

Dear Pet Lover,

thank you for your purchase of our handcrafted quality product, made by animal lovers for animal lovers. We wish you and your furry friends years of enjoyment from it.

If you have just opened your package, please begin by carefully opening the inner box; then remove the contents and proceed carefully:




- Take the assembled filter housing and insert the tube coming out of the bottom (the end opposite the screw cap) into the hole at the underside of the spout (should be inserted approx. ½ to 1 inch). The tube needs to be inserted with a bit of force or it may dislodge when the waterflow starts. (If you are reassembling the fountain after cleaning and have removed this tube completely, the other end needs to be inserted ½ inch into the bottom of the round filter housing. Be sure not to insert too far here or it may obstruct the waterflow.)
- Connect the tube coming from the top (screw cap end) of the filter housing to the black nipple on the pump. Press the suction cups on the underside of the pump against the bottom of the bowl to secure it; the pump should not be directly under the water streaming back into the bowl from the lid (or it will suck air from the aerated water and begin “pulsing”) or touching the walls of the fountain (the resulting vibration will lead to unnecessary noise.)
- Run the pump’s cable through the gap at the back of the bowl.
- Put the lid on the bowl, so that the spout is where the cable comes out of the fountain (move it a bit so it sits tight). There is a black mark at the underside of the lid’s rim that should align with the gap where the cable comes out.
- Take the mesh filter out of its ring (if it’s not secured) and fill water through the opening. Otherwise fill through the mesh filter. The maximum fill level is just below the bottom of the mesh filter.
- Place mesh filter back into the ring, plug in the pump (the pump may be noisy for an instant while the air is being pushed out) and enjoy the fountain.

Replacement filters (Drinkwell 360) are available at most pet stores or online (eBay).

Clean the fountain with a mild dishwashing detergent. You can use vinegar for cleaning and disinfection, too.

You should be able to tell by the sound of the pump when the water level is low. This, at the very latest, is when it’s time to add water. We cannot honor your 6-month pump warranty if the pump is allowed to run dry.

If you have any questions or suggestions, don’t hesitate to call or e-mail. Enjoy, Ebi

Vera Basler Artists Group, home of the  fountain
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