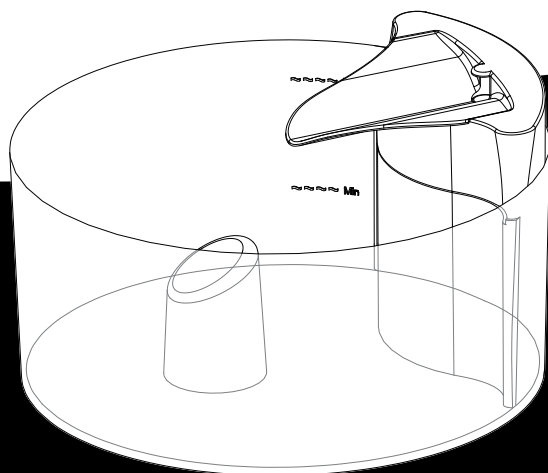




FREE FALL FOUNTAIN 50 OZ
FREE FALL FOUNTAIN 150 OZ



INSTRUCTION MANUAL

WARNING: When using electrical appliances, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and/or injury to persons including the following:

- 1) Read all the instructions before using the appliance.
- 2) To reduce the risk of injury, supervise children closely when the appliance is in use.
- 3) To protect against electric shock, do not place cord or plug in water or other liquids.
- 4) Only use attachments recommended or sold by the manufacturer.
- 5) This appliance is for indoor household use only. Do not use outdoors.
- 6) Do not unplug by pulling on cord. Grasp the plug to disconnect.
- 7) Do not operate the appliance with a damaged cord or plug, or after the appliance malfunctions, or has been dropped or damaged in any manner. Call Customer Service immediately for further instructions.
- 8) For a portable appliance, to reduce the risk of electrical shock, do not place or store an appliance where it can fall or be pulled into a tub or sink.
- 9) Always unplug the appliance when not in use, before putting on or taking off parts, and before cleaning. Never pull on the cord to remove the adaptor from the wall outlet.
- 10) Do not use this appliance for anything other than its intended use.
- 11) If the plug of this device gets wet, turn off the electricity to that electrical outlet. Do not attempt to unplug.
- 12) Examine this appliance after installation. Do not plug into electrical outlet if there is water on the electrical power cord or plug.

CAUTION

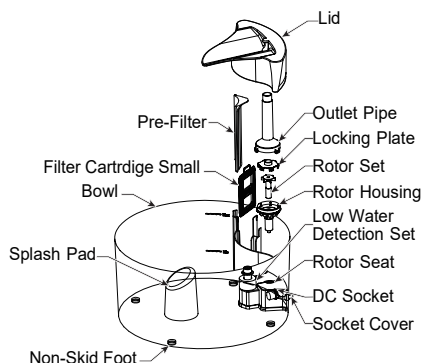
Do not allow pets to chew on or swallow any parts. If you are concerned your pet may chew the power cord, purchase a cord conduit (a hard plastic protector) at a hardware store.

The plastic fountain parts are BPA-Free. However, some animals have been known to be sensitive to plastic food and water containers. If your pet shows signs of an allergic reaction to the plastic, please discontinue use until you have consulted with your veterinarian.

NOTICE

- This fountain is intended to run continuously (always plugged into an electrical outlet), as long as the water level is maintained and the fountain is cleaned regularly. Even though the fountain is supplied with low water detection for protection, be sure to check the water level regularly to help prevent damage to the pump, as your pet will drink the water and some may evaporate.
- Check the power voltage and frequency and match those on the nameplate of the adaptor.
- Do not attempt repairs on the pump.
- Do not pull on the electrical power cord to remove the plug from the electrical outlet.
- To avoid the possibility of the plug or electrical outlet getting wet, the electrical outlet should be always above the level of the fountain.

Free Fall Fountain 50 OZ Free Fall Fountain 150 OZ



- If an extension cord is necessary, an extension cord with a proper rating should be used.
- The use of attachments not recommended or sold by the manufacturer may cause an unsafe condition. Do not modify the appliance.
- Do not install or store the appliance where it will be exposed to weather or temperatures below 40°F.
- Read and observe all important notices listed on the appliance and in the packaging.
- Never wash the filter cartridge with soapy water as the soap residue will seep into the filter cartridge and cannot be removed. Only rinse the filter cartridge with water.
- Use only Whisker City® brand authorized replacement filter cartridges. If unauthorized filter cartridges are used, the warranty may be voided.
- Do not use outdoors. Do not run dry. For indoor household use only.

SAVE THESE INSTRUCTIONS

OPERATING INSTRUCTIONS

DO NOT RUN DRY – FOR INDOOR HOUSEHOLD USE ONLY

Important: Rinse the carbon filter thoroughly under clean water before use. This will remove any loose carbon dust, which is harmless to your pet.

NOTE: Always keep the water filled higher than the Min line to maintain better performance. Noise may arise or the pump may not work properly if fountain is lacking adequate water, or the lid and the rotor are not positioned properly.

- 1) Carefully remove all of the fountain components from the packaging and set aside prior to assembly.
- 2) As with any electrical device, check the electrical cord for any tears or damage before use.
- 3) The Whisker City® Free Fall Fountain is assembled completely for immediate use. It is suggested that you rinse all fountain components (except for the adaptor) with warm water before use. This will remove any residue from the manufacturing process. Make sure the socket cover is tightly closed before immersing in water or placing in dishwasher for cleaning. The lid and the rotor set are connected as a whole removable part. Grip the lid and raise it if needed. (Fig. 1)

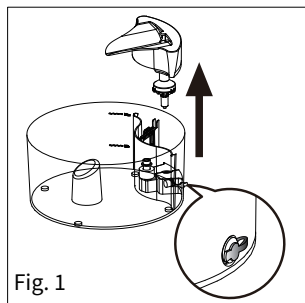


Fig. 1

- 4) Place the fountain in a desired location. If placing on carpet, tile, or wood flooring, use a protective mat or other durable water resistant surface. This will help protect your floor from any splashing or spills caused by your pet.
- 5) Fill the fountain by pouring water directly into the bowl when the fountain is securely in place. Make sure the water is at least to the Min line so the pump does not run dry. This will prime the pump for use. Do not fill the fountain past the Max line.
- 6) Make sure the cord, the adaptor, and your hands are completely dry before you plug the fountain in. Connect the in-line plug to the DC socket and make sure no silver is showing, then plug the adaptor into an electrical outlet. (Fig. 2)

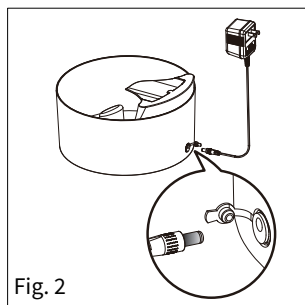


Fig. 2

- 7) Add water as needed. Never let the water level fall lower than the Min line or the pump will shut off automatically. To properly pick up the fountain, use both hands and grip underneath the sidewalls of the bowl and lift.

WHISKER CITY® FREE FALL FOUNTAIN CLEANING

NOTE: Replace the WHISKER CITY® Filter Cartridge every 2 weeks. Replace filters more frequently when using the fountain for multiple pets or pets that produce a lot of saliva. The pre-filter is reusable. Clean the pre-filter regularly when more debris are trapped. Unplug the fountain before replacing or cleaning the filters to prevent debris flowing into rotor area.

- 1) The fountain must be cleaned on a regular basis to continue working normally.

2) Unplug the fountain. Disconnect the in-line plug and close the socket cover tightly.

3) Pick up the fountain by the bowl and take it to the sink.

4) Disassemble the lid and the rotor set parts and pour out the water.

5) Discard the filter cartridge and clean the rotor set. (Fig. 3)

6) Wash all other parts with warm water and soap, or place in the top rack of the dishwasher.
NOTE: Close the socket cover before immersing in water or placing into the dishwasher.

Step 1

Step 2

Step 3

Fig. 3

TROUBLE SHOOTING

Problem	Solutions
A new appliance does not run when plugged in.	1. Check and ensure power source has a good connection. 2. Check and ensure water level is at least to the Min line for proper performance. 3. Check Auto shut off float to ensure it is not stuck. 4. Check and ensure the lid and the rotor set are in position and well installed. 5. Fill water and replug.
An appliance stop running afte a period of time.	1. Check and ensure power source has a good connection. 2. Check and ensure water level is at least to the Min line for proper performance. 3. Clean the filter cartridge, or replace with a new one if needed. 4. Clean the pre-filter and remove all debris. 5. Clean and re-assemble the rotor set by IM guidance. 6. Fill water and replug.
An appliance is noisy and with abnormal fountain.	1. Check and ensure power source has a good connection. 2. Check and ensure water level is at least to the Min line for proper performance. 3. Check to ensure the Lid is positioned properly on the Bowl. 4. Clean the filter cartridge, or replace with a new one if needed. 5. Clean the pre-filter and remove all debris. 6. Clean and re-assemble the rotor set by IM guidance. 7. Fill water and replug.

If you are not satisfied with this product, return it with your valid proof of purchase for a refund. Conditions apply. See store or PetSmart.com for details. For more information about WHISKER CITY® products, please call 1-888-839-9638.

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