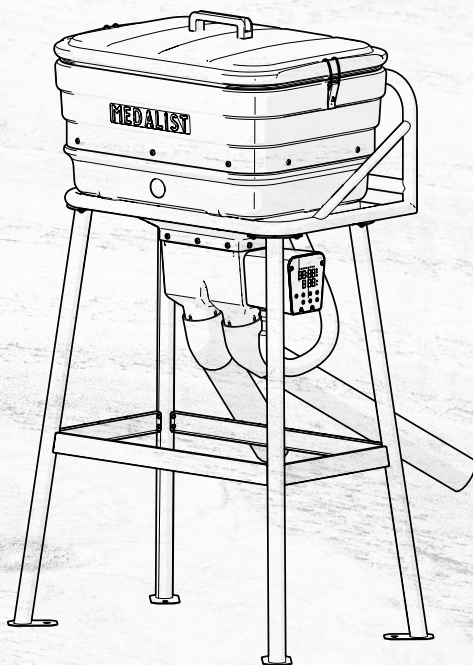


MEDALIST

Portion Pro

Assembly & installation instructions



Legs sold separately.

Table of contents:

Safety guidelines	3
Getting started	4
Supplied parts & hardware	6
Assembly and installation.....	11
Initial Setup.....	26
Operations and controls	27
Troubleshooting and FAQ	32
Wi-Fi setup.....	35
Maintenance.....	37
Returns and Warranty.....	38



Stay Updated.

This is our first edition manual. Scan the QR code to access the latest version, helpful how-to videos, and any updates we release for your feeder.

SAVE THESE INSTRUCTIONS

Safety guidelines

Please read and understand this entire manual before attempting to assemble or operate the product. Failure to follow safety guidelines may result in injury to animals, damage to property, or voiding of the warranty.

Keep these installation instructions for future reference.

CAUTION

- This product is not a substitute for daily horse care. Always monitor your animals daily.
- Protect the feeder from large animals.
 - Do not allow horses to chew on or paw at the feeder. Doing so may cause injury or damage the unit.
 - Do not place the feeder where horses can access or damage it. When possible, install the feeder outside the stall or pen. If it must be placed inside, a protective barrier is required to shield the unit. Ensure the output pipes are cut flush with the barrier or wall—they should not extend into the area where the horse can reach them, as this may lead to damage.
- The feeder must be anchored to the ground or a wall.
- Check feed delivery daily to ensure no jams or clogs are preventing feed from dispensing.
- Use only the recommended type of feed. Pellets or dry grains no larger than ½ inch in diameter are ideal. Do not use soaked feed, hay, or sticky feed, as these may cause clogs or damage to the system.
- Always monitor your horse's eating habits when first introducing the feeder to ensure proper function and animal adjustment.
- Clean the feeder regularly to prevent mold, pests, and feed buildup.
- Check batteries or power supply regularly to avoid feeding interruptions.
- Only install on a flat, stable surface. Uneven placement may cause the feeder to tip or malfunction.
- Secure all mounting brackets and fasteners before use.
- Unplug the feeder before performing any maintenance or cleaning.
- Keep cords out of reach of animals. Use protective cord covers or conduit as needed.
- Do not use the feeder with pets that are not able to reach the food bowl or with any physical disability.
- To avoid tripping, position power cables out of the way of foot traffic.
- Do not use the feeder without adding pet food first.
- Check its operation frequently to be sure it is operating properly.



IMPORTANT:

While the feeder is built for reliability, unexpected issues (power loss, mechanical blockage, feed clumping, etc.) may occur. It is the owner's responsibility to ensure animals are checked on regularly, even when using automatic equipment.



WARNING:

This kit contains small parts which can act as a choking hazard if swallowed.

SAVE THESE INSTRUCTIONS

Getting started

FEED COMPATIBILITY

Use only the recommended type of feed. Pellets or dry grains no larger than ½ inch in diameter are ideal. Do not use soaked feed, hay, or sticky feed, as these may cause clogs or damage to the system.

WEIGHT CAPACITY

Maximum feed capacity: 150 LBS

ASSEMBLY TOOLS (NOT INCLUDED)

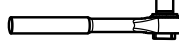
All installations



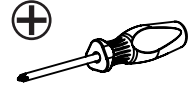
Saw



Power drill



Socket wrench



Phillips screwdriver

Wood stud installation



Wood drill bit:
19/64" (7.5mm)



Stud finder



Pencil or pen



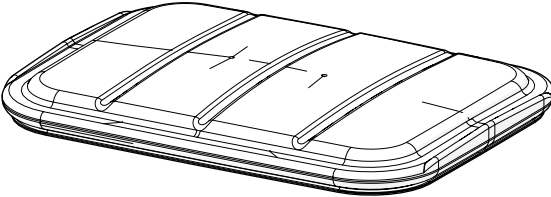
Level



Measuring tape

Parts & hardware

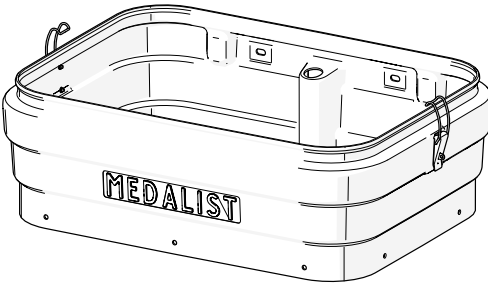
Note: If you are missing any parts, let us know and we will ship them to you.



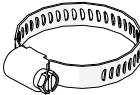
Bin lid
Qty.1



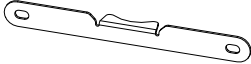
Lid handle
Qty.1



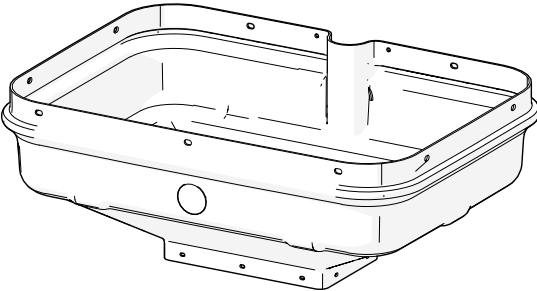
Bin top
Qty.1



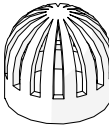
Hose clamp
Qty.1



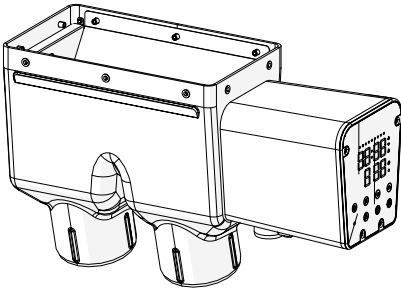
Hose retention bracket
Qty.1



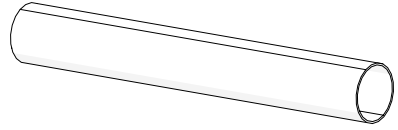
Bin bottom
Qty. 1



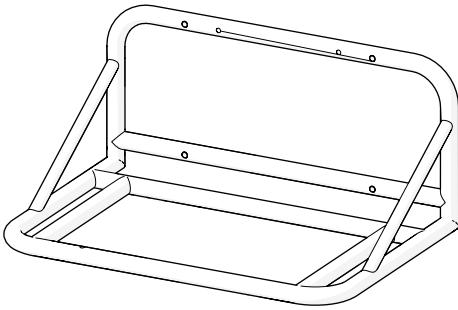
Hose grille
Qty. 1



Feeder portion box
Qty. 1



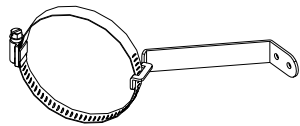
Output pipe
Qty. 2



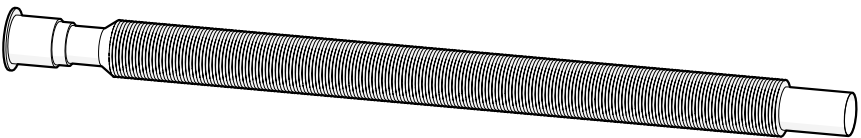
Frame
Qty. 1



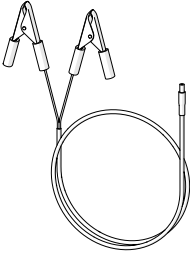
Output elbow
Qty. 2



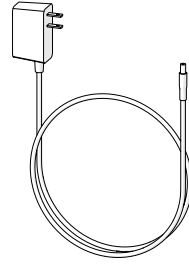
Pipe mount hose clamp
Qty. 2



Circulation hose
Qty. 1



12V DC battery cable
Qty. 1



AC power supply
Qty. 1

NOTE: Requires waterproof AC power supply, protected from rain, dust, and other outdoor elements.

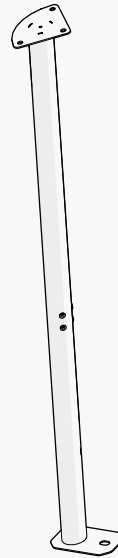
LEG ACCESSORY KIT (SOLD SEPARATELY)



Leg brace short
Qty. 2



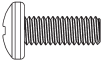
Leg brace long
Qty. 2



Leg
Qty. 4

PACK #1 FEEDER HARDWARE

F1



M6x16mm
Qty. 13

F2



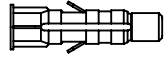
D6 washer
Qty. 13

F3



M6 nut
Qty. 9

F4



D6 plastic anchor
Qty. 4

F5



D4 washer
Qty. 12

F6



M4x14mm
Qty. 12

F7



ST10x100 screw
Qty. 4

F8



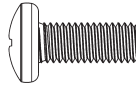
D10 spring washer
(lock washer)
Qty. 4

F9



D10 washer
Qty. 4

F10



M8x20mm
Qty. 2

F11



D8 washer
Qty. 2

F12



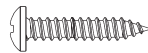
M8 nut
Qty. 2

F13



D8 rubber gasket
Qty. 2

F14



M4.0x25mm self
tapping screw
Qty. 4

F15



D6 rubber gasket
Qty. 4

PACK #2 LEG HARDWARE

L1



M6x20mm
Qty. 12

L2



M5X14mm
Qty. 16

L3



D6 washer
Qty.12

L4



D6 spring washer
Qty. 12



4mm L-key wrench
Qty. 1



5mm L-key wrench
Qty. 1

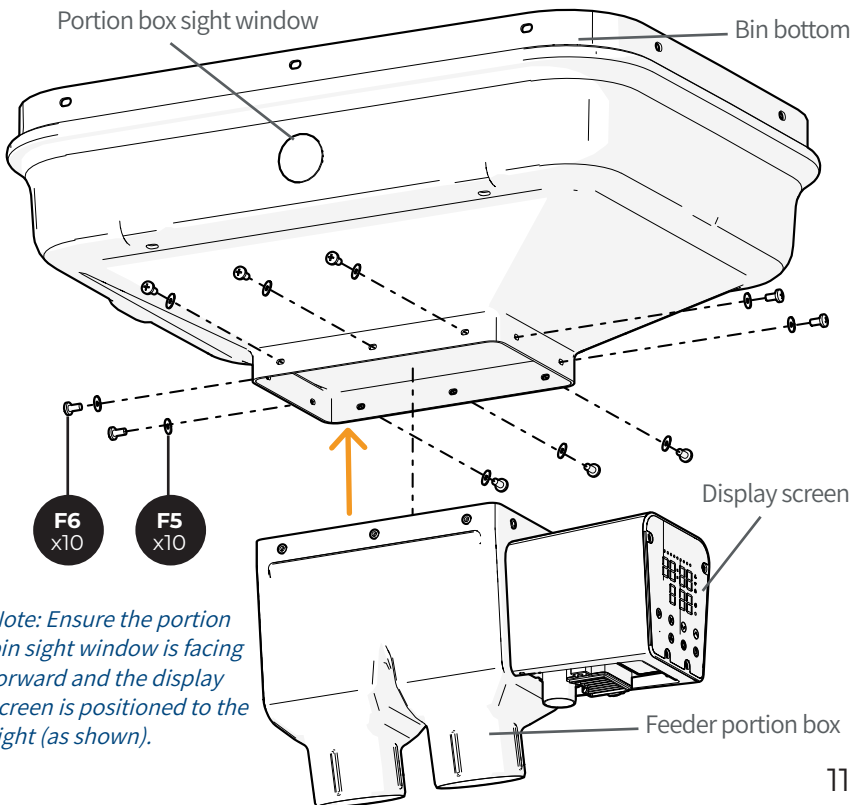
Assembly & installation

Follow each step as instructed to avoid any unwanted obstacles. Work in a spacious area near where the item will be used. Check your item list to confirm all parts and hardware are included before you begin the assembly process. If you need any assistance with your new item, please don't hesitate to call or email us. We're happy to guide you through the assembly process.

STEP 1: ASSEMBLE THE FEEDER BIN

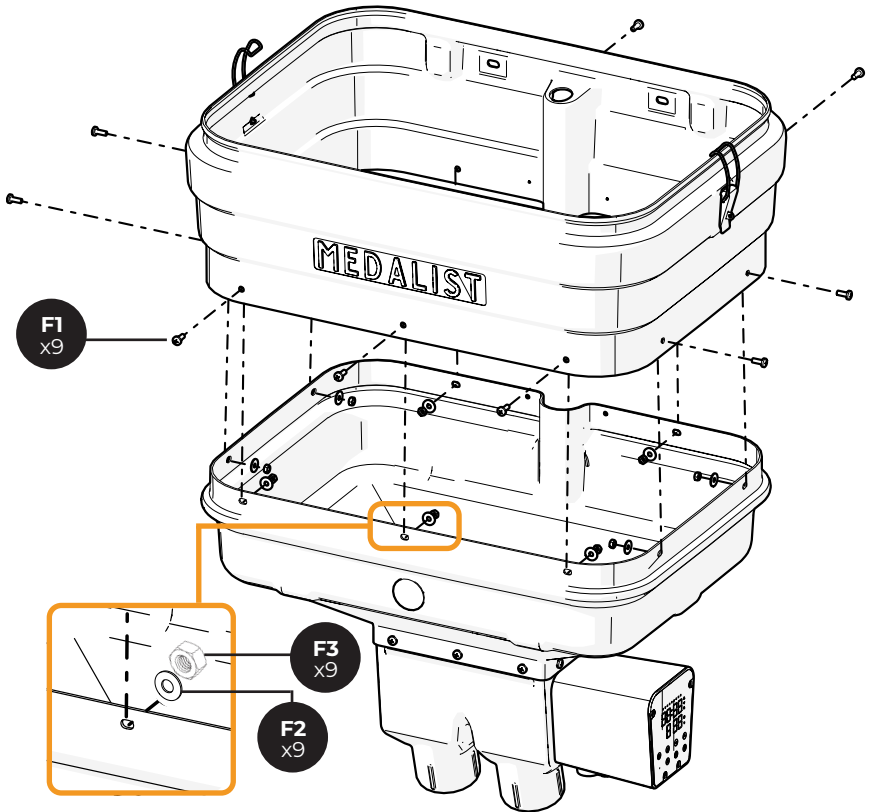
1-1 Attach portion box to bin bottom

- I Place the portion box so it lines up with the bottom of the bin.
 - II Slide the bin bottom fully over the portion box until it sits flush.
 - III Secure the bin to the portion box using the provided screws.
- Tighten screws evenly to ensure a snug, level fit. Do not over tighten.



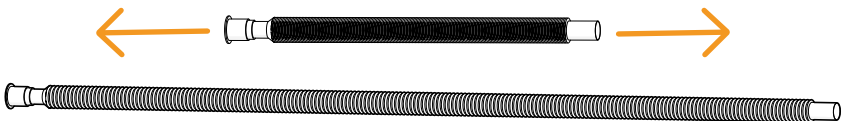
1-2 Attach bin top

Slide the bin top fully over the bin bottom until it sits flush. Secure the two parts together using the provided hardware, hand-tightening evenly for a snug, level fit. Do not over tighten, as this may cause dimpling.



1-3 Expand circulation hose

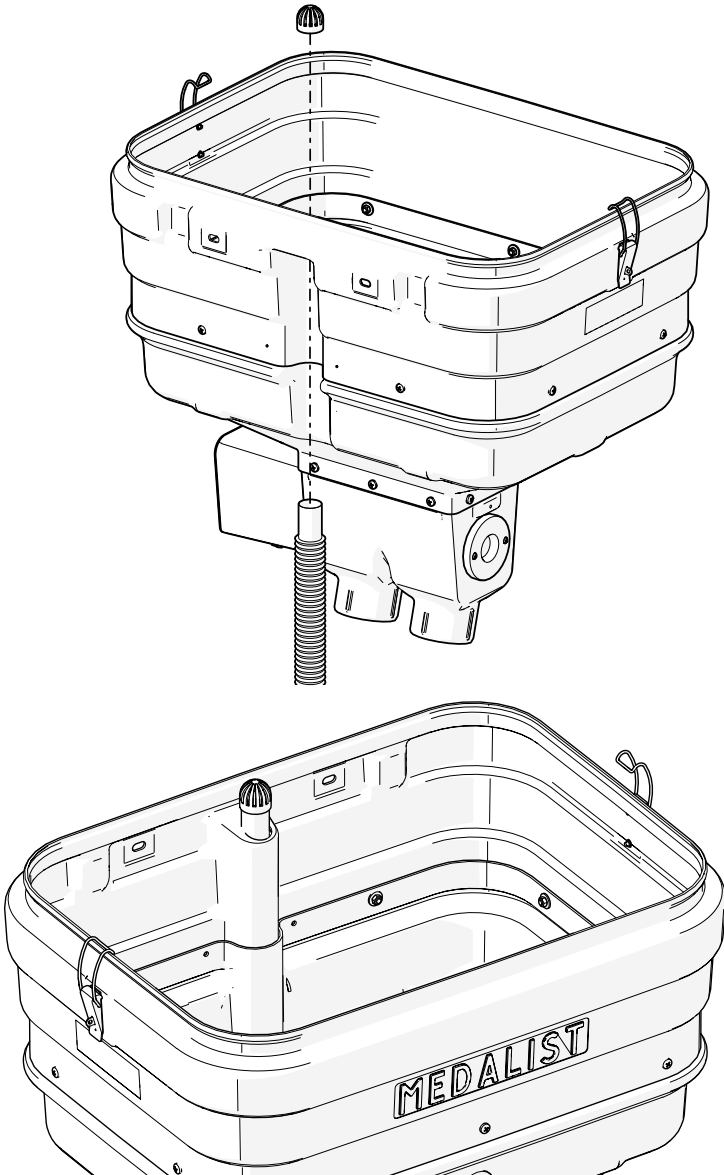
Firmly grip both ends of the circulation hose and gently pull to extend it to its full length. Verify the hose is fully expanded and free of kinks or twists before installation.



1-4

Insert the circulation hose into the bin

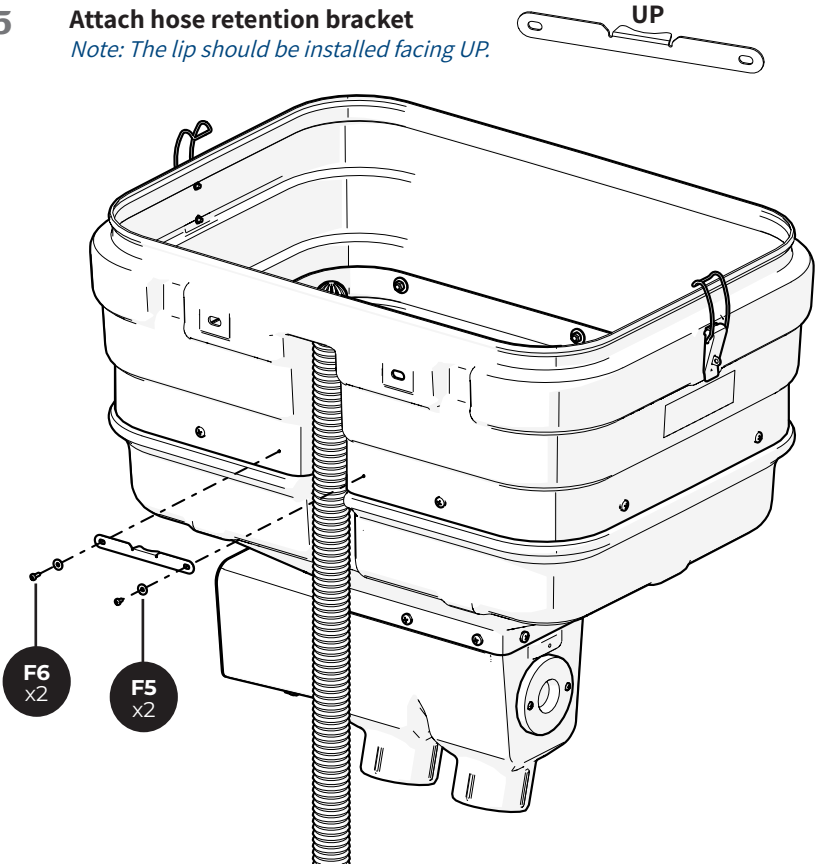
Thread the smaller end of the circulation hose up through the back opening of the feeder bin and into the interior. From inside the bin, locate the hose end and press the hose grille firmly onto it until securely attached.



1-5

Attach hose retention bracket

Note: The lip should be installed facing UP.



STEP 2: ASSEMBLE THE FRAME



IMPORTANT:

The feeder must not be directly accessible to animals. To prevent damage or injury, install a physical barrier—such as a fence, wall, or partition—between the feeder and the animals. Only the feed outlets should be accessible from their side. This ensures safe operation and extends the life of your feeder.

Determine the feeder mounting method

Follow the appropriate installation instructions based on your preferred method:

A: Wall mounted (included) – see step A (page 15)

B: Free standing with legs (sold separately) – see step B (page 16)

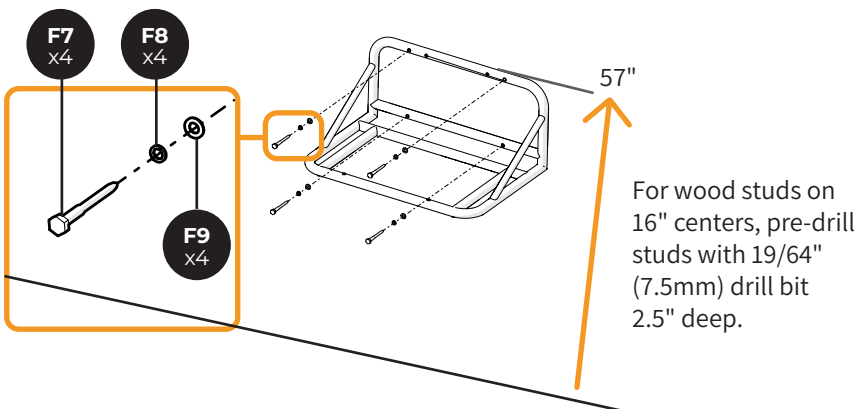
A-1 Wall mounting guidelines

Every installation environment is different, so we recommend reviewing your wall type before mounting. Hardware is included for mounting to wood studs. If you're mounting to another material, consult your local hardware store to select the appropriate hardware for your wall type.

Follow these guidelines for a safe and effective installation:

- **Recommended height:** Mount the feeder so the top of the wall bracket is 57" from the ground. This provides a comfortable feeding height for most animals and keeps the feeder easy to fill.
- **Adjusting Height:** You may choose a different mounting height based on your needs, but keep in mind the accessibility of the feed-loading area on top.
- **Weight Support:** The mounting surface must support the full weight of the feeder plus up to 150 lbs of feed.
- **Hardware Requirements:** Use hardware that is at least 3/8" in diameter and ensure it is anchored into a stud, concrete, or another solid structural surface.
- **Safety First:** When in doubt, consult a local expert or contractor to ensure your installation is safe and secure.

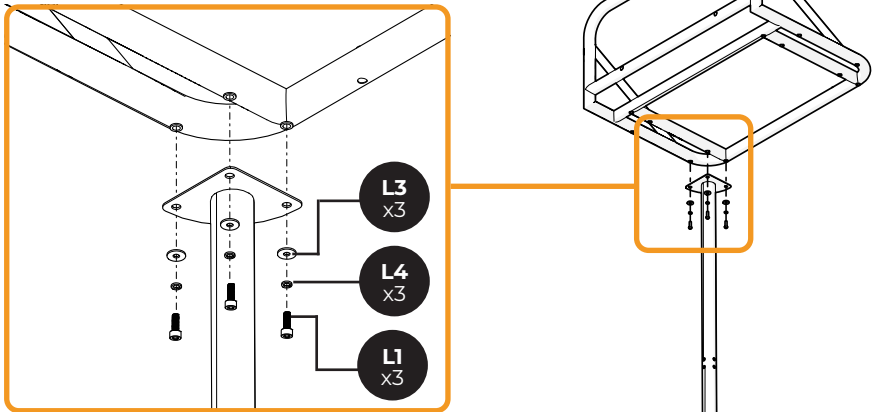
Hardware provided for stud installation only



A-2 Proceed to step 3 (page 18)

B-1 Attach legs to the frame (optional accessory, sold separately)

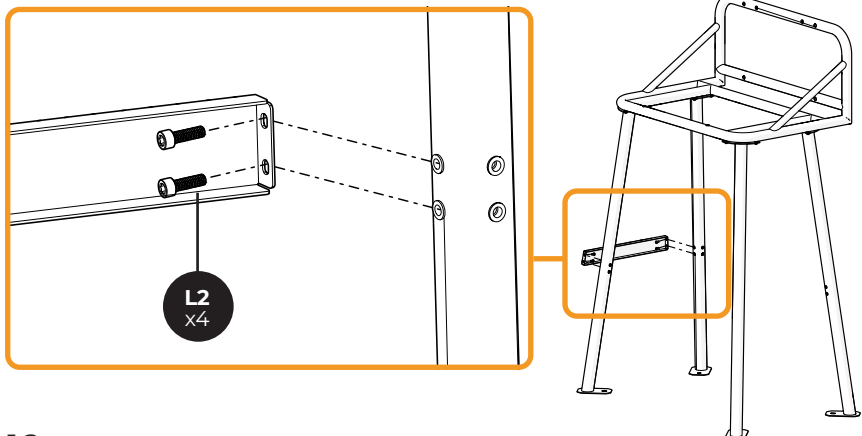
Align one leg with a corner of the frame and secure using the provided hardware. **Do not fully tighten the screws yet.** Repeat for all four legs.



Note: For this step and the next, keep all hardware slightly loose until each leg is positioned firmly on the ground. Once everything is aligned and level, you can fully tighten the screws.

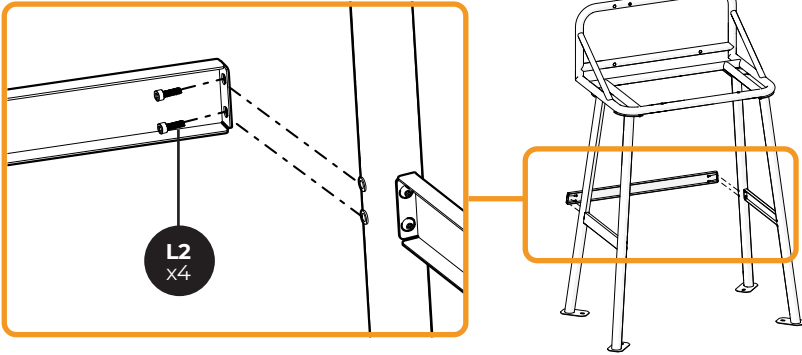
B-2 Attach short leg braces to the legs

Position the short leg brace between the two legs on one side of the frame. Ensure the longer angled side of the brace is facing downward to match the outward angle of the legs, and the screw holes are facing inward toward the frame. Secure the brace with the provided screws. Repeat on the opposite side.



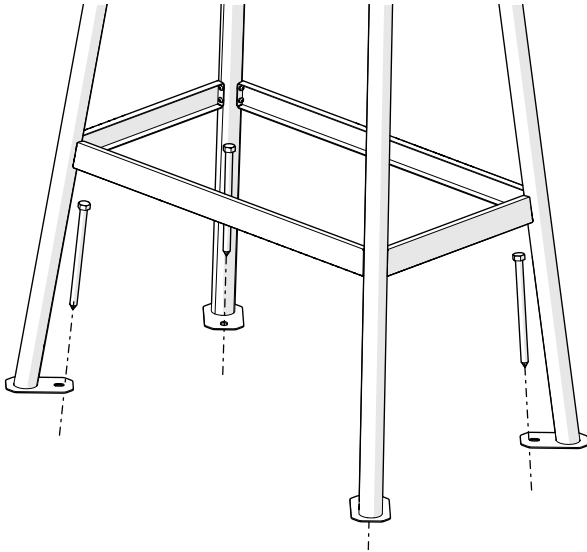
B-3 Attach long leg braces to the legs

Position the long leg brace between the two legs in the front or back of the frame. Ensure the longer angled side of the brace is facing downward to match the outward angle of the legs, and the screw holes are facing inward toward the frame. Secure the brace with the provided screws. Repeat on the opposite side. Go back and fully tighten all the screws.



B-4 Anchor the frame

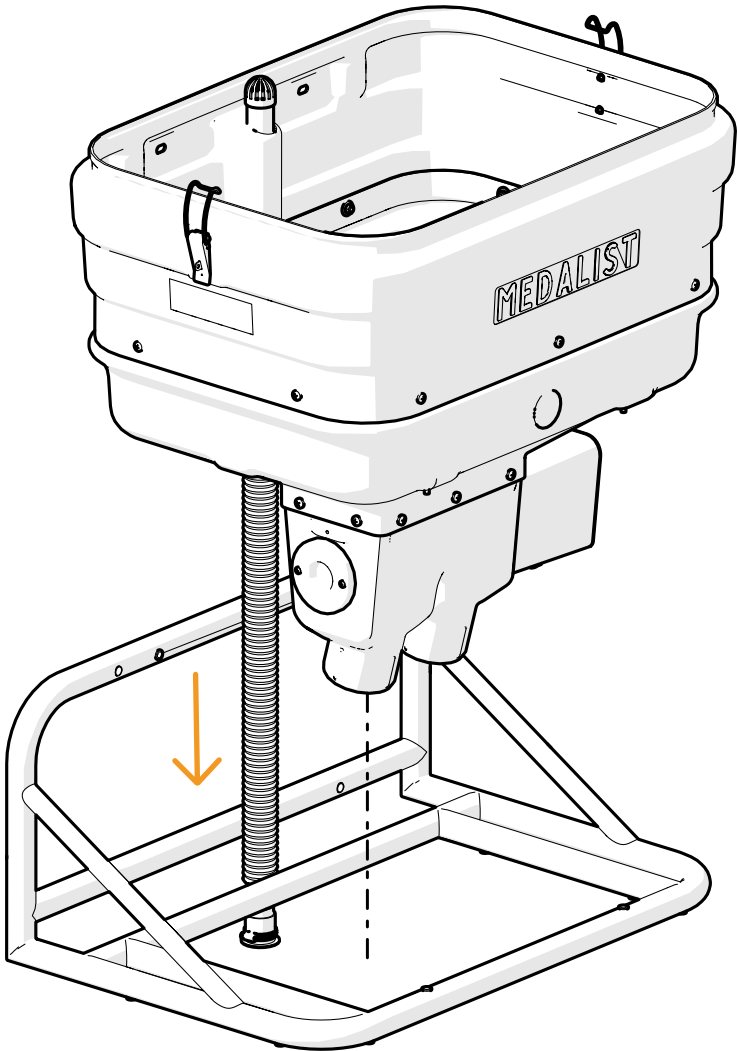
Secure the frame to the ground or wall to prevent tipping. Use the appropriate hardware for your setup, such as screws, concrete anchors, or soil anchors (not included).



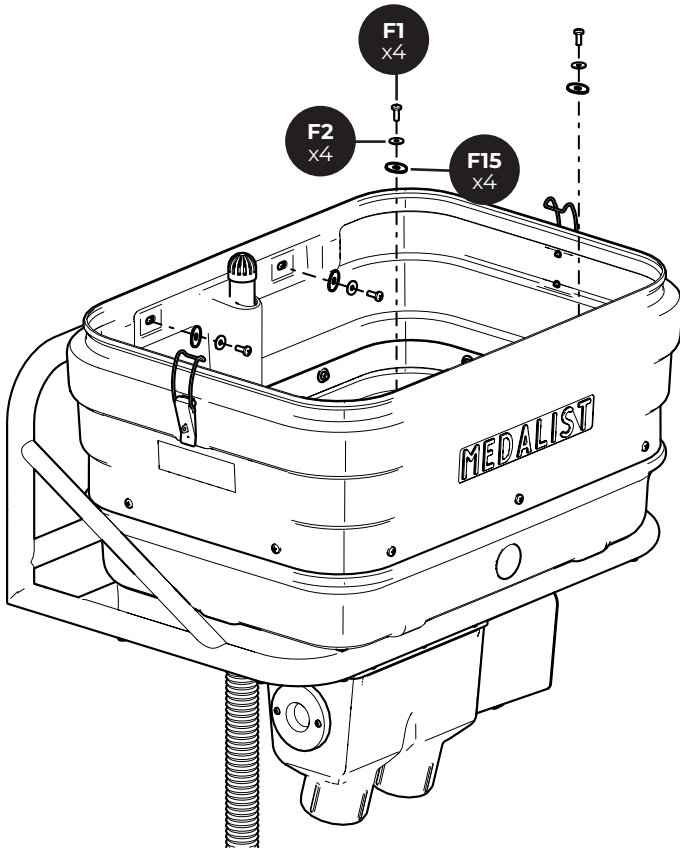
STEP 3: MOUNT THE FEEDER

3-1 Attach feeder to frame

Lift the feeder onto the frame ensuring the circulation hose feeds through the frame as shown as you lower it down.

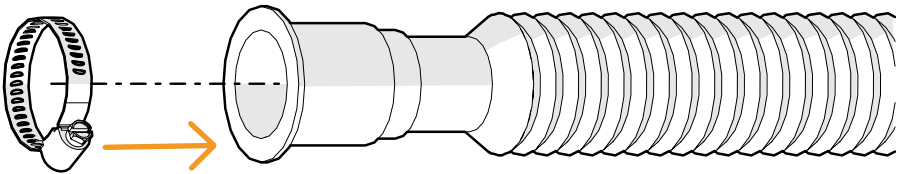


3-2 Secure feeder to frame



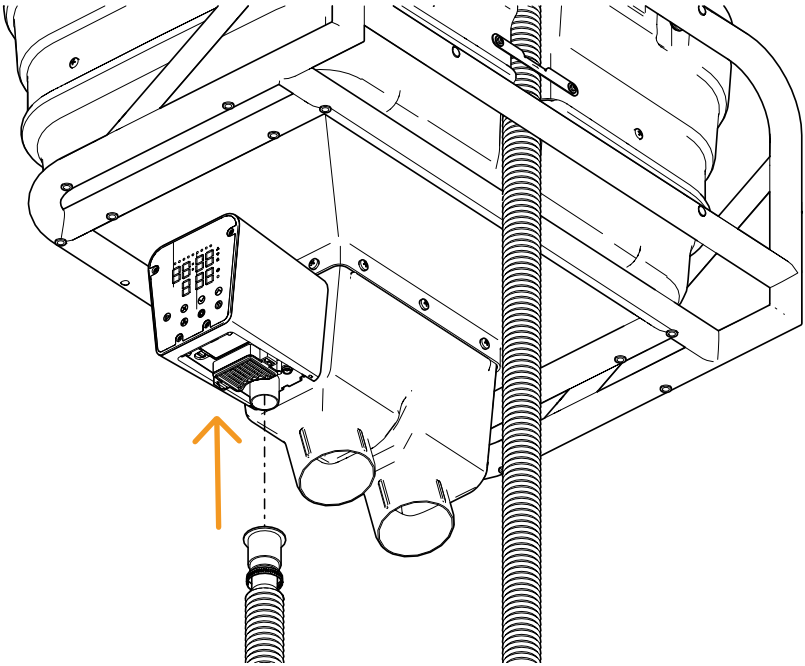
3-3 Slide hose clamp onto circulation hose

Slide the hose clamp onto the circulation hose. This will help secure it to the portion box in the next step.

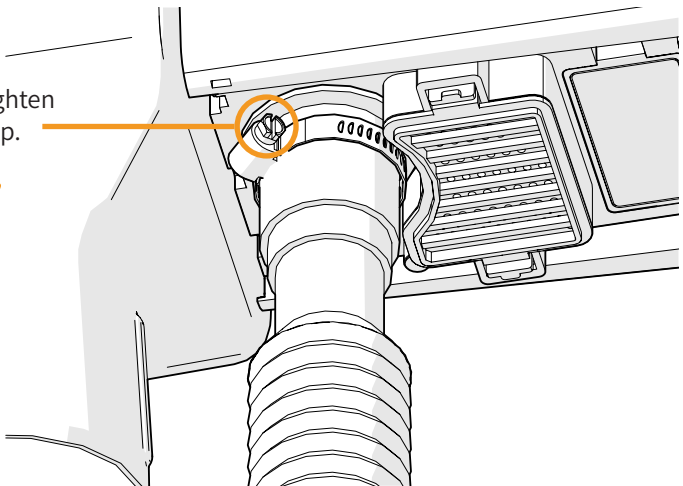


3-4 Connect circulation hose to fan outlet

Slide the end of the circulation hose over the fan outlet located on the bottom of the feeder's portion box. Secure the hose in place by tightening the pipe mount hose clamp around the connection. Ensure the hose is snug and the clamp is firmly tightened.



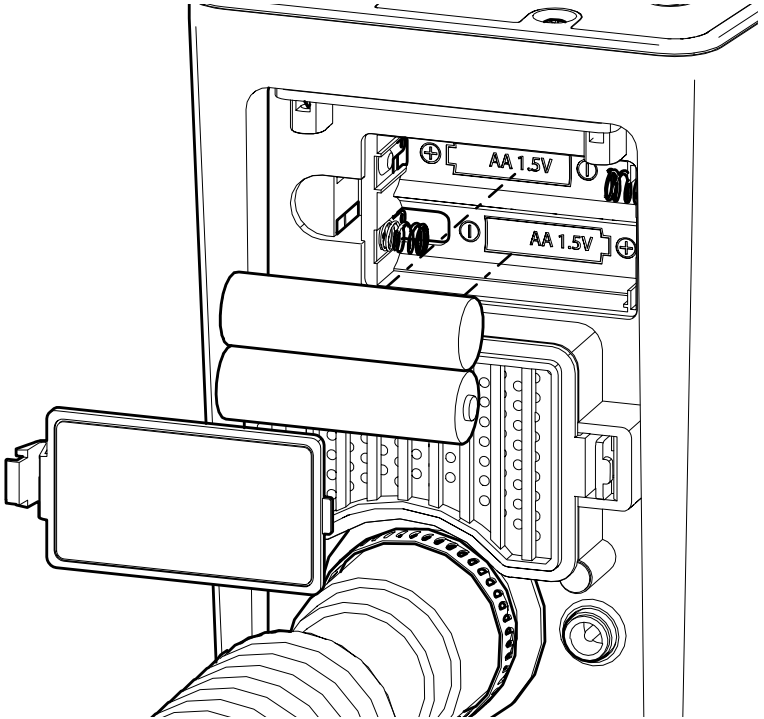
Turn the screw clockwise to tighten the worm clamp.



3-5 Install batteries

- Locate the battery compartment on the bottom of the feeder's portion box.
- Open the compartment and insert the required AA batteries, ensuring correct polarity (+/-).
- Close the compartment securely.

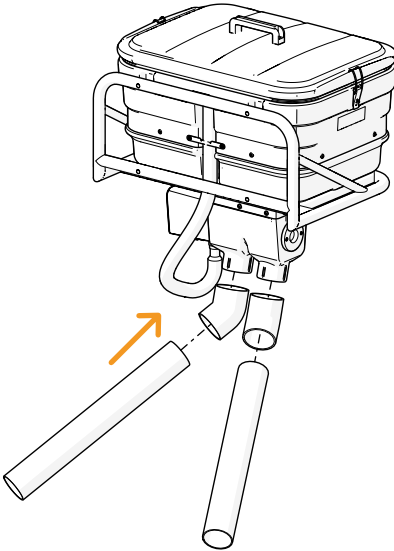
Note: The batteries are used to maintain the internal clock when the feeder is not connected to Wi-Fi. They do not power the feeder's dispensing functions.



3-6 Attach output pipes

Cut holes through the wall, fence, or partition for the output pipes to go through. Slide both output elbows onto the outlets of the feeder's portion box. Next, connect the straight output pipes to the elbows. Position each output pipe so it directs the feed pellets exactly where you want them to dispense for your horses.

The pipe fittings are friction-fit. **Do not glue the joints** — this allows for future adjustment or cleaning.



Note: The output pipes and elbows are standard 3" PVC. If you need to customize your setup or replace any parts, 3" PVC pipe and fittings can be found at most local plumbing supply stores or home improvement centers.



IMPORTANT:

Both pipes must be used; do not plug either pipe.

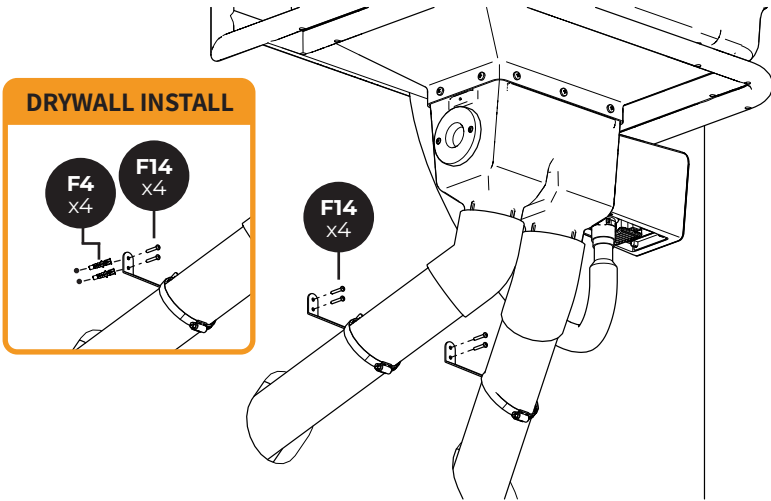
SINGLE HORSE FEEDING: position both pipes to dispense feed to one horse. See instructions on page 30 for portion adjustment.

Slide the pipe mount hose clamp onto the output pipes. These will help support your PVC pipes.

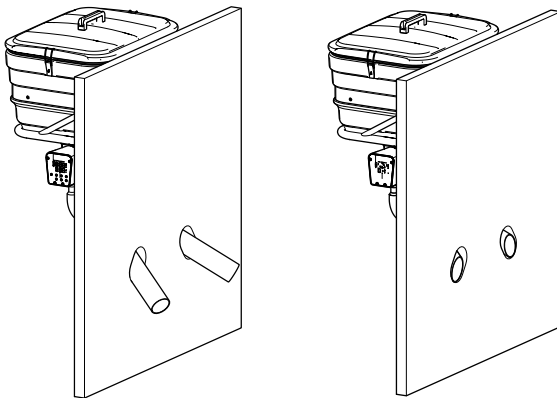


Once pipes are attached, screw the pipe support brackets to the wall for each pipe and tighten the worm clamps.

Note: If installing into drywall, drill holes sized for the F4 plastic anchors. Insert the anchors into the holes, then use the F14 self-tapping screws to fasten the brackets securely to the wall.

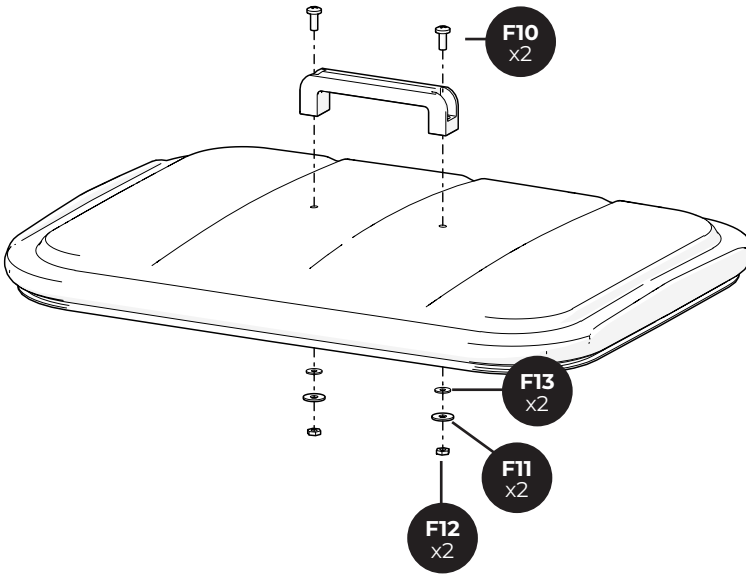


Cut the pipes off flush with the wall so that they do not protrude.



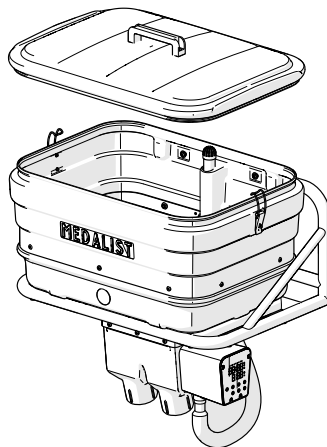
3-7 Attach handle to bin lid

Align the handle with the pre-drilled holes on the bin lid. Secure it in place using the provided screws. Do not over tighten.



3-8 Attach bin lid to the bin

Place the lid on top of the bin, aligning it properly. Push down firmly until it sits securely, then fasten both latches to lock it in place.

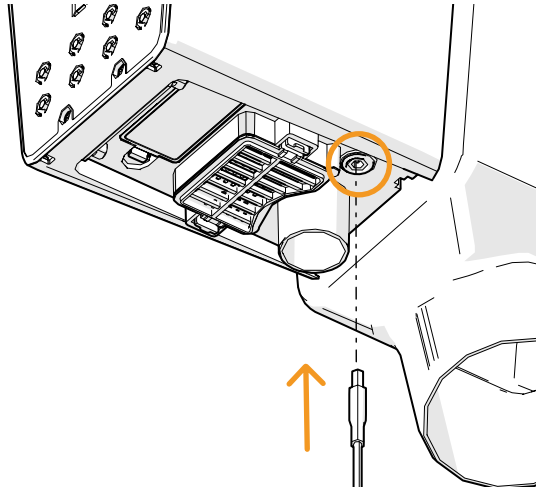


3-9 Connect to power

Your feeder includes two power source options. You will need to choose one:

- An AC power supply *Note: the power supply is NOT waterproof and must be protected from the elements.*
- A 12V DC battery cable

Plug the cable into the bottom of the feeder box, then connect it to your chosen power source.



Using the 12V DC Battery Option:

A car battery or deep cycle marine battery is recommended. Connect the red clip to the positive terminal (+) and the black clip to the negative terminal (-).

Battery runtime depends on the battery's reserve capacity:

- For every 70 minutes of reserve capacity, the feeder will run for approximately 1 week
- 140 minutes of reserve capacity provides about 2 weeks of operation
- Actual runtime may vary depending on usage and environmental conditions

To keep the battery charged, use either:

- A 1 amp battery maintainer (minimum)
- A 20-watt solar charger (or larger)

The 12V battery option is especially helpful in areas with frequent power outages or where AC power is not readily available.

Initial setup



Programming the clock

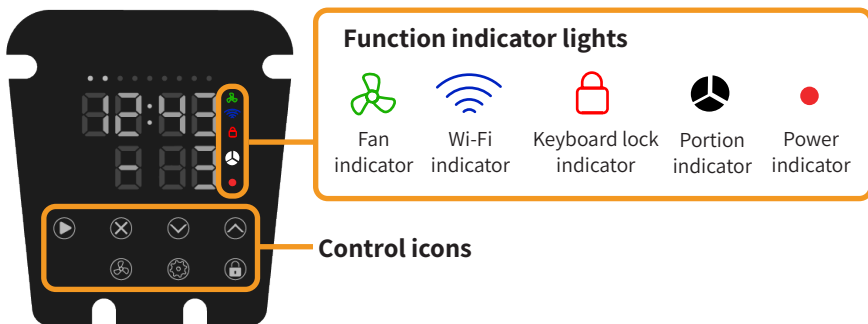
Once the feeder is connected to power, the clock must be set before use.

1. Unlock the Keypad: Press and hold the lock button for 5 seconds.
2. Enter time setting mode: Press and hold the settings icon (gear) for 2 seconds. *Note: The time is displayed in 24-hour format (e.g., 1:00 PM = 13:00).*
3. Set the hour: Use the Up (^) or Down (v) icons to adjust the hour. Press the settings icon to confirm.
4. Set the minutes: Use the Up (^) or Down (v) icons to adjust the minutes. Press the settings icon again to confirm.
5. Set the day of the week: Use the up (^) or down (v) icons to scroll through the days of the week, represented by numbers 1-7:

1 = Monday	4 = Thursday	6 = Saturday
2 = Tuesday	5 = Friday	7 = Sunday
3 = Wednesday		

Press the settings icon again to confirm.

Operations & controls



Unlock

Press and hold for 5 seconds to unlock the keypad. It will automatically lock again after one minute of inactivity. A red lock icon will appear when the keypad is locked. *Note: Your settings will only save if you complete all the programming steps.*



Manual feeding

Tap the play button to enter the manual feeding setting. Press the up and down keys to set the feeding amount and then press the play button again to start feeding.

Wi-Fi discovery mode

Press and hold the play button for 5 seconds to enable the Wi-Fi discovery mode (will blink blue). Refer to page 35 for guidance on connecting to Wi-Fi. The blinking blue Wi-Fi symbol will turn to a solid blue once Wi-Fi is connected.



Cancel

In the programming process, you can press and hold the cancel icon for 2 seconds to exit without saving the current changes.

To cancel a feeding command or delete an existing timed feeding setting, press and hold the cancel icon for 2 seconds. The screen will return to the main interface, and the related schedule indicator light will turn off.



Pause

Tap to pause a manual feeding or a scheduled feeding.



Up & down

Use these to adjust settings—like how many portions your animals are fed. You can also use them to scroll through the 9 feeding schedule options.



Fan mode

Tap the fan icon to cycle between Off → 12 hour → 24 hour → Off

- **Off**
The fan will not circulate air.
- **12 hour mode (green indicator light)**
The fan will automatically cycle on and off between 7 AM and 7 PM.
- **24 hour mode (red indicator light)**
The fan will automatically cycle on and off all day.

Note: For safety and efficiency, the fan runs in cycles—10 minutes on, 30 minutes off. This pattern will repeat until the timer mode ends, at which point the unit will shut off completely.



Portion indicator

- The portion indicator will glow white when you are setting the feeding quantity.
- Important: The selected portion amount will be dispensed from each feeding tube.
 - For example, if you select 1 portion, the feeder will release 2 total portions (1 per tube). See figure 1
- Portion size may vary depending on the type and consistency of your feed.
 - Most feeds will dispense approximately $\frac{1}{2}$ to $\frac{3}{4}$ pound per portion.



Figure 1

SETTING SCHEDULES



NOTE: Setting schedules is extremely easy in the app! Set up your feeder with Wi-Fi and then select "meal plan" to set or edit your schedules. See page 27 for instructions on connecting to Wi-Fi.

Feeding schedules



Setting Schedules

1. Select a feeding schedule: You can program up to 9 different feeding schedules. Each of these is represented by a dot at the top of the display screen. From the main interface, press the up (^) or down (v) icons to choose one of the 9 available feeding schedules. The corresponding white light will flash to show which schedule is currently selected.
2. Enter time setting mode: Press and hold the settings icon (gear) for 2 seconds. *Note: The time is displayed in 24-hour format (e.g., 1:00 PM = 13:00).*
3. Set the hour: Use the Up (^) or Down (v) icons to adjust the hour. Press the settings icon to confirm.
4. Set the minutes: Use the Up (^) or Down (v) icons to adjust the minutes. Press the settings icon again to confirm.

5. Set the portion amount: After confirming the time, use up (^) or down (v) to set the feed portion. Press the setting icon again to confirm.

CALCULATING PORTIONS NEEDED

$$\frac{\text{(Total feed per day} \div \text{weight of 1 portion)}}{\text{Number of feedings per day}} = \text{Portion per feeding}$$

Just feeding one horse? Divide the number of portions you got above by 2. The feeder will dispense the programmed portion through *each* pipe (Figure 1 - page 28).

6. Set the days of the week: Use the up (^) or down (v) icons to scroll through the days of the week, represented by numbers 1-7:

1 = Monday

4 = Thursday

6 = Saturday

2 = Tuesday

5 = Friday

7 = Sunday

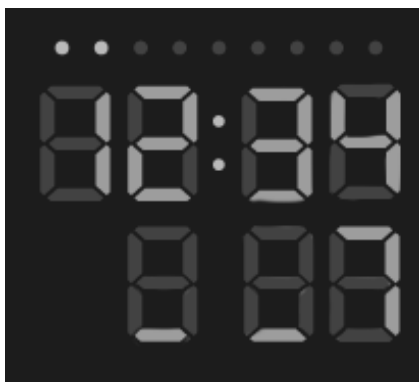
3 = Wednesday

If a number is showing, the feeder will dispense on that day.

- **To turn off a day:** Scroll to the number and press the X icon. The number will change to an underscore (_) to show it's disabled.
- **To turn on a day:** Press the (▶) play button. The underscore will switch back to the day number.

Press the setting icon to confirm your selection.

Once all settings are complete, return to the main screen. The selected schedule's white indicator light will remain on, indicating an active schedule.



MANAGING SCHEDULES

- To pause a scheduled feeding: Select the schedule and press the X icon.
- To cancel a scheduled feeding entirely: Long press the X icon. This clears the timing, portion, and day settings. Once the reset is successful, the display will return to the main interface, and the related schedule indicator light will turn off.
- After pausing or canceling, the white indicator light will turn off.

Note: During the setting process (when the setting icon is flashing), if no operation is performed for 5 seconds, the set value will be automatically confirmed and jump to the next setting process (equivalent to automatically pressing the setting key to confirm).



Video Tutorials

Scan the QR code to access helpful videos for setup, installation, and troubleshooting your feeder.

Troubleshooting & FAQ

Display beeps and won't work

If the display beeps and the feeder won't respond, it's likely that the display is locked. Refer to page 27 for instructions on how to unlock the interface before attempting to use the feeder.

What kind of feed can I use?

Pellets no larger than ½ inch in diameter are ideal. Avoid powered, sticky, oily, or soaked feeds.

How high should I mount the feeder?

We recommend mounting it so the top of the wall bracket is 57" from the ground. You can adjust this based on your barn setup, but ensure it's still easy to fill and allows room for feed tubes to dispense properly.

Can I feed more than one horse with this?

Yes! The dual output pipes make it possible to feed two stalls or feeding areas at once. Just keep in mind that one "portion" will be dispensed from each outlet. The portion will also be the same between the two output pipes.

Does the feeder work during a power outage?

The AA batteries will save your settings, but they do not power the motor. This means the feeder will not dispense feed during a power outage unless it is connected to an uninterrupted power supply or a charged 12V DC battery.

Can I leave my horse and trust the feeder while I'm away?

The feeder is designed to dispense feed automatically according to your schedule—but we do not recommend leaving animals unattended for extended periods without a plan in place for daily supervision.

How much feed is in a portion?

Portion size may vary depending on the type and consistency of your feed. Most feeds will dispense approximately ½ to ¾ pound per portion.



IMPORTANT:

While the feeder is built for reliability, unexpected issues (power loss, mechanical blockage, feed clumping, etc.) may occur. It is the owner's responsibility to ensure animals are checked on daily, even when using automatic equipment.

Can I set up the feeder outside?

Yes! The feeder is built to be weather-resistant and can be installed outdoors. However, we recommend placing it in a sheltered area when possible to prolong the life of the unit and protect the feed from excessive moisture or extreme weather. Always ensure the lid is securely closed to keep out rain and pests.

CAUTION: Extreme weather conditions may affect the performance of the feeder. Increased supervision is recommended during periods of very hot or cold temperatures.

If my feed gets wet, what should I do?

If your feed gets wet, we recommend removing it from the feeder immediately to prevent clumping, spoilage, or mold growth. Discard any damp feed and clean the feeder thoroughly before refilling. Always store and load feed in a dry condition to keep your animals safe and the feeder running smoothly.

Does the feeder have to be connected to Wi-Fi to feed automatically?

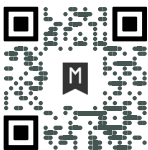
No, the feeder does not require Wi-Fi to operate scheduled feedings—but it does need to be connected to a power source. Wi-Fi helps by automatically syncing the clock and making setup and scheduling easier through the app interface, but feeding will still occur based on the programmed schedule even without Wi-Fi, as long as power is maintained.

Can I use both an AC power supply and a 12V DC battery?

No, the feeder has a single power input and can only be connected to one power source at a time. You must choose either the AC power supply or the 12V DC battery—not both.

The fan isn't running

For safety and efficiency, the fan runs in cycles—10 minutes on, 30 minutes off. This pattern will repeat until the timer mode ends, at which point the unit will shut off completely.



Video Tutorials

Scan the QR code to access helpful videos for setup, installation, and troubleshooting your feeder.

ERROR CODES

E1 Feed barrel is blocked

To resolve:

1. Unplug the power supply.
2. Inspect the feed barrel to identify and remove any blockages.
3. Reconnect the power supply.
4. The error code will automatically clear once the blockage is resolved.

Tip: Regularly cleaning the feed barrel can help prevent jams.

L0 Low feed level

To resolve:

1. Refill the feed bin with the appropriate material.
2. Once refilled, the error will automatically clear.
3. The feeder will resume any unfinished feeding tasks after detecting the refill.

Tip: Regularly check feed levels to avoid interruptions.

Need help?

Give us a call at 435-752-6611 for any troubleshooting or questions.

Wi-Fi® setup



SMART LIFE APP

Manage your Medalist Smart Feeder conveniently anytime and anywhere you desire. With just a tap of your finger, you can create schedules and set feeding portions to ensure your animals are being fed when they need to be.

Prepare your phone

Enable Wi-Fi and Bluetooth® on your phone. Connect to your phone to a 2.4 GHz Wi-Fi network. Your phone needs to be connected to the same Wi-Fi that you want to connect your feeder to.

NOTE: for some dual band routers, you may need to manually create a network dedicated to 2.4 GHz.

Download the Smart Life App

Download the app by scanning the QR code or search for Smart Life in the App Store or on Google Play. Once the app is downloaded, sign up, and agree to the User Agreement and Privacy Policy.



Register with your email, set your password, and create a new home in the Smart Life app.

CONNECT YOUR FEEDER TO WI-FI

The Smart Life app offers multiple methods for Wi-Fi setup. If one method fails, don't worry—simply move on to the next one.

It's essential to note that the app might undergo updates over time. As a result, the app prompts you encounter may differ slightly from the manual. For the most accurate and up-to-date guidance, follow the prompts within the app.

Note: Your feeder must be within range of your Wi-Fi network in order to connect and function properly.

EASY CONNECT

**Ensure your phone's Wi-Fi, Bluetooth®, and location functions are all activated.*

1 Add device

When the machine is on and unlocked, press and hold the play icon on the control panel for 5 seconds until the Wi-Fi indicator light begins flashing slowly. Add the appliance in the app:

- i. If a pop-up appears, tap “go to add.” If you don’t see a pop-up, tap the plus (+) icon in the top right corner of the app. Then select “add device.” The app will automatically begin searching, and your feeder should appear at the top of the screen. Tap it to complete the setup.

2 Choose Wi-Fi

Enter your case-sensitive Wi-Fi network name and password, then tap “confirm.” Press “next” if prompted to reset the feeder.

3 Configuration process

Wait for the connection to be completed. Please be patient, as this may take a few minutes. The app will notify you that the device was successfully added. Select “done” to enter the control interface.

MANUAL CONNECT

1 Add device

- i. When the machine is on and unlocked, press and hold the play icon on the control panel for 5 seconds until the Wi-Fi indicator light begins flashing.
- ii. In the app, tap the plus icon in the top right corner.
- iii. Select “add device.” Choose “small home appliance.”
- iv. Tap “pet feeder (Wi-Fi).”

2 Choose Wi-Fi

Enter your case-sensitive Wi-Fi network name and password, then tap “confirm.” Press “next” if it is asking you to reset your device.

3 Configuration mode

Confirm the Wi-Fi indicator light on control panel is flashing slowly and select “blinking slowly” within the app. Then click on “finish network configuration”.

4 Configuration process

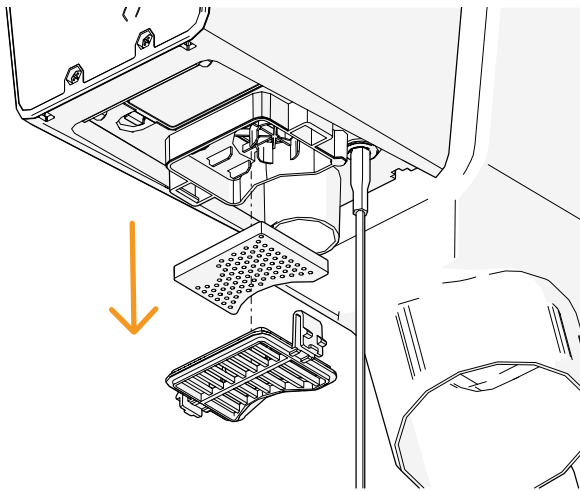
Wait for the connection to be completed. Please be patient, as this may take a few minutes. The app will notify you that the device was successfully added. Select “done” to enter the control interface.

Maintenance

WASHABLE LIFETIME FILTER SYSTEM

The Medalist smart feeder features a user-friendly, washable lifetime filter. It is advised to clean the filter monthly or as necessary. You can clean the filters with tap water or a vacuum using the following instructions:

1. Locate the filter on the bottom of the feeder portion box.
2. Press both tabs toward each other to remove the filter cover and remove the filter.
3. Once removed, run warm tap water over the filter, the opposite direction of air flow, until water runs clear. The filter might excrete some residue, so be cautious not to drip on any stainable surfaces such as carpeting. You can also soak the filter in water mixed with a small amount of mild dish soap (remember to rinse well with clean water after soaking filter).
4. Shake the filter over a sink until excess water is removed and allow it to drip dry completely before reinstalling.
 - DO NOT force or attempt to speed the filter drying process by using any alternative methods.
 - ENSURE that the filter is completely dry before reinstalling.
5. Reinstall the filter and replace cover.



Returns & exchanges

30 DAY RETURN POLICY

Feeders purchased directly from Medalist can receive a refund of the total sales amount if the following conditions are met within 30 days:

1. Product is in new condition.
2. Product is packed in the original manufacturers box and packing material.
3. Original manuals and accessories are included in package.
4. Note: A 20% restocking fee applies for returns beyond 30 days.

EXCHANGES & WARRANTY

After 30 days from the purchase date, the buyer is responsible for all freight/shipping charges associated with exchanges, refunds, or warranty claims for the purchased product.

SHIPPING & FEES

- Return shipping is the customer's responsibility.
- Original shipping charges and handling fees will be deducted from the refund.

1-year limited warranty

The manufacturer warrants this product and included accessories against defects in materials and workmanship under normal use for a period of ONE (1) YEAR from the date of retail purchase by the original end-user purchaser.

EXCLUSIONS AND LIMITATIONS

1. Install and operate strictly in accordance with the provided instructions at all times. Unauthorized repairs, alterations, willful abuse, accidents, or misuse of the product will void this warranty.
2. This warranty is exclusive to the original owner, valid only if the purchase was made through an authorized supplier of the product, and is non-transferable.
3. The warranty is limited to repairing or replacing defective parts in material or workmanship. This applies only if the said part(s) have been exposed to normal conditions of use and service, confirmed by the manufacturer's inspection.
4. The manufacturer may, at its discretion, fulfill warranty obligations by refunding the wholesale price of the defective part(s).

5. Costs related to installation, labor, construction, transportation, or any other associated expenses arising from defective part(s), repair, replacement, or otherwise, are not covered by this warranty. The manufacturer disclaims responsibility for such costs.
6. The owner/user assumes all risks, including any direct, indirect, or consequential loss or damage resulting from product use, except as mandated by law.
7. All other warranties, whether expressed or implied, pertaining to the product, its components, accessories, or any manufacturer obligations/liabilities, are expressly excluded. The manufacturer neither assumes nor authorizes any third party to assume additional liabilities related to the product sale.
8. The manufacturer neither assumes nor authorizes any third party to assume on its behalf, any other liabilities with respect to the sale of the product.
9. The warranties as outlined in this document do not apply to non-accessories used in conjunction with the installation of this product.
10. Specific legal rights provided; additional rights may vary by state. Warranty void if prolonged exposure to dampness, unauthorized alteration, willful abuse, accident, misuse, or lack of original purchase receipt.

WARRANTY REDEMPTION

Reach out to a customer service at 435-752-6611 during the warranty period. Please have your sales receipt, purchase location, and product model information ready. Troubleshooting support will be offered over the phone. If the issue persists, you may be requested to email proof of purchase and a photo of the manufacturer sticker to support@medalistfeed.com.

Replacement parts:

In some cases, we may send you a replacement part along with repair instructions. This is classified as an authorized repair and does not void your warranty.

Unit repairs:

If the situation warrants, we will have you send the defective product to us for inspection. Our technicians will repair the product or provide a new unit if yours is deemed irreparable. For units beyond the 30-day return policy, shipping costs are the consumers responsibility. If interested in our discounted shipping rates, kindly inform your customer service representative.



Need help?

435-752-6611

support@medalistfeed.com

medalistfeed.com