## GLACIER POINT PET FOUNTAINS
### Owner’s Manual

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Getting Started – Set Up Instructions

Basic/Perfect Fountain

- Remove cardboard and bubble wrap from in and around the fountain. Do not discard the shipping boxes or packing materials for 60 days in case the fountain needs to be returned (Basic Fountain only). The square dark gray foam that surrounds the pump is the foam filter – do not remove.

- Inspect the ceramic basin for cracks or damage and call for a replacement within 10 days of delivery.

- The black plastic ABS bridge is shipped fully assembled with the V90 pump and the charcoal and foam pump filters already attached and ready to be placed on top of the ceramic basin. The Perfect Fountain also includes the IceProbe® chiller which is also already attached to the black ABS plastic bridge and secured underneath the bridge with a black plastic “nut” and white rubber washer. Check to make sure the blue carbon filter is securely fitted to the silver Tygon tube that is connected to the top of the pump and comes through the hole in the black ABS plastic bridge. This is a friction fit so press hard with a small twisting motion. Place the bridge and pump assembly on top of the basin, fill the basin with water, fill the glass refill bottle with water, invert and thread the bottle into one of the cap/spouts on top of the bridge, and plug the pump power cord into a grounded outlet. If you would like to locate the fountain where there is no grounded outlet, you can purchase a portable GFCI (Ground Fault Circuit Interrupter) from the hardware store or the Glacier Point Pet Fountains website. The Perfect Fountain includes a second power supply with transformer for the IceProbe® chiller that needs to be plugged in but does not require a grounded outlet.

- Your fountain is shipped with the elbow at the end of the blue carbon filter pointing straight down. If you want to change the direction of the water that flows into the basin from the elbow nozzle, turn off the pump (if the fountain is running), then firmly grasp the elbow nearest to the pump and rotate the other elbow to the desired position. The elbow will rotate 360° and is unbreakable. If you find it difficult to move the elbow, you may disconnect it from the Tygon tube and twist tie and place the elbow end in a cup of very hot (but not boiling) water for 10-15 seconds to soften the plastic and then reconnect the filter to the silver Tygon tube and secure it with the twist tie.

- Do not remove the electrical cord from the slot that holds the cord other than for cleaning.
• If you would like additional glass bottles, we recommend that you buy vinegar in 16 or 32 oz. glass bottles, save the vinegar for cleaning your basin and pump, and repurpose the empty vinegar bottle as a refill bottle. You can keep extra filled bottles in your refrigerator and rotate them into the Basic Fountain to chill the water in the basin. The IceProbe® chiller in the Perfect Fountain will chill the water automatically, but the refill bottles will maintain the proper water level in the basin at all times. It is important to keep a high water level to maximize the chiller’s performance by keeping the probe fully submerged in the water.

• The plastic cap/spouts that are in the holes on top of the black ABS plastic bridge do not need to be removed in order to use the glass refill bottles. When inverting a filled bottle, place a thumb over the end of the bottle and then quickly thread the bottle into the spout. A small amount of water may spill onto the black ABS plastic bridge but is easily cleaned up. If you do remove the cap/spouts for cleaning or other reason, please be aware that this will loosen the fit of the cap/spout in the holes of the bridge over time so that the cap/spouts will need to be replaced eventually as a micro amount of the soft plastic is shaved off each time the cap/spouts are inserted into the hard ABS plastic.

• We do not recommend that you disconnect the silver Tygon tube from the pump between the Tygon tube and the black cap on top of the pump may be broken so that the seal is no longer watertight. Additional Tygon tubes can be purchased if you may need to buy another. The Tygon tube contains an antimicrobial substance so the inside will not support any pathogen growth and therefore does not require any cleaning. If you do need to remove it, please be sure to check to make sure the seal is tight and does not leak when it is reconnected.

• Do not remove the twist tie that tethers the blue charcoal filter to the black ABS plastic bridge other than for cleaning, or you risk your cat moving the outlet so all the water in the basin can be pumped onto your floor, potentially damaging both your floor and the pump.

• We do not recommend securing the rubber suction feet on the bottom of the pump to the bottom of the basin. They will help to reduce noise due to vibration, but if they are attached to the bottom of the basin, they will be extremely difficult to detach because of the strong suction and will likely become disconnected from the pump when removed for cleaning.

**High Capacity Fountain**

• Remove cardboard and bubble wrap from in and around the fountain.
• Inspect the ceramic basin for cracks or damage and call for a replacement within 10 days of delivery.

• The black plastic ABS bridge is shipped fully assembled with the 4H pump and the charcoal and white foam pump filters already attached and ready to be placed on top of the ceramic basin. Place the bridge and pump assembly on top of the basin, fill the basin with 6 quarts of water, fill the glass refill bottle with water, and invert and thread the bottle into one of the cap/spouts on top of the bridge and plug the pump power cord into a grounded outlet. If you would like to locate the fountain where there is no grounded outlet, you can purchase a portable GFCI (ground fault circuit interrupter) from the hardware store or the Glacier Point Pet Fountains website.

• IMPORTANT: After you have filled the basin with water and the 4H pump is sitting in the water, squeeze the white foam filter that is attached to the inflow side of the pump 3 times to get the air bubbles out of the matrix of the foam filter. If you need to squeeze the filter additional times, do so until no more air bubbles come out. If you miss this step, the pump will howl for a few minutes (which may frighten your pet) because the pump is not getting the water that it needs.

• You can now plug the pump power cord into a grounded outlet. If you would like to locate the fountain where there is no grounded outlet, you can purchase a portable GFCI (ground fault circuit interrupter) from the hardware store or the Glacier Point Pet Fountains website.

• If the flow from the elbow is too strong, noisy or splashes too much, you can purchase a “High Capacity 4H Discharge Tube” from the Glacier Point Pet Fountains website that will quiet the flow.

• When you first start the pump, a small amount of black water may come out of the spout. This is charcoal dust from the charcoal filter. The dust is harmless and some dust will settle at the bottom of the basin. You can wash or wipe it out.

• If you would like additional glass bottles, we recommend that you buy vinegar in 16 or 32 oz bottles, save the vinegar for cleaning your basin and pump, and repurpose the empty vinegar bottle as a refill bottle. You can keep extra filled bottles in your refrigerator and rotate them into the fountain to chill the water in the basin.

**How to Introduce the New Fountain to Your Cat**

Here are some tips for getting your cat to use, and love to use his/her new water fountain.

If you want to guarantee that your cat is comfortable with their new fountain it is important that you plug in the pump when you can sit right next to the fountain and wait for your cat to
show up. Just sit there with the fountain running while they inspect the fountain. If you are there and your cat trusts you, he/she will conclude that the new thing is safe for them because you are sitting there and you are not being alarmed or upset. We all know that cats will mimic/adopt the emotions of their parents so if you are there and unconcerned about the new fountain, they will be assured that everything is OK. Do not leave until the cats have inspected their new fountain. If you have to leave, unplug the fountain and try the above later. CATS DO NOT DO ANYTHING JUST BECAUSE YOU THINK THAT IT IS BETTER FOR THEM. CATS WILL DO WHAT THEY ARE ALREADY FAMILIAR WITH.

Place the new fountain within a few feet of the old fountain. If the old fountain had a stream of water and the cats drank from the stream, rotate the elbow to a horizontal position. If the cats did not like splashing water, rotate the elbow so it points down and the water flow goes into the basin quietly.

After 3 days, remove the old water supply and stop providing any other watering sources. There has never been a report of any cat committing suicide by refusing to drink from a single source of water. Cats are not stupid and they will figure out where the new water supply is.

If your cat is nervous, distrustful or suspicious by nature, fill the fountain but don’t plug it in. Leave it unplugged for a day or so, refreshing the water as needed. When you do plug it in, be sure to be present as discussed above. The idea is to allow the cat to become comfortable with the presence of the fountain, then curious and interested.

As you already know, cats can be suspicious and stubborn for a short period of time so give the fountain a chance over the next few weeks. A recent study showed how cats respond with even a minor change in their environment. The study can be found at http://www.livescience.com/animals/healthy-cats-act-sick-when-upset-110103.html. If you think there is a problem with your cat accepting their new fountain, please call Barry for help at 530.903.9025.

If you want to track how much water is being consumed, you can calculate the amount used by noting the number of inches drained from the refill bottle and noting that with a 16 oz refill bottle, 1” = 3 oz and with a 32 oz bottle, 1” = 5 oz.

If you come from using a plastic fountain, please note that these fountains, unlike what you are used to, are quiet, extremely easy to clean and because they are not made of plastic they don’t scratch and so don’t harbor mold or bacteria growth and never cause chin acne.

We also recommend that the fountain should not be near the food bowl. Cats in nature do not find their food where they find their water and it is easier for pieces of food to be dropped into the water, where bacteria from decaying food could easily contaminate the water. Ideally the fountain should be in another room and definitely not near the litter box.
Cat Fountain Filters

Basic and Perfect Fountains

Foam Filter

The Basic and Perfect Fountains include a square foam pre-filter (FF90) that is excellent for preventing cat hair and other debris (such as cat food particles) from getting into the cat fountain pump, thus protecting the pump from damage and reducing the frequency of pump cleanings. (The cat fountain itself still needs cleaning once a week). The filters are made of aquarium grade foam and are made specifically to fit the V90 pumps used in the Basic and Perfect Fountains. The foam filter simply fits over the pump and is very easy to remove for cleaning. Every time you clean your cat fountain, give the filter a thorough rinsing with hot water, then cold water. Once in a while you might put a little vinegar in a bowl of hot water and let it soak for a bit, then rinse very thoroughly. You can even put it in the dishwasher (top rack) for absolute elimination of unwanted elements. The foam filter should last at least 6 months (or until you feel that it is no longer getting clean), but it is a good idea to have an extra filter on hand.

A healthy water source is one of the most important elements for keeping healthy, happy cats and there is nothing better than a high-fired ceramic, food safe cat fountain with proper filtration that is handmade in America.

Inline Charcoal Filter

The Basic and Perfect Fountains include an in-line charcoal filter, the C290 Charcoal Filter, which removes and traps undesirable substances both in solution and suspension, such as saliva, food particles, chlorine and pesticides. The pores in the activated granular charcoal inside the filter absorb these impurities, removing elements which cause unpleasant odors and tastes. Because the water is constantly circulating in the fountain, all the water is continuously coming into contact with the filter and being cleansed. The charcoal will need to be replaced or recharged periodically when the pores in the charcoal become filled with trapped crud. A significant reduction in flow indicates that the charcoal filter is doing its job. Similar to a vacuum cleaner bag, when the charcoal gets clogged, it needs to be changed and if not changed, the effectiveness/flow will stop. How often this will happen depends on your unique circumstances, including, for example, how many cats are drinking, the cat’s age and health (which affects the amount of saliva being deposited into the water, older cats and cats with health issues generally having higher saliva levels), how often you clean the fountain and change the water.
(which can help to extend the filter’s life), the water quality in your locale, etc. A general estimate is 6-8 weeks between changes but this can vary greatly. The charcoal filter does not prevent cat hair or debris from entering the pump. The foam pump filter serves that function.

There are two options available for changing the C290 Charcoal Filter. The easiest option is to buy a new C290. It takes about a minute to remove the old filter and replace it with a new one since there are no tools involved. All you have to do is pull the old one off and push the new one on. The most economical option is to buy a Charcoal Refill Kit (C2Kit). The kit contains NSF-certified water safe charcoal and 12 foam plugs which allow you to refill the C290 Charcoal Filter 12 times. A short video demonstration can be found on the Glacier Point website.

**High Capacity Fountain**

The High Capacity Fountain also includes two filters. The FF4H Foam Pump Filter protects the 4H pump from being fouled by substances that fall into the water. Our experience is that a FF4H Foam Pump Filter will last at least six months. As washing the FF4H is difficult and often disgusting, it is suggested to replace rather than clean it. If the FF4H Foam Pump Filter is carefully cleaned and sterilized, they have been known to last years.

The 4H-C2TD Charcoal Filter is a large 4” long antimicrobial tube that is filled with a large quantity of NSF water safe granular activated charcoal. The 4H-C2TD Charcoal Filter should last at least 6 months and cannot be refilled due to the stainless steel fasteners that are used in its construction.

The 4H-C2TD Charcoal Filter can be purchased individually. The FF4H Foam Pump Filter can be purchased in packages of 2 or 6. Both filters can be purchased as a combo package (4HFKit-C2TD) that includes six FF4H Foam Pump Filters and one 4H-C2TD Charcoal Filter.

**Spectrum Fountain**

The Spectrum Fountain uses the same V90 pump and FF90 Foam Pump Filter that is used in the Basic and Perfect Fountains. It does not include a Charcoal Filter. Many of our customers use bottled or filtered water in their cat fountains and change the water often and therefore do not require a charcoal filter. The FF90 Foam Pump Filter functions to prevent cat hair and debris from entering the pump and enables the Spectrum Fountain to be marketed as a high-quality introductory level fountain to hydrate pets.
Maintenance and Cleaning

Weekly Cleaning

1. Unplug all electrical plugs and remove refill bottles.

2. Place a towel next to the fountain.

3. Lift the black ABS plastic bridge with attached pump (and IceProbe® Chiller if you have the Perfect Fountain) off the basin and place on the towel.

4. Empty the water in the basin.

5. Handwash the basin using dish soap and a sponge for normal cleaning. Rinse with hot tap water. You can also wash the basin in the dishwasher.

6. After the basin has cooled down to room temperature, refill the basin with cold water, replace the pump and bridge combination, plug the electrical cord(s) into a grounded outlet, and wait 30 seconds for the full flow to start. If there is no flow, see the separate section on “Cat Fountain Pump Maintenance and Troubleshooting.” If that does not get a flow, please call Barry at 530.903.9025.

Monthly Sterilizing

7. Follow Steps 1 through 5 in Weekly Cleaning.

8. While the basin is cooling, lift the pump with the foam filter attached and place the pump with the filter attached in a cup of 5% vinegar (standard commercial acidity) filled with two inches of vinegar. Soak for three minutes. Discard the vinegar and rinse the pump & filter with clean water to remove the vinegar smell. You may want to do this weekly rather than monthly if you find upon inspection that saliva is accumulating in the front cover of the pump.

9. Refill the basin with cold water, replace the pump and bridge combination, plug the electrical cord(s) into a grounded outlet, and wait 30 seconds for the full flow to start. The fountain may make a few sounds for a few seconds as it flushes out all the air bubbles from the pump and filter system. If the noise continues, you can hold your finger over the end of the C290 Charcoal Filter for 15 seconds and then release to help push the air bubbles out of the filter.
10. Do not put the pump or any filter in boiling water or the fittings will loosen and the pump and filters may leak. Soaking in a 5% vinegar solution for 3 minutes will disinfect the pump and filters.

11. For additional troubleshooting and pump cleaning tips or if the pump stops working, please see the separate section on “Cat Fountain Pump Maintenance and Troubleshooting.”

**Cleaning the IceProbe® Chiller**

12. Disconnect the chiller from the power supply at the white connector and unscrew the black plastic nut that secures the chiller to the black ABS plastic bridge.

13. Lift the chiller off the bridge and use pipe cleaners to dislodge all the dust, hair and other debris. You can also use a hair blow dryer (set on “Cool”) to blow the debris out. Please do this outside so the hair and dust cloud will not be released inside your home.

14. Additional information can be found in the section “Instructions and Warranty for the NovaTec IceProbe® Thermoelectric Chiller.”
Cat Fountain Pump Maintenance and Troubleshooting

Cat fountain pumps are very simple and easy to clean and maintain. The pump is comprised of four parts (shown from top to bottom in Fig. 1 at left): the motor, with the impeller well, the impeller, the impeller cover and the front cover with the flow intake lever.

To disassemble the pump for cleaning, first remove the front cover. It will resist a little but essentially simply snaps on and off.

The next piece on the pump is the impeller cover, a kidney bean shaped piece. Put your finger nail under the edge and pull it off. This reveals the impeller, a 3-blade plastic fan attached to a round magnet. The magnet holds the impeller in place inside the pump. At first it may appear that the impeller is securely attached but it will lift out easily once the magnetic connection is overcome. If you are unable to get it out with your fingers, you can use a pair of tweezers. Be careful not to damage it.

Removing and cleaning the impeller, cleaning it and inside the impeller well is essential to the maintenance of your fountain pump. If your pump stops working it is almost certainly because the impeller well has debris or mineral deposits in it and is impeding the turning of the impeller. Using a Q-tip swab, clean inside the well and rinse the impeller with tap water.

If you have hard water, you can also get mineral build-up on the shaft over which the impeller fits and on the impeller itself. Customers have contacted us, telling us their pump has stopped working and they need to replace their pump. In the majority of situations, this is probably not necessary.

To get the pump working again if it has stopped, disassemble the pump as described above and clean the impeller and the impeller well. Put the impeller in a small bowl with white vinegar for two or three minutes. Do the same with the pump, making sure to submerge the impeller well in the vinegar and swirl it around for two or three minutes to dissolve any remaining mineral deposits. You can also rinse or soak the front cover and the impeller cover with vinegar to remove any residual debris or build-up but this is not as critical in keeping the pump running. Rinse the impeller and pump with tap water and reassemble. Please note that the flow intake lever on the front cover must be moved to the “plus” side (all the way to the left) to allow the maximum amount of water to flow through the pump. If a slower flow is desired, you can adjust the water with this lever. In almost every case this is all that is needed to get the pump working like new again. With regular cleaning and maintenance, the pump should continue to work for years.
Instructions and Warranty for the Nova Tec IceProbe® Thermoelectric Chiller

Safety Precautions – Read First

To operate your Nova Tec IceProbe® Chiller:

1. Read all instructions.
2. To protect against electrical shock, do not place cord, plugs, or appliance in water or other liquid.
3. Do not operate this device with a damaged cord or plug, or if the device malfunctions. Return device to the factory for examination, repair or adjustment. See Warranty.
4. Do not use outdoors or in damp area.
5. Do not let cord hang over edge of table or counter, or touch hot surfaces.
6. Do not use device for other than intended use.
7. Provide four to six inches of air space around the fan and heat sink for air circulation.
8. Only power the IceProbe® with the power supply included with the device.
9. Do not attempt to service this product. Repairs should be done by authorized service personnel.

Introduction

Nova Tec’s IceProbe® Thermoelectric Chiller is quiet, reliable and efficient, using advanced thermoelectric technology to convert electricity directly into cooling power.

Greater temperature differentials can be achieved by insulating the exterior surface of the fountain. For example, a single IceProbe® Chiller can maintain a temperature differential up to 20°F in a fully insulated fountain.

Ventilation

The IceProbe’s thermoelectric cooling system chills water by removing heat from the water reservoir and dissipating it via the system’s fan into the surrounding area. It is critical that the heat can easily escape, as excessive heat build up can adversely affect the chiller’s cooling ability. To ensure optimum chiller performance, place the unit in a clean environment with adequate ventilation. **There should always be four to six inches of open space around the chiller. Do not place the chiller in a completely enclosed cabinet.** Without proper ventilation, the cooling system will not function properly and could be permanently disabled by the system’s built in safety feature.
Normal Operation

The IceProbe® will begin operating once the proper electrical connections are made (there is no “on/off” switch). The system is designed to run continuously when plugged in. The green LED indicates that power is being delivered to the cooling element.

When the system is running, you should be able to see the fan quietly turning and you should be able to feel warm air being exhausted through the aluminum heat sink.

Maintenance

The Nova Tec IceProbe® Chiller is made with high quality components and is thoroughly tested prior to shipment to assure years of dependable operation. Please follow these instructions to maintain your chiller properly.

Operating Environment
Always assure that the operating environment around the IceProbe® and power supply is clean, dry and uncluttered. Be careful not to splash or spill water onto the IceProbe® or power supply. If the power supply is exposed to water, its safety fuse will open to prevent an unsafe electrical condition and the power supply will have to be replaced.

Ventilation
In order to effectively chill water, the IceProbe® must be able to dissipate the heat it is removing from the water into the atmosphere. Occasionally verify that the fan motor is operating properly and ensure that nothing is obstructing the flow of air through the IceProbe’s fins. The IceProbe’s fan motor is designed to run continuously. The chiller fan will collect whatever dust, lint, and cat hair is already in your home as the fan draws ambient air into the chiller. Compressed air, a small vacuum cleaner attachment, or a small brush can be used to remove dust and lint from the fan and thereby extend its useful life. A hair blow dryer can be used if set on “Cool.” We suggest you do this outside as you will be amazed how much dust is collected by the fan. Use the pipe cleaners provided with your fountain purchase to loosen larger dust bunnies. DO NOT use any water or other fluid to clean any part of the chiller or power supply. If the fan motor is not running at all or very slowly, contact Nova Tec Customer Service.

Probe Coating
The solid aluminum probe which contacts the water is coated with a very durable FDA compliant material. Care should always be taken when handling and installing the IceProbe® to ensure that this coating is not scratched. While failure of the coating material could degrade
the appearance of the probe, it will not affect the IceProbe’s cooling performance. Aluminum exposure is generally considered safe (e.g., aluminum cookware).

**Exterior Cleaning**

Clean the outside of the IceProbe® and power supply as necessary with a soft damp cloth. Never submerge any of these devices in water or allow water to enter the housings which protect the electrical components. Never use abrasive cleaners or equipment. To prevent electrical shock and hazards, always unplug electrical devices before cleaning.

**Diagnostics**

The Nova Tec IceProbe® Chiller has a straightforward diagnostic system that makes it easy to determine the cause of performance problems. By observing the status of the LED on the electrical cover and determining if the fan motor is operating, the most common failures can be identified and resolved.

The easiest way to verify whether or not the IceProbe® is functioning properly is to simply remove it from the reservoir and run it with the probe in the open air. If working properly, the probe should be noticeably cold to the touch within several minutes and should get cold enough to form dew or even frost within 30 minutes. If the probe does not get cold, please refer to this diagnostic chart.

<table>
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<tr>
<th>LED</th>
<th>FAN</th>
<th>Most Likely Causes</th>
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| OFF | OFF | Power cord not properly connected at wall outlet or to chiller.  
No power at electrical outlet.  
Power supply failure |
| ON  | OFF | Fan failure. |
| OFF | ON  | Safety thermal fuse has opened. |
| ON  | ON  | Thermoelectric cooling module failure. |

Fan motor, safety thermal fuse, and thermoelectric cooling module repairs must be performed by the Nova Tec Repair Center.

**Power Specifications**

The IceProbe® is a “low voltage” device that is designed to draw about 5 amps at 12 volts DC (60 watts). The power converter provided with your chiller will convert the 120 volt AC electricity from your wall outlet to the correct 12 volt DC output required by the chiller.

Place the power converter in a clean, dry place where air can circulate around it freely. Connect the 4-prong plug into the chiller and the 2-prong plug into the wall outlet. **DO NOT SUBMERGE**
THE ENTIRE UNIT OR ANY ELECTRICAL WIRES IN WATER. ONLY THE PROBE PORTION OF THE
DEVICE SHOULD CONTACT WATER.

LIMITED SIX MONTH WARRANTY
Nova Tec warrants this product, to original purchaser, for 6 months from purchase date to be free of defects in material and workmanship.

Should any defect be discovered within 6 months of date of purchase, Nova Tec agrees to repair or replace the defective part or product at no charge other than handling and return freight charges, provided said part or product is returned with all shipping charge prepaid to Nova Tec, Service Department, 819 A Street, San Rafael, CA 94901, accompanied by proof of purchase and a letter detailing the nature of the defect. The Customer Service Department of Nova Tec should be contacted prior to any action in the event it is possible to connect the defect without returning the unit.

This warranty does not apply to any unit that has been tampered with, or to units that have been damaged through negligence in use, faulty packing, or mishandling in transit by any common carrier. Your remedy does not include cost of inconvenience, or damage due to product failure. In no event shall Nova Tec be liable for incidental or consequential damages.

This warranty gives you specific rights; you may also have other rights, which vary from state to state.

Service Information
To assure years of dependable service, our products are made with high quality materials and are thoroughly tested prior to shipment. Your satisfaction is Nova Tec’s top priority. Should you encounter any form of product failure, please contact Nova Tec’s Customer Service Department:

Nova Tec Products
819 A Street
San Rafael, CA 94901
(415) 460-6812
info@novatecproducts.com
www.novatecproducts.com

This device should be serviced only by properly trained repair technicians. Please do not attempt to service this product yourself.

Nova Tec and IceProbe are registered trademarks of Nova Tec Products.
How to Refill the Charcoal in the C290 Filter Using the C2kit

1. Remove both elbows with a twisting and pulling motion. If the elbows are difficult to remove, put the filter in warm <160° water.
2. Over a paper towel, use a pencil or pen to push both plugs and the charcoal onto the paper towel.
3. Rinse the now empty tube and both elbows under running water.
4. The plug closest to the pump will catch a lot of debris before the water enters the charcoal bed. You may discard this plug as it usually is quite dirty with hair, saliva, etc. Each kit contains 12 plugs to replace the dirty plug so that the kit will allow the C290 to be refilled 12 times. The other plug nearest the exit will be fine to reuse after a quick rinse with tap water as this plug does not become fouled with debris and its only purpose is to keep the charcoal inside the tube.
5. IMPORTANT: Please note that both plugs have two dimensions and one of the dimensions is circular, much like a bullet. This circular dimension must be inserted into the bore of the tube just like a bullet would be inserted into a rifle.
6. The plug is inserted sideways it is possible that charcoal will "leak" out with the possibility that charcoal will fall into the pump when the pump is unplugged. When the pump is plugged in, the bearings inside the pump will be damaged and the pump will usually need to be replaced. This is not covered under the pump warranty.
7. Insert a foam plug into one end of the tube. Use a pencil to push the plug so that the end of the plug is 1" from the end of the tube. Now insert an elbow.
8. Put 1/4 teaspoon of new charcoal inside the other end of the tube. Insert a foam plug and push the plug 1" inside the tube. Now rotate the other elbow. It is very important that the charcoal area be only half full of charcoal so the charcoal can tumble during the water flow or the filters will prematurely fail. Please notice the picture below to see the relationship of the plugs to the charcoal.
9. If you shake the filter and no charcoal falls out of either end, you are done. If any charcoal falls out, you need to start over at 6. Again, if charcoal falls into the pump the pump can be destroyed.
10. Your C290 is now ready to use. Call Barry with any questions at 530.903.9025.

Final placement of plugs & charcoal
Troubleshooting Tips

Black Stuff on Bottom of the Basin During First Use of New Charcoal Filter - The black stuff is charcoal dust which is harmless and is unavoidable when a good carbon is used as in our filter. Just wipe out the dust with a cloth or paper towel and that should be it until you replace the carbon filter.

Reduced Water Flow – If the flow is less than when your fountain was delivered, there are three possible reasons. First: 98% of the time, the charcoal filter is getting clogged with all sorts of things that fall into or are dropped into the water by your pet. Charcoal filters, if they actually work will have to be changed about every 6 to 8 weeks. Second: 1% of the time, check the flow adjustment level on the front of your pump to make sure that the lever is set on the left or “+” side for maximum flow. Third: The outlet that the pump was plugged into may not be working. Test the outlet with a small lamp to see if the outlet is “live”. Fourth: Here is how to test your pump: Unplug the pump and disconnect the charcoal filter. Leave the pump in the basin and make sure it is filled with water. Invert a water glass over the outlet/silver tube. Plug the pump into a grounded outlet. If the pump is strong, you will see the water gush upwards about 4”. If the flow is weak, the pump impeller may be clogged with mineral deposits and/or saliva. Please see the separate section on “Pump Maintenance and Troubleshooting.”

No Flow - While the pump is submerged, touch the pump for any vibration. If there is no vibration, check to see if the pump is plugged in. If the pump is plugged in and if the cord is plugged into a grounded outlet, push the reset button on the GFCI which is almost always the upper of the two buttons. The pump impeller may also be blocked by mineral deposits and/or saliva. Please see the separate section on “Pump Maintenance and Troubleshooting.”

Towel under Fountain is Wet, Damp or Drenched - The most common cause is the ceramic basin is colder than the environment (especially with the Perfect Fountain) so the basin will sweat just like fog on the inside of the bathroom window after a shower. If this is the problem, you must choose between changing the towel often and knowing that your pet has a large supply of chilled water or put the basin on a cookie cooling rack with a bake pan under the rack and don’t be shocked if your pet drinks from the pan as well as the basin. If the towel is damp, your pet might also be the cause as they do not use a napkin after a drink and because they love their new fountain, they drink more and more often. The tipoff is one side of the towel will be dryer than the other side as pets almost always drink from the same location. If the towel is totally drenched the problem probably is with the pump, silver tube and charcoal filter combination. Check all the fitting connections to make they are firmly connected. If the charcoal filter is totally blocked, the pressurized water will find a way to release at any juncture of the tubing. If water is leaking from the fitting between the silver tube and the charcoal filter, replace the charcoal filter. If you do not have another charcoal filter, twist off both elbows and tap the open end on a plate to remove the dirty charcoal and foam plugs. Replace the elbows and connect the now empty charcoal filter to the silver tube. You can continue to use the
empty filter until you can order the recharge kit to get fresh charcoal and plugs or order a new charcoal filter. If the towel is really drenched, the most common reason it that “someone” is moving the charcoal filter/blue tube sideways and the elbow is depositing water outside of the basin. There is no need for a feline behaviorist. Your fountain has a twist tie at the front of the black APS plastic bridge to prevent the charcoal filter from moving around.

**Pump Noise** - If your pump was working fine and you unplugged the pump to clean the basin or move the fountain and now the pump is making a sound, try this: While the pump is running, put a finger over the end of the elbow and hold it there for 15 seconds and then release the flow. Otherwise, almost all minor pump noise is the result of the pump being overworked because one or both filters are interrupting the flow of water and the pump is vibrating trying to keep you and your pet happy by producing clean water. Follow the instructions in the “No Flow” or “Reduced Flow” section above.

**Cap/Spout Falls Through the Black ABS Plastic Bridge Into the Basin** - The white plastic cap/spout combination is not intended to be removed and replaced. The first time the spout is inserted into the hole on the black bridge, before your fountain is shipped, the hole is sized to trim off a tiny fraction of the ribs that encircle the cap (less than 1/10,000ths/inch) to create a secure seal. Each time the cap/spout is removed and replaced, another tiny fraction of plastic is shaved off the cap. Over time, the cap/spout is too small to be firmly seated in the hole on the bridge and it will fall through. To prevent this from happening, simply unscrew the bottle only for refilling. Fill the bottle with water and cover the opening with your finger. Quickly invert the bottle, remove your finger and thread the bottle into the threaded portion of the cap/spout combination. Additional cap/spouts can be purchased on the website.