

FAQ Littermaid Classic



Q. Why does my rake continuously go through cleaning cycles?

A. Something is causing a blockage that's not allowing the rake to complete a normal cycle. This may be:

- A waste pile or a litter clump that has slipped behind the rake
- A waste pile or litter clump that is in front of the rake, stopping it
- Too much litter in the litter box.

If the rake cannot complete its normal cycle, the LED will blink quickly as the rake continues to try to return to regular operation. If the rake cannot clear the blockage on its own:

1. Turn On/Off button to off.
2. Check to make sure litter in the tray is just below "Fill Line" and that the entire area of the litter tray is clear of blockages. Use the LitterMaid scoop & rake cleaner to clear away blockages and measure the level of litter in the center of the unit. The Fill Line will not be visible if tray is overfilled.
3. If the box is overfilled, remove excess litter and smooth out litter from front to back using the scoop & rake cleaner.
4. Turn On/Off button to on.
5. Rake will run through a complete cleaning cycle and should return to its normal position.

Q. Why is my rake stuck in the middle of the litter tray?

A. A waste clump or blockage is preventing normal operation. Follow the instructions from the above question and clear any blockages.

Q. Why does my litter box not start cleaning 10 minutes after cat has left? (i.e. the unit is on, but the rake does not cycle)

A. This can be caused by dust accumulating on the sensors that activate the cleaning cycle. These sensors are located at the center of both of the side walls of your litter box and activate a cleaning cycle if they detect motion for more than five seconds.

1. Wipe each sensor with a soft, dry cloth to remove dust.
2. Turn On/Off button to off.
3. Turn On/Off button to on.
4. Unit will run through a cleaning cycle.

Q. Why does my rake not completely clean the litter box?

A. This can be caused by using the wrong type of litter (such as paper-based litter, pellets, or crystals) or by using a low-quality clumping litter. Check to make sure you are using only high-quality clumping litter. The rake will not work with other types of litter and may leave a tray unclean or only partially clean.

Q. Why won't my litter box operate after the On/Off button is pressed?

A. This is usually a power issue. Check to be sure that the outlet is working and/or that the batteries are charged and installed properly. If this is not the cause, your AC adapter may be faulty. Call our Customer Care line at 1-800-231-9786 for support.

Q. Why do waste clumps adhere to surface of the litter tray?

A. This may be a product of the type of litter you are using. Check to make sure your litter is a high-quality clumping litter. Also make sure litter is filled above the MIN Fill Line. This can also be caused by an unclean litter tray. Follow the instructions for cleaning the litter tray in your Use & Care manual.

If the problem still persists, it may be caused by too much saturation of the litter at one time. Cats may be going one after another in a multi-cat household or your cat may have a condition that causes excessive urination (often seen in cats with diabetes). Check to see how saturated the litter is getting after each cat in your house leaves. You may need to get an additional litter box or refill litter more often to avoid litter sticking to the tray.

Accessories

What is the voltage and ampage of the adapter?

The Littermaid electrical adapter is a 120 volt AC to AC with 1 Amp rating which is listed on inner areas of the adaptor.

How do you care for the carpet?

Sweep carpet with a broom or use a vacuum to remove dust, loose particles and cat hair.

Carpet may be rinsed with water.

Hang carpet to dry.

Should small stains occur, moisten a sponge with a mild detergent and cold water; wipe carpet to clean.

Do not place carpet in washer or dryer. Do not vacuum carpet when it is wet.

What is the carpet made of?

Carpet is made with 100% polypropylene fiber and latex foam.

Can I use a power converter with my Littermaid unit?

The unit is not meant to be used with a convertor. If customer decides to use a convertor, they must make sure the convertor is the proper wattage

General Information

How do you Acclimate your Cat to your Littermaid™.

Place the LitterMaid™ unit next to your old litter box.

Set it to run automatically by pressing the ON/OFF button "ON".

Do not clean out the old litter box. (Cats prefer to use a clean box, and the LitterMaid™ will always be clean.)

If your cat is shy, do not operate the LitterMaid™ unit automatically for 2 to 3 days. (Press the ON/OFF button "OFF.")

Manually activate the LitterMaid™ unit 2 to 3 times a day for the first 2 to 3 days, to let your cat get used to going into the LitterMaid™ unit before you set it to clean automatically.

As soon as your cat is acclimated to the LitterMaid™ unit set it to clean automatically. Press the ON/OFF button "ON" and remove the old litter box.

Note: Do not place your LitterMaid™ unit in a wet environment or in direct sunlight. Do not use outdoors or on patios.

Location of Littermaid™

Find a location for your LitterMaid® Litter Box in a clean, dry place. Note: For optimal performance, do not place your LitterMaid® Litter Box in moist environment or in direct sunlight.

How does the Littermaid™ work?

Cat enters the unit and once the cat leaves, the Sensors are triggered, setting the timer for the cleaning cycle. (Sensors need to be completely blocked for at least 5 seconds). Note: Unit will not start a cleaning cycle while the cat is in the litter box.

After 10 to 12 minutes, the cleaning cycle starts and the Rake scoops out the waste clumps.

If the cat re-enters and leaves the Litter box before the initial 10 -12 minutes have elapsed, the timer will automatically reset and delay the beginning of the cleaning cycle for an additional 10 to 12 minutes. Note: the rake on all Littermaid™ units has a safety bar and will stop and reverse if the safety bar touches any object that has gotten behind the rake while it is returning to its home position.

The rake opens the waste receptacle compartment cover and deposits clumps into the waste receptacle.

How do you install waste receptacles?

Open waste receptacle compartment cover.

Insert a disposable waste receptacle into the waste receptacle compartment. Press down firmly. Be sure receptacle corners are inserted in all the way. Make sure that the waste receptacle is under the 5 tabs. There should be no gap between the unit and the waste receptacle.

Attach the waste receptacle lid by inserting the push tabs into the round holes. To secure press on positions indicated. Be sure lid edges are under the cover tabs.

How do you remove waste receptacles?

We recommend avoiding contact with waste material. Wear rubber or latex gloves when handling used disposable waste receptacle.

Depress the two push tabs in the waste receptacle compartment cover . (Detach the disposable waste receptacle lid from the waste receptacle compartment cover.)

Lift the compartment cover, exposing the closed disposable waste receptacle assembly.

Press in on four corners of lid to secure lid to the waste receptacle, pull the disposable waste receptacle edge free from the tabs holding it in place, lift out and dispose.

The sealed disposable waste receptacle allows for safe and easy disposal of waste when it is full.

Littermaid Classic Model Number and Date Code Location

Models LM500, LM600, LM605C, LM650, LM700, LM750, LM800, LM900, LM950

The date code and model number are located on the underside of the battery compartment cover.

The battery compartment is located on the top of the motor housing next to the Littermaid logo.

The model number is on a sticker and the date code is stamped into the underside of the battery compartment cover.

If the LM680 is not raking properly have the customer take the following steps:

Be sure the latches on both sides of the unit are locked into place. We also suggest removing the rake to clean as described in the Use and Care Manual.

Littermaid - Incorrectly Set Up

What to do if not raking correctly.

If your unit is not removing clumps or raking properly, you need to open the lid to the waste receptacle at the end of the litter tray. Do you see a white bar? If yes, then the unit is incorrectly set up.

Turn the unit off.

You need to remove the waste receptacle

Remove the top of the unit off the litter.

Hold the top of the unit angled down towards the waste receptacle.

Lower the white bar down into the slots on both sides so that the white bar goes underneath the edge of the litter tray where the 5 tabs are located, then simply lower the other end onto the litter tray.

Now replace the waste receptacle and turn the power on.

If you continue to have problems with the unit, then please contact us.

Be sure you are using a premium clumping litter. Do not use non-clumping, crystal or pearl-like litter.

Littermaid - Rake continues to run

What to do when the rake continues to run.

Too much litter in the litter box is causing excess litter to collect behind the rake, preventing it from returning to home position or there is an obstacle in front at the rake. If the rake cannot move an obstacle during the cleaning cycle, the unit will go through a cleaning cycle up to five times in an attempt to clear the obstacle. If unsuccessful, the rake will return to its home position, and the green light will blink slowly (1 time per second), indicating that the rake has encountered an obstacle it cannot move.

Press the ON/OFF button to turn unit "OFF."

Clear the obstacle. Be sure litter in tray is just below the "Full Line." Use the LitterMaid triple-action tool to measure the level of the litter in the center of the unit. Full Line will not be visible if tray is overfilled.

Press the ON/OFF button "ON."

The rake will run through a complete cleaning cycle. When cycle is finished, the unit is ready for use.

Littermaid -Rake stuck in dumping position

What to do when the rake is stuck in the dumping position.

Press the OFF/ON switch to the "OFF" position.

Unplug unit.

Remove batteries

Clean unit (check track for litter).

Be sure litter in tray is just below the "Full Line." Use the LitterMaid T triple-action tool to measure the level of the litter in the center of the unit.

Wipe sensors.

Put unit together and plug into AC power only and turn OFF/ON. Switch to the ON position for the automatic cycle.

Additional Troubleshooting Tips:

If the motor assembly is stuck at the dumping position (& LED is ON) the cause could also be:

If the Home position switch is stuck pushed in: Please unplug the unit and try pressing in the switch button in case it is temporarily stuck. The switch button is located at the end of the track near the dumping position.

If the Emergency bar-switch is stuck pushed in: Please try pushing the emergency bar gently in order to assist the unit. Once these steps are completed please plug the unit back in and turn it on to test the unit again. Unit should activate and complete its original cycle.

Littermaid - Rake is off track

Please lift the two latches on the side of the unit.

Please separate the main housing from the tray, and then turn the main housing upside down.

If the Rake is "off track", you need to slide the Rake back in place.

The 4 screws can be loosened to slide the Rake more easily.

After the Rake is straightened, the 4 screws should be tightened to keep the Rake from moving again.

Littermaid - Motor Assembly is off track

If the entire motor assembly is off track - Please pop the gears back in alignment.

Make sure the litter level is just below the top line ("full line") on the side of the unit, or below the "Fill Line" on the Triple Action Tool when measuring in the center of the litter box.

Please shake the unit (or use the Triple Action Tool) to level the litter before checking the litter level. If you are using a whole bag of litter, that's probably too much.

We recommend that you use Premium Clumping Litter. Please do not mix any non-clumping litter with clumping litter. The Litter Maid should only be used with premium clumping litter.

If the motor assembly is stuck at the dumping position (& LED is blinking) the cause could be: Home position switch is stuck pushed in.

If the motor assembly is stuck at the dumping position (& LED is blinking) the cause could be: Emergency bar-switch is stuck pushed in.

Please unplugged the unit and the try pressing in the switch button incase it is temporarily stuck. The switch button is located at the end of the track near the dumping position. In addition, please try to pushing the emergency bar gently in order to assist the unit. Once these steps are completed please plug the unit back in and turn it on to test the unit again.

Unit should activate and complete its original cycle.

Assembling The Main Housing:

Place litter tray on a flat surface. Carefully lower main housing onto litter tray. Engage the two locks by pressing lower part of each latch firmly against tabs on litter tray until a click is heard to indicate that both sections are locked into place

Rake Removal, Cleaning & Reinstallation

Removing the rake:

Important: We recommend wearing rubber or latex gloves when handling the soiled rake.

Press the On/Off button and hold it for 3 seconds, the LED will start blinking.

Rake will move forward and stop at the dumping position.

With two thumbs, press the two buttons on the motor housing to release rake (Fig. 12 located in Use and Care Manual).

Pull rake out (Fig. 13 located in Use and Care Manual).

Cleaning rake:

Use the LitterMaid® scoop and rake cleaner to quickly clean rake.

Wash rake with a soft cloth using warm water and mild detergent.

Note: Do not use scouring pads or harsh and abrasive chemicals.

Dry the rake.

Reinstalling rake:

Hold rake with both hands and align the two indentations on the rake with the two buttons on the motor housing (Fig. 14 located in Use and Care Manual).

Push rake into the motor housing until it snaps into place.

Press On/Off button and hold it for 3 seconds, the LED stops blinking and motor housing returns to home position.

Note: The motor housing will automatically return to the home position, 5 minutes after activating the cleaning cycle.

Unit is now ready for normal operation.

Operation of the Mode Indicator Light in LM580-LM980 Series Littermaids

LED light Mode will indicate the status of the Littermaid as follows:

No Light - Litter Box is off

Constant Light- Litter box is on and in STANDBY mode.

Intermittent blinking- (blinks 1 time every 2 seconds) Litter box has activated CLEANING mode.

Slow blinking - (blinks 1 time every second) Litter box is in LOW POWER mode indicates low battery power; replace the batteries

Fast blinking - (blinks 2 times every second) Litter box has encountered a potential blockage and is in FAULT mode. The rake will automatically cycle 5 times to attempt to clear the blockage; if unsuccessful, the LED light will blink and the rake will return to the home position.

The customer states that the lid of the waste receptacle does not close, Advised the customer to check that the ramp was on the unit correctly, It is. How can the issue be resolved?

Ship the customer a new waste receptacle lid

LitterMaid Elite Troubleshooting

Littermaid -Programming the sleep timer - LME5500 - LME9500 series

How do you program the sleep timer - LME5500-LME9500 series?

To Program the Sleep Mode Timer

Set the clock to the time of day

Set the clock time by pressing the hour then the minute button. Note: If setting P.M., be sure the light in the upper left corner of the display is lit.

Press the SET button on the control panel to begin programming.

The Sleep mode red LED starts blinking

Press the Hour and Minute button to set the time you want the sleep mode to begin, again for P.M. make sure there is a light in the left upper corner.

Sleep mode is automatically accepted if no buttons are pressed for 3 seconds.

Sleep mode red LED stops blinking and red LED is not lit.

You have now set the sleep mode time but it is not activated.

Littermaid - Activating the sleep timer - LME5500 - LME9500 series

Press and hold the set button.

Steady red light comes on to indicate that the sleep mode is activated.

Littermaid - Deactivating the sleep timer - LME5500 - LME9500 series

Sleep mode must be activated (red LED lit) to be deactivated.

Press the Set button, steady red LED is no longer lit.

The rake continues to go through cleaning cycles.

There may be too much litter in the box causing it to collect behind the rake. This will cause the rake to not return to the home position.

1. Turn the LitterMaid switch to the “Off” position.
2. Use the LitterMaid Triple Action Tool to make sure that the level of the litter is just below the full line in the center of the tray.
3. Remove any excess litter and smooth front to back using the LitterMaid Triple Action Tool.
4. Turn the LitterMaid power switch to the “On” position and allow the rake to run through the complete cleaning cycle. After the cycle is complete the LitterMaid is ready for use.

Additional troubleshooting:

There may be an obstacle in front of the rake, most often a clump of litter stuck to the bottom of the litter tray.

1. Turn the LitterMaid power switch to the “Off” position.
2. Remove the obstacle using the LitterMaid Triple Action Tool.
3. Check to make sure that the litter in the tray is just below the full line.
4. Remove any excess litter using the LitterMaid Triple Action Tool and smooth front to back so that the litter is just below the full line.
5. Turn the LitterMaid power switch to the “On” position and allow the rake to run a complete cleaning cycle. After this is complete the LitterMaid is ready for use.

The Littermaid does not operate 10 minutes after the cat leaves

The sensors are dusty and need to be cleaned.

1. Turn the power switch of the LitterMaid to the “Off” position.
2. Clean the sensors with a soft, dry cloth to remove dust.

3. Turn the power switch on the LitterMaid to the “On” position and allow the unit to complete a cleaning cycle.

The LitterMaid does not operate when the power switch is in the “On” position.

1. The outlet is faulty or no active. Check the outlet and the breakers.

2. Power outage – switch to battery power.

A. If on battery power and still not operating check the battery orientation and or replace the batteries with fresh batteries. (Note battery power is for backup only)

3. If the batteries are fresh and the outlet is working please replace the AC adapter if in warranty or sell a replacement if out of warranty.

Waste clumps adhere to the surface of the litter tray

The litter tray surface is soiled or dirty. It is recommended that rubber or latex gloves be worn when handling waste.

1. Remove the clumps from the surface with a damp cloth.

2. Remove the litter tray and clean with a mild detergent. Rinse well and dry thoroughly.

3. Spray the surface of the litter tray with cooking spray or silicon spray and wipe with a soft, dry cloth to help prevent waste clumps from sticking to the surface of the tray.

The power light fails to come on when the power switch is in the “On” position.

There is a power problem

1. Make sure there is Power to the outlet

2. Make sure that the AC Adapter is connected securely at both the wall outlet and the LitterMaid.

3. Replace the batteries with fresh batteries making sure that the orientation is correct.

4. Make sure that the power switch is in the “On” position.

The power light blinks slowly and continuously (Models LME5000,

The rake has encountered an obstacle that it can not move. The LitterMaid will automatically try 5 times to clear the obstacle. If it cannot clear the obstruction, the power LED will blink slowly indicating that the obstacle will need to be cleared manually.

1. Turn the power switch on the LitterMaid to the “Off” position.
2. Use the LitterMaid Triple Action Tool to remove the obstacle.
3. Make sure that the rake is clean. If not clean the rake using the LitterMaid Triple Action Tool.
4. Turn the power switch to the “On” position and allow the LitterMaid to complete the cleaning cycle.

Additional Troubleshooting:

If the Littermaid continues to blink use the reset procedure

- Turn the power switch of the LitterMaid to the “Off” position.
- Unplug the AC adapter from the LitterMaid
- Remove the batteries
- Remove the waste receptacle as well
- Take the top of the LitterMaid off from the bottom of the litter tray and turn it upside down.
- On one side of the Littermaid, at the ends of the track (home and dumping) where the rake gear wheel travels, there will be a contact switch as seen below.
- It will be most accessible at the end that is opposite the rake. It will move and make a clicking sound.
- Press this contact switch 10 times and then re-assemble the unit.
- Plug the power cord back into the unit
- Turn the power switch on.
- The unit will begin the setup cycle and be reset.

The power light blinks quickly

The LED will blink quickly if the Littermaid has a power issue.

1. Make sure there is Power to the outlet
2. Make sure that the AC Adapter is connected securely at both the wall outlet and the LitterMaid.
3. Make sure that the power switch is in the “On” position.

The power light is off

AC power is not reaching the LitterMaid or the batteries are dead.

1. Replace the batteries with fresh batteries.
2. Make sure that the AC adapter is connected securely to the LitterMaid and the wall outlet.

3. Check all fuses and breakers.

The sleep timer light is off

The clock is not set or the sleep timer is not active.

1. Set the clock to the correct time.
2. Activate the LitterMaid sleep timer by pressing the set button for 1 second. The LED will then come on.

The rake is stuck in the center or dumping position

1. Press the OFF/ON switch to the "OFF" position
2. Unplug unit
3. Remove batteries
4. Clean unit (check track for litter).
5. Be sure litter in tray is filled to just below the "Full Line," with a Premium Clumping Litter that has no crystals. Use the LitterMaid triple-action tool to measure the level of the litter in the center of the unit.
6. Wipe sensors
7. Put unit together and plug into AC power only and turn OFF/ON switch to the ON position for the automatic cycle.

Additional troubleshooting tips:

If the motor assembly is stuck at the dumping position (& LED is ON) the cause could also be:

The home position switch is stuck pushed in: Please unplug the unit and try pressing in the switch button in case it is temporarily stuck. Offer the reset procedure

- Turn the power switch of the LitterMaid to the "Off" position.
- Unplug the AC adapter from the LitterMaid
- Remove the batteries
- Remove the waste receptacle as well
- Take the top of the LitterMaid off from the bottom of the litter tray and turn it upside down.
- On one side of the Littermaid, at the ends of the track (home and dumping) where the rake gear wheel travels, there will be a contact switch as seen below.

- It will be most accessible at the end that is opposite the rake. It will move and make a clicking sound.
- Press this contact switch 10 times and then re-assemble the unit.
- Plug the power cord back into the unit
- Turn the power switch on.
- The unit will begin the setup cycle and be reset

The emergency bar-switch is stuck pushed in: Please try to pushing the emergency bar gently in order to assist the unit. Once these steps are completed please plug the unit back in and turn it on to test the unit again. Unit should activate and complete its original cycle.

The rake is broken

If the customer states that the rake:

- Has a broken side roller (wheel that is smooth and white)
- Is bent or missing teeth on the rake
- That the rake not in package at time of purchase

The correct resolution is to replace the rake

Note: The rake slides on to the front of the air cleaner. The air cleaner is a separate part and is not part of the rake assembly. The gears are not a part of this replacement rake.

What are the differences between the LME9000 and LME9000MB?

LME9000 and LME9000MB is the same unit except the color. The LME9000MB is a black metallic color and is a Limited Edition unit.

Customer would like to know if the ionic feature produces a sounds, lie a humming sound or if the light just comes on?

To verify if the ionic cleaner is working, please ask the consumer to check the LCD for blue light, this indicates the ionic cleaner is working.

What is the input/output on the ac adaptor for the littermaid?

The adaptor is not an ac adaptor it is a dc adaptor which is 120 volts ac to dc and it is 1 amp

CrystalMaid (ScoopMaid)

Can my kitten use the Scoopmaid litter box?

This product is not intended for use with kittens under 6 months old.

Litter box does not turn on.

Plug may not be attached correctly. Check that the AC adapter is plugged firmly into the litter box and into a working outlet.

Magnets do not stay attached to contact points.

Make sure litter tray is fit snugly into frame. Press contact points on tray into magnets on waste compartment cover.

Rake runs continuously

Waste/litter may have accumulated behind rake. Unplug litter box and clear any possible obstructions behind rake.

Rake stalls

Magnets on cover may not be properly connected to contact points on tray.

Waste compartment may be full.

Lift waste compartment cover to ensure magnets are connected. If not, unplug unit, lift compartment lid and press contact points against magnets. Check to see if waste compartment is full. If so, change litter tray.

Unit is not raking

This model does not have reset switches

Unplug the unit and let it reset for 5-10 minutes

Plug the unit back in

Recommended Litter Tray Replacement

1 cat = replace every 20-30 days

2 cats = replace every 10-15 days

3 cats = replace every 7 days

Kittens, cats older than 10 years, larger cats or cats with a health condition may use trays more quickly. Your cat's diet will also impact the life of the litter –cats that eat food high in crude fiber or ash content will experience a shorter tray life

Date Code Format

The date code format shall be as follows:

Example: 15C34

The first two numbers are the day of the month, the letter is the month and the last two numbers are the year.

15 – Represents the 15th day of the month

C – Represents March

34 – Represents 2012

Chart for the month:

<i>Code</i>	<i>Month</i>		<i>Code</i>	<i>Month</i>
-------------	--------------	--	-------------	--------------

A	January		G	July
B	February		H	August
C	March		I	September
D	April		J	October
E	May		K	November
F	June		L	December

Chart for the year:

Code	12	13	14	15	16	17	18	19	20
Year	1990	1991	1992	1993	1994	1995	1996	1997	1998
Code	21	22	23	24	25	26	27	28	29
Year	1999	2000	2001	2002	2003	2004	2005	2006	2007

Code	30	31	32	33	34	35	36	37	38
Year	2008	2009	2010	2011	2012	2013	2014	2015	2016
Code	39	40	41	42	43	44	45	46	47
Year	2017	2018	2019	2020	2021	2022	2023	2024	2025