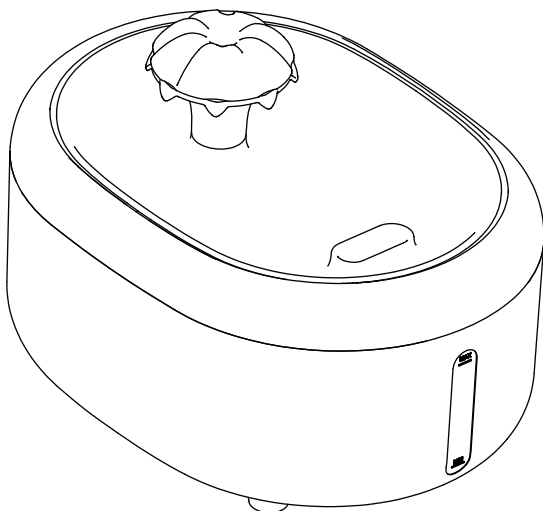




# Pet Water Fountain

## W300/W300B

Operation manual



670z

2L

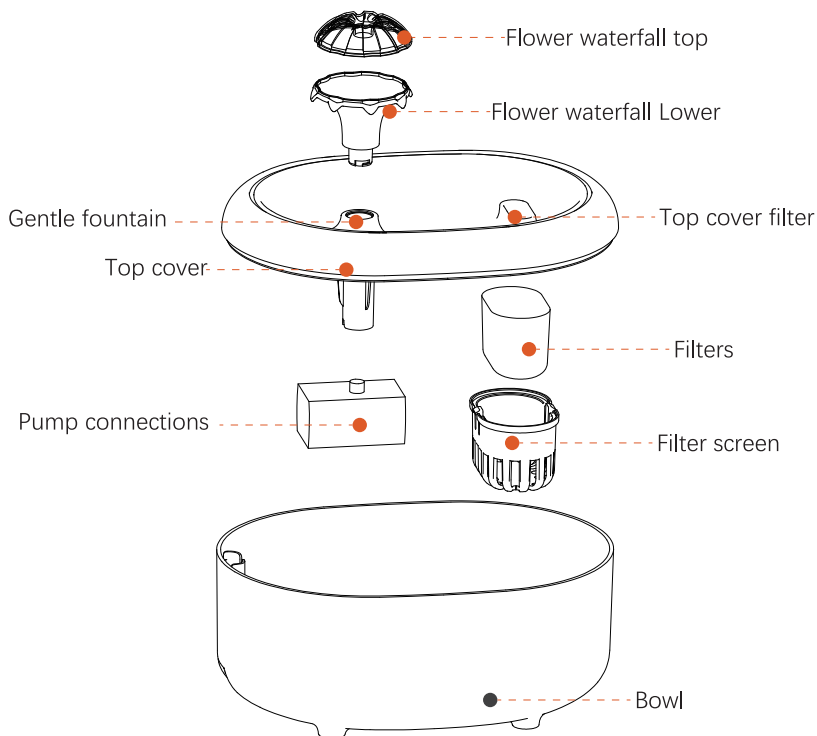
Made in China

# 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, Or USB interface of socket board, Non-USB power adapters are not compatible.
- Always keep water in the fountain when the machine is running to avoid damaging the pump.
- Make sure the cord does not have any frayed or exposed wires in case your pet chews the cord.
- When the fountain suddenly becomes noisy, it may be because the water level is too low. Add water to the fountain to resolve this problem.
- Please clean the pump every 2 weeks to extend the life of the pump. The pump can be used for 2-3 years. We found that 99% of the pumps can be reused after cleaning by analyzing the returned products from customers. We advocate environmental protection and discourage our buyers to purchase new ones. You can get the cleaning process from the video on the product page.

# COMPONENTS

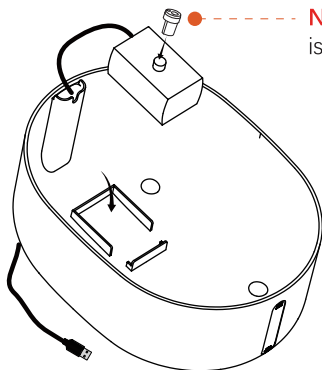


## WHAT YOU WILL GET

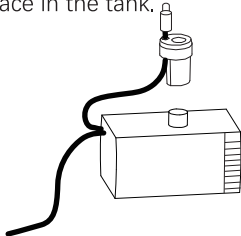
- Instruction Manual
- Pet Water Fountain
- Filters
- Pre-filter Sponge (Installed in pump)
- DC Pump (with a 6ft power cord)

# SETUP INSTRUCTIONS

- First install the pump, and then put the pump into the slot. Press the pump to make the suction cup under the pump sticks tightly.

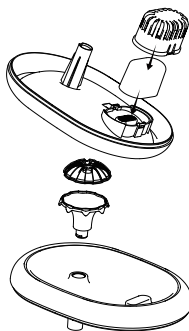


**Note:** Make sure the pump is fixed in place in the tank.



**Note:** W300B need to fix the LED bead line on the groove of the pump connector as shown, and then insert the pump connector on the pump in the direction as shown.

- Put the activated carbon filter in the filter housing and close.

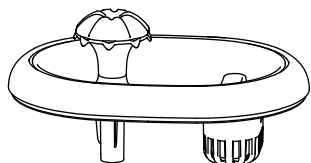


- Soak the filter in a clean bowl for 5 minutes.

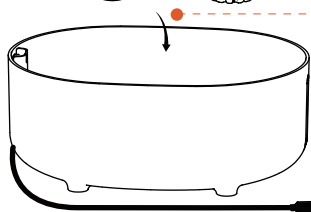
## Notes:

- The filter must be fully soaked before the fountain is turned on ; otherwise, water may not smoothly disperse through the filter and cause spillage.
- Do not soak the filter in the water tank of the fountain in case of any surface dust.

- Open the cover and put back the cover.



• Put back the cover to form a seal.



• Connect the USB interface of socket board directly or DC 5V power adapter (not supplied)



## USE INSTRUCTIONS

- Please put the water dispenser where pets often move. Fill the water bowl with water, taking care not to exceed the maximum water level.
- Please keep the USB interface dry, connect the USB interface of the socket board, or use the DC 5V power adapter (not provided).



## W300B ONLY

- With 4 lights of red, yellow, blue and green flashing alternately. When the red light is always on, it means that the water in the Water dispenser is insufficient and needs to be added in time.
- There is a water level probe on the water pump. When the water level is lower than the probe, the water pump will automatically stop working and the red light will always be on. Water needs to be added in time.

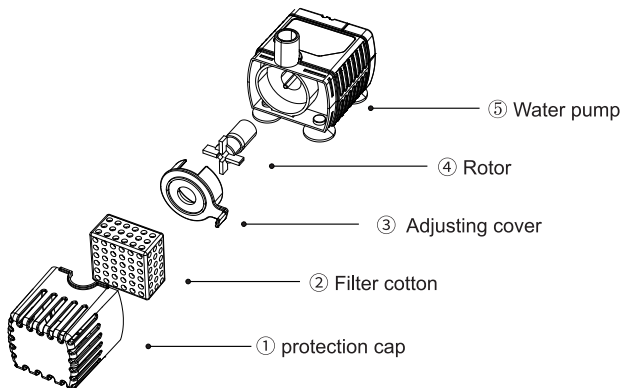
## SPECIFICATION

Product Name	Pet Water fountain W300/W300B
Power Input	DV 5V 1A
Pump	Ultra Quiet Water Pump
Power Consumption	1.5W
Cord Length	1.5m
Materials	Environmentally friendly plastic
Filter System	Activated Carbon, ion exchange resin Silver ion
Capacity	67Oz (2L)

# PUMP MAINTENANCE

**Cleaning the pump is essential to the longevity of the fountain.**  
**Clean the pump every 2 weeks.**

- Remove the pump cover.
- Remove the impeller and clean the parts with soap and warm water.



## CAUTIONS

1. Be sure to shut down and disconnect the power supply for safety when the equipment is not in use.
2. This product is for indoor use only.
3. The power adapter and wire plug must not be flooded during cleaning.
4. W300 is not allowed to run without water (W300B with the function of outage automatically without water).
5. Please disconnect the power supply before maintaining and cleaning the machine.

## Q&A TROUBLESHOOTING

- **How frequently do I need to change the filter?**

Every 2 to 3 weeks, depending on the number of pets using the fountain. Having more pets that use the fountain will increase the saliva content and debris in the water, so the filter will need to be changed more frequently.

- **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.

- **How often should I clean the fountain?**

Fountain should be cleaned at least every 2 weeks. Please clean it once a week if you are living where there is hard water.

- **How long will the fountain pump last?**

The fountain runs on long life DC pump. The pump normally lasts between 2 to 3 years (>17520 hours). If the pump has been in regular use for approximately this time period, it may need replacing.

- **What's the fountain's power consumption?**

The fountain runs on a super low power DC pump with a power adapter. The power consumption for total unit is about 1.5watts so the total power consumption is about 1.08kWh per month or 12.96kWh per year.



# WARRANTY INFORMATION



## **TWOYEAR NON-TRANSFERRABLE LIMITED WAR - RANTY**

- To provide customers with quality shopping and user experience, we guarantee to replace or issue a refund for any defective product (as customers prefer) two (2) years from date of purchase.
- Proof of purchase must be provided (Amazon order number or receipt) when making a claim to our customer support center.

**Warranty registration may be requested within a month from the date of purchase, by sending your Amazon order number to the mailbox: [support@wopetshop.com](mailto:support@wopetshop.com)**

- Price matching policy is not applicable. No price difference refund.
- Sellers are the responsible party. Amazon allows different sellers to sell the same product, so please confirm the seller by checking the order details before contacting us.

## **WHAT IS COVERED**

- Product that Manufacturer finds defective;
- Products with missing or damaged parts; Manufacturer may replace missing or damaged parts.

## **WHAT IS NOT COVERED**

- Purchased from non-Amazon channel or other physical stores;
- Gift without proof of purchase;
- Tampering/abnormal use/ accidental damage or commercial use;
- Replacements and parts;
- Installation fee/ labor fee.

# MAKING A CLAIM

- If you have any problems when using our products, you can choose any of the methods to reach out to us.

■ **Email: [support@wopetshop.com](mailto:support@wopetshop.com)**

**30 days free Return & Replacement**

**2-Year Product Warranty**



- Our standard warranty time is 12 month, but you can get 24-month warranty if you register in our website within 30 days when you received the items, please scan the below QR code to finish the registration

## ■ HAVE A QUESTION FOR THE SELLER?

### 1. Find your order

Home

Your Order

Buy Again

Your Wish List

Your Account

Shop by Department

### 2. Click "View order details"

Your Orders

Product link

Buy it again

Write a product review

View order details

### 3. Click the "Seller name"

View order details

Order #

Order Total

Shipped

Product link

Qty:1

Sold By:

Seller

### 4. Click "Ask a question"

BRAND

Have a question for the seller?

Ask a question

- Gifted parts, replacements, consumable products are not covered by the 2-year warranty.
- Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from.
- Please review the warranty carefully, and contact the manufacturer; if you have any questions.