

# *Drinkwell®*

## **EVERFLOW**

FOR INDOOR AND OUTDOOR USE



The Drinkwell® Everflow Fountain is intended for year-round indoor household use or seasonal outdoor use. Do not operate the fountain in temperatures below 40° F/4.4° C.

**Read entire operating guide before using this product.**



protect. teach. love.



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## 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® will never give or sell your valuable information to anyone. Complete warranty information is available online at [www.petsafe.net](http://www.petsafe.net).

For product support, please contact our Customer Care Center at 1-800-732-2677, or visit [www.petsafe.net](http://www.petsafe.net).

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## IMPORTANT SAFETY INSTRUCTIONS

**WARNING: When using electrical appliances, basic safety precautions should always be followed to reduce the risk of fire, electrical shock and/or injury to persons, including the following:**

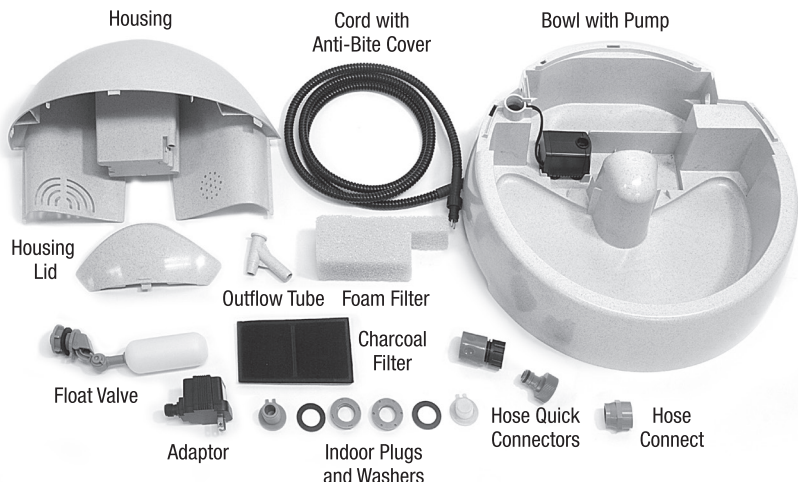
1. Read all the instructions before using the appliance.
2. To reduce the risk of injury, close supervision is necessary when an appliance is used around children.
3. To protect against electrical shock, do not place cord or plug in water or other liquids.
4. Only use attachments recommended or sold by the manufacturer.
5. While the fountain is plugged in, do not attempt to touch any parts that may be moving.
6. Do not operate any appliance with a damaged cord or adaptor, or after the appliance malfunctions or has been dropped or damaged in any manner. Call customer service immediately for further instructions at 1-800-732-2677.
7. Always unplug any appliance when not in use for prolonged period of time, before putting on or taking off parts, and before cleaning. Never pull on the cord to remove the adaptor from the wall outlet.
8. Do not unplug by pulling on the electrical cord. To unplug, grasp the adaptor, not the cord.
9. Do not use the appliance for other than intended use.
10. Everflow will work with any standard garden hose, however a Drinking Water Hose is recommended for maximum pet safety.
11. Use caution when disassembling as some parts may have sharp edges.



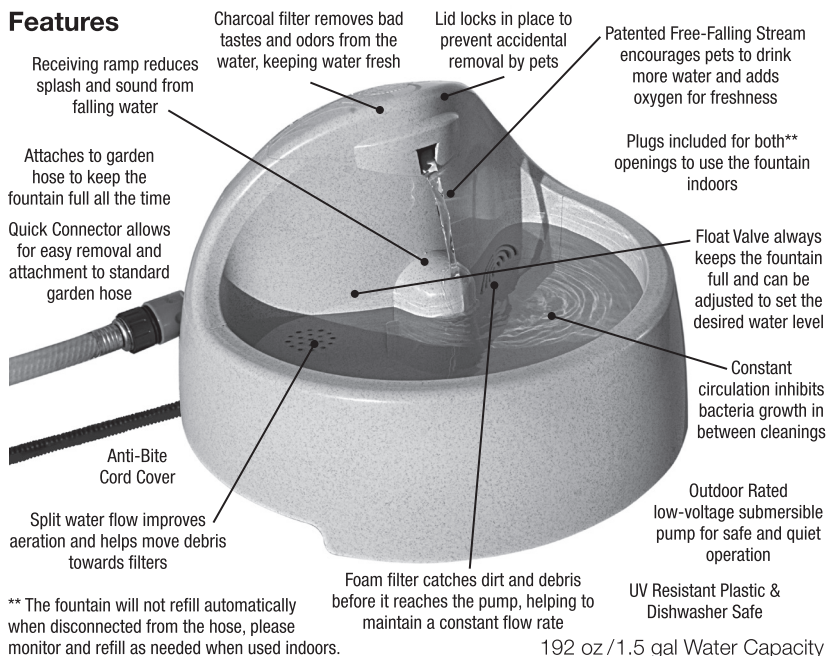
U.S. Patents Numbers: 5799609, 5842437

## EVERFLOW

### Components



### Features



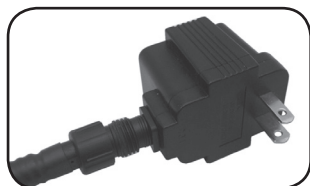
# OPERATING INSTRUCTIONS

**DO NOT RUN DRY.**

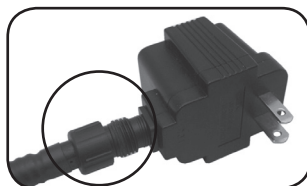
**FOR INDOOR HOUSEHOLD USE OR SEASONAL OUTDOOR USE.**

- 1) As with any electrical device, check the electrical cord for any tears, or damage before use.
- 2) Make sure the low-voltage power adaptor is tightly connected to the pump's electrical cord and that the threaded locking collar is tightened completely, see Figures 1a & 1b.

**Fig. 1a**



**Fig. 1b**

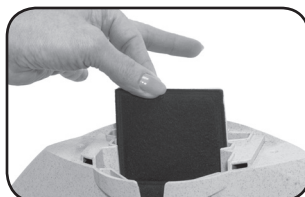


- 3) Your fountain comes equipped with two different filters, a charcoal filter that removes bad tastes and odors and a foam filter to trap larger debris before it reaches the pump.

## **Installing the Charcoal Filter:**

Open the housing lid to place the Charcoal Filter (one filter is included with your fountain). The Charcoal Filter fits between the grooves in the housing with the black side facing out towards the bowl, as shown in Figure 2. Make sure the filter is pushed all the way down, and lid is reattached.

**Fig. 2**

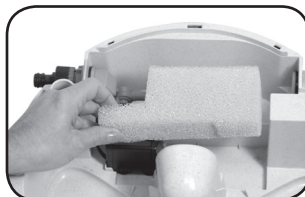


**IMPORTANT:** Rinse charcoal filter thoroughly under cool water before placing in the housing. This will remove any loose charcoal dust, which is harmless. A small amount of charcoal dust may shed for the life of the filter. This is normal and not harmful to your pet.

## **Installing the Foam Filter:**

The Foam Filter will come installed around the pump beneath the housing. You will be able to see the Foam Filter in place by looking through the pre-filter on the right side. The Foam Filter can be easily removed later for cleaning by lifting it straight up as shown in Figure 3.

**Fig. 3**



- 4) Place the fountain in a desired location. The Everflow Fountain is intended for year-round indoor household use or seasonal outdoor use. Never operate the fountain in temperatures below 40° F / 4.4° C. When using the fountain outdoors, it should be placed in a shady area away from direct sunlight. This will keep the water cool.

# OPERATING INSTRUCTIONS

**When placing the fountain indoors,** remove the housing by gently pressing on each side of the housing where it locks into the bowl. Lift the housing straight up and set aside, see Figure 4.

Fig. 4



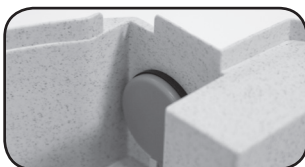
- 5) Remove the Float Valve by unscrewing the connecting nut located on the outside of the fountain, and installing the included plug in it's place, see Figure 5.

**Note:** Everflow will overflow if the plug is not installed once the Float Valve is removed.

Snap the housing back into place and fill the bowl with 1.5 gal (192 oz) of water. Also open the housing lid and fill the housing with water – this will prime the pump. Close the lid.

Plug the fountain into a power outlet. Everflow will fill slowly and water will begin flowing from the spout.

Fig. 5



**When placing the fountain outdoors,** open the housing and reinstall the float valve if removed from indoor use. Install the Quick Connect adapter by screwing the smaller end to Everflow as shown in Figure 6.

Then screw the other half of the Quick Connect to the garden hose and snap firmly into place on Everflow as shown in Figure 7.

Fig. 6

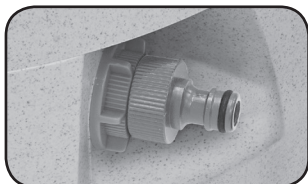
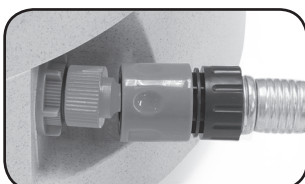


Fig. 7



**Note:** Press the hose firmly into place to prevent leaking, make sure to listen for the “click” to ensure a tight connection.

**Note:** The hose can be installed on either side of Everflow by removing the Float Valve as described above and then reattaching on the other side. Remember to use the included plugs and washers to seal the opposite side of the fountain to stop leaking.

**Note:** Everflow will work with any standard garden hose, however a Drinking Water Hose is recommended for maximum pet safety.

Turn hose on to full pressure. Once water has reached its level capacity, plug the fountain into a power outlet.

# OPERATING INSTRUCTIONS

## FLOAT ADJUSTMENT

Everflow's water level comes pre-adjusted to its midrange right out of the box. The level can easily be adjusted by removing the housing and adjusting the valve.

Empty all water from the fountain and loosen the lock nut in the middle of the float. Raise or lower the valve using the built in marks as guides.

Be sure to retighten the lock nut and then replace housing. Experiment with different water levels to find what works best for you and your pet.

PHOTO OF LOW SETTING

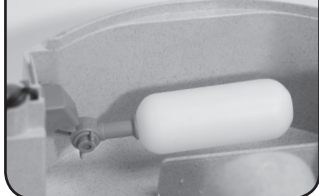
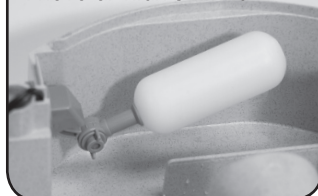


PHOTO OF HIGH SETTING



**IMPORTANT:** Many outdoor power outlet covers will not accommodate Everflow's AC adaptor. In these cases, an extension cord may be used. If using an extension cord, be sure it is not damaged nor has any exposed wires and that it is a properly rated power cord, for either indoor or outdoor use depending on the placement of the fountain. If your pet is prone to chewing, be sure to protect the extension cord from your pet with a power cord protector, available in many forms at most hardware stores. Before you plug the fountain into an electrical outlet, make sure your hands, the adaptor and the cord are dry.

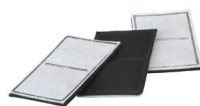
## FOUNTAIN DISASSEMBLY & CLEANING

### FILTER SYSTEM

The fountain is equipped with two types of filters, both of which should be replaced on a regular basis. Replace filters more frequently when using the fountain for multiple pets or pets that produce a lot of saliva. A 3-layer charcoal filter removes bad tastes and odors, keeping water fresh. A foam filter collects hair and debris and prevents it from reaching the pump, providing optimal filtration. The filters together will keep the pump cleaner and provide fresher water for your pet.

#### **3-Layer Charcoal Filter:**

Change the charcoal filter every 2 to 4 weeks when used Indoors and every 1 to 2 weeks when used Outdoors. Charcoal filter may be rinsed out with water when fountain is cleaned and in between cleanings. Never wash the filter with soapy water, this will leave soap residue inside the filter and it will need to be discarded.





# FOUNTAIN DISASSEMBLY & CLEANING

## **Foam Filter:**

Replace the foam filter every 4 to 8 weeks, depending on the location of the fountain and the number of pets using it. If you do not intend to replace the filter at the time of cleaning, rinse the foam filter thoroughly with fresh water.

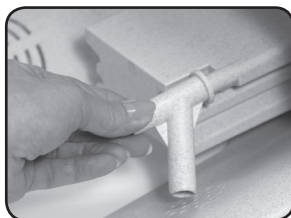


Filters are an added feature of the fountain. Their use is not required for normal operation. However, when used properly and changed regularly, the filters help keep the water cleaner and fresher, while extending the life of your fountain.

## **FOUNTAIN - CLEAN ONCE A WEEK**

- 1) Unplug the fountain. Remove garden hose if using outdoors. Pour out any remaining water and set aside.
- 2) Open the housing lid and remove the charcoal filter. Grasp housing firmly and pour out the remaining water.
- 3) Remove the housing as instructed on page 6, Figure 4. Tilt the housing slightly to the left to allow remaining water to drain out of the inlet hole.
- 4) Remove Outflow Tube from the bottom of the housing, see Figure 8.

Fig. 8



- 5) Next, remove the foam filter and rinse thoroughly in fresh water if you plan on reusing the filter after cleaning. Or discard in the garbage, if you plan on replacing with a new foam filter.
- 6) To remove the pump, take the power adaptor and unthread (untwist) the plastic locking collar by twisting to the left. Once completely removed from the threads, pull the electrical cord away from the adaptor and this will expose the two metal prongs. With the adaptor detached from the electrical cord, pull the cord through the opening on the inside of the bowl. Lift the pump and cord up from the bowl and set aside for further cleaning, see Figures 9a and 9b.

Fig. 9a

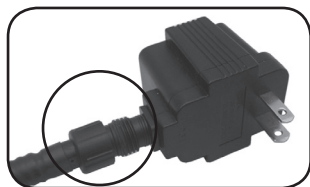
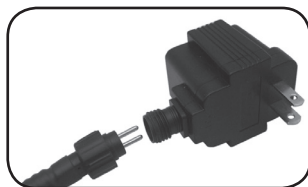


Fig. 9b





## FOUNTAIN DISASSEMBLY & CLEANING

- 7) The fountain should now be completely disassembled for proper cleaning. Wash the fountain parts with soap and warm water and rinse thoroughly. If placing the fountain parts inside the dishwasher, we recommend the top rack and/or silverware holder. If possible, turn down the temperature of the water inside the dishwasher. The pump is not dishwasher safe, hand wash only.

### CLEANING TIP:

If you have trouble reaching certain spots inside the fountain, try using a cotton swab or purchase a Drinkwell® Cleaning Kit that contains three different sized bottle brushes to help clean hard-to-reach spots.

The kit can be purchased by calling Customer Care at 1-800-732-2677, or by visiting [www.petsafe.net](http://www.petsafe.net).

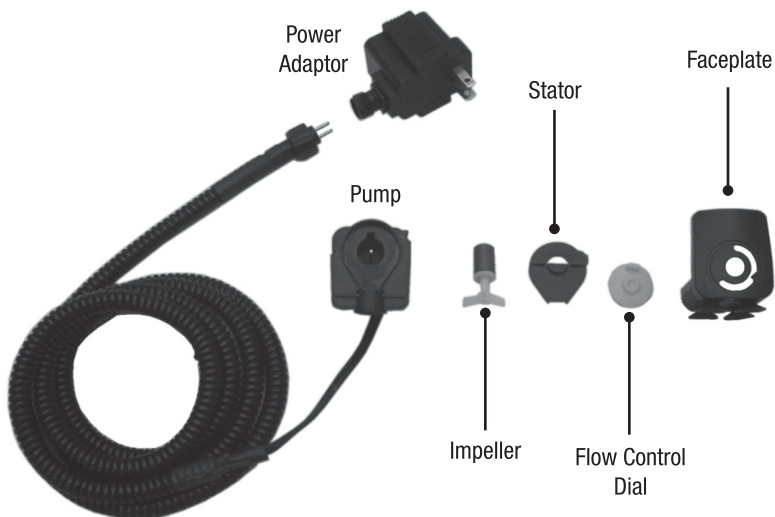
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## PUMP MAINTENANCE

Cleaning the pump is essential to the longevity of the fountain, as well as the cleanliness of the water. Clean the pump every 2 weeks.

**IMPORTANT:** Warranty may be voided if the motor is not cleaned.



Model SP-880 [AC 12V~60Hz / 7.7 W]

# PUMP MAINTENANCE

- 1) Remove the faceplate from the pump by inserting a fingernail or other slim object, into the seam and pull straight out, see Figure 10.

Fig. 10



Fig. 11



- 2) Once the faceplate is removed, the yellow dial that controls the water flow intensity will become free. Place the faceplate and flow control dial to the side for cleaning.
- 3) Next, remove the stator by positioning your fingernail or other slim object underneath the tab and pull up, see Figure 11 above.
- 4) With the stator removed, reach inside the pump's cavity and grab one of the plastic blades on the impeller and lift straight up. The impeller is held in place magnetically and you will experience a slight resistance when removing this piece, see Figures 12a & 12b.

Fig. 12a



Fig. 12b



- 5) Once the pump is completely disassembled, you can clean all the parts with soap and warm water. Use a cotton swab or the Drinkwell® Cleaning Kit Motor Brush to get inside the pump's cavity and clean any build-up. For additional disinfecting and hard water spot removal, clean the motor with a white vinegar and water solution.
- 6) When the parts are clean, reassemble the pump for use:
  - a) Replace the Impeller
  - b) Replace the Stator
  - c) Replace the Flow Control Dial and Faceplate

## FOUNTAIN REASSEMBLY

- 1) Check the flow control dial make sure the dial is positioned at the desired flow rate. When the yellow tab is closest to the "+" sign, the pump is set at maximum flow. When the yellow tab is closest to the "-" sign, the pump is set at its lowest flow (see images below).



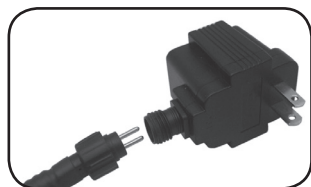
**MAX FLOW**



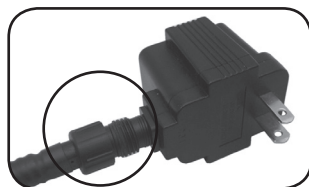
**MINIMUM FLOW**

- 2) Replace the pump between the four posts on the bottom of the bowl with the suction cups face down. Feed the electrical cord through the opening on the inside of the bowl. Insert the two prongs into the adaptor and re-thread the plastic locking collar onto the adaptor, until no threads show. See Figures 13a & 13b.

**Fig. 13a**



**Fig. 13b**



- 3) With the pump in place and suctioned to the bowl, replace the foam filter in its original position. See Page 5 of this operating guide for exact placement.
- 4) Next, affix the Outflow Tube to the bottom of the housing by aligning the notch in the Outflow Tube flange with the alignment casting on the housing. Be sure Outflow Tube alignment flange is completely seated against the bottom of the housing.
- 5) If the housing lid was removed during cleaning, replace and then proceed to the next step.
- 6) Replace the housing by lining up behind the spillway flaps, and aligning the left and right sides of the housing with the bowl.
- 7) Rinse the charcoal filter under cold water to remove any loose charcoal dust. Insert the filter narrow side down with the black side facing out towards the bowl. The filter will slide easily into place, but make sure it is pushed all the way down.
- 8) Place the fountain in a desired location. The Everflow Fountain is intended for year-round indoor household use or seasonal outdoor use. Do not operate the fountain in temperatures below 40° F/4.4° C. Be sure the electrical cord comes out through the cord notch at the back of the fountain, so that it sits level on the floor.

# FOUNTAIN REASSEMBLY

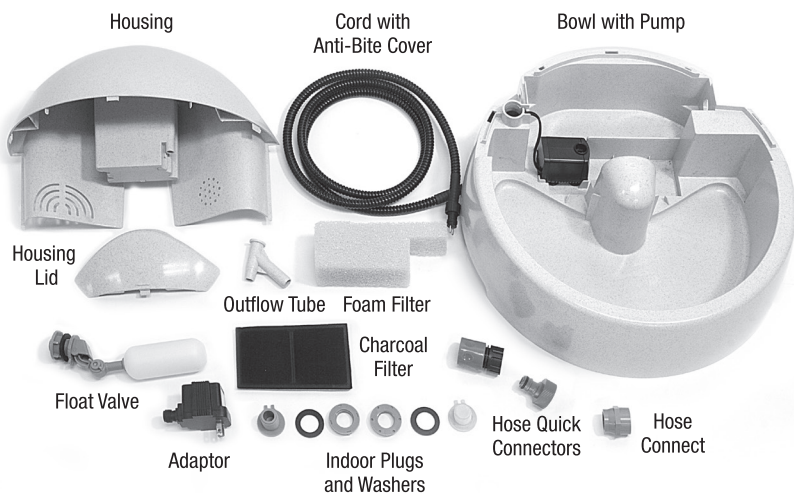
*If using the fountain indoors,* fill as directed on page 6.

*If using the fountain outdoors,* fill as directed on page 6.

- 9) Make sure the cord, the adaptor and your hands are completely dry, then plug the fountain into an electrical outlet.

## UNDERSTANDING THE DRINKWELL® EVERFLOW PARTS

### Components



- 1) Bowl: the bowl is the foundation of the fountain and provides a large drinking area for pets. The bowl features cutouts on the sides to help carry and place the fountain.
- 2) Housing: the water is pumped into the housing to cycle through a charcoal filter and out the spout to create a free-falling stream of water for pets to drink from.
- 3) Housing Lid: snaps on to the back of the housing and encloses the filter.
- 4) Charcoal Filter: is a replaceable 3-layer charcoal filter with granulated carbon made from coconut shells. The charcoal filter absorbs bad tastes and odors as the water passes through the filter and helps keep the water tasting fresh and appealing to pets. The duo-density polyester pad helps catch hair and debris to keep the water cleaner.

## UNDERSTANDING THE DRINKWELL® EVERFLOW PARTS

- 5) Foam Filter: is intended to catch large debris, hair and food left in the water before it reaches the pump. Improves the overall cleanliness of the water and the pump in between cleanings.
- 6) Hose Quick Connectors: used to attach and reattach a garden hose to Everflow without the need to unscrew.
- 7) Hose Connect: can be used to connect Everflow to a garden hose in a more permanent manner and in lieu of using the Quick Connector.
- 8) Float Valve: used to set the desired water level in the bowl. The float can be removed and repositioned on either side of Everflow, or removed altogether for indoor use.
- 9) Indoor Plugs: with the float valve removed, these must be used to transition Everflow to an indoor fountain.
- 10) Outflow Tube: directs water from the pump into the bowl to create a current within the bowl that helps inhibit bacteria build up and move debris towards the filters.
- 11) Pump: a submersible pump that features an anti-bite cord cover and outdoor rated power adaptor. (Model SP-880 - AC 12V ~60Hz/7.7 W) THE PUMP IS NOT DISHWASHER SAFE, hand wash only as instructed in the "Pump Maintenance" section of this operating guide. Always unplug and remove the pump prior to cleaning the fountain.

## THE FOUNTAIN & YOUR ENVIRONMENT

If you live in a humid environment and have problems with mold or algae, soak all the parts in a diluted bleach solution for about 10 minutes after regular cleaning. Use a 10% bleach and 90% water solution. Pour some of the solution down into the pump's cavity too. This is a great way to disinfect the fountain. However, you must be sure to rinse all the parts thoroughly in fresh water to remove all the chlorine.

If you have hard water, you may start to see white mineral deposits on or inside the pump. This can eventually prevent the impeller from turning properly. To avoid having to replace the pump, please take the following steps:

- 1) Clean the pump more frequently than you have in the past; or
- 2) Clean the motor with a vinegar solution (20% White Vinegar and 80% Water) and let the solution soak inside the pump's cavity for several minutes; or
- 3) Use bottled water instead of faucet water.

## TIPS ON USE

- 1) When being introduced to the Drinkwell® Pet 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.
- 2) 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.
- 3) Add ice cubes to the bowl or reservoirs for refreshing, ice-cold running water!



# MANUFACTURER'S SAFETY INSTRUCTIONS

- 1) It is not recommended that any appliance be left running unattended for a prolonged period of time as the water may get consumed or evaporate and cause the motor to run dry.
- 2) Do not allow pets or children 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 local hardware store.

## 3) **Standard Safety Precautions**

Do not attempt repairs on the motor yourself. Return it under the cover of the warranty.

If the plug of this device gets wet, turn off the electricity to that outlet. Do not attempt to unplug.

To avoid the possibility of the plug or outlet getting wet, the outlet should always be above the level of the fountain.

Examine this appliance after installation. It should not be plugged in if there is water on the cord or plug.

Do not operate any appliance if it has a damaged cord or plug, or if it is malfunctioning or has been damaged.

If an extension cord is necessary, a cord with a proper rating should be used.

The electrical use of this appliance is 7.7 watts.

Close supervision is necessary when any appliance is used by or near children.

Always unplug any appliance when not in use, before putting on or taking off parts, and before cleaning. Never pull on an electrical cord to remove from the outlet.

Do not use appliance for anything other than its intended use. The use of attachments not recommended or sold by the manufacturer may cause an unsafe condition. Do not modify the unit.

Do not install or store appliance where it will be exposed to weather or temperatures below 40° F / 4.4° C.

Read and observe all important notices on the appliance and in the packaging.

- 4) 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.



**The Everflow Fountain is intended for year-round indoor household use or seasonal outdoor use. Do not operate the fountain in temperatures below 40° F/4.4° C.**



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