



# Current Pet Fountain

protect. teach. love.

## Operating Guide

Model Number

PWW00-14907

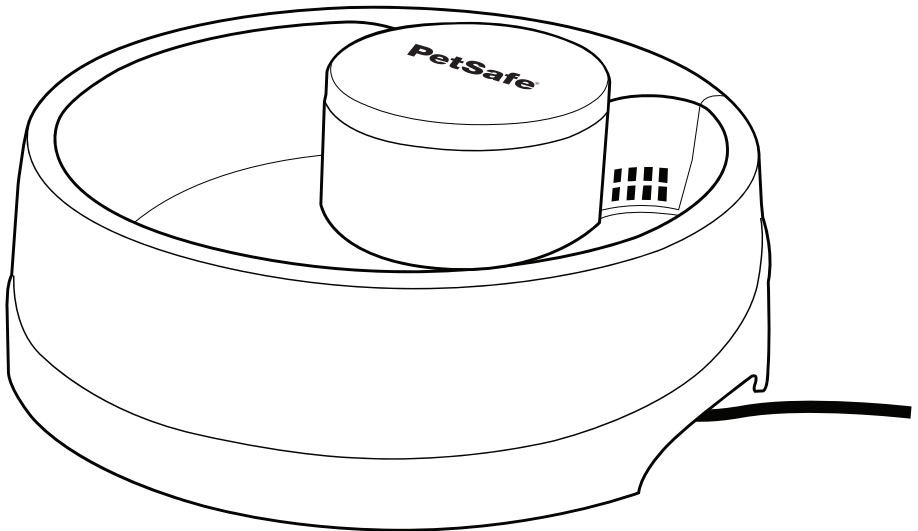
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PLEASE READ THIS ENTIRE GUIDE BEFORE BEGINNING.

# IMPORTANT SAFETY INFORMATION

Explanation of Attention Words and Symbols used in this guide



This is the safety alert symbol. It is used to alert you to potential personal injury hazards. Obey all safety messages that follow this symbol to avoid possible injury or death.

## **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 electrical power cord or plug in water or other liquids.
- Do not use outdoors. Do not run dry. For indoor household use only.
- Do not pull on the electrical power cord to remove the plug from the electrical outlet.
- To unplug, grasp the plug, not the electrical power cord.
- Do not operate any appliance if it has a damaged electrical 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 electric shock, do not place or store an appliance where it can fall or be pulled into a bath tub or sink.
- Always unplug any appliance when not in use, before putting on or taking off parts and before cleaning.
- 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 electrical outlet. Do not attempt to unplug.
- Examine this appliance after installation. Do not plug into electrical outlet if there is water on the electrical power cord or plug.
- 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.

## **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.
- The plastic 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 an electrical outlet), 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.
- Do not attempt repairs on the pump.
- To avoid the possibility of the plug or electrical outlet getting wet, the electrical 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 2.0 watts.
- 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.
- 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.
- Use only PetSafe® brand authorized replacement filters. If unauthorized filters are used it may void the warranty.

## **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 enhance the relationship between pets and their owners. 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.

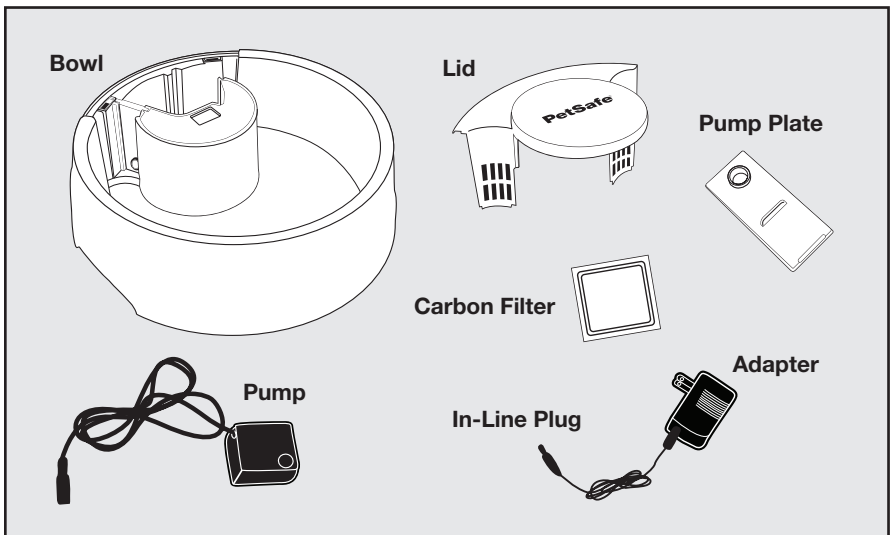
## PRODUCT WARRANTY

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, PetSafe® brand will never give or sell your valuable information to anyone. Complete warranty information is available online at [www.petsafe.net](http://www.petsafe.net)

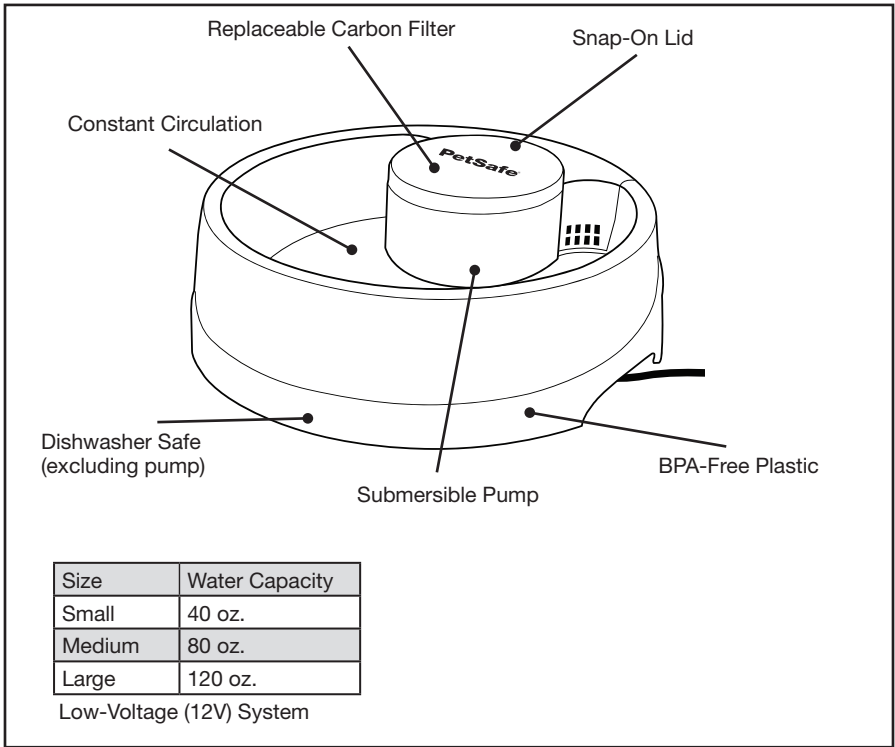
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## Components



# Features



## Key Definitions

**Bowl:** The bowl is the foundation of the fountain. The base of the bowl features a notch to hide the electrical power cord from view.

**Lid:** The lid snaps in place over the housing, keeping pets out of the carbon filter.

**Carbon Filter:** The 3-layer filter is made with activated carbon derived from coconut shells. The carbon filter absorbs bad tastes and odors as the water passes through and helps keep the water tasting fresh and more appealing to pets.

**Pump Plate:** The pump plate attaches to the pump and secures its placement inside the bowl.

**Pump:** The small aquarium pump can be partially dismantled for cleaning.

**The pump is not dishwasher safe!** Remove pump from the fountain before cleaning (see “Pump Maintenance” section for detailed instructions). The pump also features a removable in-line plug for easy attachment and removal.

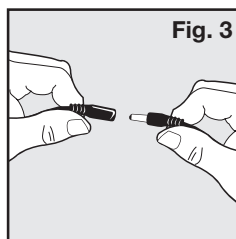
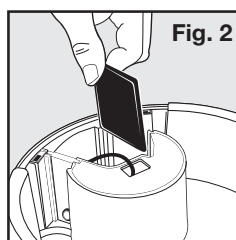
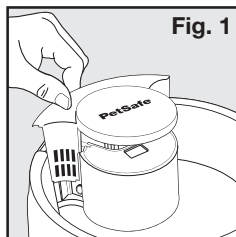
# OPERATING GUIDE

## ⚠ WARNING

- Do not use outdoors. Do not run dry. For indoor household use only.
- Do not pull on the electrical power cord to remove the plug from the electrical outlet.
- To unplug, grasp the plug, not the electrical power cord.

**NOTE:** Rinse all fountain parts, including the pump, with warm water before operating the pet fountain. This will remove any dust or residue that remain in the system from the manufacturing process. Refer to the “Pump Maintenance” section of this Operating Guide for detailed instructions on how to properly clean your pump.

1. As with any electrical appliance, check the electrical power cord for any tears or damage before use.
2. Remove the lid by placing a finger underneath the tab on the back of the lid and lift up (**Fig. 1**).
3. Rinse the carbon filter thoroughly under cold water before placing in the fountain. This will remove any loose carbon dust, which is harmless. A small amount of carbon dust may shed for the life of the filter. This is normal and not harmful to your pet.
4. Insert the carbon filter. The filter will fit between the two triangular slots to the right of the pump. Make sure it is pushed all the way down and that the black side of the carbon filter is facing toward the pump (**Fig. 2**).
5. Place the fountain in a desired location. To protect your floor always use a protective mat, such as a towel or water resistant placemat. This will help protect your floor from splashing or spills caused by your pet.
6. Fill the fountain by pouring water directly into the bowl, this will prime the pump. Leave at least 1/4 inch of space between the water level and the rim of the bowl.
7. Attach the lid, press down until you hear it snap in place.
8. Before you plug in the fountain, make sure the electrical power cord, the adapter and your hands are dry. Connect the in-line plug and make sure no silver is showing, then plug the adapter into a standard electrical wall outlet (**Fig. 3**).
9. Add water to the bowl as needed. Never let the water level fall below 2 inches from the base of the bowl or you might risk pump failure. Replacement pumps are sold separately by calling the Customer Care Center at 1-800-732-2677 or visit [www.petsafe.net](http://www.petsafe.net).



## Fountain Disassembly & Cleaning

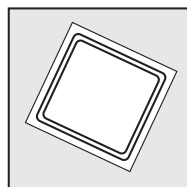
### NOTICE

- Fountain must be cleaned to continue working normally.
- Never wash the filters with soapy water, as the soap residue will seep into the filters and cannot be removed. Only rinse the filters with water.
- Use only PetSafe® authorized replacement filters.  
If unauthorized filters are used it may void the warranty.

- Fountain must be cleaned to continue working normally.
- Never wash the filters with soapy water, as the soap residue will seep into the filters and cannot be removed. Only rinse the filters with water.

### CARBON FILTER: Replace carbon filter every two to four weeks.

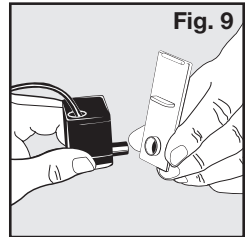
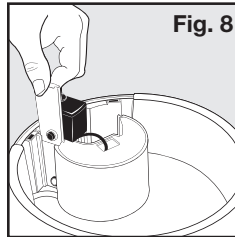
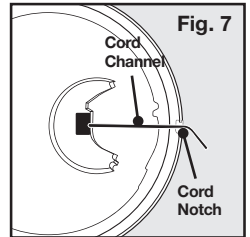
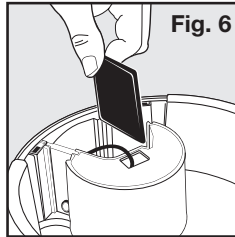
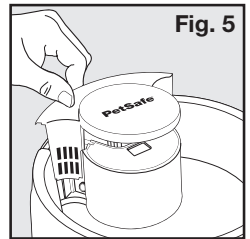
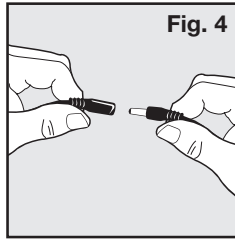
- Always rinse the carbon filter prior to use.
- A small amount of carbon dust may be released for the life of the filter, this is normal and is not harmful to your pet.
- Replace filters more frequently when using the fountain for multiple pets or pets that produce a lot of saliva.



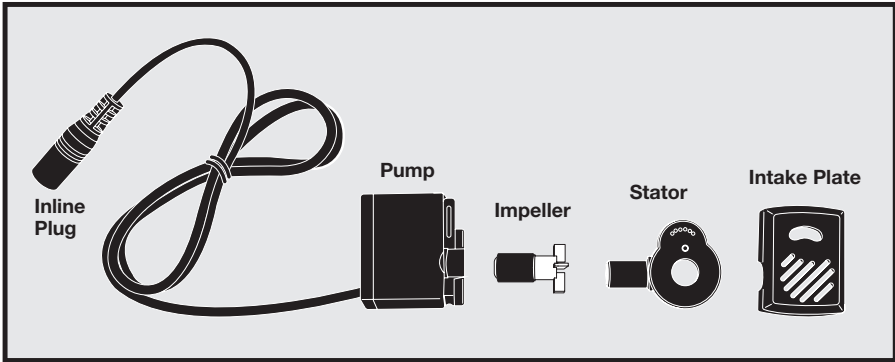
**Filter subscriptions now available! Get fountain filters automatically and conveniently delivered right to your door when you need them. Free shipping and 5% discount included. Visit [www.petsafe.net](http://www.petsafe.net) to sign up or call our Customer Care Center at 1-866-738-4379.**

**PET FOUNTAIN: Clean the fountain once a week.**

1. Unplug the fountain and disconnect the in-line plug (Fig. 4).
2. Remove the lid by placing a finger underneath the tab on the back of the lid and lift up (Fig. 5).
3. Remove the carbon filter from the bowl and dispose (Fig. 6).
4. Empty the water out of the fountain.
5. Flip the bowl over and remove the cord from the cord notch and channel. It should now be loose for easy removal (Fig. 7).
6. Grab the pump and lift straight up, this will remove the pump and the pump plate (Fig. 8).
7. Next, pull the pump cord up through the opening until the pump is completely removed from the bowl piece.
8. Remove the pump plate by simply pulling it away from the pump. (Fig. 9).
9. Once the fountain is completely disassembled, you will have three plastic parts: the lid, the bowl and the pump plate.
10. Hand wash the fountain plastic parts with warm water and soap. This fountain may also be cleaned with a diluted vinegar solution (20% vinegar, 80% water). Important: Be sure to rinse thoroughly with fresh water.  
You can also put the fountain in the top rack of the dishwasher. Remove the pump before placing the pet fountain in the dishwasher. **DO NOT PLACE PUMP IN DISHWASHER!** If possible, it is recommended that you turn down the heat of the water inside the dishwasher.
11. See the "Pump Maintenance" section of this Operating Guide for detailed instructions on how to properly clean your pump.
12. If you have trouble 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, visit our website at [www.petsafe.net](http://www.petsafe.net) or call our Customer Care Center at 1-800-732-2677.



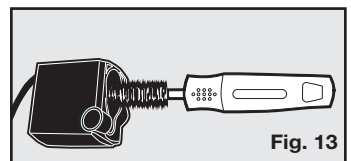
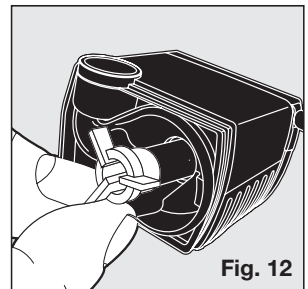
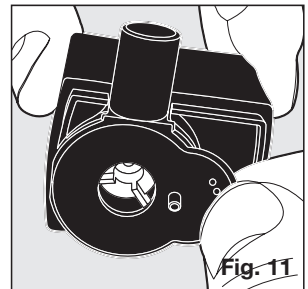
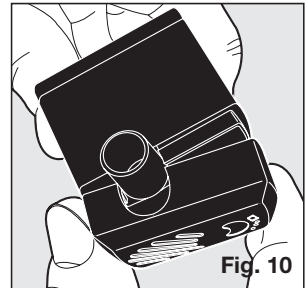
# Pump Maintenance



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

*Rinse all fountain parts with warm water before operating the pet fountain, including the pump. Refer to the "Pump Maintenance" section of this Operating Guide for detailed instructions on how to properly clean your pump. This will remove any dust or residue that remain in the system from the manufacturing process.*

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. (Fig. 10)
2. Next, you will want to remove the stator by placing your finger underneath the small lip, pull it away from the pump. (Fig. 11)
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. (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. (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.
  - a. Replace the impeller
  - b. Replace the stator
  - c. Replace the intake plate





# Fountain Reassembly

1. Attach the pump plate to the knob on the pump. (Fig. 14) Make sure the placement tab is on the top of the pump, and press down to secure it in place. If the pump placement tab is facing towards the outside of the bowl. You have it backwards and need to turn it around.
2. With the pump plate properly attached, slide the pump into place by placing the pump plate between the two slots inside the bowl. (Fig. 15) Press down to secure in place.
3. With the pump in place, the cord on the pump should be facing the top of the fountain. Make sure the in-line plug is disconnected from the adapter; feed the cord through the small opening in the center of the bowl. (Fig. 16)
4. Next, feed the cord through the bottom of the bowl until there is no slack left in the cord. Press the cord into the cord channel and feed through the cord notch. (Fig. 17)
5. Replace the carbon filter. Rinse the filter thoroughly under cold water before placing in the fountain. This will remove any loose carbon dust, which is harmless. A small amount of carbon dust may shed for the life of the filter. This is normal and not harmful to your pet.
6. Insert the carbon filter. The filter will fit between the two triangular slots to the right of the pump. Make sure it is pushed all the way down and that the black side of the carbon filter is facing toward the pump. (Fig. 18)
7. Place the fountain in a desired location. To protect your floor always use a protective mat, such as a towel or water resistant placemat. This will help protect your floor from splashing or spills caused by your pet.
8. Fill the fountain by pouring water directly into the bowl, this will prime the pump. Leave at least 1/4 inch of space between the water level and the rim of the bowl.
9. Attach the lid, press down until you hear it snap in place.
10. Before you plug in the fountain, make sure the electrical power cord, the adapter and your hands are dry. Connect the in-line plug and make sure no silver is showing, then plug the adapter into a standard electrical wall outlet. (Fig. 19)
11. Add water to the bowl as needed. Never let the water level fall below 2 inches from the base of the bowl or you might risk pump failure. Replacement pumps are sold separately by calling the Customer Care Center at 1-800-732-2677 or visit [www.petsafe.net](http://www.petsafe.net).

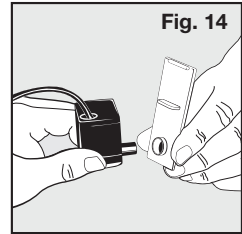


Fig. 14

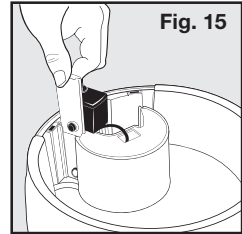


Fig. 15

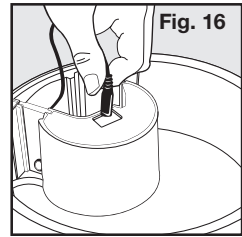


Fig. 16

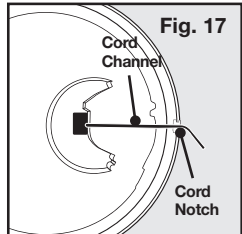


Fig. 17

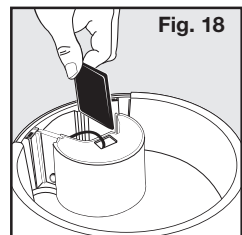


Fig. 18

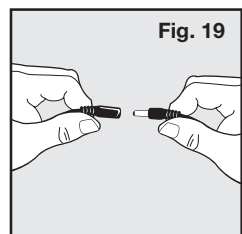


Fig. 19

# 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.

## Troubleshooting

The answers to these questions should help you solve most problems you may have with the pet fountain. If they do not, please contact our Customer Care Center at 1-800-732-2677.

### TROUBLESHOOTING

PROBLEM	SOLUTION
Pump is not working or the water is not flowing as much as it used to.	<ul style="list-style-type: none"><li>• Never let the water in the bowl get below the minimum fill level. This can cause the pump to overheat and stop functioning. When refilling the bowl, make sure to add water before turning the fountain on.</li><li>• Lack of regular cleaning may result in the pump becoming clogged with pet hair and food debris. The pump must be cleaned every 2-4 weeks to ensure proper function.</li><li>• A video detailing how to properly clean the pump is available on our website at <a href="http://www.petsafe.net">www.petsafe.net</a>.</li><li>• Fill the fountain with water up to the max fill line.</li></ul>
Fountain is loud.	<ul style="list-style-type: none"><li>• A low humming noise is normal, but it should not be loud. Check the water level. If water level is too low then the pump will have to work harder causing it to be louder than normal.</li><li>• Unplug the fountain for 15 seconds. If the noise does not stop when plugged back in, it's possible that some debris is caught on the impeller. Remove the pump and clean the impeller. Try rubbing a small amount of vegetable oil onto the magnetic pin with a q-tip to lubricate the impeller.</li></ul>
There are black particles in the bowl.	<ul style="list-style-type: none"><li>• This is loose granulated carbon dust from the filter and is completely harmless for your pet to drink. Rinse the filter in cold water before placing it in the fountain to prevent this.</li></ul>

The fountain feels slimy.	<ul style="list-style-type: none"> <li>• If you have multiple pets or dogs using the fountain, the slimy feeling may be caused by your pet's saliva. Change the water and clean your fountain more frequently to prevent this.</li> <li>• Make sure the fountain parts are rinsed thoroughly after cleaning the fountain. Soap residue may cause the sliminess.</li> </ul>
The adapter is warm to the touch.	<ul style="list-style-type: none"> <li>• Unplug the fountain and plug it into a surge protector.</li> </ul>
The fountain is leaking.	<ul style="list-style-type: none"> <li>• Sometimes water around the fountain is caused by pets drinking. Some pets are prone to spilling. Watch your pet when he drinks to see if this is the cause. If it is, you can purchase a fountain mat or other water-resistant mat to place under the fountain.</li> </ul>
The fountain seems dirty even after cleaning.	<ul style="list-style-type: none"> <li>• If there is a white chalky substance in the fountain, your fountain may have a mineral deposit build-up from hard water. To remove these deposits, clean the fountain parts with a 80% water, 20% vinegar solution. Rinse all parts thoroughly afterwards. Use filtered or purified water instead of hard tap water to prevent this.</li> </ul>

## Replacement Parts and Accessories

Replacement parts or accessories for your fountain can be purchased by visiting [www.petsafe.net](http://www.petsafe.net) or by contacting our Customer Care Center at **1-800-732-2677**.

**Save with a filter subscription!** Get fountain filters automatically and conveniently delivered right to your door when you need them. You'll receive **free shipping** with FedEx Ground and a **5% discount** off the price of the filters. Choose when you need your first order and how often you want to receive your next shipments. We recommend choosing a **3-month frequency** for these filters.

You can easily change your shipment and payment settings by logging in to your account. You can choose to cancel your subscription at any time. You and your pet will love the no-hassle convenience of having filters automatically shipped to you whenever you need them.

**Visit [www.petsafe.net](http://www.petsafe.net) to sign up or call our Customer Care Center at 1-800-732-2677.**

Part Description	Replacement Part Number
Replacement Pump	PAC00-13201
Cleaning Kit	CKPH
Replacement Carbon Filter 4-Pack	PAC00-15271

# Terms of Use and Limitation of Liability

## Terms of Use

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

### 1. Proper Use

Proper use includes reviewing the entire Guide provided with your Product and any safety precautions listed.

### 2. No Unlawful or Prohibited Use

This Product is designed for use with pets only. This 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.

### 3. 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.

### 4. Modification of Terms and Conditions

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

## 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

# Warranty

## One Year Non-Transferable 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 Centre.

**USA & Canada** – Radio Systems Corporation, 10427 PetSafe Way, Knoxville, TN 37932 USA

## 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 the first 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 System's sole discretion.

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).

### 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 7266, Gold Coast Mail Centre QLD 9726, Australia  
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 good 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).





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400-598/1

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