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› Vacqueen 10L Smart Pet Water Fountain User Manual (Model BEVPW01010102US)

Vacqueen BEVPW01010102US

Vacqueen 10L Smart Pet Water Fountain User Manual

Model: BEVPW01010102US

INTRODUCTION

This manual provides detailed instructions for the setup, operation, maintenance, and troubleshooting of your Vacqueen 10L Smart Pet Water Fountain. This device is designed to provide fresh, filtered water for your pets, featuring a 10L capacity, 304 food-grade stainless steel construction, multi-layer filtration, and smart app control. Please read this manual thoroughly before use to ensure proper function and longevity of your product.



Image: The Vacqueen 10L Smart Pet Water Fountain, shown with its included filters and sponges. The fountain features a stainless steel top and a clear reservoir for water level visibility.

PACKAGE CONTENTS

- Smart Pet Water Fountain x 1
- Charging Cable Set x 1
- User Manual x 1
- Filter Set x 1 (8 filters & 8 sponges)
- Cleaning Brush x 1

Easy to install, just 4 steps



First, soak the filter in water for **5 minutes**



1 Put the sponge first, then put the filter sponges;



2 Align the filter and snap it in place;



3 Cover the tray and put the host in;



4 Long press for 5 seconds to turn on and connect to wifi.

Image: A visual representation of all items included in the product package: the smart pet water fountain, charging cable, user manual, filter set, and cleaning brush.

SETUP INSTRUCTIONS

- 1. Prepare the Filter:** First, soak the filter in water for 5 minutes before installation.
- 2. Install Filter Components:** Place the blue polymer sponge upwards into the filter box, then add the non-woven fabric, activated carbon, and ion exchange resin layers.
- 3. Assemble Filter Box:** Align the assembled filter box and snap it into place within the fountain's base.
- 4. Position Host:** Cover the stainless steel tray and place the host (pump unit) into its designated slot.
- 5. Power On and Connect:** Plug in the charging cable. Long press the button on the host for 5 seconds to turn on the device and connect to your 2.4GHz Wi-Fi network via the app.

Easy to install, just 4 steps

01 Place the filter upwards



Put the sponge first, then put the filter sponges;

02



Align the filter and snap it in place;

03



Cover the tray and put the host in;

04



Plug in and turn on the machine and connect to wifi.



First, soak the filter in water for **5 minutes**

Image: A visual guide illustrating the four steps for installing the filter and assembling the Vacqueen pet water fountain, including soaking the filter, placing components, assembling the unit, and connecting power/Wi-Fi.

App Installation

Download the "Tuya Smart" or "Smart Life" app from the Apple App Store or Google Play Store. This device supports 2.4GHz Wi-Fi networks only.

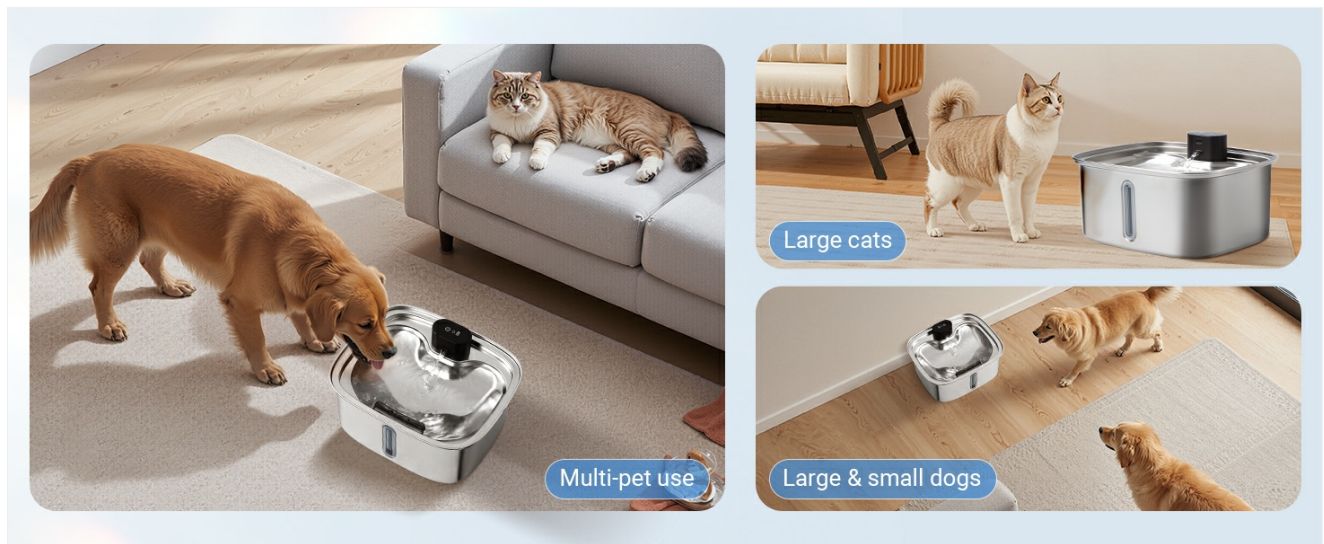


Image: A screenshot showing the Tuya Smart app interface for controlling the Vacqueen Smart Pet Water Fountain, with options for monitoring water discharge and filter life.

OPERATING INSTRUCTIONS

Filtration System

The Vacqueen Smart Pet Water Fountain utilizes a Tri-Pure Multi-Layer Filtration system to ensure clean and fresh water for your pet. This system includes:

- **Polymer Sponge:** Blocks hair and larger debris.
- **Non-woven Fabric:** Intercepts hair and dust particles.
- **Activated Carbon:** Absorbs odors and impurities.
- **Ion Exchange Resin:** Softens water.

Every sip is pure water

Tri-Pure™ filtration system keeps the water pure

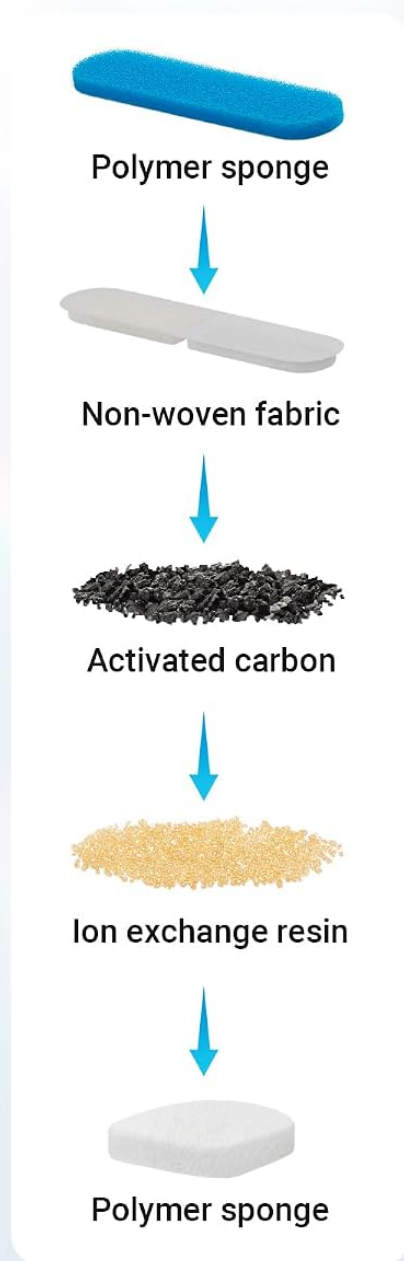


Image: A detailed view of the multi-layer filter components, showing the polymer sponge, non-woven fabric, activated carbon, and ion exchange resin layers.

Smart App Control

- Monitor water status and pet hydration remotely.
- Control InfraFlow mode or Interval mode settings.
- Receive real-time hydration alerts.
- Check pet's drinking amount and customize water outlet mode.

Power Supply Modes

- **Plug-in Mode:** For daily use, powered by the charging cable.
- **Battery-powered Mode:** Provides up to 30 days of standby power during outages. The Wi-Fi function automatically disables when battery power is below 35% to conserve energy.

Regularly Clean the Pump to Extend its Lifespan



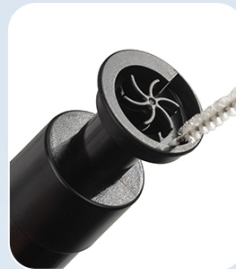
Notes: For the health of your pet, please clean the sponge and the electric rotor of the electric pump regularly every 7 days, and the main unit panel should not be exposed to water.



1 Take out the pump sponge and rinse it;



2 Disassemble the pump body;



3 Clean the water rotor with a brush;



4 After cleaning, reinstall it and it can be used.

Image: A visual comparison of the fountain operating in plug-in mode (connected to power) and battery-powered mode (showing a 30-day battery life indicator).

Water Level Monitoring

The fountain features a 360° visible window to check the water level. When water is low, the main pump automatically shuts down, and the "Anti-Dry Guard" protection activates to prevent overheating. The app will also send a water shortage reminder.

Plug-in mode



Powered by a power adapter, it is recommended to plug the host in. When the host battery power is less than 35%, the WiFi will be automatically turned off.

Battery-powered mode



The host can last up to 30 days, no worry about your pet not being able to drink water when there is a sudden power outage.

Image: An illustration demonstrating the real-time water level monitoring, showing the visual window on the fountain and a corresponding low water alert on the mobile app.

MAINTENANCE

Filter Replacement

It is recommended to replace the filter within 30 days to maintain clean and healthy drinking water. The app can be used to set a reminder for filter replacement.

Regularly replace filter accessories

It is recommended to set a timer to remind you to replace the filter within 30 days to maintain a clean and healthy drinking water environment for your pet.

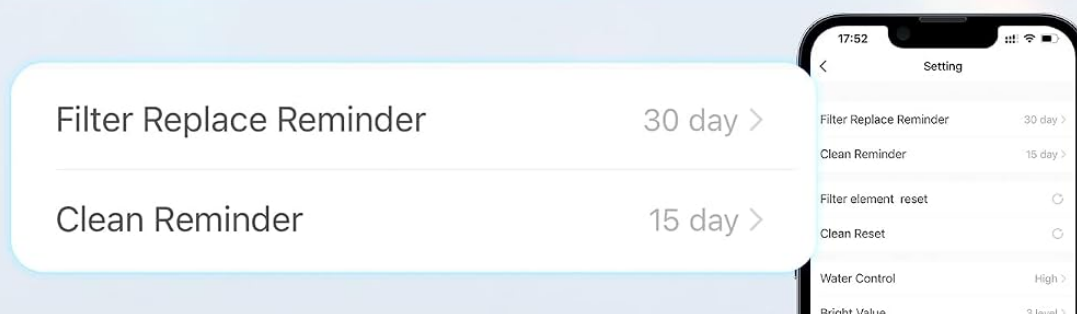


Image: A close-up of the filter components and a screenshot of the app's settings, showing options for "Filter Replace Reminder" (30 days) and "Clean Reminder" (15 days).

Cleaning Instructions

The fountain features a 3-step quick clean design for easy maintenance.

1. Disassemble the pump, filter box, and filter for hand washing. No tools are needed.
2. Wipe the dog water bowl pump instead of rinsing directly to maintain performance.
3. For the health of your pet, clean the sponge and the electric rotor of the electric pump regularly every 7 days. The main unit panel should not be exposed to water.

Main Pump Host Trouble Shooting and Repair				
NO.	Fault Phenomenon	Possible Causes	Inspection Method	Solutions
④	No response when charging	1. Adapter damaged 2. Adapter does not match (may be using fast charging or adapter greater than 5V) 3. Charging cable damaged 4. Motherboard charging chip damaged.	1. Check the text on the adapter to see if it is 5V. 2. Replace the adapter to test if there is a charging response. 3. Replace the charging cable to test if there is a charging response.	1/2-Replace the adapter to test and make sure it is a 5V charger. 3. Replace the charging cable to test. 4. Contact us to replace the electric pump host.
⑤	Low water volume	1. Filter cotton is too dirty and clogged. 2. Pump blades too loose 3. Motor damaged 4. Low water volume	Take out the pump blade. If it is easy, the pump blade is too loose. Check the amount of water in the water tank.	1. Replace the filter cotton. 2. Contact us to replace the electric pump host. 3. Contact us to replace the electric pump host. 4. Check the water level in the water tank.
⑥	No response when touching	1. The pump cover may be too dirty and have water 2. Pump motherboard damaged.	1. After cleaning the pump cover, there is still no touch. 2. The motherboard failure may be accompanied by abnormal lighting.	1. Clean the pump cover. 2. Contact us to replace the electric pump host.
⑦	Short standby time	1. Battery capacity is too small (may be battery life) 2. Motherboard leakage	1. The battery capacity becomes smaller. 2. The host may be flooded.	Contact us to replace the electric pump host.

Image: A four-step visual guide demonstrating how to clean the pump: take out the sponge, disassemble the pump body, clean the water rotor with a brush, and reinstall.

Vacqueen Smart Pet Water Fountain APP

Tuya Smart
Smart Life Smart Living
★★★★★ 44K
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Note: This device only supports 2.4GHz Wi-Fi network, not 5GHz network.

Image: A woman cleaning the stainless steel tray of the Vacqueen pet water fountain in a kitchen sink, highlighting the ease of cleaning.

TROUBLESHOOTING

Refer to the table below for common issues and their solutions.

No.	Fault Phenomenon	Possible Causes	Inspection Method	Solutions
1	Red light flashes slowly but no water is coming out	- No pump blades installed - Pump blades too loose - Motor damaged (motor circuit broken) - Low water volume in the water tank - No pump tube installed - Pump blades stuck to filter sponge	- Take out the host and turn it on, remove the pump tube, turn it over, and see if there are pump blades or if it rotates. If it does not rotate, the motor is broken. - Check the amount of water in the water tank. - Take out the pump to check if there is a pump tube. - Is the sound of the pump blade getting louder and the water output becoming very slow?	- Contact us to replace the electric pump host. - Add water. - Install the pump tube. - Take out the sponge and release it gently. Do not poke the sponge into the pump blade from bottom to top.
2	Red light flashes quickly but the device shuts down	Motor damaged (overcurrent protection)	Flash red quickly after turning on and turning off.	Contact us to replace the electric pump host.
3	Infrared sensing distance is shortened	The host is placed in a place with too high temperature. (The difference between animal body temperature and ambient temperature is too small, and it may not be sensed.)	After taking it to a cool place, the sensing distance will increase.	Put the host in a cooler place.
4	No response when charging	- Adapter damaged - Adapter does not match (may be using fast charging or adapter greater than 5V) - Charging cable damaged - Motherboard charging chip damaged	- Check the text on the adapter to see if it is 5V. - Replace the adapter to test if there is a charging response. - Replace the charging cable to test if there is a charging response.	- Replace the adapter and make sure it is a 5V charger. - Replace the charging cable. - Contact us to replace the electric pump host.
5	Low water volume	- Filter cotton is too dirty and clogged. - Pump blades too loose - Motor damaged - Low water volume	- Take out the pump blade. If it is easy, the pump blade is too loose. - Check the amount of water in the water tank.	- Replace the filter cotton. - Contact us to replace the electric pump host. - Check the water level in the water tank.
6	No response when touching	- The pump cover may be too dirty and have water. - Pump motherboard damaged.	After cleaning the pump cover, is there still no touch?	- Clean the pump cover. - Contact us to replace the electric pump host.
7	Short standby time	- Battery capacity is too small (may be battery life) - Motherboard leakage	The battery capacity becomes smaller.	Contact us to replace the electric pump host.

SPECIFICATIONS

Brand	Vacqueen
Model Number	BEVPW01010102US
Capacity	10 Liters (2.64 Gallons / 338 Oz)
Material	304 Food-Grade Stainless Steel
Dimensions (Pump)	5.91 x 1.57 x 0.79 inches
Item Weight (Pump)	0.08 Pounds
Connectivity	2.4GHz Wi-Fi
Power Supply	Plug-in or Battery Backup (up to 30 days standby)
Filtration System	Tri-Pure Multi-Layer (Sponge, Non-woven fabric, Activated carbon, Ion exchange resin)
Safety Features	PumpFree water-electricity separation, Anti-Dry Guard automatic shut-off
Certifications	FCC, ROHS, UL

WARRANTY AND SUPPORT

Warranty Information

This product comes with a **2-year manufacturer's warranty**. Please retain your proof of purchase for warranty claims.

Customer Support

For any product inquiries, technical assistance, or warranty claims, please contact Vacqueen customer service. Responsive support from our expert customer service team is available to assist you.

Contact details are typically found on the product packaging or the official Vacqueen website.