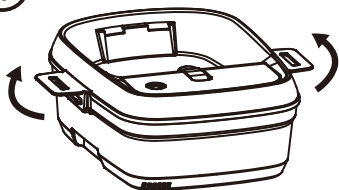


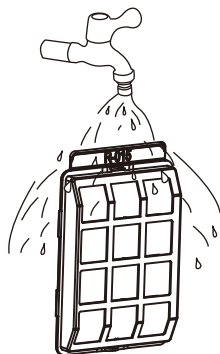
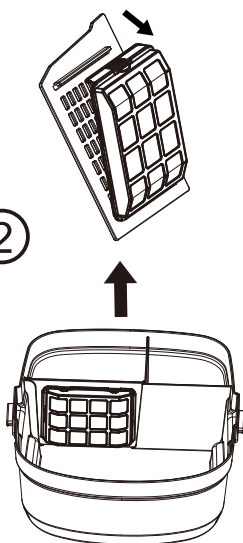


# Quick Startup Guide

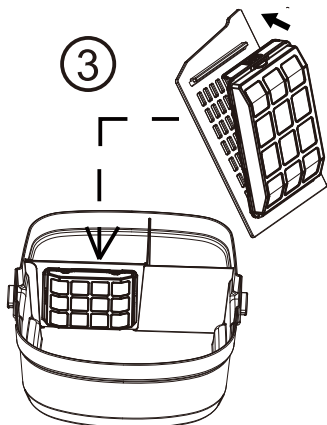
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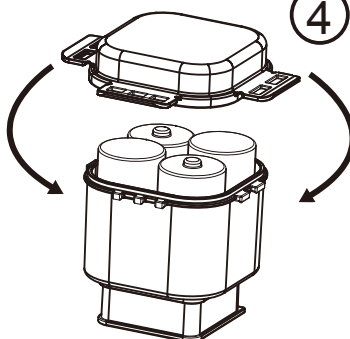
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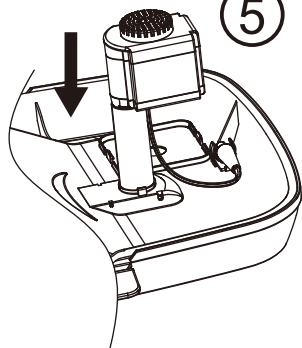
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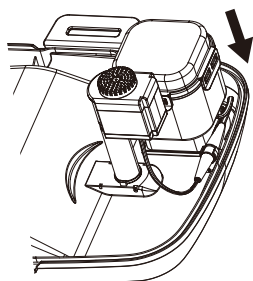
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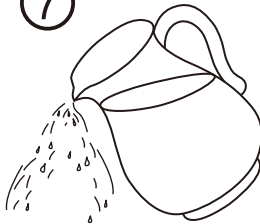
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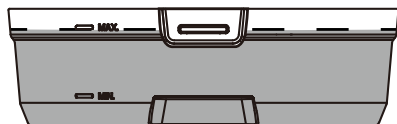
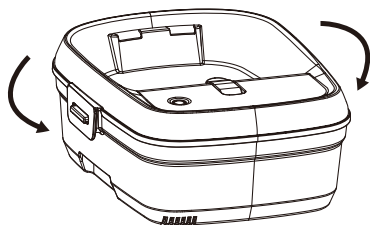
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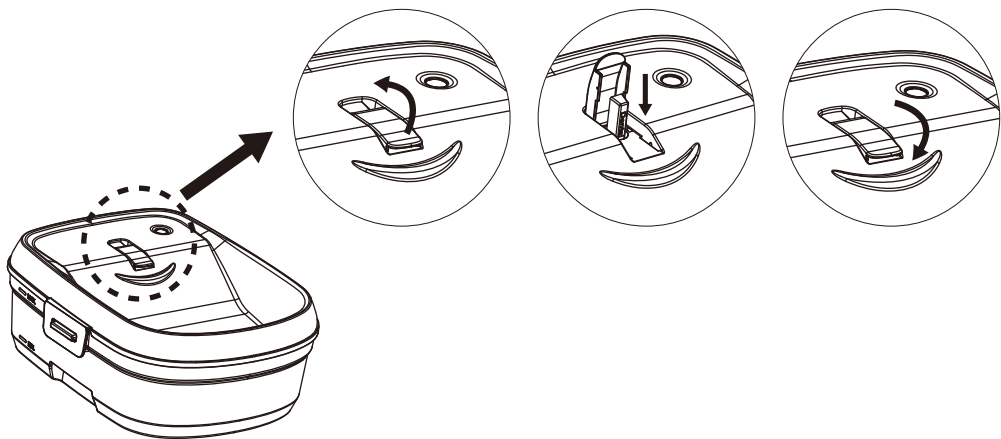


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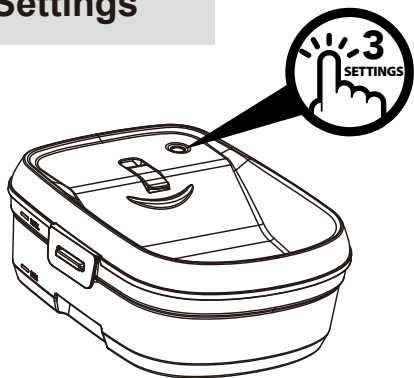


VIDEO

# Dental Care



## 3 Settings



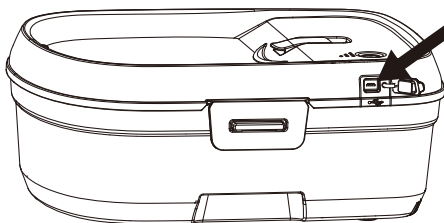
### SETTINGS

I: Press the button once, filter will run for 2 minutes every 90 minutes

II: **Double click** the button for the filter to run for 2 minutes every 45 minutes.

III: **Triple click** the button, filter will run for 2 minutes every 20 minutes

## Optional USB powered



Optional USB powered (mini USB plug), once connected the system runs continuously (USB cable and the USB power adapter are NOT included)

Fresh & filtered water for healthier pets.

With Dental Care your pet can improve daily oral hygiene while simply drinking water.  
 “Like” & “Follow” Dog H2O on Facebook to stay connected and see our latest offerings.  
[www.myDogH2O.com](http://www.myDogH2O.com)

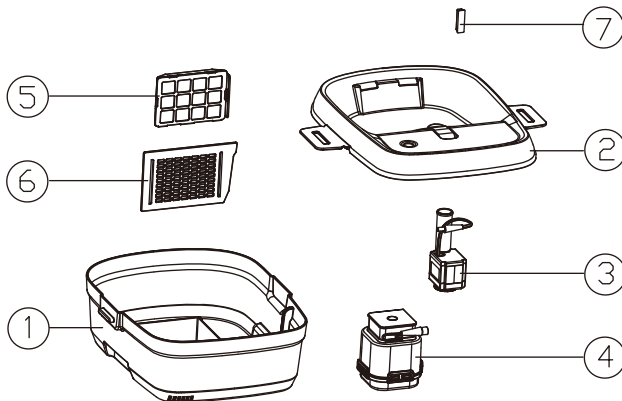
### Important Safety Precautions:

#### **WARNING — DO NOT RUN DRY**

- The fountain requires that the water level is maintained & product is cleaned regularly. CHECK THE WATER LEVEL DAILY to prevent damage to the water pump, as water may be consumed or evaporated causing the pump to run dry. Marking for the minimum water level can be seen near the back of the lower bowl.
- Keep the fountain away from the wall outlet and other electrical appliances to prevent splashing or dripping when your pet is drinking water. Locate the fountain to make sure that water cannot go into a wall outlet and / or other electrical appliances if it is tipped over by a pet.
- Only use this fountain and its components for its intended use as described in this manual.
- Do not operate the fountain if there is a damaged internal power cord. Replace defective or damaged parts by the manufacturer or its service agent or a similarly qualified person in order to avoid hazard.
- Keep this manual for future reference.
- Weight of fountain when filled with water is about 7.4kg (16.3lbs)
- Never use the fountain and/or its accessories if it is damaged, if it is not working correctly or if it has been dropped.
- Close supervision is necessary when any electrical appliance is used by or near children or pets.
- Only replace the water pump obtained from the DOG H2O or its service agent.
- If your pet shows an allergic reaction to the fountain, please discontinue use.
- Remove the Dental Care tablet immediately from the fountain if your pet experiences vomiting, diarrhea or signs of discomfort. For pets with allergy or medical condition, consult veterinarian before use.

### What's in the box:

1. Lower Bowl - holds 6L of water
2. Upper Bowl with Spout
3. Water pump
4. Battery case with Power Button
5. Water Softening Filter pads
6. Filter grate
7. Dental Care tablets



### Operation Instructions:

1. Carefully unpack and check the fountain for any damage. Should there be any damage, please return the product to your retailer with your receipt.
2. Remove upper bowl by lifting the clips on the 2 sides (Fig. 1)
3. Pre-Cleaning: Remove all parts, including water pump, battery case (keeping fully CLOSED), filter pad & filter grate and rinse thoroughly under water (Do not use soap or other cleaning agents). Mount filter pad on to the filter grate (Fig. 2), and push filter grate all the way down the slot. Note: Make sure to rinse the Filter Pad to remove excess carbon dust before inserting in filter grate.
4. Dry the outside of the Battery case, open the Lid to insert 4 "D" Size batteries according to labels showing + /- inside the Battery case. Then close the Lid by snapping all 4 sides of the battery cover, paying attention to orientation of the closing. (Fig. 3). For best performance, we recommend using Duracell® or Energizer® batteries.

5. Take the pump and connect the pipe to the bottom of the upper bowl. (Fig. 4) Mount Battery case to the upper bowl by aligning the button to the hole. Pay attention to orientation of the mount. Connect the wire connectors and place the connector into the clip. (Fig. 5)
6. Fill water as indicated "Max" on the Lower bowl (Fig. 6). This is important for initial operation as the water pump will not operate properly with a low water level. This fountain holds approximately 6L (6.3 quarts) of water.
7. Once the lower bowl is filled, assemble upper bowl (with water pump, battery case & connectors securely mounted) to lower bowl, making sure the cords are located within the fountain. Secure the bowl properly using the clips on the 2 sides (Fig. 7)

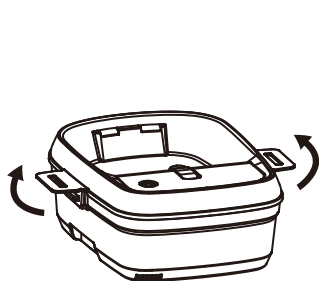


Fig. 1

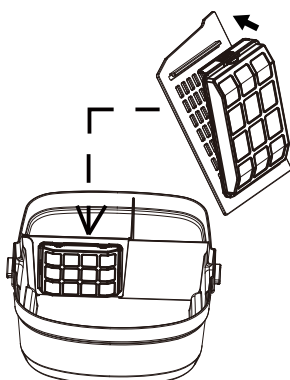


Fig. 2

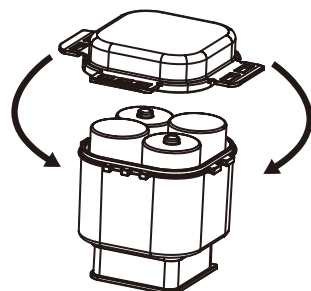


Fig. 3

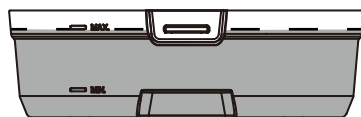


Fig. 6

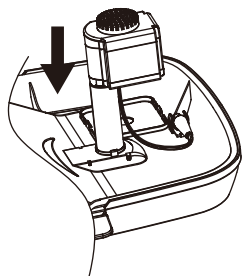


Fig. 4

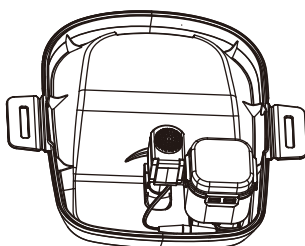


Fig. 5

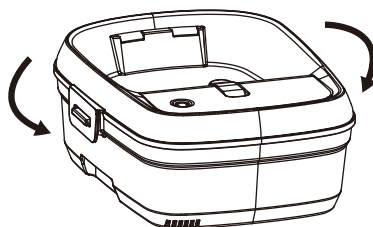


Fig. 7

8. Position the fountain in your desired location. When the fountain is filled with water, please hold the unit with 2 hands and grip on to the 2 slots at the 2 sides (Fig. 8). If placing on a carpet or wood flooring, use a protective mat or other durable, water resistant surface. This will help protect your floor from splashing or water drops from your pet. If you are using Dog H2O Cordless outdoors, place it in an area with some shade, as water can get hot under direct sunlight and could encourage growth of algae. Make sure the drainage area under the Battery case is NOT obstructed, this will allow any water that overflows into Battery area to be drain out from the unit.

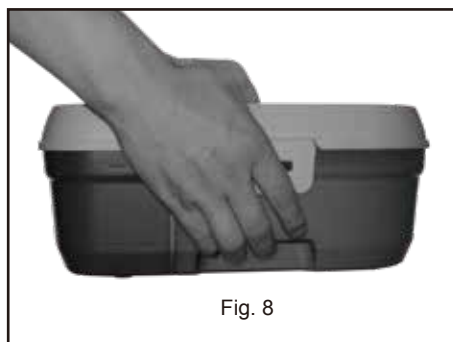


Fig. 8

9. 3 Dental Care tablets are packaged separately. Open the package and remove 1 tablet from the tray, flip the spout upward and insert Dental Care tablet into the slot, then close the spout by flipping it down, make sure it is securely in place. Each Dental Care tablet will last 10~15 days in normal use. Replace tablet when depleted for complete and continuous DENTAL Care for your dog. Refer to Dental Care section for more information. (Fig. 9)
10. **To start, press the button once and the LED under the button will flash and Water pump will start. The water pump is ON for 2 minutes and then rests for 88 minutes to extend battery life. However this cycling will regularly filter & aerate your pet's water and minimizes saliva and slime buildup on the water surface.**
11. To activate the water pump from the rest mode, simply press the button once and it will run for 2 minutes and restart its cycle again in 88 minutes. As water is consumed by your pet or has evaporated, simply pour water to the upper bowl only to the "Max" indicator shown on the lower bowl. (Fig. 6) LOW WATER level is evident if the pump is NOT pumping water at full capacity, making noise or if you can see air bubbles with low water output. Never leave your pump running dry or you may risk pump failure.
12. To deactivate the pump permanently, press & hold the button for 3 SECONDS, the LED will flash and the pump is switched off. Press the button again if you wish to activate the pump and restart the program.
13. **SETTINGS**  
Dog H2O Cordless also have a "quick cycle" activated by double clicking the "ON" button which will cycle water every 45 minutes.  
I: Press the button once, filter will run for 2 minutes every 90 minutes  
II: Double click the button for the filter to run for 2 minutes every 45 minutes.  
III: Triple click the button, filter will run for 2 minutes every 20 minutes
14. Optional USB powered (mini USB plug), once connected the system runs continuously (USB cable and the USB power adapter are NOT included). (Fig. 10)

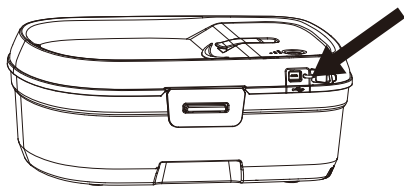


Fig. 10

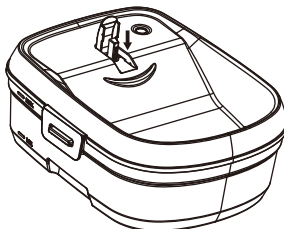


Fig. 9

#### **Water Softening Filter:**

- "Hard" water has a high mineral content, largely made up of calcium and magnesium carbonates. If your kettle, tap and basin show signs of lime scale, it means that you have hard water in your area.
- Ion-Exchange resin is a common water softening agent, removing excess calcium and magnesium in water to help ensure great drinking water and preventing lime scale build up.
- **Filter pad includes: (1) Sponge filters out food, hair & debris; (2) Activated carbon adsorbs bad taste, odor, & other chemicals from tap water. (3) Ion-Exchange resin helps to soften water (helps remove calcium & magnesium from hard water).**

We recommend changing water softening filter pad monthly to keep your water filtered & clean.

To purchase replacement filter pads, visit your local DOG H2O pet shop, email to [service@myDogH2O.com](mailto:service@myDogH2O.com) or visit our website for more information.

Item numbers:

**R-016-CH** (Water Softening Filters a pack of 3s)

**R-015-CH** (a pack of 3 normal filters).

### Dental Care:

3 Dental Care tablets are included with each fountain, providing daily oral hygiene for your dog while simply drinking water.

- Protects against plaque & tartar build up, for healthier gums
- Calcium supplement for stronger teeth
- 99% odor, taste & color-FREE, even the pickiest dog will enjoy their water
- Contains Glucose Oxidase, an enzyme that is scientifically proven to react with glucose, forming a powerful cleaning and anti-bacteria agent. Simply it helps keep teeth clean.
- Dental Care tablets are formulated & made in Australia.
- Suitable for cats or dogs.
- Each tablet will provide 10~15 days of protection.
- Ingredients: Deionized water, Dental plaster, Glucose oxidase enzyme, Potassium sorbate, Sodium benzoate.
- Store Dental Care in a cool dry place out of direct sunlight. Keep out of reach of children and pets. Not for ingestion.

### Replace tablet for complete and continuous care for your dog.

To purchase replacement Dental Care tablets visit your local DOG H2O pet shop, email to [service@myDogH2O.com](mailto:service@myDogH2O.com) or visit our website for more information. Item number is DH08DC

### Maintenance:

1. To keep the fountain & water clean, maintenance should be done weekly.
2. Always deactivate the pump by turning off before maintenance.
3. Empty out the fountain water.
4. Remove upper bowl by unsnapping the 2 clips (Fig. 1) Place top upside down noting the water pump and battery case remain mounted to the upper bowl.
5. Remove filter grate & remove the filter pad emptying out any remaining water from bowl.
6. Remove the water pump and battery case from upper bowl with a gentle pull and disconnect the wire connector. (Fig. 11)
7. Flip the water spout in the top upward removing any remaining Dental Care tablet pieces. Rinse the Dental Care slot with running water.
8. Disassemble the pump (see "Pump Maintenance" section for instructions). Rinse the strainer cover to remove any debris & hair that has stuck in the strainer. (Fig. 12)
9. Do not open battery case.
10. Once all the parts are disassembled, clean fountain parts with warm water and mild soap, then rinse in clean water only. The upper bowl, lower bowl & filter grate are dishwasher safe. **Never place the water pump, battery case & filter pad into a dishwasher.**
11. Should the water pump appear dirty, see "**Pump Maintenance**" section for instructions for cleaning the water pump. It is also recommended to clean the impeller of the pump once a month (indoor use) or twice monthly (outdoor use) to ensure smooth and reliable performance.
12. Filter pads should be changed about every 4 weeks depending on water condition. We recommend to change the filter pad more frequently if you have multiple pets or pets that produce more saliva.
13. Filter pads can be rinsed by water during cleaning of the fountain. **Never use soap to clean the filter pad and NEVER place filter pad into the dishwasher.**
14. Each filter pad combines:
  - a. Sponge filters out of food, hair & debris.
  - b. Activated carbon adsorbs bad odors & other chemicals from tap water and improves water taste as well.
  - c. Ion-Exchange resin to soften water by removing calcium and magnesium from water.

Note: Traces of activated carbon may appear when rinsing a filter pad; this is normal.
15. To purchase replacement filter pads visit your local DOG H2O pet shop, email to us at [service@myDogH2O.com](mailto:service@myDogH2O.com) or visit our website for more information. Item numbers are
  - a. Water softening filters: R-016-CH
  - b. Water filters: R-015-CH
16. Once all your fountain parts are clean, reassemble according to the "Operation Instructions" section.
17. Before you activate the fountain, check that the Dental Care tablet is inserted correctly to provide daily oral hygiene.

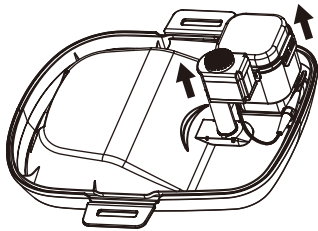


Fig. 11

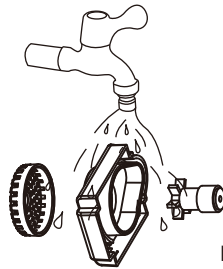


Fig. 12

### Changing Batteries:

1. The LED under the Power Button will start flashing as an indication of low battery and you may notice the pump is not running at full capacity. Change the 4 "D" size batteries. For best performance, we recommend using Duracell® or Energizer® batteries.
2. To deactivate the pump, press and hold the Power Button for 3 seconds.
3. Empty out the fountain.
4. Remove upper bowl by unsnapping the 2 clips (Fig. 1) Place top upside down noting the water pump and battery case remain mounted to the upper bowl.
5. Remove the battery case from upper bowl with a gentle pull and disconnect the connector.
6. Unsnap all 4 sides to remove Battery cover from battery case.
7. Change all 4 "D" batteries. Insert new batteries according to + / - labels inside the battery case.
8. Then close the Lid by snapping all 4 sides of the battery cover, paying attention to orientation of the closing. (Fig. 3). Ensure the battery case is fully closed.
9. Connect the connectors between Water pump and Battery case.
10. Mount Battery case to the upper bowl by aligning the Power Button to the hole. Pay attention to orientation of the mount. (Fig. 4, 5)
11. Reassemble the upper bowl to lower bowl according to the "Operation Instructions", then activate the pump by pressing the Power Button.

### Pump Maintenance:

1. We recommend cleaning THE IMPELLER of the pump once a month (indoor use) or twice monthly (outdoor use) to ensure smooth and reliable performance.
2. During weekly maintenance remove the water pump from the upper bowl.
3. Pull the pump cover and remove it from the pump. The strainer can also remove from the front cover. (Fig. 13).
4. Remove the impeller assembly (by using your fingers to pull the blades), be sure NOT to lose the 2 rubber tips at each end of the impeller assembly. Clean and brush the impeller assembly & pump's cavity using an old toothbrush under running water.  
For demo video - search YouTube: "Dog H2O Pump Maintenance"
5. Reassemble the pump and mount it back to the upper bowl. Ensure that the strainer is clean and that any hair or debris has been removed, then connect it to the pump's cover.
6. **NEVER** put the water pump & its parts into the dishwasher.

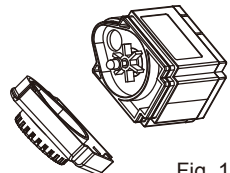


Fig. 13



### Fountain in different environments:

1. If you live in an area with "Hard Water", white mineral deposits could be seen at the water pump and on various fountain plastic parts. The buildup of mineral deposit could eventually damage the water pump, to maintain good performance we recommend carrying out "Pump Maintenance" more frequently and use of Water Softening filter (item number: R-016-CH), which helps remove calcium and magnesium from water.
2. Mold or algae buildup in your fountain could be a result of a tropical environment or if the fountain is exposed to direct sunlight. IF MOLD OR ALGAE occurs clean by using a diluted bleach solution (5% bleach & 95% water) to clean all plastic parts (Never wash the filter pad & Spout in bleach solution). After cleaning with the bleach solution, rinse all parts very well under running water. To prevent further algae or mold growth, place the fountain in a position with less sunlight.



## Trouble shooting guidelines:

Water pump doesn't work	<p>(1) Make sure the connector is secure between pump and battery case</p> <p>(2) Water is filled to "Max" on the Lower bowl.</p> <p>(3) Check batteries for proper orientation according to labels inside the battery case. Check batteries for age or strength. For best performance, we recommend using Duracell® or Energizer batteries®.</p> <p>For fountains already in use – Refer to "Pump Maintenance" section above, or see demo video - search YouTube: Dog H2O Pump maintenance</p>
My pet is not drinking from the fountain	Your pet may need a little bit more time to adjust to drinking from a fountain.
Water turning yellow/cloudy	Time for maintenance; change the filter pad
Water from pump is weak & with some air bubbles	<p>(1) This is a sign of "low water level", fill water as indicated "Max" on the lower bowl. If water is full &amp; flow remains slow, refer to "Pump Maintenance" section to clean the impeller of the pump.</p> <p>(2) Check strainer under the pump and remove any debris.</p>
The pump was pretty quiet, but becoming noisier than usual.	Fill water level back to "Max" fill level indicator. If water is full & pump remains noisy, refer to "Pump Maintenance" section to clean the impeller of the pump.
Always seems to be out of water	Check for leaks from the fountain. If there are no leaks, your fountain is fine. Fill up with water more regularly as fresh & filtered water encourages your pets to drink more often.
The fountain always seems to be dirty, is the filter efficient?	To conserve batteries, Dog H2O Cordless is programmed to filter the water bowl regularly. Press the button to manually override and cycle the pump. Outside pets / dogs may require cleaning the fountain more regularly.
Can the filter be washed in a dishwasher?	No, because activated carbon from the filter pad will adsorb cleaning chemicals and cannot be rinsed off. Simply change the filter pad.
How do I buy additional filters?	Visit your Dog H2O retailer, email us at <a href="mailto:service@myDogH2O.com">service@myDogH2O.com</a> or visit our website for more information. Item number for the filter pad is R-016-CH.
I see some black dust at the bottom of the bowl?	The activated carbon may have carbon dust that may go to the bottom of the bowl. This is not harmful to pets. Rinse your bowl and filter pad prior to use to remove excess carbon dust.
The Dental Care tablets didn't have a strong mint flavor; are they working?	Both dogs and cats are more sensitive to flavors and odors than humans. Dental Care is 99%+ odor, taste & color FREE, even the pickiest pet will enjoy their water
Dental Care seems to leave some white grit at the bottom of the bowl; is this OK?	Some tablet binder fragments may appear in the reservoir and are not harmful to pets; just clean the bowl during weekly maintenance.
The pump is noisy even if the water is at Max level	Turn the pump on & off until it runs silently. This could help get rid of small air bubbles trapped inside the pump. The pump is not faulty. Also consider to clean the pump (see "Pump Maintenance")

**Warranty:**

The fountain & its parts are warranted to be free of defects in material and workmanship for one (1) year from the date of purchase. Retain your dated receipt as proof of purchase. If defective, please email to [service@myDogH2O.com](mailto:service@myDogH2O.com)

The water pump is backed by a 3 year Limited Warranty by AA Aquarium. Conditions for Limited Warranty include:

1. Continual use of filter pad, filter grate & strainer to prevent foreign objects entering into and damaging the water pump.
2. Pump maintenance to be carried out monthly (indoor use) or twice monthly (outdoor use) to ensure smooth and reliable performance.

Warranty service will NOT be provided if (a) it has been explicitly or implicitly modified, tampered with or altered, or repaired in any way by persons other than technicians of the Company or (b) it has been damaged through misuse, negligence, liquid ingress, accident or natural calamities or (c ) it has malfunctioned due to power interruption or abnormal voltage input or (d) it is a result of lack of cleaning, debris or mineralization from "Hard water" or (e) result of insufficient (low) water (f) Replacement of Impeller is not included in Warranty.

For service, clients will be responsible to transporting the unit to and from our repair service centers. For more details, please email to [service@myDogH2O.com](mailto:service@myDogH2O.com)