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

DRINKWELL®
Platinum™

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

OPERATING INSTRUCTIONS

DO NOT RUN DRY
FOR INDOOR USE ONLY

Your fountain will come fully assembled and ready for use.

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)
3) Remove the housing cover (lid) by placing your index fingers into the inset groves on either side of the lid. Lift up. Set the lid aside.
4) Lift up the reservoir and check to make sure the intake tube is properly inserted into the motor. (Fig. 1a &1b)

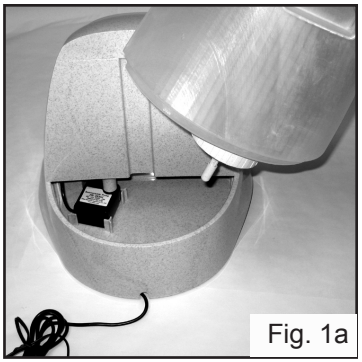


Fig. 1a

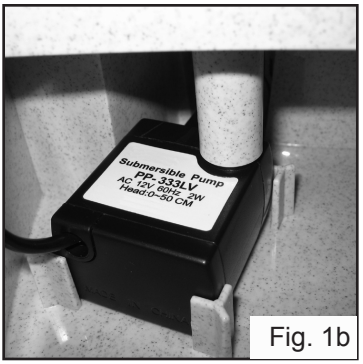


Fig. 1b

5) Insert the charcoal filter. The filter will fit into the two triangular slots in the center of the housing. The filter fits narrow side down and the black side faces the front of the fountain. The filter will slide easily into place.
    a. 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.

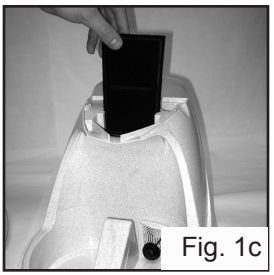


Fig. 1c

6) Place fountain in desired location. If placing on carpet, tile or wood flooring use a protective surface such as a towel or place mat to protect your floor from splashing or dripping from your pet.

7) Fill the fountain unit with water. This includes the bowl and the filter housing. This will prime the pump. Replace the lid and snap into place.

8) Remove the reservoir by lifting up and away from the fountain. Turn the reservoir upside-down and unscrew the reservoir cap. Fill the reservoir with water and screw on the cap. Holding the reservoir upside-down and backwards to the fountain (Fig. 1d), quickly turn the reservoir right side up and slide into place (Fig. 1e). Water level will equalize to approximately 1/2 inch below the rim of the bowl.

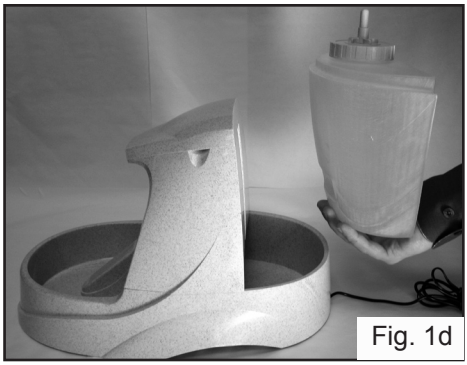


Fig. 1d

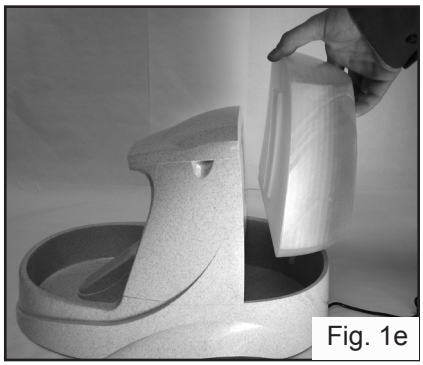


Fig. 1e

9) Before you plug in the fountain make sure the cord and your hands are dry. Plug the fountain in.

10) 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. (Fig. 1f)

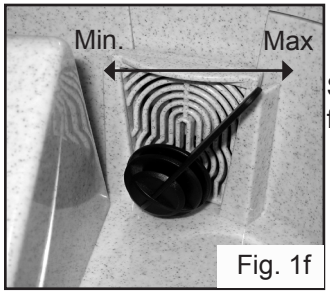


Fig. 1f

Shown at MAX flow position.

11) 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 use the handles located on the bottom of the bowl on either side of the fountain. (For replacement parts please call 866-322-2530)

FOUNTAIN DISASSEMBLY & CLEANING

The Fountain Must Be Cleaned To Continue Working Normally!

FILTERS:

1) Filters should be changed every four to six 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. Do not wash with soapy water since you cannot remove all the soap residue.

4) For replacement filters, visit a pet store near you or call 866-322-2530.

FOUNTAIN:

1) Unplug fountain, remove cover and pull out filter.

2) Remove the reservoir (See Operating Instructions # 8)

3) Empty the water out of the fountain.

4) Remove the pre-filter by gently pulling up on the top lip of the pre-filter and wash with soap and water. (Fig. 2a)

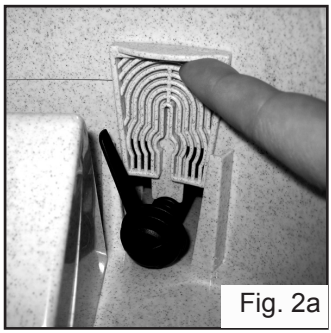


Fig. 2a

5) Remove the filter housing by gently pushing in on either side of the fountain where the curve meets the seam. Gently lift up. (Fig. 2b-d)
   a. Note: You will notice the right side of the housing will offer some resistance as the water intake tube pulls away from the motor.

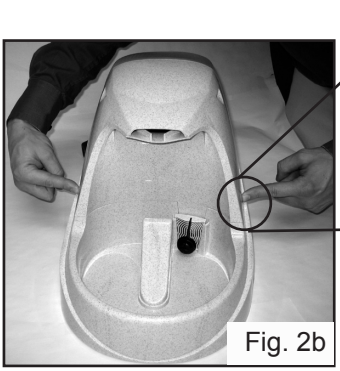


Fig. 2b

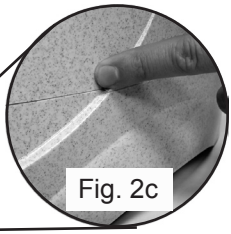


Fig. 2c

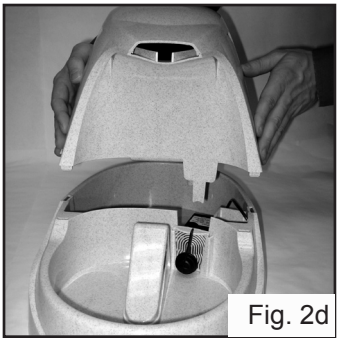


Fig. 2d

6) You can then remove the motor by disconnecting the inline plug, (Fig. 2f) 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. (See “Motor Maintenance”)

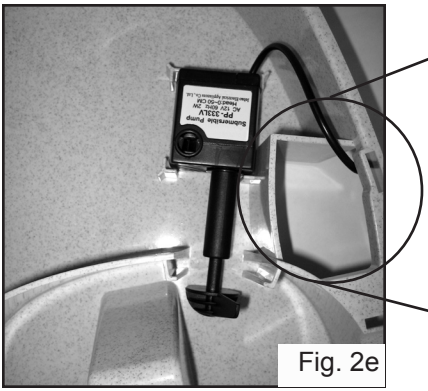


Fig. 2e

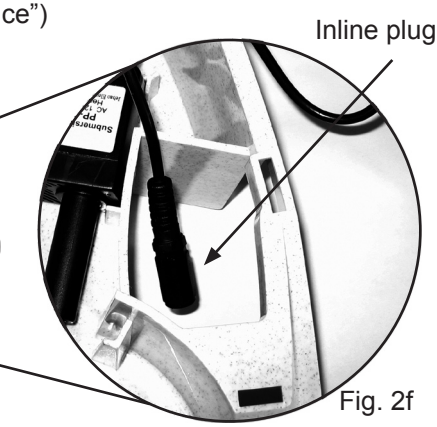


Fig. 2f

7) 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. It is recommended that you turn down the heat of the water inside the dishwasher if you can.

8) If you have troubles reaching certain spots or getting hard-to-reach corners, try using a cotton swab (Q-Tip) or get the Drinkwell® Cleaning Kit (a 3-Brush Kit). For information on how to order one please call 866-322-2530 or visit www.petfountain.com

9) Once the fountain is completely disassembled you will have 6 plastic parts (See “ Understanding the Drinkwell Parts”).

REASSEMBLY OF YOUR DRINKWELL

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

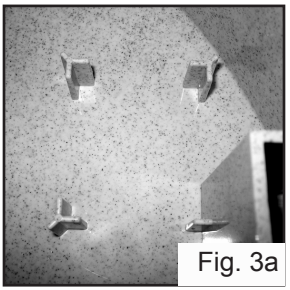


Fig. 3a

Fig. 3b

2) Thread the plug through the opening next to the motor. Under the arch you can tuck the cord into “cord channels”, then 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.

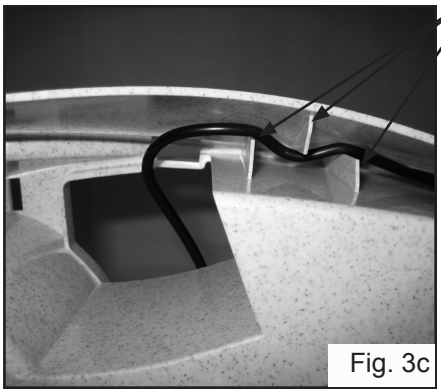


Fig. 3c

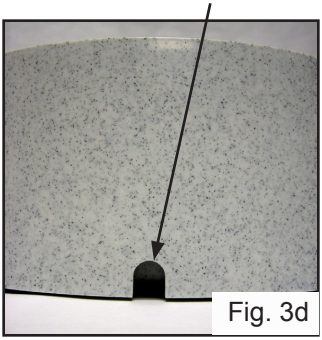


Fig. 3d

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. (Fig. 3f)

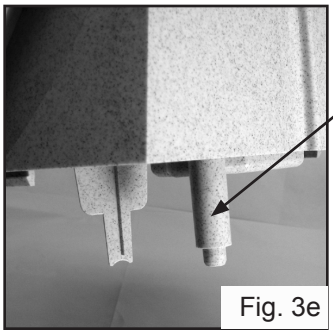


Fig. 3e

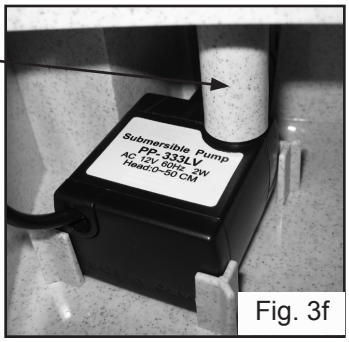


Fig. 3f

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. 3g

5) Replace the filter and lid (See Operating Instructions #5 & 7)

6) Replace the reservoir (See Operating Instructions #8)

MOTOR MAINTENANCE

Cleaning the motor is essential to the longevity of the fountain as well as the cleanliness of the water.

IMPORTANT: Warranty may be voided if the motor is not cleaned.

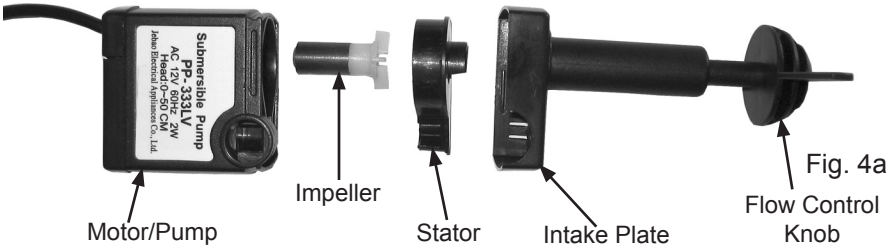


Fig. 4a

1) Remove the Pre-filter and Housing from the bowl (See “Fountain Disassembly and Cleaning”)

2) Gently lift the motor out of its resting place. Suction cups on the bottom of the motor will hold it in place. A small amount of force may be necessary.

3) 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 inlet plate to pry it off.

Fig. 4b

Fig. 4c

4) 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.

Stator Pull-Tab

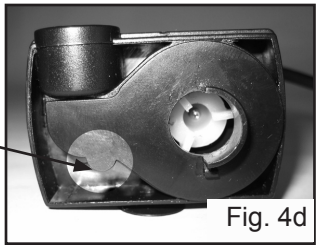


Fig. 4d

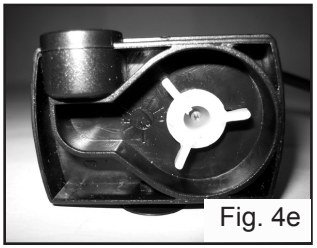


Fig. 4e

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 a blade and lift out.

Fig. 4f

6) Once the motor is disassembled you can clean the parts with warm soapy water. Use a cotton swab (Q-Tip) 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 white vinegar.

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 with the flow control knob attached to it.

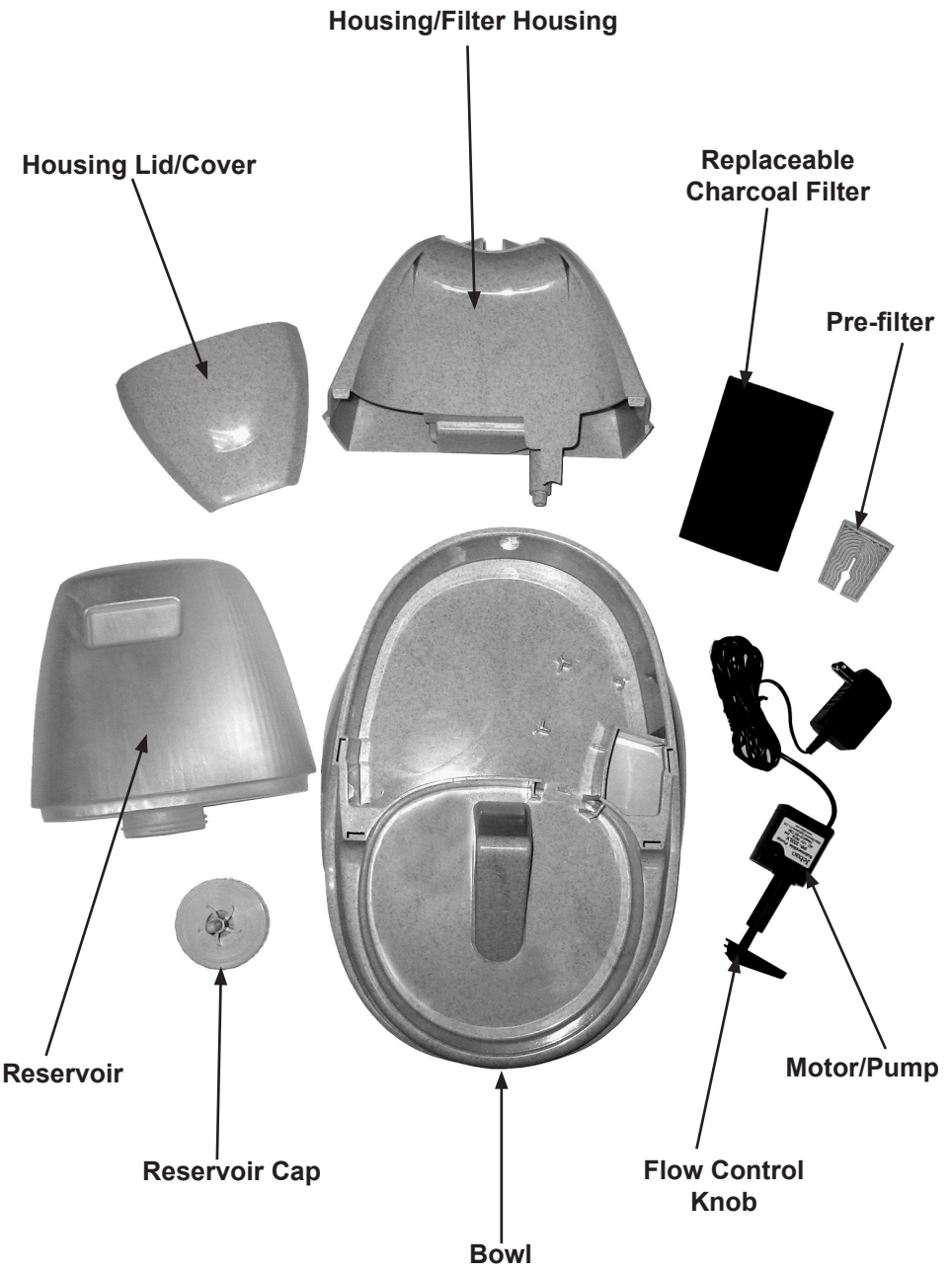
THE FOUNTAIN AND YOUR ENVIRONMENT

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. (Use one or two cups of bleach in a sink full of water). Pour some of the bleach solution down into the motor cavity, too. This is also an excellent way to disinfect the fountain. You must be sure to rinse all the parts very well to remove all the chlorine. 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 motor. This may eventually prevent the impeller from turning properly. To avoid having to replace the motor:

A. Clean the motor 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® Platinum that will be described here in detail.

1) **Housing Cover**: the cover or lid snaps in place over the filter housing well, keeping pets out of the charcoal filter.

2) **Housing**: here the water is pumped up through the housing to cycle through the charcoal filter and out the spout to create a long five-inch waterfall into the bowl.

3) **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.

4) **Bowl**: the Drinkwell® bowl is the foundation of the fountain. It features two handles on either side of the fountain as well as a "cord channel" to hide the cord from view.

5) **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").

6) **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 in-line plug for easy attachment.

7) **Reservoir**: the extra capacity reservoir holds over a half gallon of water. The plugging cap will help to minimize spills when you refill the reservoir.

Instructions pertaining to a risk of fire, electric shock, or injury to persons.

1) While the capacity of the Drinkwell® Platinum 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 motor 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) **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.

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.

FOR INDOOR USE ONLY.

Read and observe all important notices on the appliance.

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.

TIPS ON USE

When being introduced to the Drinkwell® Platinum 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 the U.S.)
info@petfountain.com

This warranty does not cover damage from accident, 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).