

STAINLESS STEEL PET WATER FOUNTAIN

24 / 7 Customer Support: Support@neareal.shop



Please read this manual before using the product

STAINLESS STEEL PET WATER FOUNTAIN

Model: HY001

Power Adapter: Input: 100-240V 50/60Hz Output: 5V/1A

Material: SUS 304 stainless steel

Water Tank Capacity: 3.2L/108oz

Operating Temperature: 0°C-60°C/32°F-140°F

Dimensions: 233*192*172mm/9.17*7.56*6.77inches

Net Weight: 690g/1.52lbs

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Before We Start: Care Instructions

In order to provide our pet with fresh and clean water continuously, please read and remember three simple tasks:



Refill Often

Please keep the water level between MIN and Max all the time. The pump will fail if it runs dry.



Replace Filter & Sponge

Replace the filter and sponge at least once every 1-2 weeks depending on the frequency of use.



Clean Regularly

Clean and change water regularly to avoid rust. Keep water free from organic matter (food, hair) to prevent rust.

***304 stainless steel can rust if exposed to wet organic matters for extended periods.**

01 | Important Notes

The Pet Fountain and Your Environment

This product is for indoor use only.

Be sure to place the product on flat surfaces and maintain sufficient water volume during application.

If you live in a humid environment and have problems with mold or algae, soak all fountain parts in a diluted vinegar solution (20% White Vinegar and 80% Water) for 10 minutes after regular cleaning. Also, pour the diluted vinegar solution into the motor cavity.

If you have hard water, small white mineral deposits may form on or inside the Pump. This can eventually prevent the impeller from turning properly.

To avoid replacement or damage to the Pump, please take the following precautions:

- Clean the Pump more frequently.
- Clean the Pump with a diluted vinegar solution weekly.
- Use bottled water instead of tap water.

02 | In The Box



Water Tank



Water Tray



Spout



Spout Holder



Pump Holder



Water Pump



Filter Box



Water Release Strip



Sponge



Filter



Cleaning Brush



Power Adapter

03 | Product Overview



04 | Installation & Disassembly



- 1 Soak the filter in clean water for 5 minutes, then rinse for 30 seconds.



- 3 Put the filter into the case.



- 5 Put back the top cover on the water tank.



- 2 Place the sponge around the pump, and put the pump into the holder.



- 4 Fill the tank with water between MIN and MAX. Do not exceed MAX to avoid spillage.



- 6 Connect the power adapter to wall outlet.

Note: If the product needs to be disassembled for cleaning, reverse the steps above for assembling the product.

05 | Two Different Flow Settings



- 1 Inserting the spout creates long, faucet-like streams of water.



- 2 When plugged in without a spout, it provides a flowing water bubble.

06 | Key Step of Maintenance

⚠️ Clean the Water Pump Regularly!

Regular cleaning is key to prolonging the lifespan of your cat fountain and ensuring your pet always has fresh water.

How to Clean the Pump

- ▶ Scan the QR code or search "How To Clean Neareal" on YouTube for detail cleaning instruction.



IMPORTANT Clean the pump and fountain every 1-2 weeks to avoid pump failure.



➊ Remove the pump cover.



➋ Remove the impeller.



➌ Clean the pump chamber with the cleaning brush.

07 | Troubleshooting

Problem	Solution
Water Spilling Out of the Water Tray	The filter may not be fully soaked. Please soak the filter in a clean bowl (not in the water tank) for 5 minutes before the first use.
Pump Stops Working?	1. Follow STEP 5 to clean the pump by taking out of the small impeller. 2. Try to connect power with a different USB power adapter. 3. If the above solutions don't work, please contact us at support@Neareal.shop
How Often Should I Change the Filters? Where to Get Them?	It's recommended to replace the filter and sponge at least once every 1-2 weeks. Please contact us at support@Neareal.shop to purchase new filters.
Why Soak the Filter Before First Use?	It ensures that the water flows smoothly through the filter, preventing any potential spillage. It's advised not to soak the filter in the water tank of the fountain to avoid introducing surface dust into the system.
Water Output Speed is Slowing Down	1. For the first use (or reuse after long-time storage), the water pump needs to discharge air, it's normal if the water output speed slows down. 2. It is dirt in the pump, please refer to "Product Maintenance" in the manual to clean it.

Warranty Policy

Thank you for choosing our cat fountain! We're committed to providing you and your furry friend with a high-quality product. This warranty policy outlines the terms and conditions of your warranty coverage.

What is Covered:

This warranty covers defects in materials and workmanship under normal use for a period of 18 months from the date of original purchase.

Specifically, this warranty covers issues directly caused by the product itself, including:

- **Fountain Body:**

Cracks, leaks, or other structural defects arising from manufacturing flaws.

- **Pump:**

Malfunction, including but not limited to, not pumping water, excessive noise, or complete failure due to internal defects.

- **Power Adapter:**

Malfunction or failure to provide power due to manufacturing defects.

What is NOT Covered:

This warranty does not cover the following:

- **Damage caused by external forces:**

This includes, but is not limited to, damage caused by dropping the fountain, impacts, accidents, misuse, negligence, or acts of nature (fire, flood, etc.).

- **Damage caused by improper cleaning or maintenance:**

This includes issues arising from mineral buildup, use of abrasive cleaners, or failure to follow the provided cleaning instructions.

- **Normal wear and tear:**

This includes scratches, discoloration, and other cosmetic damage that occurs with normal use.

- **Consumable parts:**

This includes filters, which are designed to be replaced regularly.

- **Problems caused by using third-party parts:**

Use of any third-party components, including but not limited to pumps, filters will automatically void this warranty. Our fountains are designed to work with specific components to ensure optimal performance and safety.

Warranty Voidance:

The warranty is automatically voided if the product is used with any third-party parts or accessories not explicitly approved by Dianu.

How to Claim Warranty Service:

Contact us: Please contact our customer support team at support@Neareal.shop within the warranty period, explaining the issue you are experiencing. Please include your order number.

