



*Drinkwell*<sup>®</sup>

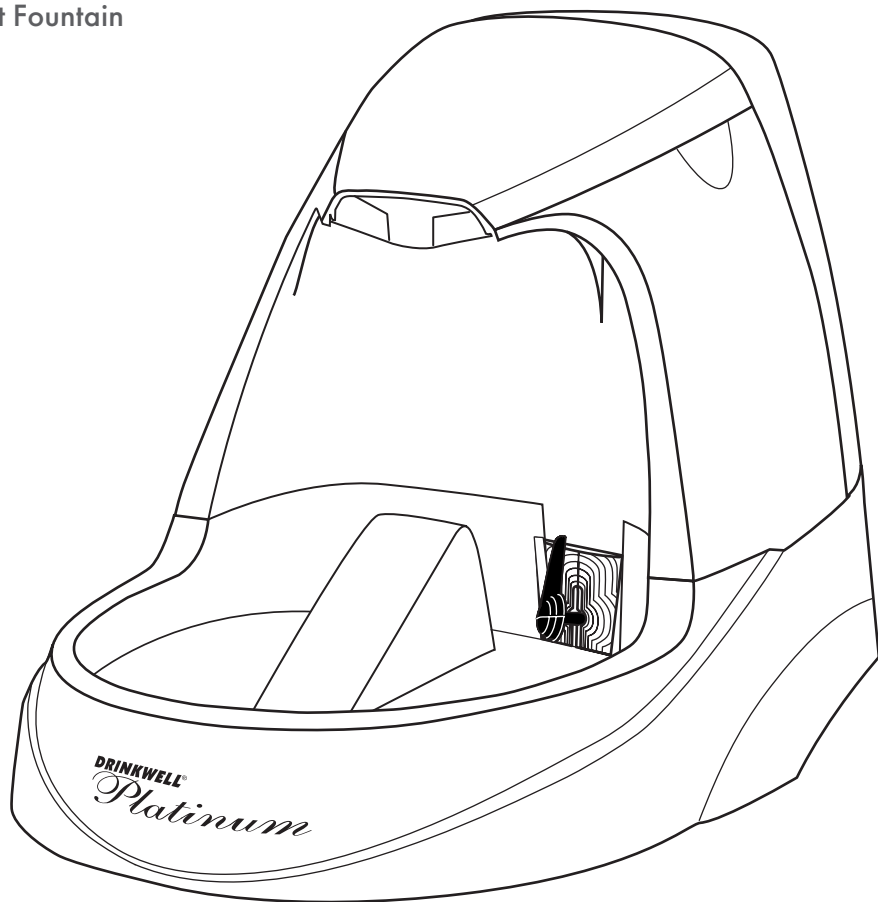
**Quick Start Guide**

protect. teach. love.<sup>®</sup>

PWW00-13703

**Platinum**

Pet Fountain



Please read this entire guide before beginning. For troubleshooting and detailed cleaning instructions, visit [www.petsafe.net/support](http://www.petsafe.net/support) for the full Operating Guide.

## 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 INFORMATION

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:

- 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 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 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.

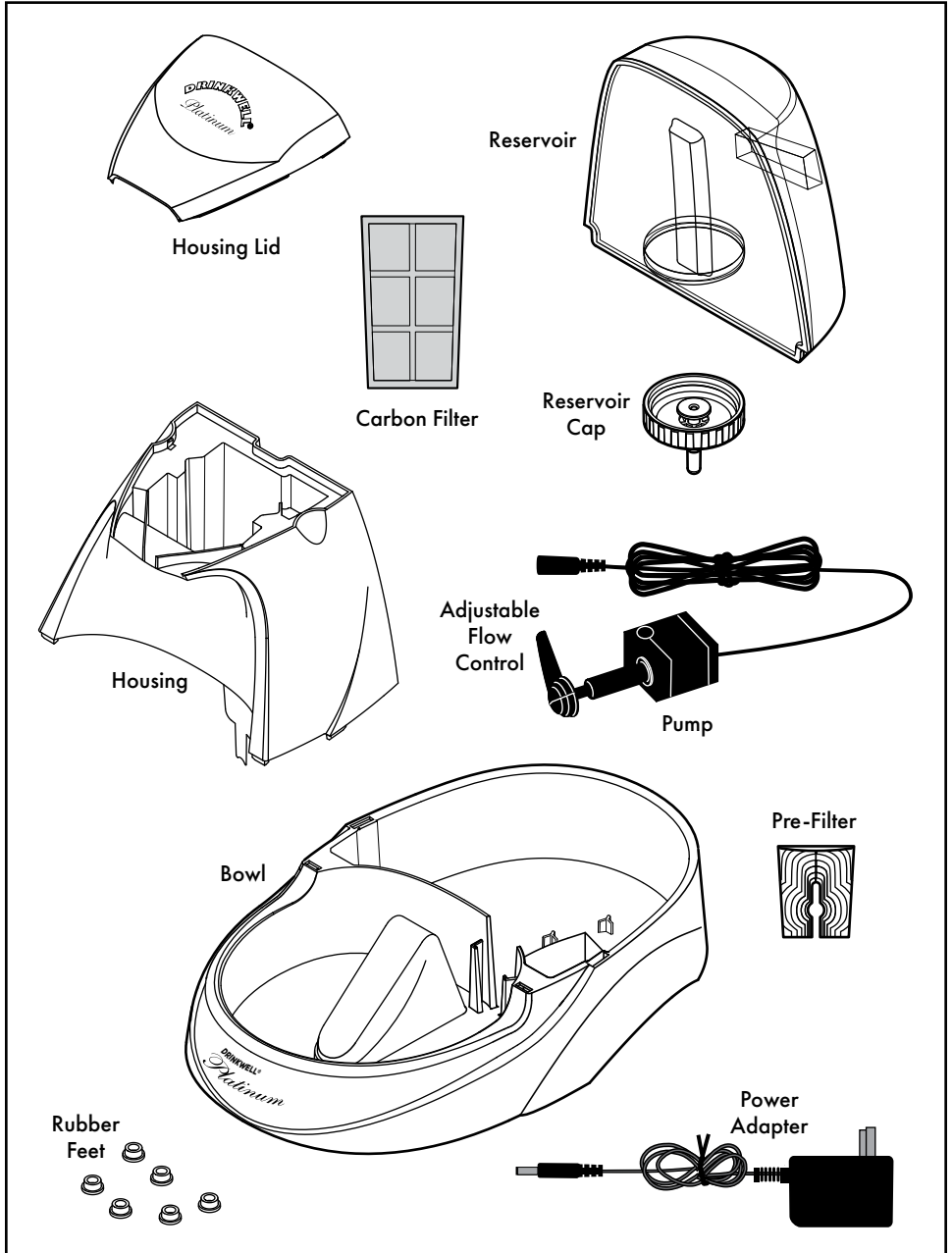
## **NOTICE**

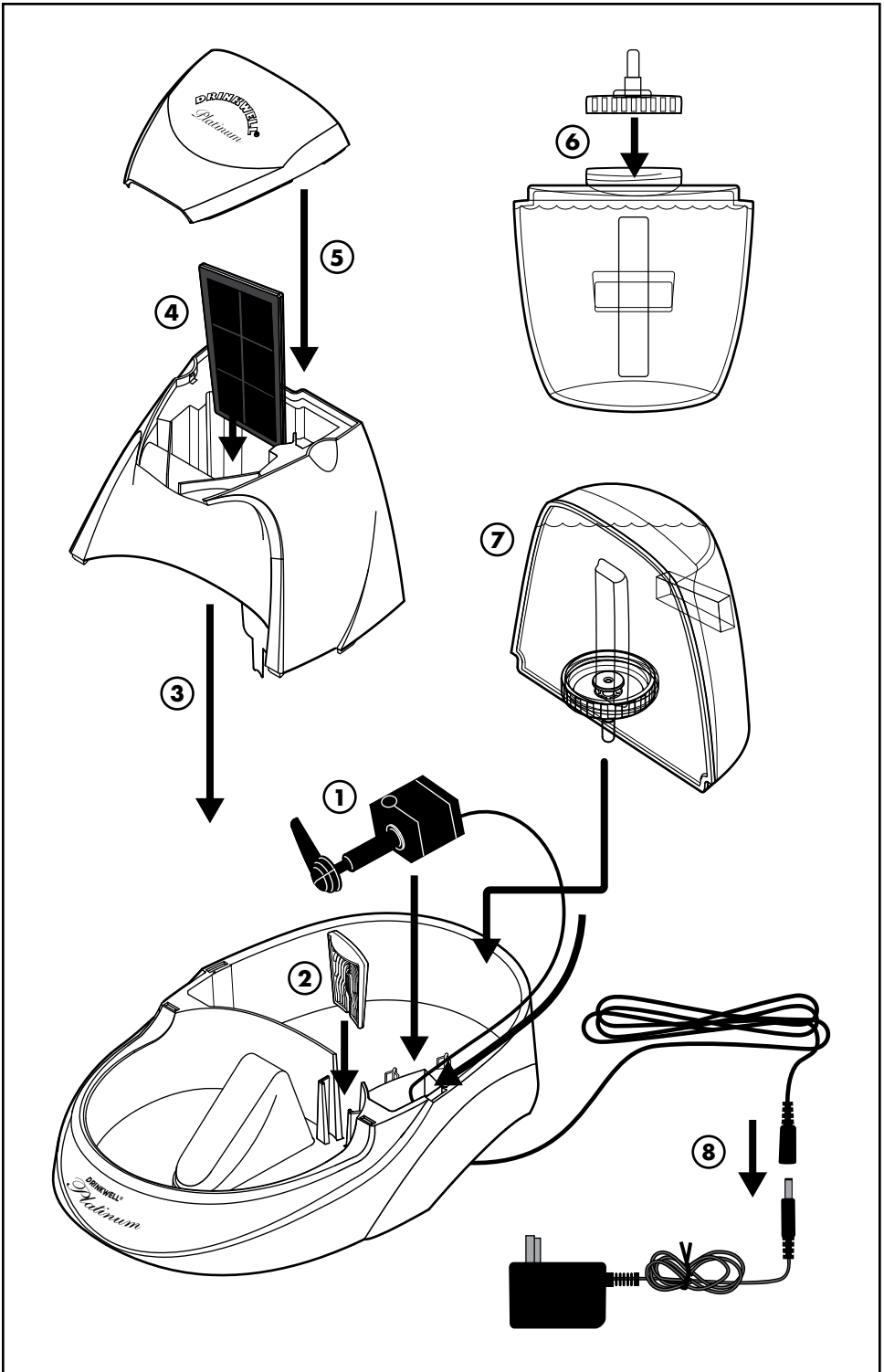
- The fountain is intended to run continuously (always plugged into an electrical outlet), as long as the water level is maintained and the fountain is cleaned regularly. Be sure to check the water level regularly to help prevent damage to the pump, as your pet will drink the water, and some may evaporate.
- Do not attempt repairs on the pump.
- 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**

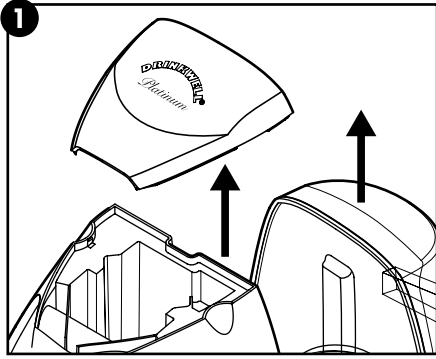
To get the most protection out of your warranty, please register your product within 30 days at [www.petsafe.net](http://www.petsafe.net). By registering and keeping your receipt, you will enjoy the product's full warranty and should you ever need to call the Customer Care Center, we will be able to help you faster. Most importantly, your valuable information will never be given or sold to anyone. Complete warranty information is available online at [www.petsafe.net](http://www.petsafe.net).

## In the Box

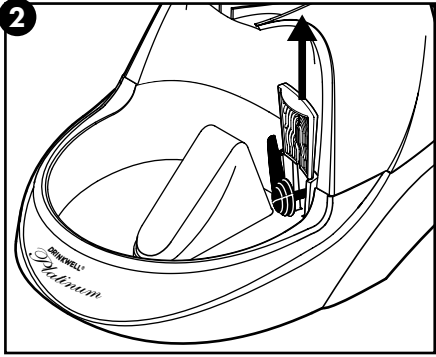




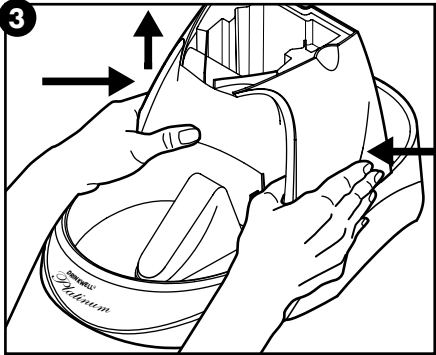
## Start Here



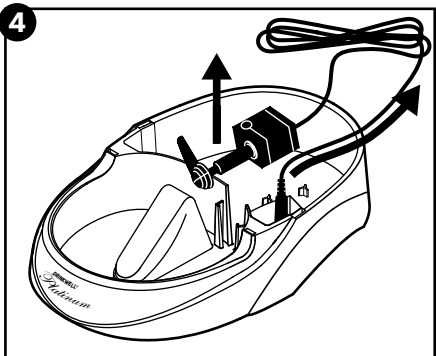
1. Remove the lid and reservoir.



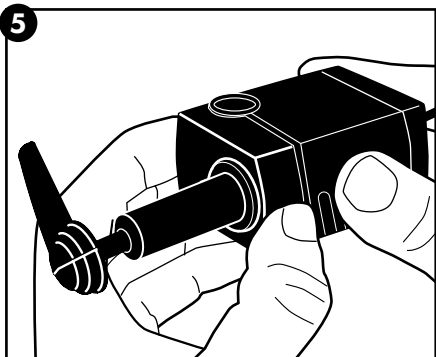
2. Remove the pre-filter by pulling up on the top lip.



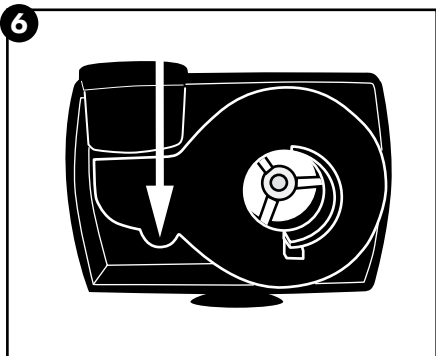
3. Remove the housing by pushing in on both sides and lifting up.



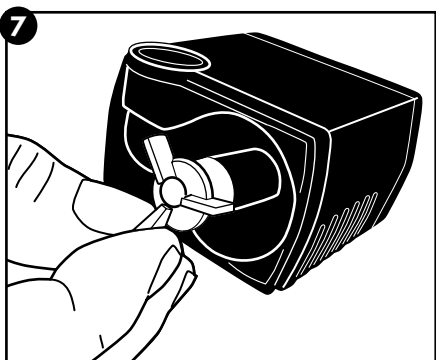
4. Remove the pump from the square indentation and pull the in-line plug up through the hole.



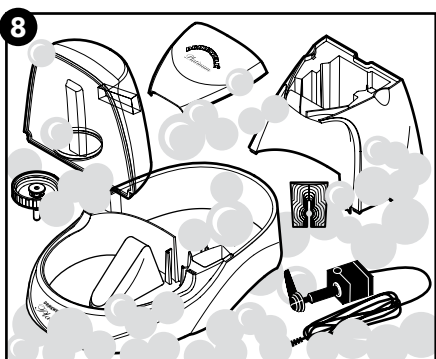
5. Take the pump apart by first removing the faceplate. You may need to use a fingernail to pry it off.



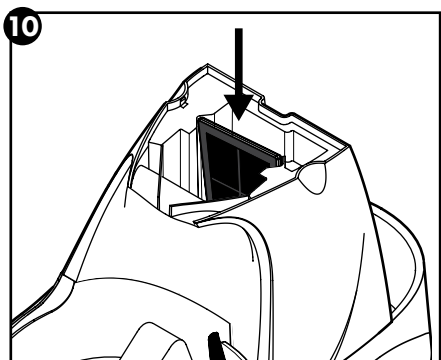
6. Remove the teardrop shaped stator by pulling up on the small lip.



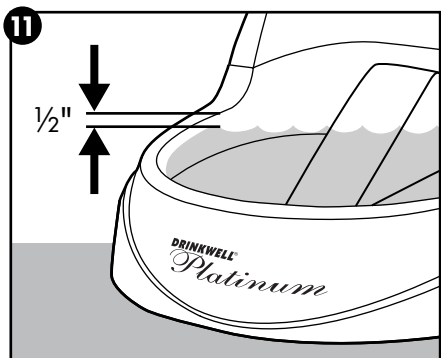
7. Use a fingernail to pull out the impeller, which is held in place magnetically.



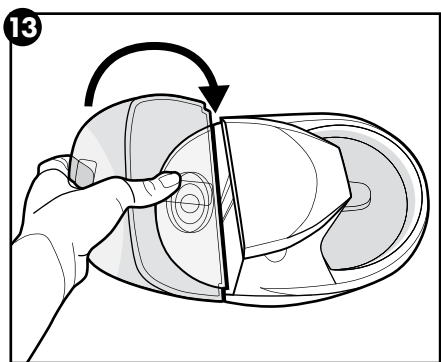
8. Rinse all fountain components (except for the adapter) with warm water before using the pet fountain. This will remove any residue from the manufacturing process.
9. Reassemble the fountain.



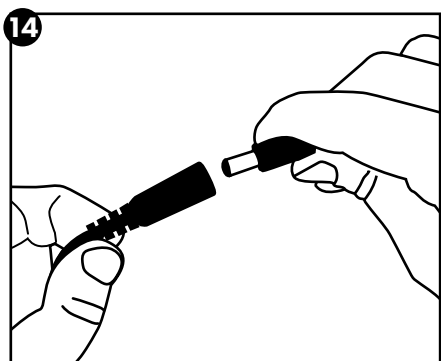
10. Rinse the carbon filter and insert it into the housing. It fits narrow side down, and the black side faces the front.



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.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. Get free shipping and a 5% discount. 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® 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 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

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## 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:** This Product is designed for dispensing and circulating water. The specific temperament of your pet may not work with this Product. If you are unsure whether this is appropriate for your pet, please consult your veterinarian, certified trainer or 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 for your product and any specific Caution statements.
  - 3. No Unlawful or Prohibited Use:** This Product is designed for use with pets only. This device 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 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.
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## 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](http://www.petsafe.net) and/or are available by contacting your local Customer Care Center: 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:

### One year Non-Transferrable Limited Warranty

**What is covered:** 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 one (1) year 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 labor and parts for one year of ownership; after the first year, 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 unauthorized 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: [aus-info@petsafe.net](mailto:aus-info@petsafe.net)

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 organize 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 goods 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).

**Radio Systems Corporation**

10427 PetSafe Way

Knoxville, TN 37932

1-800-732-2677

[www.petsafe.net](http://www.petsafe.net)

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