

# Artie™



**Hello! Welcome to the Artie family and congratulations on choosing a higher level of nutrition and care for your pet. Your new Artie appliance makes it easy to prepare nutritious home-cooked meals for your pet at the touch of a button.**

**Our number one goal is to help you give your pet the highest quality of nutrition and care. If you have any additional questions or comments, please email us anytime at [help@feedartie.com](mailto:help@feedartie.com) or call 1-855-OK-ARTIE or 1-855-652-7843 for more information.**

**[www.feedartie.com](http://www.feedartie.com)**

# IMPORTANT SAFEGUARDS

**When using electrical appliances, it's important to follow basic safety precautions, including the following:**

1. Read all instructions before using.
2. Do not touch hot surfaces.
3. Do not open the lid at any time while the appliance is in operation.
4. Lift the appliance only by the base and only while unplugged from the power source.
5. Use only on a hard flat surface.
6. Do not use in close proximity to a heat source.
7. Do not overfill the water reservoir with water.
8. Use only water in the water reservoir except as indicated in the cleaning instructions.
9. Do not use outdoors.
10. Do not let the cord hang over the edge of a table or counter, or touch hot surfaces.
11. To protect against fire, electric shock and injury do not immerse the cord, plug or appliance in water or any other liquid.
12. To help prevent injuries, close adult supervision is required whenever using any electrical appliances around children. Keep the appliance and its cord out of reach of children.
13. The use of accessory attachments is not recommended by the appliance manufacturer and may result in fire, electrical shock or injury.
14. Unplug and allow the appliance to cool before (hand) cleaning or maintenance.
15. Do not operate any appliance with a damaged cord or plug or after the appliance mal-functions or has been damaged in any manner. Contact Artie Customer Service to report any mal-function or damage to the appliance.
16. Do not use the appliance for anything other than the intended use.
17. There are no consumer serviceable components or parts associated with this appliance. Do not attempt to disassemble or repair the appliance.

## SAVE THESE INSTRUCTIONS

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**CAUTION:** Within the underside lid of the appliance there are two sharp needles that inject steam and warm water into the food cup. These needles puncture the Artie food cup to lightly cook the food. To avoid the risk of injury, do not put your fingers on or inside the lid area.

**CAUTION:** There is extremely hot steam and water circulating while the appliance is in operation. To avoid the risk of injury, do not open the lid while the appliance is in operation.

### **POWER CORD INSTRUCTIONS**

A short power cord has been provided with this product to reduce the risk of the cord becoming entangled or tripping over a longer cord.



# GETTING STARTED

Please open the box and remove the appliance.

- You will notice a RED SILICONE INSERT that has been placed under the lid of the appliance. Please completely remove the insert and save it. Keep it with your appliance packaging in the event you move or need to ship the appliance at any time. It is designed to protect the appliance during shipment and prevent water from dripping out.
- We have also included a CLEANING CUP. Be sure to keep this cleaning cup as you will need it to perform routine cleaning of the appliance. It includes clear instructions (also included below) for how to complete a cleaning cycle.

## GET TO KNOW ARTIE



# CLEAN BEFORE YOUR FIRST USE

## Just follow these simple cleaning instructions:

1. Wash the water reservoir (7) and reusable cleaning cup (10) in a mixture of mild detergent and water. Rinse each thoroughly. Note: these 2 parts are also dishwasher-safe for the top rack only.
2. Plug in the appliance.
3. Fill the water reservoir with clean water to the MAX fill line (8). Then place the water reservoir securely into the base unit (2).
4. Insert the empty cleaning cup (10) into the center of the water reservoir and close the lid (3).
5. Press START. The bar code scanner (4) reads the bar code on the bottom of the cleaning cup and the appliance will begin a cleaning cycle.

**Note: the START button will pulse white in a circular pattern around the button while the cleaning process is underway. Do NOT open the lid at any time during the cleaning or cooking process.**

6. A tone will indicate when the cleaning cycle is complete and the START button will begin to flash white. Open the lid and discard the water from the cleaning cup. Repeat steps 3-5 one more time. The entire cleaning process takes several minutes to complete as steam and hot water are thoroughly cycling through the appliance.

**Your Artie appliance is now ready for use!**

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## LET'S GET COOKING!

1. Plug in the appliance.
2. Fill the water reservoir (7) with clean water to the MAX fill line (8). Then place the water reservoir securely into the base unit (2).
3. Insert an Artie meal cup (5) into the center of the water reservoir and close the lid (3).
4. Press START. The bar code scanner (4) will identify and read the bar code (6) on the meal cup and begin preparing the meal to perfection.

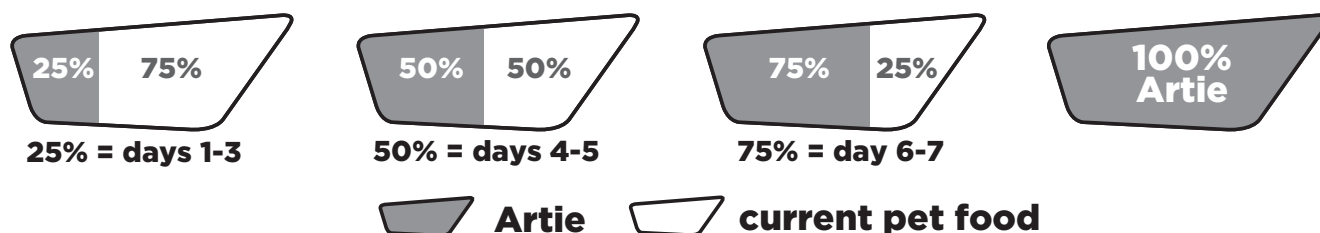
**Note: the START button will pulse while the cooking process is underway. Do NOT open the lid at any time during the cooking process.**

5. A tone will sound and the START button will begin to flash white to indicate that the cooking process is complete. Note that the light will continue to flash until the meal has been removed.
  6. Open the lid and remove the meal cup.
  7. Peel back the meal cup lid and use a spoon to gently stir the warm meal for 5-10 seconds.
  8. Transfer the meal directly into your pet's bowl and serve while still warm. Do not feed your pet directly from an Artie meal cup. Also, be sure to provide your pet access to clean and fresh water.
  9. After each meal, be sure to wash your pet's bowl with soap and warm water.
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# TRANSITIONING YOUR PET

Before feeding your pet Artie meals for the first time, it's important to give your pet time to adjust. Please follow this transition plan over the first week or follow the instructions included in your 1-Week Tummy Saver™ Transition Pack (if included in your meal plan). We recommend serving 25%, 50% then 75% of Artie along with your pet's current food over the course of at least seven days. This helps your pet (and their tummy) adjust to the new food:

## The tummy-saver 7 day transition guide.



We (and our Board Certified Veterinary Nutritionist®) recommend following this 7 day transition guide to ensure maximum tummy comfort and totally clean carpets.

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## ROUTINE CLEANING & CARE

Routinely descaling your Artie appliance is important to the machine's performance and longevity. Follow the steps below to de-scale your Artie appliance every 30-60 days, depending on your water quality. This process is very easy and printed clearly on the cleaning cup:

1. Add household (white) vinegar to the FILL line of the cleaning cup (approx. 300 mL) and pour it directly into the water reservoir
2. Add a 2nd cup filled to the FILL line with clean water.
3. Install the water reservoir into the appliance and insert the cleaning cup (empty).
4. Close the lid and press the START button to run a cleaning cycle. Do not open the lid at any time until the cleaning cycle is complete.
5. Once the cycle is complete, remove the cleaning cup and the water reservoir. Discard all contents into the sink and rinse both thoroughly.
6. Repeat steps 1-5 using clean water only.
7. Clean the window under the water reservoir using a damp cloth or paper towel. Dry completely.

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## DISHWASHER SAFE PARTS

To more thoroughly clean your appliance, the following parts can be placed into the TOP-RACK of the dishwasher:

1. Water reservoir

2. Cleaning cup

# FREQUENTLY ASKED QUESTIONS

## How do I turn the appliance off?

The appliance will automatically enter a sleep mode after a cooking or cleaning cycle is completed and the meal cup has been removed. To wake the appliance, simply open the lid or press the Start button.

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## Why can't I get the machine to start?

Here are important things to check if the machine won't start:

- Make sure that the appliance is plugged into an outlet and the outlet is fully functional.
  - Verify that the water reservoir is filled with water at or above the MIN fill line (9).
  - Ensure that the water reservoir (7) is firmly installed into the base unit (2). To be sure, carefully remove and reinstall it.
  - Check that a meal cup (or the cleaning cup) is loaded correctly into the middle of the water reservoir and the bar code (6) on the bottom of the cup is clean and clearly visible.
  - Try removing the meal cup (or the cleaning cup) and reinserting it into the water reservoir.
  - Please make sure that the bar code scanner (4) window underneath the water reservoir is clean and free of stains, water, or debris.
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## How do I feed my pet while I'm traveling?

Great question! If you plan on traveling and won't have access to the appliance, pre-cook the necessary number of meals ahead of time with the appliance and then freeze them before leaving. Be sure to place them into individual containers or freezer-friendly bags and label them to ensure the proper portions are provided for each meal.

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for more information.**

