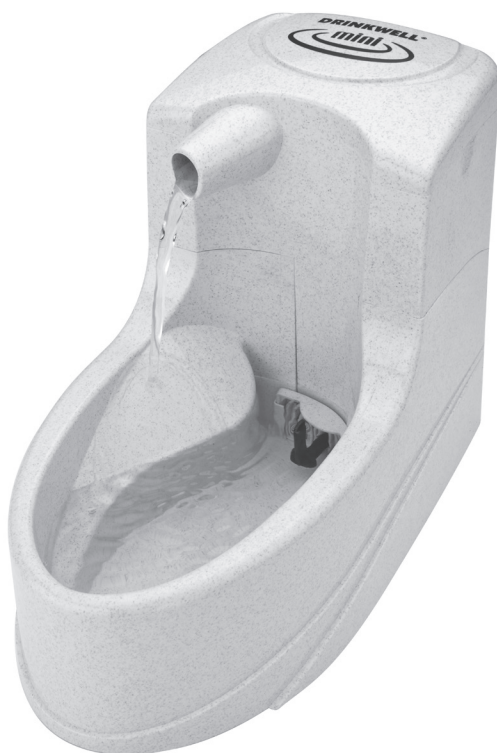




Operating Guide

## PWW00-14402

Mini Fountain - 40 oz.



protect. teach. love.

PLEASE READ THIS ENTIRE GUIDE BEFORE BEGINNING

# IMPORTANT SAFETY INFORMATION

Explanation of Attention Words and Symbols used in this guide

## **⚠ WARNING**

**WARNING** indicates a hazardous situation which, if not avoided, could result in death or serious injury.

## **CAUTION**

**CAUTION**, used without the safety alert symbol, indicates a hazardous situation which, if not avoided, could result in harm to your pet.

## **NOTICE**

**NOTICE** is used to address safe use practices not related to personal injury.

## **⚠ WARNING**

When using electrical appliances, basic safety precautions should always be followed to reduce the risk of fire, electric shock and/or injury to persons, including the following:

- : To reduce the risk of injury, close supervision is necessary when an appliance is used by or near children.
- : To protect against electric shock, do not place Power Cord or plug in water or other liquids.
- : Only use attachments recommended or sold by the manufacturer.
- : Do not use outdoors. FOR INDOOR HOUSEHOLD USE ONLY.
- : Do not unplug by pulling on Power Cord. To unplug, grasp the plug, not the Power Cord.
- : Do not operate any appliance if it has a damaged Power Cord or plug, or if it is malfunctioning or has been damaged. Call Customer Care Center immediately for further instructions.
- : For a portable appliance - To reduce the risk of electrical shock, do not place or store an appliance where it can fall or be pulled into a tub or sink.
- : Always unplug any appliance when not in use, before putting on or taking off parts and before cleaning. Never pull on the electrical Power Cord to remove the plug from the wall outlet.
- : Do not use an appliance for anything other than its intended use.
- : If the plug of this device gets wet, turn off the electricity to that wall outlet. Do not attempt to unplug.
- : Examine this appliance after installation. Do not plug in if there is water on the Power Cord or plug.

**CAUTION**

- : Do not allow pets to chew on or swallow any parts. If you are concerned about the Power Cord, purchase a cord conduit (a hard plastic protector) at any hardware store to protect the Power Cord.
- : The fountain parts are BPA-FREE. However, some animals have been known to be sensitive to plastic food and water containers. If your animal shows signs of an allergic reaction to the plastic, please discontinue use until you have consulted with your veterinarian.

**NOTICE**

- : The fountain is intended to run continuously (always plugged into electricity), as long as the water level is maintained and the fountain is cleaned regularly. Be sure to check the fountain regularly to help prevent damage to the Pump, as the water may get consumed or evaporate causing the Pump to run dry. Never plug in fountain without water filled to appropriate level.
- : Do not attempt repairs on the Pump motor yourself.
- : To avoid the possibility of the plug or wall outlet getting wet, the wall outlet should always be above the level of the fountain.
- : If an extension cord is necessary, an extension cord with a proper rating should be used.
- : The electrical use of this appliance is 2 watts.
- : 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 appliance.
- : Do not install or store appliance where it will be exposed to weather or temperatures below 40° F.
- : Read and observe all important notices listed on the appliance and in the packaging.

## SAVE THESE INSTRUCTIONS

Thank you for choosing the PetSafe® brand. You and your pet deserve a companionship that includes memorable moments and a shared understanding together. Our products and training tools promote a lifestyle of protection, teaching, and love—essentials that influence memories for a lifetime. If you have any questions about our products or training your pet, please visit our website at [www.petsafe.net](http://www.petsafe.net) or contact our Customer Care Center at 1-800-732-2677.

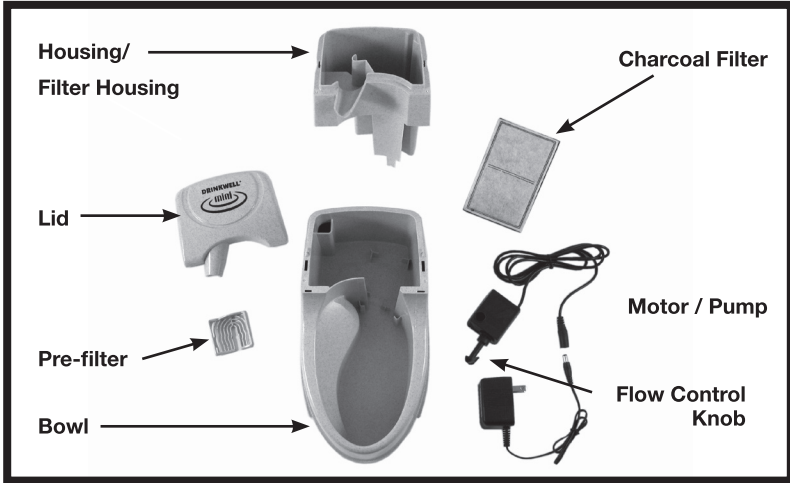
To get the most protection out of your warranty, please register your product within 30 days at [www.petsafe.net](http://www.petsafe.net). By registering and keeping your receipt, you will enjoy the product's full warranty and should you ever need to call the Customer Care Center, we will be able to help you faster. Most importantly, we will never give or sell your valuable information to anyone. Complete warranty information is available online at [www.petsafe.net](http://www.petsafe.net).

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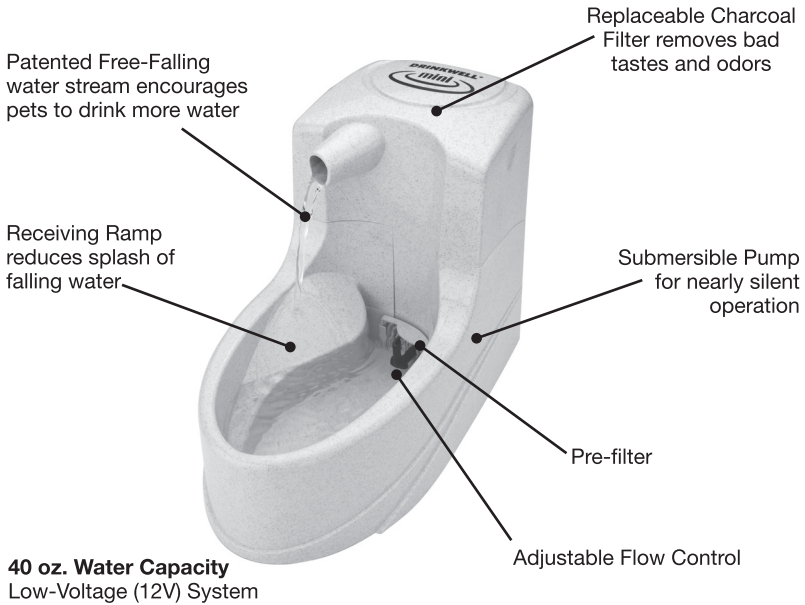
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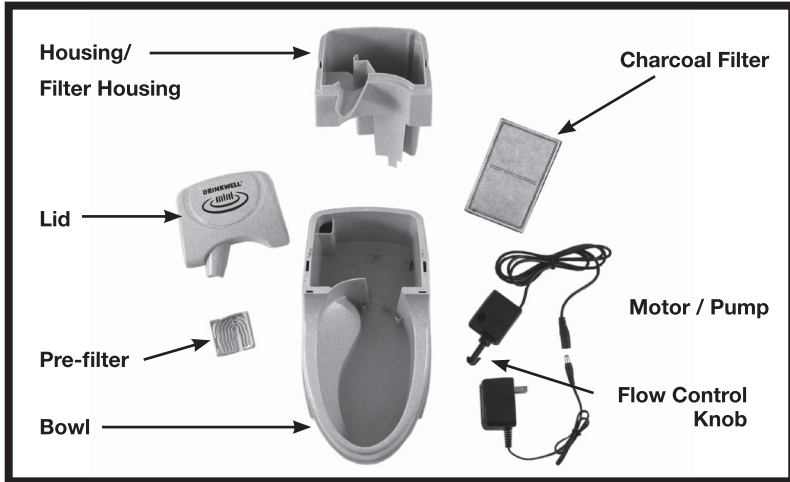
# Components



# Features



# Key Definitions



**Lid:** the housing cover snaps in place over the filter housing. Keep curious pets away from the charcoal filter.

**Housing/Filter Housing:** here the water is pumped up through the housing to cycle through the charcoal filter and out the spout to create a free-falling stream of water into the bowl.

**Replaceable Charcoal Filter:** is a 3-layer carbon filter with granulated carbon made from coconut shells. The filter absorbs bad tastes and odors as the water passes through and helps keep the water tasting fresh and more appealing to pets. Replace filter every 2 to 4 weeks.

**Pre-filter:** a small intake grate that will catch large particles such as hair and kibble before they reach the filter. The pre-filter can be removed by pulling up on the lip at the top. To replace, slide back into place over the flow control knob and push down until it clamps around the knob.

**Bowl:** the bowl is the foundation of the fountain and houses the motor.

**Flow Control Knob:** the black knob that attaches to the motor which will adjust the rate of water flow. The pre-filter will snap around the neck of the flow control knob which will lock it into place. The knob is attached to the motor and can be removed by taking the motor apart (See section "Motor Maintenance").

**Motor or Pump:** a small submersible aquarium pump that can be dismantled for cleaning. **THE PUMP IS NOT DISHWASHER SAFE!** Remove pump from fountain before cleaning (See "Motor Maintenance"). The pump cord also features a removable inline plug for easy attachment.

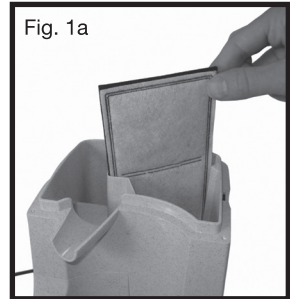
# Operating Instructions

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

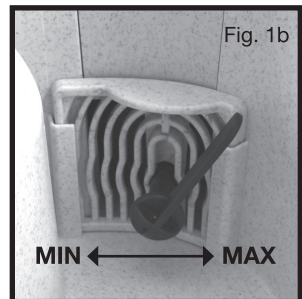
- 1) As with any electrical device, check the electrical cord for any tears or damage before use.
- 2) Make sure the inline plug is fully connected. (No silver showing)
- 3) Remove the housing cover (lid) by placing your index fingers into the inset grooves on either side of the lid. Lift up. Set the lid aside.

- 4) Insert the charcoal filter. The filter will fit into the two triangular slots located on the right side of the housing. The filter fits narrow side down and the white side faces the front of the fountain (as shown in Fig. 1a). The filter will slide easily into place, but make sure it is pushed all the way down.

**NOTE: Rinse the filter thoroughly under cool water before placing in the fountain. This will remove any loose charcoal dust, which is harmless. A small amount of charcoal dust may shed for the life of the filter. This is normal and not harmful to your pet.**



- 5) Place fountain in desired location. If placing on carpet, tile or wood flooring use a protective mat or other durable, water resistant surface to protect your floor from splashing or dripping from your pet.
- 6) Fill the unit with water. This includes both the bowl and the filter housing. This will prime the pump. Replace the lid.
- 7) Before you plug the fountain in, make sure the cord and your hands are dry. Plug the fountain into an electrical outlet.
- 8) Set your desired flow rate with the flow control knob, located to the right of the splash ramp. In the 10 o'clock position for a smaller stream or in the 2 o'clock position for a strong stream.



- 9) Add water as needed. Do not let the water level fall lower than the flow control knob or you may burn out the motor. Do not pick up a full fountain by the filter housing. Only pick up the fountain by placing both hands underneath the base of the fountain and grip the sidewalls for a sturdy hold.

# Fountain Disassembly & Cleaning

**FILTERS:** Change every 2 to 4 weeks

- 1) Filters should be changed every two to four weeks. Replace the 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, but will keep the fountain water cleaner.
- 3) Filters may be rinsed out when the fountain is cleaned. Never wash the filter with soapy water, you will not be able to remove the soap residue.

**FOUNTAIN:** Clean once a week

- 1) Unplug fountain, remove housing lid, and remove the filter.
- 2) Empty the water out of the fountain.
- 3) Remove the pre-filter by gently pulling up on the top lip of the pre-filter and wash with soap and water. (See Fig. 2a)
- 4) Remove the filter housing by gently pushing in on either side of the fountain where the curve meets the seam. Gently lift up. (See Fig. 2b & 2c)

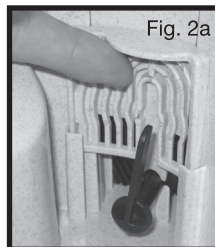


Fig. 2b

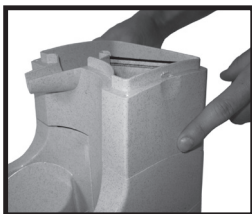
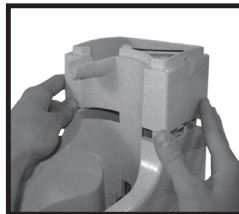


Fig. 2c



**NOTE:** You will notice the right side of the housing will offer some resistance as the water intake tube pulls away from the motor.

- 5) Next, remove the motor (Fig. 2d) by first disconnecting the inline plug (Fig. 2e), then lift it out of the fountain. Clean away any hair or kibble that may have accumulated around the flow control knob and the intake plate of the pump.

Fig. 2d

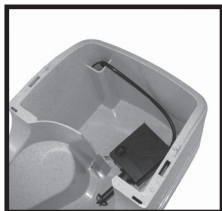


Fig. 2e

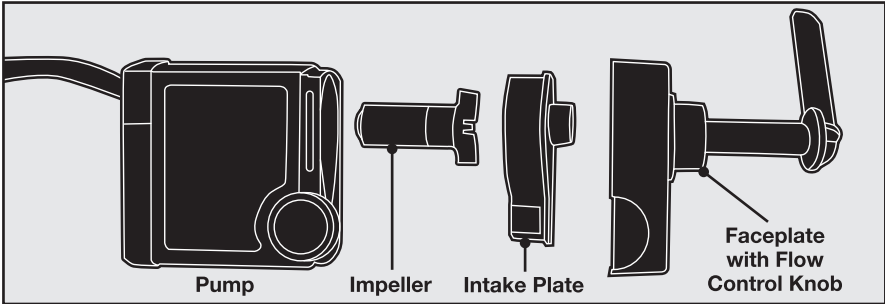


- 6) Clean the fountain parts with warm water and soap. You can also put the fountain in the top rack of the dishwasher. Remove the pump before placing the fountain in the dishwasher. If possible, it is recommended that you turn down the heat of the water inside the dishwasher.
- 7) If you have troubles reaching certain spots or getting hard-to-reach corners, try using a cotton swab or set of bottle brushes (Drinkwell® 3-Brush Cleaning Kit available).
- 8) Once the fountain is completely disassembled you will have: 4 plastic parts and the motor.



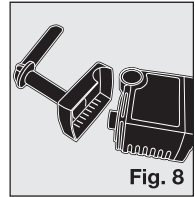
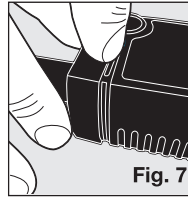
# Pump Maintenance

**Important:** 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. Warranty may be voided if the Pump's motor is not cleaned regularly.

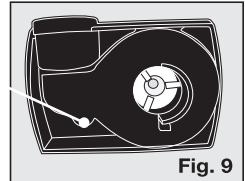


1. Remove Pump from the fountain as explained in the “Fountain Disassembly and Cleaning” section.

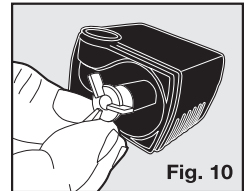
2. Once the pump is out of the fountain, with your thumb and forefinger, gently squeeze on either side of the Faceplate, and pull it off. It may be necessary to insert a fingernail into the seam of the Faceplate to pry it off (Fig. 7 & 8).



3. Next, you will want to remove the Intake Plate by placing your fingernail underneath the small lip located on the narrow side of the tear drop shaped Intake Plate Pull-Tab and pull it out (Fig. 9).



4. Once the Intake Plate is removed, you can also remove the Impeller (white, 3-bladed propeller) which is held in place magnetically. To remove the Impeller, use a fingernail to get underneath a blade and lift out (Fig. 10).



5. Once the Pump is disassembled you can clean the parts with warm water and soap. Use a cotton swab or the “motor brush” from the Drinkwell® Cleaning Kit to get into the Pump’s motor cavity and remove any build-up (Fig. 11). For added disinfecting and hard water removal, clean the Pump’s motor with a diluted vinegar solution (20% White Vinegar and 80% Water). Be sure to rinse thoroughly with fresh water.

6. Once the parts are clean you can reassemble the Pump for use.

- Replace the Impeller.
- Replace the Stator.
- Replace the Faceplate with the Flow Control Knob attached to it.

# Fountain Reassembly

- 1) Replace the motor into its location between the 4 half-inch posts on the right side of the fountain. Gently push down to engage the suction cups. (Fig. 3a & 3b)

Fig. 3a

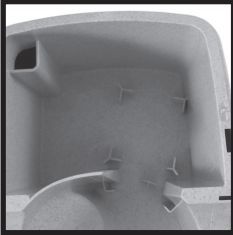
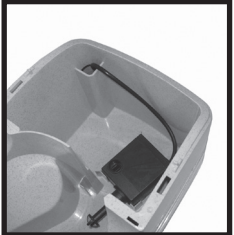


Fig. 3b



- 2) Thread the plug through the opening in the back left corner of the bowl piece (Fig. 3c). Next, thread the cord along the back of the fountain to the cord notch (Fig. 3d). Use this pass-through to keep the cord from showing.

Fig. 3c

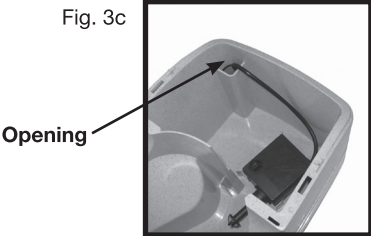
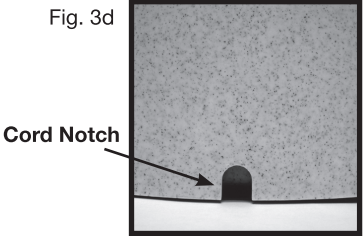
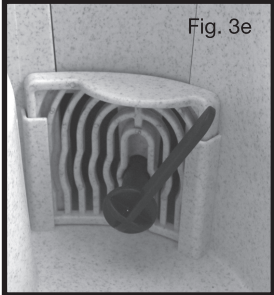


Fig. 3d



- 3) Line up the filter housing unit over the motor and then the bowl. You will want to line up the intake tube to fit directly into the motor. Once in place, gently push down, locking the filter housing into place.
- 4) Replace the pre-filter over the flow control knob by sliding the narrow end in first. The lip on the top of the pre-filter will be facing the front of the fountain, push down to snap it into place over the flow control knob. (Fig. 3e)
- 5) Replace the filter and housing lid.

Fig. 3e



# The Fountain and Your Environment

If you live in a humid environment and have problems with mold or algae, soak all fountain parts in a diluted vinegar solution (20% White Vinegar and 80% Water) for 10 minutes after regular cleaning. Also, pour the diluted vinegar solution into the Pump's motor cavity.

If you have hard water, small white mineral deposits may form on or inside the Pump. This can eventually prevent the Impeller from turning properly. To avoid replacement or damage to the Pump, please take the following precautions:

- : Clean the Pump more frequently.
  - : Clean the Pump with a diluted vinegar solution weekly.
  - : Use bottled water instead of tap water.
- 

## General Tips

- : When being introduced to the 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 may take several days or longer to begin use, while others will start right away.
  - : Your pet may prefer that the fountain be placed away from their normal feeding area. Try placing it in another location, such as a different area of the kitchen or in a bathroom or utility room.
  - : Add ice cubes to the bowl for refreshing, ice-cold running water.
- 

## Customer Care International

USA & Canada - Tel: 800-732-2677

Monday - Friday 8 AM - 8 PM / Saturday 9 AM - 5 PM

Australia - Tel: 1800 786 608

Monday - Friday 8:30 AM - 5 PM

New Zealand - Tel: 0800 543 054

Monday - Friday 10:30 AM - 7 PM

---

## Terms of Use and Limitation of Liability

### 1. Terms of Use

This Product is offered to you conditioned upon your acceptance without modification of the terms, conditions and notices contained herein. Usage of this product implies acceptance of all such terms, conditions, and notices.

### 2. Proper Use

This Product is designed for use with pets where training is desired. The specific temperament of your pet may not work with this product. We recommend that you not use this product if your pet is aggressive. If you are unsure whether this is appropriate for your pet, please consult your veterinarian, certified trainer or contact our Customer Care Center or visit our website at [www.petsafe.net](http://www.petsafe.net). Proper use includes reviewing the entire Operating Guide provided with your product and any specific Caution statements.

### 3. No Unlawful or Prohibited Use

This Product is designed for use with pets only. This pet training device is not intended to harm, injure, or provoke. Using this product in a way that is not intended could result in violation of Federal, State or local laws.

### 4. Limitation of Liability

In no event shall Radio Systems® Corporation be liable for any direct, indirect, punitive, incidental, special or consequential damages, or any damages whatsoever arising out of or connected with the use or misuse of this Product. Buyer assumes all risks and liability from the use of this Product.

### 5. Modification of Terms and Conditions

Radio Systems® Corporation reserves the right to change the terms, conditions and notices under which this Product is offered.

# Warranty

## One year Non-Transferrable Limited Warranty

This Product has the benefit of a limited manufacturer's warranty. Complete details of the warranty applicable to this Product and its terms can be found at [www.petsafe.net](http://www.petsafe.net) and/ or are available by contacting your local Customer Care Center.

: Radio Systems PetSafe Europe Ltd, 2nd Floor, Elgee Building, Market Square, Dundalk, Co. Louth, Ireland

: Radio Systems Corporation, 10427 PetSafe Way, Knoxville, TN 37932 USA

**Australia/New Zealand** – In compliance with the Australian Consumer Law, Warranties Against Defects, effective January 1, 2012, warranty details of this Product are as follows:

## One year Non-Transferrable Limited Warranty

**What is covered:** Radio Systems Australia Pty Ltd (hereinafter referred to as "Radio Systems") warrants to the original retail purchaser, and not any other purchaser or subsequent owner, that its Product, when subject to normal and proper residential use, will be free from defects in material or workmanship for a period of one (1) year from the purchase date. An "original retail consumer purchaser" is a person or entity who originally purchases the Product, or a gift recipient of a new Product that is unopened and in its original packaging. When serviced by Radio Systems Customer Service, Radio Systems covers labor and parts for one year of ownership; after the first year, a service or upgrade charge will apply relative to replacement of the Product with new or refurbished items at Radio Systems' sole discretion.

The limited warranty is non-transferrable and shall automatically terminate if the original retail consumer purchaser resells the Radio Systems Product or transfers the property on which the Radio Systems Product is installed. This Limited Warranty excludes accidental damage due to dog chews; lightning damage; or neglect, alteration, and misuse. Consumers who purchase products outside of Australia, New Zealand, or from an unauthorized dealer will need to return the Product to the original place of purchase for any warranty issues.

Please note that Radio Systems does not provide refunds, replacements, or upgrades for change of mind, or for any other reason outside of these Warranty terms.

### Claims Procedure:

Any claim made under this Warranty should be made directly to Radio Systems Australia Pty Ltd Customer Care Centre at:

Radio Systems Australia Pty Ltd  
PO Box 765, Mudgeeraba QLD 4213  
Australia Residents: 1800 786 608  
New Zealand Residents: 0800 543 054  
Email: [info@petsafeaustralia.com.au](mailto:info@petsafeaustralia.com.au)

To file a claim, a proof of purchase must be provided. Without a proof of purchase, Radio Systems will not repair or replace faulty components. Radio Systems requests the Consumer to contact the Radio Systems Customer Care Centre to obtain a Warranty Return number, prior to sending the Product. Failure to do so may delay in the repair or replacement of the Product.

If the Product is deemed to be faulty within 30 days from date of original purchase, Radio Systems will organise for a replacement to be sent in advance of returning the faulty Product. A Post Bag will be included with the replacement Product for the return of the faulty Product. The Product must be returned within 7 days of receiving the replacement. If the Product is deemed to be faulty after 30 days from the date of original purchase, the consumer will be required to return the Product to Radio Systems at the consumer's own expense. Radio Systems will test and replace the faulty unit or its components and return to the consumer free of charge, provided the Product is within its said warranty period. This warranty is in addition to other rights and remedies available to you under the law. Radio Systems goods come with guarantees that cannot be excluded under the Australia Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or

replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Should you have any queries or require any further information, please contact our Customer Care Centre on 1800 786 608 (Australia) or 0800 543 054 (New Zealand).

Covered by: U.S. Patents No. 5,799,609 / 5,842,437





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