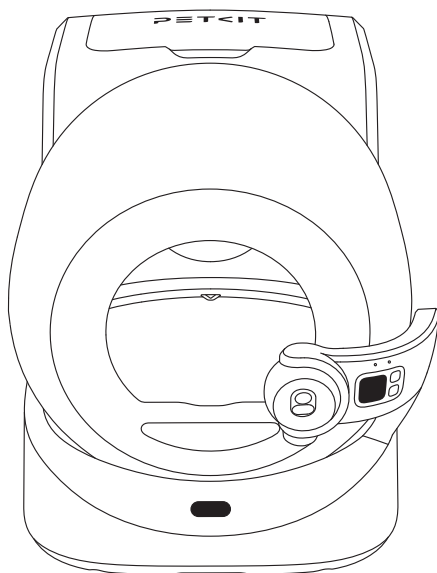


PETKIT™

USER MANUAL

PETKIT PUROBOT ULTRA WITH CAMERA
SELF-CLEANING CAT LITTER BOX



Please read the user manual carefully before
using the product and keep it properly.

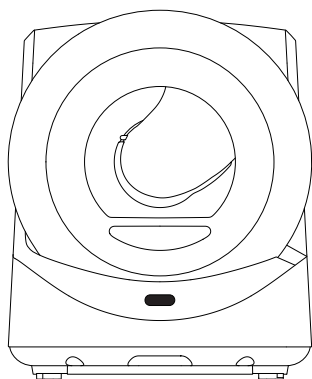
V1.0-9/2024

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01 PACKAGE LIST

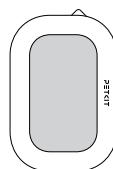
* Before installation and use, please take out the accessory box from the trunk and check if all accessories are complete according to the following list:



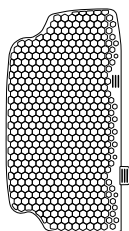
Main Unit



AI Camera



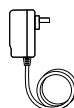
Refill Ring P99034



Honeycomb Fine Litter
Sifter P99032 (Exclusive
for mineral cat litter)



Pet Odor
Eliminator N60



Power Adapter



Screw * 4

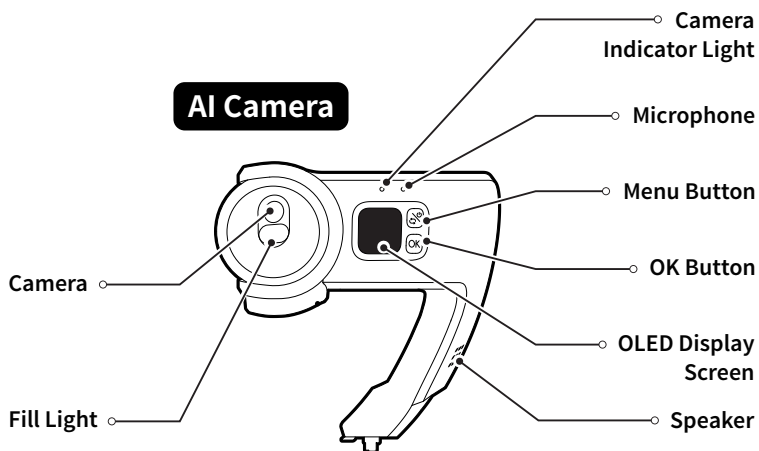
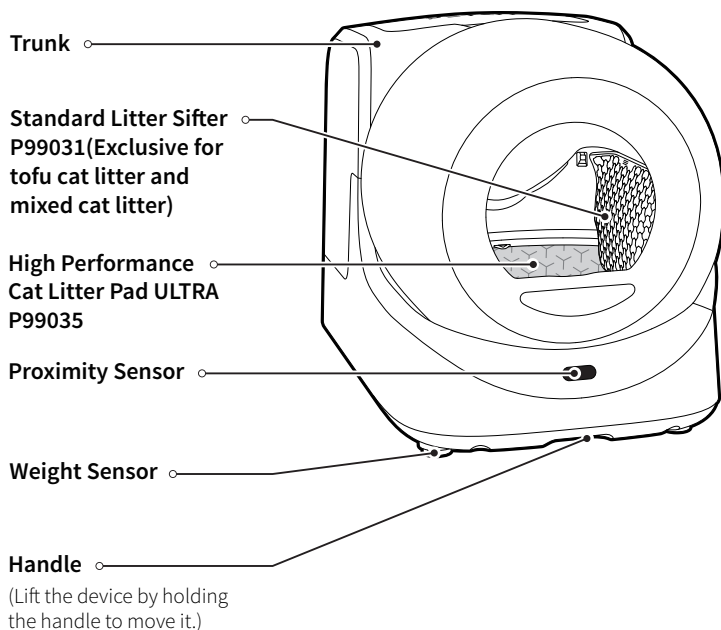


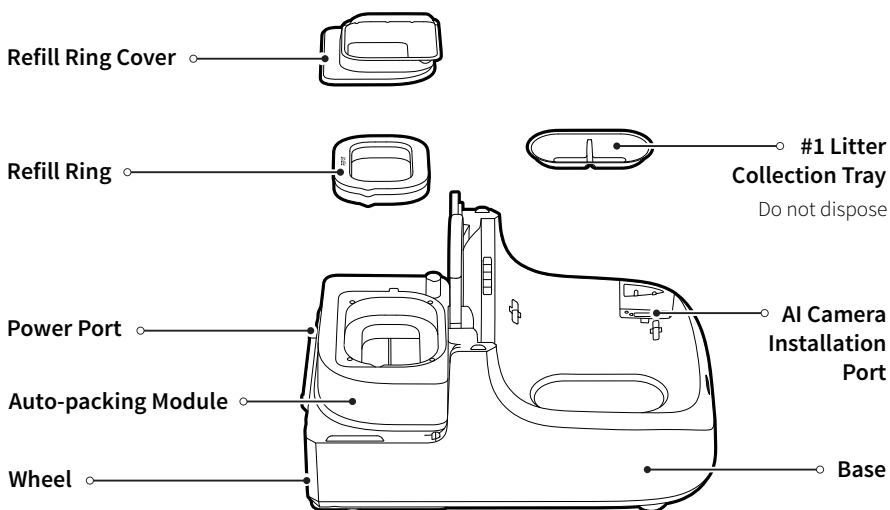
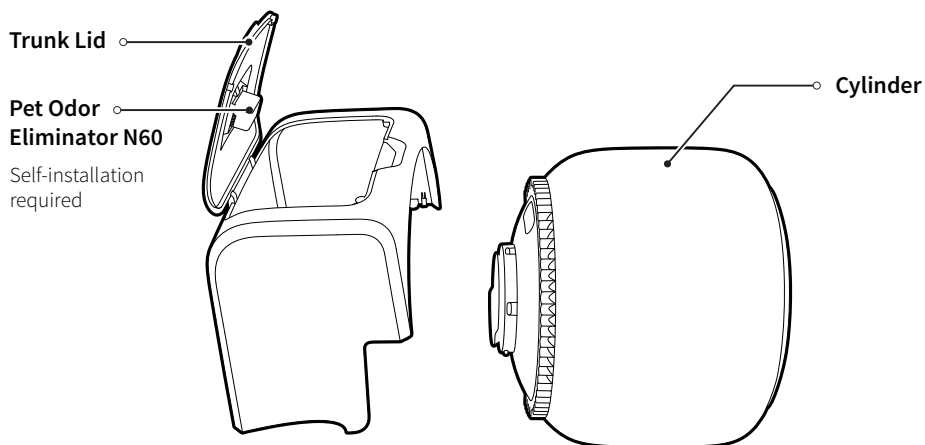
Hex Key



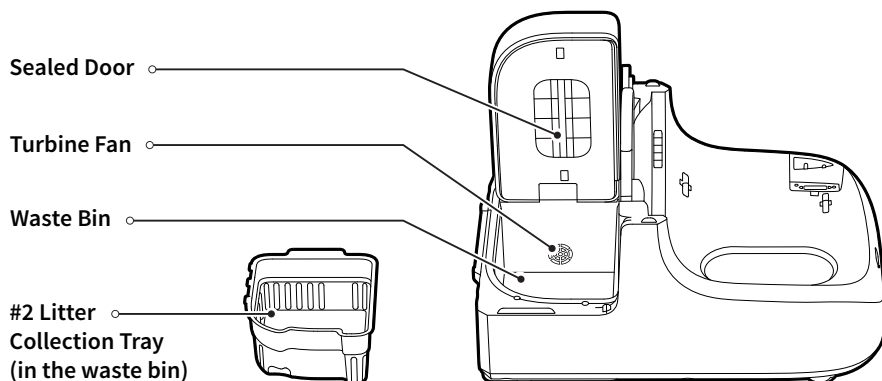
User Manual

02 PRODUCT DESCRIPTION





* Note: The actual product may differ from the image shown due to continuous product improvements; the actual product shall prevail.



Do not dispose

Component Description

Components	Functional Description
AI Camera	Real-time monitoring of pet's toilet status
Auto-packing Module	Automatically seal and replace the trash bag
Litter Sifter P99031	Effectively sift clumps without jamming or missing; suitable for tofu cat litter and mixed cat litter
Litter Sifter P99032	Effectively sift clumps; suitable for fine granular cat litter such as mineral cat litter and bentonite
High Performance Cat Litter Pad ULTRA P99035*	Non-stick, scratch-resistant, waterproof, and easy to clean
Pet Odor Eliminator N60*	Long-lasting fragrance and non-irritating

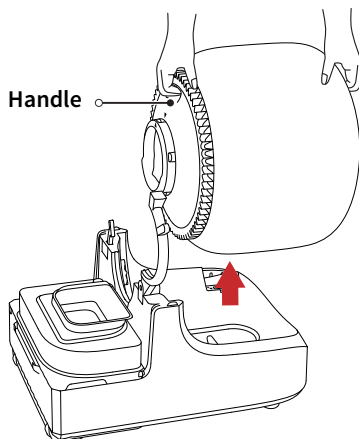
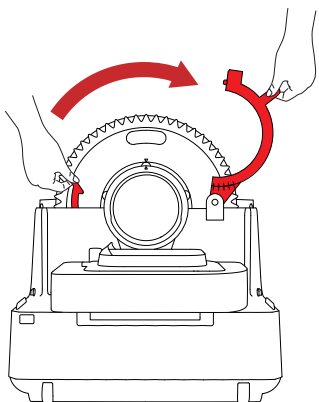
* High Performance Cat Litter Pad ULTRA P99035* is hereinafter referred to as litter pad.

* Pet Odor Eliminator N60 is hereinafter referred to as N60.

03 PRODUCT INSTALLATION

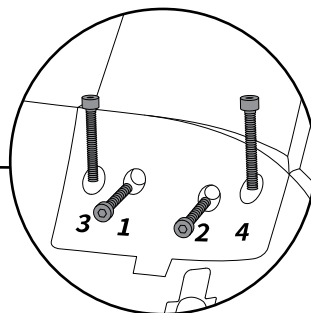
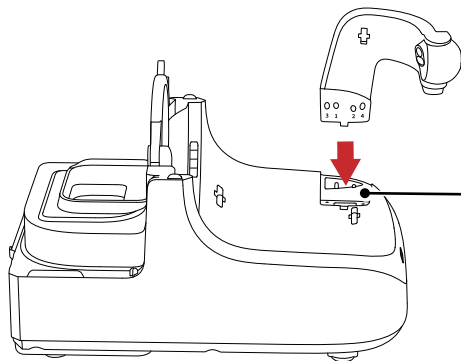
3.1 Install AI Camera

- ❶ Unlock the buckle to remove the cylinder.



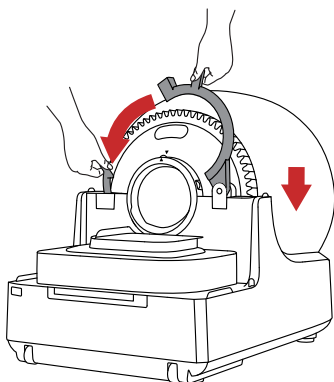
- ❷ Insert the AI camera into the installation port. (as shown in the figure)

- ❸ Install the “1” and “2” screws first (in a horizontal direction), then install the “3” and “4” screws (in a vertical direction), and tighten them with the hex key.

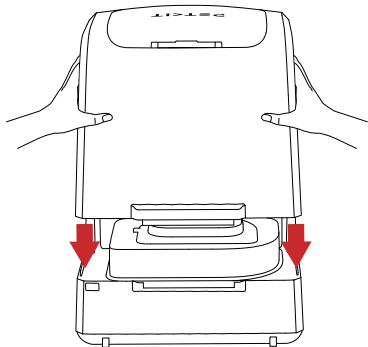


- ④ Place the cylinder on the base and lock the buckle, ensuring it is fastened.

* Handle with care; Do not bump the AI camera.

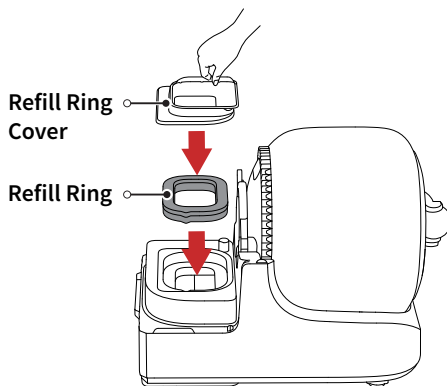


- ② Install the trunk, ensuring that it attaches to the magnets on both sides.



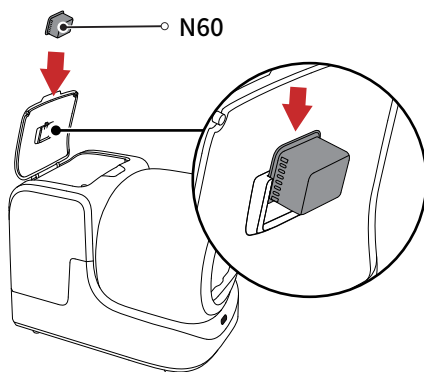
3.2 Install Refill Ring and N60

- ① Remove the refill ring cover, put the refill ring in, and put the cover back.



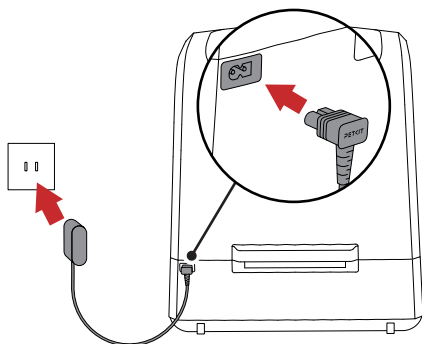
- ③ Open the lid, install the N60, and close the lid.

* Do not place anything on the lid to avoid risks of damaging the device.

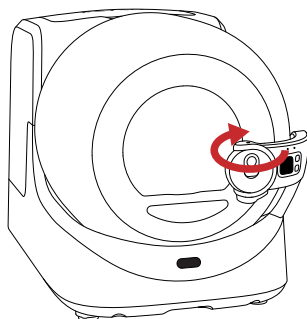


3.3 Power On

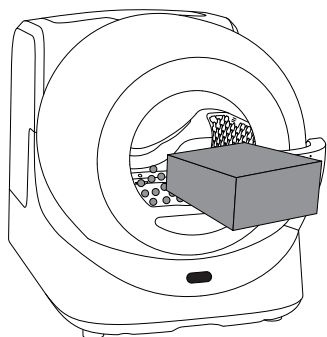
❶ Connect to the power supply, and the cylinder will reset automatically.



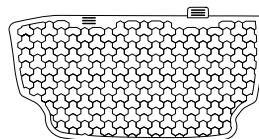
❷ The camera will rotate.



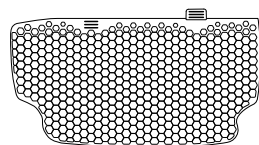
❸ Select the litter sifter according to the cat litter. If it is mineral cat litter, please use the litter sifter P99032. Pour in the cat litter and do not exceed the MAX line.
(See 7.1.2 and 7.2.4 for the replacement method of litter sifter)



Litter Sifter P99031
(Exclusive for tofu cat litter
and mixed cat litter)



Litter Sifter P99032
(Exclusive for
mineral cat litter)

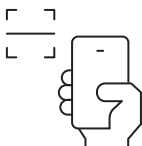


04 PRODUCT USAGE

4.1 Device Binding

* Please bind the device with the app before using it for the first time. The device can be used only after successful binding.

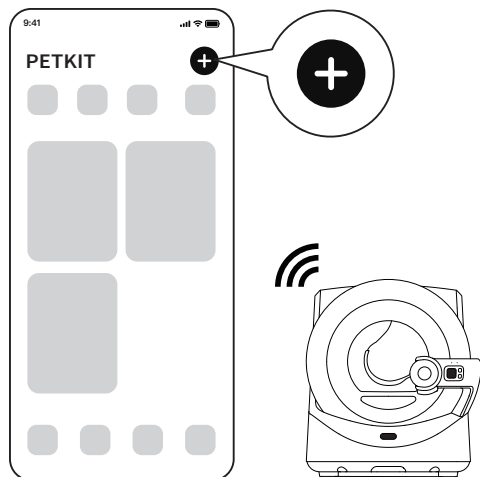
① Download the App



Download the PETKIT App from the App Store or Google Play.
Or scan the QR code to download and install.

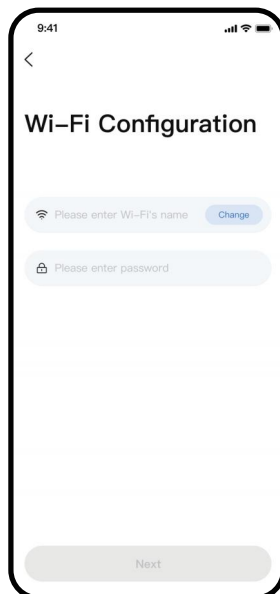
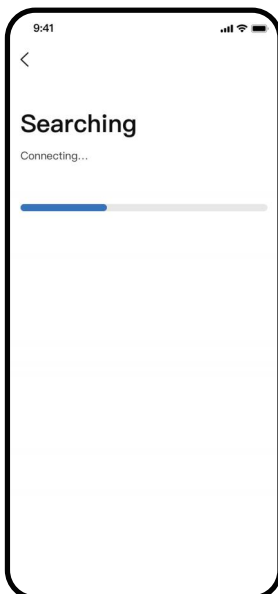
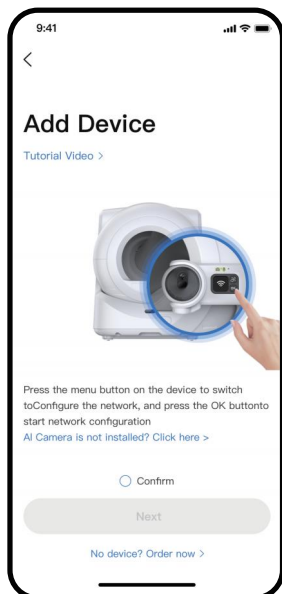
② Add the device

Open the app, click “+” and select PETKIT PUROBOT ULTRA WITH CAMERA SELF-CLEANING CAT LITTER BOX.



3 Start connection

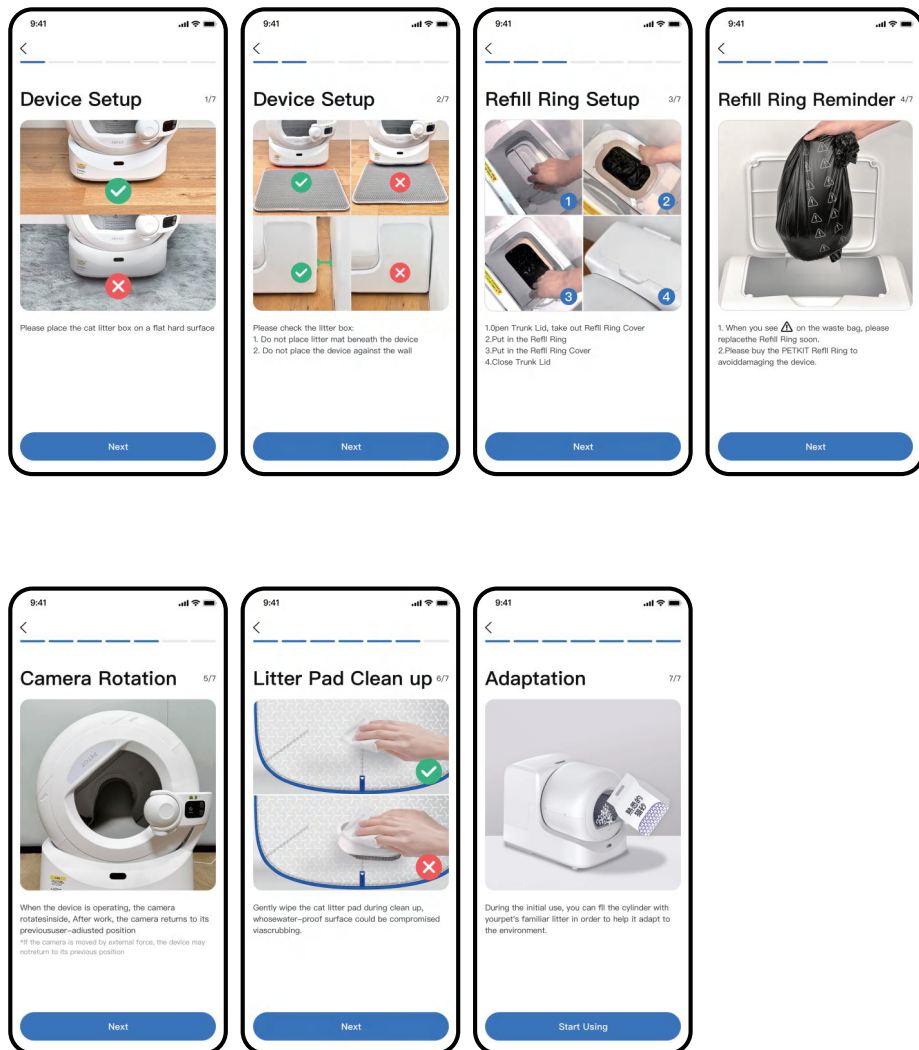
Press the menu button on the device and switch to “Connect to the network”, then press the OK button, and the screen will display “Connecting”. Please follow the instructions in the App until the binding is successful.



* The interface may be different due to software version update; the actual interface shall prevail.

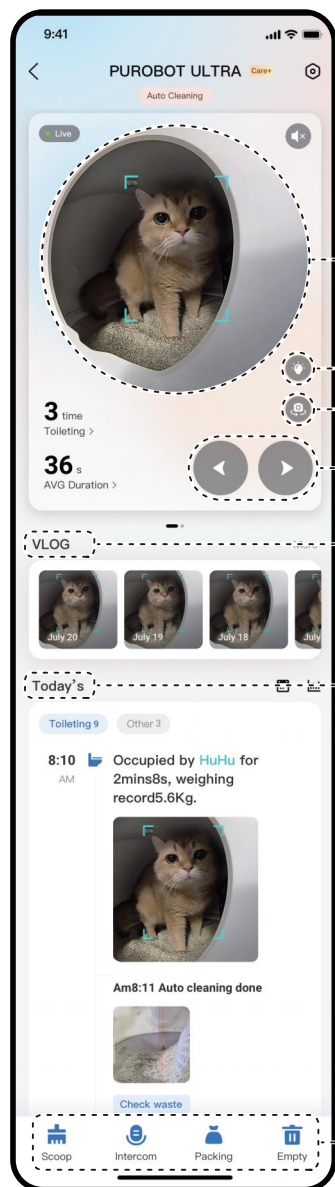
4 Read instructions

To ensure the safety of pets and the correct use of this product, please read the instructions carefully and use the product properly according to the usage guide after the first successful connection to the device.



05 APP FUNCTIONS

5.1 Homepage



① **Live view**: Monitor pet's status in real time.

② **Light button**: Turn on the light in the camera.

③ **Toggle**: Rotate the camera outward or inward with one click.

④ **Camera rotation controls**: Rotate the viewing angle in a horizontal direction.

⑤ **VLOG**: A collection of highlight videos from the previous day is automatically generated daily at 8am. Up to 7 days of videos are displayed.

⑥ **Today's timeline**:

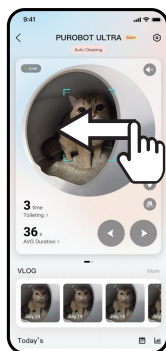
The AI algorithm categorizes the captured video, which is convenient for you to view by category.

* Only event images can be viewed if the PETKIT Care+ service is not subscribed to. To view full video playback, highlight, etc., please subscribe to the PETKIT Care+ service.

⑦ **Function button**

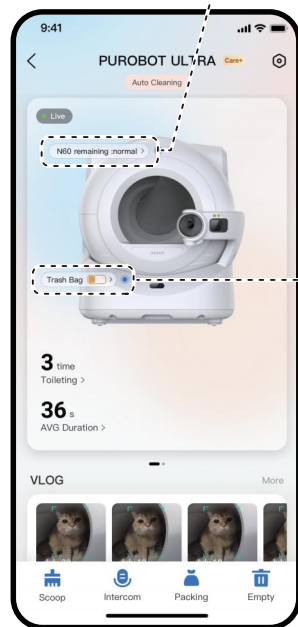
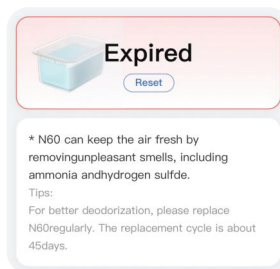
5.2 Label Description

Swipe left on the homepage to enter the label page, which displays the status of the N60 and the Trash Bag.



1 Replace N60

When the N60 label turns red and displays “N60 has expired”, please replace it promptly. After replacing the N60 with a new one, click Reset, and when it displays “Normal”, the N60 is installed in place.



2 Replace the Refill Ring

When the trash bag label turns red and displays “Out of trash bag”, please replace the Refill Ring with a new one promptly.



TIP

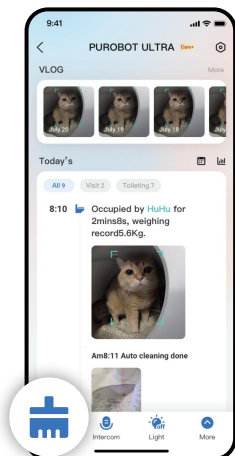
If there are warning signs ⚠ on the packed trash bag, it indicates that the trash bag has run out. Please replace the Refill Ring with a new one.



5.3 Description of Function Buttons

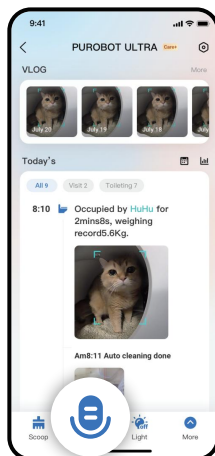
① Scoop

Click this button to clean out the clumps from the cylinder.



② Intercom

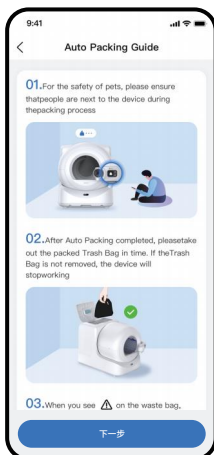
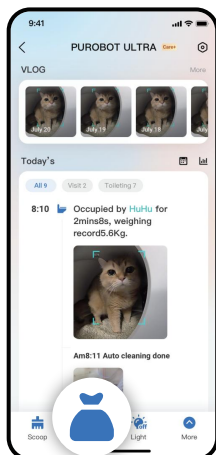
Hold the button to talk to your pets.



③ Pack

CAUTION: This function needs to be operated on the control panel. Do not leave the device during the packing process.

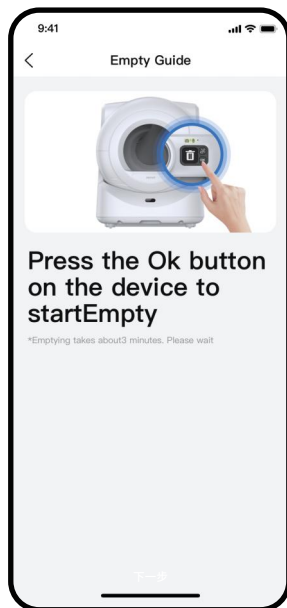
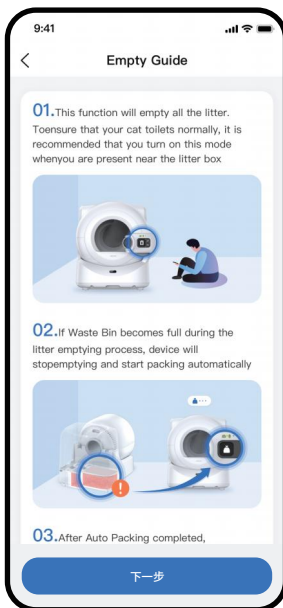
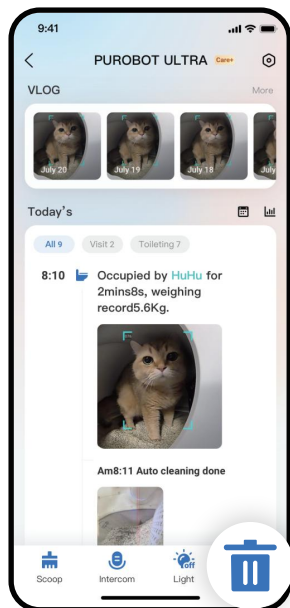
Click this button, follow the prompts and double press the OK button on the device to start auto-packing.



4 Empty

CAUTION: This function needs to be operated on the control panel. Do not leave the device during the packing process.

Click this button, then follow the prompts and double press the OK button on the device to start emptying all cat litter.

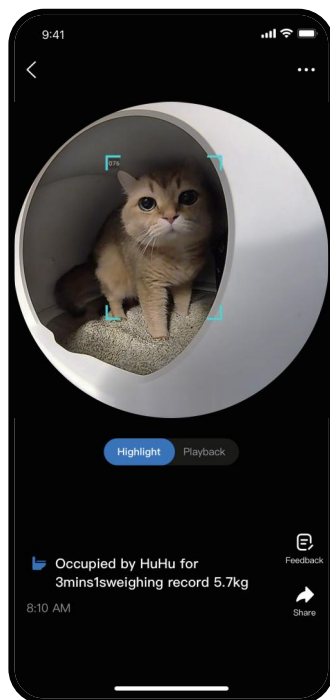
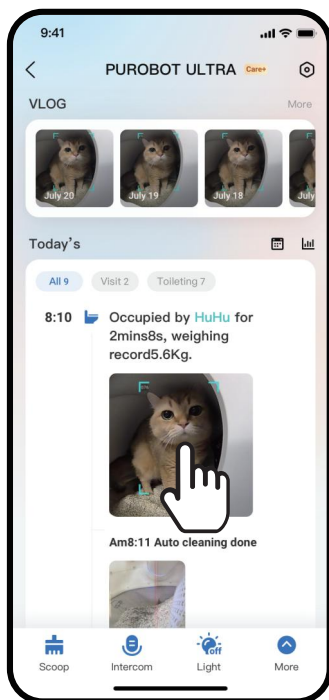


5.4 Play Videos

After subscribing to the PETKIT Care+ service, you can view the highlights and full video playback.

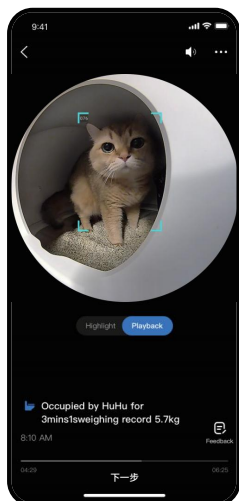
① Highlight playback

Click on the video in the timeline to see the accelerated version of highlights.



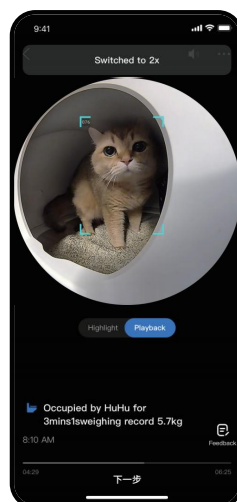
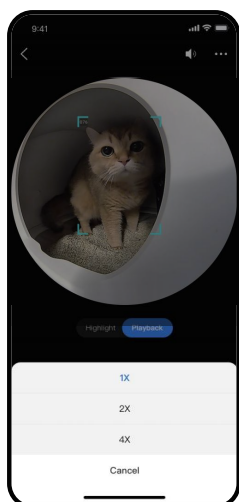
② Full clips playback

Click Playback to view the complete video footage.



③ Speedup playback

In the Playback page, click “...” on the top right corner to choose the speed, or hold the center of the screen to play in 2x speed.

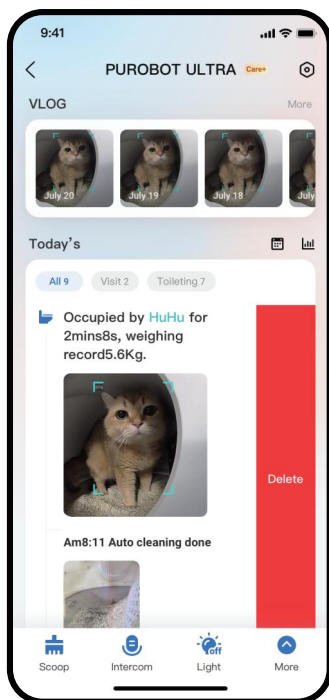


5.5 Delete video clips

You can delete recorded video clips as you need.

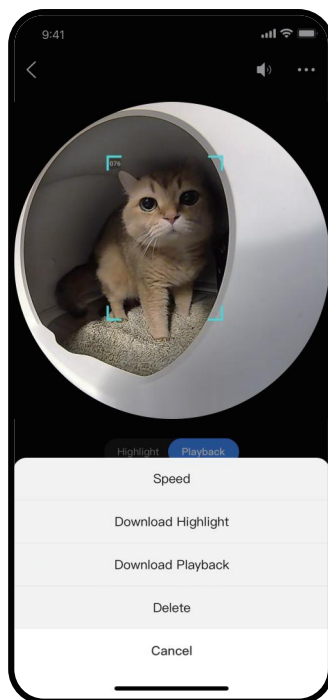
① Method 1:

Swipe left in the timeline and delete the video.



② Method 2:

Click on the video you want to delete, switch to Playback, click “...” on the top right corner and delete the video.

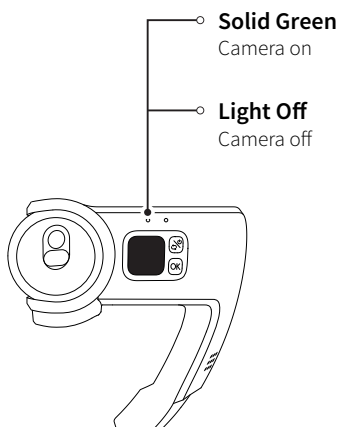
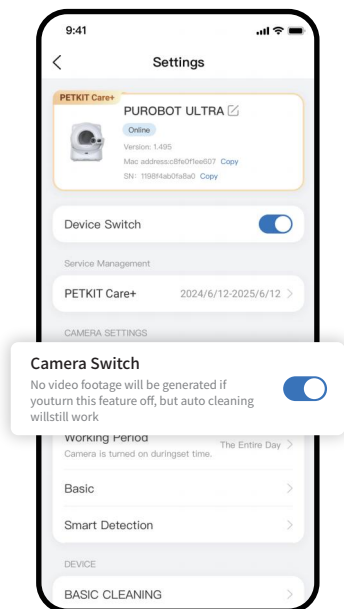


5.6 Privacy Protection

① Activate or deactivate the camera

You can turn on or turn off the camera as you need.

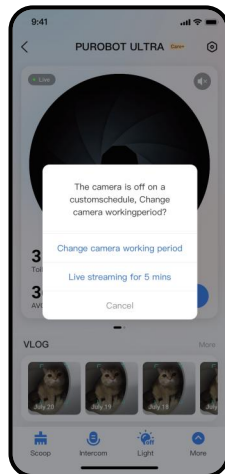
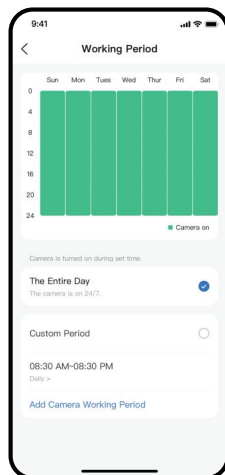
Note: The camera automatically rotates to the cylinder when it is turned off and will no longer record videos.



② Customize the camera operating time period

You can customize time slots to turn on the camera. Beyond those time slots, the camera will be automatically turned off.

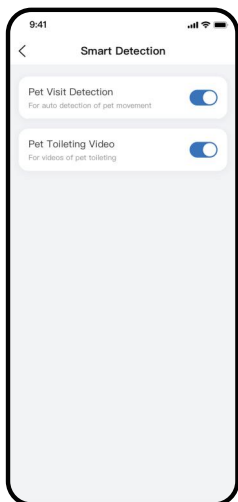
Note: Out of the customized periods, the camera will not record videos. You can watch a temporary 5-minute live stream.



* The interface may be different due to software version update; the actual interface shall prevail.

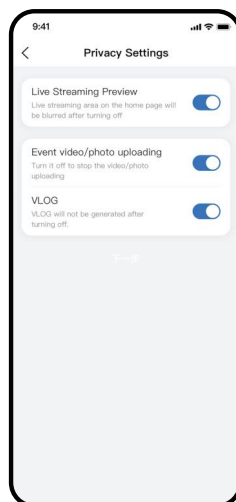
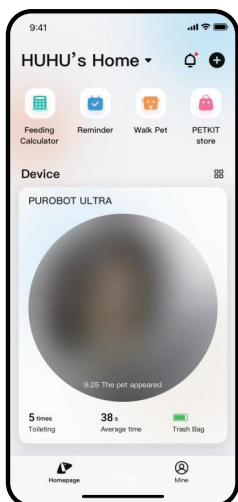
③ Smart detection

After turning off the Pet Approach Detection, the camera will no longer record videos outside the litter box. After turning off the Pet Toileting Video, the camera will no longer record pet toileting videos.



④ Live area privacy protection

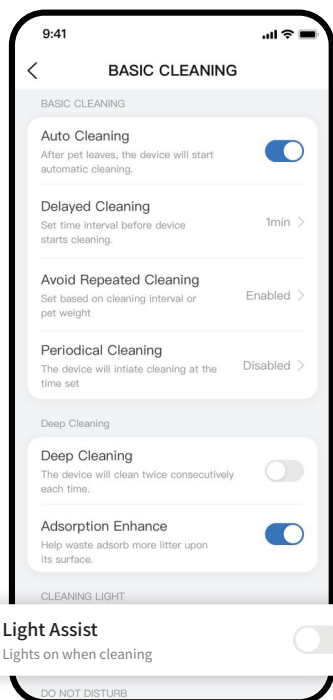
With this feature on, when you enter the device homepage, the live area will be blurred to protect your privacy.



5.7 Other Settings

① Make fecal pictures clearer

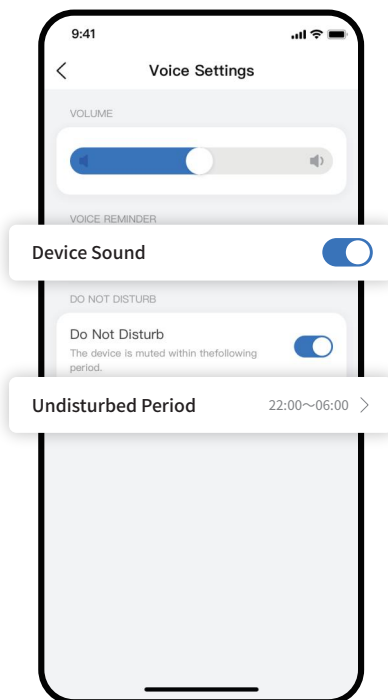
Go to Settings > Scooping Setup and turn on Light Assist. After activating this function, the light will automatically turn on during every scooping and turn off when the scooping is complete.



② Turn off voice prompt

Method 1: Go to Settings > Voice Settings and turn off Voice Prompt.

Method 2: Go to Settings > Voice Settings and turn on Do Not Disturb and set the undisturbed period.



③ Cloud storage

Videos are stored for a limited time, and stored videos exceeding the time will be periodically cleared. (e.g., 7-day loop means that videos or pictures from the last 7 days are retained, and content from the eighth day forward is automatically cleared). All videos can be downloaded, and the downloaded videos can be viewed in the local album of your phone and in the App album.

④ PETKIT Care+ service

After subscribing to the PETKIT Care+ service, HD video complete playback and other privileges are available. The details are subject to the page description. PETKIT Care+ service can be transferred to another PETKIT PUROBOT ULTRA, which is only once per year. PETKIT Care+ service is a virtual commodity and is non-refundable once purchased.

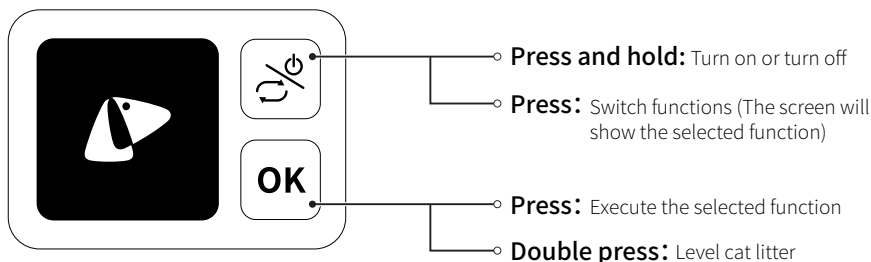


[Click here to view the PETKIT Care+ Service Agreement.](#)

06 INSTRUCTIONS FOR CONTROL PANEL

6.1 Control Panel

1 Press  to switch functions and press  to execute the function.



Description of Displayed Functions



Scoop

Automatically sift out clumps from cat litter.



Level cat litter

Make cat litter evenly distributed in the cylinder; Use it after refilling cat litter.



Pack

Automatically seal the trash bag.



Empty cat litter

Empty all cat litter from the cylinder.



Light

Turn on the fill light in the camera.



Connect to the network

Use it when binding the App.



Open / Close sealed door

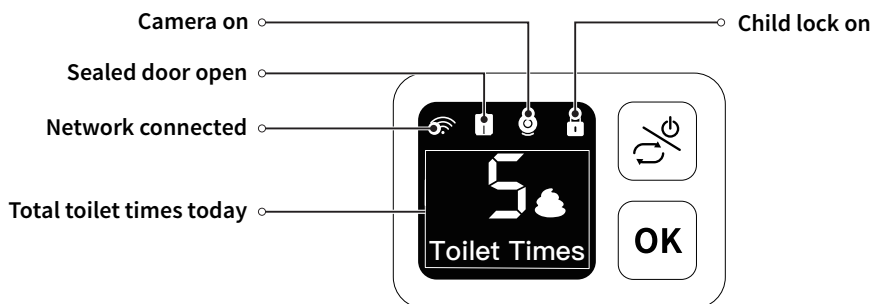
Open or close the sealed door of the auto-packing module.



Reset

Adjust the cylinder to the correct position.

2 Description of displayed status

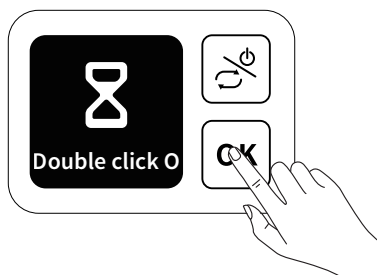
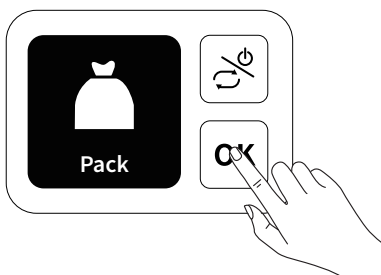


6.2 Auto-Packing

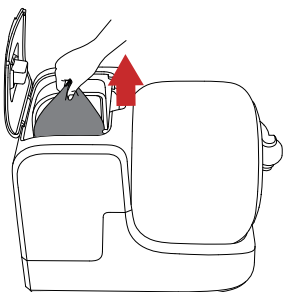
! The auto-packing function needs to be operated on the control panel. Do not leave the device during the packing process.

* When packing and refilling, the device will make a sound, which is normal and does not indicate any issues with the product's quality.

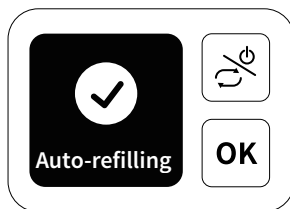
1 Press **U%** to select “Pack” and press **OK** , then double press **OK** as prompted on the screen, and the device will start packing.



② After the screen shows the following icon and the device plays the prompt voice, open the lid, take out the packed trash bag, and close the lid.



③ After removing the packed trash bag, please double press **OK** according to the screen and voice prompts to start auto-refilling.

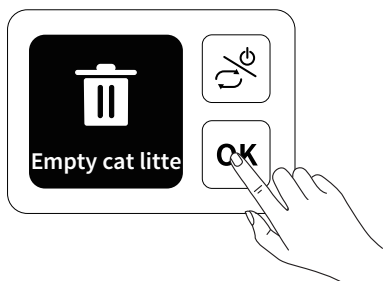


6.3 Empty Cat Litter

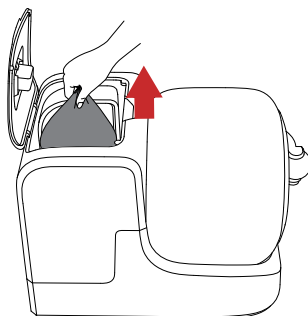
* Do not leave the device during the emptying process.

* After emptying all cat litter in the cylinder, you can replace the new cat litter or clean the device.

① Press **☰** to select "Empty cat litter", then press **OK**, and the device will automatically empty all cat litter in the cylinder.



② If the waste bin is full during the emptying process, the device will stop emptying and start auto-packing. After packing, please take out the packed trash bag, and then double press **OK** to start auto-refilling.



6.4 Description of other prompts

There will be scrolling text at the bottom of the screen.

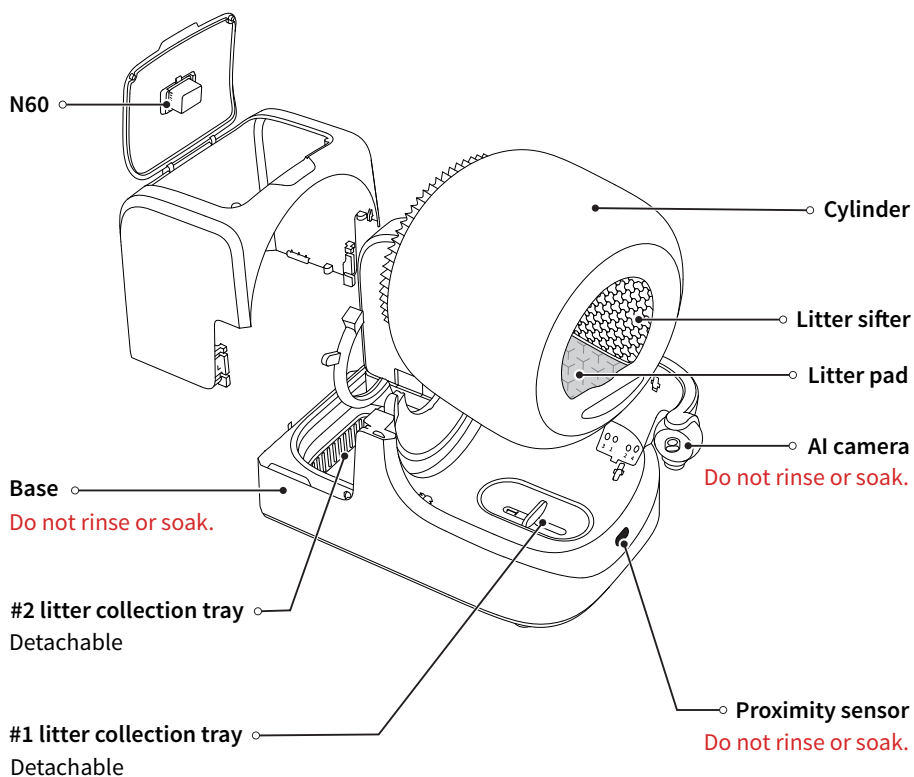
Prompts	Description
 Out of trash bag soon, please replace the refill ring in time	The trash bag is running out. Please prepare a new refill ring.
 Trash bag not refilled, please double click OK button to start auto-refilling	Waste bin is not bagged. Please double press OK button to start auto-refilling.
 Cat has approached	The cat approaches or enters the litter box during operation. (The device will automatically pause and alert, and it will resume after the pet leaves.)
 Out of trash bag, please replace the refill ring now	The trash bag has run out. Please replace a new refill ring.
 Trunk not installed	The trunk is not installed. Please check.
 Device failure	Device failure, please check the details in the App.

07 CLEANING AND MAINTENANCE

For the cat's health, it is suggested to regularly clean or replace these parts.



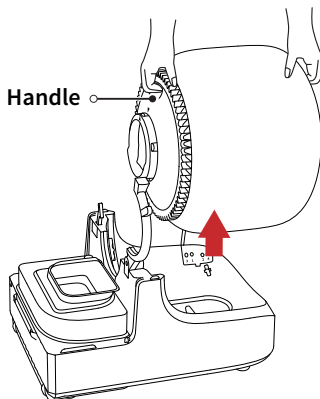
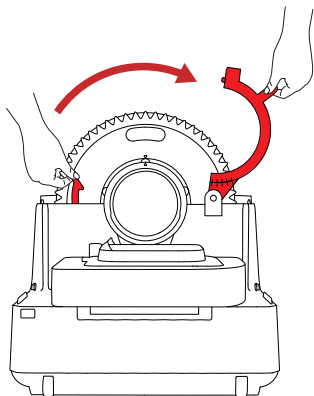
Do not rinse or soak these parts: base, AI camera, and auto-packing module; otherwise, it may lead to device damage. Only wipe them.



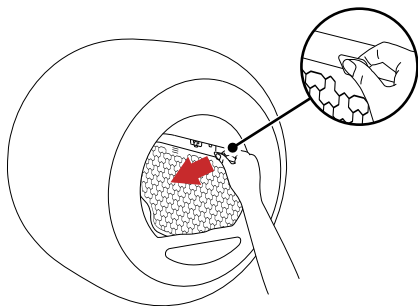
7.1 Detach Cylinder and Clean It

- * Before removing the cylinder, please empty all cat litter in it.
- * Before disassembly, please turn off the device or unplug it.

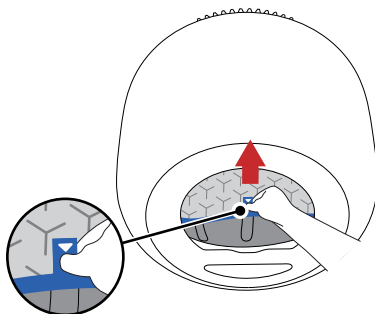
❶ Remove the trunk, unlock the buckle, and remove the cylinder.



❷ Pinch the handle of the litter sifter to pull it out.

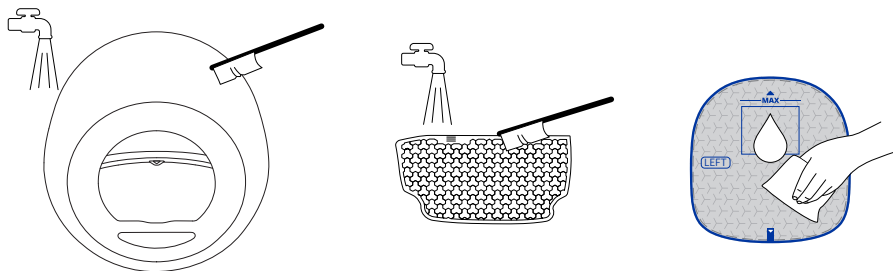


❸ Pinch the handle of the litter pad to pull it out.



④ Clean the cylinder and the litter sifter with a brush, and rinse them. Wipe the litter pad with a soft cloth.

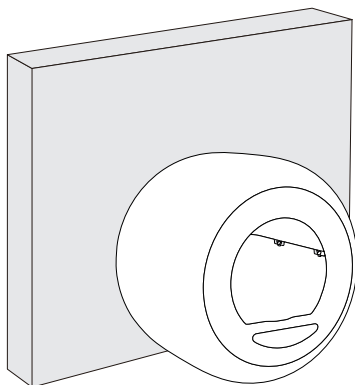
* Do not brush the litter pad violently to avoid damaging the coating. Do not clean with alcohol, disinfectant, bleach, non-neutral detergent, etc.



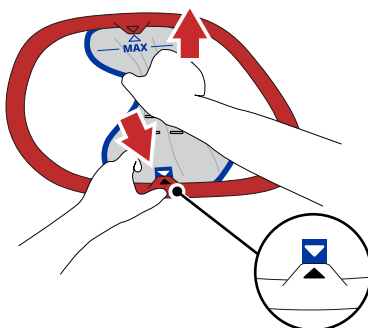
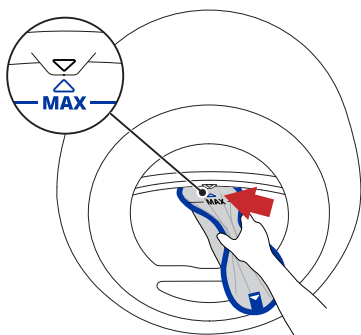
7.2 Install Components

⚠ Install components only when they are completely dry.

① Place the cylinder against the wall.

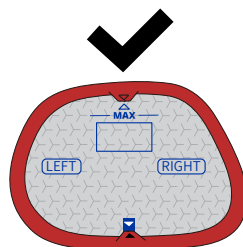
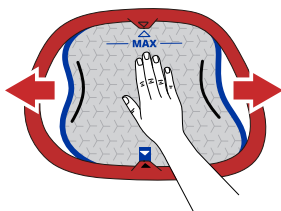
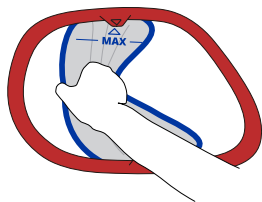


- ② Hold the litter pad, insert the top of it into the groove ( arrows need to be aligned), and then insert the bottom of it into the groove ( arrows need to be aligned).



- ③ Gently press and release the pad, and the two sides of it will be naturally stuck into the groove.

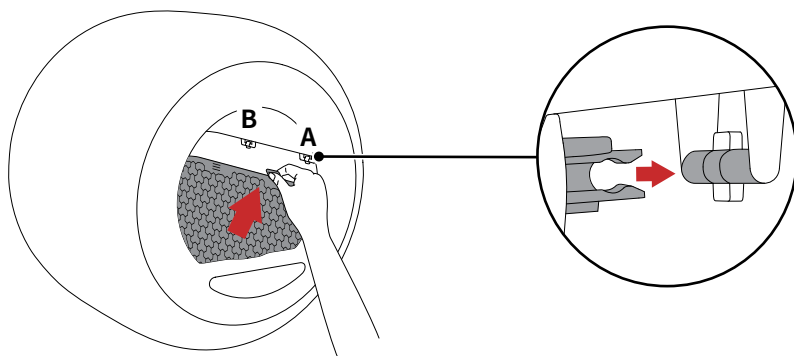
* Before use, ensure that the blue edge is fully stuck into the groove and that the arrows on both ends are aligned with the indicated direction.



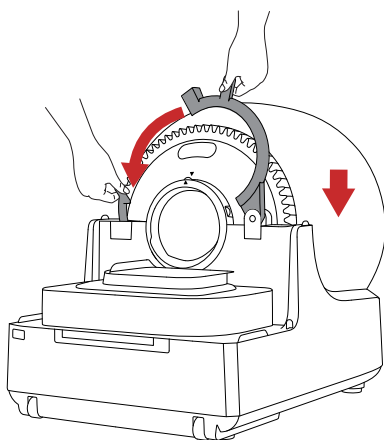
If the blue edge is not visible,
the installation is successful.

④ Pinch the handle of the litter sifter, first insert one buckle into point A, then insert the other buckle into point B.

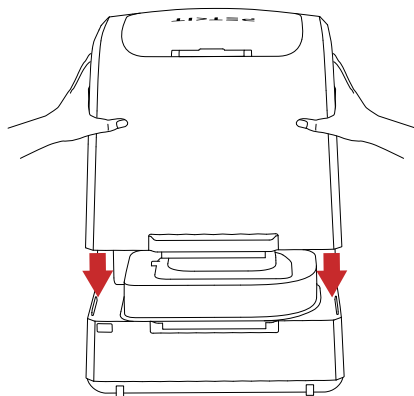
*** Please check: If the litter sifter can swing back and forth, the installation is successful .**



⑤ Put the cylinder on the base, lock the buckle, and make sure the buckle is fastened.

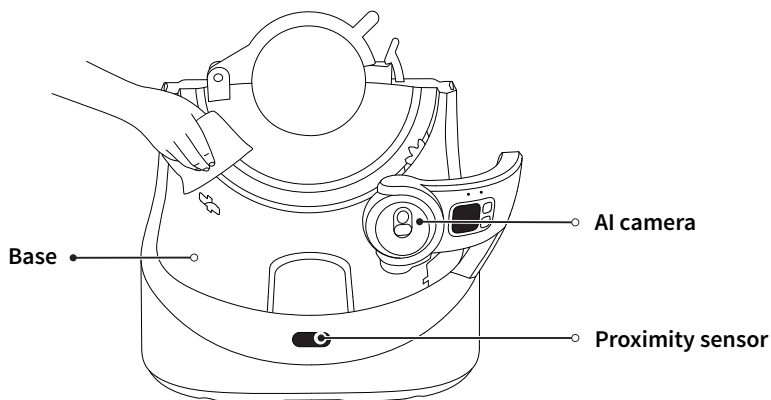


⑥ Install the trunk. The installation is complete.

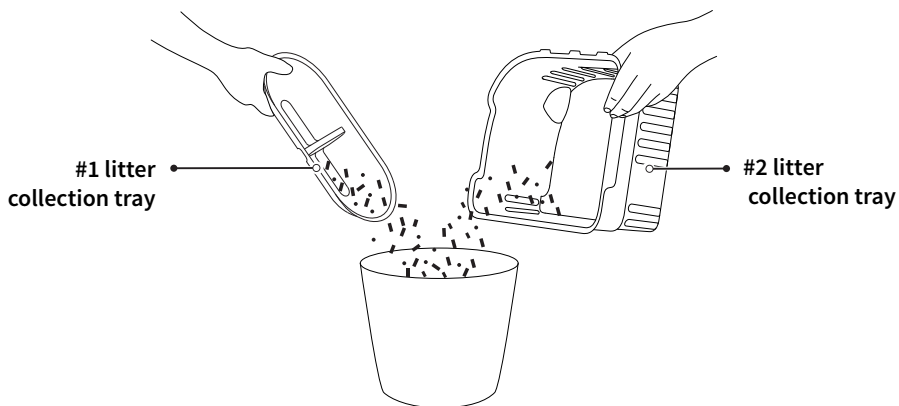


7.3 Maintenance of Other Components

- ❶ Wipe these components with a soft cloth: AI camera, base, and proximity sensor.



- ❷ If there is some litter in the #1 and #2 litter collection trays, take them out, dump the litter, and put them back.



Components	When to Clean	How to Clean	When to Replace	How to Detach	Caution
AI Camera	Clean it when the lens is not clear.	Wipe with a soft cloth.	/	/	Do not rinse or soak.
Base	Clean it after removing the cylinder.	Wipe with a wet tissue.	/	/	Do not rinse or soak.
Cylinder	Clean it when the inner surface is dirty.	Clean with a brush.	/	See 5.1-①	/
Litter Sifter	Clean it when your pet has loose stools.	Clean with a brush.	Replace it when it is damaged or broken.	See 5.1-②	Avoid squeezing or exposure to sunlight.
Litter Pad	Clean it when it's dirty.	Wipe with a soft cloth. Do not scrub.	Replace it when it sticks to cat litter or is broken.	See 5.1-③	Do not clean with alcohol, disinfectant, bleach, non-neutral detergent, etc.
N60	/	/	About two months.	Slide upward.	/

08 VIDEO GUIDE

8.1 Video of Installation and Usage

Please copy the video URL and open it in your browser to view the video.

<https://usage.petkt.com/web-app/video-manual/product/video/list?deviceType=t6&language=en-US>

8.2 Video of Cleaning and Maintenance

Please copy the video URL and open it in your browser to view the video.

<https://usage.petkt.com/web-app/video-manual/product/video/list?deviceType=t6&language=en-US&selectedIndex=1>

09 TROUBLESHOOTING

Problems	Possible Sources	Solutions
Failed to turn on	The plug was improperly plugged in.	Check if the plug is properly inserted. Re-insert the plug into the socket.
	The socket was broken or not powered on.	Check if the socket is powered on. Turn on the switch or replace the socket.
	The AI camera was improperly installed.	Power off, re-install the AI camera, and tighten the four screws.
	Used a non-original power cable.	Use the original power cable.
Cylinder cannot rotate during cleaning, emptying, etc	The device was not bound to the app and is not activated.	Bind the app before first-time use. The device can be used only after successful binding.
	Pet is in the device.	Check if there is a pet inside. After the pet exits, double press the OK button to resume operation.
	Some components were improperly installed.	Power off, then check if the refill ring, the refill ring cover, and the trunk are properly installed.
	Trash bag is broken.	Power off, then check if the trash bag has been removed and if the waste bin has been cleaned.
	Waste bin is full.	Please pack in time.
	There is an abnormality with the refill ring.	Replace with a new refill ring.
	Cylinder gear is stuck with foreign objects.	1 Power off, then remove the trunk and the cylinder. 2 Check for foreign objects near the gear and clean up. 3 Install the cylinder and the trunk, power on, then double press the OK button to resume operation.
Auto-packing failure	Some components were improperly installed.	Power off, then check if the refill ring cover and the trunk are properly installed.
	Trash bag has run out.	Replace with a new refill ring.
	Auto-packing module failure (including sealed door, slider)	1 Power off and remove the trunk. 2 Check for foreign objects near the sealed door and waste bin inside. 3 Clean up foreign objects. 4 Put down the auto-packing module manually and install the trunk. 5 Power on, then double press the OK button according to the prompts on the screen to restart auto-packing.
Auto-refilling failure	Waste bin was not bagged.	1 Power off and remove the trunk. 2 Press the trash bag manually to the bottom. 3 Install the trunk, power off, and double press OK button to restart auto-refilling.
	Trash bag has run out.	Replace with a new refill ring.
	Auto-packing module failure	1 Power off, check the auto-packing module, then manually put it down. 2 Power on, then double press the OK button to restart auto-refilling.
	Some components are improperly installed.	Power off, then check if the refill ring, the refill ring cover, and the trunk are properly installed.

10 BASIC SPECIFICATIONS

Product Name	PETKIT PUROBOT ULTRA WITH CAMERA SELF-CLEANING CAT LITTER BOX
Product Model	P9903
Materials	ABS, PP, TPE, Silicone
Dimensions	532 x 818 x 612 mm (20.94 x 32.20 x 24.09 in)
Weight	about 14.6 kg (32.18 lbs)
Rated Input	12V === 4A
Connection	Wi-Fi
Range of Application	Cats older than 6 months

11 A MESSAGE TO OUR VALUED CUSTOMERS

- Thank you for choosing the PETKIT PUROBOT ULTRA WITH CAMERA SELF-CLEANING CAT LITTER BOX.
- Please read the user manual carefully before installing and using the product. Any installation or usage qindicates that you have read and accepted the safety guide below.
- PETKIT is not responsible for or legally liable for any accidents or injuries resulting from the improper use of the product.
- PETKIT reserves the right to interpretation and revision.

12 SAFETY INSTRUCTIONS

* Failure to follow the safety guides below may result in product malfunction or other unforeseen losses.

- Please install and use the device according to the user manual.
- Kittens younger than 6 months old are prohibited from using this device. Cats weighing less than 1.5 kg are prohibited from using this device.
- Do not drag the AI camera.
- Do not scratch the lens with sharp objects.
- Do not place the device in a high-temperature or high-humidity environment.
- The device is for indoor use only. Avoid direct sunlight exposure and keep it away from open flames.
- Although the device is powered by a low voltage, electric leakage may occur if the pet bites the power cord. Please keep your pets from biting the power cord.
- Please use only the original adapter to avoid device damage or safety hazards.
- Place the device on a firm, level surface, and avoid touching the wall.
- Do not tilt the device to avoid safety hazards.
- Do not rinse or soak the bottom of the device.
- There are weight sensors at the bottom of the device. Please handle it gently.
- Unplug it if the device is not used for an extended period.
- Children should use this device under the supervision and guidance of adults.
- Repairs should only be performed with professionals' guidance to avoid accidental damage.
- Do not place anything on top of the device or press the top of it.
- Before leaving for an extended period, please ensure that there is sufficient cat litter in the litter box and enough space in the waste bin.
- If you have any problems with the product, please contact our customer service for assistance.

Disposal

The European directive 2012 / 19 / CE on Waste Electrical and Electronic Equipment(WEEE), requires that old household electrical appliances must not be disposed in the normal unsorted municipal waste stream. Old appliances must be collected separately in order to optimize the recovery and recycling of the materials they contain and reduce the impact on human health and the environment. The crossed out "wheeled bin" symbol on the product reminds you of your obligation, that when you dispose of the appliance it must be separately collected. Consumers should contact their local authority or retailer for information concerning the correct disposal of their old appliance.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference, and ;
- (2) this device must accept any interference received, including interference that may cause undesired operation.

FCC warning:

Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

The device has been evaluated to meet general RF exposure requirement.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

IC warning

- English:

This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions:

- (1) This device may not cause interference, and
- (2) This device must accept any interference, including interference that may cause undesired operation of the device.

- French:

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence.

L'exploitation est autorisée aux deux conditions suivantes:

- (1) l'appareil ne doit pas produire de brouillage, et
- (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.



PETKIT Network Technology(Shanghai)Co.,Ltd.
www.petkit.com
support@petkit.com

1. Can't connect the litter box to WiFi?

Troubleshooting steps:

- ①Keep the litter box and your phone close to the WiFi router to ensure a strong signal.
- ②Follow the instructions in the PETKIT App or refer to our official setup videos.
- ③There are multiple connection methods available in the app - try another one if one fails.
- ④If you're still unable to connect, contact our customer support team at: support@petkit.com

2. The WiFi connection keeps going offline frequently. What should I do?

Troubleshooting steps:

- ①Test with a Mobile Hotspot: Enable the hotspot on your phone, connect the device to the hotspot, and check if the disconnection issue continues. If it works with the hotspot, the issue may be with your home network.
- ②Check Router and WiFi Settings: Ensure your router is working properly with no interference. Create a dedicated sub-network (e.g., 2.4GHz) for the device if necessary.
- ③Optimize Device Placement: Place the device within 6 meters (19.7 feet) of the router and avoid obstructions.
- ④If the issue continues, contact customer support at: support@petkit.com.

3. "The Trash Bag Will Soon Be Used Up" Alert

When the litter box completes 10 packaging operations, a reminder saying "the trash bag will soon be used up" will automatically appear in the APP. This message is only a gentle reminder - you do not need to replace the trash bag bin immediately.

You can continue using it until you clearly see the visual indicator on the trash bag itself or until the APP message changes to "trash bag has been used up."

Once that final reminder appears, you should promptly replace the trash bag bin to ensure proper function.

4. The machine no longer alerts when the waste bin becomes full.

Explanation: The device will not alert you if the waste bin is full as long as the packaging module can still seal the waste.

Solution: Go to Settings > Delayed Cleaning in the PETKIT app and extend the cleaning delay time. This allows waste to harden and ensures the system can seal it properly before the alert triggers.

5. Sometimes the camera on the PETKIT Purobot Ultra automatically turns inward. Explanation:

When the PETKIT Purobot Ultra experiences a power outage or is restarted, the device will automatically recalibrate the position of the camera gimbal. During this process, the camera will temporarily turn inward toward the inner barrel. This is part of the normal operating mechanism of the device and does not indicate a malfunction.

6. Continuous "Pet Approaching" Message, Cleaning Won't Start

Troubleshooting Steps:

- ①Check Setup: Ensure there are no obstructions around the device or dirt on the proximity sensors.
- ②Device Placement: Avoid placing the device too close to walls or reflective surfaces, as they may interfere with sensors.
- ③Reboot the Device: After adjusting the setup, restart the device and check if the issue persists.

④Further Assistance: If the issue continues, provide:

Photos of the device setup.

The device's SN number.

The exact date and time the issue occurred.

Your order number.

7. PETKIT Purobot Ultra: Packaging/Sealing Issues

Troubleshooting Steps:

①Use Official Trash Bags: Avoid using third-party bags as they may damage the device.

②Avoid Packaging with Empty Bags: Running a cycle with an empty bag may affect sealing.

③Provide essential information to support

Device SN number

Exact time the issue occurred

A complete video showing the operation and failure process

④Inspect for Foreign Objects: Check for debris near the heating wire and clean if necessary.

⑤Manual Recovery: If sealing fails, manually pull out a section of the bag and try again.

⑥Check for missing parts: confirm if the highlighted spacer/gasket is present in your device. Missing parts can cause sealing issues.

8. PETKIT Purobot Ultra shows “Refill Ring Cover Not Installed” and won't work properly.

Troubleshooting Steps:

①Check Software Version: Make sure both the PETKIT APP and the T6 device firmware are updated to the latest version.

②Check for Foreign Objects: Inspect the refill ring and its cover for any blockages.

③Power Reset: Unplug the device for 30 seconds, then plug it back in and observe if the error persists.

④Further Assistance: If the issue persists, provide:

Video of the issue.

Device SN number.

Your order number.

9. PETKIT Purobot Ultra Will Not Power On

Troubleshooting Steps:

①Unplug the device, wait 30 seconds, then plug it back in and restart.

After restarting, listen carefully for a single beep sound from the machine.

②If the device still does not power on:

No beep sound heard after restarting:

→ Please contact customer service and provide your order number for further support

Beep sound is heard after restarting:

→ Please contact customer service and provide your order number for further support

10. The device no longer notifies or alerts the user when the waste bin becomes full.

Even if the waste bin is already full and feces are overflowing into the litter tray, the device will not issue a "waste bin full" alert as long as the wrapping module can still operate normally.

To avoid this issue, we recommend the following:

Go to Settings > Delay Cleaning, and set a longer delay time.

This allows the waste to dry and harden more thoroughly before it is wrapped.

Once the waste becomes firmer, the wrapping module may struggle to operate smoothly, and at that point, the system will trigger the "waste bin full" alert as expected.

This setting ensures more accurate alerts when the waste bin is truly full.

11. The firmware upgrade for my PETKIT Purobot Ultra keeps failing.

Troubleshooting Steps:

①Ensure a stable network environment

Place the device in an area with a strong and stable Wi-Fi signal.

Keep both your phone and the litter box close to the router during the upgrade process.

②Try using a mobile hotspot

Create a hotspot using your smartphone.

Rebind the device to the hotspot via the PETKIT app.

Attempt the firmware upgrade again while connected to this stable network.

③If the issue persists, contact support for further assistance

12. My PETKIT Purobot Ultra does not detect when a pet is approaching. The device continues to run.

Troubleshooting Steps:

①Check the device placement

Ensure the front of the litter box is not directly facing sunlight.

Make sure there is no obstruction in front of the entrance and that there is enough open space around the device.

Keep the area free from other infrared devices or sources of electromagnetic interference.

②Perform a manual sensor test

After confirming the placement is appropriate, restart the device and manually initiate a cleaning cycle via the PETKIT app.

During the cleaning process, place your hand in front of the drum entrance to block the door's infrared sensor.

If the cleaning does not pause and there is no pet proximity alert, this may indicate a failure of the door's infrared sensor.

③Contact PETKIT support with the following information:

A video showing the result of the sensor test described above

The device's SN number

Your order number

Please email this information to our customer service team at support@petkit.com for further assistance.

13. Litter or waste often sticks inside the drum of my PETKIT Purobot Ultra.

Troubleshooting Steps:

①Use high-quality clumping litter

②Make sure you're using enough litter in the drum.

For best results, we recommend using tofu litter or clumping granular clay litter, which offer stronger clumping performance and reduce sticking.

③Adjust Smart Settings – Delayed Cleaning

If the device cleans too soon after your pet uses it, the waste might not have time to dry or harden, which can cause it to stick.

Go to the PETKIT App and adjust the "Delayed Cleaning" timer.

We recommend setting a delay of 15 to 20 minutes to allow proper drying and minimize sticking.

④Additional Tips

Make sure to keep the drum clean and dry during regular maintenance.

Avoid using non-clumping or low-absorbency litters, as these increase the chance of sticking.