



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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# Ceramic Lotus Pet Fountain Operating Guide

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

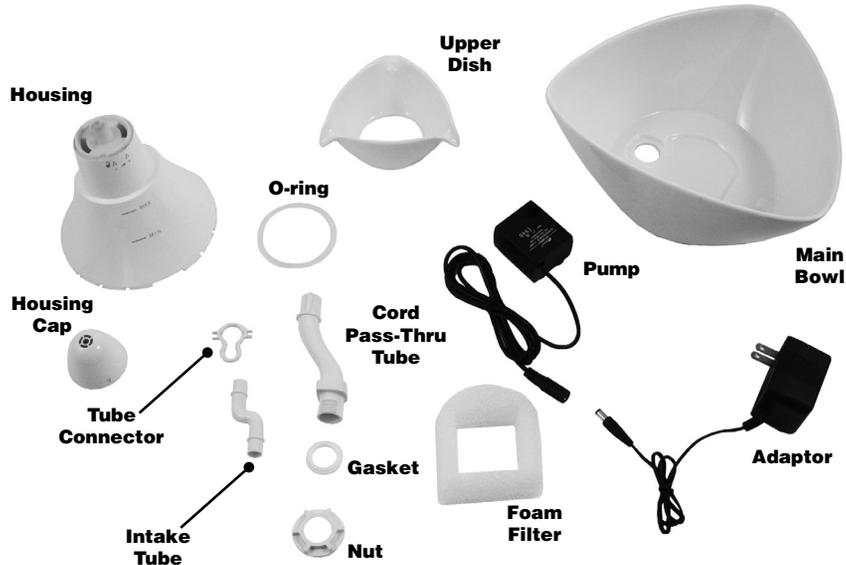
Thank you for choosing the PetSafe brand. You and your pet deserve a companionship that includes memorable moments and a shared understanding together. Our products and training tools promote a lifestyle of protection, teaching and love; essentials that influence memories for a lifetime. If you have 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

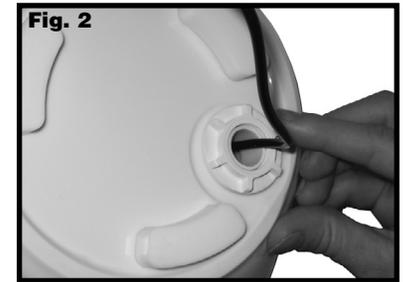
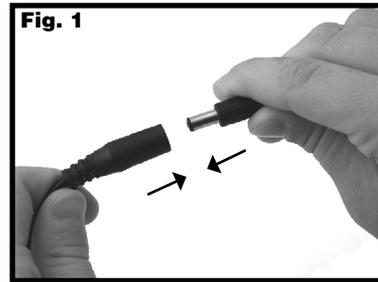
50 oz Water Capacity



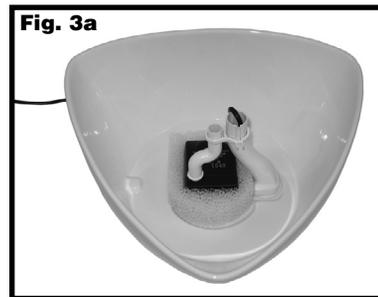
## OPERATING INSTRUCTIONS

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

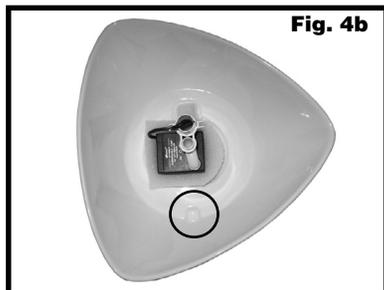
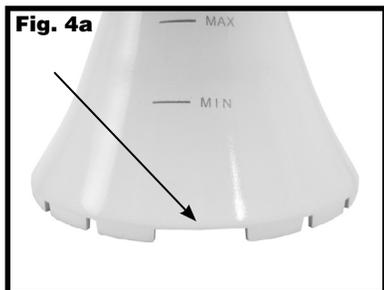
- 1) As with any electrical device, check the electrical cord for any tears or damage before use.
- 2) Make sure the inline plug is fully connected. (See Fig. 1)
- 3) The fountain will come partially assembled. Make sure the nut on the bottom of the bowl is fully tightened and secure. (See Fig. 2)



- 4) Remove the housing by lifting straight up. Several parts will already be in place, including: the foam filter, pump, intake tube, cord pass-thru tube, gasket and the tube connector. (See Fig. 3a) Make sure the electrical cord is secured in place by the clip on the tube connector. (See Fig. 3b)



- 5) Replace the housing by aligning the large gap at the bottom of the housing with the raised bump on the bottom of the main bowl. The gap in the housing is shown in Fig. 4a (next page) and the raised bump is circled in Fig. 4b (next page). The housing should rest flat and stable on the bottom of the bowl. If the housing is slightly raised up or wobbles at all, it is placed incorrectly, remove and replace the housing as instructed above until it rests flat.



- 6) With the housing in place, affix the housing cap by aligning the arrow on the cap with the picture of a lock on the housing (See Fig. 5). With these two items aligned, press down on the cap while simultaneously turning it to the right, this will secure the cap.



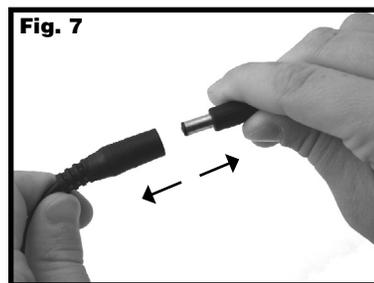
- 7) Place the O-ring over the housing. (See Fig. 6) Next, slide the upper dish onto the housing. Rotate the upper dish until you are happy with how the spouts line up with the bottom bowl.
- 8) Adjust the flow of water by turning the housing cap in between the two arrows marked on the side of the housing. The arrow shown with a "+" sign beneath it indicates maximum flow.
- 9) 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.
- 10) Fill the fountain with water by pouring water directly into the bottom bowl and upper dish. Fill the fountain with water to the MAX Fill Line.
- 11) Before you plug the fountain in, make sure the cord and your hands are dry. Plug the fountain into an electrical outlet.
- 12) Add water to the fountain as needed. Never let the water level fall below the MIN Fill Line or you may risk burning out the pump.

## FOUNTAIN DISASSEMBLY & CLEANING

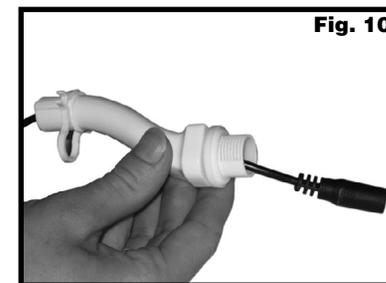
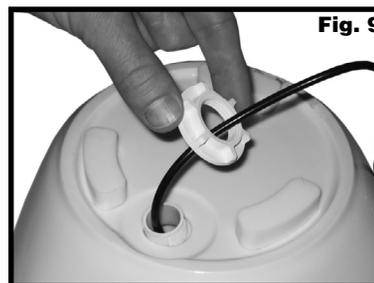
### FOUNTAIN: CLEAN ONCE A WEEK

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

- 1) Unplug the fountain and disconnect the inline plug. (See Fig. 7)
- 2) Next, remove the upper dish and set aside. (See Fig. 8)
- 3) Remove the entire housing by lifting straight up and set aside. Empty all of the water out of the fountain.



- 4) With the housing removed and the fountain completely empty, turn the bowl over to loosen and remove the nut on the bottom of the bowl. (See Fig. 9)
- 5) Next, remove the intake tube from the pump by lifting straight up. Grab the Cord Pass-Thru Tube and lift up to expose the hole in the bottom of the bowl. Pull the electrical cord through the opening until completely removed.
- 6) Once the electrical cord has been removed from the bowl, continue pulling the cord through the Cord Pass-Thru Tube. (See Fig. 10)



- 7) With the cord completely removed, the pump and filter should now be separated from the rest of the internal parts. With all the parts completely disassembled, you will have: 2 ceramic bowls, 6 plastic parts, an O-ring, a rubber gasket, foam filter and pump.
- 8) Clean all the fountain parts (except the foam filter) 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 and ceramic 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.

## REPLACING THE FILTER

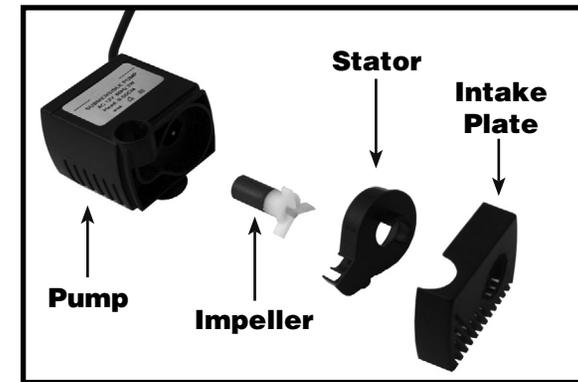
**FILTERS: CHANGE EVERY 2 to 4 WEEKS**



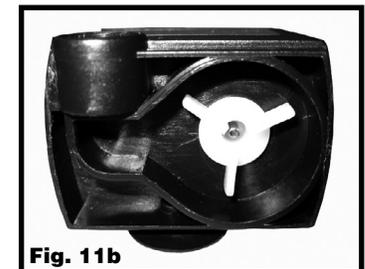
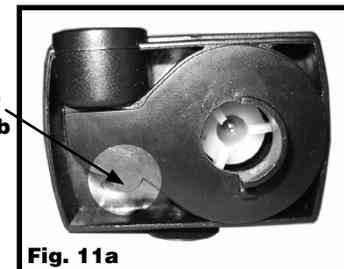
- 1) Filters should be changed every two to four weeks. Replace filters more frequently when using the fountain for multiple pets or pets that produce a lot of saliva.
- 2) Filters are an added feature of the fountain. Their use is not required for normal operation.
- 3) Filters may be rinsed out when 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.

## 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. 11a & 11b)

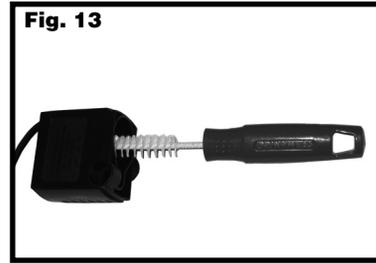


**Stator Pull-Tab**

- 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. 12)



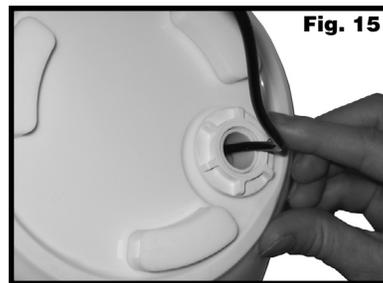
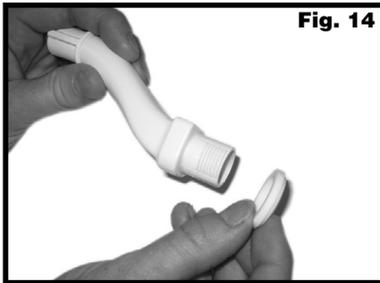
- 4) Once the pump is completely disassembled, you can clean the parts with warm, soapy water. Use a cotton swab or bottle brush to get into the pump's cavity and remove any build-up. (See Fig. 13) For added disinfecting and hard water removal, clean the pump with white vinegar.



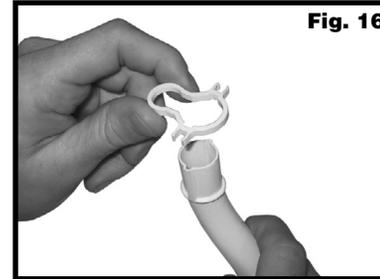
- 5) Once the parts are clean, you can reassemble the pump for use.
- Replace the impeller.
  - Replace the stator.
  - Replace the intake plate.

## REASSEMBLY OF YOUR FOUNTAIN

- Replace the gasket on the Cord Pass-Thru Tube. (See Fig. 14)
- With the gasket attached, place the Cord Pass-Thru Tube into the opening in the bottom of the bowl. Make sure the curve of the tube is facing towards the center of the bowl. Turn the bowl over and affix the nut on the bottom of the tube, twist until tightened. (See Fig. 15)



- Next, slide the Tube Connector over the top of the Cord Pass-Thru Tube as shown in Fig. 16 (next page).
- With the Tube Connector in place, feed the electrical cord through the top of the Cord Pass-Thru Tube and out the bottom of the bowl. (See Fig. 17 - next page)
- Place the foam filter in the indentation and then place the pump inside the filter, so that the cord rests on top of the filter, not beneath it.



- With the pump and filter in place, insert the Intake Tube into the opening at the top of the pump. Move the Tube Connector up the shaft of the Cord Pass-Thru Tube slightly to make room for the Intake Tube. (See Fig. 18)
- With both tubes in place, slide the Tube Connector back down the shaft so that it encompasses both tubes. Next, remove any extra slack from the electrical cord by pulling the cord out the bottom of the bowl. Clip the cord in place as shown in Fig. 19.



- Next, replace the housing by aligning the large gap at the bottom of the housing with the raised bump on the bottom of the main bowl. For detailed instructions, see Step # 5 on Page 3 of this manual.
- Affix the housing cap on the housing. Once in place, replace the O-ring and the upper dish. For detailed instructions, see Steps # 6 & 7 on Page 4 of this manual.
- 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.
- Fill the fountain with water. Before you plug the fountain in, make sure the cord and your hands are dry. Plug the fountain into an electrical outlet.

## 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.



## 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!

## 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!**