

# **HONEYGUARDIAN<sup>®</sup>**

## **Automatic Pet Feeder**

User Manual

Model: S25

Before using this product, please read this manual carefully and keep it for future reference.

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# **SAFETY PRECAUTIONS**

## **! WARNING**

- Dispose of all packaging materials properly. Some items may be packed in polybags which could cause suffocation, keep away from children and pets.
- To reduce the risk of injury, please keep close supervision when an appliance is used near children.
- Do NOT immerse the base part in water at any time as it may damage electronic components like the control panel.
- Do NOT use outdoors. Check operation frequently to be sure the unit is dispensing properly.
- Do NOT use wet or moist canned food in food hopper.
- Only use attachments recommended or sold by the manufacturer. The use of attachments not recommended or sold by the manufacturer may cause an unsafe condition. Do not modify the pet feeder.
- Always unplug the feeder when not in use and before cleaning.
- Examine the feeder after installation. Do not plug in if there is water on the power cord or plug.
- To avoid tripping, always position power cord out of the way of foot traffic.

## **CAUTION**

- Do NOT allow pets to chew on or swallow any parts. If you are concerned about the power cord, purchase a cord conduit (a hard plastic protector) at any hardware store to protect the power cord.
- Do NOT install or store the pet feeder in areas exposed to rain, moisture, or direct sunlight, and ensure ambient temperatures remain within -10°C to 50°C (14°F to 122°F).
- Use AA/LR6 alkaline batteries for power supply.
- Check the batteries regularly. Before Leaving for extended time, always replace batteries with new ones.
- Suitable for dry food ONLY, with kibble size ranging from 2-12mm / 0.07-0.47in in diameter. Larger kibble may get stuck at the food outlet.
- Read and observe all important notices listed on the pet feeder and in the packaging.

# WARRANTY

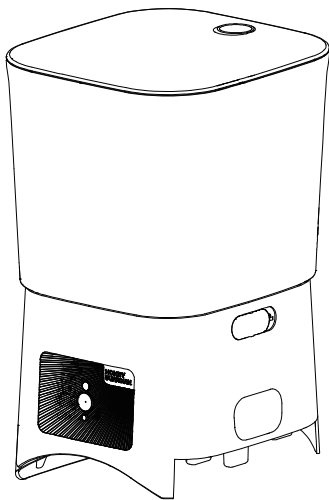
- 1 Year Warranty
- Lifetime Support

For guidance on product use and warranty extension, please contact our brand after-sales staff via email:

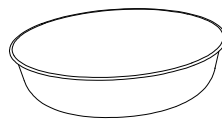
[service@honeyguardian.com](mailto:service@honeyguardian.com)

If any questions related to orders, please contact the seller through the shopping platform.

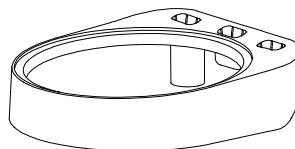
## IN THE BOX



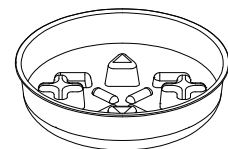
1×Automatic Pet Feeder



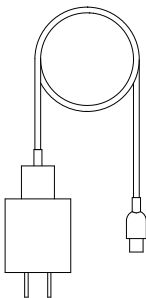
1 x Stainless Steel  
Bowls



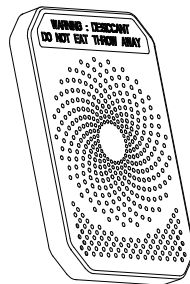
1×Bowl Holders



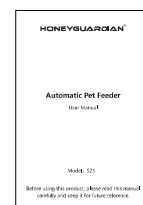
1×Slow Feeder  
Bowls



1×Power Adapter



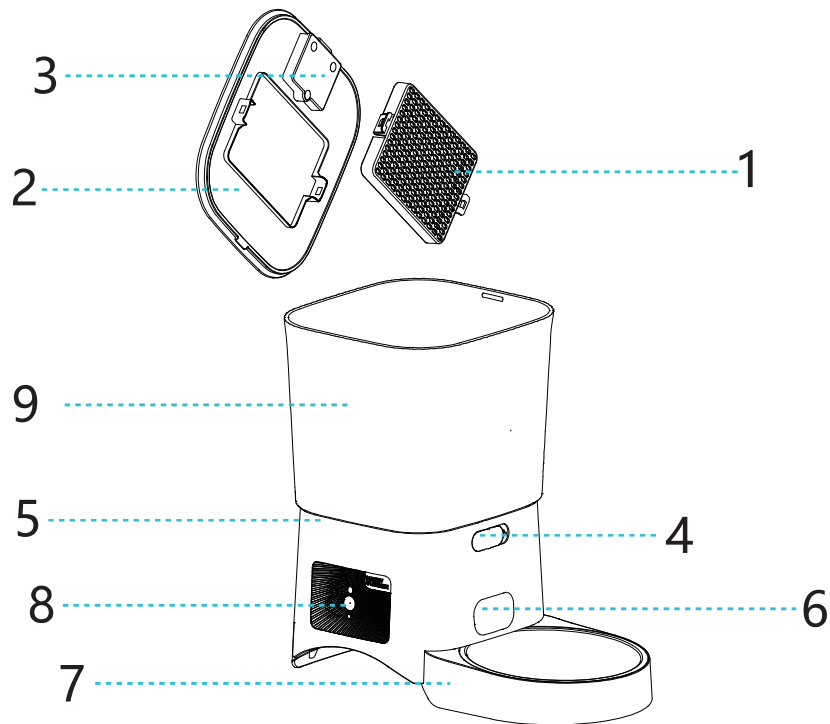
1×Desiccant



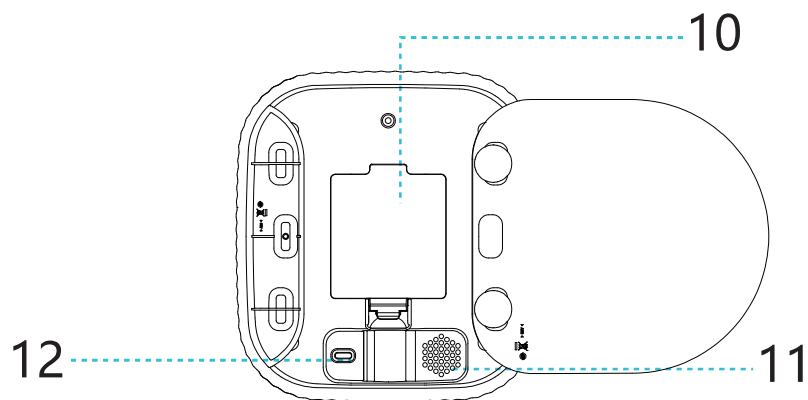
1×User Manual

# PRODUCT DIAGRAM

## Front View



## Bottom View



1) Desiccant Box

2) Lid

3) Lid Lock Button

4) Food Hopper Buckle

5) Base

6) Food Outlet

7) Bowl Holder

8) Control Panel

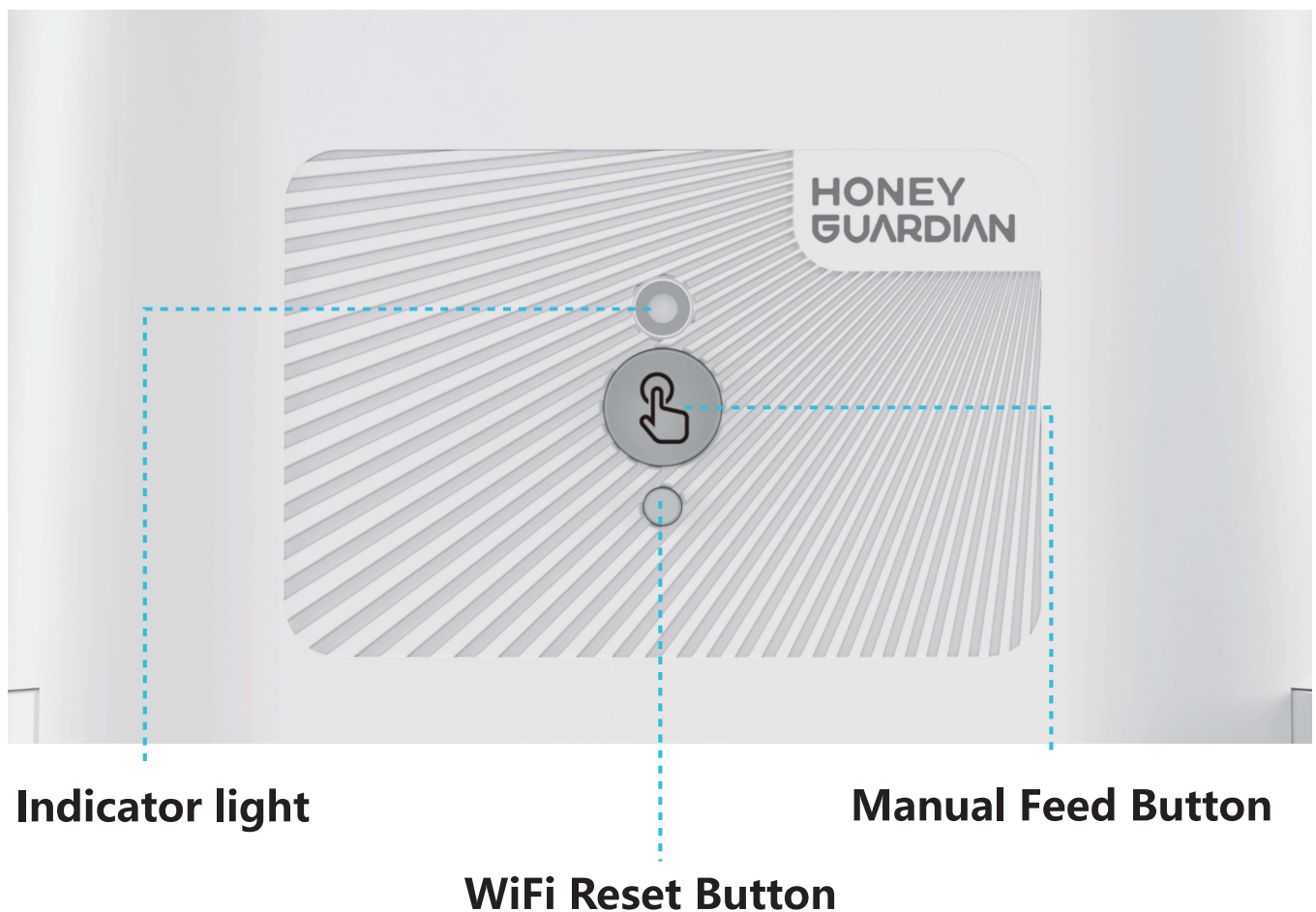
9) Food Hopper

10) Battery Cover

11) Speaker

12) Power Socket


# BUTTONS AND DISPLAY OVERVIEW



## Indicator light

- Flashing: The device is in network configuration mode and can be discovered via Bluetooth.
- Always on: The device is connected to the network.
- Off: The device is offline.

## Manual Feed Button

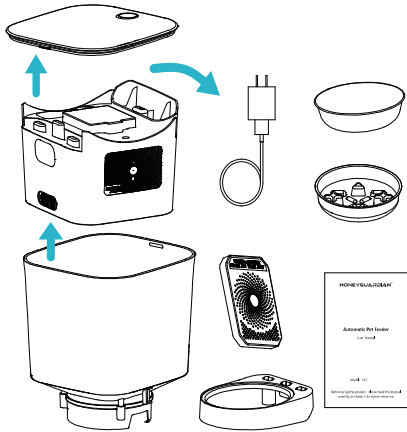
Press and hold  for 3s, the feeder dispenses one portion food in the bowl.

## Reset Button

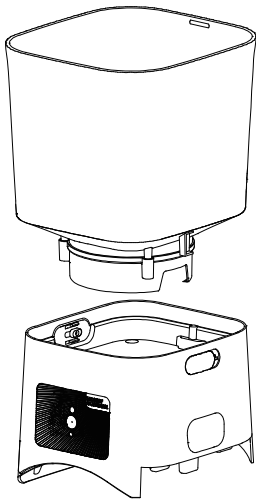
When 5V adapter power supply, long press about 3s, the device will be reset, and the indicator light starts to flash to indicate that the device enters into the network state.

# HOW TO USE

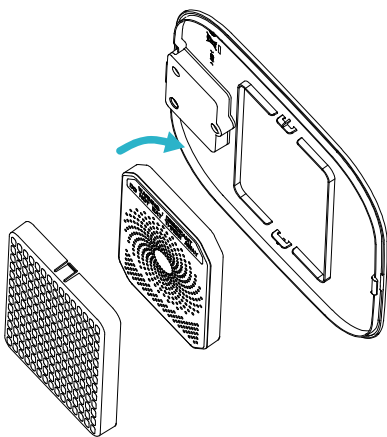
## ASSEMBLY AND PREPARE FOR SETTING



**1. Press the lid release button to take out the Accessories from the food hopper.**



**2. Toggling the latch at both sides to remove or install the food hopper.**

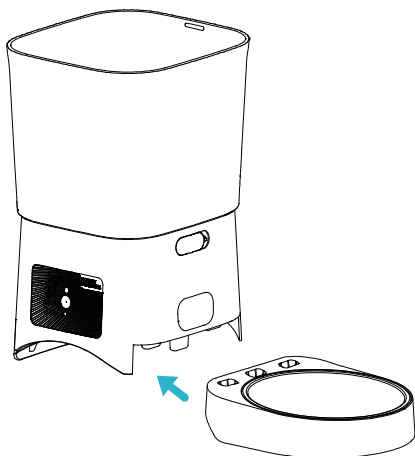


**3. Put the desiccant into the box under the Lid.**

### **Notes:**

- To prevent mold growth, it is recommended to change the desiccant every 15 days.
- Remove the desiccant bag before cleaning the lid.

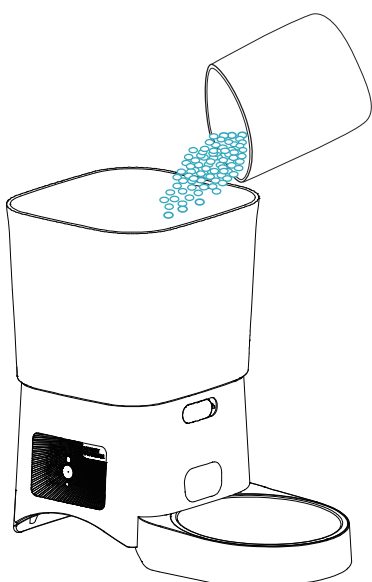




#### 4. Install the holder bowl.

**Attach the bowl to the designated notches underneath the feeder base.**

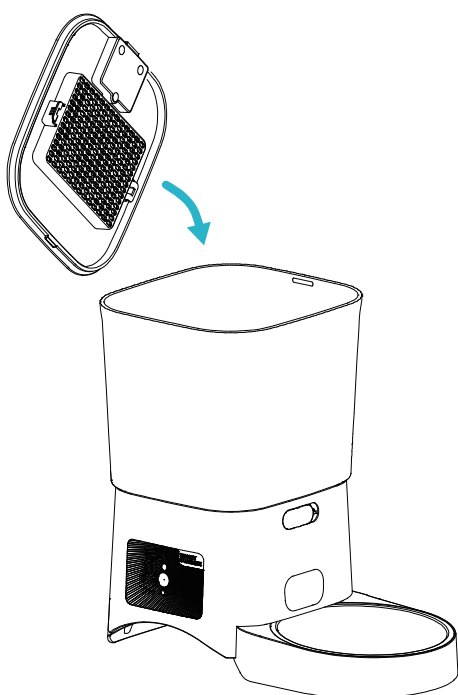
**Note:** Before moving the feeder, press the holder bowl down to remove it from the feeder base. If there is grain in the food bowl, handle it gently to avoid spilling. Hold the base instead of any other parts when lifting the feeder.



#### 5. Add dry pet food to the food hopper.

**Notes:**

- Do NOT use canned, wet or moist pet food.
- Recommend kibble size ranging from 2-12mm / 0.07-0.47in diameter.



#### 6. Put the lid back on.

Press down to make sure it snaps into place.

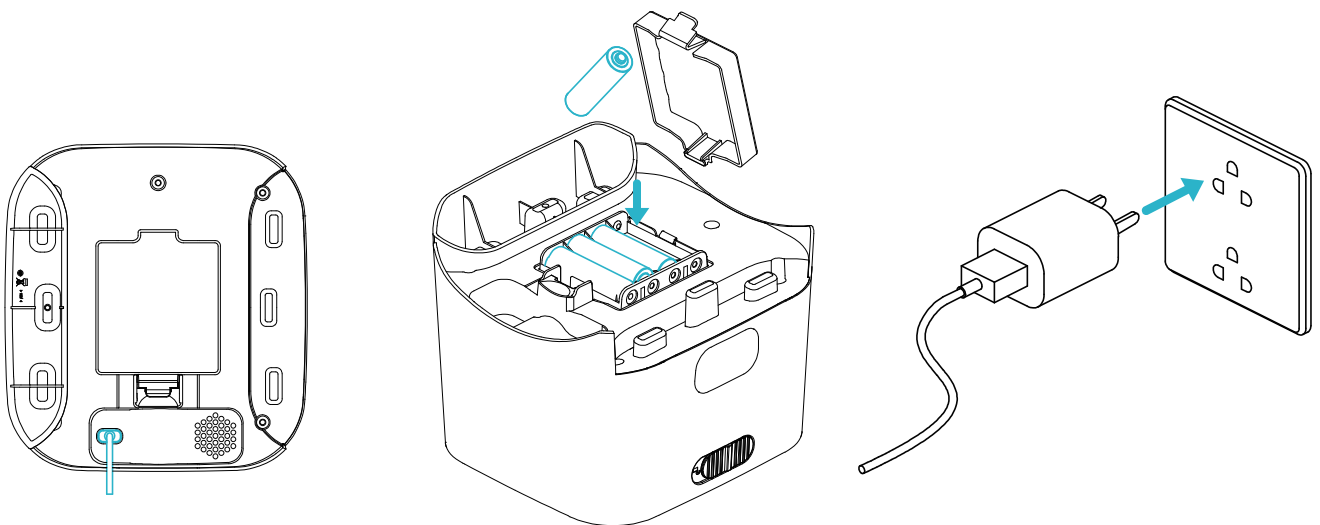
## 7. Connect power

The feeder supports dual power modes.

- Plug the power cable into the power jack under the feeder and the 5V power adapter into a power socket.
- Open the battery cover at the bottom of the unit, and install alkaline batteries (not included) in case of power outage.

### Notes:

- 1) Batteries are NOT included.
- 2) Before connecting power, make sure all parts are clean and dry.
- 3) When the device is powered by the backup battery, it will enter the energy-saving mode, and will continue to execute the feeding plan, but the networking function will not be available.



# APP SETTING

## I . Download the APP

Download the HGsmart App from the App Store or Google Play.



**HGsmart**



**Android**

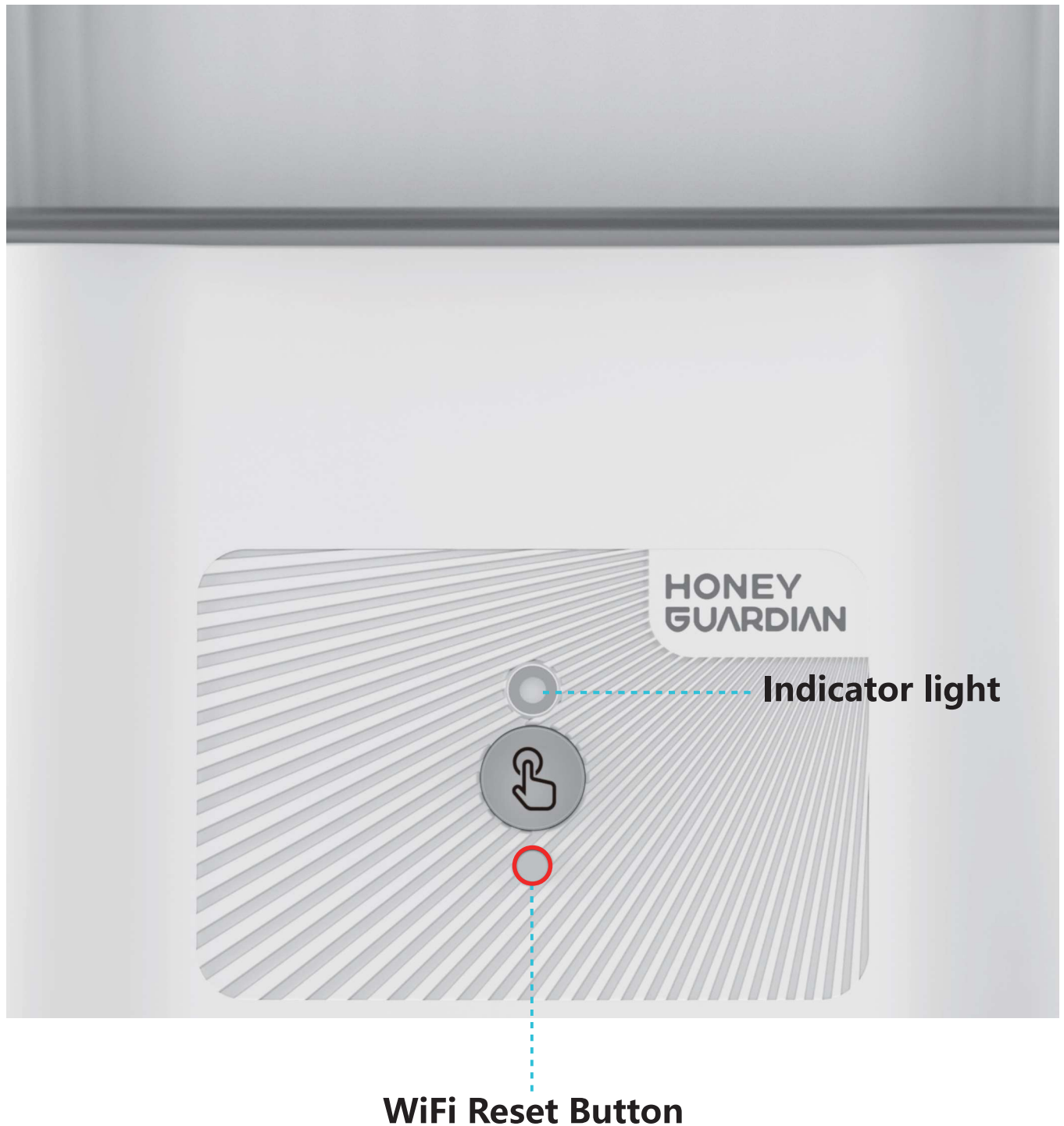


### **Notes:**

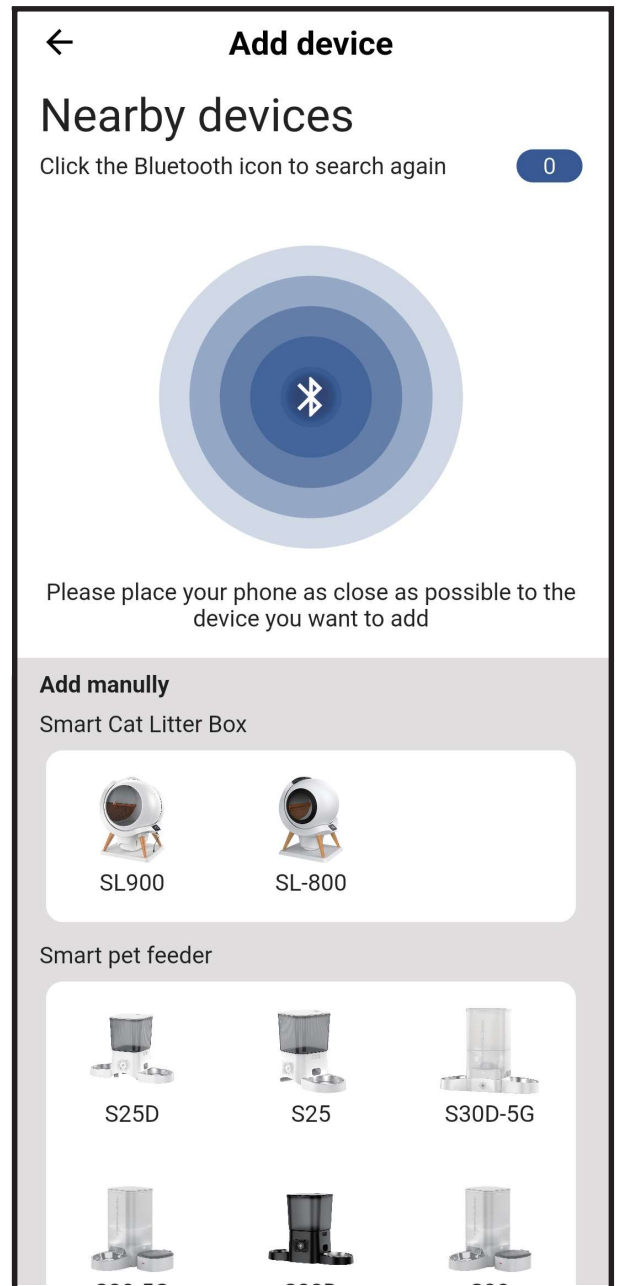
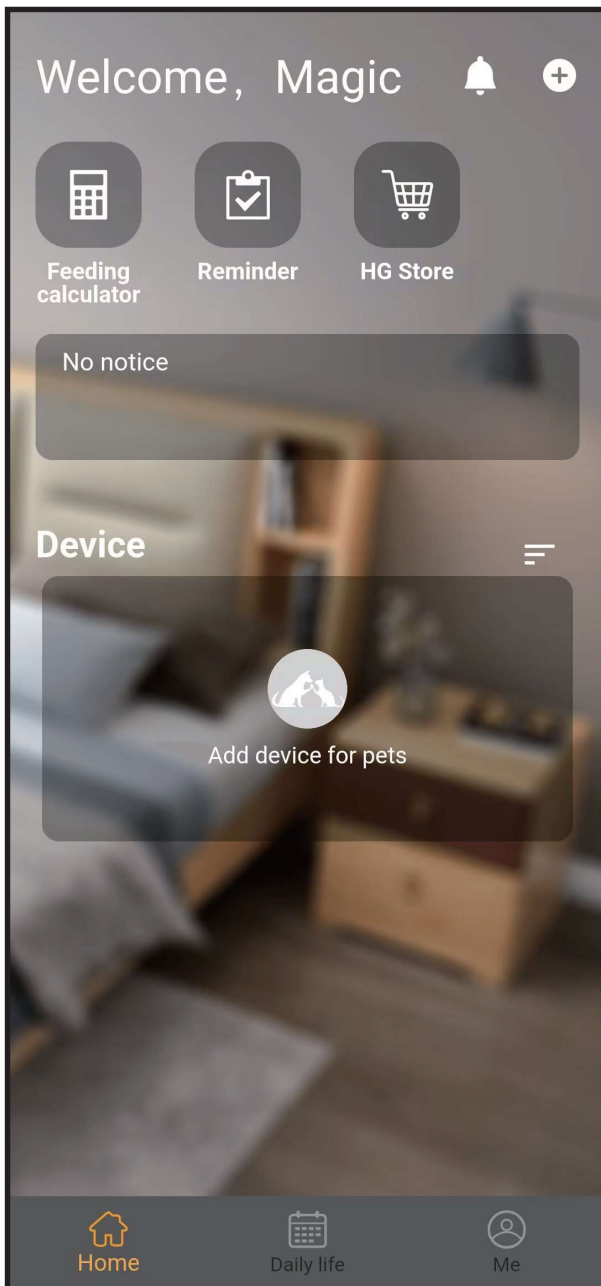
- Please place the device in a location with stable WiFi signal
- When pairing the device with your phone, you will need to grant the APP access to location services and Bluetooth.
- Please use a 5V adapter for networking. Batteries power does not support networking.

## II . Networking

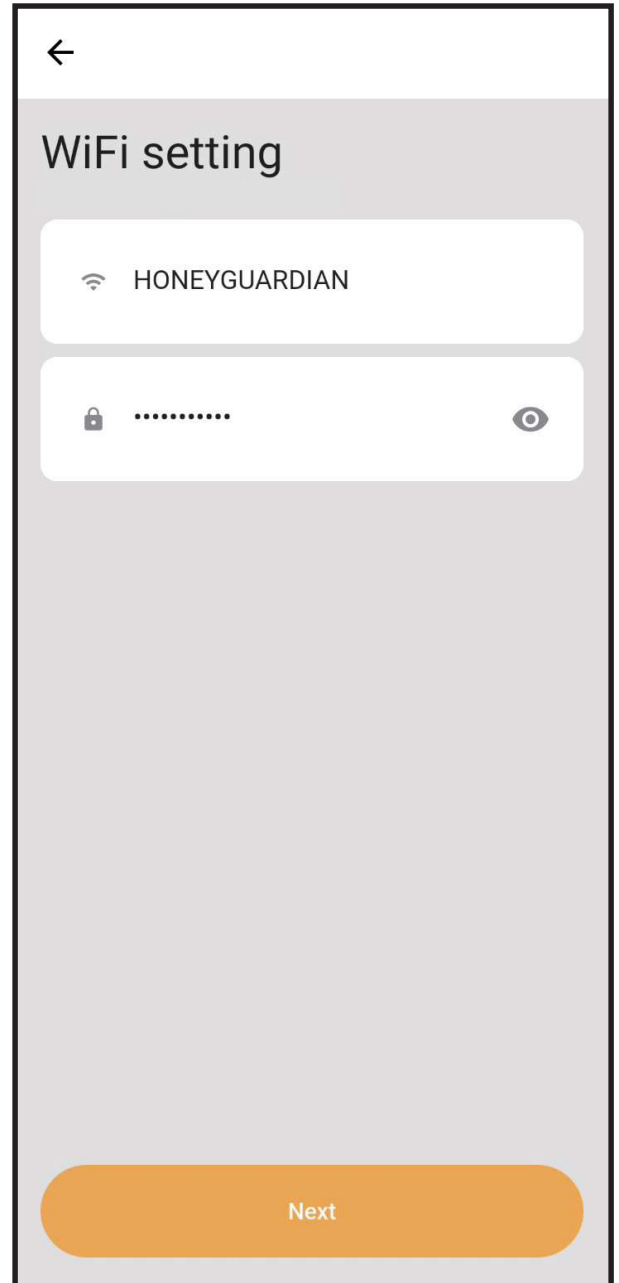
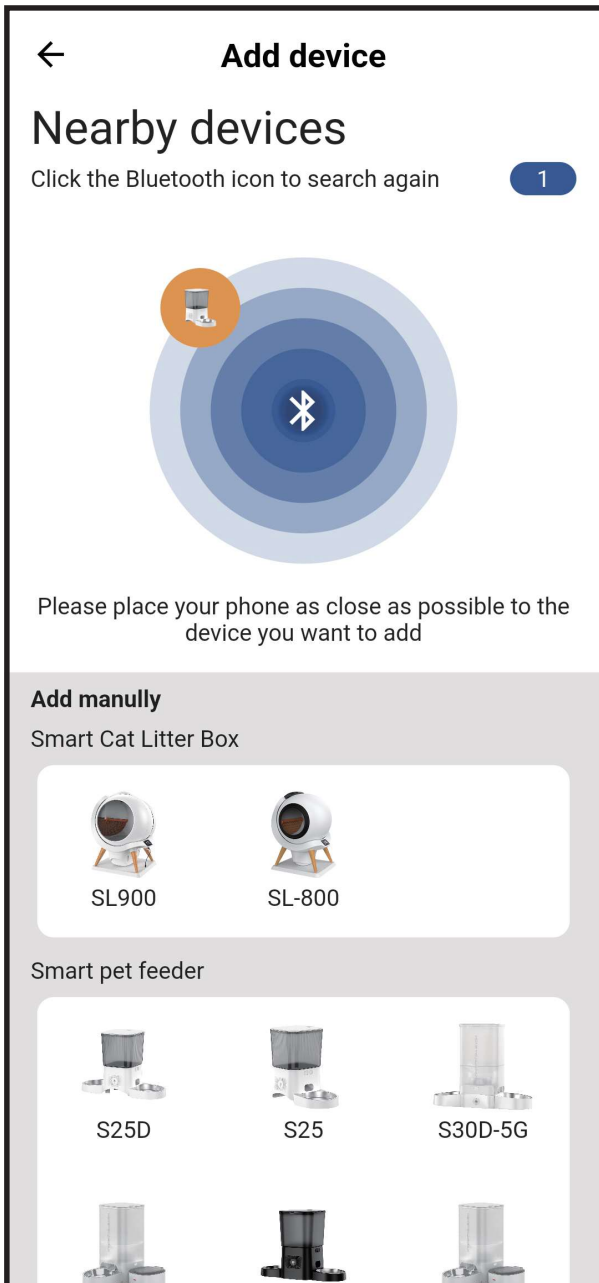
1. Connect your phone to the WiFi and turn on Bluetooth, long press the device reset button for 3s, release the button when the device beeps, the WiFi indicator will start to flash to indicate that the device has entered the networking state.



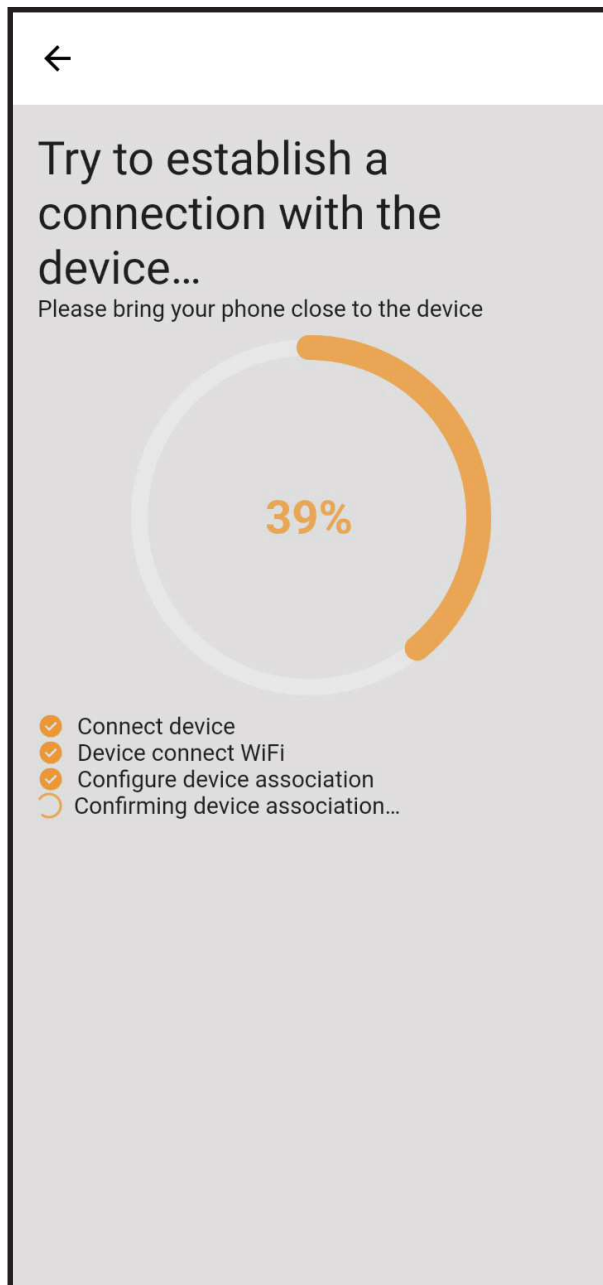
2. Open the APP, click ‘+’ in the upper right corner of the home page to enter the add device page.



3. Click the Bluetooth icon to search for nearby devices, click the searched device then fill in the WiFi information, make sure the WiFi name and password are entered correctly and click 'Next'.

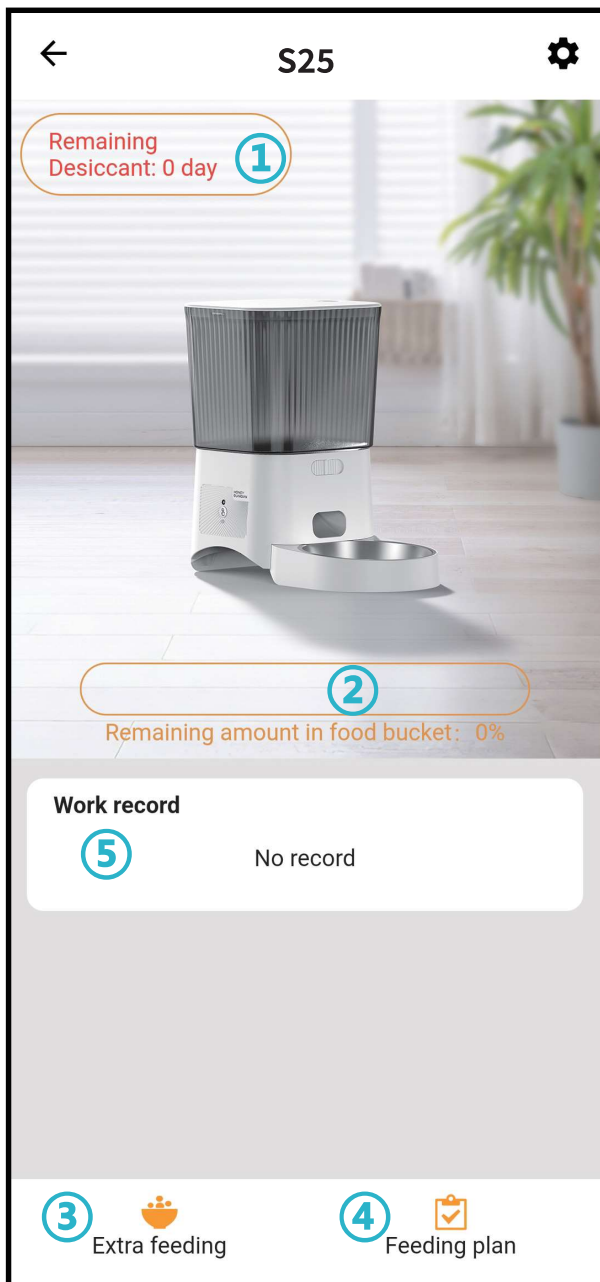


4. The connection page shows the device start WiFi connection and device association until it shows successful configuration, click Complete to enter the home page to see the newly added device.



### III. APP User Guide

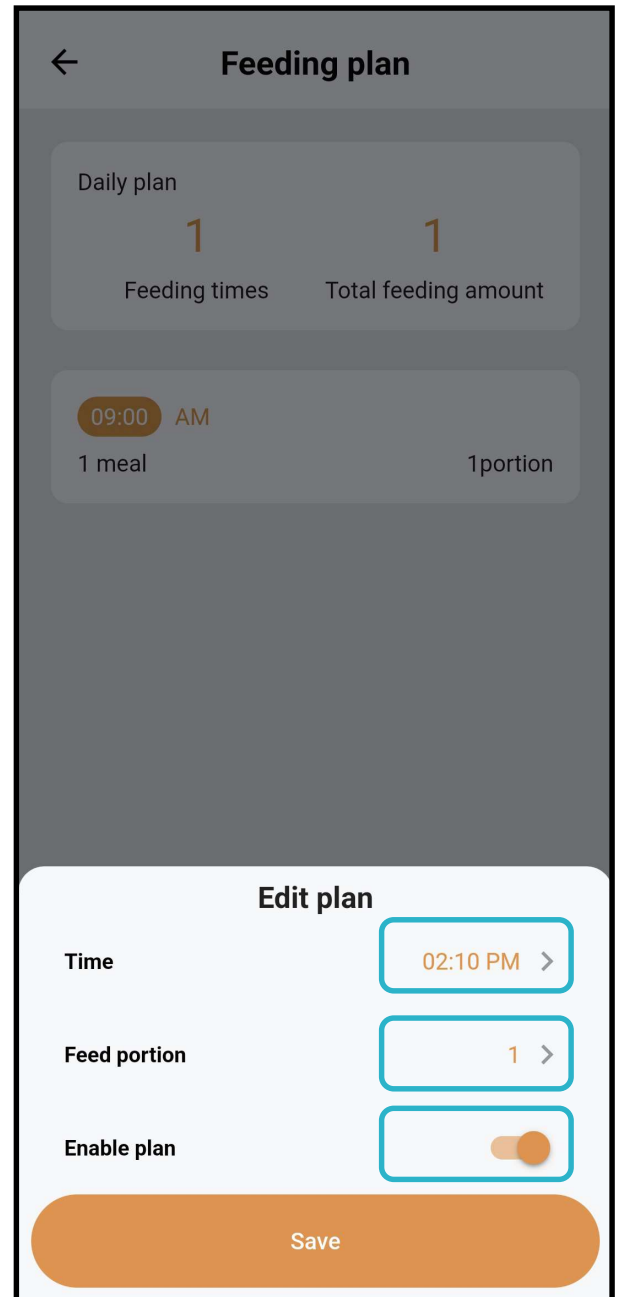
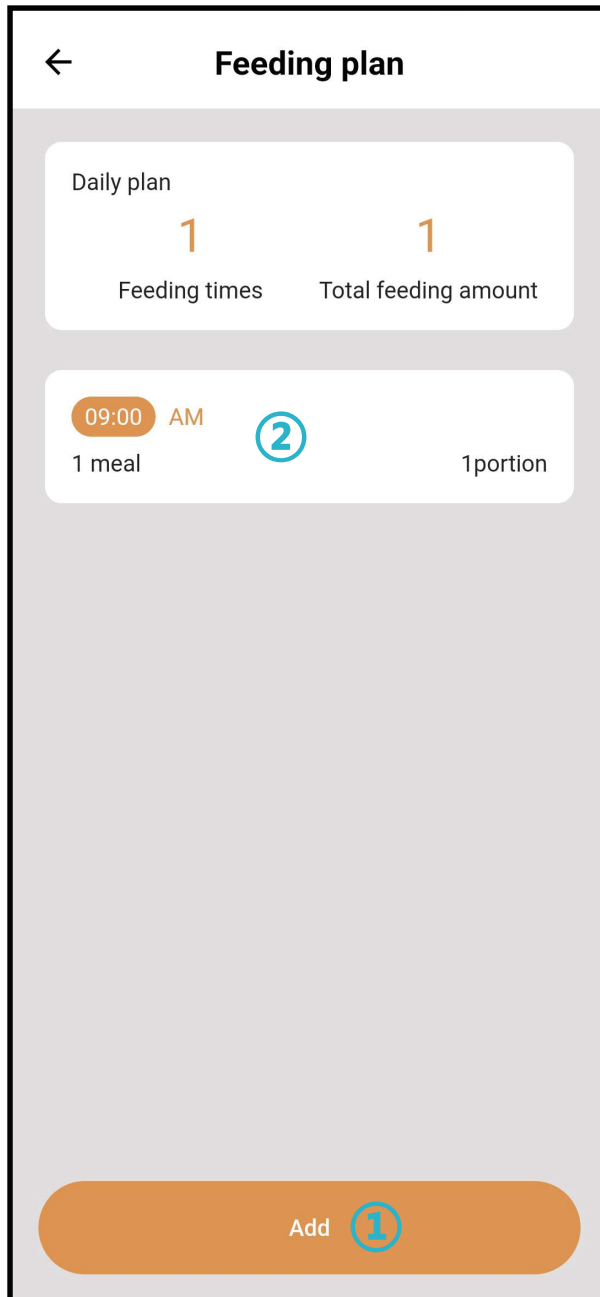
#### 1. Overview of Feeder Home



- ① Desiccant remaining time, click for initial setting.
- ② Percentage of remaining food, click for initial setting.
- ③ Manual extra feeding, 1-6 portions of food can be distributed immediately.
- ④ Set daily feeding plan.
- ⑤ Work record: Show the record of the day, click to view more.



## 2. Feeding Plan Setting

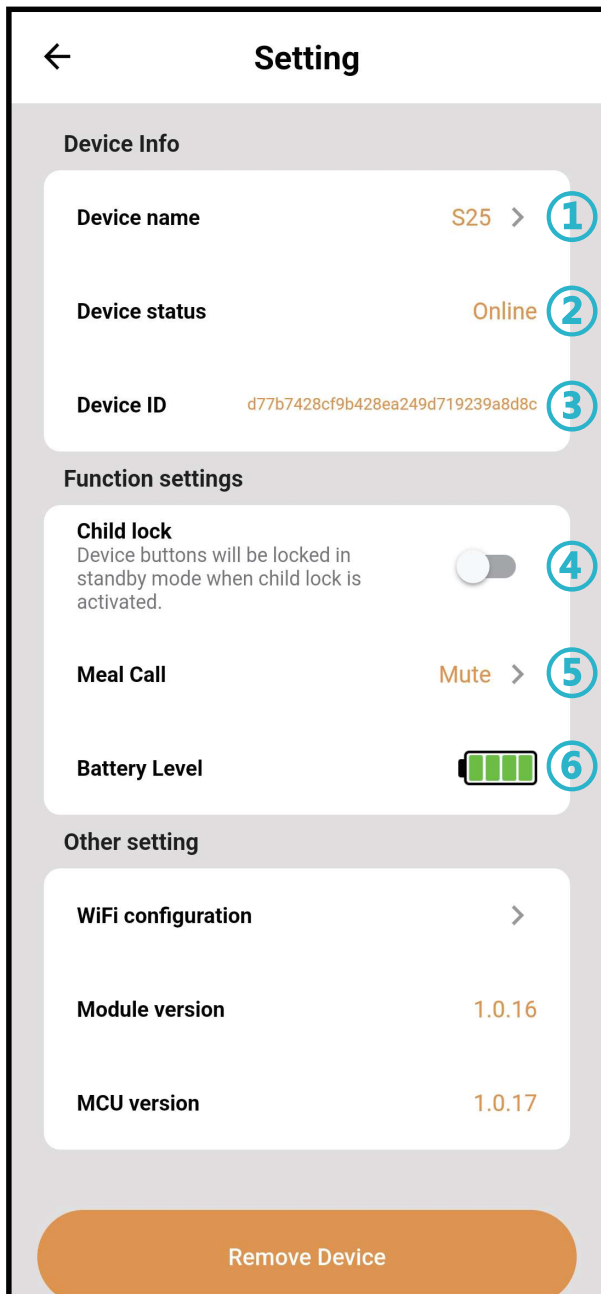


- ① Add dry food feeding plan: Up to 6 meals and up to 24 portions for each meal plan.
- ② Click on the one plan to edit, unable, enable and delete it.

## \*Portion setting reference:

- 1 portion = 15 ml = 1/16 cup = 6 g (Weight may vary for different food particles)

## 3. More Setting



① Device name can be changed.

② Device online status.

③ Device ID: if you experience any anomalies with your device, please long press copy the device ID and provide it to our support team (support@honeyguardian.com) for troubleshooting.

④ Child lock: Manual feed button can be disabled.

⑤ Meal Call: Custom recording setting.

⑥ Battery status: If Batteries are installed, the battery level is displayed.

## 4. Meal Call

The screenshot shows a mobile app interface titled "Meal Call". At the top left is a back arrow icon. Below the title, there are two main settings sections. The first section, labeled "Mute", has a toggle switch that is turned on, indicated by a blue circle with the number "1" and a checkmark. The second section, labeled "Custom Recording", contains instructional text: "\*Click the button to record for up to ten seconds. The device will play before dispensing food." and a tip: "Tips: Please ensure that your phone and device are connected to the same WiFi." Below this text is a toggle switch that is turned off, indicated by a blue circle with the number "2" and an empty circle. Underneath the toggle is a timer showing "00:00". To the left of the timer is a red trash can icon, and to the right is a large orange microphone icon. At the bottom of the screen is a large orange button labeled "Save".

### ① Default Sound

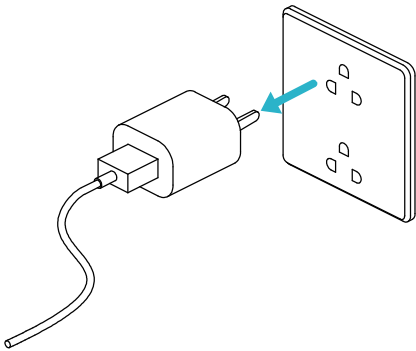
- Mute

### ② Custom Recording

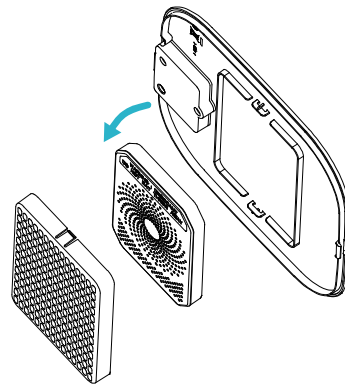
- Ensure that your phone and device are connected to the same WiFi and then save the recording.
- Recording within 10s.

## CLEAN AND CARE

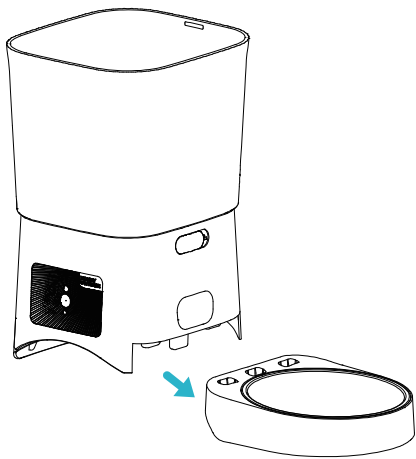
- It's recommended to clean the feeder regularly for the health of your pet.
- The washable parts are as follows: **lid, food hopper, bowl, bowl holder**



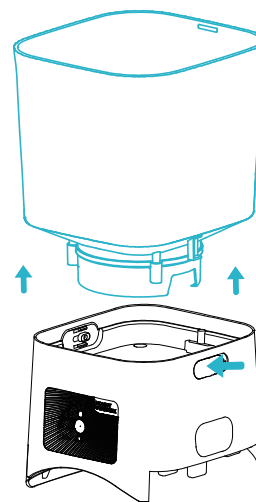
1. Disconnect power and take out the batteries before cleaning.



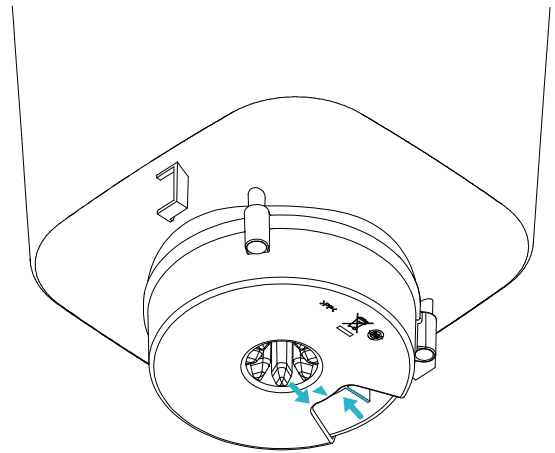
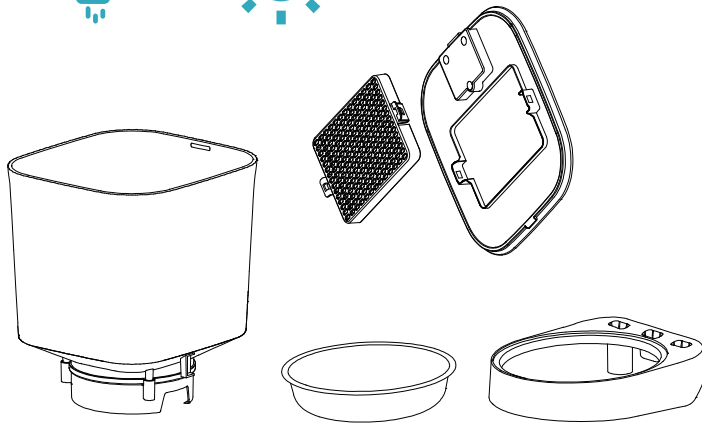
2. Remove the lid and take out the desiccant in the box under the Lid.



3. To remove the holder bowl, press down the bowl with holder.



4. To remove the food hopper, use your thumbs to toggling the latch on both sides and lift the food hopper upwards.



5. Rinse and air dry the lid, food hopper, food tray thoroughly before refitting them to the machine.

6. When install the food hopper, please check directional arrow on the bottom plastic cover, must keep the arrow aligned with the cross structure on the dividing rotor.

## **TROUBLESHOOTING**

Q: Will a sudden power failure or WiFi disconnection affect the feeder's work?

A: Operation of the feeder on the app requires the device to be connected to power and WiFi. If you have set up a feeding schedule in good condition, the device will continue to feed according to the schedule in the event of a WiFi disconnection, or in the event of a power outage if you have installed batteries.

Q: Why isn't the kibble coming out?

A: 1) Please note to use suitable kibble size (2-12mm / 0.07-0.47in), bigger kibbles could get stuck and jam the feeder.

2) Do not add moist or wet food.

3) Empty and remove the food hopper, check the chute and food outlet, and remove blockages.

Q: Can I change my plan at any time?

A: Of course, as long as your device is paired with your phone and the device is connected to WiFi, you can change plan or click extra feeding at any time.

Q: Why is the device offline and can't be connected to the network?

A: 1) If the WiFi indicator light is off, try unplugging the power supply for one minute and then plugging it back in. Wait a few minutes to see if the device can automatically reconnect. If the connection is successful, the WiFi indicator light will be on.

2) Check whether the WiFi signal is stable, changing the routing information will cause the device to go offline and need to be reconnected to the WiFi.

3) Networking requires 5V power adapter, please check if the power connection is stable and the power cable is not damaged, try to replace the 5V adapter to see if the problem is solved.

4) If the above solutions do not work, please contact our support team via email **support@honeyguardian.com**.

## SPECIFICATIONS

Model	S25
Food hopper Capacity	3.5 L
Power	5V power adapter; 4 AA alkaline batteries, LR6/1.5V(not included)
Power Adapter	AC110-240V input, DC 5V output
Working Current	Izmax 0.8A
Operating Temperature	-10°C-50°C/14°F-122°F
External Socket	Type-C power socket
Net Weight	1.3kg/2.86lbs
Dimensions	18 x 17 x 21.5cm / 7.0 x 6.7 x 8.5in



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## **HONEYGUARDIAN Smart Pet Feeder**

Model: S25

Web: [www.honeyguardian.com](http://www.honeyguardian.com)

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