

Note about pump maintenance:



Pumps need to be cleaned “from the inside out” occasionally. In most cases, the procedure below will even resuscitate a pump that has stopped working:



Take off the grid, underneath is another black cover with a round hole that you can pull off, making the white impeller visible. Gently remove the impeller making sure not to bend or damage the white plastic part. Hit the pump against your hand so that anything that might be lodged inside has a chance to come out.



Then rinse everything, being very careful not to bend or damage the impeller axle (circled in red in the picture). If very slimy or calcium encrusted, soak in a 1:10 solution of vinegar and water.



Reassemble.

If it does not start running again right away once you’ve put it in water and turned it on, plug in several times in a row, waiting a few seconds each time, and in most cases you will have your pump running again. If all is to no avail, we will replace your pump within 6 month of purchase free of charge (if your pump has not seethed as a result of running dry). Replacement pumps are also available for \$17 or \$19 (with on/off switch) plus \$6 priority shipping (just e-mail us at ebi@PetFountainsByEbi.com)