



For any technical, product setup  
or usage questions, please call  
1-800-732-2677.

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## IMPORTANT SAFETY INSTRUCTIONS

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**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:**

- 1) Read all the instructions before using the appliance.
- 2) To reduce the risk of injury, close supervision is necessary when an appliance is used near children.
- 3) To protect against electric shock, do not place cord or plug in water or other liquids.
- 4) Only use attachments recommended or sold by the manufacturer.
- 5) Do not use outdoors. **FOR INDOOR USE ONLY.**
- 6) Do not unplug by pulling on cord. To unplug, grasp the plug, not the cord.
- 7) Do not operate any appliance with a damaged cord or plug or after the appliance malfunctions or has been dropped or damaged in any manner. Call customer service immediately for further instructions.
- 8) 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.
- 9) Always unplug any appliance when not in use, before putting on or taking off parts, and before cleaning. Never pull on the cord to remove the adaptor from the wall outlet.
- 10) Do not use appliance for other than intended use.

**SAVE THESE INSTRUCTIONS**

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## Multi-Tier Pet Fountain Operating Guide

U.S. Patents No. 5,799,609 and 5,842,437

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.

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### Components

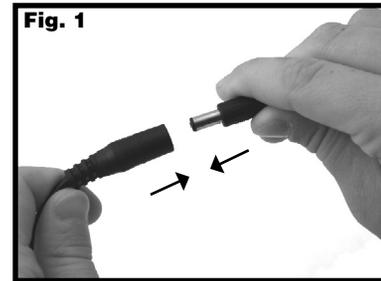
100 oz Water Capacity



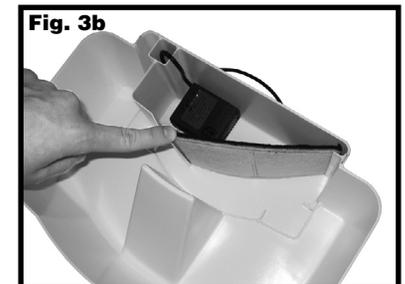
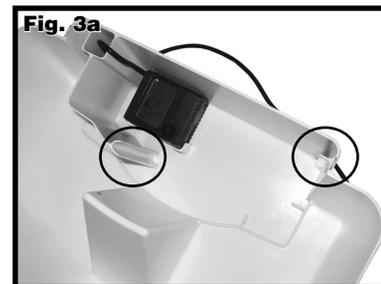
## OPERATING INSTRUCTIONS

### **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. (See Fig. 1)
- 3) Remove the housing by gripping the side walls and squeezing inward to release the locking tabs. (See Fig. 2) Lift straight up and set aside.



- 4) Insert the charcoal filter. The filter will fit into the housing diagonally with the black side of the filter facing towards the pump. The filter should be inserted on its side and will slide in between the two slots circled in Fig. 3a. Make sure the filter is pushed all the way down. (See Fig. 3b)



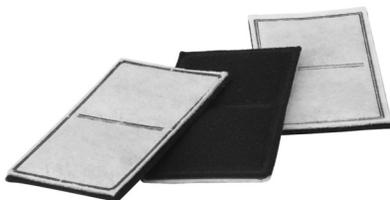
**NOTE:** Rinse the filter thoroughly under cold water before placing in the fountain. This will remove any loose charcoal dust, which is harmless. A small amount of charcoal dust may shed for the life of the filter. This is normal and not harmful to your pet.

- 5) Replace the housing by aligning the locking tabs over the bowl piece. Gently slide the housing downward until the tabs lock in place.

- 6) Place the fountain in a desired location. If placing on carpet, tile or wood flooring, always use a protective mat or other durable, water resistant surface to help protect your floor from splashing or dripping.
- 7) Fill the fountain with water by pouring water directly into the upper and lower bowls, this will prime the pump. We recommend leaving at least 1/2 inch (1.27 cm) of space between the water level and the lower bowl rim to help prevent spills.
- 8) Before you plug the fountain in, make sure the cord and your hands are dry. Plug the fountain into an electrical outlet.
- 9) Add water to the fountain as needed. Due to the dual bowl design of this fountain, maintaining both water levels at a higher level will help decrease the noise level of your fountain. Never let the water level fall below 1 inch (2.54 cm) above the bottom of the bowl or you may risk burning out the pump.

## REPLACING THE FILTER

### FILTERS: CHANGE EVERY 2 to 4 WEEKS



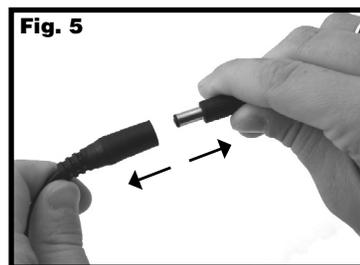
- 1) Filters should be changed every two to four weeks. Replace filters more frequently when using the fountain for multiple pets or pets that produce a lot of saliva.
- 2) Filters are an added feature of the fountain. Their use is not required for normal operation.
- 3) Filters may be rinsed out when the fountain is cleaned. Never wash the filter with soapy water, as the soap residue will seep into the filter and cannot be removed. Only rinse the filter with water.
- 4) For replacement filters, visit a local pet store or call 866-322-2530. Order online by visiting [www.petfountain.com](http://www.petfountain.com) and using our retailer locator.

## FOUNTAIN DISASSEMBLY & CLEANING

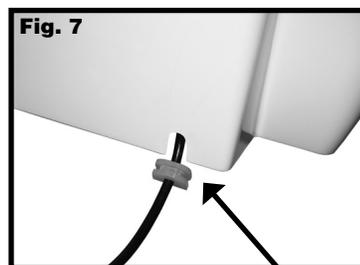
### FOUNTAIN: CLEAN ONCE A WEEK

**The Fountain must be cleaned on a regular basis to continue working normally!**

- 1) Unplug the fountain and disconnect the inline plug. (See Fig. 5)
- 2) Next, empty all of the water out of the fountain.
- 3) Remove the housing by gripping the side walls and squeezing inward to release the locking tabs. Lift up and set aside. (See Fig. 6)



- 4) Next, take out the filter. On the backside of the lower bowl, remove the cord from the cord notch. The cord should now be loose for easy removal. (See Fig. 7)
- 5) Grab the pump with your fingers and lift straight up, this will remove the pump. Continue pulling the cord up through the opening until the pump is completely removed from the bowl piece. (See Fig. 8)



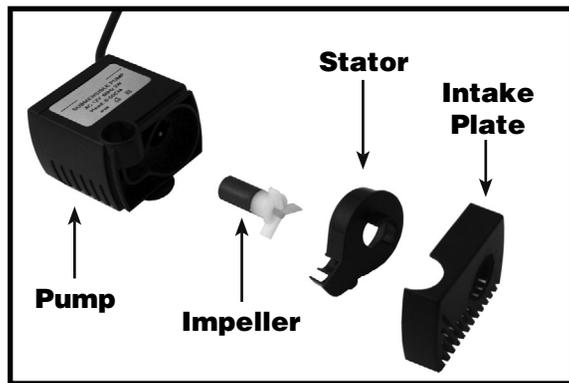
**Cord Notch**

- 6) Once the fountain is completely disassembled, you will have 3 plastic parts and the pump.

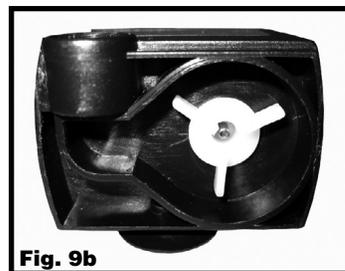
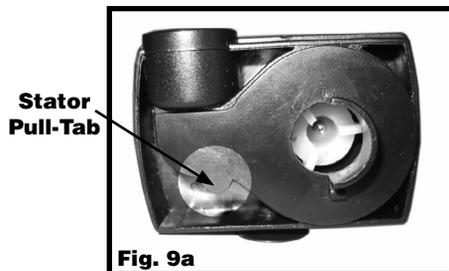
- 7) Clean the fountain parts with warm water and soap. You can also put the fountain in the top rack of the dishwasher. Never place the pump in the dishwasher, only the plastic pieces. If possible, it is recommended that you turn down the heat of the water inside the dishwasher. See the “Pump Maintenance” section of this manual for detailed instructions on how to clean your pump.

## 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 2 weeks.**



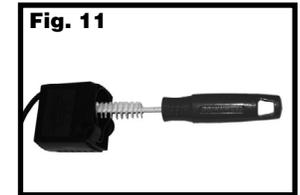
- 1) Once the pump is out of the fountain, with your thumb and forefinger, gently squeeze on either side of the intake plate and pull off. It may be necessary to insert a fingernail into the seam of the intake plate to pry it off.
- 2) Next you will want to remove the stator by placing your finger nail under the small lip located on the narrow side of tear drop shaped stator and pull out. (See Fig. 9a & 9b)



- 3) Once the stator is removed, you can remove the impeller (3 white-blade propeller). The impeller is held in place magnetically, simply get a fingernail underneath the plastic blade and lift out. (See Fig. 10)



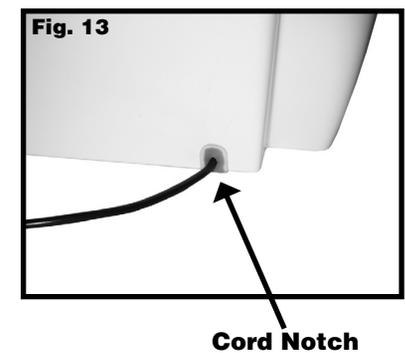
- 4) Once the pump is completely disassembled, you can clean the parts with warm, soapy water. Use a cotton swab or bottle brush to get into the pump's cavity and remove any build-up. (See Fig. 11) For added disinfecting and hard water removal, clean the pump with white vinegar.



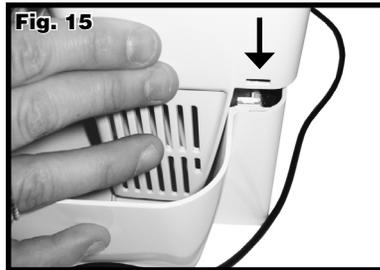
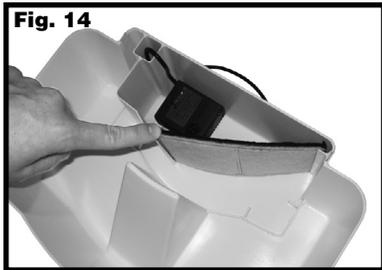
- 5) Once the parts are clean, you can reassemble the pump for use.
  - a) Replace the impeller.
  - b) Replace the stator.
  - c) Replace the intake plate.

## REASSEMBLY OF YOUR FOUNTAIN

- 1) Insert the pump into the bowl by placing the pump in between the back wall and the raised posts. Press down on the pump to engage the suction cups. With the pump in place, feed the cord through the opening in the back corner. (See Fig. 12)
- 2) Continue feeding the cord through the opening until all slack is removed from the cord. Affix the cord notch cover to the bowl. (See Fig. 13)



- 3) Replace the charcoal filter. Be sure to rinse your filter under cool water first to remove any excess charcoal dust. Make sure the black side of the filter faces the pump. (See Fig. 14)
- 4) Next, replace the housing by aligning the locking tabs over the bowl piece. Gently slide the housing downward until the tabs lock in place. (See Fig. 15)



- 5) Place the fountain in desired location and fill the bowl and housing with water. If placing on carpet, tile or wood flooring, always use a protective mat or other durable, water resistant surface to help protect your floor from splashing or dripping.
- 6) Make sure your hands and the cord are dry, connect the inline plug to the adaptor and plug into an electrical outlet.
- 7) Make sure to monitor your fountain daily and add water to the fountain as needed. Due to the dual bowl design of this fountain, maintaining both water levels at a higher level will help decrease the noise level of your fountain. Never let the water level fall below 1 inch (2.54 cm) above the bottom of the bowl or you may risk burning out the pump.

## TIPS ON USE

When being introduced to the Drinkwell® Pet 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.

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

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

## FOUNTAIN & YOUR ENVIRONMENT

If you live in a humid environment and have problems with mold or algae (the parts may feel “slimy”), simply soak all of the plastic parts (excluding the pump) in a diluted bleach solution for about 10 minutes after regular cleaning. We recommend using a solution that is 10% bleach and 90% water. Pour some of the bleach solution down into the pump’s cavity as well. You must be sure to rinse all the parts very thoroughly to remove all the chlorine. The best way to rinse out the pump’s cavity is to hold it under a weak stream of warm water. This is also an excellent way to disinfect the fountain.

If you have “hard water” where you live, you may start to see white mineral deposits on or down 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; or
- B. Clean with regular white vinegar and let the vinegar soak for several minutes down inside the pump’s cavity; or
- C. Use bottled water.



# MANUFACTURER'S SAFETY INSTRUCTIONS

- 1) The fountain is meant 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.
- 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) at any hardware store.
- 3) Some animals have been known to be sensitive to plastic. If your animal shows signs of an allergic reaction to the plastic, please discontinue use until you have consulted with your veterinarian.

#### 4) **Standard Safety Precautions:**

Do not attempt repairs on the pump yourself.

The electrical use of this appliance is 3 watts.

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

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

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

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

Examine this appliance after installation. Do not plug in if there is water on the cord or plug.

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 operate any appliance if it has a damaged cord or plug, or if it is malfunctioning or has been damaged.

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

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

Read and observe all important notices on the appliance.

**FOR INDOOR USE ONLY!**