



Bakhrom Dusmatov <dusmatovbakh@gmail.com>

Trouble with my device [ud:00cd22c0]

Bakhrom Dusmatov <dusmatovbakh@gmail.com>
Кому: support@petkit.com

13 октября 2025 г. в 11:33

Good afternoon!

I understand your position. But please understand me too; I didn't know there was a regional block. Please allow me to trade in.

Best regards
Bakhrom

ПН, 13 ОКТ. 2025 Г. В 01:21, <support@petkit.com>:

<support@petkit.com> 2025-10-13 04:20:20(GMT+08:00)wrote

Hi Bakhrom,

Thank you for your patience and for reaching out to us about your device.

I sincerely apologize for the inconvenience and frustration you're experiencing with your device being blocked. I know how disruptive this can be, and I truly wish we had a simple solution to unblock it for you manually.

Unfortunately, the system is designed to **automatically enforce regional restrictions** for compliance and technical reasons. Once the system detects the device is operating outside of its designated region, the blocking is triggered automatically. It's not something our support team initiates.

Because this block is an automated, deep-level system security function, **we genuinely do not have the access or the tools** on our end to override it and unblock the device.

We appreciate your understanding that this is a system limitation outside of our direct control. If you have any other questions about device specifications or future regional usage, please don't hesitate to ask.

We're always here to assist with anything else we can.

Best regards,
Kathie
Customer Service Specialist
PETKIT Help Center
<https://petkit.com>
<https://support.petkit.com>

Bakhrom Dusmatov<dusmatovbakh@gmail.com> 2025-10-12
01:42:12(GMT+08:00)wrote

Hello PETKIT Support Team,

I am writing to request urgent escalation of my ticket regarding a regional lock on my PETKIT Pura Max 2.

Summary:

Model: PETKIT Pura Max 2 (P9902)

Serial Number (S/N): 20250823T31693

Registered email in app: dusmatovbakh@gmail.com

Current location: Uzbekistan (I purchased the unit in mainland China and later moved)

Problem: When trying to bind the device it shows a regional restriction and cannot be used outside mainland China.

I appreciate your previous replies, but I kindly ask that you escalate this case to your engineering/backend team or a supervisor for a manual review. My device was purchased legitimately in China and transported with significant cost (oversize baggage fees). I cannot return it to the seller and I am unable to use the product because of the region lock.

What I request:

Please check whether the device can be manually migrated or unblocked on your server, or moved to an international account/server.

If unblocking/migration requires additional information or account confirmation, please tell me exactly what you need and I will provide it immediately (photos, device logs, MAC/Device ID, firmware version).

If PETKIT is unable to unblock or migrate the device, please escalate to a supervisor and provide a formal statement explaining why and whether PETKIT offers any remediation (e.g., trade-in, discounted exchange to an international unit, or assistance via authorized reseller).

Attachments I've included:

Photo of the nameplate showing S/N (20250823T31693)

Photo of the box (barcode/labels)

Screenshot of the region-lock error shown in the app

This is an important issue for me — I paid substantial oversize baggage fees to bring this device and it

is currently unusable. I respectfully request a clear reply from PETKIT within the next correspondence confirming that the case has been escalated and what the next steps will be.

Thank you for your help and I look forward to your prompt response.

Best regards,
Bakhrom Dusmatov

сб, 11 окт. 2025 г. в 22:40, Bakhrom Dusmatov <dusmatovbakh@gmail.com>:

Subject: Urgent — Please escalate request to unblock / migrate device (Pura Max 2, S/N: 20230823131683) — Ticket ud:00cd22c0

Hello PETKIT Support Team,

I am writing to request urgent escalation of my ticket ud:00cd22c0 regarding a regional lock on my PETKIT Pura Max 2.

Summary:

Model: PETKIT Pura Max 2 (P9902)

Serial Number (S/N): 20250823T31693

Registered email in app: dusmatovbakh@gmail.com

Current location: Uzbekistan (I purchased the unit in mainland China and later moved)

Problem: When trying to bind the device it shows a regional restriction and cannot be used outside mainland China.

I appreciate your previous replies, but I kindly ask that you escalate this case to your engineering/backend team or a supervisor for a manual review. My device was purchased legitimately in China and transported with significant cost (oversize baggage fees). I cannot return it to the seller and I am unable to use the product because of the region lock.

What I request:

Please check whether the device can be manually migrated or unblocked on your server, or moved to an international account/server.

If unblocking/migration requires additional information or account confirmation, please tell me exactly what you need and I will provide it immediately (photos, device logs, MAC/Device ID, firmware version).

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Thank you for your help and I look forward to your prompt response.

Best regards,
Bakhrom Dusmatov

ЧТ, 9 окт. 2025 г. в 01:52, <support@petkit.com>:

<support@petkit.com> 2025-10-09 04:50:57(GMT+08:00)wrote

Hi Bkrhom,

Thank you for confirming.

As much as we would love to unblock the device, we are sorry but the system automatically blocks it. In this case, we did not manually block the device, its blocking was automatically done by the system as soon as it detected the region. Unfortunately, we don't have the access and we cannot unblock it since it was automatically blocked by the system.

We truly appreciate your patience and understanding. If you have any further questions or concerns, please don't hesitate to reach out. We're always here to assist you.

Best regards,
Kathie
Customer Service Specialist
PETKIT Help Center
<https://petkit.com>
<https://support.petkit.com>

Bakhrom Dusmatov<dusmatovbakh@gmail.com> 2025-10-08
13:45:40(GMT+08:00)wrote

Hi, I bought it in China when I was living there. Earlier this week, I moved to another country (Uzbekistan). I can't return it to the seller in China because I already transported it to another country and paid about \$250 for oversized cargo at the airport. I already paid an amount that exceeds the value of the item itself. Also, no one told me I can't use it outside of China.

Best Regards,
Bakhrom

cp, 8 окт. 2025 г. в 03:32, <support@petkit.com>:

<support@petkit.com> 2025-10-08 06:31:08(GMT+08:00)wrote

Hi Bakhrom,

We need to confirm if you may have the Chinese version of the device and are now attempting to use it outside of mainland China.

If your device was purchased from mainland China, we must inform you that we cannot unblock it for use in other regions.

Devices purchased in mainland China are **region-locked** and can only be used within China. They are not intended to be used interchangeably in other countries due to regional pricing, warranty, and network differences. This region lock is in place to ensure proper support and service for customers in their respective markets.

If your device is the Chinese version being used outside of China:

- 1. Contact the Seller for a Return:** Your best course of action is to contact the original seller (the one you purchased from in mainland China) to inquire about a return or refund.
- 2. Purchase Locally:** We strongly recommend purchasing your next device from an **authorized local reseller** near you. This guarantees you receive a product designed for your region and compatible with your local app and services.

Please confirm whether you have moved or purchased the device from mainland China so we can guide you toward the correct solution.

Best regards,
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Bakhrom Dusmatov <dusmatovbakh@gmail.com> 2025-10-07 13:34:50(GMT+08:00)wrote

Hi, I'm sending you all the details.



- 1.
2. Current Location - Uzbekistan
3. User email - dusmatovbakh@gmail.com
4. I don't have a receipt, I lost it.

Also I didn't know about the regional lock when I bought it.

Best Regards
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BT, 7 ОКТ. 2025 г. в 04:14, <support@petkit.com>:

<support@petkit.com> 2025-10-07 07:13:03(GMT+08:00)wrote

Hi Bakhrom,

Thank you for reaching out to PETKIT Help Center. I am Kathie, and I will be very happy to help you today.

Can you please provide the following details so we can further assist you.

1. Photo of the Nameplate (for us to confirm the version of device, below is the sample of the nameplate)



Chinese version



Global version

3. Current location
4. App user ID or email
5. order and invoice

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Please help me, as I had to pay about \$250 at the airport for oversized baggage. My account in the app is registered to this email. dusmatovbakh@gmail.com

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Bakhrom.

Attachments:

[photo_2025-10-06_22-11-03.jpg](#) (225.70KB) (period of validity 2026-10-07 07:14:03)

[photo_2025-10-06_22-11-05.jpg](#) (294.88KB) (period of validity 2026-10-07 07:14:03)

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2. Current Location - Uzbekistan

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[photo_2025-10-06_22-11-03.jpg](#) (225.70KB) (period of validity 2026-10-09 04:51:58)

[photo_2025-10-06_22-11-05.jpg](#) (294.88KB) (period of validity 2026-10-09 04:51:58)

Attachments:

[IMG_2972.JPG](#) (267.34KB) (period of validity 2026-10-13 04:21:20)

[photo_2025-10-06_22-11-03.jpg](#) (225.70KB) (period of validity 2026-10-13 04:21:20)

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Bakhrom Dusmatov<dusmatovbakh@gmail.com> 2025-10-12 01:41:10(GMT+08:00)wrote

Subject: Urgent — Please escalate request to unblock / migrate device (Pura Max 2, S/N: 20230823131683) — Ticket ud:00cd22c0

Hello PETKIT Support Team,

I am writing to request urgent escalation of my ticket ud:00cd22c0 regarding a regional lock on my PETKIT Pura Max 2.

Summary:

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Serial Number (S/N): 20250823T31693

Registered email in app: dusmatovbakh@gmail.com

Current location: Uzbekistan (I purchased the unit in mainland China and later moved)

Problem: When trying to bind the device it shows a regional restriction and cannot be used outside mainland China.

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Photo of the box (barcode/labels)

Screenshot of the region-lock error shown in the app

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Bakhrom Dusmatov<dusmatovbakh@gmail.com> 2025-10-09
12:03:39(GMT+08:00)wrote

This can't be happening. I know unlocking is possible. I'll also reiterate that I spent money on airport transportation. You understand I'm in a desperate situation and refuse to help me. If I'd known there would be a regional block, I wouldn't have purchased this product.

9 окт. 2025 г., в 01:52, support@petkit.com написал(а):

<support@petkit.com> 2025-10-09 04:50:57(GMT+08:00)wrote

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While waiting for the details, in case you have the Chinese version of the device and you are trying to use it outside China, we are sorry but we cannot unblock the device. Device purchased from mainland China can only be used in China. They are not intended to be used in other countries. Customers in different regions pay different prices for devices, thus region locks are intended to make things better for them. Devices in different regions cannot be used interchangeably as they are different. This is why these devices were blocked. It will be best if you contact the seller for a return, and please purchase from a local reseller near you.

We look forward to hearing from you and assisting you with anything you may need.

Best regards,
Kathie

Customer Service Specialist

PETKIT Help Center

<https://petkit.com>

<https://support.petkit.com>

Bakhrom Dusmatov<dusmatovbakh@gmail.com> 2025-10-07
01:13:13(GMT+08:00)wrote

Hi, I bought a PetKit Pura Max 2 in China and moved to another country yesterday. Today I tried to connect it to Wi-Fi, and it showed a notification that the device was region-locked. Now my device isn't working. My Taobao seller told me to contact them here.

Please help me, as I had to pay about \$250 at the airport for oversized baggage.
My account in the app is registered to this email. dusmatovbakh@gmail.com

Best regards

Bakhrom.

Attachments:

[photo_2025-10-06_22-11-03.jpg](#) (225.70KB) (period of validity 2026-10-07 07:14:03)

[photo_2025-10-06_22-11-05.jpg](#) (294.88KB) (period of validity 2026-10-07 07:14:03)

<support@petkit.com> 2025-10-07 07:13:03(GMT+08:00)wrote

Hi Bakhrom,

Thank you for reaching out to PETKIT Help Center.I am Kathie, and I will be very happy to help you today.

Can you please provide the following details so we can further assist you.

1.Photo of the Nameplate (for us to confirm the version of device, below is the sample of the nameplate)



Chinese version



Global version

3. Current location
4. App user ID or email
5. order and invoice

While waiting for the details, in case you have the Chinese version of the device and you are trying to use it outside China, we are sorry but we cannot unblock the device. Device purchased from mainland China can only be used in China. They are not intended to be used in other countries. Customers in different regions pay different prices for devices, thus region locks are intended to make things better for them. Devices in different regions cannot be used interchangeably as they are different. This is why these devices were blocked. It will be best if you contact the seller for a return, and please purchase from a local reseller near you.

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