



## Pagoda Fountain

### Operating Guide

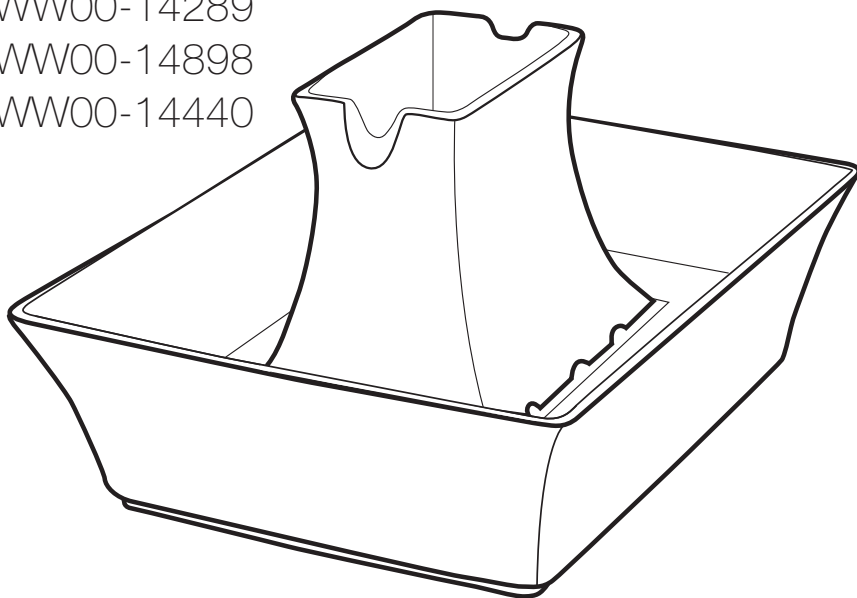
Model Number

PWW00-13907

PWW00-14289

PWW00-14898

PWW00-14440



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](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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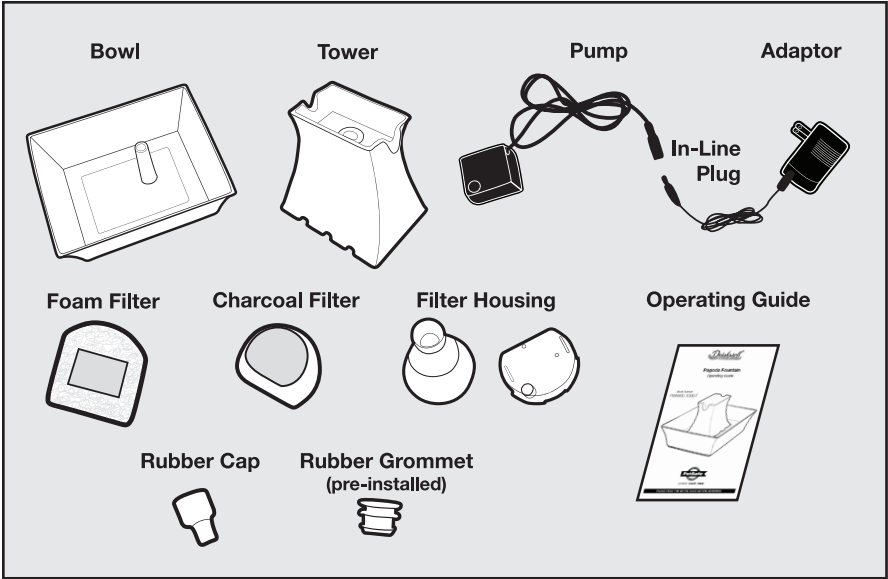
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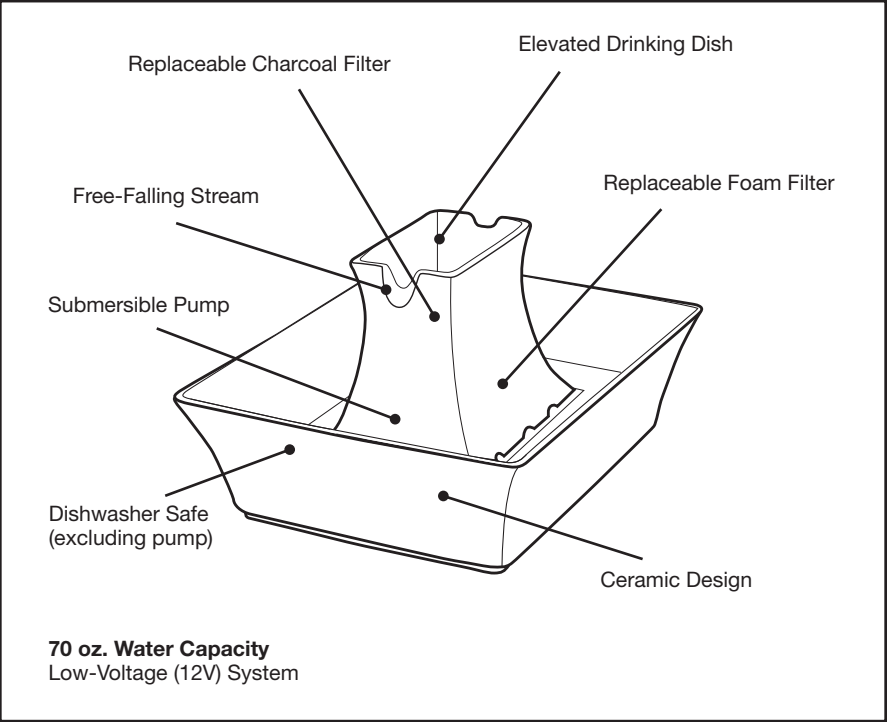
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Components



Features



Key Definitions

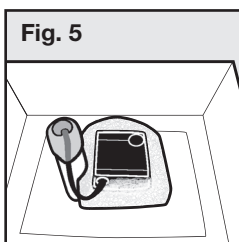
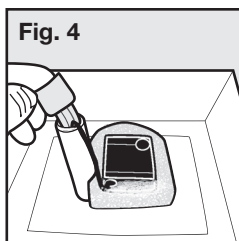
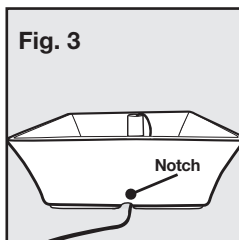
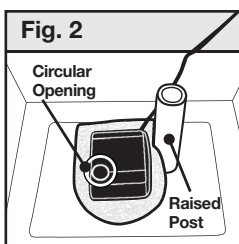
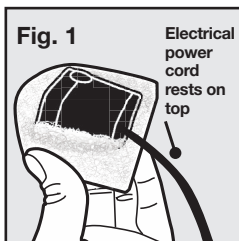
- Bowl:** The bowl is the foundation of the fountain. The base of the bowl features a notch to hide the electrical power cord from view.
- Tower:** Water is pumped up through the tower to cycle through the charcoal filter and out the spouts to create a waterfall into the bowl.
- Rubber Grommet:** The rubber grommet comes pre-installed in the top of the tower and forms a seal between the filter housing and the tower.
- Filter Housing:** The filter housing consists of a lid and base and holds the charcoal filter.
- Charcoal Filter:** The 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.
- Foam Filter:** The foam filter collects hair, debris and pet food before they reach the pump. It is important to use the foam filter as it helps maintain proper pump function.
- Pump:** The small submersible aquarium pump can be dismantled for cleaning. **THE PUMP IS NOT DISHWASHER SAFE!** Remove pump from fountain before cleaning (See "Pump Maintenance" section for more detailed information). The pump also features an in-line plug for easy attachment and removal.
- Rubber Cap:** This rubber seal secures the electrical power cord to the inside of the bowl and prevents leaking.

# 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. Carefully remove all the fountain components from the packaging and set aside prior to assembly.
2. As with any electrical device, check the electrical power cord for any tears or damage before use.
3. Place the foam filter around the pump by inserting the pump into the foam filter from the top, make sure the electrical power cord rests on top of the foam filter (**Fig.1**).
4. Take the bowl and place the pump inside the square indentation. With the bowl positioned so the raised post is at the top right corner of the square, make sure the pump is positioned so that the circular opening on the top of the pump is positioned in the bottom left corner of the square (**Fig. 2**).
5. Press down on the pump to engage the suction cups. Once the pump is securely in place, feed the in-line plug of the electrical power cord over and through the raised post and out the notch on the base of the bowl (**Fig. 3**).
6. Remove the extra slack from the electrical power cord and insert the rubber cap into the raised post. Make sure the cord channel on the rubber cap is aligned with the electrical power cord, then insert your finger into the rubber cap and push all the way down (**Fig. 4**).
7. Fold the top of the rubber cap over the raised post to seal off the bowl (**Fig. 5**).
8. Rinse the charcoal filter thoroughly under cool water before placing into the filter housing. 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.
9. Once the charcoal filter is rinsed off, place inside the base of the filter housing with the larger side facing down (**Fig. 6**). The charcoal filter will only fit inside the filter housing base one way. If it does not fit, flip it over.
10. Attach the lid to the filter housing, press down until you hear it snap in place.
11. Attach the filter housing to the pump by inserting the round notch under the base into the circular opening on top of the pump (**Fig. 7**). The opening on top of the filter housing should be right next to the sealed raised post (**Fig. 8**).
12. Align the tower with the rectangular indentation inside the bowl and carefully lower it until it rests flat. The rubber grommet will create a seal between the filter housing and the tower (**Fig. 10**).
13. Place the fountain in desired location. Do not pick up a full fountain by the tower piece. To properly pick up the fountain, use both hands and grip the sidewalls of the bowl and lift.

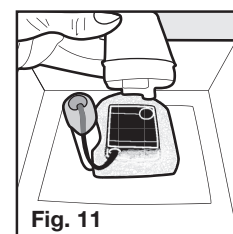
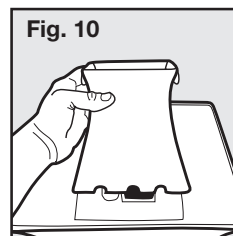
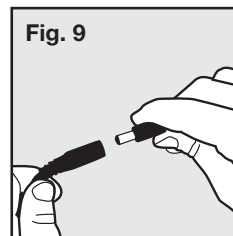
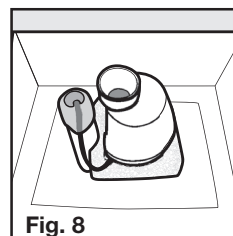
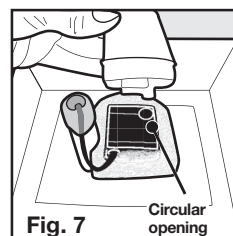
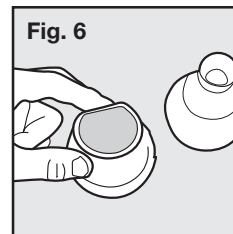


14. Fill the fountain by pouring water directly into the bowl. Leave at least 1/2 inch of space between the water level and the rim of the bowl to help control spills and splashing.

## 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.

15. Before you plug in the fountain, make sure the electrical power cord, the adaptor and your hands are completely dry. Connect the in-line plug and make sure no silver is showing, then plug the adaptor into a standard electrical wall outlet.
16. Add water to the bowl as needed. Do not let the water level fall below 1 inch from the base of the bowl or you may risk pump failure. Replacement pumps are sold separately by contacting 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.

**CHARCOAL FILTER:** Replace charcoal filter every two to four weeks.

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

• **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.**

**FOAM FILTER:** Replace the foam filter every one to two months.

- If you do not intend to replace the filter at the time of cleaning, rinse the foam filter thoroughly with fresh water.

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

1. Unplug the fountain and disconnect the in-line plug from the pump (**Fig. 9**).
2. Carefully lift the tower and allow the water to slowly pour back into the bowl. Once all the water has been emptied into the bowl, set the tower aside for cleaning (**Fig. 10**).
3. Take the tower and turn upside down to remove the rubber grommet. Grab the rubber grommet from inside and pull straight down, set aside for cleaning.
4. Remove the filter housing from the pump by lifting straight up (**Fig. 11**).

- Open the filter housing and remove the charcoal filter from inside and dispose. Set the filter housing aside for cleaning.
- Remove the rubber cap affixed to the raised post by inserting a finger under the lip and pull straight up to remove (**Fig. 12**).
- While securely holding the electrical power cord and the bottom of the bowl with both hands, pour out the remaining water inside the bowl into a sink.
- With the in-line plug disconnected and water removed, grab the pump and lift straight up to disengage the suction cups. Continue pulling the pump's electrical power cord up and out through the raised post in the center of the bowl. Once the pump is completely removed from the bowl, separate the foam filter and set aside for proper cleaning.
- Once the fountain is completely disassembled, you will have: the bowl and tower, two rubber pieces, the filter housing, a charcoal filter, foam filter and the pump.
- Rinse the filters with water only, or replace them.
- See the "Pump Maintenance" section of this Operating Guide for detailed instructions on how to properly clean your pump. **DO NOT PLACE PUMP IN DISHWASHER!**
- Hand wash all other fountain parts with warm water and soap. You can also put the fountain in the top rack of the dishwasher. If possible, it is recommended that you turn down the heat of the water inside the dishwasher.
- 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](http://www.petsafe.net).**

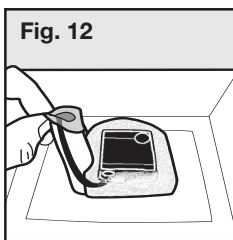
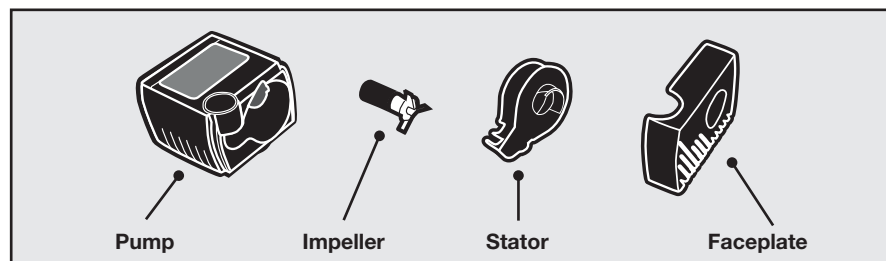


**Fig. 12**

## 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.*

- Remove pump from the fountain as explained in the "Fountain Disassembly and Cleaning" section.
- Remove the faceplate by using your thumb and forefinger to gently squeeze on both sides of the faceplate and pull off. It may be necessary to insert a fingernail into the seam of the faceplate to pry it off (**Fig. 13**).
- Next, remove the stator by placing your fingernail underneath the small lip located on the narrow side of teardrop-shaped stator (**Fig. 14**) and pull out to remove.
- Once the stator is removed, remove the impeller (white, 3-bladed propeller). The impeller is held in place by a magnet, simply use a fingernail to get underneath a blade and lift out (**Fig. 15**).

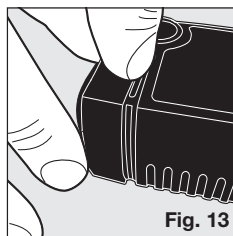


**Fig. 13**

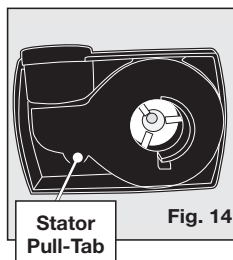


**Fig. 14**

- Once the pump is completely 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 clean inside the pump's motor cavity and remove any build-up (**Fig. 16**). For added disinfecting and hard water removal, clean the pump's motor with a diluted white vinegar solution (20% white vinegar and 80% water).
- Once the parts are clean you can reassemble the pump for use.
  - Replace the impeller.
  - Replace the stator.
  - Replace the faceplate.

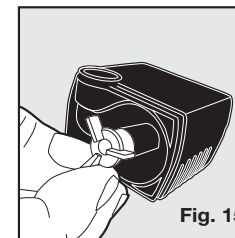


**Fig. 15**

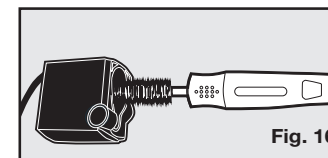


**Fig. 16**

## Fountain Reassembly

- Place the foam filter around the pump (**Fig. 17**). Take the bowl and place pump inside the square indentation. With the bowl positioned so the raised post is at the top right corner of the square, make sure the pump is positioned so that the circular opening on the top of the pump is positioned in the bottom left corner of the square (**Fig. 18**).
- Press down on the pump to engage the suction cups. Once the pump is securely in place, feed the in-line plug of the electrical power cord over and through the raised post and out the notch in the base of the bowl (**Fig. 19**).
- Remove the extra slack from the electrical power cord and insert the rubber cap into the raised post. Make sure the cord channel on the rubber cap is aligned with the electrical power cord, then insert your finger into the rubber cap and push all the way down (**Fig. 20**).
- Fold the top of the rubber cap over the raised post to seal off the bowl (**Fig. 21**).
- Rinse a new charcoal filter thoroughly in cold water to help remove any excess and loose charcoal dust.
- Once the charcoal filter is rinsed off, place inside the base of the filter housing with the larger side facing down. The charcoal filter will only fit inside the filter housing base one way, if it does not fit, flip it over. Attach the lid to the filter housing, press down until you hear it snap in place.

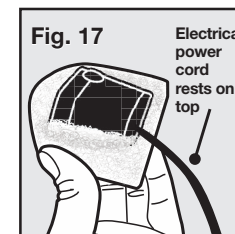


**Fig. 17**

Electrical power cord rests on top

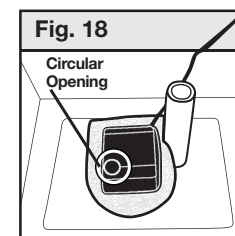


**Fig. 18**

Circular Opening

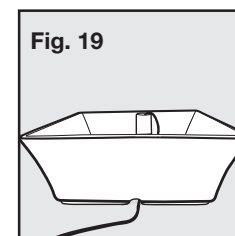


**Fig. 19**

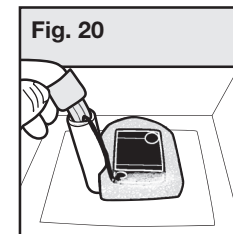


**Fig. 20**

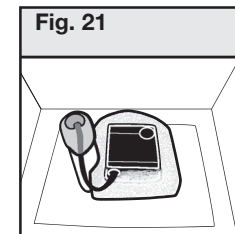


**Fig. 21**

- Attach the filter housing to the pump by inserting the raised round notch inside the circular opening on top of the pump (**Fig. 22**). The opening on top of the filter housing should be right next to the sealed raised post.
- Reinsert the rubber grommet into the hole at the top of the tower. Gently work the rubber grommet into the hole so that the top edge rests flat inside the dish (**Fig. 23**).
- Align the tower with the rectangular indentation inside the bowl and carefully lower it until it rests flat (**Fig. 24**). The rubber grommet will create a seal between the filter housing and the tower.
- Place the fountain in desired location. Do not pick up a full fountain by the tower piece. To properly pick up the fountain, use both hands and grip the sidewalls of the bowl and lift.

**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.

- Fill the fountain by pouring water directly into the bowl. Leave at least a 1/2 inch of space between the water level and the rim of the bowl to help control spills and splashing.

## The Fountain and Your Environment

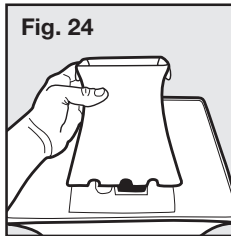
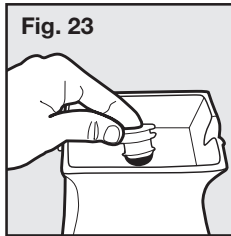
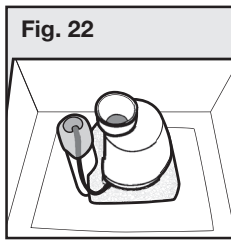
If you live in a humid environment and have problems with mold or algae, soak all fountain parts in a diluted vinegar solution (20% White Vinegar and 80% Water) for 10 minutes after regular cleaning. Also, pour the diluted vinegar solution into the pump's motor cavity.

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

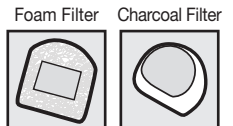
The answers to these questions should help you solve most problems you may have with the pet fountain. If they do not, please contact our Customer Care Center at **1-800-732-2677**.

| TROUBLESHOOTING                           |                                                                                                                                                                                                                                                                                |
|-------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| PROBLEM                                   | SOLUTION                                                                                                                                                                                                                                                                       |
| Pump is not working or water flow is low  | <ul style="list-style-type: none"> <li>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 <a href="http://www.petsafe.net">www.petsafe.net</a></li> </ul>                              |
| Fountain is loud, gurgling                | <ul style="list-style-type: none"> <li>Check water level. If fountain water level gets too low the pump will have to work harder causing it to be louder than normal.</li> <li>Take apart and clean Pump. See "Pump Maintenance" section for detailed instructions.</li> </ul> |
| Fountain seems dirty even after cleaning  | <ul style="list-style-type: none"> <li>If you have hard water, small white mineral deposits may form on or inside the pump. Clean with white vinegar and allow to soak in diluted vinegar for approximately 20 minutes.</li> </ul>                                             |
| There are black particles in the bowl     | <ul style="list-style-type: none"> <li>This is loose charcoal 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>The slimy feeling may be caused by your pet's saliva. Change the water and clean your fountain more frequently to prevent this.</li> </ul>                                                                                              |
| The adaptor is warm to the touch.         | <ul style="list-style-type: none"> <li>Unplug the fountain and plug it into a surge protector.</li> </ul>                                                                                                                                                                      |
| Rubber grommet is missing from packaging. | <ul style="list-style-type: none"> <li>The rubber grommet comes already installed on the tower.</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**.

**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.**



| Part Description                                              | Replacement Part Number |
|---------------------------------------------------------------|-------------------------|
| Drinkwell® Avalon & Pagoda Charcoal Filters- 4-Pack           | PAC00-13906             |
| Drinkwell® 360 & Ceramic Foam Replacement Pre-Filters- 2-Pack | PAC00-13711             |
| Drinkwell® Replacement Pump                                   | PAC00-13206             |
| Drinkwell® Fountain Cleaning Kit                              | CKPH                    |
| Drinkwell® Avalon/Pagoda Filter Housing                       | PAC00-13908             |

# 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](http://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

### Two 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](http://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](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).