

# **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**

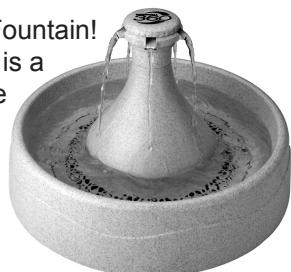


# OPERATING INSTRUCTIONS

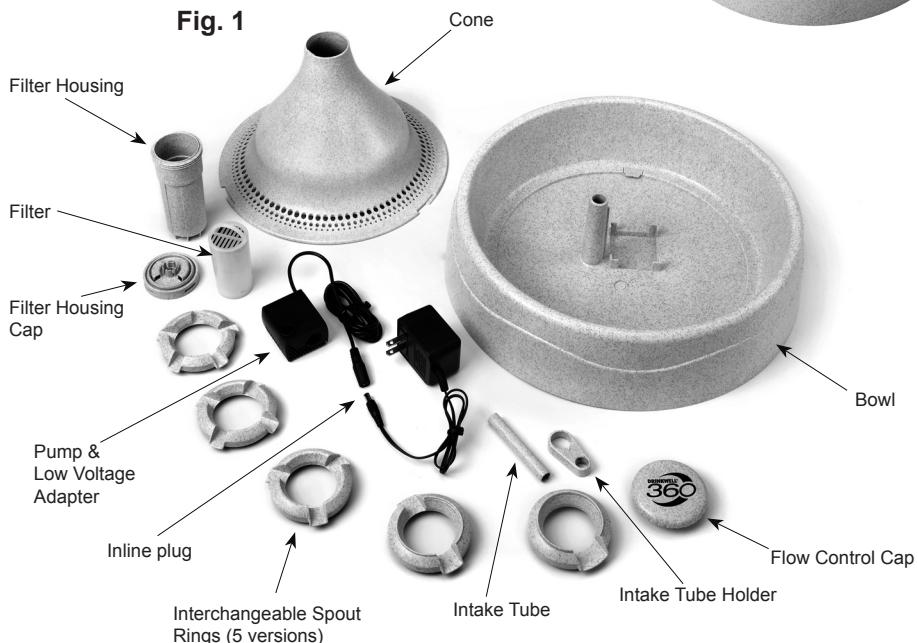
## DO NOT RUN DRY - FOR INDOOR USE ONLY

Congratulations on your new Drinkwell® 360™ Pet Fountain!

Your fountain will come partially assembled, however, it is a good idea to make sure none of the fountain pieces have come loose in shipping. Your new fountain is composed of several plastic parts, a replaceable charcoal filter and a low voltage submersible pump. (see Fig. 1)



**Fig. 1**

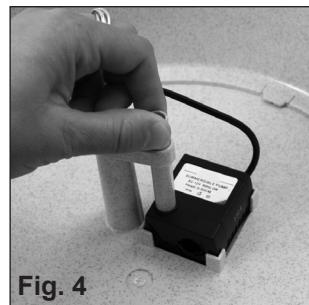


- 1) As with any electrical device, check the electrical cord for any tears, or damage before use.
- 2) Make sure the inline plug is connected. (No silver showing - See Fig. 2)

**Fig. 2**



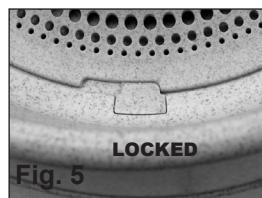
- 3) Remove Cone piece by twisting counter clockwise to unlock the tabs from the bowl. Lift up and set aside. (See Fig. 3)
- 4) Check to make sure the intake tube is properly inserted (pushed all the way down) into the pump. (See Fig. 4)
- 5) Replace Cone and twist clockwise to lock tabs in place. (See Fig. 5)



**Fig. 4**

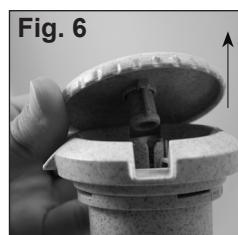


**Fig. 3**



**Fig. 5**

- 6) Take the partially assembled filter housing and remove the Flow Control Cap by gently lifting straight up - DO NOT TWIST TO REMOVE. (See Fig. 6). Gently lift up on the Spout Ring to access the Filter Housing Cap.
- 7) Unscrew Filter Housing Cap and insert the filter into the Filter Housing with the pull-tab facing up. (See Fig. 7) The filter will slide easily into place. Next, screw on the Filter Housing Cap. (See Fig. 8)



**IMPORTANT NOTE: Rinse the filter thoroughly under cool water before placing into the housing.**

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. 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 turning the flow control cap toward max 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.

- 8) Align the side grooves of the Filter Housing with the inner notches of the cone opening. The Filter Housing should slide easily into place. Turn housing a quarter turn to the right (clockwise) until it locks in place. (Fig. 9)
- 9) 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 evenly to secure in place. (Fig. 10)
- 10) Align Flow Control Cap with the raised notches (Fig. 11) on the Filter Housing Lid. Press down gently and the cap will snap into place. With the Flow Control Cap, you will be able to easily adjust the flow intensity of the water. Turn the cap to the right to increase the flow and turn to the left to decrease.
- 11) Place fountain in desired location. To take care of your floors, **always** use a protective mat, such as a towel or place mat. This will help protect your floor from any water that may splash out from your pet's use of the fountain.
- 12) 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.
- 13) Before you plug in the fountain make sure the cord and your hands are dry. Plug the fountain in.
- 14) Add water as needed. **Never** let the water level fall lower than the MIN. Fill Line (approx. 1" above the bottom of the bowl, Fig. 12) or the pump may fail. To properly pick up the fountain, use both hands and grip the sidewalls of the fountain bowl and lift. **Never pick up a full fountain by the Cone piece.**

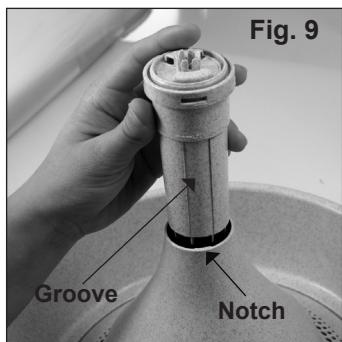


Fig. 9

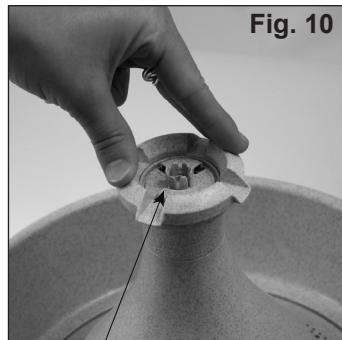
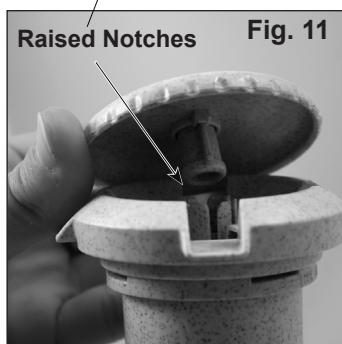


Fig. 10



Raised Notches      Fig. 11

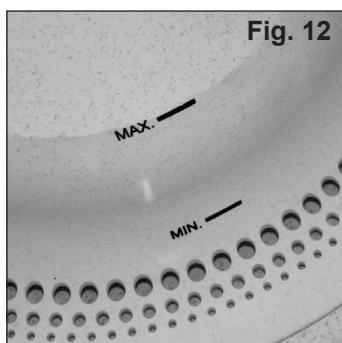


Fig. 12

# FOUNTAIN DISASSEMBLY & CLEANING

The Fountain Must Be Cleaned Regularly To Continue Working Normally!

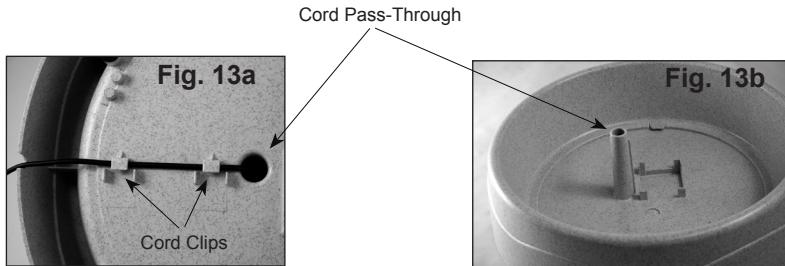
## FILTERS:

- 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. 1)
- 2) Remove the **flow control cap** and **spout ring**.
- 3) Remove the **filter housing** by twisting the filter housing to the counter clockwise to the unlock position. Lift directly up and set aside.
- 4) Empty the water out of the fountain.
- 5) Once the fountain is empty, remove the **cone** piece by twisting to the counter clockwise to unlock the tabs. Lift up and set aside. (refer to Fig. 2 and 4)
- 6) Next, flip the **bowl** upside down and unhook the electrical cord from the two cord clips. (See Fig. 13a) This will allow you to pull the cord through the Cord Pass-Through in the bowl.



- 7) Remove the pump for cleaning. First remove the **Intake Tube** by lifting up on the **Intake Tube Holder** to free the Intake Tube from the pump. (See Fig. 14a & 14b) This will allow you to remove the pump. The intake tube can then be pulled from the intake tube holder. (See "Pump Maintenance" for detailed cleaning instructions for the motor/pump)

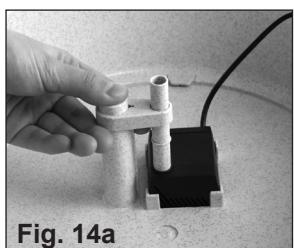


Fig. 14a

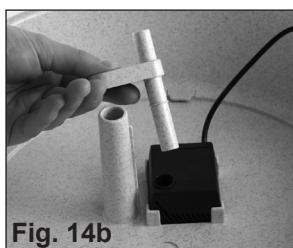


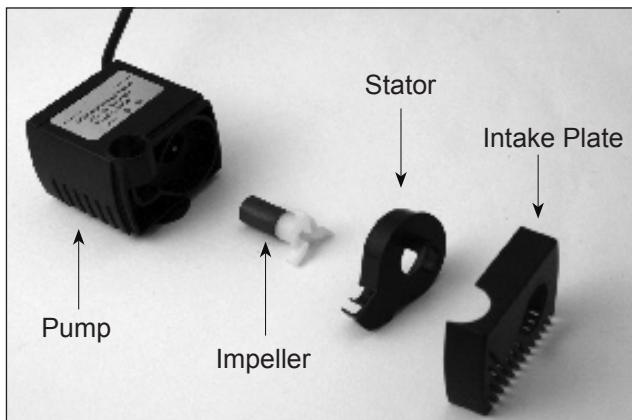
Fig. 14b

- 8) 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. DO NOT PLACE PUMP IN DISHWASHER! If possible, it is recommended that you turn down the heat of the water inside the dishwasher.
- 9) If you have troubles reaching certain spots or getting hard-to-reach corners, try using a cotton swab or purchase the Drinkwell® Cleaning Kit, a 3-Brush kit. To purchase a Cleaning Kit, please call 866-322-2530 or visit [www.petfountain.com](http://www.petfountain.com).

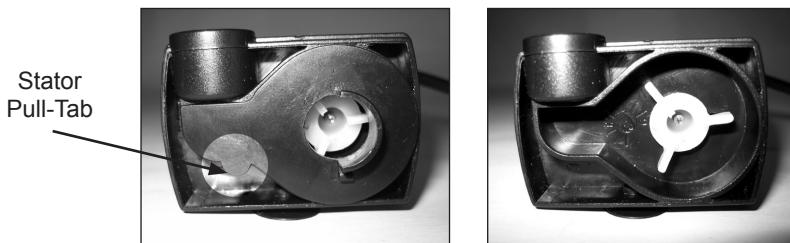
## PUMP MAINTENANCE

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

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



- 1) Remove pump from the fountain as explained in the "Fountain and Disassembly and Cleaning" section. (specifically steps 6 & 7)
- 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.



- 5) 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.
- 6) Once the motor is disassembled you can clean the parts with warm soapy water. Use a cotton swab 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 10% white vinegar & 90% water solution. Be sure to rinse thoroughly with fresh water.
- 7) Once the parts are clean you can reassemble the motor for use.
  - a) Replace the impeller
  - b) Replace the stator
  - c) Replace the intake plate.



## REASSEMBLY OF YOUR DRINKWELL 360

- 1) Replace the pump into its location between the 4 half-inch posts in the center of the fountain. Be sure to position the hole on the top of the pump next to the Cord Pass-Through in the Bowl. Gently push down to engage the suction cups.
- 2) Replace the Intake Tube into the Intake Tube Holder, then place the Intake Tube Holder back onto the Cord Pass-Through post aligning the guideline on the post with the notch in the intake tube holder. Be careful to align the intake tube so that it fits into the hole on the top of the pump.
- 3) Thread the plug through the opening next to the pump. On the bottom side of the bowl, clip the cord into place using the “cord clips” (Fig. 13a). Next, thread the cord directly out the fountain through the cord pass-through (Fig. 13a & 13b). Use this pass-through to keep the cord from showing.
- 4) Align the three notches around the Cone with the corresponding tabs in the bowl. Next, turn the cone piece to the right (clockwise) to lock tabs into place. (Fig. 3 & 5)
- 5) After cleaning your fountain it is a good idea to replace your filter.
- 6) Screw on Filter Housing Cap and slide the Filter Housing into place in the hole at the top of the Cone. Turn Filter Housing a quarter turn to the right (clockwise) to lock in place.
- 7) 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 and gently pushing down.
- 9) Place fountain in desired location and fill with water to the MAX fill line.
- 10) With dry hands reconnect the inline plug and then plug fountain in. Adjust the flow to your preference and let your pet enjoy the fresh free falling water of the Drinkwell® 360™.

## THE FOUNTAIN AND 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 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 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 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 Drinkwell® 360 that will be described here in detail.

- 1) **Bowl:** The Drinkwell® Bowl is the foundation of the fountain. The circular bowl piece can be carried by simply gripping the sidewalls underneath the bowl. In addition, the bottom of the bowl features “cord clips” to hide the cord from view.
- 2) **Cone:** Acts as the housing for the fountain components and protects the pump from curious pets. The Cone acts to reduce the splash and sound of the falling water. It also houses a majority of the water and holds the filter housing and subsequent parts.
- 3) **Filter Housing:** The Filter Housing slides into the opening at the top of the cone. It houses the filter and locks into the cone by twisting the entire housing a quarter turn.
- 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 spouts & Flow Control Cap.
- 6) **Interchangeable Spout Rings:** The Drinkwell 360 features five interchangeable spout rings that 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 adjusts the flow of water by simply turning the cap left or right. Turn to the right to increase the flow of water. Turn to the left to decrease.
- 8) **Pump:** A small Low Voltage submersible aquarium pump that can be dismantled for cleaning. **THE PUMP IS NOT DISHWASHER SAFE!** Remove pump from fountain prior to cleaning. (See “Pump Maintenance”) The pump cord features a detachable inline plug for easy removal.

# **MANUFACTURER'S SAFETY INSTRUCTIONS**

- 1) While the capacity of the 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.

## **3) 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.

- 4) 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.

## **FOR INDOOR USE ONLY.**

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 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 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)**  
**775-322-2530 (Outside U.S.)**  
**[info@petfountain.com](mailto: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).

***www.petfountain.com***