

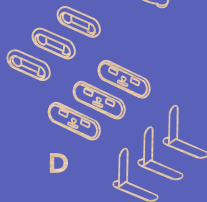
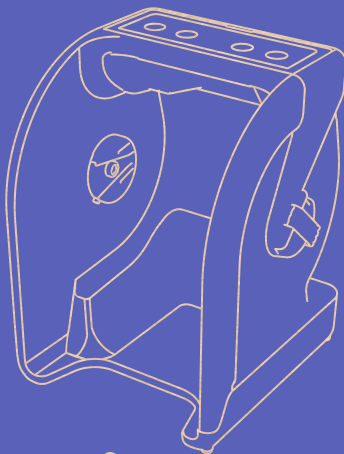
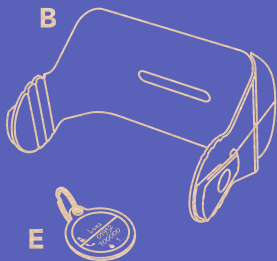
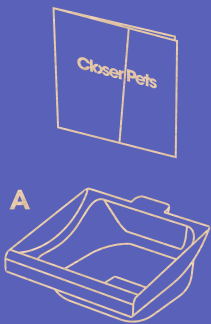
**Closer Pets**

**MiBowl® MiBowl+**

CP500/CP501

# In the box

- A Bowl
- B Lid
- C Portion Protectors
- D Name Tag and Badges
- E Electronic I.D. Disc



## MiBowl<sup>+</sup>

In addition to  
**MiBowl<sup>®</sup>**

- F Stainless Steel Bowl
- G Ice Pack

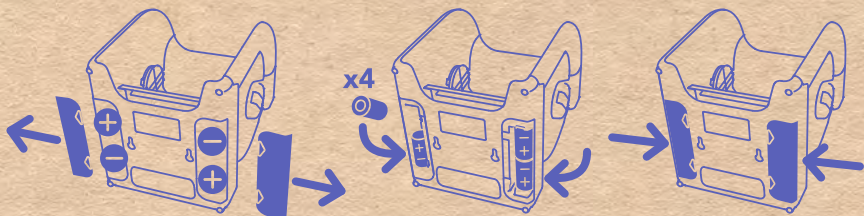


## MiHub<sup>+</sup> available separately

You will need to connect **MiHub<sup>+</sup>**  
to the Closer Pets  
app before setting  
up your **MiBowl<sup>+</sup>**



## Inserting batteries

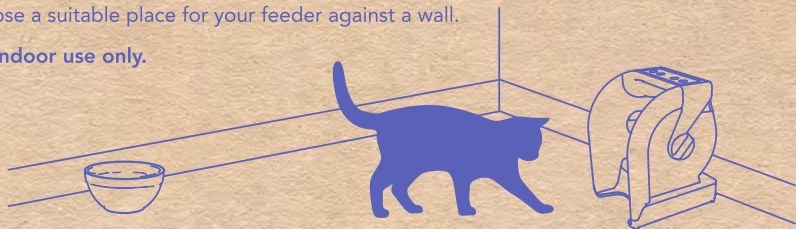


Insert 4 x C-size alkaline batteries using the + - symbols as shown.  
All the lights will temporarily turn on to indicate that your feeder has powered up.

## Setting-up MiBowl in your home

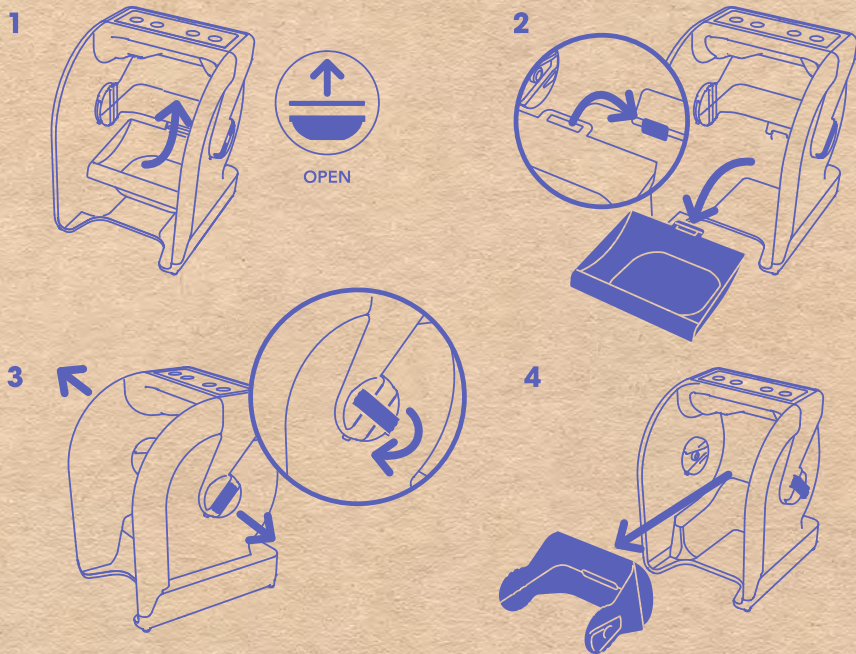
Before use, wash the bowl with warm water.  
Choose a suitable place for your feeder against a wall.

For indoor use only.



 If you have multiple feeders, keep them at least 1m/3ft apart.

# How to remove the bowl and lid



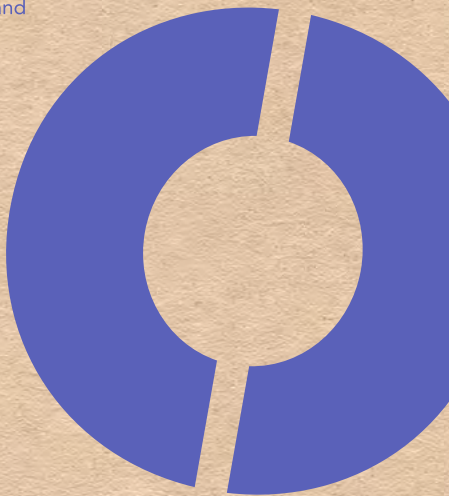
**i** To replace the lid or bowl, reverse the steps above. Ensure the side locks in Step 3 are restored to secure the lid. The MiBowl<sup>+</sup> stainless steel bowl can only be removed from the unit together with the main food bowl.



# Important safety instructions

- Read all the instructions before installing or using your MiBowl.
- Register your purchase online at [closerpets.com](https://www.closerpets.com) (see **Guarantee**).
- Do not allow children to play with your feeder.
- Inspect your MiBowl regularly for correct operation and damage – if in doubt do not use.
- MiBowl has been designed for use with pets only, as described in this manual.
- Dispose of all packaging material responsibly.  
NOTE: Plastic bags could cause suffocation – keep away from children and animals.
- Please note that attempted disassembly of the product will void warranty.
- Removable Name Tag and Badges are optional and used at the owner's own risk

**SAVE THESE INSTRUCTIONS**



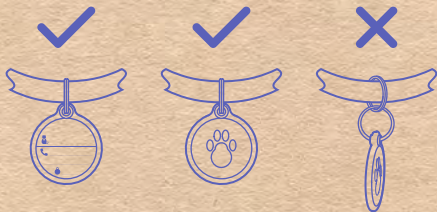
# Getting started

## Electronic I.D. Disc

MiBowl has been designed to work with both microchipped and non-microchipped pets.

If your pet has been microchipped, MiBowl will automatically detect your pet's unique identity when using **Add Pet**. See the **Quick Start Guide** or the **Closer Pets App\***.

**If your pet has not been microchipped,** fit the provided Electronic I.D. Disc to your pet's collar as shown before progressing through the **Quick Start Guide** or the **Closer Pets App\***.



\* MiBowl+ model only

# MiBowl+

## Closer Pets App for MiBowl+

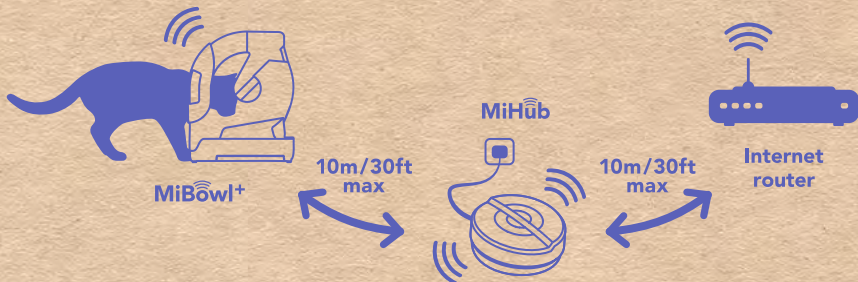
The **Closer Pets App** will take you step by step through setting up your **MiBowl+**

Scan the QR code  
to download!



## Setting up

To get the best connection, ensure that you start with your **MiBowl+**, **MiHüb**, and internet router close together.



# Quick start guide – MiBowl®

For MiBowl+ see instructions in the Closer Pets App

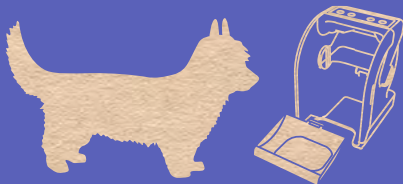
- 1** Press and hold **Open** to raise the lid



OPEN



- 2** Feed your pet from the bowl placed **in front** of your feeder



- 3** Feed your pet from the bowl placed **closer** to your feeder



- 4** Feed your pet from the bowl placed **inside** your feeder, taking care to locate the bowl over the catch at the back



- ⌚** We recommend one stage per day as you introduce your pet to MiBowl – every pet is different and your pet may require more or less time to become familiar with the feeder!



- 5** Press and hold **Add Pet** until the red light comes on – the lid will open if closed



- 6** Encourage your pet to **come close** to the feeder by putting treats or food in the bowl



- 7** When your pet's microchip is detected, the **red light will flash** to confirm that the feeder has paired with your pet



- 8** After your pet has paired and moved away from the feeder, the lid will close – at this stage progress to **Pet Training School** to start using your MiBowl!



- ⏸** Your MiBowl stays in Add Pet mode for up to 15 minutes or until pairing is finished. Press and hold Add Pet again to cancel pairing. Follow the same steps if using the Electronic I.D. Disc.

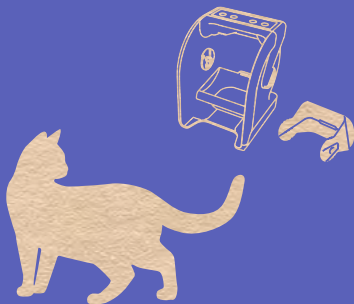
# Pet training school – MiBowl®

For MiBowl+ see Training Mode in the Closer Pets App

We want to help your pets feel extra comfortable using MiBowl, so we have some useful tips to make eating from the feeder second nature for them!



TRAINING



- 1 Use Training mode to keep the lid open for longer and to give your pet more time before the lid closes after moving away.**

**Close** the lid before starting. If you have removed the lid, press **Close** before entering Training mode.

Press and hold **Training**. The lid will open if closed, and the red light will flash for the length of time that the lid stays open. After this time has passed, the lid will close.

The red light will flash whenever the lid opens while in Training mode.

- 2 Start using your feeder with the lid removed until your pet is familiar with the sound of the lid opening and closing.**
- 3 Once you feel your pet is happy feeding, press and hold **Training** again to exit Training mode – your feeder will now revert to default and the lid will close sooner when your pet moves away after feeding.**

# Controls

## MiBowl®



Add Pet



Training



## Red light

Turns on with **Add Pet** and **Sync** functions and flashes in **Training** mode

## MiBowl+



Sync



Add Pet



## Battery warning light

Flashes for several minutes after pressing **Open** when the batteries are low and need changing



## Blue light

Turns on when either the **Open** or **Close** buttons are pressed – flashes if there is something blocking the lid



Open

Close

Press **Open** to raise the lid and remove the bowl

Leaving the lid open will put your feeder into **Standby** mode.

To exit Standby, press **Close**



The bowl can only be removed by pressing **Open**. The lid position prevents the bowl from being removed when automatically opening for your pet.

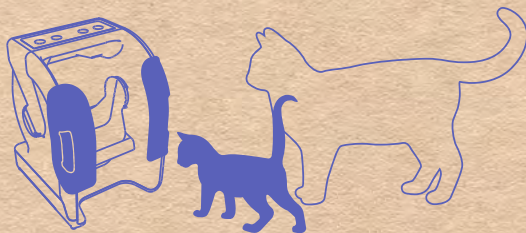
# Accessories

## Portion Protectors

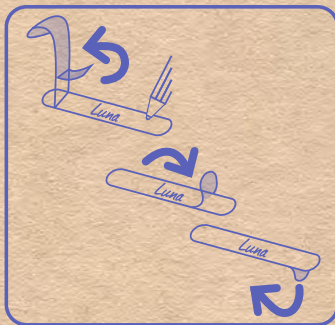
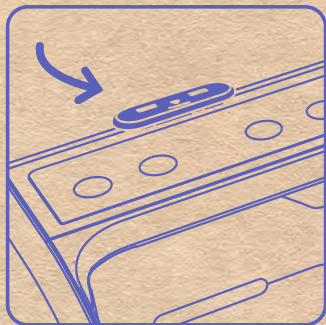
If you have a small pet, simply clip-on the Portion Protectors to help your pet feed in peace and stop sneaky siblings from helping themselves to more than their fill!



Scan to watch how to clip them on and off



## Personalised name tag and badges





## Stainless steel bowl care guide

Not only does our 304 stainless steel bowl keep food cooler for longer, but the hard wearing surface also resists trapped dirt and bacteria, preventing your pet from getting canine or feline acne.



- Clean on the top shelf of the dishwasher
- Wash with warm soapy water
- Rinse and drain before placing back in feeder
- Soak in warm water before cleaning if food has dried on the surface




- Do not use abrasive surfaces, such as steel wool pads as this will damage the surface of the bowls
- Do not heat in a microwave or oven
- Do not use corrosive chemicals or acid
- Do not use sharp edges to cut food in the bowls

 **Follow these care tips to help prolong the durability of your stainless steel bowl and keep it looking shiny and new!**

## Hints on food storage

Your MiBowl is designed for use with all pet foods. When using with wet food your MiBowl should always be used with its ice pack unless the surrounding temperature is less than 5°C (40°F) and ensure that the food comes from a freshly opened package or container.

If the weather is very warm, you are advised not to leave wet food for long periods and may prefer to serve dry food, which has better preserving qualities. If in doubt, please consult the manufacturer of your pet's wet food.

 **Stainless steel bowls and ice packs can be bought separately from [closerpets.com](https://www.closerpets.com) and are suitable for both MiBowl® and MiBowl<sup>+</sup>.**

# Tips

## Using your feeder

- Your feeder will only open for pets that have been correctly paired following the **Quick Start Guide for MiBowl®** or through the **Closer Pets App for MiBowl+**
- The lid will not open for pets that have not been paired with your feeder
- You can pair up to 10 pets to your feeder – to do this, repeat the steps in the **Quick Start Guide for MiBowl®** or through the **Closer Pets App for MiBowl+**
- The bowl is dishwasher-safe and suitable for the top shelf only
- The lid is hand-wash only using warm soapy water
- Lightly clean your feeder with non-abrasive cleaning products to prolong the shiny appearance
- Do not spray or soak your feeder with liquid cleaning products or water – use a damp cloth only
- Do not force your pet into the feeder or place over your pet's head to operate – this may scare or discourage them from using the feeder
- Do not force the lid open – this may damage the lid mechanism – always use the **Open** button

## Technical info

- In normal use, good quality alkaline batteries should typically last up to 6 months; we recommend replacing all batteries at the same time
- All popular batteries are suitable, including rechargeable and 1.5v lithium batteries, however the low battery light will only work with standard alkaline batteries
- If not using your feeder for an extended period of time, **Open** the lid and keep open to enter standby mode and preserve battery life; **Close** the lid to exit standby mode
- If not using your feeder for over 1 week, remove the batteries before packing away
- If you are using multiple feeders for your pets, space them 1 metre / 3 feet apart to ensure optimal performance
- If your pet has not been microchipped, fit the provided Electronic I.D. Disc to your pet's collar – see **Getting Started**. Alternatively, you can use your feeder manually with **Open/Close**
- Spare accessories are available at [closerpets.com](http://closerpets.com)

# FAQ – MiBowl®

For MiBowl+ FAQ refer to the Help section in the Closer Pets App under Settings

## The feeder doesn't open for my pet

Ensure your pet has been successfully paired to MiBowl – see **Quick start guide**. Clean any dirt or food within the feeding area. Check that there are no obstructions or dirt above the bowl and that all plastic faces are clean and free of debris.

## The feeder opens for a non-paired pet

If you find your MiBowl is opening for a non-paired pet, it may be because your paired pet is sitting next to the feeder. Try keeping your MiBowl against a wall to prevent pets from unintentionally activating the lid.

## The lid won't open and/or the blue light is flashing

A flashing blue light indicates that there is something wrong with the lid and it may be stuck. **Open** and/or **Close** to operate the lid. If this fails, remove, and replace the lid and bowl to check they are fitted correctly. Take care to locate the bowl over the catch at the back of the feeder – see **How to remove the bowl and lid**. Check that there is no food build-up and the food level is not above the rim of the bowl.

## My pet is knocking the feeder over while eating

Place your feeder against a wall. If your pet still manages to overcome the feeder, secure the base using the keyhole fixing features located on the underside of MiBowl.

## The lid is taking a long time to close

You may be in Training mode – see **Pet training school**. Press and hold **Training** to exit Training mode – your feeder will now revert to default and the lid will close sooner when your pet moves away after feeding.

## My pet won't use the feeder

Every pet is different, and some pets may take longer to get used to feeding from MiBowl. Be patient with them and go through the first few steps of the **Quick start guide** again to help your pet become comfortable using MiBowl.

## I can't get the bowl out

The bowl can only be removed by pressing **Open**. When automatically opened by your pet, the lid is in a pet-safe position preventing the bowl from being removed accidentally or by very hungry pets!

## I want to remove a paired pet or remove all current settings

Factory reset will remove all paired pets and Training mode settings. To factory reset press and hold **Training + Open + Close** on **MiBowl®** or **Sync + Open + Close** on **MiBowl+** at the same time until all the lights start flashing.





# Further information

The manufacturer (Pet Mate Ltd) is not responsible for any radio or TV interference caused by unauthorised modifications to this device (**MiBowl®** and **MiBowl+**). Any modifications could void the user's authority to operate the device.

## FCC compliance

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.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the device.





# Guarantee

We offer a 1-year standard warranty. However, if you register your **MiBowl®** or **MiBowl+®** at [closerpets.com/pages/product-registration](https://closerpets.com/pages/product-registration) within 14 days of your purchase you will receive an additional 2-year warranty and Pet Mate Ltd will guarantee your product for a period of 3 years from the date of purchase.

If you do not have access to a computer, please send details of your purchase with a copy of the receipt along with your name and address to our Customer Services team using the address below and they will be happy to help process this for you.

Please get in touch with Closer Pets Customer Services if you have a problem with your purchase. The guarantee is here to protect you if any defect arises due to faulty materials or manufacture. Any defective items will be repaired or replaced free of charge by Pet Mate Ltd, provided the defect has not been caused by neglect, misuse or normal wear and tear. Your statutory rights are not affected.

To get started, register now by scanning the QR code or by following this link: [closerpets.com/pages/product-registration](https://closerpets.com/pages/product-registration)



Hereby, Pet Mate Ltd declares that this product is in compliance with the essential requirements and other relevant provisions of EU and UK Directives. All Declarations of Conformity (DoC) may be viewed at [closerpets.com/pages/eu-doc](https://closerpets.com/pages/eu-doc).



**IMPORTANT:** Dispose of damaged / faulty / end-of-life products in accordance with locally applicable regulations for your country. **UK/EU:** Refer to Terms and Conditions section EU Waste Electrical and Electronic Equipment (WEEE) Directive on [closerpets.com](https://closerpets.com) for more information.



Designed and Manufactured by Pet Mate Ltd, Lyon Road, Hershaw, Surrey KT12 3PU, UK  
Imported to the EU by Closer Pets BV, Newtonlaan 115, 3584 BH Utrecht, The Netherlands  
Imported to North America by Ani Mate, 104A Longview Street, Conroe, TX 77301, USA

**Register  
your MiBowl**

Additional 2 years warranty



 [closerpets.com](https://closerpets.com)

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