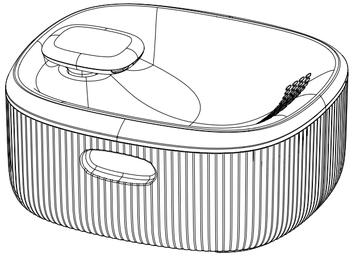
Basin Water Fountain

W600

User Manual



205Oz

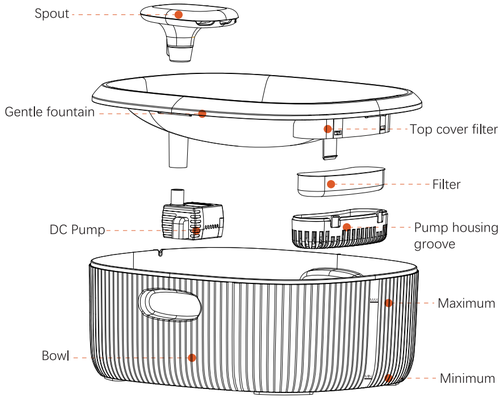
6L

Made in China

IMPORTANT REMINDERS

- Product is for indoor use only.
- For the plug or outlet, avoid contact with water.
- Keep power adapter above the pet fountain unit.
- Runs on DC 5V power adapter.
- Ensure water is 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 on the cord.
- If 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, and we've found that 99% of the pumps can be reused after cleaning through analysis of returned products.) We advocate for environmental protection, and thus discourage our buyers from purchasing new pumps before attempting cleaning. The cleaning process video is accessible via the product page.

COMPONENTS

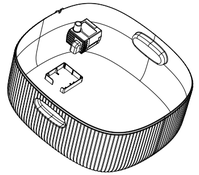


WHAT YOU WILL GET

- Instruction Manual
- Pet Water Fountain
- Filter
- DC 5V Power adapter
- DC Pump（With a 6ft power cord）

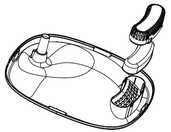
SETUP INSTRUCTIONS

- First install the pump, and then put the pump into the slot. Press down on the pump to make the suction cup on the underside stick tightly.



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

- Place activated carbon filter in the pump housing groove and close.



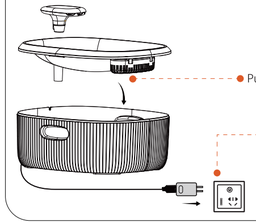
- warning tips:first soak the filter in a clean bowl for 5 minutes , then rinse the filter for 30 seconds before use.

Notes:

1. The filter must be fully soaked before the fountain is turned on; otherwise, water may not disperse smoothly through the filter, causing spillage.
2. Do not soak filter in the water tank of the fountain, as surface dust may be present.

SPECIFICATION

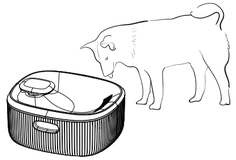
- Open the cover and put back the cover.



INSTRUCTIONS FOR USE

- Place the water dispenser at a location where the pet often moves. When filling the water bowl with water, be careful not to exceed the maximum level.
- Keep the USB port dry. Connect the USB port to the socket or use a DC 5V power adapter
- **Note:**

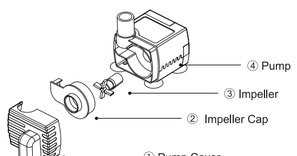
Blue light always on, Red light displayed upon shortage of water to remind you to replenish.



PUMP MAINTENANCE

Cleaning the pump is essential for the longevity of the fountain.
It is recommended to clean the pump once every 2 weeks.

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



CAUTION:

1. Turn off and then disconnect the power supply to ensure safety when the device is not in use
2. This product is only for indoor use.
3. The power adapter and wire plug should not be flooded during cleaning.
4. Basin Water Fountain cannot run without water and will automatically stop without water.
5. For safety, disconnect the power supply before repairing and cleaning the machine.

SPECIFICATION

Product Name	Wopet Basin Water Fountain
Model	W600
Power Input	DC 5V 1A
Pump	Ultra Quiet Water Pump
Power Consumption	1.5W
Cord Length	1.8m
Materials	ABS
Capacity	6L

Scan the QR code to set up the fountain

Scan the QR code tocheck out the pumpcleaning tutorial video

Scan the QR code to follow us! Learn more info.

Q&A TROUBLESHOOTING

• How often do I need to change the filter?

The filter should be changed every 2-3 weeks. This will depend on the number of pets using the fountain. Multiple pets using the fountain can increase saliva levels and debris in the water, and so filters need to be changed more frequently.

• Why do I find small black particles in my pet's fountain?

It is common for some residual charcoal dust to leak from the filter. This is completely normal and will not harm your pet in any way. To prevent carbon chips from falling off, rinse the filter thoroughly before running.

• How often should I clean the fountain?

The fountain should be cleaned at least once every two weeks.

• How long will the fountain pump last?

For fountains with long life DC pumps, the pumps typically last 2 to 3 years (more than 17,520 hours). If the pump has been in regular use during this time, it may need to be replaced.

• How much power does the fountain use?

The fountain operates with an ultra-low power DC pump and a power adapter. The total power consumption of the unit is about 1.5 watts, which means the total power consumption is about 1.08 kWh per month or 12.96 kWh per year.

WARRANTY INFORMATION

NON-TRANSFERRABLE LIMITED WARRANTY

- To provide customers with a quality shopping and user experience, we guarantee to replace, issue a refund, provide acceptable solutions to any defective products (as the customers prefers) from the date of purchase up to 2 years.
- Proof of purchase must be provided (order number or receipt) when making a claim to our customer support center.
- Warranty registration may be requested within a month since the date of purchase, by sending your order number to the mailbox: support@wopet.com
- The warranty is not transferable. We only provide warranty services to buyers who purchased from our Amazon store and WOpet official website store and possess proof of purchase - not to any other purchaser or subsequent owner.
- Price matching policy is not applicable. No price difference will be refunded.
- The 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

- Receiving defective or used (proof needed) products;
- Receiving with missing parts;
- Item is defective under proper use.

WHAT IS NOT COVERED

- Purchase from non-amazon channels /non-WOpet official website store/other physical stores;
- Gift without proof of purchase;
- Tampering/abnormal use/accidental damage;
- Replacements and parts;
- Installation fee/labor fee;

MAKING A CLAIM

- **If you have any problems when using our products, please send an email to the mailbox: support@wopet.com**
- **30 days free Return & Replacement**
- **Standard Warranty: 1-Year product Warranty**
  2-Year Warranty Application: Please scan the QR code to finish the registration form on our official website within 30 days after you received the items.

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