

# **INSTRUCTIONS PERTAINING TO; RISK OF FIRE, ELECTRIC SHOCK OR HARM TO PERSONS**

## **IMPORTANT SAFETY INSTRUCTIONS**

**WARNING:** When using electric appliances, basic precautions should always be followed, including the following:

- 1) Read all the instructions before using appliance.
- 2) To reduce the risk of injury, close supervision is necessary when an appliance is used near children.
- 3) Only use attachments recommended or sold by the manufacturer.
- 4) Do not use outdoors. FOR INDOOR USE ONLY.
- 5) Do not unplug by pulling on the cord. To unplug, grasp the plug, not the cord.
- 6) Do not operate any appliance with a damaged cord or plug, or after the appliance malfunctions or is dropped or damaged in any manner. Return appliance to the nearest authorized service facility for examination, repair, or electrical or mechanical adjustment.
- 7) For a portable appliance - To reduce the risk of electrical shock, do not place or store appliance where it can fall or be pulled into a tub or sink.
- 8) Always unplug any appliance when not in use, before putting on or taking off parts, and before cleaning. Never yank a cord to remove from the outlet.

## **SAVE THESE INSTRUCTIONS**



# OPERATING INSTRUCTIONS

## DO NOT RUN DRY - FOR INDOOR HOUSEHOLD USE ONLY

Congratulations on your new Drinkwell® 360 Stainless Steel Pet Fountain! The fountain will come partially assembled; however, it is a good idea to make sure none of the fountain pieces have come loose during shipping. Your new fountain is composed of several plastic & metal parts, a replaceable charcoal filter and a low voltage submersible pump. (See Fig. 1)



- 1) As with any electrical device, check the electrical cord for any tears or damage before use.
- 2) Make sure the inline plug is connected. (See Fig. 2)

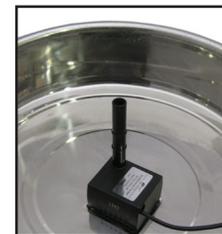


- 3) Place the pump inside the indentation in the bowl. Position the pump so that the circular opening on the top, is in the upper right hand corner or true center of the bowl. (See Fig. 3a) Press down on the pump to engage the suction cups. Place the intake tube into the circular opening on the top of the pump (See Fig. 3b).

Fig. 3a



Fig. 3b



- 4) Align the cone so that the cord runs through the cord notch (See Fig. 4) without moving the pump from its original position (Step 3), Once the cord is aligned, gently place the cone piece into resting position.
- 5) Take the partially assembled filter housing and remove the Flow Control Cap by gently lifting straight up - DO NOT TWIST TO REMOVE. (See Fig. 5). Gently lift up and remove the Spout Ring to access the Filter Housing Cap.
- 6) Unscrew Filter Housing Cap and insert the filter into the Filter Housing with the pull-tab facing up. (See Fig. 6) The filter will slide easily into place. Next, screw on the Filter Housing Cap.

Fig. 4



Fig. 5



Fig. 6



**IMPORTANT:** Rinse the filter thoroughly under cool water before placing into the housing! This will remove any loose charcoal dust, which is harmless to your pet. A small amount of charcoal dust may shed for the life of the filter. This is normal and not harmful to your pet. The filter should be replaced every two weeks for best performance. Filters may need to be changed more frequently depending on the number of pets using the fountain. If you notice a decrease in the flow of the water that is not corrected by increasing the flow control to max flow, this may be an indication of a clogged and dirty filter and/or the need to rinse and clean the filter housing. Consult the Fountain Disassembly and Cleaning Section of this manual for details on cleaning and maintaining your fountain.

7) Look into the cone opening and make sure the intake tube is sticking straight up from the motor. (See Fig. 7a) Carefully, insert the Filter Housing into the cone opening and push straight down. (See Fig. 7b) By pushing the Filter Housing all the way down to the rubber gasket, the housing should easily attach to the intake tube.

Fig. 7a



8) Select one of the five interchangeable spouts based upon your personal preference or your pet's. Place the chosen spout on top of Filter Housing Lid and gently press down to secure in place.

Fig. 7b



9) On the Filter Housing Lid, align the Flow Control Cap with the raised notches (Fig. 9). Press down gently and the cap will snap into place. With the Flow Control Cap, you will be able to easily adjust the intensity of the water flow. Turn the cap to the **right** to increase the flow of water and turn to the **left** to decrease.

Fig. 9



10) Take one of the plastic cord clips and align with the electrical cord hanging over the rim of the bowl. With the two-prong end on the outside of the bowl (See Fig. 10a), slide the cord clip all the way down until it clips onto the bottom of the bowl. (See Fig. 10b)

Raised Notches

11) Take the other two plastic cord clips and attach them to the bowl so that the three clips together form the three points of a triangle. (See Fig. 11) This will lock the cone in place.



Fig. 10a

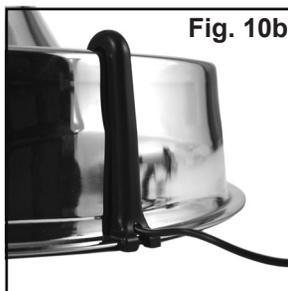


Fig. 10b

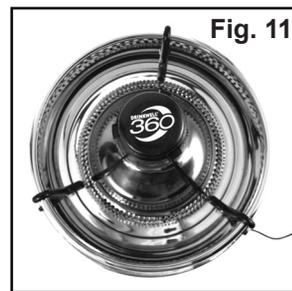


Fig. 11

12) Place fountain in desired location. To take care of your floors, we suggest to **always** use a protective mat or other durable, water resistant surface. This will help protect your floor from any water that may splash out from your pet's use of the fountain.

13) Fill the fountain bowl with water. Make sure the water level is **at least** to the MIN Fill Line so the pump does not run dry. This will prime the pump for use. Do not fill the fountain past the MAX Fill Line.

14) Before plugging the fountain into electricity, make sure the cord and your hands are completely dry. Plug the fountain in.

15) Add water as needed. **Never** let the water level fall lower than the MIN Fill Line (approx. 1" above the bottom of the bowl) or the pump may fail. To properly pick up the fountain, use both hands and grip underneath the sidewalls of the bowl and lift. **IMPORTANT: Never pick up a full fountain by the center cone piece!**

## FOUNTAIN DISASSEMBLY & CLEANING

**WARNING: When cleaning your fountain, do not use any abrasive cleaning solutions, sponges, or pads. These abrasive surfaces can scratch the stainless steel parts. The Fountain Must Be Cleaned Regularly To Continue Working Normally!**

### FILTERS:

- 1) Filters should be changed approximately every two weeks. Replace filters more frequently when using the fountain for multiple pets or pets that produce a lot of saliva.
- 2) Filters are an added feature of the fountain. Their use is not required for normal operation.
- 3) For replacement filters, visit a pet store near you or call 866-322-2530.

### FOUNTAIN: CLEAN ONCE A WEEK

(For identification of parts in bold refer to parts diagram on page 1)

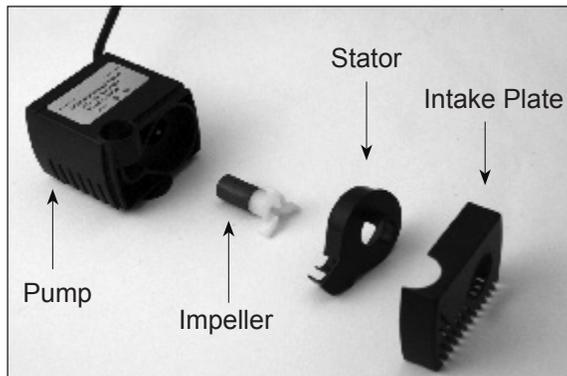
- 1) Unplug fountain from electrical source and disconnect the inline plug. (See Fig. 2)
- 2) Remove the **flow control cap** and **spout ring**.
- 3) Next, remove the three **cord clips** by gently pulling the two-prong clip up and away from the bottom of the bowl. Set the cord clips aside.

- 4) While holding the **cone** steady, wrap your thumb and two fingers around the top of the **filter housing** and lift up to remove. If the filter housing is too tight and not moving easily, try twisting the housing back and forth in a circular motion until it loosens up enough to remove. Lift the piece up and set aside. Most likely, the **intake tube** will still be attached to the bottom of the filter housing
- 5) Lift up the **stainless steel cone** and set aside for cleaning.
- 6) Reach in the bowl and lift up the pump, remove and set aside for cleaning.
- 7) While holding underneath the sidewalls of the bowl, empty the water out of the fountain.
- 8) Clean the fountain parts with warm water and soap. You can also put the fountain in the dishwasher. **IMPORTANT:** do not use any abrasive cleaning solutions, sponges, or pads that could potentially scratch the stainless steel parts. Remove the pump before placing the fountain in the dishwasher. **DO NOT PLACE PUMP IN DISHWASHER!**
- 9) If you have troubles reaching certain spots or hard-to-reach corners, try using a cotton swab or purchase the Drinkwell® Cleaning Kit, a 3-Piece Brush kit. To purchase a Cleaning Kit, please call 866-322-2530 or visit [www.petfountain.com](http://www.petfountain.com).

## PUMP MAINTENANCE

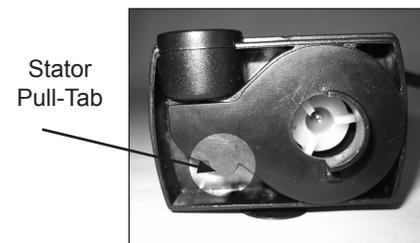
Cleaning the pump is essential to the longevity of the fountain as well as the cleanliness of the water. Clean the pump every two weeks.

**IMPORTANT:** Warranty may be voided if the pump is not cleaned regularly.



## PUMP MAINTENANCE

- 1) Remove pump from the fountain as explained in the "Fountain and Disassembly and Cleaning" section (Step 6).
- 2) Once the motor is out of the fountain, with your thumb and forefinger, gently squeeze on either side of the intake plate and pull off. It may be necessary to insert a fingernail into the seam of the intake plate to pry it off.
- 3) Next, you will want to remove the stator by placing your finger nail under the small lip located on the narrow side of tear drop shaped stator and pull out.



- 4) Once the stator is removed you can also remove the impeller (3 white-bladed propeller) which is held in place magnetically. To remove the impeller use a fingernail to get under the plastic blade and lift out.
- 5) Once the motor is disassembled you can clean the parts with warm soapy water. Use a cotton swab (Q-Tip) or the Drinkwell® Cleaning Kit "Motor Brush" to get into the motor cavity and remove any build-up. For added disinfecting and hard water removal, clean the motor with a white vinegar & water solution. Strengthen the solution by increasing the amount of white vinegar used. Be sure to rinse thoroughly with fresh water.
- 6) Once the parts are clean and dry, you can reassemble the motor for use.
  - a) Replace the impeller.
  - b) Replace the stator.
  - c) Replace the intake plate.



## REASSEMBLY OF THE STAINLESS STEEL DRINKWELL® 360

- 1) Replace the pump into its original location (See Assembly Step 3). Be sure that the circular opening on the top of the pump is positioned in the bowl's true center or the intake tube will not properly align with the housing. Gently push down to engage the suction cups.
- 2) Replace the Intake Tube into the circular opening on the top of the pump.
- 3) Align the cone so that the cord runs through the cord notch while keeping the pump in its original position. Once the cord is aligned (See Pg. 2, Fig. 4), gently place the cone piece into resting position.
- 4) After cleaning your fountain, it is a good idea to replace your filter with a new one. After replacing the filter, screw on the filter housing cap.
- 5) Look into the cone opening and make sure the intake tube is sticking straight up from the motor. Carefully, insert the Filter Housing into the cone opening and push straight down. By pushing the Filter Housing all the way down to the rubber gasket, the housing should easily attach to the intake tube.
- 6) Choose your preferred Spout Ring (1 spout up to 5 spouts) and place on top of the Filter Housing Cap, press it gently into place. Be sure it is pushed down evenly all the way around.
- 8) Replace the Flow Control Cap by aligning the cap with the notches on the Filter Housing Cap. Gently push down to secure in place.
- 9) Attach the three cord clips around the base of the fountain to hide the electrical cord and secure the cone piece into place.
- 10) Place fountain in desired location and fill with water to the MAX fill line.
- 11) With dry hands, reconnect the inline plug and then plug the fountain in. Adjust the flow to your preference and let your pet enjoy the fresh free-falling water of the Stainless Steel Drinkwell® 360™ Pet Fountain.

## THE FOUNTAIN AND YOUR ENVIRONMENT

If you live in a humid environment and have problems with mold or algae, simply soak all of the parts in a diluted bleach solution for about 10 minutes after regular cleaning. We recommend using one or two cups of bleach in a sink full of water (Solution: 10% Bleach/90% Water). Pour some of the bleach solution down into the motor cavity as well. This is also an excellent way to disinfect the fountain. **MAKE SURE TO THOROUGHLY RINSE ALL THE PARTS WITH FRESH WATER TO REMOVE THE BLEACH SOLUTION.** The best way to rinse out the motor cavity is to hold it under a weak stream of water.

If you have "hard water" you may start to see white mineral deposits on or inside the pump. This may eventually prevent the impeller from turning properly. To avoid having to replace the pump:

- A. Clean the pump more frequently than you have in the past; or
- B. Clean with regular white vinegar and let the vinegar soak for several minutes down inside the cavity; or
- C. Use bottled water.



## UNDERSTANDING THE DRINKWELL® PARTS

There are several parts to the Stainless Steel Drinkwell® 360™ that will be described here in detail.

- 1) **Stainless Steel Bowl:** The Stainless Steel Bowl is the foundation of the fountain. The circular bowl piece can be carried by simply gripping underneath the sidewalls of the bowl.
- 2) **Stainless Steel Cone:** The Stainless Steel Cone serves as the housing for the fountain components and encloses the pump from curious pets. The Cone acts to reduce the splash and sound of the falling water.
- 3) **Filter Housing:** The Filter Housing slides into the opening at the top of the cone and its main purpose is to hold the filter in place.
- 4) **Filter:** The cylindrical filter features a pull-tab at the top and should be placed in the Filter Housing with the tab facing upwards for easy placement and removal.
- 5) **Filter Housing Lid:** The Filter Housing Lid is a screw on lid that attaches to the Filter Housing to keep the filter in place. It serves as the base piece to attach the interchangeable spout rings & Flow Control Cap.
- 6) **Interchangeable Spout Rings:** The five interchangeable spout rings can be easily changed based upon your pet's preference and can provide up to 5 streams of water for multiple pet households.
- 7) **Flow Control Cap:** The Flow Control Cap is attached to the top of the fountain and easily adjusts the flow of water by turning the cap to the left or right. Turn to the right, to increase the flow of water. Turn to the left to decrease flow.
- 8) **Pump:** A small low-voltage submersible pump that can be disassembled for cleaning. **THE PUMP IS NOT DISHWASHER SAFE!** Remove the pump from the fountain prior to cleaning. The pump's electrical cord features a detachable inline plug for easy removal.
- 9) **Cord Clips:** The three plastic cord clips serve to cover the electrical cord as it feeds over the rim of the bowl and these clips are required to hold the cone piece in place.

## MANUFACTURER'S SAFETY INSTRUCTIONS

### FOR INDOOR USE ONLY

- 1) While the capacity of the Stainless Steel Drinkwell® 360™ Fountain has been increased, it is not recommended that any appliance be left running unattended for a prolonged period of time as the water may get consumed or evaporate and cause the pump to run dry.
- 2) Do not allow pets or children to chew on or swallow any parts. If you are concerned about the power cord, purchase a cord conduit (a hard plastic protector) available at any hardware store.

### Standard Safety Precautions

Do not attempt repairs on the motor yourself. Return it under the cover of the warranty.

If the plug of this device gets wet, turn off the electricity to that outlet. Do not attempt to unplug.

To avoid the possibility of the plug or outlet getting wet, the outlet should always be above the level of the fountain.

Examine this appliance after installation. It should not be plugged in if there is water on the cord or plug.

Do not operate any appliance if it has a damaged cord or plug, or if it is malfunctioning or has been damaged.

If an extension cord is necessary, a cord with a proper rating should be used.

The electrical use of this appliance is 2 watts.

Close supervision is necessary when any appliance is used by or near children.

Always unplug any appliance when not in use, before putting on or taking off parts, and before cleaning. Never yank a cord to remove from the electrical outlet.

Do not use appliance for anything other than intended use. The use of attachments not recommended or sold by the manufacturer may cause an unsafe condition. Do not modify the unit.

Do not install or store appliance where it will be exposed to weather or temperatures below freezing.

Read and observe all important notices on the appliance.

## TIPS ON USE

When being introduced to the Drinkwell® 360 Stainless Steel Fountain, your pet may be cautious of this new and unusual object. After beginning operation of your fountain, simply allow your pet to adjust at his or her own pace. Some pets take several days or longer to begin use.

Your pet may prefer that the fountain be placed away from their normal feeding area. Try plugging it in somewhere else, like the laundry room, a bathroom or another corner of the kitchen.

Add ice cubes to the bowl for refreshing, ice-cold running water!

## WARRANTY

### Motor and Fountain Parts

The motor assembly and fountain parts are warranted to be free of defects in material and workmanship for one (1) year from the date of purchase. Retain your dated sales receipt as proof of purchase. If defective, please call, write or email:

**Veterinary Ventures, Inc.**  
**P.O. Box 19717**  
**Reno, NV 89511**  
**866-322-2530 (Toll-free)**  
**1-775-322-2530 (Outside U.S.)**  
**info@petfountain.com**



This warranty does not cover damage from accidents, misuse or abuse. It also specifically excludes incidental or consequential damages as allowed by law. **LOSS OF FUNCTION AS A RESULT OF LACK OF CLEANING, DEBRIS OR MINERALIZATION FROM "HARD" WATER DOES NOT QUALIFY** under this warranty. (Refer to cleaning instructions and environmental notes).