

Does Neakasa M1 require special litter?

The M1 automatic cat litter box is compatible with clumping or scoopable litter, but not with highly absorbent, non-clumping, loosely clumping, newspaper, or wood pellet types. Its filter sifts particles up to 3mm in diameter and 10mm in length. For best results, we recommend fast-clumping, granular litter such as bentonite or mineral sand.

Does Neakasa M1 cat litter box have a weight limit?

Neakasa M1 features open-top spacious design, it almost does not have a weight limit. But we recommend it for cats weighing 2.2-33 lbs for the best comfort.

If your kitty is less than 2.2 lbs, we suggest choose our special Kitten Mode to prevents automatic cleaning and ensure kitty safe.

Will my cat actually use M1 automatic cat litter box?

- Cats are generally curious and tend to investigate new things. Some cats will do its' business after the automatic litter box is ready.
- For other cats who have not adapted to the automatic litter box, you can add some used cat litter to help them get familiar with it (when replacing the litter box, it's recommended to continue using the old litter at first).
- You can also place the M1 Automatic Litter Box in the same location as the original litter box.
- Placing cat treats at the entrance of the litter box can encourage the cat to discover the new litter box.
- For timid cats, it's advisable to manually clean for the first few days. Once the cat is familiar and comfortable, you can switch to automatic cleaning mode.

Can kittens use Neakasa M1?

Kittens weighing 2.2 lbs or more can safely use M1 in Automatic Cleaning mode. For kittens below this weight threshold, we recommend turning off Automatic Cleaning mode and enabling Kitten Mode. However, please note that the litter box will not be cleaned automatically in this mode.

When you observe your cat has used it, wait approximately 5 minutes for the waste to clump, then manually initiate the cleaning process by pressing the Clean button on the machine or through the App once or twice daily (ensure the kitten is not inside the machine when pressing the button).

This approach ensures your kitten's safety during their early encounters with Neakasa M1, while also relieving you of the need to manually scoop the litter box.

Can I use any type of bag in the waste drawer?

Yes, you can use any bag that fits in the waste drawer.

How much cat litter can be added to reach the MAX line?

When using the litter bin for the first time, you need to add about 5~6kg of cat litter. Ensure the litter fills within the scale range, avoiding exceeding 100% or falling below 50% of the scale capacity.

How often do I need to empty the waste bin?

Usually you only need to empty the waste container about 14 days for one cat.

You can also check the status of the waste bin on Neakasa APP in order to clean up the waste timely.

How does Neakasa M1 keep my cat safe?

To ensure your cat's safety, there are 6 pairs of swiping infrared sensors and 4 weight sensors inside the Neakasa M1.

It automatically pauses when a cat touches or enters into the device. While your cat is inside, the weight sensors will ensure that the device stays still until your cat exits.

Will Neakasa M1 still work when the internet is disconnected?

Yes, if the network is disconnected, Neakasa M1 will continue to work according to your previous settings. However, the cat's activities will not be updated on the Neakasa APP.