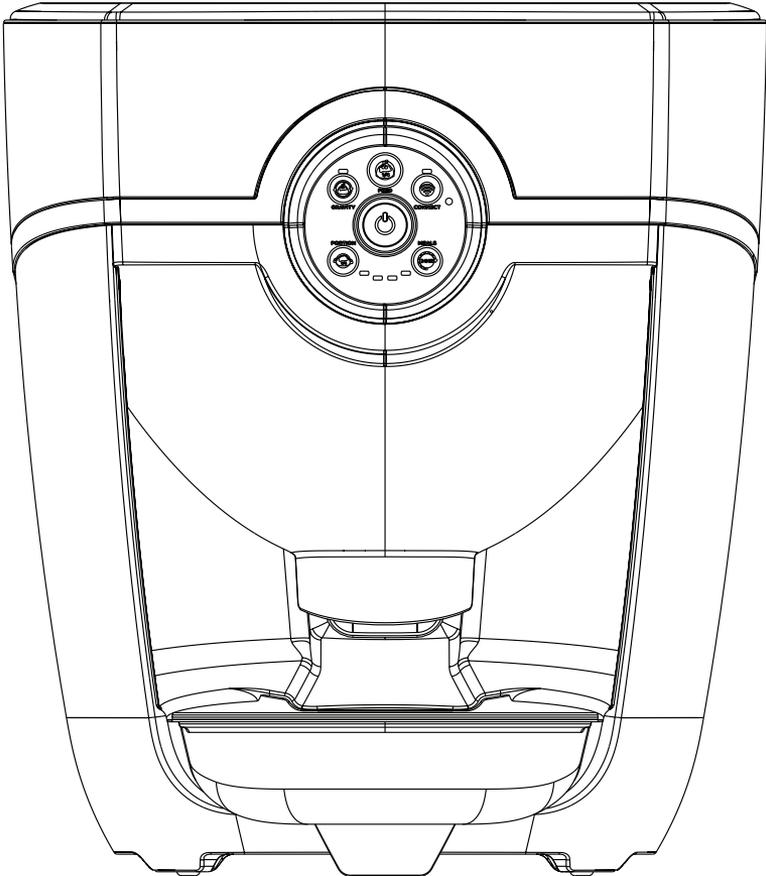


feeder-robot.com

feeder·robot[®]

by whisker

INSTRUCTION MANUAL



Thank you for purchasing a Whisker product!

This manual will help you get the most out of your Feeder-Robot. We will guide you through the setup process, as well as provide you with useful tips and advice for acclimating your pet to their new automatic feeder.

Whisker exists to make life for pets and pet parents endlessly better. As the leading innovators in pet tech and refined pet accessories, we work tirelessly to solve problems and deliver smarter insights for pet parents while enriching the lives of pets. Enjoy your Feeder-Robot, and enjoy your freedom!

Brad Baxter
Founder | Whisker

A handwritten signature in black ink that reads "Brad Baxter". The signature is fluid and cursive, with a long horizontal stroke at the end.

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Important Safety Instructions

- **Always** place the Feeder-Robot on a level surface. Avoid uneven or unstable flooring, which may affect the reliability in automatic feeding.
- **Always** unplug the unit before cleaning or servicing.
- **Never** put anything in the unit other than dry or semi-moist kibble.
- **Never** sit on or place anything on top of the Feeder-Robot.
- **Never** wet or submerge the Feeder-Robot except for those items outlined in this manual as hand-washable.
- **Never** allow children and persons with reduced physical, sensory, or mental capabilities or lack of experience and knowledge use, clean, or maintain the Feeder-Robot without supervision, instruction concerning its use in a safe way, and understanding of the hazards involved. Children below 8 years of age should not be allowed contact with the Feeder-Robot.
- **Never** allow children or others to play with the Feeder-Robot.
- **Never** use an external power supply other than the one provided with the unit.
- **Never** turn the unit upside down when there is food present in the Hopper, even if the Hopper Lid is fastened securely.
- If the external power supply is damaged, please contact us for a replacement.

Specifications

Food Types

The Feeder-Robot can accept any dry or semi-moist cat or dog food that is 5/8" or less in kibble size. Do not use canned, wet, or moist pet food.

Capacity

The Hopper has a capacity of 25 cups. The capacity may be increased to 30-32 cups with the clear Hopper Insert removed (only for small kibble sizes - see page 15).

Serving Size

The Feeder-Robot is capable of dispensing food in 1/8-cup or 1/4-cup increments depending on which Dispenser is installed. You can set the quantity of Portions served through the Control Panel or the Whisker app.

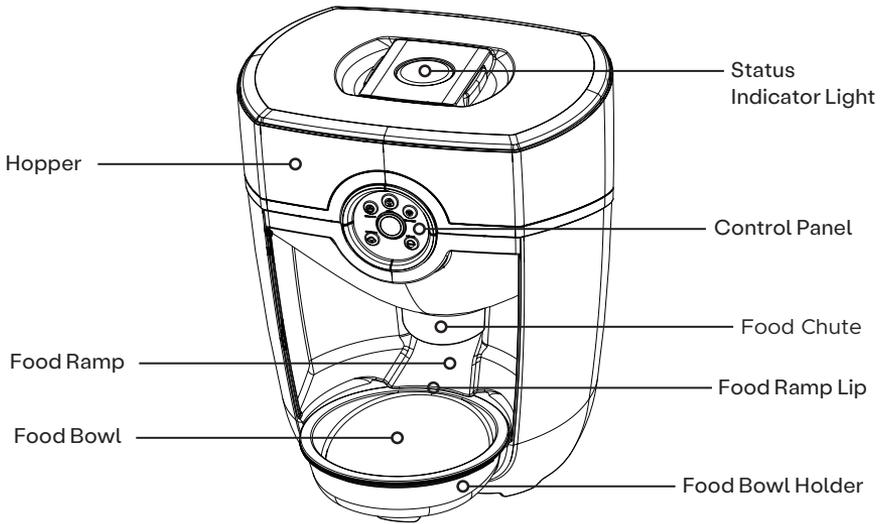
Power

- AC/DC power supply
- Nylon-braided, chew-resistant power cord
- Backup battery (optional)
(24 hours in power-saving mode)

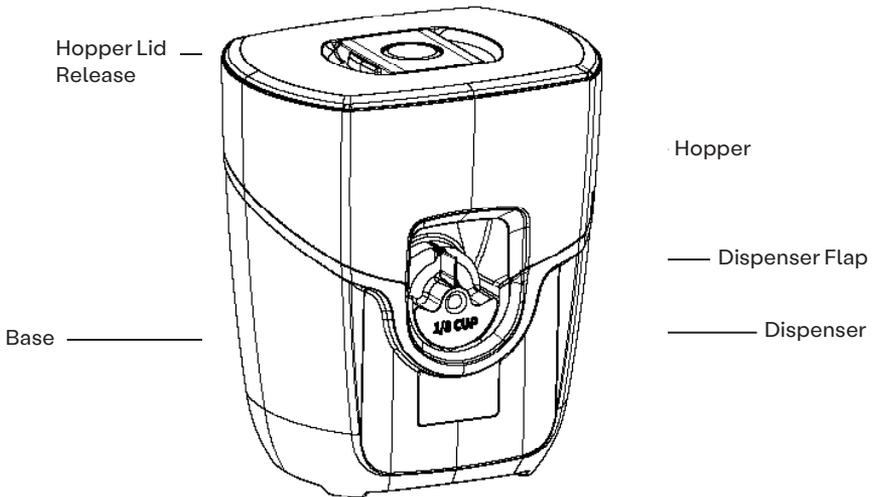
Dimensions (inches)

	Height		Width	x	Depth	Weight
Fully Assembled	15	x	13	x	12.5	9 lbs.
Foot Print			9	x	11.25	
Floor to Top of Bowl	2.75					
Food Bowl			7.25	x	7.25	

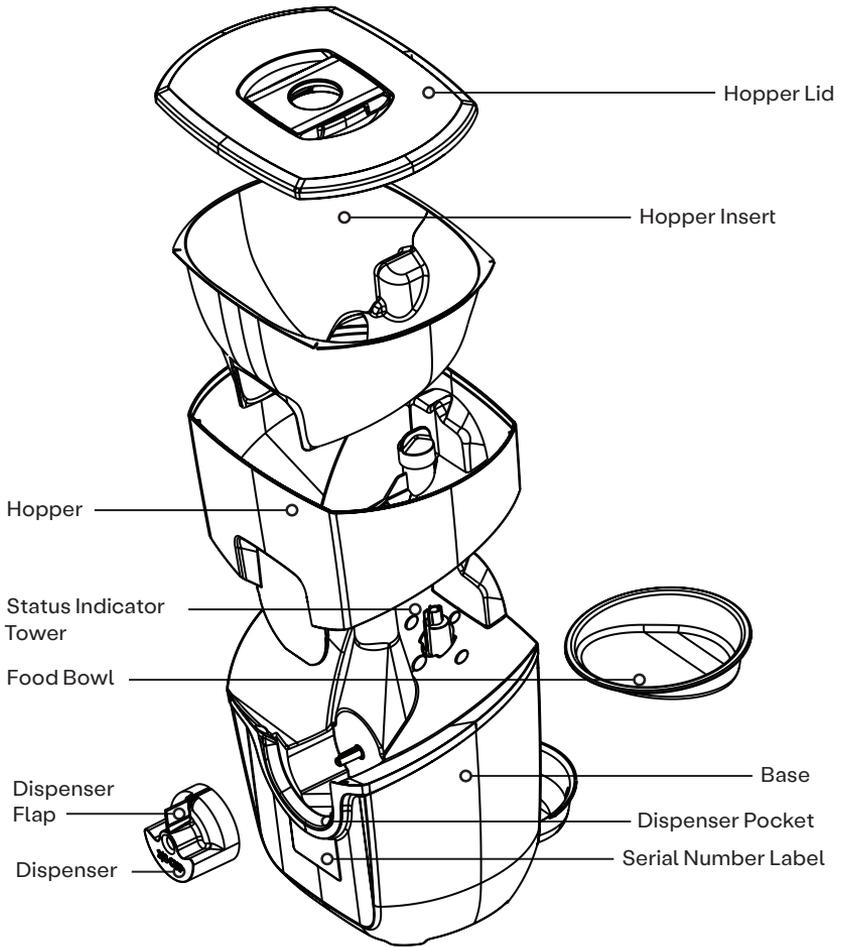
Components



Front View

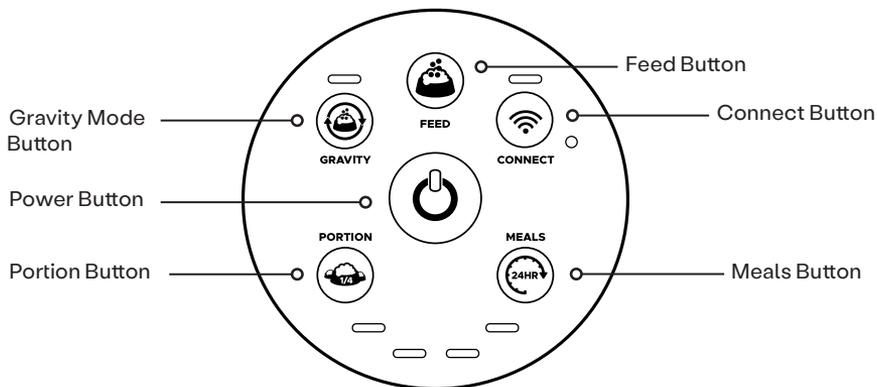


Rear View



Exploded View

Control Panel



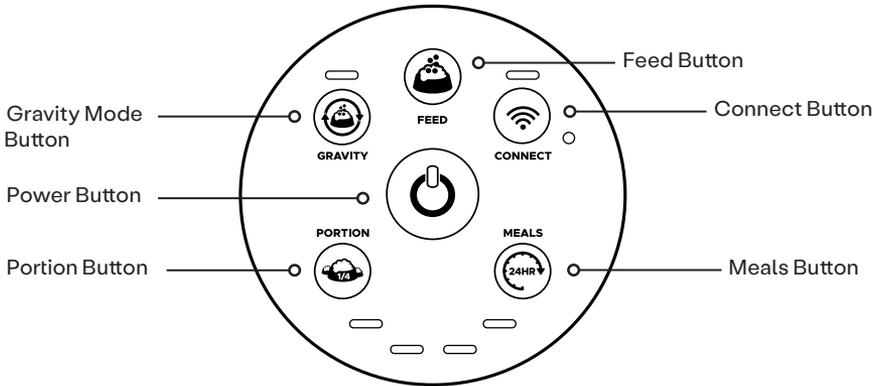
Button Functions

- 

Power: Press the Power button to turn the unit power ON or OFF. All lights on the Control Panel will flash white and the Power button light will remain solid blue indicating power is ON.
- 

Gravity Mode: Press the Gravity Mode button to enable or disable Gravity Mode. The unit will keep the Food Bowl full by checking the food level every 6 hours, adding up to 1 cup at a time as needed to keep the Food Bowl full. A 3-second long press of the Gravity Mode button will enable or disable Night Mode (dimming lights).
- 

Feed: Press the Feed button to feed a single serving of food. A 3-second long press will enable or disable Control Panel Lockout. The Status Indicator Light (top of the unit) will flash white once indicating Control Panel Lockout Mode has been set, and all subsequent button presses will coincide with a red flash of the Power button light. Locking the Control Panel with this feature will ensure settings are not changed by accidental button presses.



Connect: Press the Connect button to turn WiFi ON or OFF. WiFi connecting is indicated by a blinking blue light, and WiFi connected is indicated by a solid blue light. A 3-second long press will initiate the Onboarding process indicated by a blinking yellow light. Press and release to exit Onboarding.

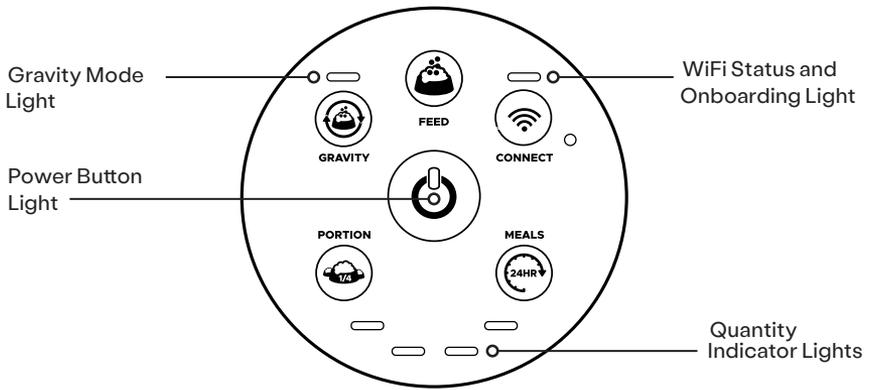


Portion: Sets the number of portions dispensed in a meal. Press the Portion button once to show the current quantity set (all 4 lights blinking white indicates zero portions set). Press the Portion button again within 2 seconds of the first press to increment (from left to right) the number of portions per meal. Settings will be saved upon the last button release.



Meals: Sets the number of meals served in a 24 hour period - starting from the time of the setting. Press the Meals button once to show the current quantity of meals set (all 4 lights blinking white indicates zero meals set). Press the Meals button again within 2 seconds of the first press to increment (from right to left) the number of meals served in a 24-hour period. Settings will be saved upon the last button release. Note: Program will not initiate unless both Portion and Meals have non-zero settings.

Control Panel



Indicator Lights

Power Button Lights

- Solid Blue: Unit is ON and connected to power
- Single Red Flash (with any button push): Control Panel Lockout is activated
- Blinking Yellow (every 4 seconds): Unit is in Battery Backup Mode

Gravity Mode Light

- Solid White: The Feeder is in Gravity Mode

WiFi Status and Onboarding Light

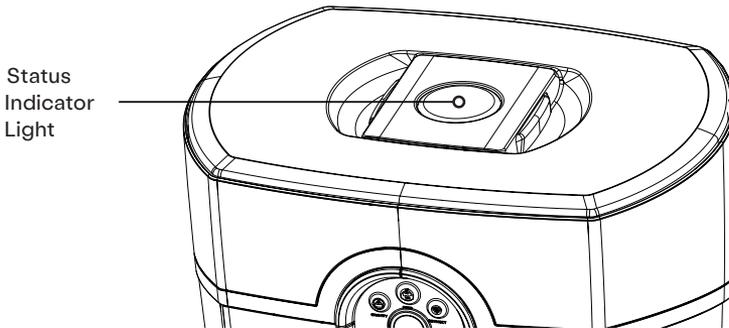
- Blinking Blue: Connecting to the internet
- Blinking Yellow: Onboarding Mode
- Solid Blue: Onboarding complete. Unit is online and connected to the internet
- Blinking Red: Disconnected from WiFi

Quantity Lights

- Solid White: Number of lights illuminated indicates number of portions dispensed or number of meals depending on the button pressed (Portion or Meals). The Portion setting increments left to right, and the Meals setting increments right to left.

Note: The maximum daily feeding amount you can set up via the Control Panel is 4 cups per day.

Status Indicator Lights



Status Indicator Lights

- Solid Blue: Feeder is in Automatic Feeding Mode
- Solid Yellow: Hopper is low indicating less than 20% food remaining
- Solid Red: Hopper is critically low indicating less than 5% food remaining
- Flashing Red: Dispenser is jammed (see page 29)
- Solid Purple: Food Bowl and Food Chute are full for 12+ hours (food has not been consumed)

Setting Up Your Feeder-Robot

Your Feeder-Robot ships fully assembled and ready to use. Get started by following the steps below. See page 22 for instructions on how to remove parts for care and cleaning.

Pre-Check

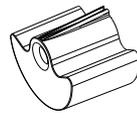
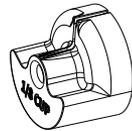
1. Remove the Feeder-Robot from its package.
2. Optional: Clean removable components that contact food. All parts which contact pet food are made of BPA-free plastics. Wipe or hand-wash with mild soap the following removable parts: the Hopper, Hopper Insert, the Hopper Lid (underside only), the Dispenser, the Dispenser Flap, and the Food Bowl(s).
3. Optional: Hand-wipe non-removable parts that touch pet food: The Food Chute, the Food Bowl Holder, and the Status Indicator Tower. Do NOT submerge the Feeder-Robot Base or Control Panel in water.
4. Let all parts air dry completely before reassembling the Feeder-Robot.

Select Your Portion

Determine the minimum portion size you would like to dispense.

The Feeder-Robot comes pre-installed with the 1/8-cup (30mL) Dispenser.

- The 1/8-cup (30mL) Dispenser can serve 1/8 cup to 1/2 cup per meal, 1 to 8 times per day – for a total of 1/8 cup to 4 cups dispensed per day.
- The 1/4-cup (60-mL) Dispenser (optional) can serve 1/4 cup to 1 cup per meal, 1 to 8 times per day – for a total of 1/4 cup to 8 cups dispensed per day.



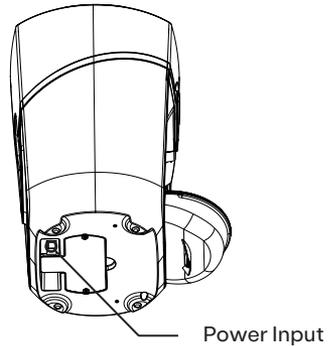
Placement

- Place the Feeder-Robot in the same location as the previous feeding device (at least during transition).
- Make sure the unit is on a level surface. It can be placed on hard flooring or carpet, as long as it is level.
- Locate the unit near a power outlet (cord is 6 feet long).
- Do not place or store the Feeder-Robot where it can fall or be pulled into a tub or sink.
- To avoid tripping, always position power cord out of the way of foot traffic.
- Do NOT use outdoors. FOR INDOOR HOUSEHOLD USE ONLY.

Plug It In

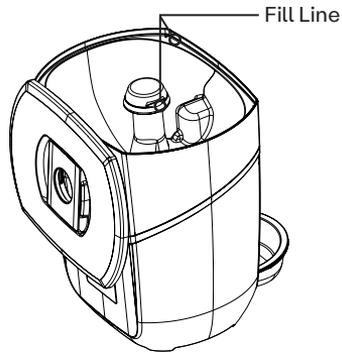
Note: Plug in the Feeder-Robot BEFORE adding food to the Hopper.

1. Install the small plug end of the power supply cord into the socket underneath the unit (see image to the right for location)
2. Then plug the power supply into a wall outlet.



Add Food

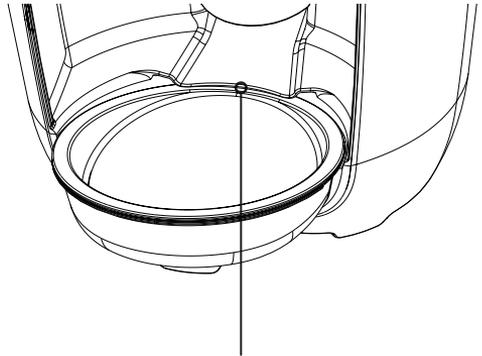
1. Remove the Hopper Lid by squeezing the Hopper Lid Release in the center of the Hopper Lid (see page 8 for location). Use the built-in hook on the underside of the Hopper Lid to hang it on the rear of the unit.



2. Add food: With the Hopper Insert, you can add up to 25 cups of kibble. Without the Hopper Insert, you can add 30-32 cups of kibble. Make sure food is level. If you have small, round-shaped kibble, the Hopper Insert may not be required.

Situate The Food Bowl

Important: The Food Bowl design is shaped like a wedge. Make sure the narrow end of the Food Bowl is placed under the Food Ramp Lip (see illustration below). If the Food Bowl is not aligned in this way, the dispensed food may catch along the edge of the Food Bowl, preventing it from filling properly.



Place Food Bowl
Under Food Ramp Lip

Feeding Modes

Gravity Feed Mode

An automatic feeding option that tops off the Food Bowl every 6 hours.

Snack or Manual Feed

A way to dispense a single portion, or 'snack', on demand and separate from programmed scheduled meals.

Automatic Feeding

An automatic feeding schedule can be programmed, via the Control Panel or app, to dispense food in 1/8-cup or 1/4-cup increments at a selected daily frequency.

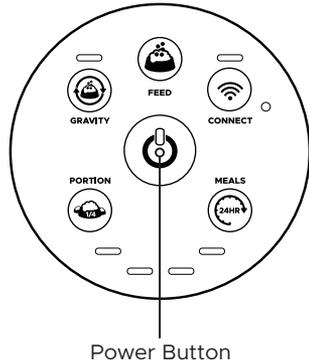
Programmed via Control Panel

- Maximum daily feeding available is 4 cups per day.
- See page 17 for instructions.

Programmed via App

- Maximum daily feeding available is 8 cups per day.
- See page 20 for instructions.

Setting an Automatic Feeding Schedule via Control Panel



Determine Feeding Schedule

Before you start, make note of how many cups of food per day you want to feed your pet. For reference, standard veterinary guidelines suggest:

Cats

- Two 1/4-cup meals per day per cat.

Dogs

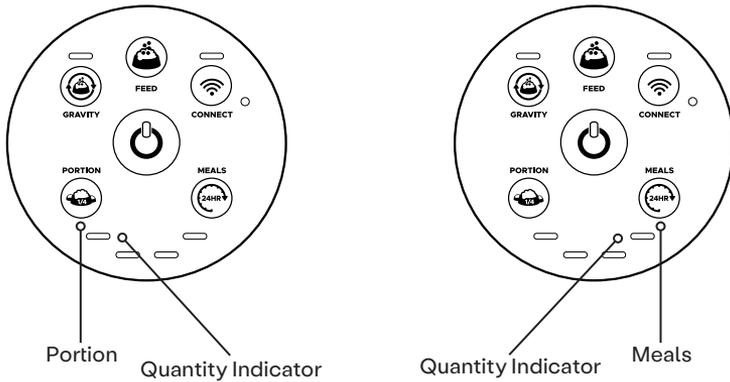
- Two 1/2-cup meals per day per 15-pound dog.
- Dogs that weigh 30 pounds or more may require 2-4 cups of food per day.

Note: Your individual pet's needs may vary from these recommendations and it is best to check with your veterinarian for required daily portions depending on food type.

Power On

Make sure the unit is plugged into the wall. Press the Power button to turn the Feeder-Robot ON.

Setting an Automatic Feeding Schedule via Control Panel



Set Portion

1. Press the Portion button once to see the current setting - all four lights flashing indicates zero cups set.
2. Press the Portion button again and then repeatedly to continue incrementing the quantity. Note that the Portion will increment from left to right. Setting will automatically save after 2 seconds of inactivity.
3. The maximum dispensed per meal is 1 cup (4 x 1/4 cups). You will see the Quantity Indicator Lights (see image above) between the Portion and Meals buttons correspond to how many portions will dispense per meal.

Set Feeding Frequency

1. Press the Meals button once to see the current setting - all four lights flashing indicates zero meals set.
2. Press the Meals button again, and then repeatedly to continue incrementing the quantity. Note that the Meals will increment from right to left. Setting will automatically save after 2 seconds of inactivity.
3. The maximum number of meals dispensed per day is 4. You will see the Quantity Indicator Lights between the Portion and Meals buttons correspond to how many meals will dispense per day.
4. After the number of meals has been set, the first meal will be immediately dispensed, and the 24-hour period (or day) begins upon the first meal dispensed.

Note: All four Quantity Indicator Lights may flash upon initial press of the Portion or Meals buttons to indicate zero Portion or Meals set.

Note: The unit will start the feeding schedule immediately after both portion and meals are initially entered, and the first meal will be dispensed.

Once a schedule is set from the Control Panel, you can adjust the portion without affecting the timing of the scheduled meal. If the number of meals is changed, then the scheduled timing will be restarted and the first programmed meal will be dispensed immediately. Setting either Portion or Meals back to zero (all four Quantity Indicator Lights blinking) will turn the schedule off.

Control Panel Lockout

Control Panel Lockout disables button functions to prevent unwanted changes. The Feeder-Robot functions normally in Automatic Feeding Mode during Control Panel Lockout.

- Press and hold the Feed button for 3 seconds to enter or exit Control Panel Lockout. The Status Indicator Light on the top of the unit will flash white to confirm the status has changed.
- While in Control Panel Lockout, you can turn the unit OFF by pressing and holding the Power button for 3 seconds.

Whisker App

The Whisker app offers customizable programming options for your pet's mealtime needs from the convenience of your phone. You can monitor and control your pet's feeding habits, receive notifications for when you're getting low on food, get feeding insights by comparing weekly and monthly stats, and more.

Installing the Whisker App

1. Press the Power button to turn the Feeder-Robot ON.
2. Download the Whisker app from the App Store or Google Play.
3. Make sure your mobile device's bluetooth is enabled.
4. Put the Feeder-Robot into Onboarding Mode: Press and hold the Connect button for 3 seconds or until the Onboarding Light above the Connect button blinks yellow.
5. Open the app and click "+" to add a robot. Select Feeder-Robot.
6. The Onboarding Light will blink yellow to show that onboarding is in progress. Follow the prompts in the app and scan the QR code on the back of the unit as directed.
7. Once the Feeder-Robot is successfully connected to WiFi, the Onboarding Light on the Control Panel will display a solid blue light.
8. If Onboarding fails, you will be prompted to retry or cancel. If you retry, the process is started over.
9. Once you have successfully Onboarded, select the Feeder-Robot unit on the home screen and click "Schedule" in the bottom menu of the app to set up your first feeding schedule.

For more information, visit whiskersupport.com

Introducing Your Pet to the Feeder-Robot

Location Is Key

Place the Feeder-Robot next to the current food bowl(s). Set it up, and use the Feed button to dispense some familiar food. Do not start a feeding schedule yet (Control Panel Mode or App Mode). Give your pets a day or two to explore the Feeder-Robot. If your pets show no interest, entice them to approach the Feeder-Robot by using some treats in the Food Bowl.

Introduce Automatic Feeding

Once you notice that your pets have eaten from the Feeder-Robot, press the Feed button while your pets are in the room with you so they can observe the food dispensing and become familiar with the sound of the Feeder-Robot while you are there to reassure them.

Set Your Automatic Feeding Mode

Take away your pets' old food bowls and set your choice of Automatic Feeding Mode:

- Control Panel Mode: Meals scheduled via the Control Panel
- App Mode: Meals scheduled via the app
- Gravity Mode: Food Bowl automatically topped off every 6 hours

For the next few days, keep an eye on your pet and the Feeder-Robot to confirm that your pet is eating comfortably from the unit.

Care and Cleaning

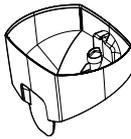
The Feeder-Robot can be easily disassembled for cleaning. Use mild soap and hand-wash removable parts. Wipe clean non-removable parts and let parts air dry completely before reassembling the Feeder-Robot.

DO NOT immerse the Control Panel or Base in water, as this may damage electronic components.

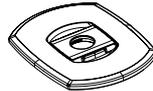
Removable Parts



Food Bowl



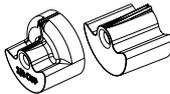
Hopper



Hopper Lid



Hopper Insert

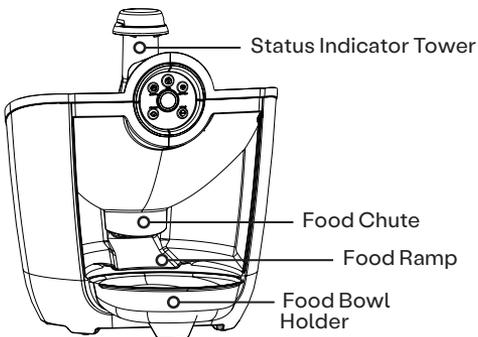


Dispenser(s)



Dispenser Flap

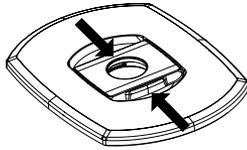
Non-Removable Parts



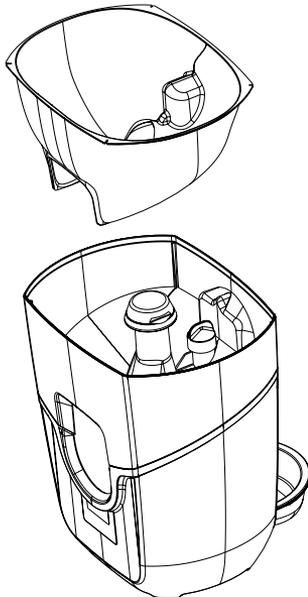
We recommend that you clean the Feeder-Robot before its first use, and at least once a month after that. The best time to clean is when the Hopper and Food Bowl are already empty.

To Clean the Feeder-Robot:

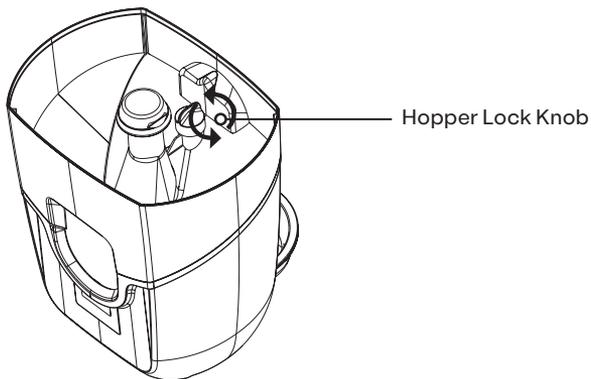
1. Turn the unit OFF and unplug the unit.
2. Remove the Food Bowl from the Food Bowl Holder and discard any remaining food in the Food Bowl or Food Bowl Holder.
3. Remove the Hopper Lid by squeezing the handles toward one another.



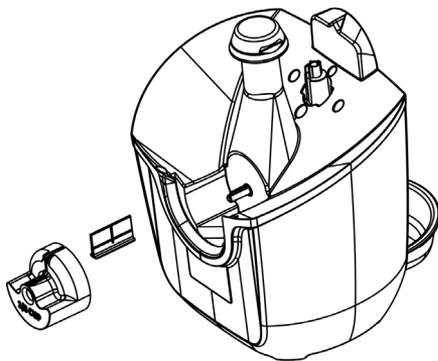
4. If there is any food in the Hopper, pour it into a container or bag for temporary storage. Ensure that there are no pieces of kibble trapped in the Food Chute or Dispenser.
5. Lift the Hopper Insert out of the Hopper if using.



6. Remove the Hopper by rotating the Hopper Lock Knob counterclockwise. Lift the Hopper away from the Base of the unit.



7. Remove the Dispenser by simply sliding the Dispenser away from the unit. The rubber Dispenser Flap can also be removed from the Dispenser for cleaning.



8. You may hand-wash with mild soap these removable parts: the Hopper Lid, Hopper Insert, Hopper, Dispenser, Dispenser Flap, and Food Bowl(s). (See chart on page 22)

9. Wipe down non-removable parts that touch pet food with a mild cleaner: the Food Chute, the Food Bowl Holder, and the Status Indicator Tower. You may wish to use a small cleaning brush or toothbrush to clean food debris and residue from the Food Chute (with Dispenser removed). Test a small area, as some brushes could scratch plastic parts.
10. Rinse (only removable parts) and let all parts air dry completely before reassembling the Feeder-Robot. Reinstall the Dispenser, Hopper, and the Hopper Insert.
11. Plug the Feeder-Robot back in and press the Power button.
12. Add and level out food to the fill line (see page 15), then replace the Hopper Lid.

Ongoing Maintenance

Fill the Hopper when indicated by the app and/or the solid red Status Indicator Light at the top of the Status Indicator Tower.

How often you need to fill the Hopper depends on the feeding schedule of your pet. For an average-sized cat eating 1/2 cup of food per day, kibble will typically need to be replaced once every 7-8 weeks.

A small- to medium-sized dog may need kibble replaced every 2-4 weeks.

Backup Battery (Optional)

The Backup Battery provides approximately 24 hours of operation in power-saving mode if power is interrupted. When power is interrupted, the unit will automatically switch to battery power and a blinking yellow light will illuminate the Power button on the Control Panel. The Feeder-Robot will switch back to household power when it returns, and the unit will begin recharging the battery.

Frequently Asked Questions

How much food does the Feeder-Robot dispense?

The Feeder-Robot dispenses up to 1/2 cup of food in 1/8-cup increments when using the 1/8-cup Dispenser, or up to 1 cup of food in 1/4-cup increments when using the 1/4-cup Dispenser, 1 to 4 times per day (or up to 8 times if using the app).

What type of food can the Feeder-Robot dispense?

You can use any dry or semi-moist kibble, 5/8 inch or smaller.

Should I schedule my pet's meals or use Gravity Mode?

Deciding how to use the Feeder-Robot depends on your pet's eating habits. If your dog or cat has a habit of overeating or eating very quickly, you may wish to schedule your pet's meals. By scheduling meals, your pet will be eating a measured amount, 1 to 8 times a day. If your pet has no issue with overeating and tends to "graze" throughout the day (this is more likely with cats than dogs), you may wish to use Gravity Mode. In Gravity Mode, the Feeder-Robot Food Bowl remains full based on a check every 6 hours.

How do I clean the Feeder-Robot?

Hand-wash removable parts with mild soap; let completely air dry before re-assembling the Feeder-Robot. The Food Bowl(s), Hopper Lid, Hopper Insert, Hopper, and Dispenser are removable. Wipe down non-removable parts that touch pet food. Do NOT submerge the Feeder-Robot Base or Control Panel in water.

When and how often should I clean the Feeder-Robot?

We recommend that you clean the Feeder-Robot before its first use, and at least once a month after that. The best time to clean is when the Hopper and Food Bowl are already empty.

What if the Feeder-Robot goes offline? Will it still feed my pet?

Yes. If you use the Whisker app to set your pet's feeding schedule, you can rest assured that your pet will still be fed should the unit go offline. The Feeder-Robot saves the feeding schedule locally on the unit. Whether the unit is connected to the network or offline, once it has a schedule programmed to it via the Control Panel keypad or downloaded to it from the Whisker app, the Feeder-Robot will continue to feed on that specific schedule until it is updated. If the Status Indicator Tower light is blue, then the unit is running a programmed schedule.

Troubleshooting

Problem	Solution
Control Panel is locked/ buttons do not work	You are most likely in Control Panel Lockout. Press the Feed button for approximately 3 seconds to disable Control Panel Lockout.
Hopper Lid is not fitting properly	You may have added too much pet food, causing the Hopper Lid not to lock in place properly. Or, the Hopper may not be sitting down all the way; check the Hopper and the Hopper Insert to ensure the pieces are locked in place.
Hopper not snapping down	Check to make sure there are no pieces of dry food / kibble beneath the Hopper.
Hopper Insert is not fitting properly	Check to make sure there are no pieces of dry food / kibble beneath the Hopper Insert.
Not dispensing meal sizes programmed or not dispensing food at all	Check that the Dispenser is properly installed. Check the Food Chute to make sure it is clear of food.
Dispensing extra meals	Check your programming on the Control Panel: Press the Portion button to check portions and Meals button to check meals. If you set up the schedule in the app, check your app again as well.
Dispensing food inconsistently	Any inconsistency with the volume of food dispensing may indicate that you should be using the Hopper Insert. The Hopper Insert is used for large, square, and/or oddly-shaped pet food kibble.

Troubleshooting

Problem	Solution
Not dispensing meals at scheduled times	Check your programming on the Control Panel: Press the Portion button to check portions and Meals button to check meals. If you set up the schedule in the app, check your app again as well.
Not dispensing meals because there is too much food in the Food Bowl	You may be feeding your pets a larger amount of kibble than they need each day. If your pets aren't consistently eating the same amount of food that the feeder is dispensing, the food will begin to build up and the next scheduled meal will not dispense until the Food Chute is clear. Consider reducing the portion per meal or the number of meals.
Food is building up against the Food Bowl	The Food Bowl is likely not situated below the Food Ramp Lip. Make sure the narrow end of the Food Bowl fits snugly below the Food Ramp Lip.
Status Indicator Tower shows a solid red light but the Hopper is more than 5% full.	The Status Indicator Tower may also go solid red if the Hopper is unevenly filled with pet food; for example, one side of the Hopper may be completely empty while the other side has built-up food. Make sure the food level is even.
Status Indicator Light is flashing red.	Feeder-Robot is equipped with anti-jam technology. If the Dispenser fails to clear after 5 attempts, the Status Indicator Light will flash red. Please check the Food Chute and Dispenser to clear any food that may be jammed.

Key Definitions

Anti-Jam Technology: If the Feeder-Robot Dispenser jams, it will retract, and try again up to 5 times.

Automatic Feed Mode: The Feeder-Robot feeds without manual manipulation; refer to scheduled feeding (Control Panel Mode or App Mode) or Gravity Mode.

Base: Holds Hopper and Food Bowl.

Control Panel: Circular area on the front of the Feeder-Robot with six buttons for powering the unit, scheduling meals in Control Panel Mode, Onboarding, and manual feeding.

Control Panel Lockout: Disables the buttons. Note that the unit may be turned off in this mode by pressing and holding the Power button for 3 seconds.

Control Panel Mode: An automatic scheduled feeding mode set up on the Control Panel via the Portions button and Meals button.

Dispenser: Dispenses a defined volume of kibble with alternating rotations.

Dispenser Flap: A soft, flexible vane attached to the Dispenser to avoid jamming.

Food Bowl Holder: Integral part of the Base that holds the removable Food Bowl.

Food Chute: Opening above the Food Ramp where food passes through and dispenses into the Food Bowl.

Food Ramp Lip: Area of the Food Ramp that overlaps the narrow end of the Food Bowl.

Gravity Mode: An automatic feeding mode that ensures that the Feeder-Robot Food Bowl remains full based on a check every 6 hours

Hopper: Holds dry or semi-moist pet food with a 30- to 32-cup capacity; removable.

Hopper Insert: A removable insert located within the Hopper that assists proper dispensing of large, square, and/or oddly-shaped pet food kibble. The Hopper Insert holds 25 cups, and is not required for smaller kibble sizes. Feeder is compatible with all dry/semi-moist kibble sizes with the Hopper Insert installed.

Hopper Lid: Covers the Hopper and food.

Serving Size: The minimum portion size dispensed during a meal, based on the selected Dispenser (1/8 cup or 1/4 cup).

Status Indicator Tower: Light indication at the top of the Hopper that shows the status of the unit or if an error has occurred.

90-Day In-Home Trial

If you or your pets are not completely satisfied with the Feeder-Robot, just return the unit within 90 days for a full refund of the purchase price. Please note that you are responsible for return shipping costs.

If you purchased your Feeder-Robot through a source other than Whisker, you must coordinate the return with that source according to their return policy.

Contacting Customer Support

If you have questions or need assistance, contact us! Chat support is your fastest option, followed by phone support and email. Visit our support site to get started and to troubleshoot.

Chat Support

whiskersupport.com

Mon–Fri: 9AM–5PM EST

Sat–Sun: 9:30AM–5PM EST

Phone Support

(877) 250-7729

Mon–Fri: 9AM–5PM EST

Email Support

support@whisker.com

24/7

Online Troubleshooting

whiskersupport.com

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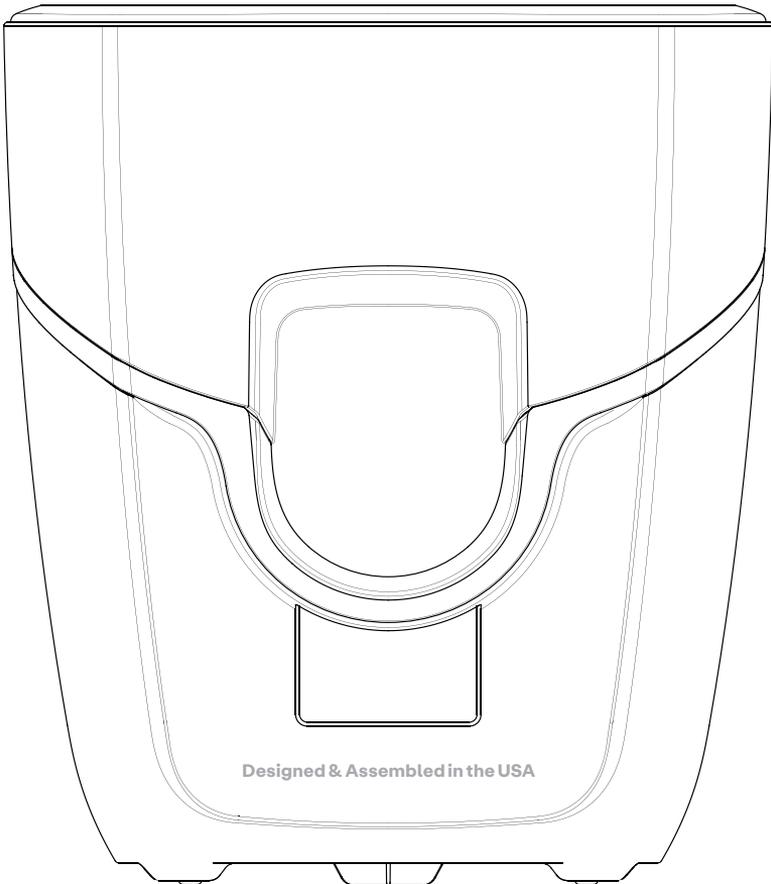
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Version: RF1-8004-0e