with multiple safety features to prevent injury and ensure proper operation.

- **Dual Infrared Sensors:** Detects your cat's presence inside the unit.
- **Precise Weight Detection:** Stops cleaning cycles if a cat enters or is detected during operation.
- **Instant Pause Technology:** Automatically halts movement upon detection of a cat.
- **Anti-Pinch Sensor:** Designed to prevent any pinching during rotation.
- **Kitten Mode:** Offers gentle operation suitable for younger cats.
- This device is suitable for cats weighing between 2.5 lbs and 30 lbs. Do not use for cats outside this weight range.
- Ensure the litter box is placed on a stable, level surface.
- Keep the power adapter and cord away from water and out of reach of pets.

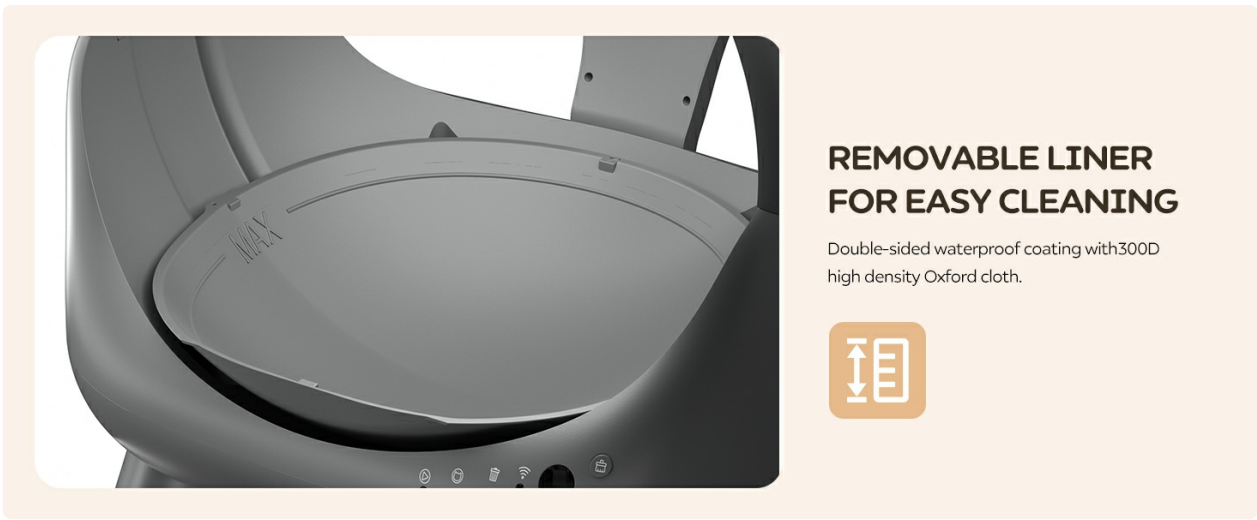


Figure 2: Internal safety sensor locations and functions.

### 3. PACKAGE CONTENTS

Please verify that all items are present in the package before proceeding with setup.

- Cat Litter Box (Main Unit) x1
- Kickstands x4
- Power Adapter x1
- Garbage Bag x1 (initial supply)
- User Manual x1
- Quick Installation Card x1



Figure 3: Contents of the SHETAZ S20-PRO product package.

### 4. SETUP INSTRUCTIONS

1. **Unpack:** Carefully remove all components from the packaging.
2. **Install Kickstands:** Attach the four kickstands securely to the base of the litter box.
3. **Place Unit:** Position the litter box on a firm, level surface in a suitable location.
4. **Add Litter:** Fill the globe with clumping cat litter. The S20-PRO supports various types of litter including

bean curd sand, mixed sand, bentonite sand, and mineral sand. Ensure the litter level does not exceed the 'MAX' line indicated inside the globe.

5. **Connect Power:** Plug the power adapter into the litter box and then into a wall outlet.

6. **App Connection (Optional but Recommended):**

- Download the dedicated SHETAZ app from your smartphone's app store.
- Follow the in-app instructions to connect your S20-PRO to your 2.4GHz Wi-Fi network. This enables remote control, monitoring, and personalized cleaning settings.



Figure 4: The SHETAZ S20-PRO supports multiple types of cat litter.

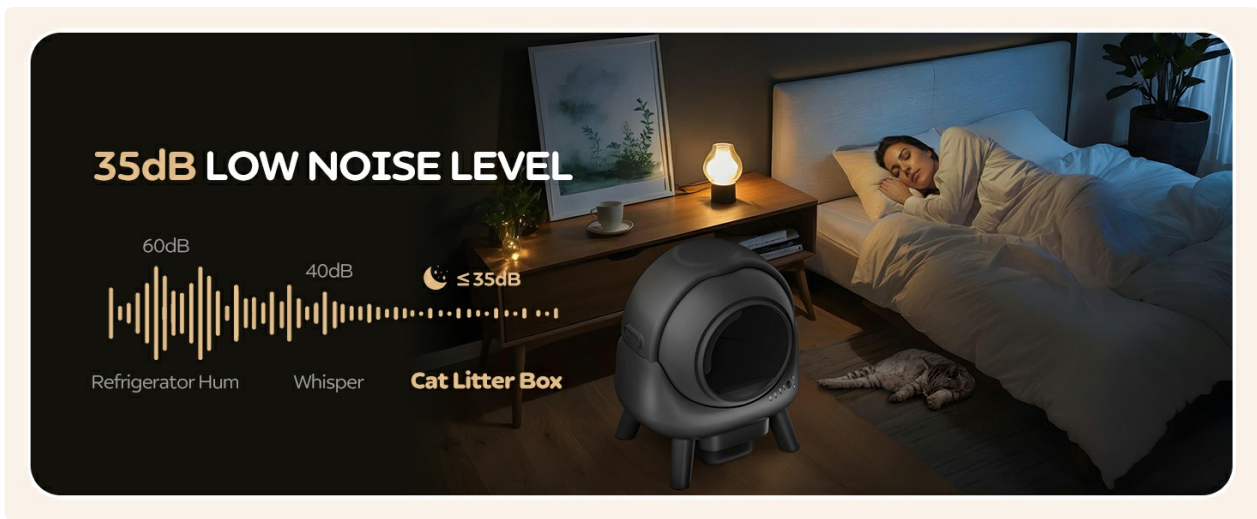


Figure 5: Cat litter selection guide for optimal performance.

## 5. OPERATING INSTRUCTIONS

The SHETAZ S20-PRO offers both automatic and manual cleaning options, controllable via the device or the dedicated app.

### 5.1 Automatic Cleaning

After your cat uses the litter box and exits, the unit will automatically initiate a cleaning cycle after a preset delay (configurable via the app). The internal globe rotates, sifting clean litter and depositing waste into the sealed waste compartment below.

### 5.2 Manual Cleaning

You can initiate a cleaning cycle manually using the control buttons on the device or through the SHETAZ app. This is useful for immediate cleaning or specific scheduling needs.

### 5.3 App Control Features

The SHETAZ app provides comprehensive control and monitoring capabilities:

- **Real-time Monitoring:** View the status of the litter box, including cleaning cycles and waste bin level.
- **Usage Analytics:** Track your cat's litter box habits over time.
- **Maintenance Alerts:** Receive notifications for waste bin full, litter low, or other maintenance needs.
- **Scheduling:** Set custom cleaning schedules to match your routine.
- **Manual Cleaning:** Initiate a cleaning cycle remotely.
- **Kitten Mode Activation:** Enable a gentler cleaning mode for younger cats.



Figure 6: Monitor and control your litter box from anywhere with the SHETAZ app.

## 5.4 Low Noise Operation

The S20-PRO is engineered for ultra-quiet operation, typically generating noise levels below 35dB, ensuring minimal disturbance to your household and your cat.



Figure 7: The S20-PRO operates at a low noise level for a peaceful home environment.

## 6. MAINTENANCE

Regular maintenance ensures optimal performance and hygiene of your SHETAZ S20-PRO.

### 6.1 Waste Disposal

The S20-PRO features a 12-liter sealed waste compartment, which typically requires emptying every two weeks for a single cat. Use the specialized odor-sealing bags provided or compatible alternatives.

1. Open the waste drawer located at the bottom front of the unit.
2. Remove the full garbage bag, seal it, and dispose of it.
3. Insert a new garbage bag into the waste drawer and close it securely.



Figure 8: The 12L waste bin reduces the frequency of waste disposal.

## 6.2 Cleaning the Unit

For thorough cleaning, the internal globe and liner can be removed.

1. **Remove the Globe:** Follow the instructions on the quick installation card or app for safely detaching the globe from the base.
2. **Remove Liner:** The anti-stick silicone grid and optimized mesh system are part of a removable liner for easy cleaning. This double-sided waterproof coating with 300D high-density Oxford cloth can be wiped clean or rinsed.
3. **Clean:** Wipe down the interior of the globe and the liner with a pet-safe cleaner. Ensure all parts are completely dry before reassembly.
4. **Reassemble:** Reinstall the liner and then the globe onto the base. Ensure all clips are securely fastened.

**Note: The base unit should NOT be washed with water as it contains electronic components. Clean the base with a damp cloth only.**



Figure 9: The removable liner simplifies cleaning.

## Comparison of Different Products

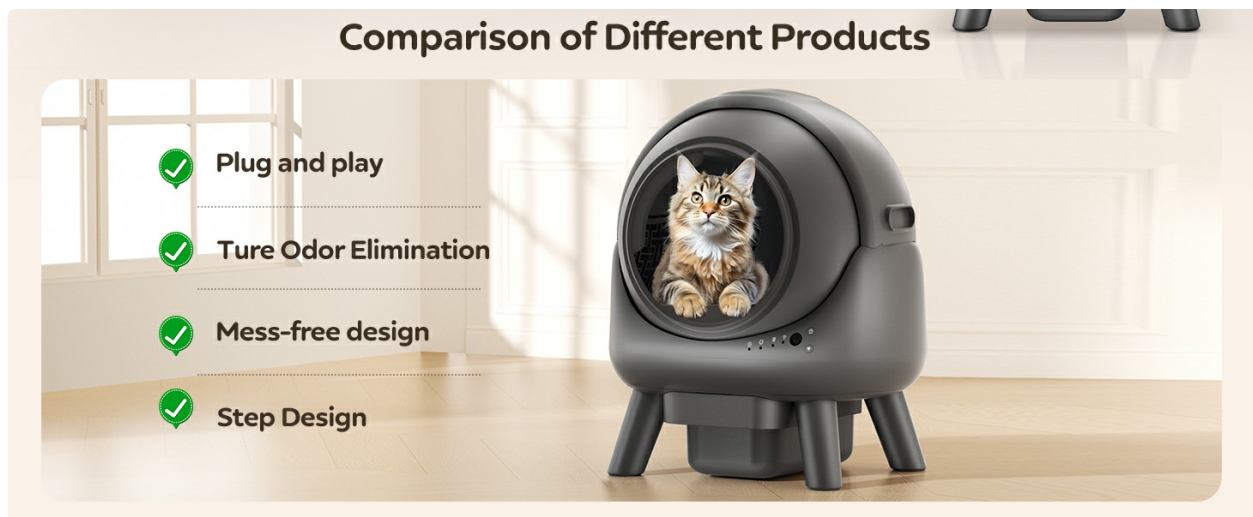


Figure 10: Steps for removing the globe for deep cleaning.

### 6.3 Litter Replacement

Periodically, the entire litter content should be replaced. This can be done by emptying the globe and refilling with fresh litter, following the steps in Section 4.3.

## 7. TROUBLESHOOTING

If you encounter issues with your SHETAZ S20-PRO, refer to the following common problems and solutions:

Problem	Possible Cause	Solution
Unit not turning on	Power cord not connected; Power outlet issue	Ensure power cord is securely plugged in; Try a different outlet.
Cleaning cycle not starting	Cat detected inside; Waste bin full; Litter level too low/high	Ensure no cat is inside; Empty waste bin; Adjust litter level.
Odor persists	Waste bin not sealed; Infrequent waste disposal; Poor quality litter	Ensure waste bin is properly closed; Empty waste bin more frequently; Use high-quality clumping litter.
App not connecting	Incorrect Wi-Fi password; Not 2.4GHz Wi-Fi; Router too far	Verify Wi-Fi password; Ensure connection to 2.4GHz network; Move unit closer to router or use a Wi-Fi extender.
Litter sticking to globe	Litter type not suitable; High humidity	Try a different clumping litter type; Ensure proper ventilation in the room.

If the problem persists after attempting these solutions, please contact SHETAZ customer support for further assistance.

## 8. SPECIFICATIONS

Feature	Detail
Brand	SHETAZ
Model Name	S20-PRO
Item Model Number	S-S20-PRO
Color	Grey
Material	Acrylonitrile Butadiene Styrene (ABS)
Product Dimensions (LxWxH)	19.56 x 25.9 x 20.7 inches
Item Weight	29.3 pounds
Litter Box Type	Automated Self-Cleaning Litter Box
Pet Type	Cat
Target Audience	Cats, house-cats
Cat Weight Range	2.5 lbs to 30 lbs
Internal Volume	65 Liters
Waste Bin Capacity	12 Liters
Entryway Width	12 inches
Connectivity	2.4GHz Wi-Fi (for app control)
Noise Level	≤ 35dB
Special Feature	High Sides, Dual Safety Protection, APP Control

# EXTRA LARGE CAPACITY

Great for cats weighing 2.5-30 lbs



Figure 11: Key dimensions and capacity of the SHETAZ S20-PRO.

## 9. WARRANTY AND SUPPORT

The SHETAZ S20-PRO Automatic Self-Cleaning Litter Box comes with a limited warranty. For specific warranty terms and conditions, please refer to the warranty card included in your package or contact SHETAZ customer support.

### Customer Support:

For technical assistance, troubleshooting, or warranty claims, please contact SHETAZ customer service through the contact information provided on the official SHETAZ website or your purchase platform.