



Original Fountain

Operating Guide



Model Number
PWW00-13704
FCB-RERA



protect. teach. love:

PLEASE READ THIS ENTIRE GUIDE BEFORE BEGINNING.

IMPORTANT SAFETY INFORMATION

Explanation of Attention Words and Symbols used in this guide

⚠ 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 2.5 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.

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 or contact our Customer Care Center at **1-800-732-2677**.

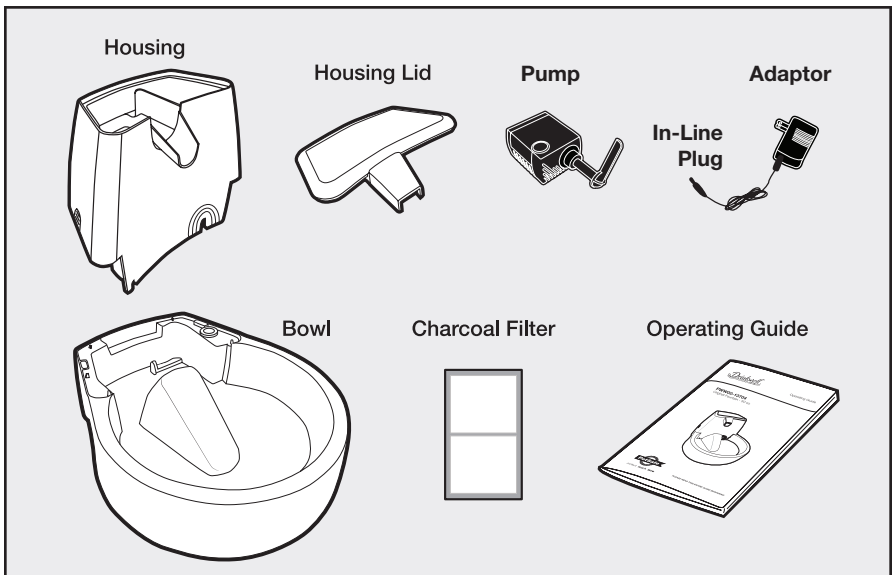
PRODUCT WARRANTY

To get the most protection out of your warranty, please register your product within 30 days at www.petsafe.net. 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

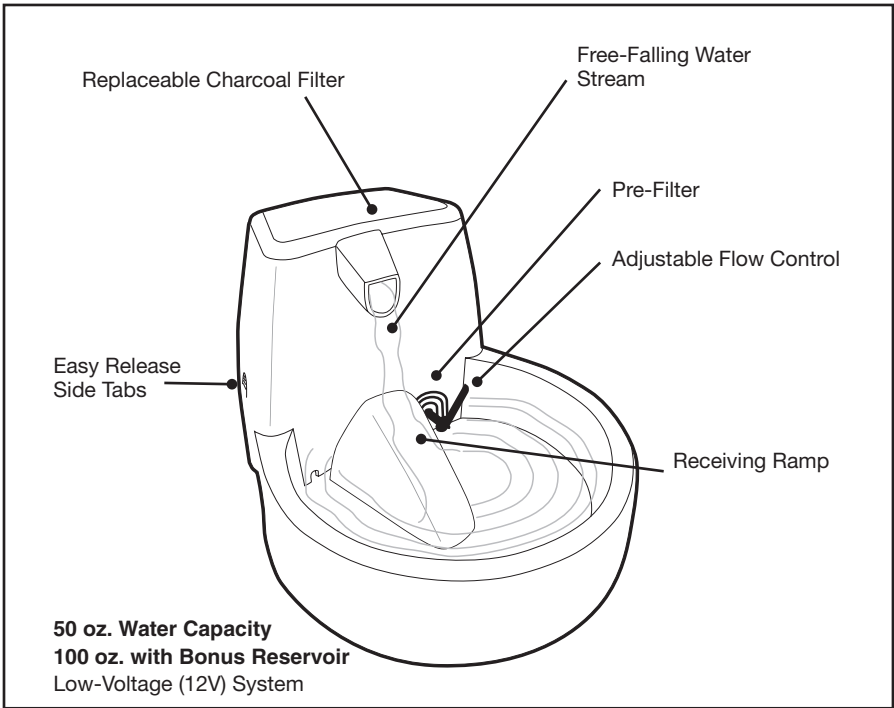
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Components



Features



Key Definitions

Bowl: The 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 electrical power cord from view.

Housing: Water is pumped up through the Housing to cycle through the charcoal filter and out the spout to create a waterfall into the bowl.

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

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

Pre-Filter: This is a small intake grate which catches large particles such as hair, debris, and kibble before they reach the charcoal filter.

Flow Control Knob: The knob attaches to the pump and adjusts the rate of water flow. The flow control knob can be removed by taking apart the pump (See “Pump Maintenance” section for detailed instructions).

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

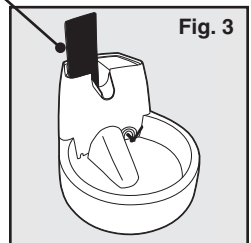
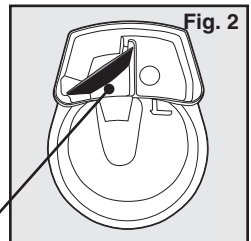
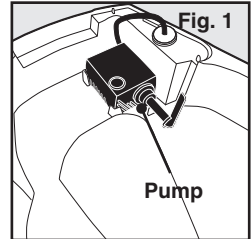
⚠ WARNING

- 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.

1. As with any electrical device, check the electrical power cord for any tears or damage before use.
2. Make sure the in-line plug is connected. When connected properly the silver tip is not showing.
3. Remove the housing by pressing the side tabs and lifting up. Inspect the inside of the fountain to ensure pump is securely attached. Snap housing back into place (**Fig. 1**).
4. Remove the housing lid and set aside.
5. Rinse the charcoal filter thoroughly under cool water before placing in the fountain. This will remove any loose charcoal dust, which is harmless. A small amount of charcoal dust may be released for the life of the charcoal filter. This is normal and is not harmful to your pet.
6. Insert the charcoal filter. The charcoal filter fits diagonally into the two triangular slots located inside the housing. The charcoal filter fits narrow side down, with the black side facing the front of the fountain towards the spout. The charcoal filter will slide easily into place, but make sure it is pushed all the way down (**Fig. 2 & 3**).
7. Place fountain in desired location. Do not pick up a full fountain by the housing. Only pick up the fountain by placing both hands underneath the base of the fountain and grip the sidewalls for a sturdy hold.
8. Fill the bowl with water. Replace the housing lid.

Note: *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.*

9. Before you plug in the fountain, make sure the electrical power cord and your hands are dry. Plug the fountain into a standard electrical wall outlet.
10. Set your desired flow rate with the flow control knob, which is located to the right of the receiving ramp inside the bowl. When the flow control knob is in the 10 o'clock position, flow is at its lowest. When the flow control knob is in the 2 o'clock position, flow is at its highest.
11. Add water to the bowl as needed. Do not let the water level fall below the flow control knob or you may risk pump failure. Replacement pumps are sold separately by calling the Customer Care Center at 1-800-732-2677 or visit www.petsafe.net.



Fountain Disassembly & Cleaning

NOTICE

- Fountain must be cleaned to continue working normally.
- 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.

CHARCOAL FILTER: The charcoal filter should be changed every two to four weeks.

- Replace the charcoal filter more frequently when using the fountain for multiple pets or pets that produce a lot of saliva.
- The charcoal filter is an added feature of the fountain. The use of a filter is not required for normal operation, but using a filter will keep the fountain water cleaner.
- The charcoal filter may be rinsed out when the fountain is cleaned.

- **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 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.
2. Remove housing lid and remove the charcoal filter.
3. Empty the water out of the fountain.
4. Remove the housing by pressing in the side tabs and lifting up (Fig. 4).

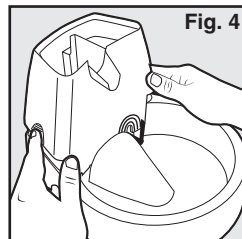


Fig. 4

Note: *The flow control knob is attached to the pump. Do not attempt to remove the pump by pulling on the flow control knob as this can damage or break the pump.*

5. Remove the pump from its cavity by placing your index finger behind pump and gripping the bottom with your thumb (Fig. 5).
6. Lift the pump straight up – this may require slight force until the suction cups release.
7. Next, remove the pump from the fountain by disconnecting the in-line plug and disengaging the rubber gasket (Fig. 6). Pull the in-line plug up through the hole located next to the pump. Clean away any hair, debris or kibble that may have accumulated around the flow control knob and the faceplate of the pump.
8. Once the fountain is completely disassembled you will have 3 plastic parts.
9. Clean the fountain plastic 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. The fountain may also be cleaned with a diluted vinegar solution (20% White Vinegar and 80% Water). Be sure to rinse thoroughly with fresh water.
10. 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 Drinkwell® Cleaning Kit, visit our website at www.petsafe.net or call our Customer Care Center at 1-800-732-2677.

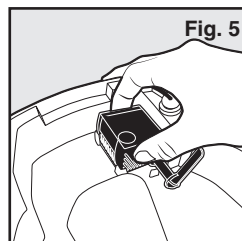


Fig. 5

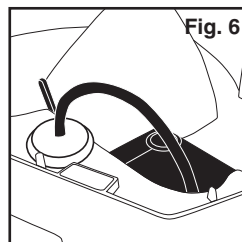
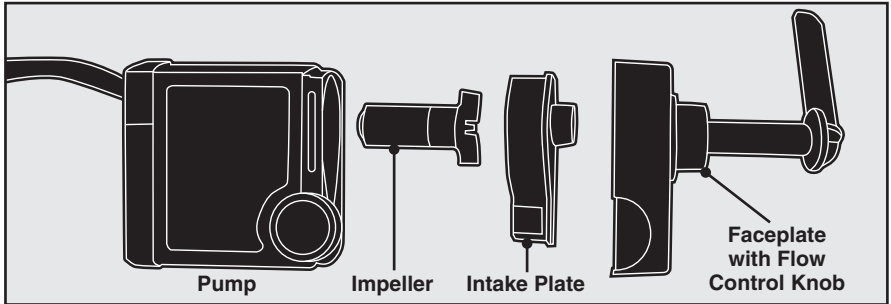


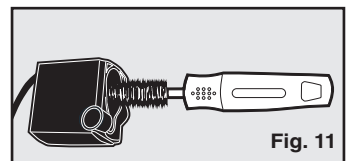
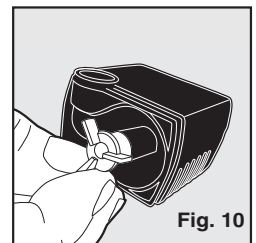
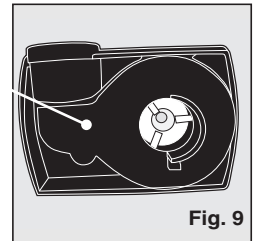
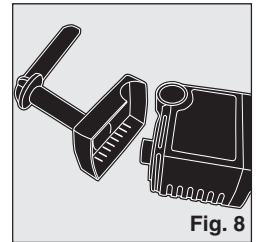
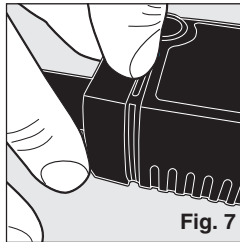
Fig. 6

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



1. Remove pump from the fountain as explained in the “Fountain Disassembly and Cleaning” section.
2. Once the pump is out of the fountain, with your thumb and forefinger, gently squeeze on either side of the faceplate, and pull it off. It may be necessary to insert a fingernail into the seam of the faceplate to pry it off (**Fig. 7 & 8**).
3. Next, you will want to remove the intake plate by placing your fingernail underneath the small lip located on the narrow side of the tear drop shaped intake plate pull-tab and pull it out (**Fig. 9**).
4. Once the intake plate is removed, you can also remove the Impeller (white, 3-bladed propeller) which is held in place magnetically. To remove the Impeller, use a fingernail to get underneath a blade and lift out (**Fig. 10**).
5. Once the pump is disassembled you can clean the parts with warm water and soap. Use a cotton swab or the “motor brush” from the Drinkwell® Cleaning Kit to get into the pump’s motor cavity and remove any build-up (**Fig. 11**). For added disinfecting and hard water removal, clean the pump’s motor with a diluted vinegar solution (20% White Vinegar and 80% Water). Be sure to rinse thoroughly with fresh water.
6. Once the parts are clean you can reassemble the pump for use.
 - a) Replace the impeller.
 - b) Replace the stator.
 - c) Replace the Faceplate with the flow control knob attached to it.



Fountain Reassembly

1. Replace the pump by aligning the unit into its fitted space inside the bowl (**Fig. 12**). The suction cups on the pump should be facing down and the flow control knob facing into the bowl. Gently push down to engage suction cups.
2. Thread the in-line plug of the electrical power cord through the hole located next to pump and push the rubber gasket firmly into the hole. To insure the fountain bowl is stable, run the electrical power cord along the “cord channel” and through the notch in the base of the fountain (**Fig. 13**).
3. Attach the housing by sliding the cutout in the wall of the housing down over the flow control knob. The housing will click into place when the side tabs are inserted in the bowl (**Fig. 14**).
4. Replace the charcoal filter, with the black side facing the front of the fountain towards the spout.
5. Place fountain in desired location. Do not pick up a full fountain by the housing. Only pick up the fountain by placing both hands underneath the base of the fountain and grip the sidewalls for a sturdy hold.
6. Fill the bowl with water and replace the housing lid.

Note:

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.

7. Before you plug in the fountain make sure the electrical power cord, the adaptor and your hands are dry. Connect the in-line plug and make sure no silver is showing then plug the adaptor into a standard electrical wall outlet.

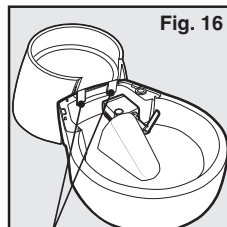
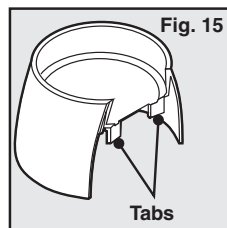
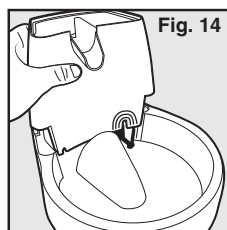
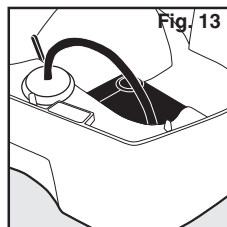
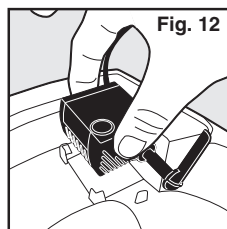
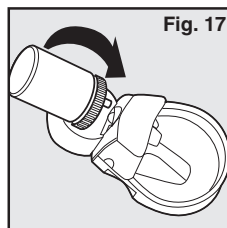


Fig. 16
Tabs hook over rear wall



Attaching Additional Capacity Reservoir (available accessory)

The additional capacity reservoir easily attaches to the back of the Drinkwell® Original Fountain to increase the fountain's overall capacity and make refills easier. With the use of the 50 oz. reservoir, the fountain's total capacity increases to 100 oz.

INSTRUCTIONS:

1. The base, which supports the reservoir container, has two tabs that slide over the opening at the back of the fountain (**Fig. 15**).
2. Place the fountain in a desired location. Hook the two tabs of the base over the rear wall at the back of the fountain (**Fig. 16**). The base must be properly attached to avoid spills when the reservoir is added. If you have an active household, do not place the fountain in an area where the reservoir can easily be knocked over.
3. Remove the lid and fill the reservoir with fresh water.
4. Make sure the O-ring rests flat inside the groove of the lid, this creates an airtight seal. Replace the lid.
5. Hold the reservoir over the base with the spout farthest away from the fountain. Quickly turn the reservoir upside down onto the base (**Fig. 17**). Make sure the spout is inserted into the opening on the back of the fountain. Some loss of water is normal and will be contained by the base.
6. The water level will adjust until the fountain is filled to capacity. Monitor the water level of the reservoir and refill when needed.

CLEANING INSTRUCTIONS:

1. **HAND WASH ONLY. THIS ITEM IS NOT DISHWASHER SAFE.**
2. Lift the reservoir from the base and quickly turn upright.
3. Unscrew the lid and remove the O-ring.
4. Hand wash all the parts with soap and warm water, rinse thoroughly.
5. When reassembling the reservoir, make sure to replace the O-ring

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 low flow	<ul style="list-style-type: none">• The pump needs to be taken apart and cleaned every two weeks. A video detailing how to properly clean the pump is available on our website www.petsafe.net
The motor is hard to remove – First Version with motor underneath fountain	<ul style="list-style-type: none">• Fountain Pump Removal Tool PAC00-14026, designed to assist with removing the motor, is available through Petsafe Customer Care 1-800-732-2677• Use finger groove under motor cord or grip motor between pump and bowl wall to twist it out• Once removed, apply petroleum jelly or food-safe oil to area for future ease of removal• Run hot water over the plastic to try loosening it• Worst case scenario, you can clean motor by removing the filter housing, then removing impeller from front while the motor is still in the bowl

Fountain is overflowing	<ul style="list-style-type: none"> •Pre-filter needs to be free of debris so that water can flow from front to back of bowl •Pump may also need to be taken apart and cleaned
Fountain is leaking from the bottom	<ul style="list-style-type: none"> •Check for any visible cracks or holes •Possibly from water tension. Check the cord path to make sure it's dry and adjust cord to give more slack on the line
Fountain is loud	<ul style="list-style-type: none"> •There may not be enough water in the fountain •Lubricate the impeller or impeller pin with edible cooking oil •There are three impeller blades, ensure they are not broken as this can set it off balance <p>Note: <i>A low hum is normal but may sound louder due to echo in a garage or bathroom.</i></p>
Pump has warped/melted caused by overheating	<ul style="list-style-type: none"> •Unit should NOT be placed directly on carpet, which traps heat and won't let air flow underneath •Overheating may also be caused by lack of pump cleaning or running pump with little to no water. <p>Note: <i>The pump is designed to warp if overheated which will lock the impeller blades to prevent fire hazard.</i></p>
Fountain seems dirty even after cleaning	<ul style="list-style-type: none"> •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. Clean with white vinegar and allow to soak in diluted vinegar for approximately 20 minutes.

Replacement Parts and Accessories

Replacement parts or accessories for your fountain can be purchased by visiting www.petsafe.net or by contacting our Customer Care Center at 1-800-732-2677.

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 <http://store.petsafe.net/accessories/pet-care/fountains/l/filters> call our Customer Care Center at 1-866-738-4379.

Part Description	Replacement Part Number
Drinkwell® Charcoal Replacement Filters- 3-Pack	PAC00-13067
Drinkwell® Premium Charcoal Filters- 3-Pack	PAC00-13070
Drinkwell® Fountain Cleaning Kit	CKPH
Drinkwell® Original Replacement Pump	PAC00-13205
Drinkwell® Original Flow Adjustment Kit	PAC00-13107
Drinkwell® Original Pump Kit	PAC00-13108
Drinkwell® Original Replacement Lid	PAC00-13106
Drinkwell® Original 50oz Replacement Reservoir	PAC00-13103
Drinkwell® Original 70oz Replacement Reservoir	PAC00-13104
Drinkwell® Original 50oz Additional Capacity Reservoir	RACB-RE
Drinkwell® Original 70oz Additional Capacity Reservoir	RACBPLUS-RE

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

Terms of Use and Limitation of Liability

1. Terms of Use

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

2. Proper Use

If you are unsure whether this is appropriate for your pet, please consult your veterinarian, contact our Customer Care Center or visit our website at www.petsafe.net. Proper use includes reviewing the entire Operating Guide provided with your product and any specific Caution statements.

3. No Unlawful or Prohibited Use

This Product is designed for use with pets only. Using this product in a way that is not intended could result in violation of Federal, State or local laws.

4. 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.

5. Modification of Terms and Conditions

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

Warranty

One Year Non-Transferrable 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 and/ or are available by contacting your local Customer Care Centre.

Europe – Radio Systems PetSafe Europe Ltd., 2nd Floor, Elgee Building, Market Square, Dundalk, Co. Louth, Ireland

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

Australia/New Zealand – In compliance with the Australian Consumer Law, Warranties Against Defects, effective January 1, 2012, warranty details of this Product are as follows: 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 two (2) years 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 labour and parts for the first two years of ownership; after the first two years, a service or upgrade charge will apply relative to replacement of the Product with new or refurbished items at Radio Systems' sole discretion.

The limited warranty is non-transferrable and shall automatically terminate if the original retail consumer purchaser resells the Radio Systems Product or transfers the property on which the Radio Systems Product is installed. This Limited Warranty excludes accidental damage

due to dog chews; lightning damage; or neglect, alteration, and misuse. Consumers who purchase products outside of Australia, New Zealand, or from an unauthorised dealer will need to return the Product to the original place of purchase for any warranty issues.

Please note that Radio Systems does not provide refunds, replacements, or upgrades for change of mind, or for any other reason outside of these Warranty terms.

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

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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400-1484/1

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