

1. What's in the box?

We have two bundle versions of the PuraMax 2. The one is basic bundle, the other is premium bundle. Basic bundle includes PuraMax 2 automatic cat litter box, N50 2.0 odor eliminator, 20pcs trash bags, cat litter sifter, magnetic cat litter remover, decorative stickers, quick start guide, user manual, and US adapter. Premium bundle includes PuraMax 2 automatic cat litter box, N50 2.0 odor eliminator, K3 smart Spray, K3 refills, 20pcs trash bags, outside litter pad, cat litter sifter, magnetic cat litter remover, decorative stickers, quick start guide, user manual, and US adapter.

2. Is there a weight limit for PuraMax 2?

We recommend a minimum weight of 1.5 kg (3.3 lbs) and a maximum weight of 10 kg (22 lbs) to use PURAMAX 2.

3. Can kittens use PuraMax 2?

We do not recommend using PURAMAX 2 for kittens or cats weighing less than 1.5 kg (3.3 lbs). If you have both young and adult cats, we suggest enabling Kitten Protection Mode via PETKIT app. This mode disables auto cleaning and periodic cleaning to ensure your kitten's safety.

4. How frequently should I empty the waste container?

Based on PETKIT's lab results, PURAMAX 2's 7L waste bin supports up to 15 days of free-scooping for single-cat household. In hot or humid conditions, packing frequency may vary, so you can adjust the waste management cycle as needed.

5. Where should I place PuraMax 2 litter box?

For accurate weight measurements, PURAMAX 2 should be placed on a hard, level surface. Maintain a distance of at least 5 cm (1.97 in) from walls and ensure that no objects obstruct the entrance.

6. How can I prevent the fecal streaking on the cylinder?

Streaking may occur if your cats don't always cover their poops or have soft or watery stools. We recommend using fast, tight-clumping cat litter instead of slow-clumping litter. You can enable Waste Covering Mode in the scooping setup via the PETKIT app, which helps evenly cover waste in cat litter before cleaning cycle to minimize fecal streaking.

7. PURA MAX 2 does not clean up after cat use

- 1) Please first make sure that you have turned on auto-clean in the app and that your cat is over 3.5 lbs.
- 2) Please check if you double click the OK button to calibrate the device after adding the cat

litter to the max line.

- 3) Please check that the firmware version has been upgraded to the latest version.
- 4) Please make sure that you don't place the device on mat and carpet. and please do not place the device close to wall, at least 10cm far away. and please wipe the sensors on the entrance door.
- 5) If there is still problem, please take some photos to customer service how and where you place the device.

8. Maintenance mode of PURA Max 2

In the maintenance mode, The door of the device will go up and stop. You can clean up the device ,dump the litter in box or add an appropriate amount of cat litter. After 15 minutes, the device will automatically exit the maintenance mode, or you can manually exit.

9. About urine leakage

The problem of urine leakage from this device may be affected by many factors. We are sorry for the inconvenience and provide the following solutions for your reference.

- 1) Please use cat litter with good clumping properties, so that the cat litter can be quickly clumped.
- 2) Please set the waiting time for cleaning a little longer so that the cat litter can better clump together.
- 3) Please observe the cat's usage habits and check whether the cat likes to urinate at the edge of the gap when urinating, causing leakage.
- 4) Please check if the inner mat is broken and whether there is gap between inner mat and cylinder. we suggest adding less litter and tape the gap between inner mat and cylinder with tape.

10. What kind of cat litter is suitable for Pura Max?

Kindly please also ensure that you are using clumping litters that have a measurement of 3*13mm (3 is the diameter, 13 is the length). Compatible type of clumping litter: Clay litter, tofu litter, and mixed litter.