

Thank you for choosing Petsnowy. To use this product correctly and safely, please read this instruction manual and keep it for future reference. Please note that Petsnowy is not responsible for any failure caused by misuse. Only our certified technicians are allowed to repair the product. Petsnowy reserves the right to interpret and modify this manual.



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**SAFETY INSTRUCTIONS**

- Failure to comply with the following terms may result in damage or malfunction. Strictly follow the instructions
- This product is not recommended for pets younger than 3 months. This product is for indoor use only.
- This is a safe product with low voltage.
- This product should be positioned horizontally. Do not position vertically.
- Keep the bottom of the water tank and the bottom base away from water. Unplug the product when not in use.
- Children can only operate the product under supervision of adults.
- Non-professionals are not allowed to repair or dispose the product.
- Should you have any issues, please contact the manufacturer.

**COMPONENT LIST**

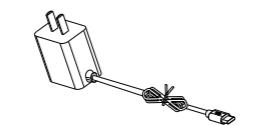
- Before installation and usage, please double-check the component list.



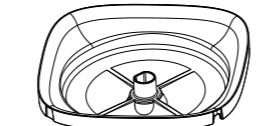
Water tray x 1



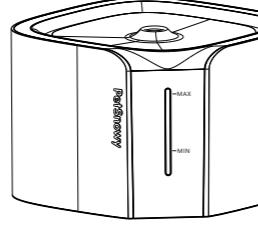
Fountain filter x 1



Adapter x 1



Filter tank x 1

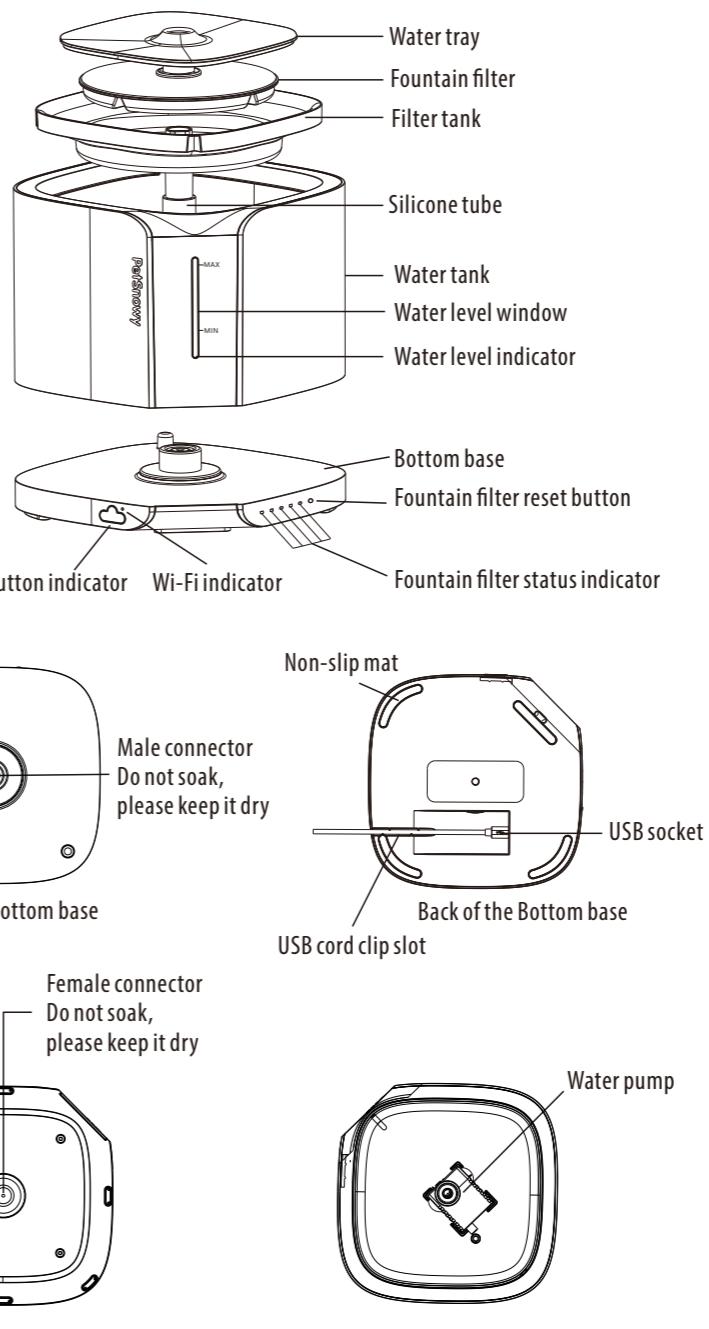


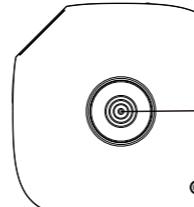
Water tank x 1



Bottom base x 1

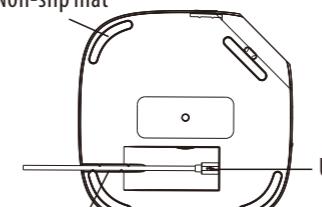
**PRODUCT STRUCTURE**





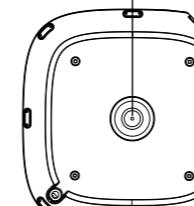
Front of the Bottom base

Male connector  
Do not soak,  
please keep it dry



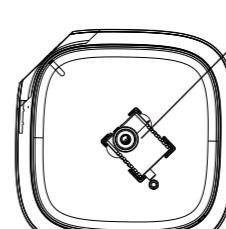
Back of the Bottom base

USB cord clip slot



Bottom of the water tank

Female connector  
Do not soak,  
please keep it dry



Interior of the water tank

Water pump

## FEATURES

### \* Healthy running water

Multiple water filtration systems: Filter sponge, activated carbon, and ion-exchange resin. Anti-blocking and anti-overflow design to guarantee clean running water.

### \* Extremely quiet

Quiet water pump, quiet filtration and quiet operation.

### \* Patented simple design

Simple and stylish appearance, simple structure, and easy to replace the filter. Separation of water and electric components makes it more convenient to refill water and clean the pet fountain.

### \* Large capacity

2-liter capacity hence lasting 4~7 days.

### \* Intelligent

Mobile APP remote control, even when you are away.

### \* User friendly

The fountain filter status indicator lights will change from white to red which remind you to replace the fountain filter, and the transparent water-level window indicator light will remind you to refill the water.

### \* Safe

Professional safety design: 5V low voltage adapter, and separate water and electric components.

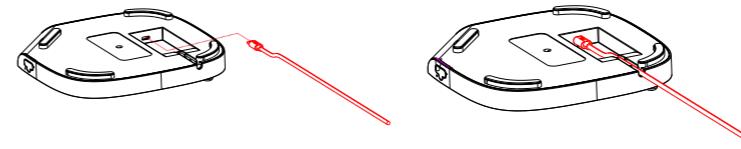
## PREPARATION AND SETUP

1. Take out the water tank and other components.
2. Soak the fountain filter in water and clean it well before installation.
3. Clean the water tray, filter tank and internal components before use.

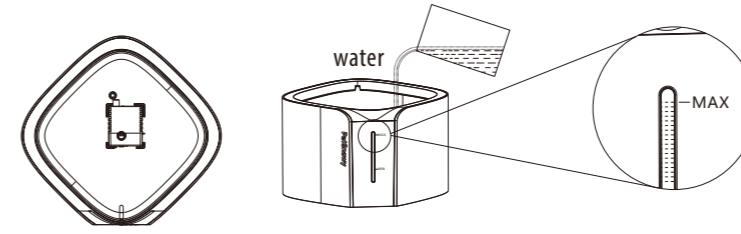


## SETUP GUIDE

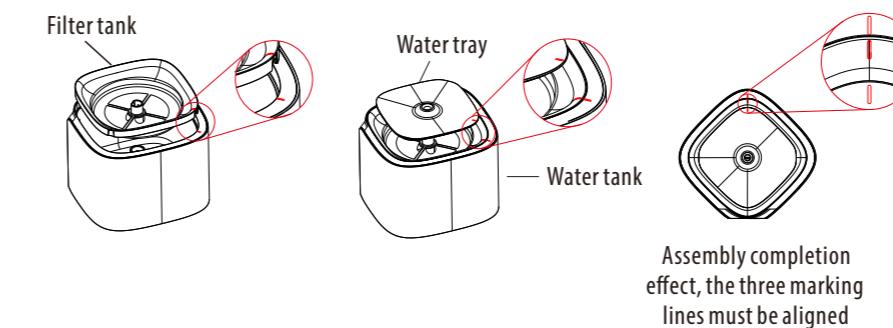
1. Take out the bottom base, insert the adapter output plug into the DC socket and press the cable into the cable slot, then plug the adapter into the mains socket. Place the bottom base on firm and flat surface.



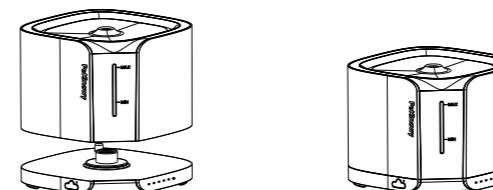
2. Take out the water tank, clean it and check whether the water pump is installed in place. Add water to the MAX line.



3. Install the filter tank and fountain filter. Unpack the fountain filter, then install the fountain filter and water tray into the water tank. (Note that the marking lines of the water tank, filter tank and the water tray must be aligned, as shown in the figures below).

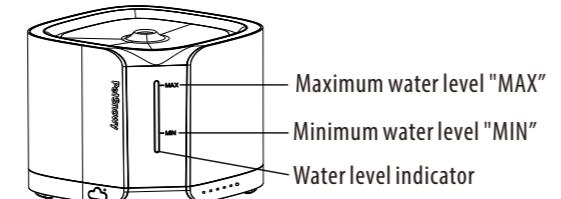
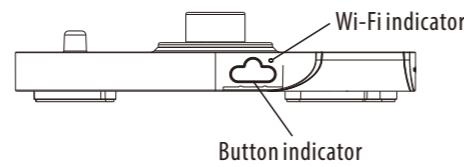
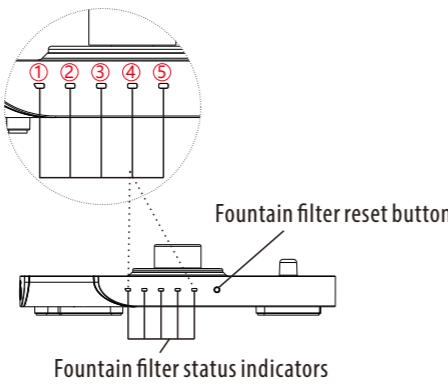


4. Install the water tank on the bottom base, then installation is completed.



## INDICATOR LIGHTS

1. When using the fountain filter for the first time or after pressing the reset button for 3 seconds, the 5pcs of fountain filter status indicator lights will emit the white light.
2. After 6 days of use, the fifth light will turn off.
3. After 12 days of use, the fourth light will turn off.
4. After 18 days of use, the third light will turn off, and the first and second lights will turn red.
5. After 24 days of use, the second red light will turn off.
6. After 27 days of use, the first red light will flash, reminding the need to replace the fountain filter.
7. After replacing the fountain filter, long press the reset button of the fountain filter until the 5pcs of fountain filter status indicator lights emit the white light, and then reset the timing of the fountain filter.
8. Please refill the water when indicator light flashes.

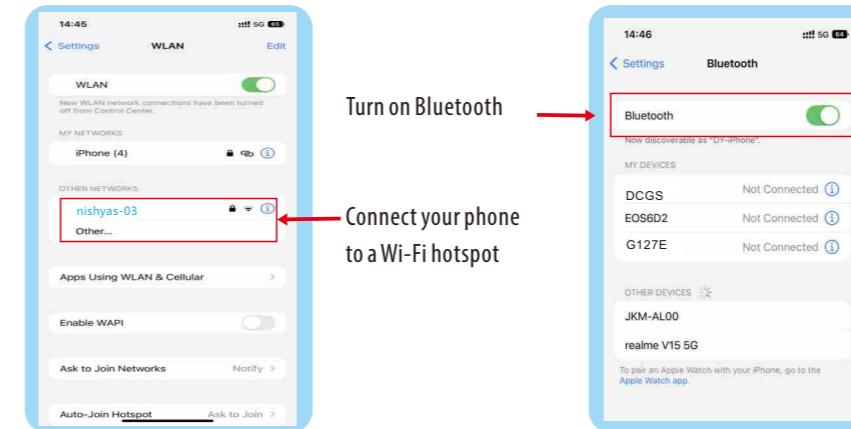


## MOBILE APP

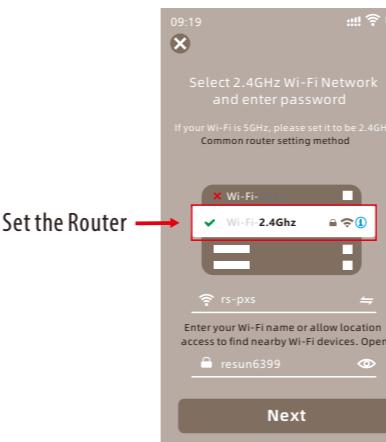
1. Download and install the App "PetSnowy" from Apple or Android App.



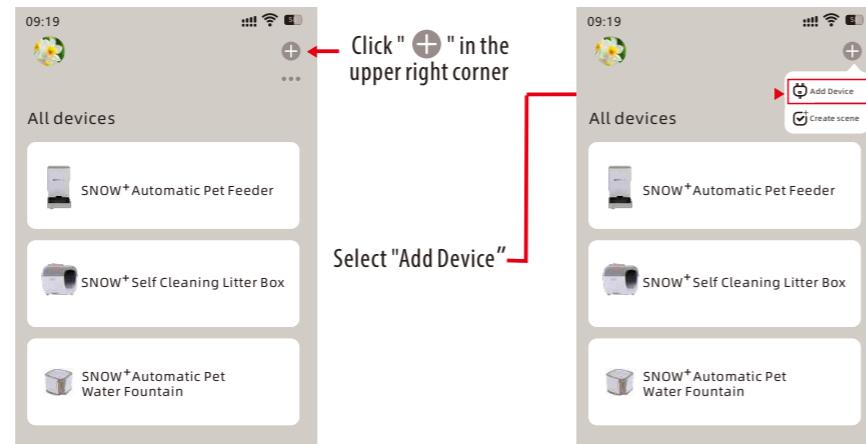
2. Turn on Bluetooth and connect your phone to a Wi-Fi hotspot.



3. Please attempt to place the device as near to the router as possible the first time you connect it (this device is only compatible with 2.4Ghz networks, please set it to be 2.4GHz if the router has both 2.4Ghz and 5Ghz bands available)

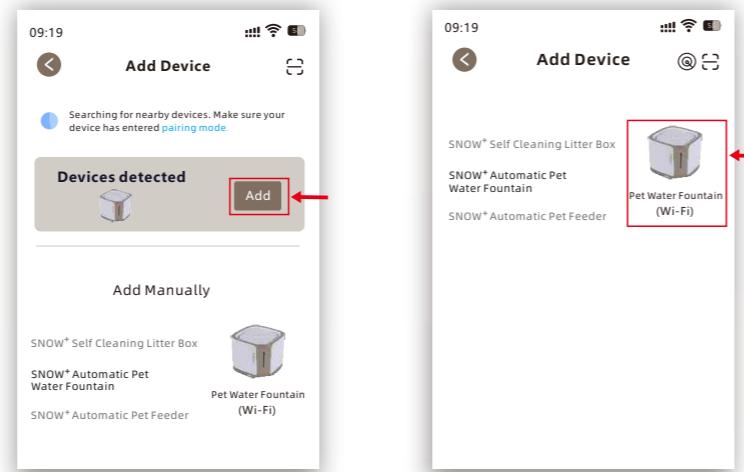


4. Launch the app, then click "+" in the upper right corner, followed by "Add Device" to add the device.



5. If the smart devices in the vicinity have been discovered, pick "Pet Fountain" from the device list and follow the APP steps to add the device.

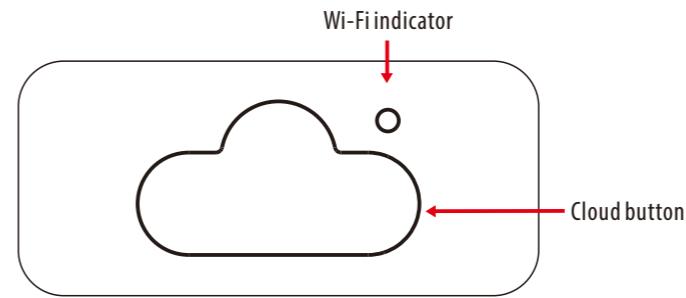
5-1. If the pet fountain is not identified, please add "Pet Fountain" manually and add the device according to the App's instructions.



5 Click "Add" if the device is identified.

Select and add "Pet Water Fountain" manually.

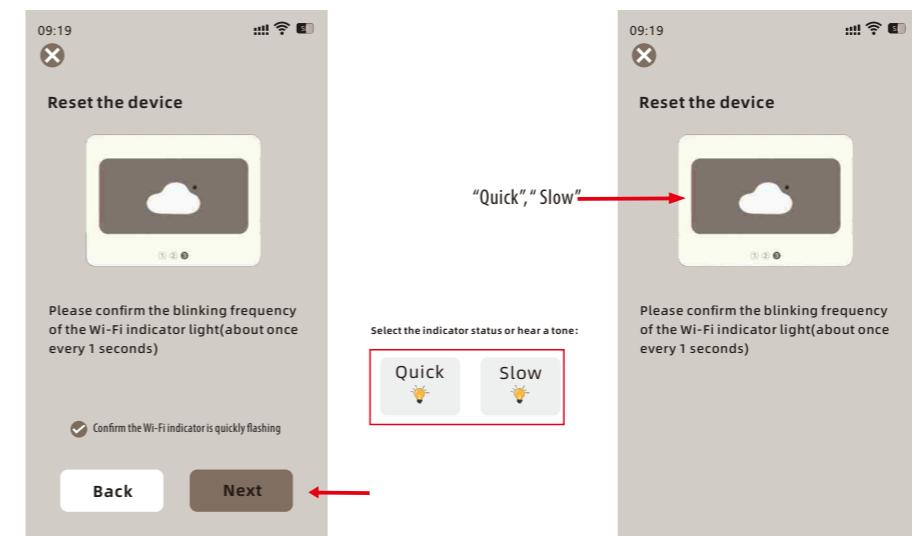
5-2. Press and hold the Cloud button for more than 5 seconds, or until the Wi-Fi indicator light goes off. Then press the "Next" button.



5-3. Please click "Confirm the Wi-Fi indicator is blinking rapidly" and then "Next" on step 5-3.

5-4. Choose the pairing mode based on the frequency with which the Wi-Fi indicator light blinks

**Remark: The default pairing mode is Bluetooth (the Wi-Fi indication light rapidly goes off). Between switch to AP mode (Wi-Fi indicator light ashes slowly) or EZ mode (Wi-Fi indicator light ashes rapidly), long press the Wi-Fi connection button on the device.**

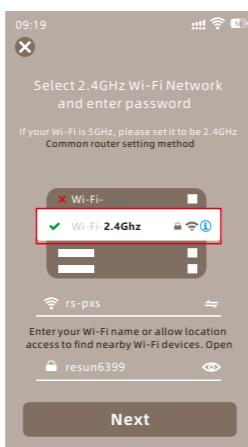


5-3 Select "confirm the Wi-Fi indicator is quickly flashing"

5-4 Select "Quick" or "Slow"

5-5 Confirm the hotspot, input the password, and then click "Next".

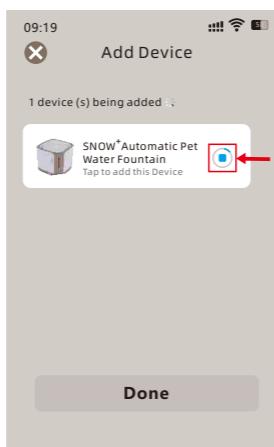
5-6. After the App automatically connects to the device, click "+" then "Done" in the top right corner after the device is successfully added.



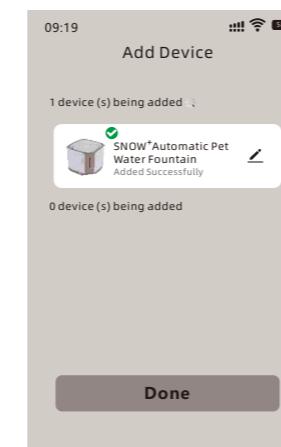
5-5 click "Next"



5-6 Automatic connection



5-6 Click "+"

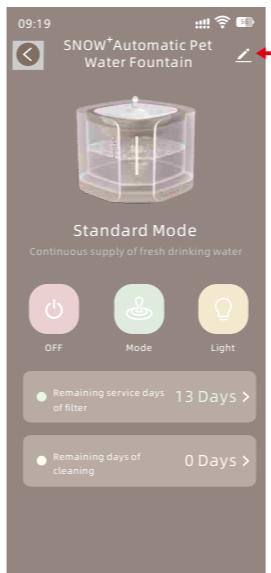


5-6 In the right corner click "Done"

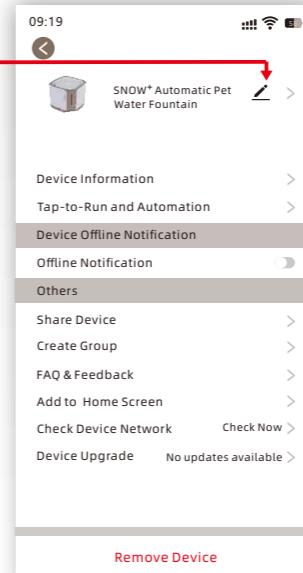
6. If the device fails to be added, please add the device again according to the possible causes prompted by the App.

7. Set the device name.

7-1. Click  on the upper right corner.



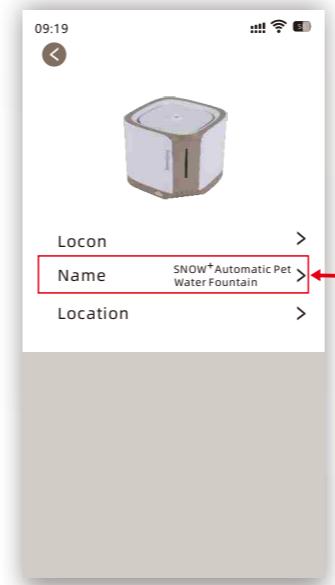
in the right corner click it.



Remove Device

7-2. Rename and save the pet fountain.

8. Go to the home page, then click the successfully added device to enter the device control page to set the operating mode. More App functions are waiting for you to discover.



7-2 Rename



7-2 Confirm



8 Control panel

## MAINTENANCE AND CLEANING

### 1. Cleaning and upkeep of the filter tank.

1. Please keep the product out of direct sunlight to avoid it turning yellow and deteriorating quickly.
2. Before cleaning the product, please disconnect it. Please ensure that the bottom connections are dry.
3. Please unplug the product before cleaning it and make sure that the connectors at the bottom are dry.
4. When cleaning the water tank, do not immerse it in water, flush the bottom or hold it upside down.
5. Hot water below 80°C can be used to clean the water tank, water tray, and filter tank if necessary. (Do not immerse them in boiling water).
6. For everyday maintenance, remove stains off the product's surface or the power supply using a delicate cloth bathed in warm water. (Please remove the power supply first). It is advised that drinking water be thoroughly changed every 3-4 days.
7. For daily maintenance, please use a soft damp cloth to wipe the stains from the surface the product or the power supply. (Please remove the power supply first).
8. It is recommended to change the drinking water every 3-4 days. Please remove the water tray and fountain filter and clean the filter.
9. If the product is not used for a long time, clean it, dry it, and put all the parts into the original packaging box, and store in a dry place.

### 2. Fountain Filter Replacement

1. Every 30 days, the fountain filter should be replaced.
2. Before installing the fountain filter, immerse the new fountain filter completely within the water (we recommend soaking it twice for 5 minutes each time) and gently rinse it.

### 3. Water Pump Maintenance

1. Clean the water pump weekly to prevent dirt from blocking the water circulation.
2. Kindly refer to the water pump's cleaning recommendations.

## FCC STATEMENT :

This gadget complies with Part 15 of the FCC Rules. This device's operation is subject to two conditions:  
(1) It may not create harmful interference, and  
(2) This device must accept any interference received, including interference that may cause undesirable operation.

**Warning:** Changes or modifications that are not expressly allowed by the entity in charge of compliance may revoke the user's permission to operate the equipment.

NOTE: This equipment has been tested and confirmed to meet with the Class B digital device restrictions set forth in Part 15 of the FCC Rules. These limitations are intended to safeguard a home installation from potentially hazardous intervention. This device creates, consumes, and emits radio frequency energy. It may cause severe interference to radio communications if not installed and operated according to the instructions. There is no guarantee, however, that interference will not occur in the following places.

a distinct installation. If this device causes detrimental interference to radio or television reception, as detected by turning the equipment on and off, the user is recommended to try to rectify the interference using one or more of the following measures: Reposition or reposition the receiving antenna. Increase the distance between the device and the receiver. Connect the equipment to a circuit other than the one to which the receiver is connected. For assistance, contact the dealer or an expert radio and TV technician.

## FCC Radiation Exposure Statement:

This device meets the FCC's radiation exposure standards for an uncontrolled environment. This device should be mounted and used with at least 20 centimeters between the emitter and you.

## TROUBLESHOOTING

Issue	Cause of issue	Troubleshooting
Bottom Base power indicator light and fountain filter status indicator light turn off	1. Check whether the adapter is plugged properly. 2. Check whether the TYPE-C plug is loose.	1. Plug in the adapter again. 2. Plug in the TYPE-C plug again.
The water level indicator light is off	1. Check whether there is water on the male and female connectors at the bottom of the water tank. 2. Check whether the water tank and the bottom base are installed properly or not.	1. Remove the water from the male and female connectors and dry them before use. 2. Install the water tank and the bottom base well.
Water does not flow out	1. Check whether there is water on the male and female connectors at the bottom of the water tank. 2. Check whether the water tank and the bottom base are installed properly. 3. Check whether the water level in the water tank is too low. 4. Check whether the rotor of water pump is stuck.	1. Remove water from the male and female connectors and dry them before use. 2. Install the water tank and the bottom base well. 3. Add water to the maximum water level. 4. Remove the foreign matter in the rotor and try again after installation.
Water flow is low	1. Check the position of the flow adjuster of the water pump. 2. Check whether the water inlet of the device is aligned with the water outlet of the water pump or not. 3. Check whether the water level in the water tank is too low. 4. Check whether the water tray, filter tank, and water pump are blocked or not.	1. Set the flow adjuster of the water pump to the maximum level. 2. Install the filter tank and make sure that the water inlet of the filter tank is aligned with the water outlet of the water pump. 3. Add the right amount of water. 4. Clean the water tray, filter tank and water pump, install and try again.
Overflow	1. If the fountain filter is used for a long time, the dirty residue on the surface will affect the seepage effect. 2. Check whether the water tray, filter tank, and water pump are blocked by dirt or not. 3. Check whether the water level in the water tank is too high.	1. Replace the fountain filter in time. 2. Clean the water tray, filter tank and water pump, install and try again. 3. Lower the water level.

## TECHNICAL SPECIFICATIONS

Product name	SNOW <sup>+</sup> Automatic Pet Water Fountain
Product model	PS-010
Size	7.48*7.48*6.1 in
Recommended Pet Type	Cats and small to medium-sized Dogs
Total weight	2.29 lbs
Rated voltage	DC 5V
Rated power	1.2W

## Warranty Card

Product \_\_\_\_\_

From which shop \_\_\_\_\_

Shop Address \_\_\_\_\_

Date of purchase \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

Shop signature \_\_\_\_\_

Purchaser signature \_\_\_\_\_

The product is warranted to be free of defects in manufacturing and material for one (1) year from the date of purchase. Please retain your dated original receipt or invoice as proof of purchase, and return the defect to place of purchase. Please note that, this warranty does not cover damage from accident, misuse or abuse. It also specifically excludes incidental or consequential damages like any loss of pets or other livestock as a result of any failure or defect of this product.