

FRESH FLOW ELECTRONIC WATERER - FAQs & MAINTENANCE

Introducing your pet to the Pet Fountain

Each animal's response to the Pet Fountain will be different depending on age, temperament and breed. Some will be nervous because of the water and the low hum of the pump. We recommend placing the unit unplugged next to the pet's normal water bowl with water in it for at least a week. Then plug in the Pet Fountain. If the pet hesitates to approach the unit, place bits of food or their favorite treats on the rim. This will encourage your pet to approach and drink. As they become used to the Pet Fountain, remove the normal water bowl, leaving only the Pet Fountain to drink from.

If the unit makes a vibrating noise:

- A. Push down on top of pump. Make sure the suction cups on the bottom of the pump are securely attached to the the base.
- B. Make sure pump intake cover is snapped on securely,

If the unit overflows when you first start up:

- A. Make sure the flow lever is in the low position. (points toward the water ramp)
- B. Bowl should be filled to 1/2" below rim. Overfilling can cause overflow.
- C. Filter may not be properly installed in corner slots of filter reservoir. See step number 11 of instructions
- D. Make sure filter has been removed from poly bag.

If the unit doesn't pump enough water:

- A. Make sure vertical pipe in filter reservoir extends downward and connects to black outflow pipe on pump.
- B. Make sure intake slots on pump are not clogged with food or debris.
- C. Make sure filter is clean.

If unit makes air suction noise and water gurgling sound:

Water level is extremely low. Add water immediately to water reservoir and bowl.

If the pump doesn't come on:

Make sure it is completely plugged into electrical outlet.

Make sure intake slots on pump are not clogged with food or debris.

WARNING: Do not let pump run dry. When pump makes air suction noise and water gurgling sound, water level is extremely low. Add water immediately.

NOTE: Pump may take 2-3 minutes before it begins circulating water. This allows time for air to be removed from pump. The pump is silent. You may not hear anything except the flowing of water down the slope.

The Submersible Pump is tested and certified to ensure safety and operating performance. Failure to follow instructions and warnings in this manual may result in pump damage and/or serious injury. Only the pump and electrical cord directly connecting the two are to come in contact with water. Under no circumstances should the plug-in transformer or other parts come into contact with water. Do not plug-in or otherwise use this product if any part of it appears to be damaged or operate abnormally. Make a "drip loop" on the electrical cord connecting the pump to the transformer, letting a portion of the cord hang lower than either the pump or the transformer. Do not let the pump run when not submerged in water. Doing so may damage the pump. Always submerge the pump first, and then plug in. Keep the unit unplugged when not under direct observation. Use this product indoors only.

Mineral build-up from tap water, or water from other sources, can ruin the pump. If debris is caught in the intake vents of the pump, disconnect the pump from any power sources and rinse the pump under clean running water.

If needed, follow pump-cleaning steps below. **PUMP CLEANING STEPS**

STEP 1. Unplug unit. Remove pump intake top cover.



STEP 2 . Use fingernail to pry second cover up.



STEP 3. Remove second cover.



STEP 4. Remove impeller. (May need tweezers) It is only held in by magnetic force.



STEP 5. Clean with soft damp cloth and replace all in reverse order.



ALWAYS UNPLUG UNIT BEFORE PERFORMING ANY TYPE OF MAINTENANCE

1. Filter maintenance. Check charcoal filter after 30 days. Replace filter every 60 to 90 days for usage by one animal. Multiple animal h will require more frequent replacement.
2. Cleaning. Bowl, reservoirs and all plastic parts may be cleaned with mild soapy dish soap. Do not place unit in dishwasher.
3. Adding Water. Add water to storage reservoir when it appears low. You must remove the reservoir to add water to it. Water may also be added to bowl by pouring slowly from a cup directly into the bowl.