

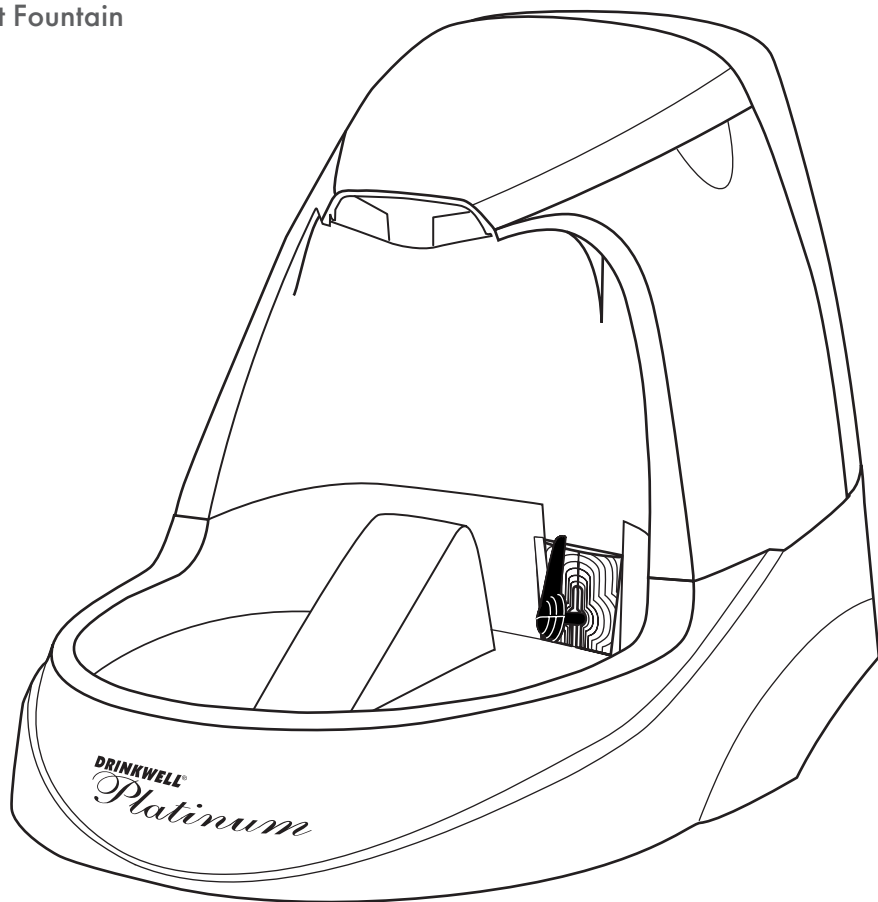


Quick Start Guide

PWW00-13703

Platinum

Pet Fountain



Please read this entire guide before beginning.

Welcome


You and your pet were made for each other. Our aim is to help you have the best companionship and the most memorable moments together. Your new Platinum Pet Fountain is designed to entice your pet to stay hydrated and healthy.

We know that safe pets make happy owners. Before getting started, please take a moment to read through the important safety information. If you have any questions, please don't hesitate to contact us.

Hereinafter Radio Systems Corporation and any other affiliate or Brand of Radio Systems Corporation may be referred to collectively as "We" or "Us".

IMPORTANT SAFETY INSTRUCTIONS

Explanation of Attention Words and Symbols used in this guide

 This is the safety alert symbol. It is used to alert you to potential personal injury hazards. Obey all safety messages that follow this symbol to avoid possible injury or death.

⚠ 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:

- Read all instructions before using this product.
- 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 operate any appliance if it has a damaged electrical power cord or plug, or if it is malfunctioning or has been damaged. Call the Customer Care Center immediately for further instructions.
- To reduce the risk of electric shock, do not place or store an appliance where it can fall or be pulled into a bathtub 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.

CAUTION

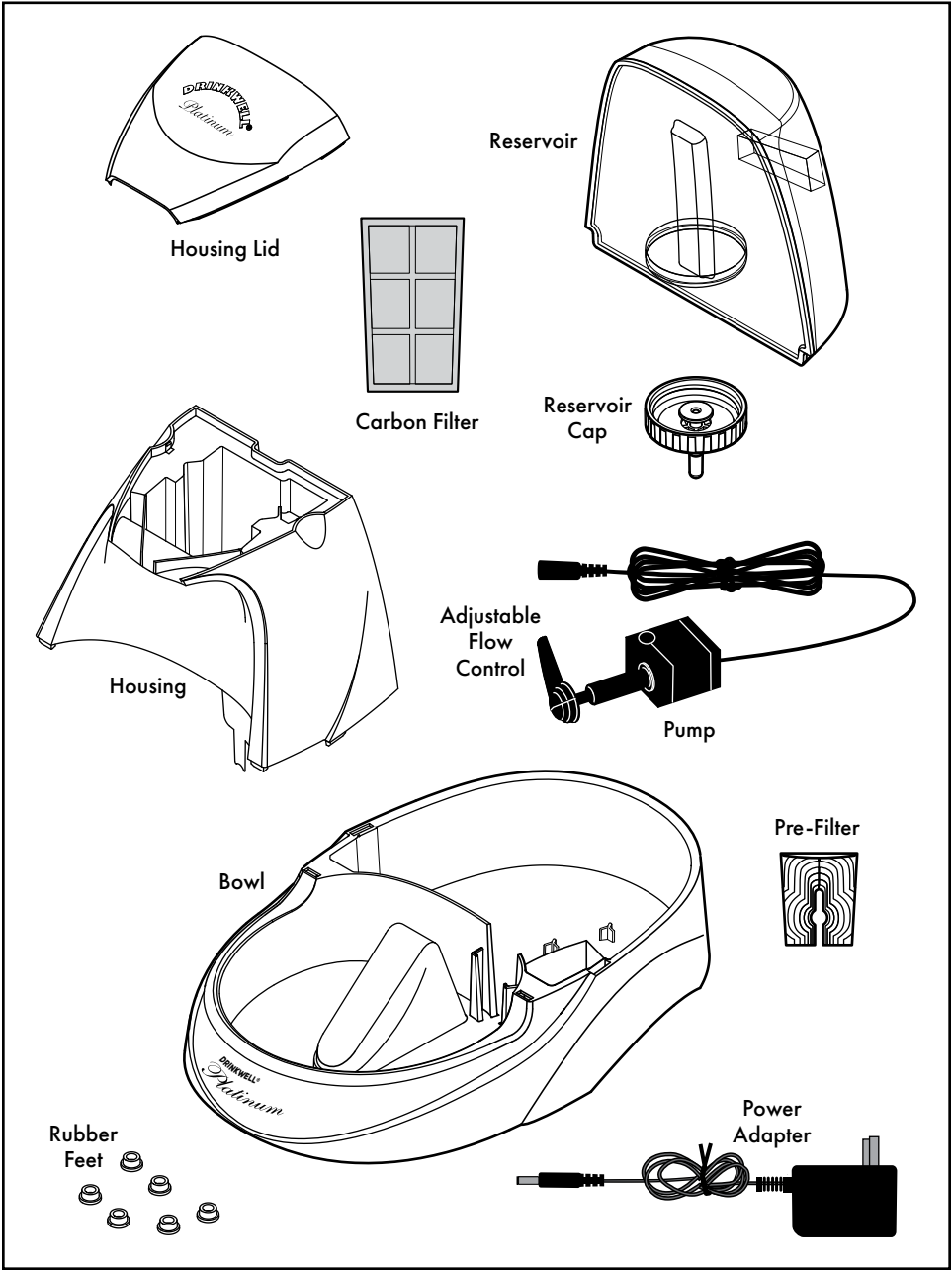
- Do not allow pets to chew on or swallow any parts. If you are concerned your pet may chew the power cord, purchase a cord conduit (a hard plastic protector) at any hardware store.
- The plastic fountain parts are BPA-FREE. However, some animals have been known to be sensitive to plastic food and water containers. If your animal shows signs of an allergic reaction to the plastic, please discontinue use until you have consulted with your veterinarian.

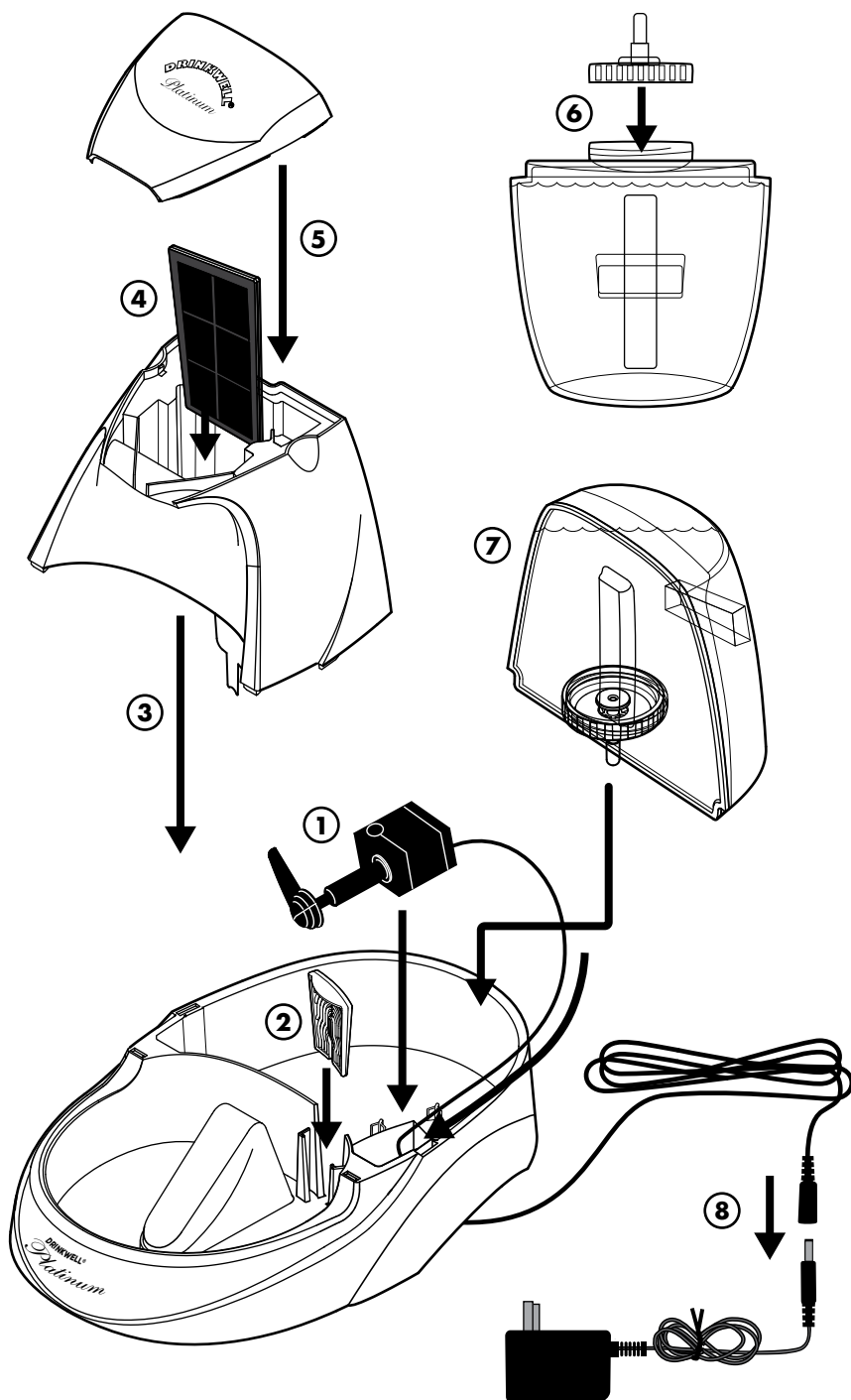
NOTICE

- 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 water level regularly to help prevent damage to the pump, as your pet will drink the water, and some may evaporate.
- Do not attempt repairs on the pump.
- 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.
- 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.
- Use only PetSafe® Brand authorized replacement filters. If unauthorized filters are used, the warranty may be voided.
- Do not use outdoors. Do not run dry. For indoor household use only.

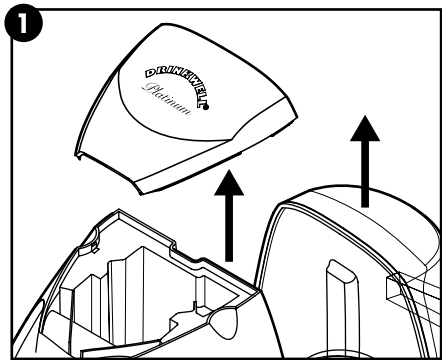
SAVE THESE INSTRUCTIONS

In the Box

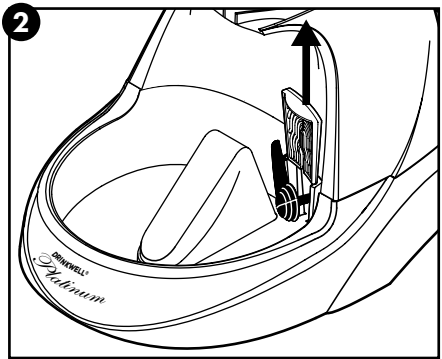




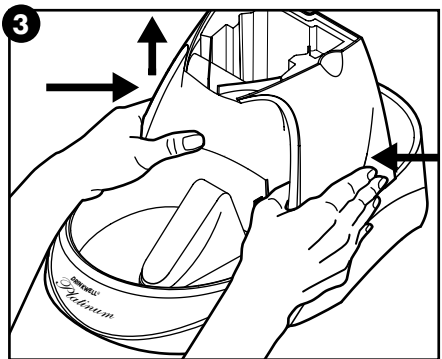
Start Here



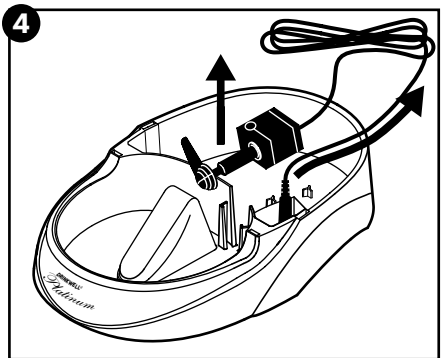
1. Remove the lid and reservoir.



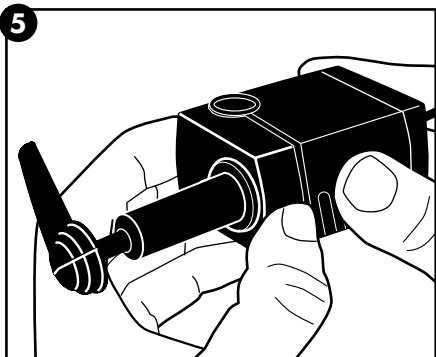
2. Remove the pre-filter by pulling up on the top lip.



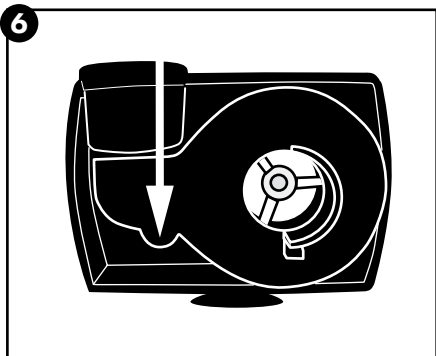
3. Remove the housing by pushing in on both sides and lifting up.



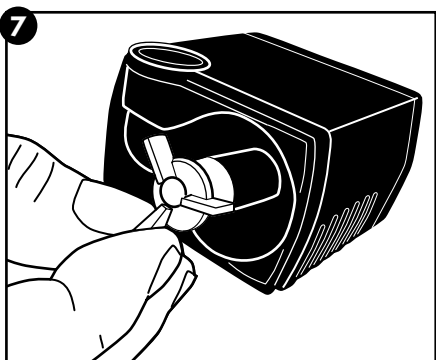
4. Remove the pump from the square indentation and pull the in-line plug up through the hole.



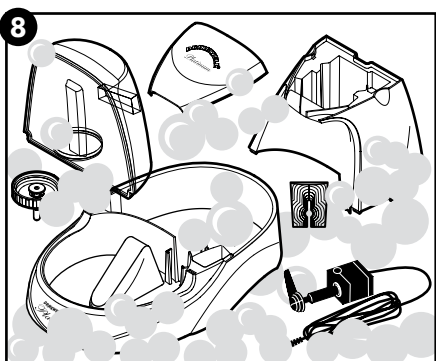
5. Take the pump apart by first removing the faceplate. You may need to use a fingernail to pry it off.



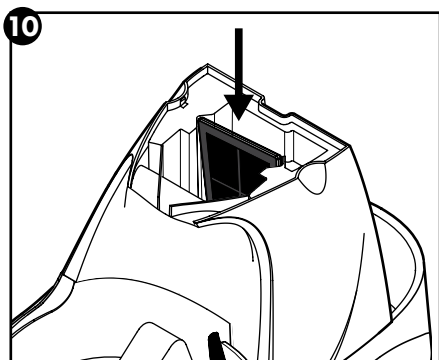
6. Remove the teardrop shaped stator by pulling up on the small lip.



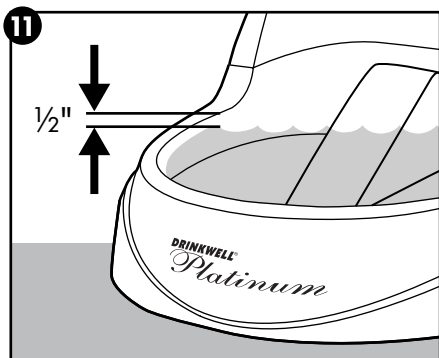
7. Use a fingernail to pull out the impeller, which is held in place magnetically.



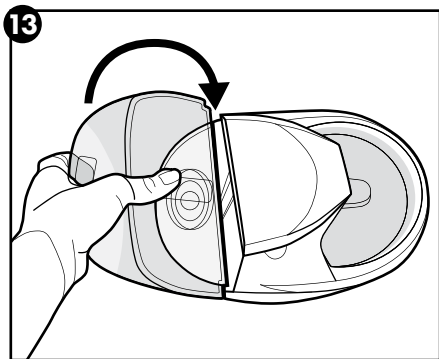
8. Rinse all fountain components (except for the adapter) with warm water before using the pet fountain. This will remove any residue from the manufacturing process.
9. Reassemble the fountain.



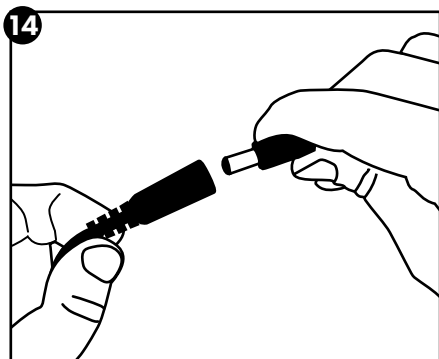
10. Rinse the carbon filter and insert it into the housing. It fits narrow side down, and the black side faces the front.



11. Pick up the fountain by the bowl and place it in a desired location. Pour water into the bowl and the housing. Leave a $\frac{1}{2}$ in. of space between the water level and the rim of the bowl.



12. To fill the reservoir, turn it upside down and remove the cap. Fill it with water and replace the cap.
13. Quickly turn the reservoir right side up and slide into place.



14. Make sure the electrical power cord, the adapter and your hands are completely dry. Connect the in-line plug and make sure no silver is showing, then plug the adapter into a standard electrical wall outlet.

NOTE: Never let the water level fall below 1 in. from the base of the bowl, or your pump might fail.

Pet Fountain Cleaning

NOTE: Replace the carbon filter every two to four weeks.

1. Unplug the fountain and disconnect the in-line plug.
2. Pick up the pet fountain by the bowl and take it to the sink.
3. Disassemble the pet fountain and discard the carbon filter.
4. Reference page 6 for instructions on cleaning your pump. You can use the motor brush from the Drinkwell® Cleaning Kit to clean inside the pump. Use a solution of 80% water and 20% white vinegar to remove hard water buildup.
5. Wash all other parts with warm water and soap or place in the top rack of the dishwasher.

NOTE: Do not place the adapter, reservoir or pump in the dishwasher.

6. Reassemble the pet fountain.
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Replacement Parts and Accessories

Replacement parts or accessories for your fountain can be purchased by visiting www.petsafe.com 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.com to sign up or call our Customer Care Center at +1 (800) 732-2677.

Part Description	Replacement Part Number
Drinkwell® Carbon Replacement Filters, 3-Pack	PAC00-13067
Drinkwell® Premium Carbon Filters, 3-Pack	PAC00-13070
Drinkwell Platinum® Replacement Pre-Filters, 3-Pack	PAC00-13110
Drinkwell Platinum® Replacement Pump	PAC00-13204
Drinkwell Platinum® Replacement Reservoir	PAC00-13111
Drinkwell Platinum® Replacement Lid	PAC00-13109
Drinkwell® Fountain Cleaning Kit	CKPH

Customer Care

USA & Canada - Tel: +1 (800) 732-2677
Monday - Friday 8 AM - 8 PM / Saturday 9 AM – 5 PM (EST)

Terms of Use and Limitation of Liability

1. **Terms of Use**

The use of this product is subject to your acceptance without modification of the terms, conditions and notices contained with this product. Use of this product implies acceptance of all such terms, conditions, and notices. If you do not wish to accept these terms, conditions, and notices, please return the product, unused, in its original packaging and at your own cost and risk to the relevant Customer Care location together with proof of purchase for a full refund.

2. **Proper Use**

Proper Use includes, without limitation, reviewing the entire Product Manual and any specific safety information statements. The specific temperament or size/weight of your pet may not be suitable for this product. If you are unsure whether this product is appropriate for your pet, please consult your veterinarian or certified trainer prior to use. For products used with pets where training is desired, Radio Systems Corporation recommends that these training products are not used if your pet is aggressive and accepts no liability for determining suitability in individual cases.

3. **No Unlawful or Prohibited Use**

This product is designed for use with pets only. This product is not intended to harm, injure or provoke. 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 or any of its associated companies be liable for (i) any direct, indirect, punitive, incidental, special or consequential damage and/or (ii) any loss or damages whatsoever arising out of or connected with the use or misuse of this product. The Purchaser assumes all risks and liability from the use of this product to the fullest extent permissible by law.

5. **Modification of Terms and Conditions**

Radio Systems Corporation reserves the right to change the terms, conditions and notices governing this product from time to time. If such changes have been notified to you prior to your use of this product, they shall be binding on you as if incorporated herein.

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.com.