

### A. OPERATION

1. Remove upper bowl moulding (A) as shown in Fig. 1 and adjust flow rate (Fig. 2) as required. NOTE - an intermediate flow is recommended. Lower flows will give less water loss through evaporation. Higher flows will cool the water more and may be more appealing to your pet.
2. Rinse filter cartridge (B) under a tap to remove any charcoal dust. Insert filter cartridge (B) as shown in Fig. 1.
3. Replace upper bowl moulding (A) taking care to ensure it is fully seated. Fill lower bowl (C) with water up to 'MAX' mark. Connect transformer (E) and plug into power supply.
4. After a short period, water should start flowing. You may top up main bowl (C) to 'MAX' mark using a jug as required. DO NOT LET THE WATER LEVEL FALL BELOW 'MIN' MARK.

### B. CLEANING

Unplug transformer.

Remove upper bowl moulding (A) and filter cartridge (B) as shown in Fig. 1. Remove pump (D) as shown in Fig. 3 by turning lock (G) a quarter turn and then pulling pump in the direction indicated by arrow '2'. Ease power cord out of bowl (A). Bowls (A/C) may be washed in a dishwasher.

### C. MONTHLY MAINTENANCE

1. With one cat, we recommend you replace the filter monthly. For two or more cats, you may need to replace the filter more regularly if it becomes blocked. A BLOCKED FILTER WILL CAUSE POOR OPERATION AND PREMATURE PUMP FAILURE.
2. To prevent limescale build up remove pump as shown in Fig. 3. Carefully disassemble as shown in Fig. 4. Place impeller (H) in a small cup containing warm water and vinegar in equal proportions. Also fill impeller tunnel (I) with vinegar mixture. After 2-3 hours rub off limescale deposits on impeller and tunnel using a small brush. Rinse well and reassemble.

### D. TROUBLESHOOTING

- **Pump does not pump water or 'gurgles':**
  - ▼ When switching on for the first time or after cleaning etc., wait a few minutes for pump to dispel trapped air.
  - ▼ Ensure water level is filled to 'MAX' mark and that the filter cartridge is not due for renewal.
  - ▼ Pump requires maintenance. See C2 above.
  - ▼ Renew pump.
- **Pet will not drink from fountain:**
  - ▼ Most pets will be instantly attracted by the running water but sometimes need time to adapt to using their new water source. It may help to try switching off the pump initially. Some pets are put off by contaminants in water which should normally be eliminated by the filter over the first day or so. Always take care to ensure that your pet does not become dehydrated.
- **Excessive water loss by evaporation:**
  - ▼ Set pump to minimum flow (Section A.1.).



Pet Mate Ltd. guarantee your product for a period of 3 years from the date of purchase (with the exception of the pump which is guaranteed for 1 year only), subject to the registration of your purchase details on our website [www.pet-mate.com](http://www.pet-mate.com) within 14 days of purchase. (If you do not have access to a computer, please send details of your purchase with copy of receipt along with your name and address.) In the event of a fault developing contact Pet Mate customer services for a returns authorisation number. The guarantee is limited to any defect arising due to faulty materials or manufacture. Any defective item will be repaired or replaced free of charge at the manufacturer's discretion, provided that the defect has not been caused by neglect, misuse or normal wear and tear. Your statutory rights are not affected.

