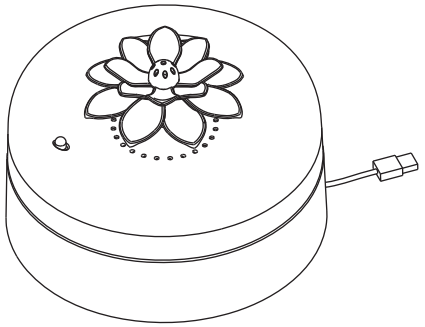
Pioneer Pet
PET DRINKING FOUNTAIN
PLASTIC BOTANICAL FOUNTAIN



Made in China

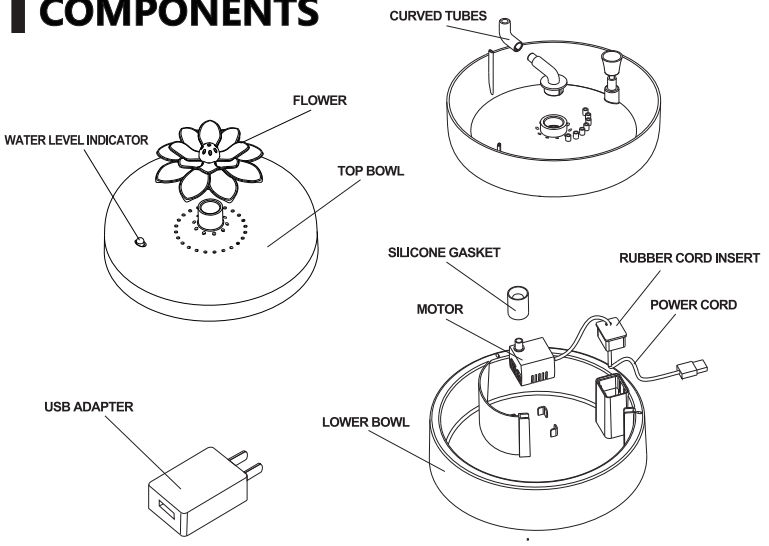
SPECIFICATIONS

Product Name	**Pioneer Pet Botanical Drinking Fountain**
Input	**100-240V, 50/60Hz**
Output	**5V, 1000mA**
Pump	**Ultra Quiet Water Pump**
Power Consumption	1 W
Cord Length	**1.8m**
Filter System	Granulated Carbon Filter
Capacity	50 oz（1.48L）

IMPORTANT REMINDERS

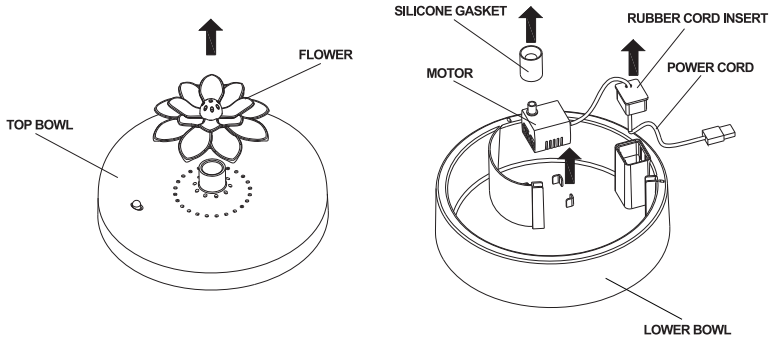
- For indoor use only.
- Avoid water contact with the plug or outlet.
- Keep power adapter above the pet fountain unit.
- Runs on DC 5V power adapter. Non-USB power adapters are not compatible.
- Always keep water in the fountain when in use to avoid damaging the pump.
- Make sure the cord does not have any frayed or exposed wires.
- If the fountain suddenly becomes noisy, the water level may be too low. Add water to the fountain to resolve this problem.
- Cleaning the pump every 2 to 4 weeks will extend the life of the pump. We advocate environmental protection and encourage proper maintenance. A video of the cleaning process is available at our website: http://pioneerpet.com/

COMPONENTS

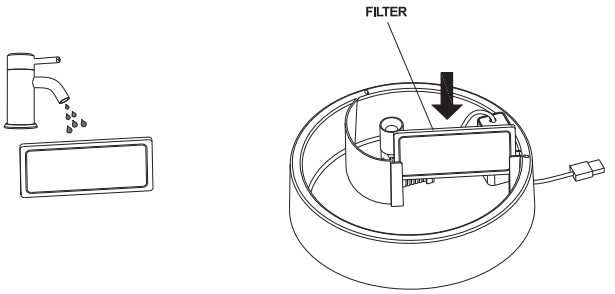


OPERATING INSTRUCTIONS

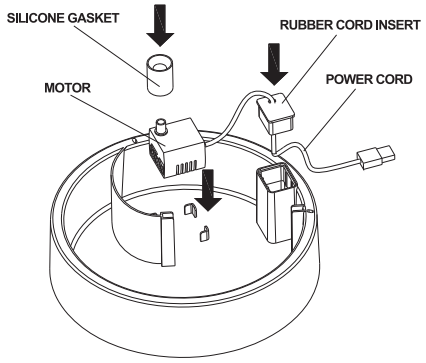
1. Remove all the parts and clean the flower, top bowl and the lower bowl.



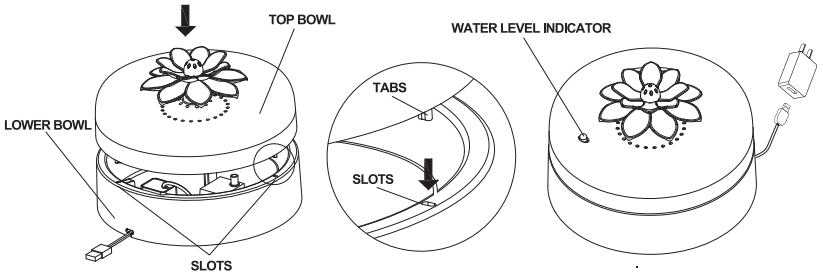
2. Rinse the filter thoroughly with cold water to help remove any excess or loose charcoal dust. After rinsing, insert the charcoal filter. The filter will fit into the slots on each side of the housing area.



3. Press the motor down to allow the suction cups to attach to the basin. And thread the power cord through the power cord riser. Insert the rubber cord insert and attach the silicone gasket to the motor spout.



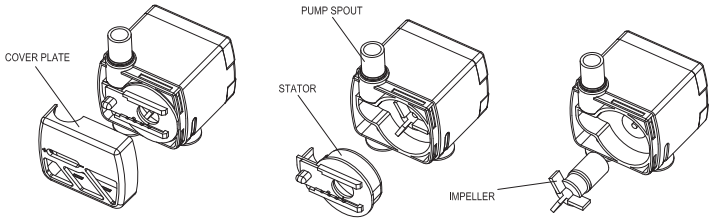
4. Put the top bowl in place. The two tabs on the top bowl insert into the two slots along the edge of the lower bowl. Place the fountain in desired location. Fill the fountain with water until ¼" of the water level indicator rises above the hole. Plug in the fountain. Add water once the water level indicator drops about ¼" below the hole.



PUMP MAINTENANCE

- **Cleaning the pump is essential to the longevity of the fountain.**
- **Clean the pump every 2 to 4 weeks.**
- **Pump cleaning video on pioneerpet.com.**

1. Remove the cover plate, stator, and impeller.
2. Clean all parts with soap and warm water.
3. Thoroughly rinse all parts.
4. Once cleaned, reassemble by replacing the impeller, stator and cover plate. Note: After reinserting the impeller, spin it three to five times in the same direction with your finger to ensure it is properly engaged with the magnet.



Q&A TROUBLESHOOTING

1. How frequently do I need to change the filter?

The filter should be changed every 2 to 4 weeks, depending on the number of pets using the fountain. More pets using the fountain increases the saliva content and debris in the water, requiring the filter to be changed more frequently.

2. Why am I finding small black particles in my pet's fountain?

It is common for some residual charcoal dust to seep from the filter. This is perfectly normal and not harmful to your pet in any manner. To help prevent the charcoal dust from shedding, rinse the filter thoroughly under running water before placing inside the fountain.

3. How often should I clean the fountain?

Depending on the number of pets, the fountain should be cleaned at cleaned every 1-2 weeks. If you reside in a location with hard water, you may have to clean the fountain more often. For cleaning tips, visit pioneerpet.com.

4. Does the pump have a warranty?

Yes, Pioneer Pet Pumps come with a 1 year warranty. Please see the making a claim part of this instruction manual for more details.

5. What is the power consumption?

The fountain runs on a low-power DC pump with a power adapter. The power consumption is about 720Wh per month or 8.6kWh per year.

6. For the video instructions on pioneerpet.com please scan this QR code

MAKING A CLAIM

The pump assembly and fountain parts are warranted to be free of defects in material and workmanship for one (1) year from the date of purchase. Retain your dated sales receipt as proof of purchase. For more information regarding product warranty or technical support, please email: info@pioneerpet.com or call:1-866-317-6278