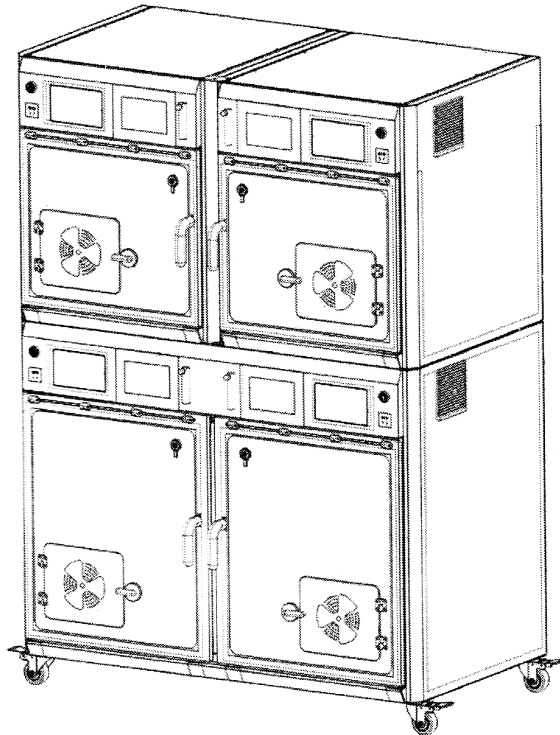| Product Name	上海普佳 SHANGHAI PUJIA	PET.ICU Excess3.0

Thank you for purchasing products from our company. Please read this user manual carefully before you start using the device, so that you can use the device correctly, thank you!

For Animal Hospitals and Clinics

After reading please keep it safe for future use!

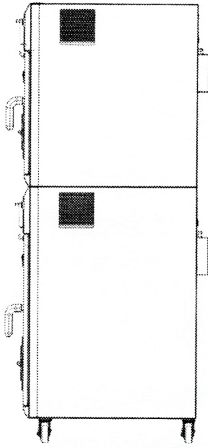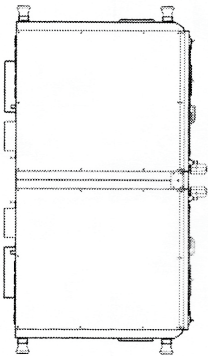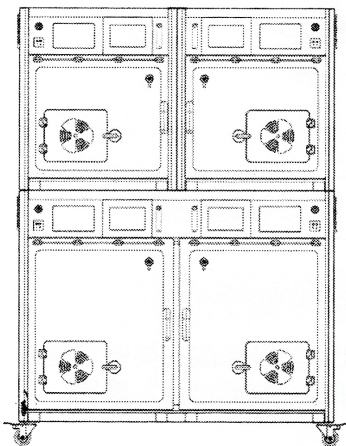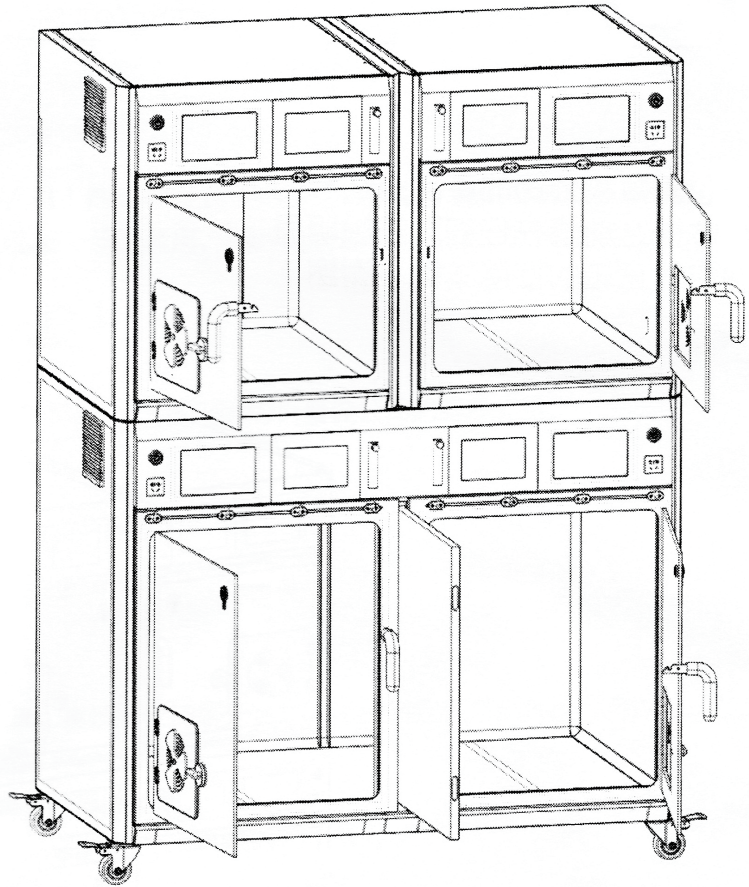| Friendly Reminder	Long-term use of aerobic full functional animal medical monitoring chambers for examination
♡ **Any of these happens during usage?**	· Abnormal heat happens in plugs, power cords, AC adapters, bodies, etc. · Plug damage and deformation. · Scorching odor, foul odor, unpleasant smell. ➡ To prevent from faults and accidents, stop operation, unplug it, and take it to a service center for repairment.

(Side view)

(Top view)

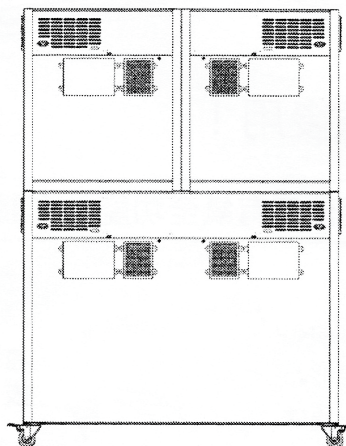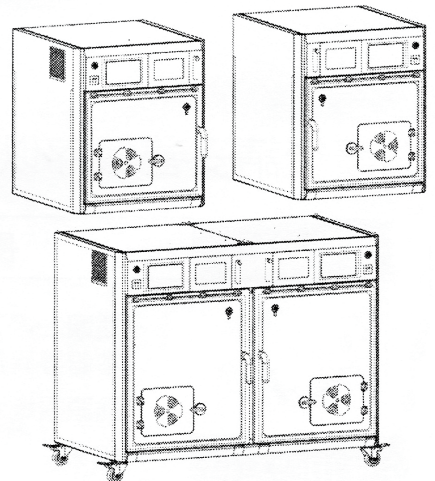(Front view)

(Rear view)

(Separate view)

Product Size

1509mm

1899mm

884mm

Table of Content

Safety Precautions

This product can be used for sick, critical sick and weak animals in the fields of temperature resuscitation, infusion of fluids, infusion of oxygen, blue photo therapy, atomization therapy, rescue, hospital observation and so on. Besides, it can be also used for the sterile and constant temperature culture of young pets. It is not allowed to use this product outside of the above mentioned purposes. If it causes any failure, repair, accident or any other adverse circumstances, the company is not responsible.

Summary of Notes

1. Before using this device, you must read this user manual carefully. For personnel who uses the Aerobic Full Function Animal Medical Monitoring Chambers must be trained. And the device should be used when the person is already familiar with the functions, the advantages and the potential risks of the Aerobic Full Function Animal Medical Monitoring Chambers as well as under the guidance with qualified medical personnel.

2. When unpacking, inventory parts and spare parts and read the manual carefully.

3. The device should be placed in a clean place with small temperature and humidity changes, away from direct sunlight and radiation heat source.

4. The device should be pre-set temperature after 3-5 minutes of preheating before usage.

5. Please don't add load directly on the box, the maximum load capacity of the box shell is 10kg.

6. Unclean purification materials will lead to the production of carbon dioxide, thereby increasing the concentration of carbon dioxide in the aerobic fully functional animal medical monitoring chamber, should be promptly checked and cleaned cabinet device or replace the air purification materials.

7. This device has intelligent alarm navigation system, if there is a fault, the system should immediately find out the reasons, troubleshooting, if the fault can not be eliminated in a short period of time, terminate the animal medical treatment or maintenance, and ask the full-time personnel to repair or our company personnel to repair.

8. It is strictly forbidden to block the air outlet and return air outlet.

9. After the connection with the electricity, if the device is not in use, do not keep the power switch on for a long time, in order to keep safe and save energies.

10. The transparent hatch of the cabinet must not be scrubbed with organic solvents such as alcohol.

11. Noise may come from TV, radio, interference sources, may affect the normal display of the instrument, please use as far away from the product.

Placement Position

Specialized for indoor

Do not place on the balcony, at corridor, under the eaves or any other outdoor use. Do not place directly under the sunlight.
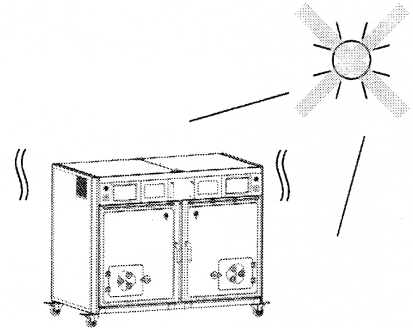
Place with less heat and moisture

Do not place in an environment where the environment temperature is beyond the range of 10°C-40°C or the place with high moisture. It is also not allowed to put the product directly in front of an air conditioning vent.
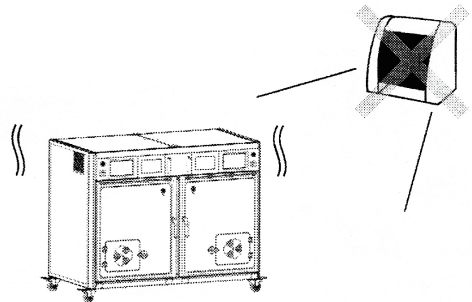
Floors and other flat places

During use, the weight of the product is about 300kg, so please place it at an even and weight-resistant place.

If it is placed at an uneven place, it may affect the normal operation of the compressor. Besides, it may also lead to noises during the operation.
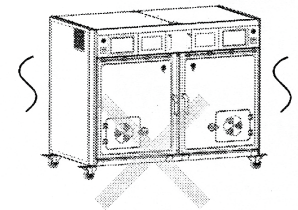
Well ventilated places

In order to ensure a good medical environment for the animals, please choose a well ventilated area, otherwise the concentration of CO_2 in the treatment chamber might be too high very often, which may have negative influences on the normal treatment of animals.

Left and Right more than 15cm

Table of Product Main Technical Parameters

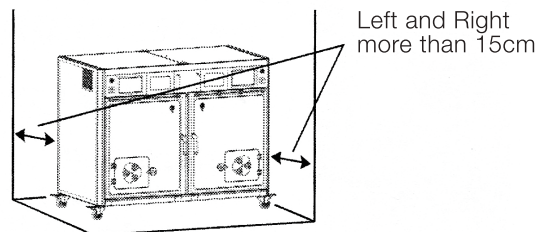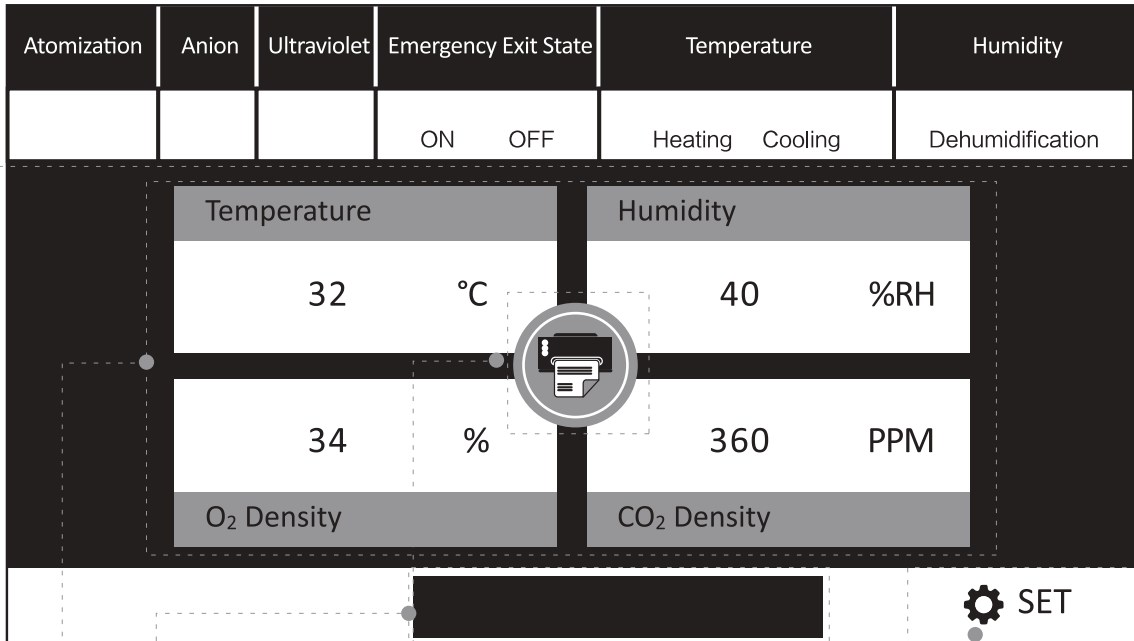|			
Product Name	Aerobic Full Function Transcendental Animal Medical Monitoring	**Display**	Model 8.4 W171XH128mm
Model Number	PET.ICU.Excess 3.0	**Touch Screen**	Finger Membrane Resistance
Product Size	1509X884X1899 (Length x Width x Height)	**Maximum Power Consumption**	1.3KW
Weight	Approximately 300kg	**Average power consumption**	0.5 KW (Independent use for 3-4 rooms)
Power Supplies	AC100V/220V 50/60HZ (with ground line)	**Power Failure Guarantee**	Emergency Ventilation Hatch with Program Control
Air Conditioning Method	4-chamber self-contained split cooling/PTC heating. 2 chambers in lower level,which can be controlled in parallel with 1 chamber	**Negative Ion Medical Purification Function**	$(7.2X10^6 PCS/cm^3 X4)$ High concentration of anion
Green Air Functions	Ultraviolet sterilization lamp; Air purification with high concentration of anion	**Standard Accessories**	Various Hanging Shelves Animal Sleeping Curtains
Use Condition	-10~40°C environment (Indoor))	**Micro Printers**	Intelligent Automatic Timer Printing System
Temperature Settings	15~38°C, Temperature Control Accuracy ± 0.5°C	**Ultraviolet Sterilization**	Ultravioletc Band 253nm High efficiency Ultraviolet sterilization system
Oxygen Concentration Settings	21 ~60%, Control Accuracy ±1%	**Blue Light Medical System**	Blue 415nm LED
Carbon Dioxide Concentration Monitoring and Clearing	300-5000PPM, error ± 10PPM, built-in medical CO_2 efficient purifier and automatic CO_2 clearing device	**Medical Oxidizer**	Maximum atomization rate>=0.2ml/min, atomized particles (0_5-2um), noise<=40dB(A)
Alarm Warnings	Oxygen concentration anomalies, temperature anomalies, sensor anomalies, door open/close anomalies, oxygen concentration anomalies, emergency hatch open/close anomalies etc.	**LED Lighting Boards**	Two separate lighting control: warm light with ten levels of adjustable intensity control, cold light specialized for medical examination.
Dehumidification Index	Automatic dehumidification system, the standard humidity can be controlled at 40%. The actual humidity control will be <50%. High/Middle/Low: three levels of adjustment High : 45%-50% Middle : 40%-44% Low : 30%-39%	**Fan Control (Ventilation Volume Regulation)**	LOW/MIDDLE/HIGH Three Levels of Speed Input Adjustment Oxygen input adjustment - LOW temperature adjustment- HIGH emergency ventilation start - HIGH ultraviolet sterilization - MIDDLE CO_2 concentration - HIGH

Atomization	Anion	Ultraviolet	Emergency Exit State	Temperature	Humidity
			ON OFF	Heating Cooling	Dehumidification

Temperature		Humidity	
32	°C	40	%RH
34	%	360	PPM
O$_2$ Density		CO$_2$ Density	

⚙ SET

Main Interface User Guide :

- **Function navigation area :** shows the function status of start up and shutdown

- **Important parameters value monitoring area:** displays the measurements data of temperature, humidity, oxygen, and carbon dioxide in the chamber.

- **Fault navigation area:** In the event of a self triggered fault, the navigation area will automatically display the fault location. With click, you can enter into the corresponding fault repair guidance.

- **Function table buttons:** click to enter the function menu

- **Print key:** After pressing and holding this key for 5 seconds, the system will print the core four parameters parameters instantly.
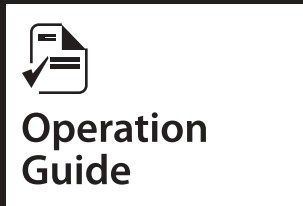
Setting Mode	History	Operation Report
Fault Navigation	Operation Guide	Factory Settings

🏠 BACK

User Guide Menu

Setting Mode: Various function parameter settings and function on/off settings.

History: The system will offer the History operation report with four main parameter, namely ［Temperature curve］, ［Humidity curve］, ［CO_2 curve］ and ［O_2 curve］. It will record the data one time per minute. It can record maximum last three days or 72hours of history operation report.

Operation report: The system records the current operating status of each function in a status report. The actual status of each function can be reviewed here.

Fault Navigation: The system will provide repair or replacement instructions for major component fault. For self-triggered fault modes, the system will automatically locate the location of the fault and provide a corresponding solution.

Operation Guide: Provides detailed illustrated instructions for using the device.

Factory Settings: Professional adjustment of parameters, which is designed for professional technicians to calibrate the operating parameters of this device. These parameter settings should be adjusted under the guidance of professional technicians or manufacturers.

Setting Mode

Temperature	25.0	°C
Humidity	30.0	%RH
O$_2$ Density	50	%
CO$_2$ Density	1500	PPM
Lamp Time	3	min
Lamp Intensity	+ −	
Fan Speed	medium	
Fan Time	Auto	min

Illumination Check	0	min	OFF
Blue Photo Therapy	0	min	OFF
Anion Work Time	1	min	OFF
Atomization System	9	min	OFF
Sterilization System	8	min	OFF
Print Interval Time	30	min	OFF

🏠 BACK   ⚙ SET

1. Temperature control adjustment

First Step:
1. Enter ﹝Setting Mode﹞
2. Click on the text box in the ﹝Temperature﹞ column

Second Step:
3. Enter the ﹝Temperature﹞ setting from the pop-up keypad and adjust the setting value in the range of 15°C - 38°C. Click ﹝Enter﹞ to exit setting

Temperature 25.0 °C

Temperature	✕
25.0	

15.0~38.0

1	2	3	OLR
4	5	6	DEL
7	8	9	Entel
+/-	0	.	

2. Humidity control adjustment

First Step:
1. Enter ﹝Setting Mode﹞
2. Click on the text box in the ﹝Humidity﹞ column

Second Step:
3. Enter the ﹝Humidity﹞ setting from the pop-up keypad and adjust the setting value in the range of 25% - 50%. Click ﹝Enter﹞ to exit setting

Humidity 30.0 %RH

Humidity	✕
30.0	

25.0~50.0

1	2	3	OLR
4	5	6	DEL
7	8	9	Entel
+/-	0	.	

3. O₂ control adjustment

First Step:
1. Enter［Setting Mode］
2. Click on the text box in the［O₂ Density］column

Second Step:
3. Enter the［O₂ Density］setting from the pop-up keypad and adjust the setting value in the range of 21% - 65%. Click ［Enter］to exit setting

When the O_2 Density is less than or equal to 25% and the CO_2 Density exceeds the set value, the emergency vent will be opened automatically.

4. CO₂ control adjustment

First Step:
1. Enter［Setting Mode］
2. Click on the text box in the［CO₂ Density］column

Second Step:
3. Enter the［CO₂ Density］setting from the pop-up keypad and adjust the setting value in the range of 200 – 2000 PPM Click［Enter］to exit setting.

5. Lamp adjustment—Lamp Time

First Step:
1. Enter［Setting Mode］
2. Click on the text box in the［Lamp Time］column

Second Step:
3. Enter the［Lamp Time］setting from the pop-up keypad and adjust the setting value in the range of 1 – 360 min. Click ［Enter］to exit setting.

Lamp adjustment—Lamp Intensity

Third Step:
Click the "+/-"in the column of［Lamp Intensity］,to adjust the Lamp Intensity. There are 10 levels of Lamp Intensity.

Lamp adjustment— Illumination Check

Fourth Step:
5. Enter the［Illumination Check］setting from the pop-up keypad and adjust the setting value in the range of 1 – 360 min. Click ［Enter］to exit setting.

Fifth Step：

6. Click the ［OFF］ button in the column of ［Illumination Check］ and set it as ［ON］ to start the Illumination Check. When the Illumination Check is on, Blue Photo Therapy and Lamp will be turned off. After the completion of the Illumination Check, the Blue Photo Therapy and Lamp will recover to normal use.

6. Blue Photo Therapy

First Step:
1. Enter ［Setting Mode］
2. Click on the text box in the ［Blue Photo Therapy］ column

Second Step:
3. Enter the ［Blue Photo Therapy］ setting from the pop-up keypad and adjust the setting value in the range of 1 – 360 min. Click ［Enter］ to exit setting.

Third Step:
4. Click the ［OFF］ button in the column of ［Blue Photo Therapy］ and set it as ［ON］ to start the Blue Photo Therapy. When the Blue Photo Therapy is on, the Lamp will be turned off. After the completion of the Blue Photo Therapy, the Lamp will recover to normal use.

7. Operation of Atomization System

First Step: Open the Atomization window and take out the Atomization medical cup.
Second Step: Rotate the medical cup lid and add the medical liquid inside the medical cup.

Third Step: Rotate the medical cup lid well and insert the spray of the medical cup to the atomization hole on the chamber.
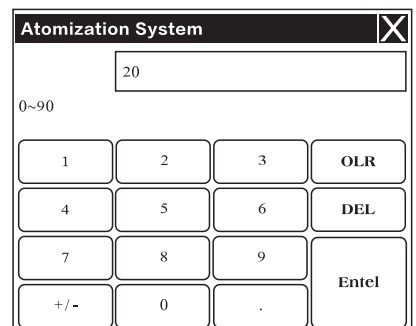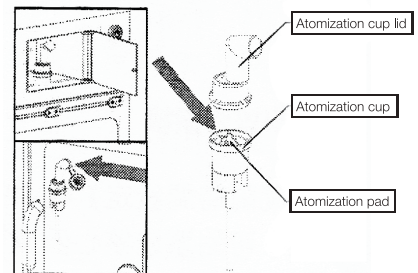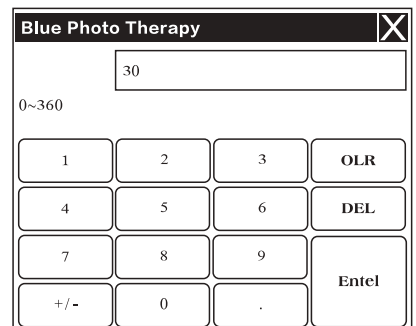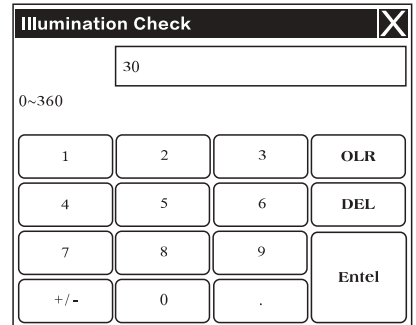
Fourth Step:
1. Enter ［Setting Mode］
2. Click on the text box in the ［Atomization System］ column

Fifth Step:
3. Enter the ［Atomization System］ setting from the pop-up keypad and adjust the setting value in the range of 1 – 90 min. Click ［Enter］ to exit setting.

Sixth Step:
4. Click the ［OFF］ button in the column of ［Atomization System］ and set it as ［ON］ to start the Atomization System. When the Atomization System is on, to ensure the Atomization result, cooling and heating temperature control system and the fan will stop working.

8. Anion Medical Purification Adjustment
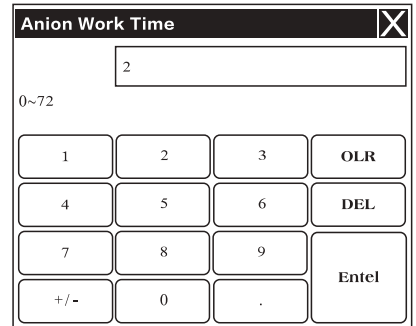
First Step:
1. Enter ［Setting Mode］
2. Click on the text box in the ［Anion Work Time］ column

Second Step:
3. Enter the ［Anion Work Time］ setting from the pop-up keypad and adjust the setting value in the range of 1 – 360 min. Click ［Enter］ to exit setting.

Third Step:
4. Click the ［OFF］ button in the column of ［Anion Work Time］ and set it as ［ON］ to start Anion Work.

9. Ultraviolet Sterilization

First Step:
1. Enter ［Setting Mode］
2. Click on the text box in the ［Sterilization System］ column

Second Step:
3. Enter the ［Sterilization System］ setting from the pop-up keypad and adjust the setting value in the range of 1 – 360 min. Click ［Enter］ to exit setting.

Third Step:
4. Click the ［OFF］ button in the column of ［Sterilization System］ and set it as ［ON］ to start the Sterilization System. When the Sterilization System is on, please check there is no animal in the chamber. To ensure the safety of the animals, all the functions will be stopped
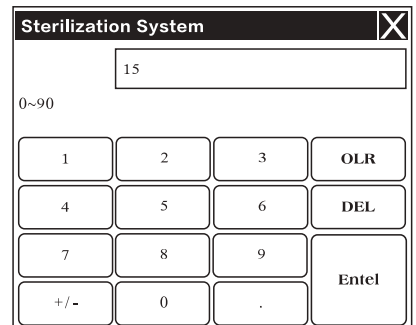
10. Timed Printing Core Indicators

Click on the text box in the ［Print Interval Time］ column to adjust the Print interval Time. Four core system parameters (temperature, humidity, O_2 Density, CO_2 Density) can be printed at adjusted intervals.
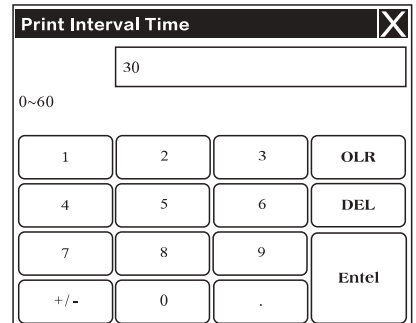
11. CO_2 Scavenger Effective Time Adjustment

First Step:
1. Enter ［Operational Reports］
Second Step:
2. Click on the text box in the ［CO_2 Scavenger Effective Time］ column to adjust the Effective Time.
3. Press RENEW button, The system will recovery the time back to default time which is 800 hours.
4. This box will display the countdown of effective time

12. Fan control adjustment

1. Enter ［Setting Mode］
2. Click on the text box in the ［Fan Speed］ column, click to choose ［HIGH］ ［MIDDLE］ ［LOW］ three levels of fan speed.

The wind speed is adjusted according to the animal's condition and case. Wind speed can affect the efficiency of the temperature control system.


## 13. Emergency Vent Control Operation

First Step:
1. Enter ［Setting Mode］
2. Click on the text box in the ［Emergency Vent Switch］ column. Click to choose ［OFF］ ［AUTO］ ［ON］ three levels.
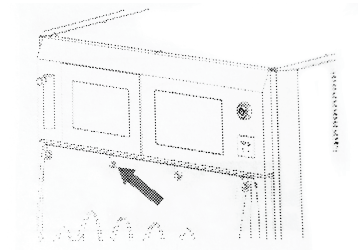
Second Step:
3. Set ［OFF］ level. Vents will open automatically only when the unit is powered down.
4. Set ［AUTO］ level, Vents will open automatically under four conditions:
a.Power outages or power failures.
b.O_2 Density is smaller than 15% in the chamber.
c.O_2 Density equals 25% in the chamber, and the CO_2 Density is bigger than the set value and without any decreasing within 3 minutes.
d.O_2 Density is bigger than 25% in the chamber, and the the CO_2 Density has reach the limit value 4500PPM.
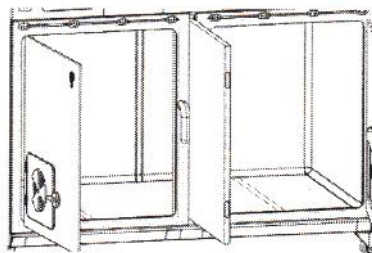5. Set ［ON］ Level, Vents are always open.
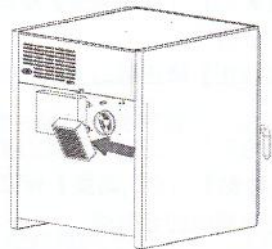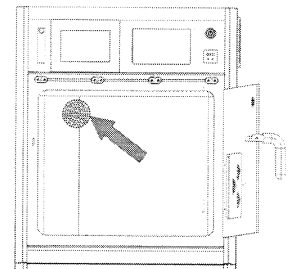
14. Hanging rack installation and use
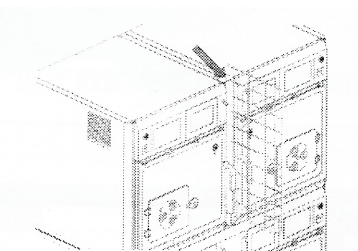
15. Installation and use of sleeping curtains

16. Two-door chamber operation for use

First Step: Turn off the left and right side chamber power switches.
Second Step: Pull out the center dividing panel. Do not pull it out when the power is on.
Third Step: Turn on the right hull power switch to activate large chamber controls.
Note: Only the right side control system can control the large chamber operation. Please be sure that the power of left side small chamber is off, before removing the center dividing panel.

17. Description of Alarm System

First Step:
Self-triggered Alarm: System will automatically detect the fault and start the alarm. Besides, at ［Operation Status］ column, who is at the bottom of ［Main Page］, will appear ［Fault Navigation］. After clicking, you can enter the function list of ［Fault Navigation］

Second Step:
In ［Fault Navigation］, the system will automatically locate the Fault and provide fault repairment or parts replacement methods.

Setting Mode	History	Operation Report
Fault Navigation	Operation Guide	Factory Settings
		BACK

Third Step:
None Self-triggered Alarm: When an device has fault, the system provides a possible fault location and solution. This kind of alarm requires human judgment to locate the fault.
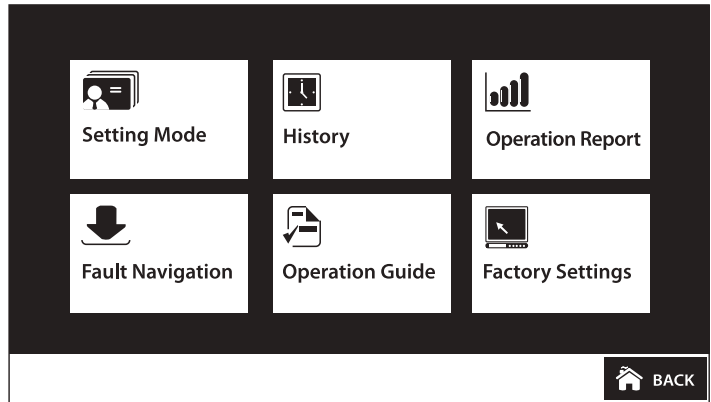
18. Professional Correction

Professional parameters are provided to professional technicians to calibrate the parameters of the device during operation. Please set these parameters under the guidance of professional technicians or manufacturer. The initial password to enter the calibration of the professional parameters is:
［Temperature Zero］ ［Temperature Full］ Correct measured temperature parameter.

［Humidity Zero］ ［Humidity Full］ Correct measured Humidity parameter.

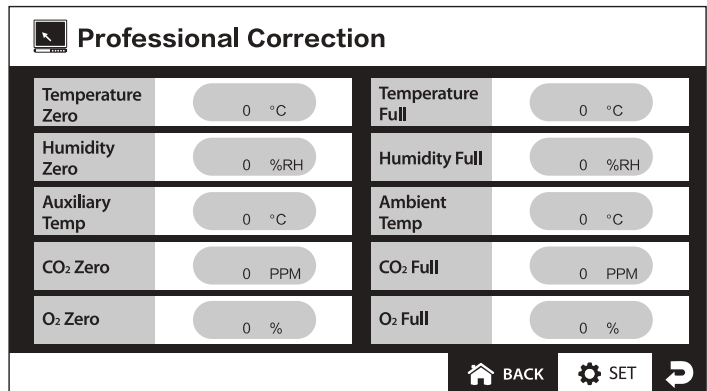［Auxiliary Temp］ Auxiliary Temp Sensor's parameter value

［Ambient Temp］ Correct Ambient temperature parameter.

［CO_2 Zero］ ［CO_2 Full］ Correct parameter values for measured CO_2 Density

［O_2 Zero］ ［O_2 Full］ Correct parameter values for measured O_2 Density

Professional Correction

|			
Temperature Zero	0 °C	Temperature Full	0 °C
Humidity Zero	0 %RH	Humidity Full	0 %RH
Auxiliary Temp	0 °C	Ambient Temp	0 °C
CO_2 Zero	0 PPM	CO_2 Full	0 PPM
O_2 Zero	0 %	O_2 Full	0 %
		BACK	SET

19.History operation testing report

First Step:
The system will offer the main parameter ［History operation report］. At the same time, it can also offer 4 parameters operation report, namely ［Temperature curve］
［Humidity curve］ ［CO_2 curve］ ［O_2 curve］. Click the right upper ⊕ button, each parameter testing report can be zoomed in.

History

Temperature ⊕	Humidity ⊕
Carbon Dioxide ⊕	Oxygen ⊕
	BACK SET

Second Step:
［History operation report］ will record one time per minute. It can record maximum last three days or 72hours of history operation report.
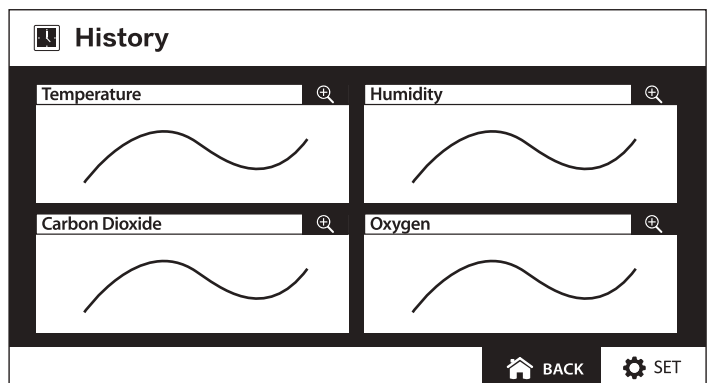
Maintenance

Maintenance after use

1. After each use, please use a cloth or soft sponge soaked with neutral detergent to clean the cabin.

2. Start the Ultraviolet sterilization. Please keep the sterilization duration for more than 3 minutes in order to make a thorough sterilization.

3. IMPORTANT: After each use, please turn off the power and observe whether the emergency vent opens automatically. If it is not open, please try to remove the dust at the vent with a dry soft cloth. And then please turn on and off the device to check it again. If there is still any problems, please call the after sales service for the trouble shooting.

Regular Maintenance

During normal use, it is recommended to do maintenance every two months for the device.

1. If the stain is serious, wipe it off with warm water or a cloth containing neutral detergent.

2. The inside of the device compartment should be cleaned with a cloth soaked with neutral detergent or a soft sponge.

3. There is a filtration system on the top side of the main body of the device. Remove the sticky stains with a vacuum cleaner, and if the stains are heavy, clean them with diluted neutral detergent and dry in the shade.If the stain is serious, clean it with diluted neutral detergent and dry it in the shade.

4. There is a emergency vent on the back side of the main body of the device. Please remove the filter shield and remove the sticky stains with a vacuum cleaner. If the stains are heavy, clean them with diluted neutral detergent and dry in the shade.

5. Gently wipe the touch LCD screen with a soft cloth or sponge in order to guarantee a clear screen display.

Failure to navigate document design

Self triggered Alarm

1. Temperature sensor alert for repairment

First Step: Open the small grille on the top left side of the chamber and take out the sensor holder unit as a whole (see Figure 1).
Second Step: Take out the temperature sensor and replace it.

2. Humidity sensor alert for repairment

First Step: Open the small grille on the top left side of the chamber and take out the sensor holder unit as a whole (see Figure 1).
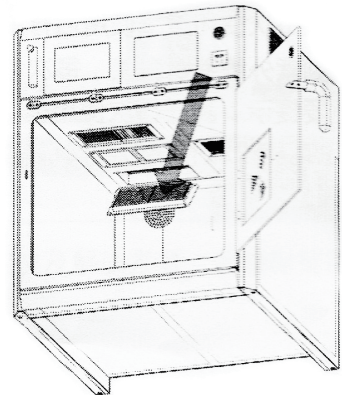Second Step: Take out the humidity sensor and replace it.

Figure 1

3. O_2 sensor alert for repairment

First Step: If the O_2 density is too low (lower than 10%) then it will trigger the alarm. Please check if the emergency vents are open. (see Figure 2)
①If it is not open, open it manually and observe whether the O_2 density rises up.
②If it is open, please continue the following checks.
Second Step: Check if the fan at the top vent has stopped running. (see Figure 3)
①If the fan stops, repair or replace the fan system and observe if the O_2 density rises up.
②If the fan is under operation, please continue the following checks.
Third Step: Open the small grille on the top right side of the chamber and take the sensor holder unit as a whole (see Figure 4).
Fourth Step: Take out the O_2 sensor (cylindrical device) and replace it.
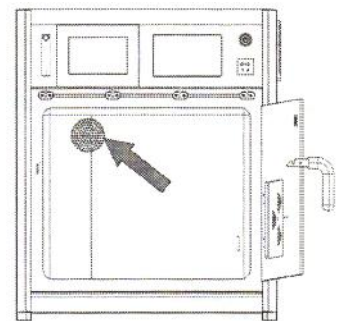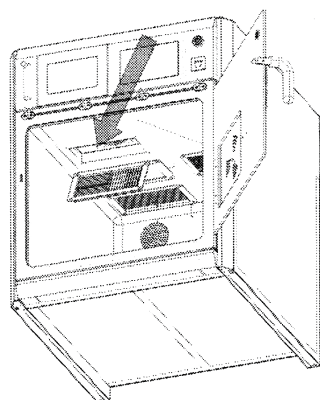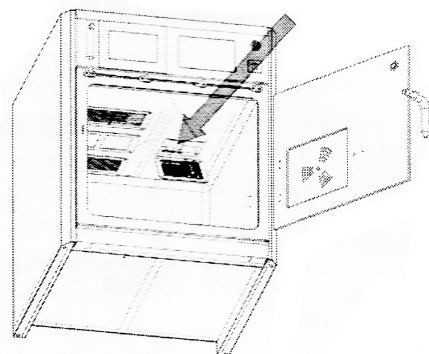
Figure 2

Figure 3

Figure 4

4. CO₂ sensor alert for repairment

First Step: Please check if the emergency vents are open. (see Figure 2)

①If it is not open, open it manually and observe whether the CO_2 density decreases

②If it is open, please continue the following checks.

Second Step: Check if the fan at the top vent has stopped running. (see Figure 3)

①If the fan stops, repair or replace the fan system and observe if the CO_2 density rises up.

②If the fan is under operation，please continue the following checks.

Third Step: Open the small grille on the top left side of the chamber and take out the sensor holder unit as a whole (see Figure 1).

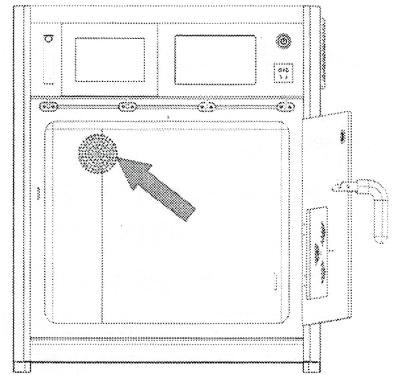Fourth Step: Take out the CO_2 sensor and replace it.
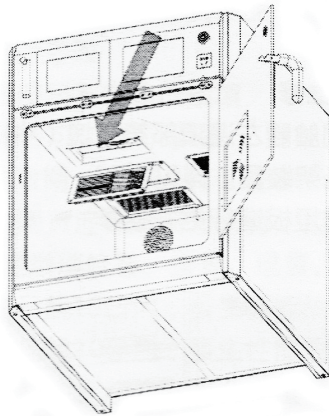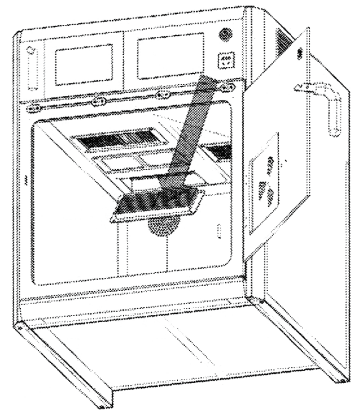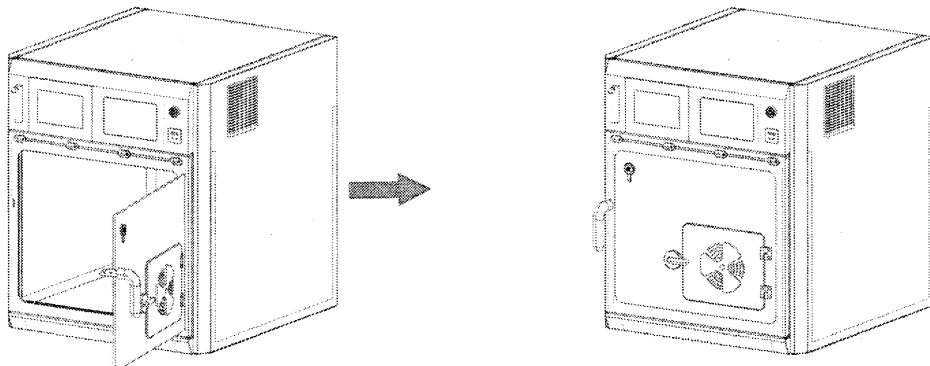

Figure 2

Figure 3

Figure 1

5. Door Open and Close Alarm

PET.ICU will switch on after the connection with electricity. If the door of ICU chamber has not been closed with in 3 minutes, then the system will make alarm. Please check if the ICU chamber door is closed.

Design of Failure Navigation Document

Non-Self-Triggering Alarms

1. Atomization System Repairment

First Step: Check whether the atomizing cup and atomizing gas tube are jammed with foreign objects, If not, please continue the following checks.

Second Step: Open the top cover of the control chamber of the ICU. (see Figure 5)

Third Step: Locate the installation position of atomization pump and replace the pump. Please note that the PET ICU is a dual backup atomization pump operation unit.For the replacement please first check the atomizing cup. (see Figure 6)
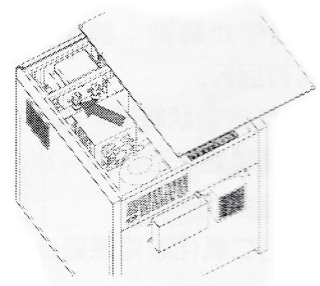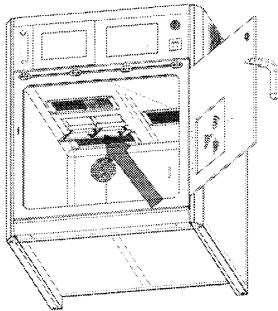
Figure 6

2. Lighting System Repairment

First Step: Open the second (middle) small grille on the top left side of the module take out the light panel holder unit as a whole (see Figure 7).
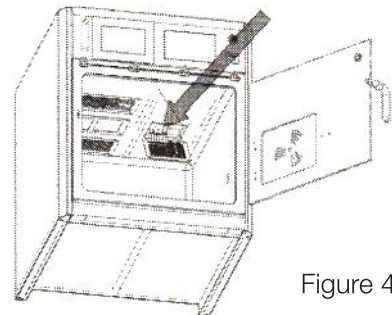Second Step: Take out light panel for repairment or and replacement.

Figure 7

3. Anion Generator Repairment

First Step: Open the small grille on the top left side of the chamber and take out the sensor holder unit as a whole (see Figure 4).
Second Step: Take out Anion Generator for repairment or and replacement.
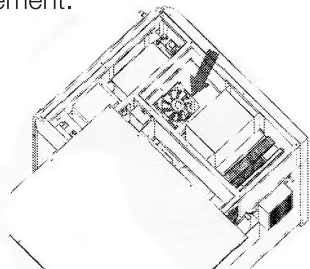
Figure 4

4. Fun Repairment

Second Step: Open the top cover of the control chamber of the ICU. (see Figure 5)
Third Step: Locate the fan installation position for fan replacement and repair, making sure to take out the PTC heating unit before replacement. (see Figure 8).

Figure 8

5. Emergency Vents Device Repairment

First Step: Open the emergency vent chamber cover on the back of the hull. (see Figure 9).
Second Step: Take out the emergency ventilator as a whole for replacement and repair

Figure 9

Warranty Notes

Dear User.

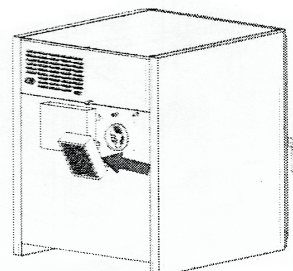Thank you for using our aerobic full function animal medical monitoring chambers, we will provide you with the following services in accordance with the International Consumer Protection Law, the Consumer Protection Law of the People's Republic of China and the relevant provisions of the State Bureau of Technical Supervision and the Regulations from State Bureau of Finance on the responsibility for the repair and replacement of some commodities return. With this warranty notes and invoice or product order certificate, following services will be provided to you:

1. One year free warranty for the whole device

2. Main parts and components (including medical atomization, emergency vent device, negative ion generator, ultraviolet line sterilizer, fan, compressor, main control board, lamp control system, PTC heating chip) warranty for two years.

3. The main integral parts (including medical atomization, light board) free replacement for three months.

4. The following situations do not belong to the scope of free service. However, the device can be repaired with cost. Lifetime service:

　〔A〕　Warranty card or related proof of purchase cannot be provided
　〔B〕　There is changes on the product purchase receipt.
　〔C〕　Damage caused by accidental factors or misuse
　〔D〕　Self repairment without permission from our company
　〔E〕　Super Wednesdays, can still be used after repair.

5. The three guarantees are valid from the date of purchase of the product, after deducting the time occupied by repair and no parts to be repaired, the consumer can apply for repair, exchange and return with the proof of purchase of the product during the three guarantees are valid.

6. If the product fails to perform within 15 days from the date of sale, the consumer can choose to return, exchange or repair the product.

7. If the product fails to perform within 30 days from the date of sale, the consumer may choose to exchange or repair the product.

8. "performance failure" means that the product does not meet the safety and health requirements, there is an unreasonable risk of endangering the safety of persons and property; or does not have the product should have the use of performance, or does not meet the stated quality conditions.

Pre-emptive replacement warranty service.

Your warranty may involve an up-front replacement warranty, in which we send you a replacement part directly to you if the product hardware you purchased is diagnosed as defective. After receiving the replacement part, you must return the defective part to the Company within a specified period of time, usually five days. Return the defective part to us. If the defective part is not returned, you will be required to pay for the cost of the replacement part. We offer an early replacement service during standard business hours. Standard office hours are usually Monday through Friday from 8:00 a.m. to 5:00 p.m., but may vary depending on local office practices.

Delivery Warranty Service.

Your warranty service may involve delivery warranty service. According to the rules from delivery service, you need to take your hardware product to an authorized service location or to the Company for repairment. Our company is responsible for returning the repaired product to you.

Pickup and return warranty service.

Your warranty service may involve a pickup and return warranty service. Our company or an authorized service location will designate a technician to your location to pick up the defect part and we will return the repaired product to you.

Notice to Users

For the products who are out of warranty, our service personnel can visit you or you can deliver the product to our service center to get paid service. The paid service fee (over-package charge) includes delivery fee, repair labor cost and parts cost. The charged service fee should be in accordance with the company's unified fee table showed by repair technicians. Otherwise the customer can refuse to pay the service fee.

Contact Customer Support

If the information provided in the User's Guide does not solve your problem, please contact Customer Support of PuJia.

Website: www.pet345.com

Unified Hotline: 13225133392

Here you can:

1. Chat online with PuJia technicians. When technical support chat is not available in a particular language, English can be used.

2. Send e-mails to PuJia Customer Support.

3. Find PuJia Customer Support's global/national telephone number.

4. Find a PuJia Service Center.