Thank you for choosing PetSafe®. Our mission is to be the most trusted brand in the pet ownership experience. We want to ensure your pet's happiness and safety by providing you with the tools and techniques to successfully care for your pet. If you have any questions, please contact the Customer Care Center at 1-800-732-2677 or visit our web site at www.petsafe.net.

Replacing the Conveyor Motor and Crank Disk

In this procedure, you replace both the conveyor motor and the crank disk that propels the motion of the conveyor rake fingers. It is recommended that you perform the procedures in this document on a stable flat surface that is large enough to securely and safely hold the Simply Clean® Litter Box unit, and that provides sufficient work area for you to work with the individual components. We also recommend you remove the litter in the bowl as part of this procedure.

Requirements

To complete the procedures in this document, you need:
- A #1 Philips screwdriver
- A flat head screwdriver (optional)
- A replacement conveyor motor kit

Removing the Conveyor Motor

Cover the work surface with a large sheet, drop cloth, or newspaper, and then:

1. Remove the conveyor cover and set it aside (see Figure 1 below).

2. Loosen the two thumbscrews that secure the conveyor to the base (see Figure 2 below).

3. Carefully lift up on the conveyor, until it rests in an upright position (see Figure 3 below).

4. Remove the bowl (see Figure 4 below). Set the bowl aside.

5. Disconnect the conveyor motor wire from the base. Press in on the middle of the clip to release the locking mechanism. If the clip does not easily release, use a flat head screwdriver to gently press in at the center of the clip.

Press in to release
Pull up to unlatch

Figure 1: Removing the conveyor cover
Figure 2: Loosening the thumbscrews
Figure 3: Conveyor in an upright position
Figure 4: Removing the bowl
Figure 5: Disconnecting the conveyor motor wire
6. Remove the conveyor from the base unit by lowering the conveyor to its natural position first. Next, lift up on the non-motor corner of the conveyor until the retaining arm extending down from the conveyor is free from the base assembly, and then lift the conveyor off the base unit. Set the conveyor on the work surface.

![Figure 6: Removing the conveyor](image)

7. Remove the motor from the conveyor.
   a. Use a #1 Philips screwdriver to remove the retaining screws and brackets securing the motor to the conveyor (see Figure 7 “A” below). Set the screws and brackets aside to be used to attach the new motor.
   b. Lift up on the motor to free the motor turn shaft from the crank disk (see Figure 7 “B” below).

![Figure 7: Detaching the motor from the conveyor](image)

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**Replacing the Crank Disk**

Turn the conveyor over to expose the crank disk, and then:

1. Rotate the drive shaft until it is fully extended above the underside of the conveyor (see Figure 8 below).

![Figure 8: Positioning the drive shaft](image)

2. Lift up on the drive shaft and rotate the crank disk toward the center of the conveyor assembly. Twist the bottom of the crank disk towards the drive shaft and then slip it off the end of the shaft (see Figure 9 below).

![Figure 9: Removing the crank disk](image)

   **NOTE:** If a rake finger detaches from the drive shaft, hold the drive shaft steady while gently pressing the rake finger against the shaft to snap it back into place.

3. Attach the replacement crank disk to the drive shaft. Align the crank disk with the inside surface towards the drive shaft.
   a. Lift the rake-finger assembly up to elevate the drive shaft above the conveyor assembly, and attach the crank disk to the drive shaft by inserting the exposed end of the drive shaft into the open channel on the crank disk (see Figure 10 “A” above).
   b. Push the crank disk up and around until it is perpendicular to the drive shaft (see Figure 10 “B” and “C” above).

![Figure 10: Attaching the crank disk to the drive shaft](image)
Installing the Replacement Conveyor Motor

To attach the motor to the conveyor:

1. Position the crank disk half-circle hole with the opening on the side of the conveyor assembly (see Figure 11 below).

2. Insert the conveyor motor’s drive shaft into the half-circle hole on the crank disk (see Figure 12 below). Both the crank disk and motor drive shaft align correctly for a matched fit.

3. While holding the crank disk up so it does not detach from the motor drive shaft, turn the motor assembly until the two flanges are properly aligned with, and fitted to the posts on the conveyor assembly (see Figure 13 below).

4. Secure the conveyor motor in place with the two plastic retaining brackets. Attach the semi-circle side towards the conveyor motor for both brackets. (see Figure 14 below). Replace the screws and tighten with a #1 Philips screwdriver.

5. Reattach the conveyor assembly to the base unit. First, insert the plastic post on the motor side of the conveyor into the cutout on the base unit. Next, then apply gentle pressure to the retaining arm on the opposite side of the conveyor while you insert it in the cutout on the other side of the base unit (see Figure 15 below).

6. Move the conveyor to its upright position, and then reconnect the conveyor motor wire to the base (see Figure 16 below). Press down until the catch clicks into place.

Figure 11: Crank disk half-circle hole

Figure 12: Aligning the motor drive shaft to the crank disk

Figure 13: Aligning the motor assembly with the motor posts on the conveyor

Figure 14: Attaching the retaining brackets

Figure 15: Attaching the conveyor to the base unit

Figure 16: Attaching the conveyor motor wire to the base unit
7. Flip the base over, move the conveyor to its upright position, and then place the bowl back onto the base unit (see “A” in Figure 17 below). Be sure to adjust your litter guard so that the conveyor fits within the notch on the guard (see “B” in Figure 17).

8. Lower the conveyor into place (see Figure 18 below). If your bowl is full of litter, you may gently wiggle the conveyor back and forth to bury the rake fingers in the litter.

9. Tuck the motor wires into the space between the conveyor assembly and the base unit so they do not get pinched between the two. Tighten the two thumbscrews to secure the conveyor to the base (see Figure 19 below).

Testing Your Simply Clean® Litter Box

To verify that your repair was completed correctly:
1. Replace the conveyor cover and waste receptacle. Both have to be in place for the unit to work properly.
2. Plug the unit into the power source. The Operating Indicator LED should illuminate.
3. Without lifting up on, or removing the conveyor cover, observe the area at the base of the conveyor for conveyor movement.

If your conveyor is not moving:
• Make sure the conveyor cover is securely in place and the waste receptacle is completely installed in its bay.
• Loosen the thumbscrews and lift up the conveyor to verify that the motor connector is completely and properly attached to the base unit. (see page 3, Figure 16 for reference).

If your unit is still not working, contact PetSafe® Customer Care Center at 1-800-732-2677 Monday – Friday: 8 am - 8 pm EST, or Saturday: 9 am - 5 pm EST.