SECTION VI.
TIPS ON USE

When being introduced to the Pioneer Pet® Vortex Drinking Fountain, pets may be cautious of this new source of water. After beginning operation of the fountain, allow pets to adjust at their own pace. Some pets take a few days or sometimes a little longer to begin use.

Pets may prefer that the fountain be placed away from their normal feeding area. Try placing it in another location, such as the laundry room, bathroom, or another corner of the kitchen. In some cases, let the fountain sit unplugged until your pet starts to drink. Later, plug the fountain in so that the water maintains its freshness.

SECTION VII.
WARRANTY

PUMP MOTOR AND FOUNTAIN PARTS

The pump motor assembly and fountain parts are warranted to be free of defects in material and finished manufacturing for one (1) year from the date of purchase. However, if proper pump maintenance is not followed per pages 9 and 10 of this Instruction Manual or if the product is being taken out of the country in which it was purchased, the warranty will be voided. Retain your dated sales receipt as proof of purchase. For more information regarding product warranty or technical support, submit email to info@pioneerpet.com or call 1-866-317-6278.

For pump motor maintenance video go to:
www.pioneerpet.com/video/video-instructions/

PIONEER PET®
VORTEX DRINKING FOUNTAIN

INSTRUCTION MANUAL

IMPORTANT SAFETY INSTRUCTIONS

INSTRUCTIONS PERTAINING TO RISK OF FIRE, ELECTRICAL SHOCK, OR HARM TO PERSONS

WARNING— when using electrical appliances, basic precautions should always be followed, including:

Read these instructions thoroughly before use.

To reduce the risk of injury, close supervision is necessary when used near children.

Only use replacement parts recommended or sold by the manufacturer.

Do not use outdoors. FOR INDOOR USE ONLY.

SAVE THESE INSTRUCTIONS

Do not unplug by pulling the power cord. To unplug, grasp the plug, not the power cord.

Do not operate any pump motor with a damaged cord or plug, if the pump motor malfunctions, is dropped, or is damaged in any manner.

To reduce the risk of electrical shock, do not place or store where it can fall or be pulled into a tub or sink.

Always unplug when not in use, before adding or removing parts, and before cleaning. Never pull the power cord to remove the plug from the outlet.

SECTION I.
OPERATING INSTRUCTIONS FOR PIONEER PET® VORTEX DRINKING FOUNTAIN

DO NOT RUN DRY
FOR INDOOR USE ONLY

As with any electrical device, check the power cord for any tears or damage before use.

Rinse the filter thoroughly under cool water before placing in the filter housing area. Rinsing will remove the majority of the loose charcoal dust that is harmless to pets.

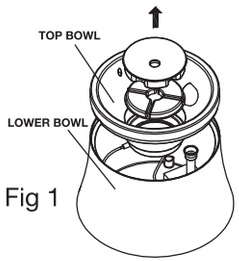

Fig 1

Lift to remove the top bowl, cover plate, and tube. Set all component parts aside. (Figure 1)

Ensure pump motor is between brackets and push down to engage suction cups. (Figure 2)

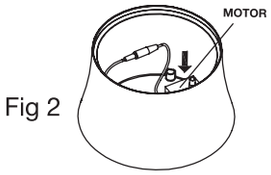

Fig 2

While holding pump motor in place, flip over lower bowl. Insert the power cord into the lower bowl. (Figure 3) Place lower bowl upright.

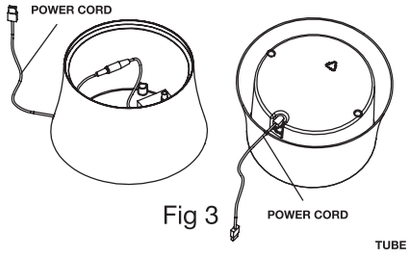

Fig 3

Attach the tube onto the spout of the pump motor. (Figure 4)

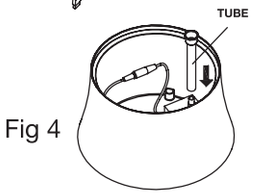

Fig 4

Fill the lower bowl with water to the "MAX" line. (Figure 5) **Filling past this line will cause fountain to overflow.**

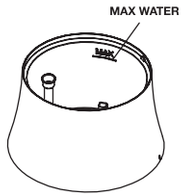

Fig 5

Put the top bowl in place. Align the top of the tube with the valve. Turn top bowl until the bottom tab fits into the top slot. (Figure 6)

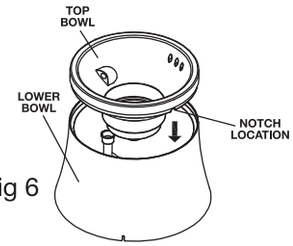

Fig 6

Position the filter into the center of the top bowl. Set cover plate over the filter and push down to snap into place. (Figure 7) **Vortex action will not occur properly if the bowl and cover plate are not flush.**

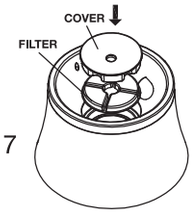

Fig 7

Before plugging in the fountain make sure the power cord and your hands are dry. Plug in the fountain.

Once plugged in, please allow one to two minutes for the vortex action to occur.

Add water when necessary. Unplug the fountain and remove top bowl with components in place. Add water up to the "MAX" line. Filling past this line will cause fountain to overflow.

SECTION II.
CLEANING AND MAINTENANCE INSTRUCTIONS FOR PIONEER PET® VORTEX DRINKING FOUNTAIN

THE FOUNTAIN MUST BE CLEANED REGULARLY. CLEANING FREQUENCY DEPENDS ON THE NUMBER OF PETS USING THE FOUNTAIN AND WATER QUALITY

FILTERS

Filters should be changed approximately every two to four weeks. For replacement filters, purchase part #3039 Round Replacement Filter (3 pack) online at www.pioneerpet.com.

FOUNTAIN

Disassemble and clean the fountain approximately every two to four weeks using the following steps:

Unplug the fountain.

Remove the cover plate, filter, and the top bowl. (Figure 8)

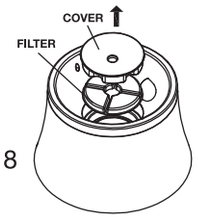

Fig 8

Remove the tube and pour out remaining water from lower bowl. (Figure 9)

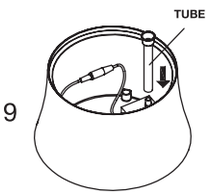

Fig 9

Disconnect the pump motor cord by unscrewing the connection cover. Holding each cord, pull gently apart to separate. Place pump motor aside. (Figure 10)

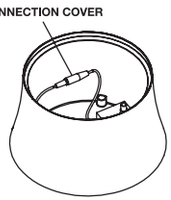

Fig 10

Flip over lower bowl and remove the power cord. (Figure 11) Place lower bowl upright.

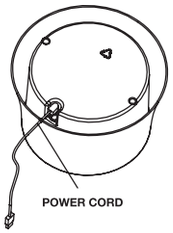

Fig 11

Wash lower bowl, top bowl, tube, and cover plate with warm water and mild soap. Wash the pump motor following the instructions on pages 9 and 10.

Rinse all components well.

Wipe fountain components with a soft clean cloth. Ensure power cord and plug are completely dry before plugging into power outlet.

SECTION III.
REASSEMBLING AND RESTARTING FOUNTAIN AFTER CLEANING

Flip over lower bowl and insert the power cord. (Figure 12) Place lower bowl upright.

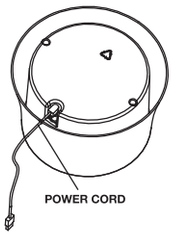

Fig 12

To reconnect the pump motor cord, insert the end of the cord attached to the pump motor tightly into the cord attached to the lower bowl. Push connection cover over the threads until it clicks. Twist connection cover until threads are no longer visible. (Figure 13)

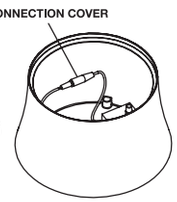

Fig 13

Align the pump motor between the brackets and push down to engage suction cups. Attach the tube onto the spout of the pump motor. (Figure 14)

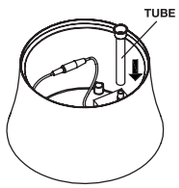

Fig 14

Fill the lower bowl with water to the “MAX” fill line. **Filling past this line will cause fountain to overflow.** (Figure 15)

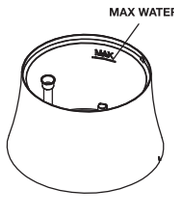

Fig 15

Put the top bowl in place. Align the top of the tube with the valve. Turn top bowl until the bottom tab fits into the top slot. (Figure 16)

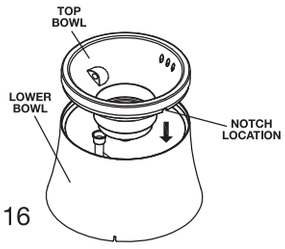

Fig 16

Position the filter into the center of the top bowl. Set cover plate over the filter and push down to snap into place. **Vortex action will not occur properly if the bowl and cover plate are not flush.** (Figure 17)

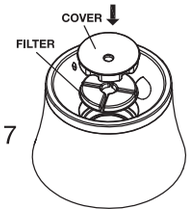

Fig 17

Place the fountain in desired location.

Before plugging in the fountain, ensure the power cord and your hands are dry. Plug in the fountain.

Once plugged in, please allow one to two minutes for the vortex action to occur.

Add water when necessary. Unplug the fountain and remove top bowl with components in place. Add water up to the “MAX” line. Filling past this line will cause fountain to overflow.

SECTION IV.
PUMP MOTOR MAINTENANCE

CLEANING THE PUMP MOTOR IS ESSENTIAL TO THE LONGEVITY OF THE FOUNTAIN AS WELL AS THE CLEANLINESS OF THE WATER

Unplug the fountain.

Remove the top bowl from the lower bowl.

Remove the tube and pour out remaining water from lower bowl.

Disconnect the pump motor cord by unscrewing the connection cover. Holding each cord, pull gently apart to separate.

Gently lift the pump motor out of the lower bowl. Suction cups on the bottom hold it in place.

Holding the pump motor, remove the cover plate by placing thumb and forefinger on either side of it. It may be necessary to insert a fingernail into the seam of the cover plate to pry it off. (Figure 18)

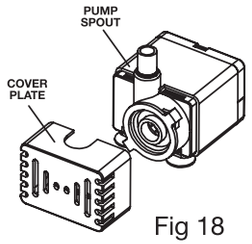

Fig 18

Twist the stator to clear the tabs and pull to remove. (Figure 19)

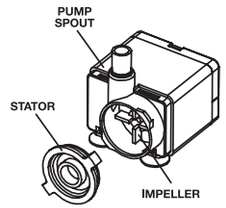

Fig 19

Once the stator is removed, take out the impeller (white-bladed propeller) that is held in place magnetically. Working over a towel, hold the pump motor, pull back your wrist, and flick it towards the towel. This will disengage the impeller from the magnet. (Figure 20)

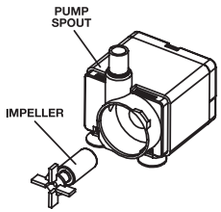

Fig 20

After the pump motor is disassembled, clean parts with warm water and mild soap. Use a cotton swab to get into the pump motor cavity and remove any buildup. For additional disinfection and hard water removal, clean the pump motor with white distilled vinegar.

Rinse well and reassemble pump motor.

IMPORTANT NOTES FOR REASSEMBLING

Impeller
After reinserting the impeller, spin it five or six times with your finger to ensure it is engaged with the magnet.

Stator
To properly engage the stator push in and twist until tabs lock. Replace the cover plate.

PLEASE WATCH THE
PUMP MOTOR MAINTENANCE VIDEO
www.pioneerpet.com/video-instructions/

SECTION V.
MANUFACTURER'S SAFETY INSTRUCTIONS

INSTRUCTIONS PERTAINING TO RISK OF FIRE, ELECTRICAL SHOCK, OR HARM TO PERSONS

Do not allow pets or children to chew on or swallow any fountain parts. For additional cord protection, a cord conduit or cord cover are available for purchase at any home improvement or hardware store.

Do not attempt repairs on the motor.

If the plug of this device gets wet, turn off the power to that outlet before attempting 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 the fountain after set-up. It should not be plugged in if there is water on the cord or plug.

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

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