SURE iHB Petcare Hub User Guide

Contents

1 Hub
1.1 Quick Start Guide
1.2 Your new Sure Petcare Hub
1.2.1 What's in the box?
1.3 Set up your Hub
1.4 Problem with your product?
1.4.1 IMPORTANT SAFETY INFORMATION
1.4.2 Mains plug adaptor by Country:
2 Documents / Resources
3 Related Posts

Hub

Quick Start Guide

Model no. iHB

Your new Sure Petcare Hub

What's in the box?

Please make sure you have all these parts

1 Hub **2** Ethernet cable
3 Power supply **4** 4 x Plug adaptor A, C, G & I (see back cover for details).

In order for this product to work you will need to have purchased an accompanying Sure Petcare 'Connect' product.

Set up your Hub

To setup your Hub please refer to your Sure Petcare 'Connect' products Quick Start Guide and follow the instructions on the **Sure Petcare App.**
Full written instructions can be found in the manual of your 'Connect' product at: **surepetcare.com/pdf**.

Problem with your product?

If you notice any problems with your Hub, please do not try to fix these yourself. Our friendly customer care team are very happy to assist with any problems or queries. Feel free to get in touch, contact details can be found at **surepetcare.com/support** as well as more guidance, videos and customer help forums.

IMPORTANT SAFETY INFORMATION

It is your responsibility to exercise discretion and observe all safety measures required by law and common sense. Please read the following information carefully and retain this manual for future reference. This product is intended for use by domestic pets only.

WARNING:

- Your Hub is not a toy. Do not allow children to play with the Product.
- Your Hub includes some small components. To avoid the risk of choking take care to keep any loose parts away from young children or pets and dispose of all packaging appropriately.

This product can be used by children aged from 8 years and above and by persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the product in a safe way and understand the hazards involved. Cleaning and user maintenance shall not be undertaken by children without supervision.

Your Hub is for indoor use only.

CHILD PROOFING: In households with young children, you must include the Hub in childproofing considerations. Misuse of this product by a child may result in persons coming into contact with potential dangers. Ensure your Hub is located where it will not pose a trip hazard. Young children should be monitored at all times when in the immediate vicinity of the Hub.

Important: There are no user serviceable parts in the enclosure. Do not use this product if parts are missing, damaged or worn. Only use approved Sure Petcare accessories and spare parts with your iHB (Hub). Always power your iHB from the Sure Petcare power adaptor supplied with the product. Your iHB requires an Shielded Twisted Pair (STP) ethernet cable for proper operation (supplied).

Before Installation or using the product please download and read the user instructions, these are available from **surepetcare.com/pdf**.

Disposal of Products and used Batteries: This symbol on a product indicates it is subject to the following legislation:

Directive 2012/19/EU on Waste Electrical and Electronic Equipment (WEEE) & Directive 2006/66/EC on Batteries and Accumulators require households to dispose of electrical products and waste batteries in an environmentally responsible manner. These items should not be placed in household waste bins and must be recycled at an appropriate recycling facility.

Further information on recycling can be found at: **www.recycle-more.co.uk**.

FCC compliance: 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.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. This device has been designed and complies with the safety requirements for RF exposure in accordance with FCC rule part §2.1093 and KDB 447498 D01.

ISED compliance: CAN ICES-3(B)/NMB-3(B): This device complies with Industry Canada license-exempt RSS standards. Operation is subject to the following two conditions:

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

To meet RF exposure guidelines, a separation distance of 200 mm should be maintained. This device complies with the safety requirements for RF exposure in accordance with RSS-102 Issue 5 for portable use conditions.

802.15.4 wireless: 2.4 GHz; Maximum Radio Frequency Power: 5 dBm

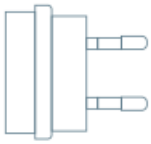
Hereby, SureFlap Ltd. trading as Sure Petcare, declares that the radio equipment type iHB is in compliance with Directive 2014/53/EU and UK Radio Equipment Regulations 2017 (as amended). The full text of the EU declaration of conformity is available at the following internet address **surepetcare.com/ecdoc**.

EU Authorised representative
Allflex Europe, 35 Rue des Eaux, F35500 Vitré.

surepetcare.com/support

Mains plug adaptor by Country:

A Canada, México, United States

C  Belgique, Brasil, Czech Republic, Danmark, Deutschland, Eesti, España, France, Italia, Latvija, Lietuva, Luxembourg, Magyarország, Netherlands, Norge, Österreich, Polska, Portugal, România, Schweiz, Slovenija, Slovensko, South Africa, Suomi, Sverige, Turkey

G Ireland, Malta, United Kingdom

I Australia, New Zealand

©2021 SureFlap Ltd, trading as Sure Petcare Ground Floor Building 2030, Cambourne Business Park Cambourne, Cambridge, CB23 6DW, United Kingdom

iHB June 2021 01821-EU_F

Documents / Resources

	SURE iHB Petcare Hub [pdf] User Guide IHB002, XO9-IHB002, XO9IHB002, IHB002 Sure Petcare Hub, Sure Petcare Hub, Petcare Hub, iHB Petcare Hub