

NOAH 2.5

Pet Water Fountain

(Model: DF01)

NOAH Pet Water Fountain (Model: DF01) FAQ

1. How does this water fountain work?

This pet water fountain has a triple filtration system which carefully divides drinking and storage areas. The 360-degree automatic cleaning design ensures that all fur and dirt will be flushed away from its drinking zone.

The fiber filter will block out any hair, dust, or food debris. The carbon filter will make water cleaner and improve the taste as well.

2. Can I see the water level of the pet water fountain?

There is a water level buoy that indicates the water level. There are markings indicating minimum and maximum water levels. Water must be filled to the minimum level for the pump to work properly.

3. How long will a full bowl last a pet with average use?

The capacity of this water fountain is 84 Oz/2.5L and its durability depends on the drinking habit of your pet.

4. How is it self-cleaning if you still have to clean it?

The self-cleaning is the day to day filtering of water. You still have to clean the water fountain itself because the water dish gets slimy with extended use. I clean it every two to three weeks. It's easy to clean.

5. How to clean this pet water fountain.

Unfasten the knob to remove the water pump. Then clean the body of the product and water pump with clean cold water. All the parts need to air to dry before reassembling.

Do not wet the power socket of the water pump. Do not disassemble the parts of the water pump when washing.

6. How often should the filters be replaced?

Filters should be replaced every 15-30 days.

7. Where can I purchase extra filters?

The one pack replacement is available here: <https://www.amazon.com/dp/B08C37MQYW>

The two pack filter replacements are available here: <https://www.amazon.com/dp/B08C381P3J>

8. Is the pump replaceable?

The pump is not replaceable. If you think your pump is defective please contact us and we can assist. Please have your order number.

Our customer support team is at 1-833-220-1900, 9:00am to 9:00pm Eastern Time, 7-days a week. You can also Chat with us at: <https://dogcare.afterservice.vip/web/index>. Or Email us at: support@dogcareglobal.com.

9. What kind of batteries does it take?

No batteries are used. The NOAH pet water fountain comes with a power adapter. DC 5V/1A.

Tips for Users

Patience and Guidance: Your pet will be curious about the water fountain when you first set it up. Some pets may be more cautious and will require a few days before adapting to the product.

Try changing the position of the water fountain if your pet does not use it. Some pets may prefer a specific drinking position and will exhibit disinterest or be unsure if the position is not right.

The water fountain is designed with the sound of gentle flowing water to attract pets.

Refill water promptly when level is low to avoid a lack of water supply for the pump.

Safety

Avoid any parts of the water fountain which may be bitten or swallowed by your pets. Protect the power cord if you think your pet may chew it.

This product has active carbon filter cartridges. It is normal to see small quantities of black carbon powder, especially at first use. This is harmless to your pet.

Keep the power plugs and cables dry at all times. Do not unplug from power socket or touch power cable when hands are wet.

Do not pour any water or liquid at high temperatures into the water fountain.

Disconnect from the power supply when:

- Disassembly of the water fountain for cleaning.

- Adding water into the water fountain when the water level has fallen below the minimum level mark.

- Replacing the filter.

- Relocating the water fountain.

For a full list of safety precautions see the User Guide.

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