

Super Feeder® Manual



Although these installation instructions are for the CSF-3 cat feeder, basic operation is the same for all Super Feeders. Download a pdf version of the current manual at www.Super-Feeder.com. We strongly suggest watching our video which will be extremely helpful for assembly and operation of the Super Feeder on our website:

<http://www.super-feeder.com/video.html>.

For any parts, visit www.superfeederstore.com.

Parts/additional accessories not available on Amazon.

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Email: info@super-feed.com
www.Super-Feed.com



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Revised February 23, 2016

Super Feeder Parts and Hardware

Lid - fits feeder, clear extensions and large 1.5 gallon (24-cup) black hopper with CSF-3XL

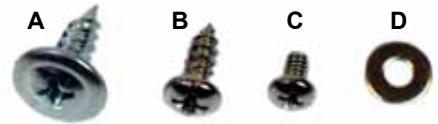
Two 2-cup clear extensions supplied with basic feeder

You may omit metal washer to lock more securely.

Feeder hardware bag contents (not for stand and bowl assembly):
{shipped inside the feeder, open lid to find bag}



Small adjustment screwdriver



- A - (Qty 4) - large 1/2" long head screws only used for mounting feeder to wood mount
- B - (Qty 4) - Small 3/8" long head screws
- C - (Qty 6) - 4-40 3/16" long small screws
- D - (Qty 5) - metal washers

Tower

Metal retaining strap

"L" Bracket

Food "volume" screw

Chute cover protective device. *Note:* Does not snap in or out!

Housing

Super Feeder Control Panel

Rubber Plug

Feeder Jack
9-24 Volts
AC or DC

Power Adapter Plug

Optional base/
mount and bowl

Power Adapter
(style may vary)

Timer of choice to
trigger feed cycle
or
Home Automation
System

Super Feeder Installation

Please view our video which will be extremely helpful for assembly and operation of the Super Feeder (<http://www.super-feeder.com/video.html>). **Fig. 1**



STEP 1

Install one clear extension on feeder and secure it with one small 3/16" screw and washer on back side only, opposite side of chute opening. All screws and washers can be found in the feeder hardware bag. (See Fig. 1).

Note: Make absolutely sure the extensions and/or hopper are firmly pressed together and each little screw will protrude into the other part's recessed half-moon slot when screwed in.

STEP 2

Install the "L" bracket with four 3/8" long screws located in feeder hardware bag (see Fig. 2).

Fig. 2



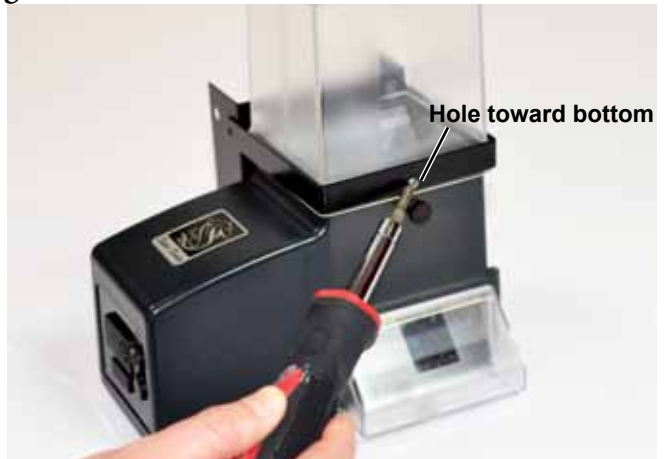
STEP 3

Install metal retaining strap with one small 3/16" screw and no washer on front side. Make sure the hole of the metal strap is closest to the bottom of the strap. (See Fig. 3)

STEP 4

Install "L" bracket and metal retaining strap to the stand as directed by Super Feeder stand assembly instructions, see page 6. For other stand mount of your own, see page 5.

Fig. 3



STEP 5

Plug power adapter plug into feeder jack. (See Fig. 4) Plug power adapter directly into wall outlet, and feeder should "dry" run for one cycle along with a steady "power-on" green or blue light in housing (depending on model).

Fig. 4



STEP 6

Adjust black food "volume" screw so opening between roller and gate is about the size of food, but so it does not drop straight through. Turn food "volume" screw clockwise to close gate more or counter-clockwise to open gate more. (See Fig. 5)

Caution! Make sure volume screw is securely inserted in housing at all times. If gate is fully opened, at first sign that the gate no longer moves back, then the screw no longer serves its purpose. Remove it from the housing

Super Feeder Installation, cont.

for safety since it may be loose. Small loose parts may present a hazard for children and pets.

STEP 7

If you did not purchase the 1.5 gallon hopper, install the second clear extension onto the first extension and finish filling your feeder with dry food. Some pieces may initially fall through, but this is normal. Then install the lid. You may not need to install lid screws for indoor use. If you do use screws, you do not need to take them out to take off the lid. Simply squeeze front and back of upper extension to remove lid.

If included, install the 1.5 gallon hopper on top of one clear extension (only one recommended with large hopper) of two supplied with basic feeder, securing it with one small 3/16" screw and metal washer on each side. Instructions are included with the large hopper. (See Fig. 6)

STEP 8 - Feed cycle duration calibration

Open rubber plug to expose feed cycle duration control and push reset button momentarily to activate feeder (see Fig. 7). Activate a cycle a few times to settle the food before fine tuning the feed cycle.

If not enough food was dispensed, with small adjustment screwdriver, turn brass dial screw clockwise, then push reset button again and note amount of food dispensed.

If too much food came out, turn brass dial screw counter-clockwise. Approximately 1/4 turn will increase or decrease the food cycle by 1 second. 10 full clockwise turns will be the max cycle time available. (See Fig. 8)

If still not enough food is dispensed at maximum time setting, turn the volume screw counter-clockwise and try again. If still not enough, program extra feed cycles with remote timer (timer of choice).

Note: The amount of food dispensed is determined by the feeder's adjustable feed cycle not by the remote timer. When your timer of choice turns on at the desired time, the feeder will only run the calibrated feed cycle duration that your previously set. **You must have a minimum off-time (blue power light off or green depending on model) of approx. 1-2 minutes on your**

Fig. 5

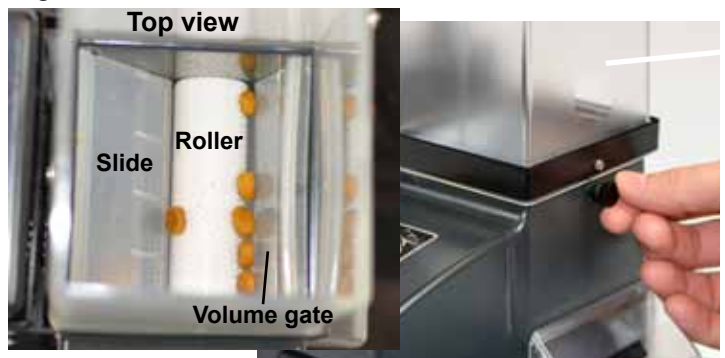


Fig. 6



Fig. 7



Fig. 8



Super Feeder Installation, cont.

timer or home automation system to reset the feeder for the next feed cycle.

Note: When the rubber plug is closed, push the right side labeled “push” for additional feed cycles while the feeder is powered (no need to open rubber plug). (See Fig. 9)

STEP 9

After installation is complete, see timer programming sheet for your specific purchased timer. Any other timer of your own can be used and programmed similarly.

Basically, the number of on-off cycles your timer has is the number of feed cycles available.

Note: Additional clear extensions, 1.5 gallon hopper or other accessories can be ordered at www.superfeederstore.com

Fig. 9



With wood stand or other mounts

For mounting the Super Feeder to a wood stand, use 2 large 1/2" head screws on each side (see Fig. 10).

For mounting to a pole, bend the mounting ears on the “L” bracket out (see Fig. 11 and 12). These ears accommodate 3/4" to 2" diameter pipes. You will need to supply your own hardware screws to mount the metal retaining strap.

Fig. 11

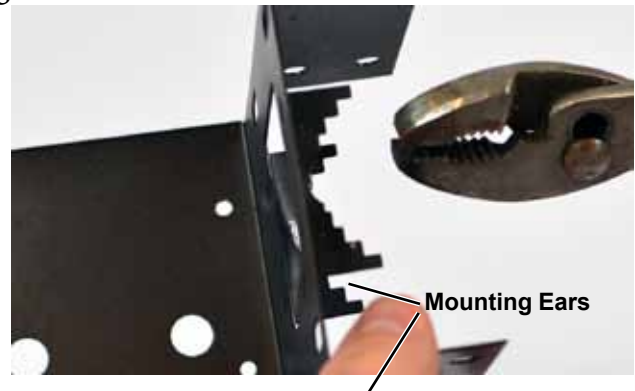


Fig. 10

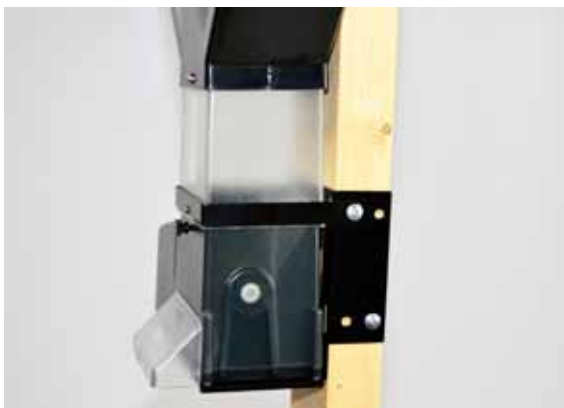
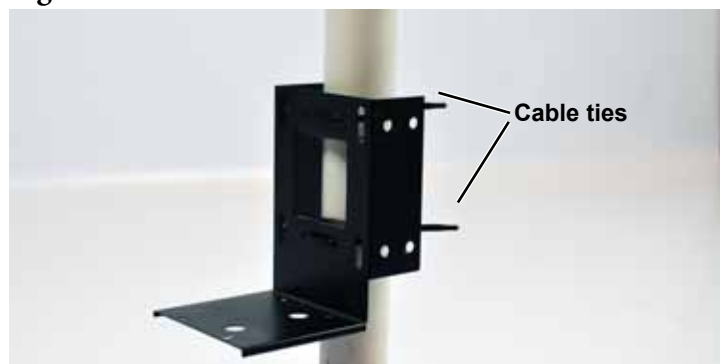
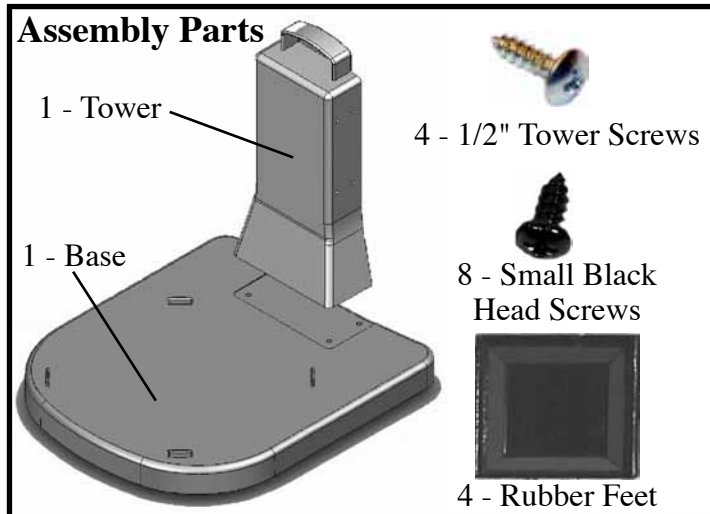


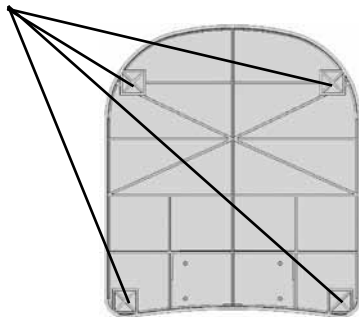
Fig. 12



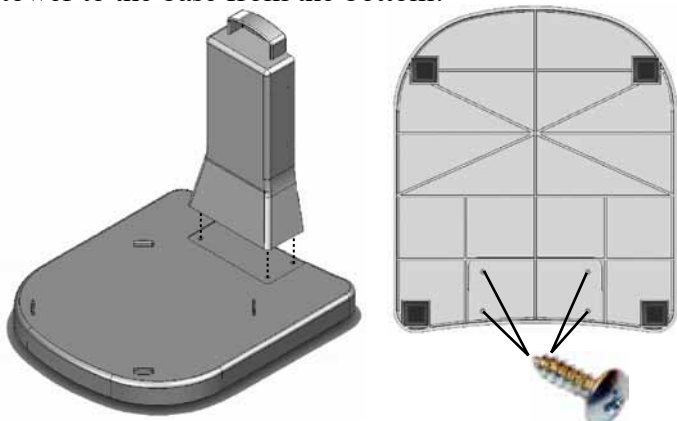
Cat/Small Animal Stand Assembly Instructions



Step 1: Attach 4 rubber feet in designated areas.

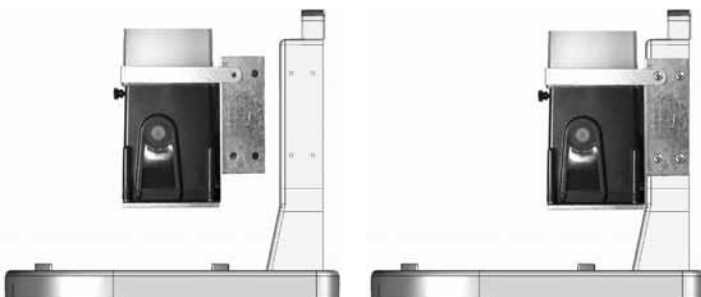


Step 2: Use the 4 - 1/2" tower screws to attach the tower to the base from the bottom.



Recommended placement of feeder is on hard surface backed up to wall or next to walls in a corner.

Step 3: Attach feeder, bracket and strap assembly to tower with 8 Small black head screws (4 on each side).



Available separately or with combos

Note: Hardware bag shipped on back of tower

Bowl Placement

A: Gently squeeze the top portion of the feeder and tower so that the feeder will raise slightly.



B: Slide the top bowl tabs between and under the bracket.



C: Slide the bowl up against the two back tabs that are on the stand.



D: Press down on the bowl to press fit the two front tabs on the stand with the pins on the front bottom of the bowl.



General Information

Terminal strip underneath feeder may be used instead of plug for direct bare wire hook-up to keep your pet away from power adapter plug/wire. (See Fig. 13)

The Super Feeder is only approved for 9 to 24 volt AC or DC. Any other power adapter with that voltage range can be used. DO NOT power with higher voltage because you will damage unit and void the warranty.

You should place your Super Feeder so that its power adapter and timer will be within reach of a suitable power outlet and not easily accessible to your pet. If you think that your pet may be capable of pulling the cord's plug out of the feeder's jack, be sure to loop the wire around and under the end of the feeder through the plastic cable clamp located underneath the feeder. (See Fig. 13)

If your pet is prone to chewing on the wire, or the feeder is installed outdoors, you should use larger wire slipped through 1/2" vinyl tubing or other protective device (available at most lumber stores or purchased from Super Feed) from the power adapter to the auxiliary input power strip screws located underneath the feeder.

If planning on using the feeder outside, be sure to keep the power adapter indoors or well sheltered and to follow the remote timer manufacturer's instructions and recommendations. If you cannot keep the supplied indoor power adapter and/or timer out of the weather, outdoor power adapters and timers are also available from us.

Cleaning information

It is highly recommended that you periodically inspect and remove excess food residue that may have accumulated on the slide at the chute's outlet. Never use sharp objects to clean parts of your feeder, especially the special stick resistant and flexible polypropylene slide. A soft dampened cloth works best to wipe off excess food residue.

For a thorough cleaning of your Super Feeder, you may clean the interior of your feeder by brushing the roller with a tooth brush and wiping the inside parts with a damp cloth. You may also remove the six small screws retaining the base of the feeder. The base will come out

with gear box and electronics board all in one piece. You can then submerge the whole upper housing in soapy water for a while and flush it out under a faucet. Thoroughly dry it and re-assemble the base while holding the feeder upside down, making sure that the slide shaker loop wire is resting against the bottom of the slide so the slide will shake.

The shaking action of the distribution slide is primarily designed to help expel food and prevent clogging. It is also used to alert your pet at meal time like a slot machine. If you want a quieter operation, you can disable that feature as follows: Facing the chute outlet, lift slide, and using a thin small object, flip the trip-wire loop underneath the slide forward and down (toward you) and away from the bottom of the slide.

Note: You should not disable shaking action if using a chute cover! Use the smallest food possible with the chute cover. 1/4" round pellets are perfect and recommended!

Fig. 13



Troubleshooting

Problems with the assembly?

Please view our video which will be extremely helpful for assembly and operation of the Super Feeder (www.Super-Feeder.com/videos).

Unit does NOT run, does NOT run properly, or does not trigger at programmed remote timer time or when timer is manually switched "OFF" and back "ON" again.

Some Super Feeders may have two internal lights: One power light is blue instead of green when feeder is powered, and a green light, which will only be on while motor is running. Also, the original feed adjustment dial has been replaced by a multi-turn slotted shaft screw- type portion controller for finer tuning of feed cycle time.

Use supplied plastic screwdriver to turn dial or portion controller shaft. Slotted shaft portion controller timing change: 1 full turn = 4 seconds----1/4 turn = 1 second

1. Confirm power light (steady green or blue depending on model) illuminates when you plug the power adapter directly into an outlet. If light not on, power adapter could be defective. Also check for proper electrical connections. Try switching wire connections under the feeder if using that alternate input (terminal strip). If still not on, call or send an e-mail to possibly return unit for service.

2. If power light is on, push reset switch and confirm that motor runs. With power off, push reset switch for 5 seconds, then plug power adapter directly into an outlet without timer. If it does not run, contact us. If it runs, check timer for proper operation/setting/programming.

3. Reset "off" time not long enough (most common!). Make sure feeder is at least off for a minimum of 1-2 minutes between feed cycles to reset itself. If testing the feeder repeatedly, manually void required "off" reset time between test cycles by pushing the reset switch for 5 seconds with no power going to the feeder.

4. Feeder triggers/runs for just a split second. Make sure feed cycle time duration adjustment is not turned all the way down (very important). Turn dial or portion controller's shaft clockwise as needed.

Unit runs but does not expel food properly.

1. Clear extension and or large 1.5 gal. hopper low/empty. Fill.

2. Food packed. Loosen food. Do not stuff kibbles in feeder.

3. Food too large. Crush or replace food with smaller size.

4. Feed time duration adjustment incorrect. Using supplied small plastic screwdriver, turn portion controller's dial or slotted shaft to the left or right in fine increments to achieve correct timing for desired portion size.

5. Gate to roller gap too small. Rotate large black nylon screw counterclockwise located above chute.

6. Slide does not shake. Check for proper shaking action (very important). See page 7 of Super Feeder manual.

7. Cat food: If using chute cover on cat feeder, make sure kibbles are not hung up inside feeder at chute opening. Clear area and consider using smaller food (1/4" spherical kibbles recommended). If the feeder is allowed to run that way for a long time, the teeth on the roller will wear off prematurely.

8. Distribution roller surface worn out (all the small teeth sheared off). Return for service or order new roller.

Troubleshooting, cont.

Unit Expels too much food?

1. Feeding time too long. Using the supplied small plastic screwdriver, turn portion controller's dial or slotted shaft to the left in fine increments to achieve correct timing for desired portion size.

2. Gate opening too wide. Reduce gate to roller gap by turning large black screw above chute opening clockwise.

Animals chew on feeder wires

Wires too exposed. Protect wires using flexible vinyl tubing or wire protective material found at Home Depot or Lowe's or office supply place. Hide wires as much as possible. We also have a wire protective Flex Guard available online.

Food comes out but portions not accurate enough (CSF-3 model)

Food type will dramatically affect portion accuracy with flat and/or large kibbles in any feeder. Best performance has been shown using 1/4" diameter pellets from Science Diet Brand or other uniformly shaped kibbles. You may ask about a slow-drive replacement power adapter for very small portions if the distribution roller spins too quickly.

Pet lifts slide to get food out

Install chute cover and/or tighten gate with black screw.

Pet knocks food out of feeder easily

Tighten/close gate with large black screw (more friction), mount feeder bracket to wall or other item like play stand (mount feeder either low on bowl or high up out of pet reach), or if using plastic feeder mount, fasten base to larger plywood piece that pets will stand on when eating.

Feeder very noisy

Check for stuck kibbles between distribution slide and chute opening and/or roller. You may also disable slide shaking mechanism (check manual for directions)--not recommended with pellets/kibbles larger than 1/4" thick by 3/8" long.

Hopper extensions loosened by pet or wild animals if used outdoors

Make sure existing screws protrude into half-moon recesses of inner extension or feeder. Use extra strap or wire at upper part of upper extension (not Super Feeder Stand) and/or carefully drill and install longer screws all the way through extensions, or glue extensions with silicone sealant. Securely attach feeder!

For more up to date info, go to www.super-feed.com/troubleshooting.htm

Warranty Information

WARRANTY STATEMENT

We, at Super-Feed Enterprise, warrant our Super Feeders to be free from defects in material and workmanship for a period of 1 YEAR from the original date of purchase by the original owner/purchaser. On claims submitted as outlined above, we will repair, or at our discretion replace without charge any Super Feeder that has failed through defect in material and/or workmanship (timers and power adapters shall only be warranted for a period of 90 days from date of purchase). Any other external timer can be used. Warranty does not cover any Super Feeder® or accessory if it is being or has been used for any purpose other than its obvious original intent, has been damaged, altered, installed and/or operated contrary to instructions. We assume no other liabilities or responsibilities other than listed herein. Missing/damaged parts must be reported within 14 days of purchase to qualify for replacements, adjustments or refunds.

WARRANTY AND REPAIR PROCEDURES

We, at Super-Feed Enterprise, are dedicated to providing you with the ultimate automatic feeder and the quality support necessary to assure your utmost satisfaction. For warranty repair, ship your product to us postage prepaid. You will be responsible for any damage incurred while in transit. We'll pay for the return shipping back to you via 3-5 Day "Ground" shipping. If you desire any other mode of shipment, Express Mail as an example, you will be responsible for the difference in cost. Please include a brief statement regarding the problem along with your original purchase receipt, your name, address and phone number for contact. You may also submit your E-mail address for easy correspondence. For non-warranty items, you will be charged for repairs and shipping. You may obtain a quote from us before sending your product for repair. Payment for repairs must be via PayPal or Credit card. Ship To: Super-Feed Enterprise, 2072 Logue Road, Mount Juliet, TN 37122 Tel: 615-470-5596

RETURN/REFUND POLICY

VERY IMPORTANT INFORMATION! We do not authorize returns for refund if any Super Feeder and/or accessories ARE NOT IN THEIR ORIGINAL NEW-IN-THE-BOX CONDITION." If you suspect that the feeder will not work out for you when received, do not use it if you wish to return it for a refund of the feeder price. If you are not sure that your food will work, ask us or send us a sample, and we will be more than happy to test it for you before you buy. We are always ready to assist you with any issues you may have, but we must know about them first. Other than a possible unfortunate and rare malfunction, we know without a shadow of a doubt that our product works exactly as disclosed, as well proven by thousands of past customers. If your Super Feeder® has been purchased from a source other than directly from us, our return policy still applies and we are the only ones who can provide technical service/advice and authorize a return. If a return is authorized directly through us other source, you will only be refunded not to include any shipping and handling and also subject to limitations listed herein. You **MUST** always contact us for a possible return authorization number (RMA) and state reason for return and our inability to resolve any issues relating to the feeder. For a full refund of the feeder price, product must be returned to us in its original packaging and new/unused condition (without damage or missing parts) within 30 days of purchase. Any damaged items, if applicable, will be assessed and deducted from the product price for refund. Super Feed does not re-stock used feeders that may have been exposed to unknown products or diseases thereby requiring disposal. If returned to us contrary to pre-certified condition as listed herein and/or without our prior permission, the items will either be returned to you or incur a 50% disposal fee from item price for any possible refund. **Absolutely no refund for any item received by us past 30 days from date of purchase.** Used or not, we will of course repair/replace items under disclosed warranty terms as deemed necessary. With prior authorization, return to: Super-Feed Enterprise, 2072 Logue Road, Mount Juliet, TN 37122 (write authorization number on top corner of shipping box) Items returned without an RA# are not eligible for refund or exchange and may not be accepted.

Non-exchanged return of any unused dc or ac timer (low voltage dc/ac timer) will be assessed a re-stocking fee of \$20.00 per timer if returned for refund request.

For assistance with return authorization, warranty and/or repair, e-mail info@super-feed.com Websites: <http://www.super-feed.com> <http://www.super-feeder.com>

Cat Feeder: The Super Feeder® performance has been very well proven over many years of dependable service, and its performance has never been in doubt when operated as recommended. If portion accuracy is extremely important to you, we recommend round (**spherical**) or slightly **barrel** shaped ¼" diameter kibbles as offered by Science Diet® brand or other common brands. The Super Feeder will not "count" kibbles. Our tests have shown that an accuracy of +/- .1 to .2 ounce (weight) per portion can be achieved for every two cycles with recommended kibbles. Most cat food kibbles will work very well by testing first if portion accuracy is not of most importance. Flat and oddly shaped kibbles will never perform like recommended kibbles. **If you feel that you either cannot or would not be willing to switch to recommended kibble type if needed to achieve best portion accuracy, you should not purchase the feeder. Performance is guaranteed as described with recommended kibbles!** Our feeders were never intended for large pets requiring large food, which we do not recommend. Please thoroughly review each product's description and limitations before ordering. We cannot take responsibility for any possible unusual pet's negative reaction to the feeder and/or uncanny and destructive nature of some pets or other animals, indoors or outdoors for which we have no control and which do not constitute a valid reason for return. All feeders of this type emit some noise because of hard kibbles being extracted from the feeder and falling into a bowl. If you must have a totally quiet feeder, you may consider not purchasing this feeder because you will not be able to return it for that reason if you have used it. Like most feeders, if any possible noise is an issue, you should isolate it in a suitable place.

SAFETY REMINDER

All Super Feeders have been thoroughly tested and found to be extremely dependable in assisting in the feeding and care of your pets with timely meals; however, as with any machine, the Super Feeder® should be monitored at regular intervals for proper operation. If you anticipate being away for an extended period of time where a lack of food could cause harm or even death to your pet (s), you **MUST** make arrangements with someone to inspect your feeder at regular intervals.

Terms are subject to change without notice. You may contact us first for any possible updates/changes made to policy. International customers, please review our online international policy for limitations - http://www.super-feed.com/international_order_policy.htm.