

Troubleshooting

Problems with assembly?

1. Please view our 6 min. video which will be extremely helpful for assembly and operation of the Super Feeder. You should have received a link to that video with your shipping confirmation.

Unit does not run, does not run properly or does not trigger at programmed remote timer time or when time is manually switched “off and back ‘on’” again.

1. Confirm power light (on feeder) illuminates when programmable remote timer is on or you plug the power adapter directly into an outlet. If light is not on, check remote timer, power adapter and electrical connections and proper polarity (if applicable). Try switching wire connections on feeder or timer. If still not on, call, send e-mail to us, or return unit for service.
2. If power light is on, push reset switch and confirm that motor runs. Turn feeder off, push reset switch for 5 seconds, then turn power on to feeder with timer or power adapter. If it runs, feeder is O.K. If it does not run, contact us for return/repair.
3. Reset “off” time not long enough (most common!). Lengthen “off” time between cycles or, using a pair of tweezers, switch the little black “jumper plug” located under the lateral rubber plug one notch over to the left. The feeder must normally be off for 45 minutes between feed cycles for it to trigger again when powered unless you move the jumper over as described above.
4. Feeder triggers/runs for just a split second. Make sure feed adjustment dial is not turned all the way to the left (very important). Adjust dial clockwise.

Aquarium Models: Flakes stick to slide and/or funnel excessively.

1. Surfaces damp or wet. Funnel’s lower end is out of the water and/or bubbles are bursting and splattering around the feeder’s chute. Make sure the funnel is at least ½” below the water line at all times and not installed directly above a bubble source/generator. Also, the feeder’s chute and slide may be too close to the funnel’s neck. Slightly move feeder away or move feeder to other area. Check slide for shaking action.

Unit runs but does not expel food properly.

1. Hopper empty. Fill.
2. Dampened or wetted hopper food. Environment too humid or wet. Seal the top of the aquarium directly above the water.
3. Food packed. Loosen food. Do not pack when filling the hopper! Try mixing a few small pellets with the flakes...It could help!
4. Food too large. Crush or replace food with smaller size.
5. Feed time adjustment incorrect. Turn feed adjustment dial clockwise.

6. Gate to roller gap too small. Adjust large black plastic screw located above chute opening counterclockwise.
7. Distribution drum surface worn out (all the small teeth sheared off). Return for service or order new drum.
8. Check slide for shaking action (very important). See page 4 of instructions manual.
9. Cat food does not come out properly. If using chute cover on cat feeder, make sure that no food is hung up into and above chute cover. Clear area and consider using smaller food or use feeder without chute cover. Chute cover slightly restricts chute opening. If the feeder is allowed to run that way for a long time, the teeth on the drum will shear off.

Unit expels too much food.

1. Feeding time too long. Turn feed adjustment dial counterclockwise with plastic screwdriver.
2. Gate opening too wide. Reduce gate to roller gap by turning large black screw above chute opening clockwise.

Unit crushes flakes too much.

1. Gate to roller gap too narrow. Open gate by turning large black screw above chute opening counterclockwise.

Feeder very noisy.

1. 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 larger than 1/4" round.

Water/ moisture in base of outdoor feeder.

1. Feeder tilted or water splattering into chute. Correct and remove one or more rubber feet. Do not install feeder too close to water (Koi pond feeder). Make sure rubber plugs are secure!!

Animals chew on feeder wires.

1. 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.

Hopper extensions loosened by wild animals.

1. Use extra strap or wire at upper part of upper extension and/or carefully drill and install longer screws all the way through extensions. You can also use duct tape. Securely attach feeder!!

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

1. 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 bottom unit for very small portions if the roller goes too fast.

Pet cannot reach food underneath feeder at back of bowl with chute cover.

1. Try raising metal bracket on short stand's tower by drilling extra holes in plastic tower matching both holes at bottom of metal bracket, or use a shallower bowl, or attach a flat tray to base with Velcro.

Cat dislodges bowl from base of cat stand.

1. Purchase some Velcro strips and attach one to bottom of bowl and other to top of stand base.

NOTE: There may be instances where the normal "Off" reset time has already been switched for you to 1-2 minutes of off time as indicated with a label on the feeder's original packing bag. With a digital timer, you could feed more times within a short period of time with the reset time being shorter. If you see a shiny prong to the left of the small jumper plug, you have the standard reset time of about 45-60 minutes of "Off" time.

Super Feed®

Phone: 615-750-3296

info@super-feed.com