

Drinkwell Big Dog Fountain Manual



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Book Descriptions:

Drinkwell Big Dog Fountain Manual

Washing your filter will allow the soap to seep into the pores and this cannot be removed, making the filter unusable and unsafe for your pet. The filter removes bad tastes and odours to improve the taste of the water and catches hair and small particles to keep the water cleaner. Either wash it in the top rack of your dishwasher or handwash these parts. If your dishwasher runs too hot, we recommend handwashing. When handwashing, use a bottle brush, aquarium brush, soft sponge, or brushes included in the Fountain Cleaning Kit and dish soap. Please note if you have the Avalon or Pagoda fountains, the filter housing should be hand washed. It is not dishwasher safe. There may be a faceplate cover over the impeller than can be pulled up with a coin or fingernail. Wash the impeller in soapy water, removing hair and other gunk that has collected around it. A cotton swab or small toothbrush might work too, or anything that can reach all the way inside of the cavity. Fill with water. Replug in fountain. This is a new object added to their environment, so give your pet enough time to get used to the fountain at their own pace. This time frame will usually only take a few days, and it is very rare that a pet will refuse to use the product entirely. If your pet prefers to drink running water from the faucet or shower, your pet will probably get used to the fountain very quickly. This way your pet can get used to drinking from the fountain without the noise and splash of running water. Try setting it to a lower flow setting. Remove the filter from the fountain, then add tuna juice or bouillon to the water until your pet is used to the new product. After that, you can clean the fountain, replace the filter, and refill the fountain with regular water. They are safe to use with your pets drinking water. The organic charcoal used in the filters is made of coconut shells. The filters do not purify the water.<http://anaheimmachining.com/admin/images/crabtree-loadstar-manual.xml>

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Change them every 24 weeks, depending on how many pets use the fountain, to keep the fountain water fresh and clean. If you have more pets or notice more debris, a slimy feel, or decreased water flow in your fountain, you should clean it more often. Prefilters can usually be changed less frequently. Over time, debris gets stuck in the outer fabric of the filter, making it more difficult for the water to pass through it. The inner part of the filter contains granulated carbon with hundreds or thousands of microscopic holes, which bind to impurities in the water that cause bad tastes and smells. This binding prevents impurities from returning to the water. Eventually, the holes become clogged and can no longer remove impurities. Change the water and clean your fountain more frequently to prevent this. Soap residue may cause the sliminess. Be sure to rinse every part thoroughly before reassembling the fountain. To remove these deposits, clean the fountain parts with a 90% water, 10% vinegar solution. Rinse all parts thoroughly afterwards. Use filtered or purified water instead of hard tap water to prevent this. Some pets are prone to spilling. Watch your pet when he drinks to see if this is the cause. If it is, you can purchase a fountain mat or other waterresistant mat to place under the fountain. Look for visible cracks in the bowl. Some fountains hum a little louder than others. It should return to normal levels within a few minutes. If the noise

stops when plugged back in, its possible that some debris is caught on the impeller. Remove the pump and clean the impeller. Try rubbing a small amount of vegetable oil onto the magnetic pin with a cotton bud to lubricate the impeller. See below for full cleaning steps. Try adding plain white vinegar inside the pumps cavity without the impeller and allow it to soak for 1015 minutes. Allow the impeller to soak in a separate bowl of vinegar for the same duration of time.<http://foodelever.com/craciun-decoratiuni-manuale.xml>

Clean all fountain parts in soap and water before reassembling the fountain. Gently but firmly press down on this pin to reseal it into its proper place in the motor. If the pin has completely dislodged itself from the motor, it cannot be placed back into the motor cavity properly and the motor will have to be replaced. Call Customer Care for information on replacing your motor. Sometimes it takes a few minutes for the motor to start pumping water once its refilled or plugged in. If water doesnt flow after 5 minutes, try these troubleshooting tips To prevent this, you can purchase a cord cover from most hardware stores. You could also try securing the cord to the floor with duct tape. Lack of regular cleaning may result in the pump becoming clogged with pet hair and food debris. The pump must be cleaned every 24 weeks to ensure proper function. There may be a faceplate cover over the impeller than can be pulled up with a coin or fingernail. Wash the impeller in soapy water, removing hair and other gunk that has collected around it. A small toothbrush might work too, or anything that can reach all the way inside the cavity. Hard water will cause calcium deposits to build up in the pumps cavity, blocking the impeller from spinning. If there is evidence of hard water buildup inside the pump, try adding plain white vinegar inside the pumps cavity without the impeller and allow it to soak for 1015 minutes. Clean all fountain parts in soap and water before reassembling the fountain. If your pet is prone to chewing, visit your local hardware store and purchase a conduit cover to protect the cord. If the pump has been in regular use for several years, it may be old and need to be replaced. The fountain parts and pump are not UL approved for outdoor use. Using the fountain outside can damage the pump. If you have used your fountain outside, the pump may need to be replaced. To prevent this, always keep your fountain water above the fill line.

You can also change the foam filter. This can cause the pump to overheat and stop functioning. When refilling the bowl, make sure to add water before turning the fountain on. Try switching to a top with one fewer spout opening. The charcoal filter is made of organic coconut shells. Rinse the filter in cold water before placing it in the fountain to prevent this. Some filters may shed more charcoal than others due to differing consistency of charcoal in each batch of filters, so dont be surprised if some filters leave behind more charcoal dust than others. Fountains are top rack dishwasher safe except for the pump. We're committed to giving you expert advice to ensure you always receive the very best. Please try again later or please contact Customer Care Would you like to visit our US site Youll be able to track orders, check Pals Rewards status and more! Surprise them with a gift card for all their pet care needs. Surprise them with a gift card for all their pet care needs. Exclusions apply. Selection varies by store. Check your local store for availability. Say goodbye to constantly refilling your dogs water and not knowing if your dogs bowl is empty. The freefalling stream aerates the water for added freshness and encourages pets to drink more water. Say goodbye to constantly refilling your dogs water and not knowing if your dogs bowl is empty. The freefalling stream aerates the water for added freshness and encourages pets to drink more water. Retain your dated sales receipt as proof of purchase. The Petco name is used for the brand name. In California PetCoach, LLC does business as PetCoach Insurance Solutions Agency CA License No. 0M10414. Insurance plans are marketed and offered by PetCoach, LLC. Waiting periods, annual deductible, coinsurance, benefit limits and exclusions may apply. Click here for all terms and conditions. Products, schedules, discounts and rates may vary and are subject to change. More information available at checkout.

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You can still see all customer reviews for the product. Reviewed in the United States on July 28, 2018 LOVED this at first. Ive had it for a few months. I thought maybe the dogs were thirsty since its been very hot this week. But then yesterday I came home and noticed water coming through my downstairs ceiling. After doing some snooping, I found that the water had been leaking out the bottom of the fountain all week and made its way through my kitchen tile had to rip it up and all the way through the floor to my downstairs ceiling ruined my ceiling, couch, and new wood floors. Highly, as an understatement, disappointed in this product. And of course, my return window is closed. Hopefully someone will be able to help me in customer service. And hopefully this was just a defective item, as it was great up until now. Please try again later. From the United States My dogs and cats do too. First, its very well made. Very sturdy! It comes pretty much put together but make sure to identify the parts and pieces for when you want to completely clean it out. I love the cord and plug. The only draw back to this is that if you have the cord hidden from view and plugged in behind something, you have to take everything out. It would have been nice to be able to disconnect it from the bottom of the bowl. Its been about a week since I have had it running and its perfect. No excessive noise and the splashing can only be heard from when you are standing by it. My beagle mix loves to drink from the stream of water spilling down. It stimulates his mind also. I have had really good luck with this fountain. I must say that it was noisy for a bit, but I think it was because the water level was down to low and the pump was working hard to try and pump the water. After a few days, it quieted down again. I have well water. and it is HARD. I recommend that every few days, you take it apart its not hard or doesnt take a long time to do and clean it out completely.

I have a Weimaraner, Beagle Pit mix, Mini Dachshund and 3 cats who visit the water bowl a million times a day and when the dogs come in from being naughty outside digging holes, there is usually dirt at the bottom. You have to remember that this dirt gets pulled through the system and should be cleaned out. It had been more then a week since I had cleaned everything out so I took it apart today and it was completely covered with scale and hard water cleaned it out and used White Vinegar and Hot water and plugged in the pump and let it pump though for a few hours. OMG! It cleaned it so good. It looks brand new! anyone with hard water knows what Im talking about I should have taken before and after pics. I will next time. I think many of the issues people are having are due to just

cleaning and maintaining the fountain properly and completely. btw. I STILL LOVE THIS THING!! Please try again later. Please try again later. The manufacturer commented on the review below Indy Pete 3.0 out of 5 stars The PROS about this water dish it has done a great job of keeping the water fresh and circulated. No complaints on performance. I have cleaned it weekly takes about 5 minutes and replaced the filter weekly some say you could get away with every two weeks to a month, my water weekly. Cleaning it has been a positive as it is only being done weekly instead of daily. The CONS of this water system 6 weeks of scrupulous care and cleaning, and the pump is shot. I will replace my pump and see what happens. If the pump is only going to last 6 weeks, that is a costly piece to replace approximately 8 times a year. If the new pump dies in a few weeks, this bowl will be turned into a standard water bowl and will be washed by hand every night again. This product is a great idea, but it needs to work longer than a few weeks. Please try again later. We are so sorry to hear that the pump has stopped, and we realize how frustrating that can be.

If you have not already, be sure that the pump has been fully disassembled for cleaning. This include removing the faceplate, stator, and impeller from the pump. We recommend this cleaning twice a month, and normally it was resolve any issue of the flow being decreased or stopped altogether. Wed like to mention though, there is a one year warranty included with your fountain as well. If you need help with cleaning, or require warranty assistance, please dont hesitate to give us a call at 18008453274! Please try again later. The manufacturer commented on the review below Samantha Walker 4.0 out of 5 stars The instructions were not for the 2Gal and the parts did not match so we couldnt put it together. BUT I called PetSafe and they sent me a correct replacement so I standby the brand. Typically keeping at least 34 cups in it at all times keeps it quiet. As long as you do that, the noise is a soft humming that you get used to. We keep the fountain near the cat food and the cat has a bad habit of knocking food into it so this requires more cleaning than usual. But a typical cleaning is only needed about once a month unless you have super shedding pets that can clog up the filter quicker. Assembly So, the first one we got was SUPER hard to assemble but this was because we were sent mismatching parts. Once we got the replacement fountain it was a breeze and took all of 5 minutes. The cat LOVES to drink from the fountain spout and gets mad when it doesnt flow. The dogs were skeptical at first but they quickly learned how to use it. We fill it up once a day, maybe twice if its how outside and its good to go for all 3 of them. Please try again later. Were glad to hear that its working well and your pets are enjoying it. We really appreciate all the feedback! Please try again later. Aurora Top Contributor Pets 3.0 out of 5 stars She doesnt spill as much water anymore and its super easy to refill the water!!

The only downside to it is that its a pain to clean because its so big it doesnt fit in the sink so I have to clean it in the bathtub and I have to refill the water container like every other day my dog is a black lab, glad she isnt a bigger breed though. It does beat bringing a huge jug of water downstairs without worrying about falling though. But again, still love it! 1 Year Update My dog still loves this fountain, and so does my 4 cats. Sadly Im considering getting rid of the fountain now because of it being hard to clean. The PetSafe water fountain cleaning kit helps sold separately, but its hard to have a decent tool to get those tough dirty spaces and none of those tools in the kit help much. I have a small water fountain for my cats and its a lot easier to clean, mainly because of its size, and its easier to take apart. Taking apart the big dog fountain isnt hard, but its a challenge to remove the motor sometimes. Also its probably just my dog, but I have to clean it very often and it just makes the cleaning more challenging. Im probably just going to do a DIY water fountain for my dog since it will be easier to clean from what Ive found online. Please try again later. Please try again later. The motor itself is almost silent, but the sound of the water splashing into the bowl may literally drive me insane. Side note, my husband does not find it annoying in the least and thinks that I am oddly bothered by it. Other than how I may lose my mind, everything about it seems great. The material and construction are standard, with careful maintenance you could probably get years out of it. Some of the inner workings are quite small and the manual actually suggests a specific cleaning

brush that you need to purchase separately. I haven't looked it up yet, but I assume the special brush is inexpensive and would make suggested weekly cleaning much easier. Time will tell on this one, but the first few drinks seemed to be an improvement.

He can't dunk his whole mouth in the water like he normally does without the spout pouring water on his ears, which he is not a fan of. Both of our dogs GSD and Aussie were unbothered by the sound. I had seen some reviews where the dogs wouldn't go near it but I wonder if they maybe had a defective motor as the only sound from ours is just that of running water. Our Aussie is normally exceptionally nervous around new things or strange noises but didn't hesitate to drink out of the fountain the moment it had water in it. Please try again later. Please try again later. Lynn 5.0 out of 5 stars The kids love it, because I am the one who cleans it out, where they used to have to clean out two of the large dog bottle filled ones. All of my furbabies love this. Even the iguana goes over to drink out of it. I fully clean the fountain whenever my Sharpei leaves too much gunk in it to filter, and I bought a box of replacement filters, so that I can change the filter when it is cleaned. It gives my babies clean water to drink, and filters out most of the stuff left in the water by my Sharpei's jowls. Please try again later. Please try again later. BigDawgy 2.0 out of 5 stars Here are some issues I've had in the few short months I've used it 1. Cleaning is a pain I bought the brushes for this fountain, but it's a constant struggle to keep it clean. There is no top over the dish portion so food, hair, and even flies end up getting into the water. I'm constantly disassembling it to clean the pump, bowl and fountain area, but it's extremely hard to get clean. 2. Bad pump Fire Hazard!!! Less than two months after buying this item the pump melted literally melted. The manufacturer claims the pump will last for a long time so long as the bowl keeps filled with water and is cleaned. I've done both and yet it still failed. Also, there is no safety function that cuts the pump off when it fails so I'm fortunate it didn't start a fire and that I caught it in time.

The pump was literally scorching and melted the plastic casing so this is a major concern! 3. Poor quality filter I've honestly had better filter systems on the cheap 10 gallon aquariums than what this fountain has. I was hoping for a filter system that helped clean the water and remove impurities, but it doesn't filter out anything that gets into the dish so what's the use. I hope this review saves some of you the expense and headache I've had with this purchase. I'm still looking for a good fountain for multiple dogs, but have not found one yet. Please try again later. Please try again later. Isn't the quietest though I ended up just removing the charcoal filter as it was clogging the water flow pretty early on yes I cleaned it, and tried replacing it but since there are two filters the water is still maintained pretty well and stays clean. It holds a lot of water, and so far had lasted me longer than my Big Dog fountain, Dog it large, and Dog it small ever did with better results. Those all broke within a few months but this one still works perfectly. When it eventually does need to be replaced I will be sticking with this one. It isn't however one of the quieter ones I've used. If you have untrusting cats or a weary dog and they haven't had a fountain before it may not be the best choice. Some animal I've pet sat refused to use water fountains due to the noise Side note I have a 60lb Aussie and 14lb cat, when full I usually add water each morning but it isn't typically empty. Leaving the water level low is bad for the motor. So if say between the two it last about 2 days until empty completely. Please try again later. Please try again later. Dee 5.0 out of 5 stars We have a dog that we decided to rescue and, ever since we took him in we noticed he wasn't drinking as much water as he really should. At first, I thought that maybe it was a matter of adjusting to his new home but, it turned out it wasn't.

After a couple of weeks, I started to get worried because dehydration can lead to health problems and of course, expensive vet bills. Before I decided to purchase this water fountain, I needed to change the dog's water bowl twice daily because his drool would get in the water and, it ended up a bit smelly and slimy on a daily basis. I also noticed that as soon as he heard the shower running, we would sneak into the bathroom and drink water from the shower, garden hose, kitchen sink, etc. At

this point I knew it had something to do with the slimy, stinky, stale water in his bowl so, I decided to give this water fountain a try. As soon as it was delivered, I put it together and turned it on for him and, he went right up to it to drink some water. I think the sound of the water running entices him to drink water. Now, he has fresh water for two days in a row and it doesn't get stinky and slimy as it used to get in the bowl we had for him. He is drinking fresh, healthier, filtered water and, his water intake has gotten a lot better. What a difference!!! The fountain is affordable and worth buying. Maintenance is easy. I change the filter once a month and, I clean the fountain approximately every two weeks. This is definitely a big boy with a big mouth! LOL Please try again later. Please try again later. El Jefe 5.0 out of 5 stars I have purchased two of these, one for my kids and one for us. It is great because there is a lot of water and it is not that loud. It is actually a nice sound, sort of like a babbling brook is what my girlfriend said. The dogs like to lap the water from the spout as it pours out. Keep in mind, depending where you place it and how much sun or light it receives, it will grow algae, like a fish tank would. Cleaning the motor and impeller are sort of a pain but I only have to do it once or twice a month. It also depends on how messy your pets are. For example, if you have dry kibble close to this fountain it will fall in and make the water gross.

So keep an eye on that. I have a small Jack Russell and a large German Pointer and they both love it. Please try again later. Please try again later. From the United States I've had it for a few months. But this past week, I found that the water had been leaking out the bottom of the fountain and soaking our floors. We left it unplugged for a bit, but then as soon as we plugged it back in, it leaked again. Our return window was closed so Amazon referred us to PetSafe who was no help and said they never heard of that and my dog must be just drinking in a messy way. Highly disappointed in this product. Luckily Amazon customer service is amazing, but will not be buying PetSafe again. Please try again later. We are terribly sorry to hear that this has happened. This is definitely not something we expect with this fountain and we absolutely want to help you with a resolution. Please feel free to reach out to us at 18008453274 so we may assist you with further troubleshooting details. Please try again later. The manufacturer commented on the review below Alissa Graham 1.0 out of 5 stars The filter housing compartment started leaking within a week of purchasing it. The company was nice enough to send us another fountain, although I wish they had just sent us the replacement part we needed. Within another 3 weeks the filter housing compartment on the new fountain was leaking again. It doesn't allow water to travel to the top of the fountain. Please try again later. If the filter housing is not physically damaged, this may be something you can resolve with a little adjustment to the assembly of the fountain. If the filter housing is not seated correctly, it is possible for the water to be directed to the inside of the tower instead of the top of the tower where it can flow down the spout properly. This can cause the water to come out of the area where the tower and basin connect.

There is a great assembly video below which you may find helpful. Should you not see any improvement after adjusting the assembly, please know we are here to help you and we would love the opportunity to continue assisting you. Please give us a call when you can at the number 18008453274. Please try again later. The manufacturer commented on the review below Samantha Terry 1.0 out of 5 stars It's as though the current through the stator is DC instead of AC, when I have it plugged in and the rotor exposed you can hardly move it, much less get it to work. And the best part is I can't find a replacement pump for this model anywhere!! Not on Amazon, not the manufacturer's site, and if you go by the pump manufacturer's name and model number for the pump, it takes you to a pump from a Chinese fish tank company that doesn't look the same. So it would be a 5 star review from me, aside that the dang thing doesn't work anymore!! Please try again later. We're sorry to hear your pump is not currently functioning, but we'll certainly be happy to help. It's extremely likely we can have it working like new for you right away with some quick troubleshooting steps. If this does not resolve everything for you, your fountain does carry a 1 year warranty. We would certainly be happy to replace your pump if covered under warranty if we cannot

resolve this issue. In case this information is helpful in the future as well, the model number for the replacement pump for this fountain is PAC0016641. So that we can assist with this, please reach out to us. Our number is 18008453274, and our hours are Monday through Friday 8 A.M. 8 P.M. EST and Saturdays 9 A.M. 5 P.M. EST. Please try again later. Deb 5.0 out of 5 stars There is a control knob that allows you to release more or less water and I notice I can find the right sweet spot for the water to hit the riser in the basin and almost hear nothing. The cat loves to drink from the waterfall as the dogs lap up the bowl water.

We have it on tile, and have notice no leaking except for one dog who is older and drinks sloppy and allowed right with old age I guess. Lol Very pleased with this product. No complaints. Im not sure how one could make running water any quieter, but if they could that would be the only request.; Please try again later. Please try again later. The manufacturer commented on the review below Love to read 1.0 out of 5 stars I took everything apart and there is nothing wrong that I can see, just does not work anymore. Its a darn shame because I really liked it when it worked properly. Please try again later. A great way to clean the fountains is to first soak the parts aside from the pump in a 3:1 solution of waterwhite vinegar, which can help to break up any mineral buildup that can begin to accumulate over time. After the soaking, a good scrub and rinse should remove most of the more stubborn buildup on the fountain parts. If you try this and are still experiencing the same issues, however, please reach out to us at the number 18008453274 and we will be more than happy to assist you. Please try again later. The manufacturer commented on the review below Kiersten Goose 1.0 out of 5 stars About 2 months after getting the fountain, the part that connects the pump to the top is broken so the water doesnt get to the top of the fountain any more. It is too late for a return, so now I dont have a fountain, I have a large bowl of water. Please try again later. We hate to hear your Drinkwell 2 Gallon Pet Fountain is damaged and we know this must be frustrating. Please know your experience is not typical for this fountain and we do stand behind our products. Your fountain is covered by a one year warranty and we are happy to help you get it back in working order. Please call us a 18008453274 for assistance when you have a few moments. Please try again later. BAXTER 5.0 out of 5 stars Great for anyone that travels. Lots of water.

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