













Cleaning and Maintenance Guide

• Prior to cleaning, ensure the device is unplugged from the power supply. Always keep

Avoid using gasoline, kerosene, polishing powder, bleach, or any other chemical agents

• The outer shell, water reservoir, and water filter tray can be gently rinsed with warm water

Main Unit Cleaning and Maintenance:

on the device.

Symptom	Potential Causes	Solutions
Pump doesn't activate	Pump components are not correctly assembled. The pump blades are jammed. The adapter connection is loose. Debris has caused the blades and their magnetic parts to stick. Pets have damaged the cable.	Ensure the pump is assembled properly. Take out the pump blades, inspect them, and reinstall. Securely connect the adapter to the power socket. Regularly check and clean any debris from around the blades and their magnetic components. Monitor your pet around the fountain to prevent potential damage and ensure its safety.
Fountain has weak flow, no flow, or unusual noises	The pump isn't properly installed. The pump is running dry. Air has mixed with the water in the blades section. The water blade is either damaged or significantly worn out. The filter is clogged. The pump cover is not securely in place.	Ensure the pump is correctly assembled and in position. If there's insufficient water, refill to the appropriate level. To expel any trapped air in the pump, plug and unplug the power source several times. If the water blades are damaged or overly worn, replace them with new ones. Regularly check and change the filter as needed. Securely fit and reassemble the pump cover.
Pump and adapter are overheating	● The pump is running dry.	Monitor the water level. If it's low, refill with water that's below 35°C (95°F). If the adapter becomes too warm, unplug it. Allow it to cool down before plugging it back in.
Nater overflow	The water level has been filled beyond capacity.	Ensure you don't fill past the MAX mark when adding water.
Pump is operational but there's no water flow	The filter is clogged. The silicone ring at the pump's water outlet has become loose.	Replace the filter with a new one. Inspect the silicone ring and ensure it is securely in place.
	Warranty Ca	rd

- Shop Address:
- Date of Purchase: Shop Stamp:
- Purchaser Signature:
- (1) year from the date of purchase. To claim under this warranty, please retain your original dated receipt or invoice as proof of purchase and return the defective item to the place of purchase. It's important to note that this warranty does not cover damage resulting from accidents, misuse, or abuse. Additionally, the warranty specifically excludes any incidental or consequential damages, including but not limited to, loss of pets or other livestock due to any defect or failure of this product. We value your trust and are committed to ensuring your satisfaction with our products.

This product is warranted against manufacturing and material defects for a period of one