



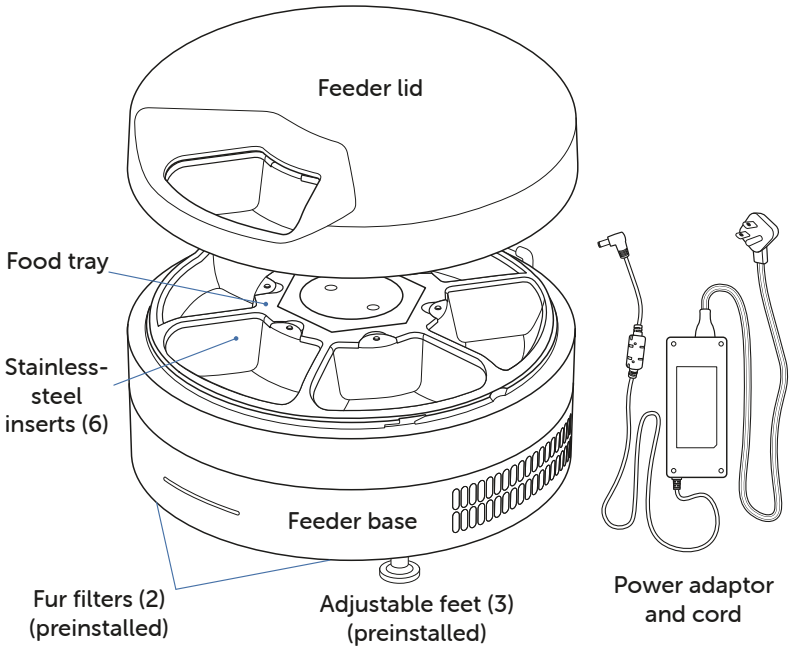
User Guide



FreshFeed

Refrigerated Pet Feeder

What you have

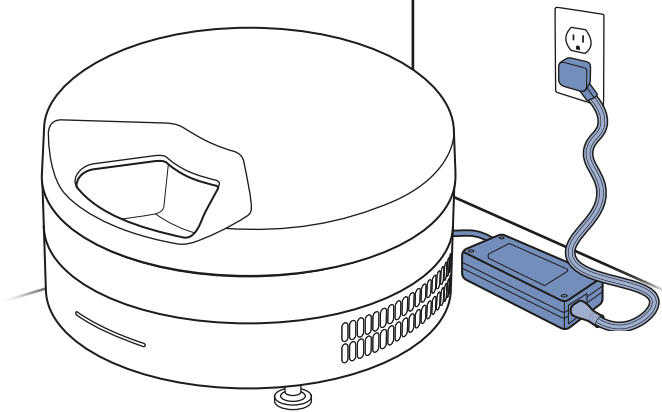


What you need

- Wireless router (2.4 GHz)
- High-speed internet connection
- Smartphone

Set up the feeder

1



Place the feeder on a flat, smooth surface indoors, in an area where temperatures do not fall below 60 °F or rise above 85 °F.

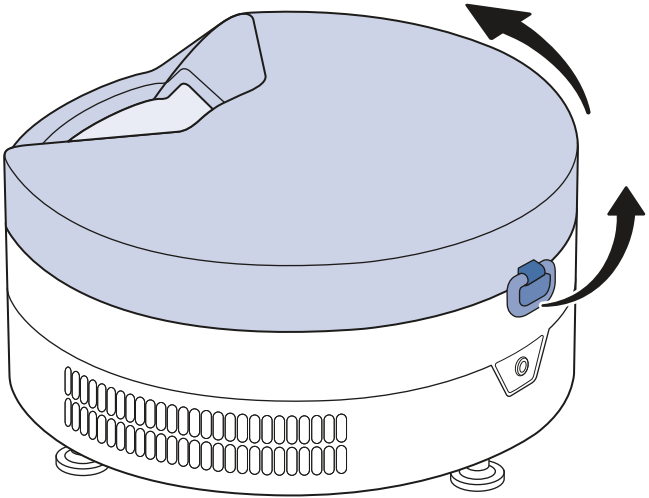
Attach the power adaptor and power cord to the power jack on the back of the feeder.

Plug the power cord into a standard power outlet.

Important: Make sure the cooling vents on the sides of the feeder are unobstructed, and that there is sufficient air flow underneath the feeder.

The feeder will beep and power on.

2



Lift the latch at the back of the feeder. Rotate the feeder lid counterclockwise and then lift it off of the feeder.

Rinse the stainless-steel inserts before first use. Place one stainless-steel insert in each food tray compartment.

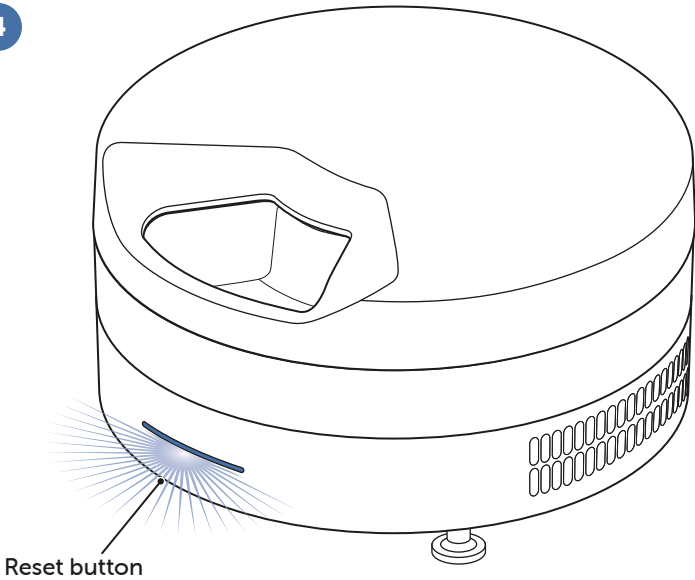
Replace the food tray and feeder lid.

3



Tap the image above to download the PetSafe® Pet Companion app.

Create an account and log in. You will need a valid email address.

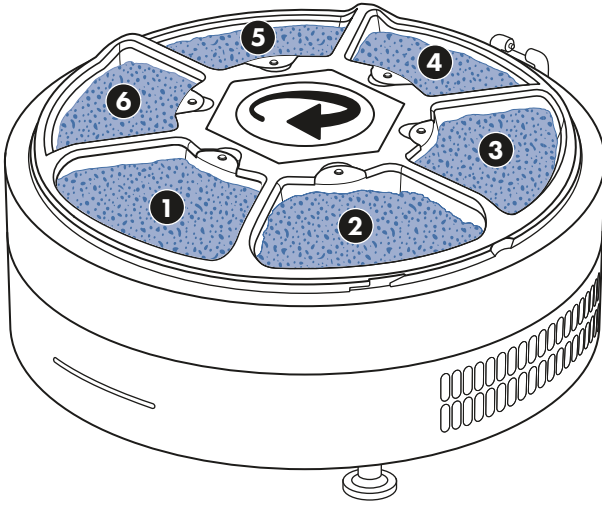


Press and hold the reset button (under the front edge of the feeder) until you hear a short double beep (5 seconds). The LED on the front of the feeder will start pulsing white, indicating it is ready to pair.

Open the PetSafe® Pet Companion app and tap **+**. Select **PetSafe® FreshFeed Refrigerated Pet Feeder**. Follow the prompts to connect to Wi-Fi (2.4 GHz).

The LED will glow blue when the feeder is successfully connected to the app and ready to use.

LED color during pairing	Meaning
Red, pulsing	The feeder is in Wi-Fi standby mode. Press and hold the reset button for 5 seconds to initiate pairing.
White, pulsing	The feeder is in pairing mode. Use the PetSafe® Pet Companion app to pair.
Yellow, pulsing	The feeder is trying to connect to Wi-Fi.
Green, pulsing	The feeder is trying to connect to the app.
Blue, solid	The feeder has successfully connected to the app and is ready to use.



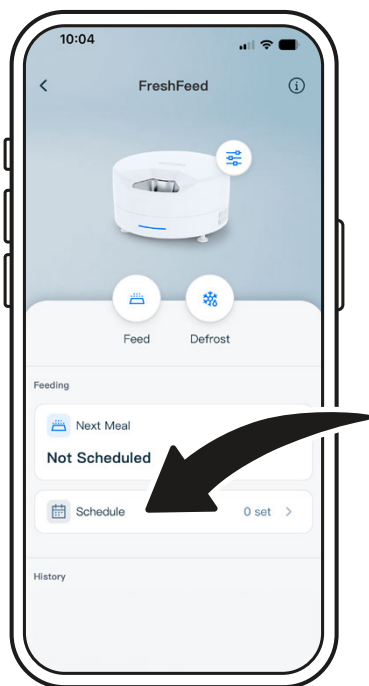
Open the feeder lid and add meals. FreshFeed supports fresh and wet foods as well as toppers, supplements, and medications that need to be served with meals.

Important: Always follow your pet food manufacturer's storage and serving guidelines. While this feeder is designed to deliver meals for up to 6 days and support various diets, actual safe durations may vary based on food type and manufacturer recommendations.

The food tray rotates clockwise. The meal in the first compartment will be available to your pet immediately. Meals in subsequent compartments will be fed based on the schedule you set up in the app.

Keeping this in mind, fill each of the needed compartments with up to $\frac{3}{4}$ cup (about 5.5 fluid ounces) of food. You can use the stainless-steel inserts or just place the food directly in the food tray.

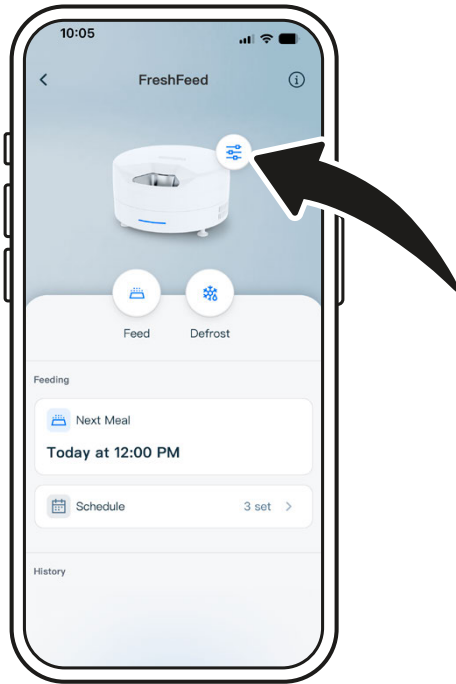
Close and latch the feeder lid to lock in freshness.



To set up a feeding schedule:

- Tap **Schedule** at the bottom of the home screen.
- On the **Schedule** screen, tap **+**.
- On the **Add Feeding** screen, use the time picker to select a time for the feeding. **Important:** Feedings must be scheduled at least 6 minutes in advance, to allow time for a brief automatic defrost cycle before the tray rotates.
- Select the day(s) on which you want the feeding to occur.
- Turn the **Audible Alert** on or off as desired. When this option is on, the feeder will beep each time the feeding occurs.
- Tap **Save** to save the feeding.
- Repeat steps a through f to set up any additional feedings (up to 10 total).
- Tap **<** to return to the home screen.

You can return to the **Schedule** screen at any time to edit or delete your scheduled meals.



Tap the settings icon next to the feeder image. The app displays the **Settings** screen. Choose settings for the following options:

- **Stainless Steel Inserts:** Turn this option on if you are using the stainless-steel inserts; otherwise, leave it turned off.

Please note: This setting is used to adjust the cooling plate temperature for optimal performance with or without the stainless-steel inserts; remember to change it each time you start/stop using the inserts.

- **Stop After Full Rotation:** If you would like to receive reminders when it is time to refill the feeder, turn this option on. (It is turned off by default.)

When **Stop After Full Rotation** is selected, the feeder will track the number of meals and display the current meal number on the home screen. The feeder LED will change color to indicate the number of meals remaining:

LED color	Meaning
Blue, solid	The feeder has more than 3 meals available.
Yellow, solid	The feeder has only 2 meals left.
Red, solid	The feeder is on its last meal.

After the sixth meal, the feeder will stop rotating and the app will prompt you to refill and reset the feeder.

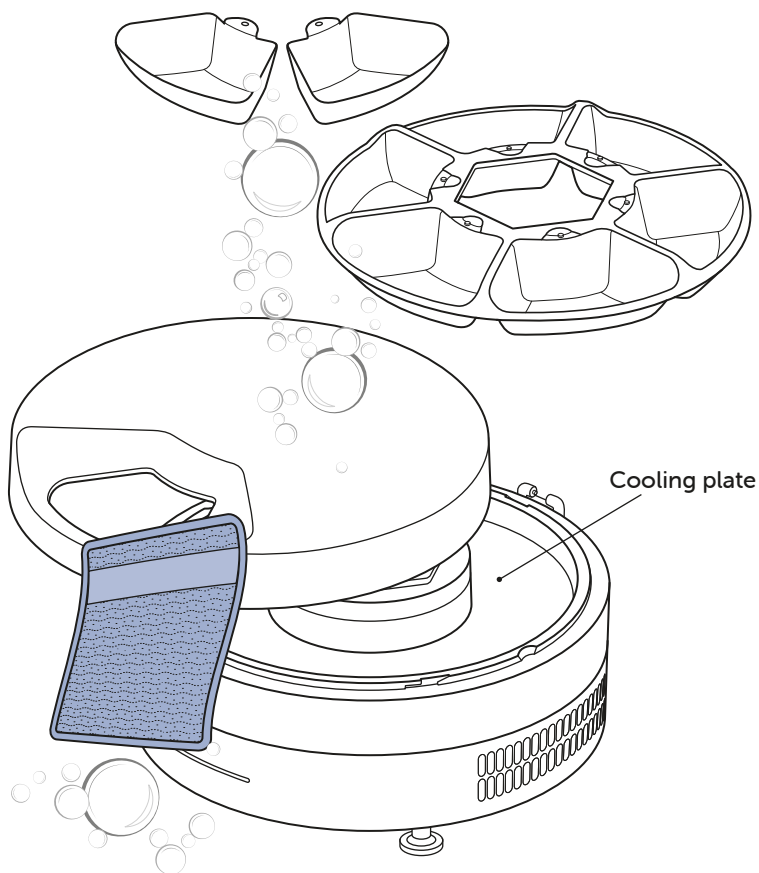
The feeder is now fully set up and will deliver fresh meals to your pet right on schedule.

Your pet's meal history (up to 7 days) will appear at the bottom of the home screen.

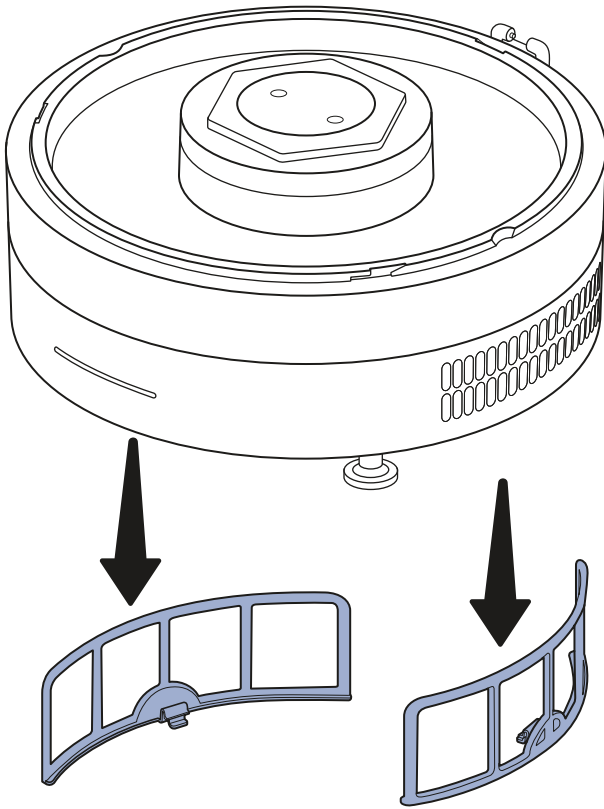
Clean and refill the feeder

When it's time to refill the feeder:

1. Tap **Defrost** on the home screen. This pauses cooling for 10 minutes and makes it easier to clean the cooling plate.
2. Remove the feeder lid.



3. Remove the stainless-steel inserts (if using) and wash them by hand or in the dishwasher.
4. Remove the food tray and wash it by hand. **Important:** The food tray is not dishwasher safe; hand wash only.
5. Wipe the feeder lid and base with a non-abrasive cloth. **Important:** Do not submerge the lid or base in water. Make sure to wipe away any condensation or ice that may have built up on the cooling plate.



6. Check the fur filters:
 - a. Remove the two fur filters from the bottom of the feeder.
 - b. Gently wipe or vacuum the fur filters.
 - c. Reinsert the cleaned fur filters into the feeder base.

Important: Dirty fur filters can negatively affect temperature control and shorten the lifespan of the feeder. Clean these filters at least once a month.
7. Dry the food tray and stainless-steel inserts (if using) and then replace them in the feeder.
8. Refill each compartment.
9. Replace and lock the feeder lid.
10. If you have turned on the **Stop After Full Rotation** option, reset the feeder by pressing the reset button once or tapping **Reset** on the home screen.

Customize feeder settings

To customize feeder settings, tap the settings icon next to the feeder image on the home screen.

See the following table for a description of each available option:

Option	Description
LED Brightness	Adjusts the brightness of the LED on the front of the feeder.
Stainless Steel Inserts	<ul style="list-style-type: none">• Turn on if you are using the stainless-steel inserts in the food tray.• Turn off if you are using the food tray without the stainless-steel inserts. This is the default setting. <p>Please note: This setting is used to adjust the cooling plate temperature for optimal performance with or without the stainless-steel inserts; remember to change it each time you start/stop using the inserts.</p>
Stop After Full Rotation	<ul style="list-style-type: none">• Turn on if you would like to be reminded when to refill the feeder. When this setting is selected, the feeder will track the number of meals served, pause operation after the sixth meal, and prompt you to refill and reset the feeder.• Turn off if you would like the feeder to continue operating continuously regardless of how many meals have been fed. This is the default setting.
Offline Notification	<ul style="list-style-type: none">• Turn on to be notified if the feeder goes offline.• Turn off to opt out of offline notifications. This is the default setting.

Option	Description
Device Color	Allows you to set the device color.
Customize Name	Allows you to assign a custom name to the feeder.
Share Device	Allows you to share the feeder with another household member.
Check for Updates	Checks for feeder firmware updates.
Factory Reset	Erases Wi-Fi credentials and returns the feeder to original factory settings.
Help & Resources	Connects you to additional product support resources.

FreshFeed

Refrigerated Pet Feeder



We're here to help!

For questions or additional tips:
support.petsafe.com

1-Year Limited Warranty | ©2026 Radio Systems Corporation
Models: PFD00-18289, PFD00-18290 | 400-2824
For important safety instructions, please see the **Let us help!** guide.