HoneyGuaridan SW28

HoneyGuardian SW28 Cat Water Fountain User Manual

Model: SW28 | Brand: HoneyGuaridan

1. Product Overview

The HoneyGuardian SW28 Cat Water Fountain is designed to provide fresh, filtered water for your pets. It features a 2.5L capacity, ultra-quiet operation, smart app monitoring via dual-band Wi-Fi (2.4 GHz/5 GHz), and a unique Maglev pump system for enhanced safety and durability. The fountain offers three intelligent operating modes and smart light alerts for water level and battery status.



Image: HoneyGuardian SW28 Cat Water Fountain, showcasing its transparent water tank and sleek design.

2. Components

Before assembly, ensure all components are present and undamaged:

- Water Tank (2.5L capacity)
- Fountain Base with Maglev Pump
- Filter Tray
- Filter Cartridge (2 included)
- Power Adapter
- User Manual

3. Setup Instructions

3.1 Initial Cleaning

Before first use, thoroughly clean all parts of the fountain (water tank, filter tray, and pump components) with water and a mild detergent. Rinse thoroughly to remove any residue. **Note: The fountain base containing electronics is not washable.**



Image: Disassembled fountain components in a sink, illustrating the easy-clean design. The base is shown separately, indicating it should not be submerged.

3.2 Filter Installation

1. Soak the new filter cartridge in clean water for 5-10 minutes before use to remove any loose carbon dust.
2. Place the soaked filter into the filter tray concavity.
3. Assemble the filter tray onto the Maglev pump unit.

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Video: A step-by-step guide on how to install the filter and assemble the cat water fountain components.

3.3 Filling the Water Tank

Fill the water tank with clean water up to the MAX level indicator. The transparent tank allows for easy monitoring of the water level.

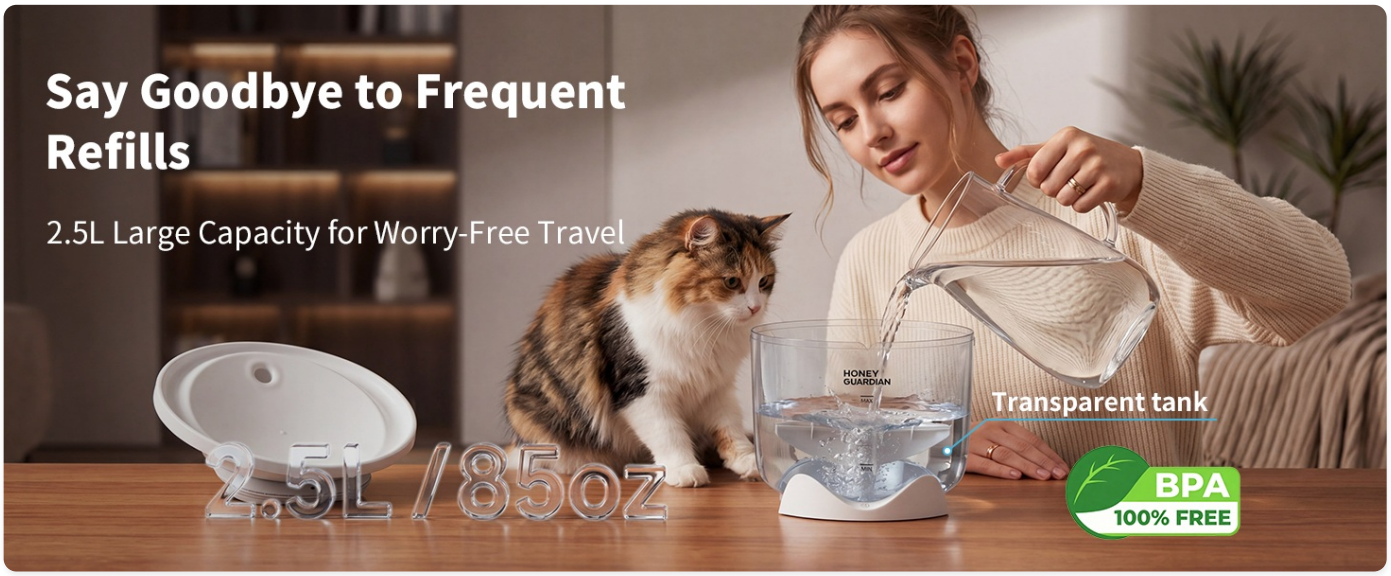


Image: A person refilling the 2.5L transparent water tank of the fountain, with a cat nearby.

3.4 Power Connection

The fountain can be powered in two ways:

- **Battery-Operated:** The built-in 2000mAh lithium battery provides up to 15 days of continuous operation on a single charge.
- **Plug-in:** Connect the power adapter for continuous operation and simultaneous charging.

To activate the unit, open the orange silicone cap on the side and flip the switch. Wait approximately 5 seconds for system initialization.



Image: Illustration showing the fountain connected via a power adapter and also highlighting the internal battery for dual power supply.

3.5 App Connection (HGsmart)

Download the "HGsmart" app (available for iOS and Android) to connect the fountain to your dual-band Wi-Fi network (2.4 GHz/5 GHz). Follow the in-app instructions for pairing. This enables smart monitoring and control features.



Image: A cat drinking from the fountain with a smartphone displaying the HGsmart app interface, showing water intake frequency and data tracking.

4. Operating Modes

The HoneyGuardian SW28 offers three intelligent operating modes, selectable via a single button or through the HGsmart app:

- **Sensor Mode (Unplugged):** Water flows for 1 minute upon pet detection. Ideal for conserving battery life.
- **Continuous Mode (Plug-in):** Provides a constant flow of water. Requires continuous power supply.
- **Intermittent Mode (Plug-in):** Water flows for 30 seconds, then pauses for 60 seconds. Optimizes energy efficiency and water freshness. Requires continuous power supply.



Image: Visual representation of the three water flow modes: Sensor, Continuous, and Intermittent, with their respective icons and descriptions.

4.1 Smart Light Alerts

The integrated LED indicator provides visual cues:

- **Green Light:** Indicates normal operation.
- **Red Light:** Signals a low water level. Refill promptly.
- **Blue Light:** Warns of a low battery. Recharge the fountain.



Image: The fountain displaying a red light for low water, and a smartphone showing an app notification for low water level.

5. Maintenance

5.1 Filter Replacement

The fountain utilizes a triple filtration system consisting of high-density cotton, activated carbon, and ion-exchange resin.

For optimal water quality, replace the filter cartridge every 2-4 weeks, or as indicated by the HGsmart app's residual filter life display.



Image: Diagram illustrating the layers of the triple filtration system: high-density cotton, activated carbon, and ion exchange resin.

5.2 Cleaning the Fountain

Regular cleaning is essential to prevent mineral buildup and maintain hygiene. Disassemble the water tank, filter tray, and pump components. Wash all parts (except the electronic base) with water and a mild, pet-safe detergent. Rinse thoroughly. The Maglev pump's isolated design minimizes contact with water, simplifying cleaning compared to conventional submersible pumps.

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Video: Instructions on how to clean the pump component of the water fountain.

6. Troubleshooting

- **No Water Flow:** Check if the fountain is powered on and if the water level is sufficient. Ensure the pump is correctly assembled and free from obstructions.
- **Fountain is Noisy:** Ensure the water level is above the MIN line. Low water levels can cause pump noise. Clean the pump and filter to remove any debris that might be causing blockages.
- **App Disconnection:** Verify your Wi-Fi network is active and the fountain is within range. Re-pair the device with the HGsmart app if necessary. Note that if the fountain is running on battery power, Wi-Fi connectivity might be limited to conserve energy, as mentioned in user reviews.
- **Red Light Indicator:** This indicates a low water level. Refill the tank immediately.
- **Blue Light Indicator:** This indicates a low battery. Connect the power adapter to recharge the fountain.

7. Specifications

Feature	Detail
Model Number	SW28
Brand	HoneyGuaridan
Capacity	2.5 Liters

Dimensions	21 x 20.5 x 17 cm
Weight	900 grams
Power Source	Battery (1 x 12V, 2000mAh Lithium) and Electric Cord
Materials	Acrylonitrile Butadiene Styrene (ABS), Polypropylene (PP)
Connectivity	Dual-band Wi-Fi (2.4 GHz/5 GHz)
Noise Level	≤23dB

8. Warranty and Support

For warranty information and return policies, please refer to the specific terms provided by your retailer at the time of purchase. Generally, products can be returned within 30 days of receipt if you change your mind. For defective or damaged products, consult the retailer's help page. For specific inquiries or technical support, please contact HoneyGuaridan customer service directly.

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