Your Unique Prescribed Solution for Accurate, Chaos-Free Pet Feeding.

User Manual

PortionPro Rx

Read all instructions carefully before using your new PortionPro Rx.
Please keep this guide in a handy spot for future reference.

Model PPRX1700

Important Safety Information

Read All Instructions and Save for Reference:

- PortionPro Rx is for use with dry food only, kibble sized ⅝" or less. Do not use wet, canned, semi-moist, moist, raw, oddly sized, or dehydrated food in the feeder.
- Do not immerse or submerge the LCD screen, control panel, or PortionPro Rx base in water at any time, as this will damage electrical components.
- Do not expose any parts of the PortionPro Rx to a water temperature higher than 165°F.
- Do not place any objects on top of the PortionPro Rx or cover the PortionPro Rx.
- Dispose of all packaging materials properly. Some items are bagged in plastic; keep these bags away from children and pets.
- Do not allow small children to play with, in, or around the PortionPro Rx.
- For indoor use only. Do not use outside.
- Place the PortionPro Rx on a sturdy, level surface only.
- Do not put any foreign objects into the PortionPro Rx or its components.

WARNING: When using electrical appliances, basic safety precautions should always be followed. Improper use may result in risk of serious injury or death.

- Do not disassemble the PortionPro Rx or feeder base components, other than lifting out removable parts for cleaning as specified in this manual.
- PortionPro Rx is intended for use by dogs and cats only. Dogs and cats using the PortionPro Rx should be older than 8 weeks of age and weigh more than 2 lb. The PortionPro Rx has been designed for dogs weighing up to 65 lb.
- Do not use the PortionPro Rx for other than intended use.
- Do not place the power cord or plug into water or other liquids.
- Do not handle the AC adapter with wet hands. Remove any dirt or liquids from the power plug before use.
- Do not let the power cord hang over the edge of a table or counter or touch any hot surface.
- Unplug the PortionPro Rx from the outlet when not in use or before cleaning.
- Do not unplug the PortionPro Rx by pulling on the power cord. To unplug, grasp the power adapter and pull the plug from the outlet.

WARNING: It is important to routinely monitor your pet's eating habits.

WARNING: Do not put pet's medication into the PortionPro Rx.

- Do not operate the PortionPro Rx if it has a damaged power cord, power adapter, or plug or if it malfunctions, has been dropped, or damaged in any manner. Call Vet Innovations at 877-VET-PPRx (877-838-7779) for prompt assistance.
- As with any portable appliance, do not place the PortionPro Rx near a hot gas or electric burner or in a heated oven.
- Do not place the PortionPro Rx where it can fall or be pulled into a tub or sink.
- If the PortionPro Rx plug gets wet, turn off the electricity to that wall outlet. Do not try to unplug the device.
- Examine the PortionPro Rx before using. Do not plug in if there is liquid on or any damage to the power cord, power adapter, or plug prongs.
- To avoid tripping, position the power cord out of walkways and wind extra cord around the cord wrap.
- Do not clean the PortionPro Rx or any removable parts with harsh cleansers, steel wool pads, or other abrasive materials. Use soft, damp cloths and mild soaps for cleaning.
- Avoid contact with moving PortionPro Rx parts, e.g., the food belt when it is dispensing food.
- Do not allow small children or pets to chew on any parts of the PortionPro Rx or tags.
- Do not attempt PortionPro Rx repairs yourself. Call Vet Innovations at 877-VET-PPRx (877-838-7779) for assistance.
- If an extension cord is needed, use only UL-approved cords.
- Do not modify the PortionPro Rx or use attachments or replacement parts not provided by the manufacturer.
- Do not lift the PortionPro Rx using the lid, food bin, bowl, or bowl receptacle area. Lift and carry the PortionPro Rx using both hands on the feeder base while keeping the feeder in an upright position.

WARNING: After unpacking your PortionPro Rx, dispose of all packaging materials properly. The cardboard box and supporting inserts may be recycled. Some items are bagged in plastic. Always keep plastic away from children and pets.

Contact Us

Call

Call Customer Support directly at:
877-VET-PPRx (877-838-7779)

Monday through Friday
8 am to 5 pm EST

Email

Email Vet Innovations' technical specialists at:
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Write

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Suite West, 267 Spielman Highway
Burlington, CT 06013

Web

For additional information or to contact us via our websites, please visit:

portionprorx.com | **vetinnovations.com**

Warranty

Limited 1-Year Non-Transferable Manufacturer's Warranty

This product carries the benefit of a limited manufacturer's warranty. Vet Innovations, Inc., warrants that your PortionPro Rx will be free of defects in materials or workmanship under normal home use for one year from the date of original purchase.

Please refer to the full warranty details on our website at PortionProRx.com. The serial number for warranty claims is located under the food bowl on the feeder base or on the bottom of your PortionPro Rx.

If needed, you may order replacement parts for your PortionPro Rx anytime through PortionProRx.com.

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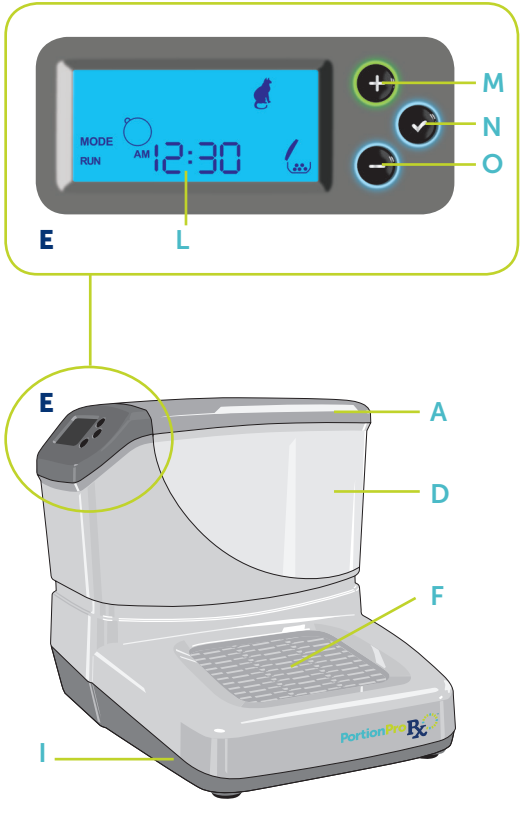
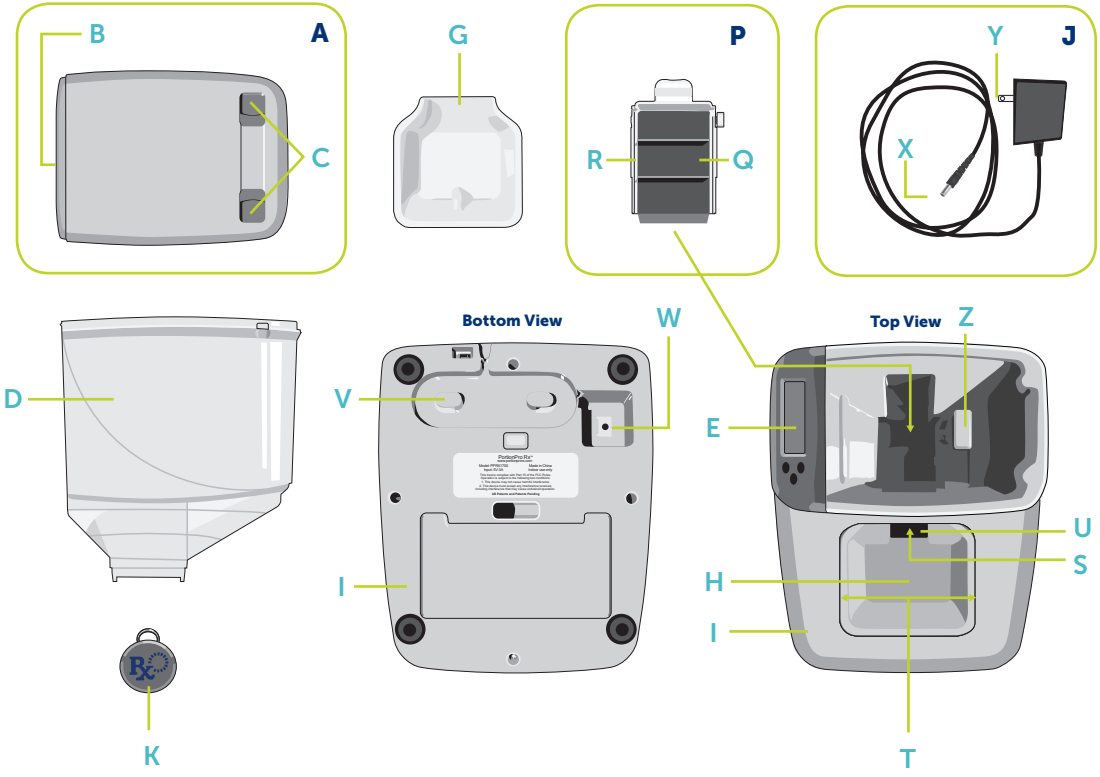
1 Components

A. Food Bin Lid
B. Lid Tab
C. Finger Grips
D. Food Bin
E. Control Panel
F. Food Bowl Door
G. Food Bowl
H. Food Bowl Receptacle
I. Feeder Base
J. Power Supply
K. Tag
L. LCD Screen
M. ⊕ Button
N. ✓ Button
O. ⊖ Button
P. Food Belt System
Q. Food Belt
R. Food Belt Cartridge
S. Food Gate
T. Bowl Door Tracks
U. Food Clean-out Cavity
V. Cord Wrap Spools
W. Power Input Socket
X. Power Input Pin
Y. Power Adapter with Plug
Z. Belt Release Button

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Bottom View
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2 Operating Guide

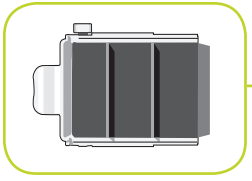
Read All Instructions Before Using Your New PortionPro Rx Feeder

Getting Started

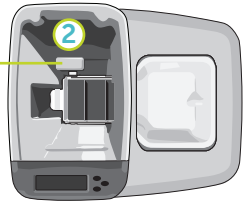
Clean removable parts prior to first use. Please see page 24 for important and complete PortionPro Rx cleaning steps.

Assemble Your PortionPro Rx

After all parts have been removed from the packaging, washed, and thoroughly dried, you're ready for the simple assembly and programming of your new PortionPro Rx:

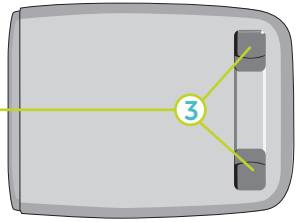


1. Reinsert the food belt system (1) by depressing the button in the feeder base (2) and snapping the system into place at the bottom of the feeder base. The food belt system moves kibble from the food bin and dispenses it into the food bowl. The food gate allows food to pass into the food bowl and prevents pets from reaching into the food bin to steal food.

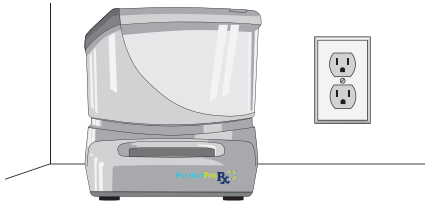


2. Replace the food bin by setting it back in place directly on top of the feeder base with the small square-shaped opening on the bottom above the food belt system. When in place on the feeder base, the food bin will hold 30 cups of kibble.

3. Replace the food bin lid by inserting the lid tab into the top of the food bin and snapping the lid closed on the right side near the finger grips. (3) The lid will remain in place until you squeeze both finger grips together to remove it.



4. Insert the food bowl by using the finger grip tab (4) to place the bowl into the food bowl receptacle. Press down to ensure it is fully seated in the opening.



Select the Right Location for Your PortionPro Rx

For best results, the ideal location for your PortionPro Rx will meet the following criteria:

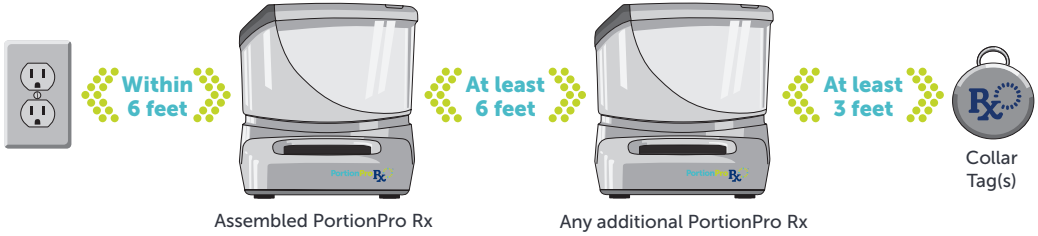
- Flat, stable floor surface
- Within 6 feet of a standard wall outlet
- In a low-traffic, yet accessible area (e.g., kitchen nook or utility room)
- In a position where the front and sides of the PortionPro Rx are easily accessible to your pet
- At least 6 feet away from other PortionPro Rx feeders

Start With:

- Assembled PortionPro Rx
- Food bowl
- Power supply
- Collar tag(s)

Plug In Your PortionPro Rx

- Insert the power input pin on the power supply into the power input socket on the bottom of the feeder base.
- If necessary, wrap extra cord around the cord wrap spools on the bottom of the feeder base.



- Thread the cord through the opening near the cord wrap spools.
- Plug the PortionPro Rx into a nearby standard electrical outlet.

You are now ready to program your new PortionPro Rx!

Programming Your PortionPro Rx

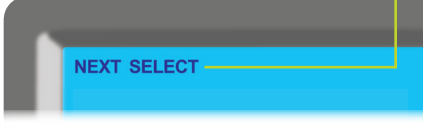
Keep in mind that you are programming the PortionPro Rx to feed one pet in your household. You will need to repeat the following steps for each additional PortionPro Rx you would like to set up.

If you will be using multiple PortionPro Rx feeders, set up one feeder at a time. Attempting to program more than one PortionPro Rx simultaneously will interfere with the pairing of the assigned collar tags.

Programming Mode

Your PortionPro Rx will automatically enter programming mode when the power supply is initially plugged into a standard electrical outlet. The LCD screen will appear as shown here until you program the device.

- To program your feeder, follow the step-by-step guide below.
- As you complete each step, the PortionPro Rx will automatically move you to the next step.
- Follow the "Next Select" prompts at the top left side of the LCD screen as you move through the steps.



- Refer to the Control Button Guide below to learn how the buttons function.

Control Button Guide

Use ⊕ or ⊖ to scroll through options during setup. (TIP: Hold down ⊕ or ⊖ to scroll more rapidly.)

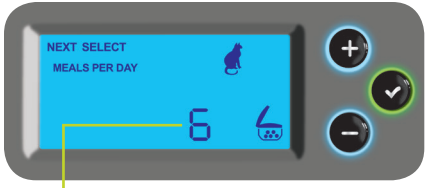
Press ✓ to enter your choice for each step.

Hold ✓ for 2 seconds to go back one step. Repeat to go back another step.

Set Current Time and Select For a Cat or For a Dog

Begin by pressing + and − to set AM or PM, then follow "next select" prompts for each step:

1. Set AM or PM
2. Set Current Hour
3. Set Current Minutes
4. Select Cat or Dog



Select 6, 4, or 2 meals

Set Number and Time of Daily Meals

For a Cat:

You may select 6 (recommended), 4, or 2 meals per 24-hour period. Veterinary experts agree cats should be fed 6 small meals per day.

Meal times are automatically spaced as follows:

- 6 meals/day = meals dispensed every 4 hours beginning at the first meal time
- 4 meals/day = meals dispensed at the times you program
- 2 meals/day = meals dispensed at the times you program

For 6 meals/day, set First Daily Meal Time.
For 4 or 2 meals/day, set each Meal Time.

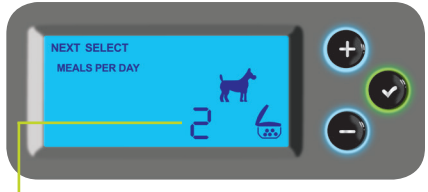
Set First Daily Meal Time

Set the time for your pet's first meal of the day the same way you set the current time in Step 1. If you are feeding your cat 2 or 4 meals per day, set the time of each meal. If you are feeding your cat 6 meals per day, the PortionPro Rx will automatically schedule the remaining meal times.

Example for a Cat:

6 meals/day schedule with the first meal at 6 AM:

- Meal 1 = 6 AM
- Meal 2 = 10 AM
- Meal 3 = 2 PM
- Meal 4 = 6 PM
- Meal 5 = 10 PM
- Meal 6 = 2 AM



For dog select 2 or 3 meals per day

For a Dog:

You may select either 2 or 3 meals per day for a dog.

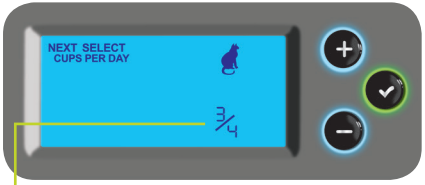
Set Each Daily Meal Time

Follow the "Next Select" prompts to Select First Meal Time, then the time for Meal 2, and finally the time for Meal 3 (if you chose 3 meals per day for your dog).

Select Total Cups of Food Per Day

(24-Hour Period)

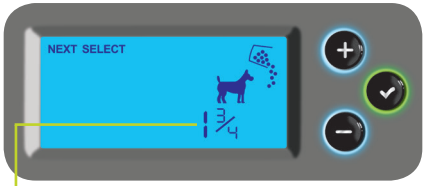
PortionPro Rx will divide the total cups of food per day equally among the number of daily meals.



Select total cups of food for a cat

For a Cat:

- The total daily food amount can be set in ⅛-cup increments up to 3 cups and in ¼-cup increments from 3 cups to 4 cups.
- Press ✔ to select.



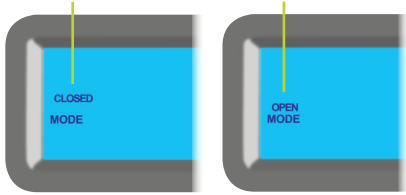
Select total cups of food for a dog

For a Dog:

- If you set the feeder for 2 meals per day for a dog, 4 cups is the maximum daily food total allowed.
- If you select 3 meals per day, the total daily food amount can be set in ⅛-cup increments up to 3 cups and in ¼-cup increments from 3 cups to 6 cups.
- Press ✔ to select.

Keeps food bowl door closed unless an assigned pet approaches

Keeps food bowl door open unless an unassigned pet approaches



Select Running Mode

- The LCD screen will prompt you to select either a "closed" or "open" running mode for your PortionPro Rx.
- In CLOSED mode, the bowl door remains closed unless an assigned pet approaches. If an assigned pet is eating when an unassigned pet approaches, then the food bowl door will close to prevent food stealing.

- In OPEN mode, the bowl door remains open unless an unassigned pet approaches the area. When an unassigned pet approaches, the bowl door will close.

Assigned Pet = the bowl door opens for this pet.

Unassigned Pet = the bowl door closes and will not open for this pet.

Pairing A Pet Field Communication™ Tag to the PortionPro Rx

The "Next Select" screen will prompt you to pair a collar tag for use by an assigned pet. **You need to have a tag for each pet in your home.** Note that all tags are the same (unassigned) until you assign them for use with a particular PortionPro Rx. Follow these steps to assign a tag for use with this PortionPro Rx.

Tag Pet collar tag with patented Pet Field Communication™ (PFC) technology. This technology enables each tag to either be assigned or unassigned to a particular PortionPro Rx feeder, controlling individual pet access to food in an individual PortionPro Rx.

Assign a Tag to the PortionPro Rx

Step 1 Hold any one tag next to the LCD screen.

Step 2 The LCD screen will show the tag icon, the number "1", and the ✓ and ⊗ icons will be blinking. While holding the tag next to the PortionPro Rx, press ⊕ to make this an assigned tag and ⊖ to make this an unassigned tag.

Note: If you plan to run your PortionPro Rx in open mode and an assigned pet will not be wearing a collar, do not assign a tag to that pet. At least one tag must be paired to each PortionPro Rx as either assigned or unassigned.

If you select ⊕ then the ✓ icon will flash. If you select ⊖ then the ⊗ icon will flash.

Step 3 To confirm your selection, press the ✓ button.

*If this is the only tag you are pairing, proceed to Step 4. If you are pairing multiple tags, see instructions below.

Step 4 If this is the only tag you want to assign for use with this PortionPro Rx, press ✓ again to complete setup.

*IMPORTANT: There is no need to pair any other tags. They are automatically paired as unassigned tags.

To Pair Multiple Tags for Use With This PortionPro Rx:

- Before completing Step 4 above, bring another tag next to the PortionPro Rx LCD screen and keep it there. The screen will show the tag icon and "2." While holding the tag in this position, repeat the steps to pair the tag as assigned or unassigned.
- If you would like to pair more tags to this PortionPro Rx, simply repeat these steps for one tag at a time, up to ten (10) tags.
- If more than 1 unpaired tag is in range, the LCD screen will read ERR.

- When you are finished assigning or unassigning all tags, press ✓ again to complete programming.

You're finished programming your PPRx!

The LCD screen will now display CLOSED MODE RUN or OPEN MODE RUN based on your selection, along with the current time, your selection of dog or cat setting, and a food bowl icon in the lower right corner.

Note: After 1 minute of no button activity, the back light of the LCD will turn off. Press any button to wake up the LCD screen, then continue with operation selection.

Attach tag ring to D-ring on pet's collar

Attach Tag(s) to Collar(s) of Pet(s)

- The logo on the tag should face away from the pet. This pet (or pets) is now assigned exclusive access to this PortionPro Rx.
- If you are setting up only one PortionPro Rx, attach any remaining unassigned tags to the collars of all other pets in your home. These unassigned tags will not open the PortionPro Rx food bowl door.

Fill Food Bin

Use only one type of dry food at any given time in each PortionPro Rx, with kibble sized 5/8" diameter or less.

Fill Food Bin

- Remove the food bin lid by squeezing both finger grips and lifting.
- Fill the food bin with your pet's usual dry food to about one inch from the top of the bin.
- Replace the food bin lid, making sure that the lid tab slides into the slot near the LCD screen and the lid locks into place on the opposite side.

Final Steps

To Set Up More Than One PortionPro Rx in Your Home:

- Separate PortionPro Rx feeders by a distance of at least 6 feet.
- Repeat the previous programming steps for each PortionPro Rx.
- Assign collar tags for each pet as you set up his or her PortionPro Rx. Each assigned tag will only open the PortionPro Rx it has been specifically assigned to access.

All pets must wear either an assigned or unassigned tag to control their access to each PortionPro Rx placed in your home.

The ⊕ button will be green when an assigned pet comes into range of the assigned PortionPro Rx, and ⊖ will be red when an unassigned pet is in range.

Congratulations!
Your PortionPro Rx feeding system is now ready to use!

See the simple tips starting on page 15 and in the enclosed Acclimation Guide to help you and your pets quickly adapt to the PortionPro Rx.

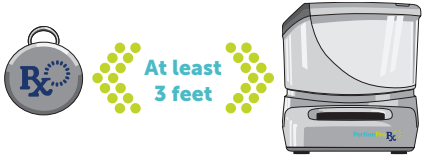
3 Important Functions

Manual Operation

Note: These functions require all collar tags (and pets wearing them) to be at least 3 feet away from the PortionPro Rx. You will know that all tags are out of range if the control panel buttons are blue.

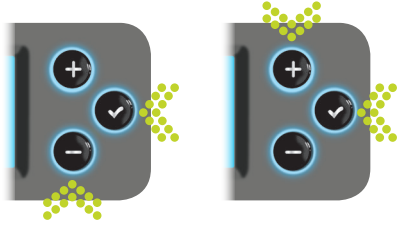
To Manually Open or Close the Bowl Door (Closed mode only)

To open OR close the bowl door, hold both ⊖ and ✓ at the same time for 2 seconds.



To open OR close food bowl door

To dispense 1 meal



When you manually open the door, it still will automatically close if a pet wearing an unassigned tag approaches the feeder.

To Manually Dispense a Meal

To dispense 1 meal, hold both ⊕ and ✓ at the same time for about 2 seconds until food begins dispensing.

Note

Meal Log: Four information screens update you on past and future meals for your pet. Press and hold the ⊕ button for 2 seconds. Your PortionPro Rx will show you in successive order:

- 2nd prior meal time with a ✓ to indicate successful meal delivery or ⊗ to indicate an unsuccessful meal delivery
- Most recent meal time with a ✓ to indicate successful meal delivery or ⊗ to indicate an unsuccessful meal delivery
- Next meal time
- Total cups of food per day

Menu Screen The menu screen will enable you to change the settings or operating mode of your PortionPro Rx. To enter the menu screen, hold ✓ for 2 seconds. The LCD screen will display MODE, SETTINGS, RUN, and STOP.

- Use + or − to scroll to any of these 4 options.
- When the desired option blinks, press ✓ again.
- If you inadvertently enter the menu screen, simply scroll to RUN and press ✓.

Hold ✓ for 2 seconds to enter the menu screen

Initial Menu Screen

Change Mode

To change between OPEN and CLOSED mode:

- Enter the menu screen by pressing and holding ✓ for 2 seconds.
- Scroll to MODE and press ✓.
- Use + or − to select either OPEN or CLOSED mode. Press ✓ to confirm selection.

CLOSED mode means that your PortionPro Rx will operate with the bowl door closed unless an assigned pet comes within 2 feet. OPEN mode means that your PortionPro Rx will operate with the bowl door open unless an unassigned pet comes within 2 feet.

Change Settings

To change any of your existing settings such as Meals Per Day, enter the menu screen by holding ✓ for 2 seconds. Scroll to SETTINGS and press ✓.
Follow the same steps used for setting up your PortionPro Rx. When changing the existing settings, there is no need to reassign the pet to its feeder. Press ✓ to accept the current pet assignment.

Change/Replace/Add a Tag

If you want to change one of the tag assignments, simply scroll to the tag select screen in the SETTINGS and bring that tag into range and repeat the steps for pairing a collar tag. (See page 9.) Then press ✓ again to return to RUN mode.*

*If you have entered SETTINGS by mistake, simply cycle through all settings or wait 5 minutes for normal operation to resume.

- To completely replace an existing tag, you first need to delete the old tag assignment.

- In Settings, use ✓ to scroll to the tag selection screen. When ✓ turns green, press and hold + and − until ✓ turns red again.
  - There are now no assigned tags paired with this PortionPro Rx.
  - Follow the steps for pairing a collar tag on page 9.

- To Add another Assigned Tag (not a replacement tag), follow the steps for pairing a collar tag on page 9.

Change Run/Stop Modes

Stop

Select this option on the menu screen if you would like to temporarily pause all operations of your PortionPro Rx, including food dispensing and the bowl door open and close functions.

STOP mode can be used for cleaning or to stop operations when you are going out of town.

- In the main menu screen, use + or − to scroll to the word STOP. When STOP blinks, press ✓.
- Your PortionPro Rx is now in STOP mode and the LCD screen will turn off. The − button will glow red and the ✓ button will glow green.

Your PortionPro Rx will remain in STOP mode until you are ready to resume feeding (see Run below).

Run

Select this option on the menu screen if your PortionPro Rx has been set on STOP and you would like to resume normal feeder operation.

- In the main menu screen, use + or − to scroll to the word RUN. When RUN blinks, press ✓.
- Your PortionPro Rx is now in RUN mode and will resume normal operation.

Programming Tip: When you're in setting mode/menu screen, after 5 minutes of inactivity, the PortionPro Rx will return to the previous operating mode. Only changes to the time will be saved.

If you have any questions as you and your pets are getting started with the PortionPro Rx, call 877-VET-PPRx (877-838-7779) or email support@VetInnovations.com for assistance from a Vet Innovations technical specialist.

4 Pet Acclimation Guide

Tips to help you and your pet adapt quickly to using your new PortionPro Rx

Most pets will get used to the new sights and sounds within a few days. Others may take longer, perhaps even a week or more, to fully adjust.

Steps for Smooth Sailing to Chaos-Free Feeding

- Be positive and confident about your new feeder.
- Be calm and patient.
- Follow outlined steps, one at a time.
- If needed, go back to the last step your pet was comfortable with and repeat it until he/she is at ease with it again. Then try moving forward.

Pre-Training Set-Up Tips

- Let your pet sniff and explore as you unpack and set up the PortionPro Rx.
- Make the feeder the place to be! Interact with your pet while near the PortionPro Rx.
- If this is a new feeding spot, use lots of praise, petting, and treats as your pet adjusts.
- Plug in and program your PortionPro Rx (see page 6).
- It may take a while for your pet to eat full meals from its new PortionPro Rx. Be sure to periodically check that the food bowl doesn't get too full.

*If the assigned pet is not used to a collar, take a few days to follow the "Tips to Help Your Cat Adapt to a Collar" on page 17 before moving to Part 1.

Assess Your Pet as Follows:

For Bold, Food-Motivated Pets

These pets usually will begin to eat full meals from the PortionPro Rx right away. To gauge their reaction:

1. After the device is programmed and before the first meal is dispensed, manually open the bowl door by pressing − and ✓ at the same time. Place a favorite treat inside, then close the door by pressing − and ✓ at the same time again.
2. Allow your pet to approach within 2 feet of the PortionPro Rx.
3. When the door opens, if the pet readily eats the treat, it likely will eat meals from the device with no further incentives needed.
4. If your pet hesitates, follow steps for "A Mild-Mannered Pet."

For Mild-Mannered Pets

It's normal for the bowl door movement to catch the attention of, or even startle, Fluffy or Fido, at first. Here are some tips to help your pet settle in faster:

1. Plug in your PortionPro Rx to get it up and running again. If needed, open the bowl door manually.
2. Sprinkle high-quality, low-calorie treats in and around the PortionPro Rx food bowl to entice your pet.
3. Manually open and close the bowl door a few times to get your pet used to it.
4. Place a small amount of food in your pet's current bowl next to the PortionPro Rx. When your pet comes near, its collar tag will open the PortionPro Rx bowl door.
5. Encourage your pet to finish its meal from the PortionPro Rx bowl. If needed, top the food in the feeder bowl with a treat or bit of wet food.
6. Keep unassigned pets away from the PortionPro Rx area during acclimation as they will trigger the door to open and close, which may confuse your assigned pet.
7. Once your pet eats from the PortionPro Rx, remove the old food bowl. It's that simple!

For a Timid Cat or Dog:

Praise Each Step Forward

To start, place your pet's current food bowl 5 feet away from the PortionPro Rx (in CLOSED mode) and the assigned collar tag on your pet. Each day for 5 days, move the pet's bowl 1 foot closer to the feeder. Leave the bowl and feeder side by side for 2 days.

Put a daily treat incentive in the PortionPro Rx bowl (press ✓ and – at the same time to open and close bowl door).

Divide your pet's meal between its regular bowl and the PortionPro Rx. Gradually reduce the food amount put in your pet's bowl for 3 days. Remove the bowl after your pet eats from the feeder twice.

Tips to Help Your Cat Adapt to a Collar

- Find a collar that's not too tight and includes a breakaway feature for safety (no dog collars!).
- Attach it gently when the cat is calm.
- Limit use at first and increase over a few days.
- Some cats that resist a collar will accept a harness.

And Tips for Easier Acclimation for You, Too

The new PortionPro Rx may require some minor changes.

Selecting an Ideal Location

You may need to change the pet's feeding location (see Quick Start Guide or Page 5 for more on this).

- Generally, bedrooms where people sleep are not a good location as the food bowl door will open and close when pets approach.
- The PortionPro Rx bowl door makes some sound and movement. After a few days of use, most pet parents/pets won't notice it. If needed, try placing the device on carpet or a mat to help muffle the sound.

A New and Improved Routine!

- When pets first start using the PortionPro Rx, some become very curious and focused on the device, giving their pet parents less attention than usual.
- Giving your pet extra playtime, grooming, and attention will reinforce your bond.
- Once you and your pet are used to the PortionPro Rx, you can enjoy more relaxed time with your pet, less work and worry over pet mealtimes.

5 Troubleshooting

Alert Codes and Troubleshooting

To help you keep your PortionPro Rx running smoothly, an alert code will display on your LCD screen and a subtle tone will sound to let you know of issues that may need attention, such as refilling the food bin.

See the underside of your PortionPro Rx food bin lid for the quick reference Troubleshooting Guide as shown to the right.

Continue reading for more information about each alert code and the solution steps that should resolve the cause.

If you need further assistance after trying the solution steps listed, call 877-VET-PPRx (877-838-7779) or email support@VetInnovations.com. You can also visit portionprorx.com for tutorial videos.

Alert Code Guide

Code	Cause	Solution
1	Food Bin Empty	Refill food bin.
2	Power Lost	Food not delivered during outage. Feed pet if necessary.
3	Tag-Feeder Connection Lost	Battery may be dead or tag may be lost. Check tag.
4	Bowl Full	Clear food from food gate area.
5	Bowl Door Jam	Clear obstruction and/ or clean bowl door tracks.
6	Food Jam	Clear jam in food belt system.
7	Food Belt System Missing	Ensure food belt system is properly installed.
8	Tag Battery Low	Replace tag as soon as possible.
9	No Assigned Tag in Closed Mode	Pair a tag.

Error codes flash between these two screens

When needed, alert codes will appear on the LCD screen of your PortionPro Rx. You will hear an alert tone and see a flashing code number. This is not cause for concern. You will need to stop the alert tone by pressing ⊖ and then address the cause as outlined in the solution steps below to keep your PortionPro Rx operating normally.

TO STOP AN ALERT TONE, PRESS and RELEASE ⊖.

The alert codes you may see displayed on your PortionPro Rx LCD screen are listed below with information about the cause and simple steps to resolve the situation:

Code 1

Cause: Food bin empty.

Solution: Refill food bin.*

1. Remove food bin lid using finger grips.
2. Refill food bin with one kind of dry kibble to about 1 inch from top.
3. Replace lid by inserting the lid tab into the slot on the left side of the food bin and pressing down on the right side of the lid until you hear it snap securely into place.
4. Press ✓ to resume normal operation of the PortionPro Rx.

* Note: If Alert 1 appears but the food bin is full, the food may not be flowing out of the bin. Shake the PortionPro Rx to release the kibble and then press ✓. If this happens frequently, try a different type of kibble.

Code 2

Cause: Power lost. Food not delivered during outage.

This alert code indicates that electrical power was lost and your pet has missed at least one meal. If no meal is missed, the alert will not sound. If the power returns within an hour of a missed meal, that meal will be fed and no alert will sound. Your settings will not be lost during a power outage, so there is no need to reprogram your PortionPro Rx.

Solution: Feed pet if needed.

1. Check the PortionPro Rx food bowl. If needed, hold ⊕ and ✓ at the same time for 2 seconds to manually dispense a meal to feed your pet.
2. Press ✓ to resume normal operation of the PortionPro Rx.

Code 3

Cause: Tag-feeder connection lost.

The PortionPro Rx has not sensed your assigned pet's tag coming within feeder range in more than 16 hours. The tag battery may be depleted, the tag may be lost, or your pet may not be feeling well and therefore not eating.

Note: If the PortionPro Rx is running in OPEN mode, then you need to have at least one unassigned tag paired with this feeder and no assigned tags.

In OPEN mode, unless an assigned tag is worn all the time, alert code 3 will appear every 16 hours that the tag is not sensed by the feeder.

Solution: Check tag. See possible causes and solutions below. Alert Code 3 may appear for several reasons:

If running in OPEN mode with no unassigned tag:

- Follow steps on p. 13 to pair at least one unassigned tag with this PortionPro Rx.
- This will disable alert code 3 in OPEN mode.

If *tag has stopped working:*

- Follow solution steps for Alert Code 8: TAG BATTERY LOW.
- Press ✔ to resume normal operation of your PortionPro Rx.

If tag is lost:

- If you find the lost tag, reattach the tag ring to the D-ring on your assigned pet's collar. When the tag is reattached, press ✔ to resume normal operation of your PortionPro Rx.
- If you can't find the tag, visit portionprorx.com to order a replacement. Feed your pet manually until the new tag arrives.
- When the new tag arrives, first perform a tag deletion as outlined in the Solution Steps for Alert Code 8 (Tag Battery Low) or follow the instructions on page 13. This will allow you to select settings on your PortionPro Rx and pair the new tag.

Your pet has not accessed the PortionPro Rx for more than 16 hours.

- Check your assigned pet for any health issues that may be causing a loss in appetite and contact your veterinarian if necessary. You may want to put your PortionPro Rx in STOP mode temporarily and feed your pet manually until any health issues are resolved. To put your feeder in STOP mode, follow the instructions on page 14.
- Because the feeder has not sensed the assigned tag for more than 16 hours, your pet may have missed meals. Check the food bowl and remove excess food if needed.
- Press ✔ to resume normal operation of your PortionPro Rx.

Code 4

Cause: Food bowl is too full.

This code indicates that your pet has accessed the PortionPro Rx, yet has not eaten the majority of its food. This has caused the food bowl to overflow and food to back up in the food gate area.

Solution: Clear excess food.

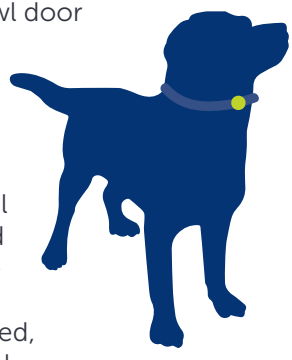
1. Clear excess food from food gate area and top of bowl (if needed, manually open the bowl door to access/clear food).
2. If your pet does not have any health issues, it is likely the total cups of food per day is set too high. Adjust the total daily quantity as needed. To change settings on your PortionPro Rx to decrease the total cups of food dispensed per day, follow the instructions on page 13 (see Change **Settings**).
3. If your pet shows signs of appetite loss or other health issues, you may want to contact your veterinarian. You also may choose to put your PortionPro Rx in STOP mode temporarily and feed your pet manually until the health issue is resolved. To put your feeder in STOP mode, follow the instructions on page 14.

Code 5

Cause: Bowl door jam.

Solution: Clear obstruction and/or clean bowl door tracks.

1. If the bowl door is obstructed, remove the blockage and press ✓ to resume normal operation of your PortionPro Rx. If the bowl door is still blocked, the alert will resume.
2. If the bowl door is NOT obstructed and the bowl door did not close on the first attempt, the PortionPro Rx will automatically reattempt to close 5 minutes later. If the bowl door closes successfully, the alert code will clear.
3. If food residue on the bowl door tracks is preventing the bowl door from closing, use a damp, soft cloth or sponge to clean the bowl door tracks on both sides of the bowl. Use a flat tool or knife under and around the rubber seals to scrape off any stubborn debris. When all residue is removed, press ✓ to resume normal operation of your PortionPro Rx.



Code 6

Cause: Food jam in food belt system.

Solution: Clear food jam.

1. Press and hold − and ✓ at the same time for 2 seconds to open the bowl door. This will give you access to the food gate.
2. Use your fingers to clear any food stuck in front of, under, or above the food gate in the food dispensing area.
3. Press ✓ to resume normal operation of your PortionPro Rx. After you press ✓, Alert Code 6 should clear from the LCD screen and your PortionPro Rx will finish dispensing your pet's meal into the food bowl.
4. If the steps above fail to clear the jam, the − and ✓ buttons will continue blinking and the alert code will not clear. If this happens, remove the food bin lid, dump any kibble out of the food bin and remove the food bin.
5. Next, remove the food belt cartridge and clear any food stuck in the food belt assembly, food gate or food dispensing area. Replace the food belt cartridge, food bin, and food bin lid.
6. The food jam should be resolved and the alert code should clear. Refill the food bin with food. Press ✓ to resume normal operation of your PortionPro Rx. You may need to manually dispense a meal for your pet.

Code 7

Cause: Food belt system missing or not installed properly.

Solution: Make sure food belt system is in place and installed properly.

1. Remove the food bin lid and the food bin. **(Empty the food bin first.)**
2. If the food belt system is not installed, insert it into the feeder base now and snap it into place using the instructions on page 4. If the food belt system is installed, check to make sure all parts of the system are attached and that the fully assembled system is snapped into place in the feeder base.
3. When the food belt system is securely locked into position within the opening in the feeder base, replace the food bin and food bin lid, refilling the food bin if necessary.

Code 8

Cause: Tag battery low.

Alert Code 8 will appear when the battery in either an assigned or unassigned tag declines to 10% power remaining. When your PortionPro Rx displays this code, it is time to order a replacement tag if you do not have one on hand. The tag will have approximately 15-30 days of battery power remaining.

Solution: Replace tag as soon as possible.

1. The alert tone will sound when either an assigned or unassigned pet with a low tag battery is

within 3 feet of the feeder. Press ✓ to clear the alert code. Your PortionPro Rx will continue to operate normally; however, the alert will sound each time the pet with the low battery tag approaches and clear when the pet leaves. This will indicate which tag should be replaced.

2. Order a new collar tag at portionprorx.com or call 877-VET-PPRx (877-838-7779) as soon as possible.

   Note: If you're replacing an unassigned tag, proceed to Steps 3 - 4. If you're replacing an assigned tag, proceed to Steps 5 - 9.

3. **If you're replacing a tag for an unassigned pet**, discard the old tag when the new tag arrives. Follow lithium mangnese dioxide coin cell battery recycling and disposal regulations for your state or municipality.

4. Attach the new tag by slipping the tag ring onto the D-ring on your unassigned pet's collar. You're finished! Resume normal use of your PortionPro Rx.

5. **If you're replacing a tag for an assigned pet**, you will need to perform a tag deletion to clear the old tag from the feeder memory and pair the new tag (see steps below).

6. When the new tag arrives, remove the old tag from the assigned pet's collar and discard.

7. Place the new tag at least 3 feet away from the PortionPro Rx and keep it there.

8. Go to Settings and use ✓ to scroll to the tag selection screen. When ✓ turns green, press and hold + and − until ✓ turns red.

9. There are now no assigned or unassigned tags paired with this PortionPro Rx. You will need to pair at least one assigned or one unassigned tag with this device to resume its normal feeding operations (follow instructions on p. 13.) If you previously had additional assigned tags paired to this PortionPro Rx, you will also need to reassign them for use with the feeder.

Code 9

Cause: The PortionPro Rx is running in CLOSED mode with no assigned tag programmed.

This alert will appear if the PortionPro Rx is either set to run in CLOSED mode or switched from running in OPEN mode to CLOSED mode with no approved tag programmed/assigned for use with this feeder.

Solution: Pair at least one tag as assigned for use with this PortionPro Rx. Follow steps on page 13.

All Other Codes

If any other alert codes appear on your LCD screen with an alert tone, please call Vet Innovations at 877-VET-PPRx (877-838-7779) for assistance.

6 Care and Cleaning

Cleaning Removable Parts

All PortionPro Rx parts that come in contact with pet food detach easily for cleaning. These should be washed before first use.

Note: Hand-wash with mild dish soap and warm water less than 165°F.

Dry all parts completely after cleaning and before assembling and filling your PortionPro Rx.

To Remove the Food Bowl for Cleaning:

Manually open the food bowl door by holding both − and ✓ at the same time for 2 seconds. Lift the food bowl out of the food bowl receptacle using the grip tab.

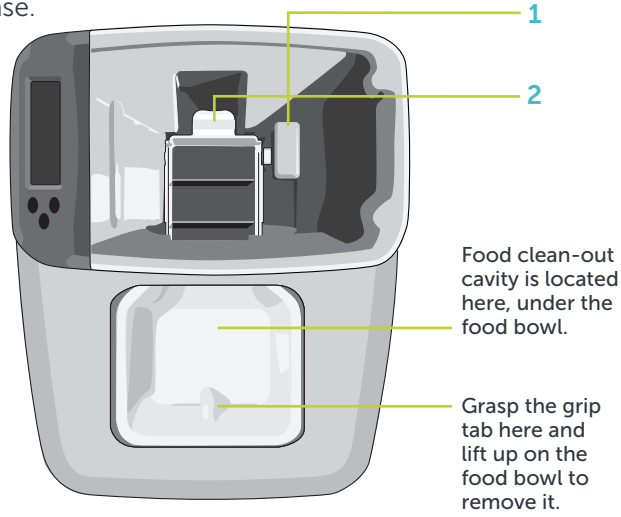
TIP: Put the PortionPro Rx in STOP mode after you remove the food bowl and before you begin cleaning. For STOP mode, follow steps on page 14.

To Remove the Food Bin for Cleaning:

- Squeeze finger grips and lift up on the food bin lid to remove it.
- Pour any food left in the bin into a container.
- Grasp the food bin at the corners that adjoin the control panel and gently pull up and away to separate the bin from the feeder base.

To Remove the Food Belt System for Cleaning:

Press and hold button 1 while lifting handle 2. Gently but firmly pull the food belt system from the feeder base.



WARNING: DO NOT submerge or immerse the feeder base or control panel area in water at any time as this may damage electrical components.

After you have removed the food belt system from the feeder base:

- Hold the food belt system in one hand and grasp the bottom of the triangle-shaped end **3** in the other hand. Gently pull the sliding bottom panel down and out.
- Thoroughly wash and dry the food belt system.
- Replace the bottom panel on the food belt system by lining up the bottom panel with the tracks on the belt cartridge and sliding it back in until it clicks. **Make sure that all tracks are properly aligned** before replacing the food belt system in the feeder base.

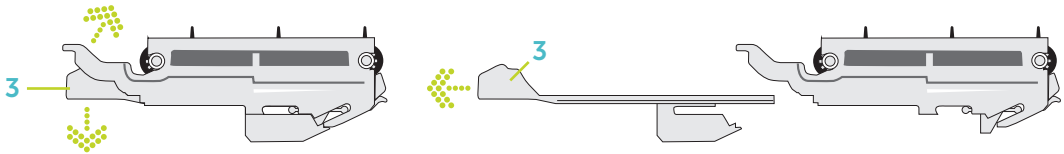
Cleaning the PortionPro Rx Base

Food Clean-out Cavity

- Push excess kibble bits from the food bowl receptacle and food gate area through the food clean-out cavity.
- If needed, use an old toothbrush for removing stubborn food residue and cleaning hard-to-reach areas, such as the bowl door track.
- Wipe away any residue with a clean, damp sponge or cloth.

To clean exterior surfaces of the PortionPro Rx, wipe with a clean, damp sponge or cloth.

Dry all PortionPro Rx components thoroughly before use.



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