

## Precautions

- Properly dispose of all packaging materials. Some items may be packed in plastic bags, which may pose a suffocation hazard. Keep plastic bags away from children and pets.
- Do **NOT** allow children to play with the pet water fountain as a toy. To reduce the risk of injury, always supervise use when the fountain is operating near children.
- Do **NOT** use the fountain with pets that are unable to reach the water tray or have physical illnesses.
- Never immerse the battery compartment in water, as this may damage the electronic components.
- Do **NOT** place any foreign objects into the water tank.
- Do **NOT** disassemble the fountain unless instructed in this user manual.
- Use the Happy & Polly pet water fountain only for its intended purpose: providing clean, accessible drinking water for pets.
- Only use accessories recommended or sold by **Happy & Polly**. The use of unauthorized accessories may result in unsafe conditions or product damage. Do **NOT** attempt to modify the device.
- Do **NOT** operate the unit if it is malfunctioning or has been damaged.
- Do not attempt repairs yourself. Please contact **Happy & Polly Customer Support** for assistance.
- If the device will not be used for an extended period, charge the battery compartment once every 4 months to maintain battery health.
- Always disconnect the power supply and remove the battery compartment before cleaning or maintenance.
- This product is designed for **indoor use only**.
- Do **NOT** operate the fountain without water in the tank.
- After installation, inspect the device carefully. Do **NOT** power on if water is present on the contact points.
- To prevent tripping, ensure the power cord is placed safely and away from foot traffic.
- Replace the filter every 2–4 weeks, or sooner if the water flow becomes visibly reduced. For households with multiple cats, more frequent replacement may be necessary to prevent clogging.

## Usage Notes

- This product is only compatible with a **DC 5V 1A power adapter**. Use only adapters that meet national and regional safety standards.
- Using an improper adapter may damage the product or pose a safety risk. (Adapter not included.)
- Do **NOT** install or store the water fountain in environments with temperatures below 0°C / 40°F.
- Before leaving the fountain unattended for a long period (e.g. during travel), check the water level and battery status to ensure continued operation.
- Please read and follow all safety warnings provided on the product and packaging. At **Happy & Polly**, your pet's health and safety always come first.

## Important Battery Precautions

- The built-in battery is non-removable. Do **NOT** attempt to disassemble it. Unauthorized handling may damage the battery, reduce performance, or cause potential safety hazards such as overheating, fire, or injury.
- If the product is not used for an extended period, clean the fountain at least once every 4 months to help maintain the battery's condition and lifespan.
- When the low battery indicator appears, please recharge the unit promptly to avoid shortening battery life.
- Avoid using the product in extremely low temperatures. Battery performance may temporarily decrease in cold environments—this is a normal characteristic of lithium batteries.
- To charge the fountain, please use a **DC 5V 1A power adapter**.
- Note: This product does not include a power adapter. Please use a certified adapter that complies with local electrical safety standards.
- Do **NOT** expose the battery to any direct heat sources, including fire or prolonged sunlight.
- The battery must be removed from the fountain before final disposal of the product.
- Do **NOT** dispose of the battery or fountain into water or any other liquid. Doing so may result in explosion or severe hazards.
- Do **NOT** throw lithium-ion batteries into household waste. Please follow local environmental regulations regarding battery disposal.
- Do **NOT** heat the battery above **140°F (60°C)** or incinerate it. Keep the battery pack out of reach of children.

## Battery-Powered Operation

- This water fountain features a built-in rechargeable battery and can operate without being plugged in — ideal for indoor spaces without accessible power outlets.

**Note:**  
Before first use, please fully charge the battery.  
If you wish to use it immediately, you may plug in the power cable and use the fountain while it charges. Once fully charged, unplug the device.

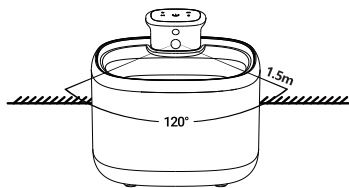
## Water Dispensing Modes

### 1. Timer Mode:

- Dispenses water automatically every 15 minutes, for 15 seconds each time.

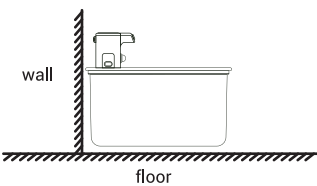
### 2. Sensor Mode:

- The fountain is equipped with a built-in motion sensor. When it detects pet activity within range, it will dispense water for 15 seconds.
- Detection Angle: 120°
- Detection Distance: 1.5 meters



- If no pet activity is detected for 2 consecutive hours in sensor mode, the fountain will automatically dispense water for 15 seconds to help circulate and maintain water quality.

**Tip:** The sensor is located on the front of the unit and cannot detect motion from behind.  
For optimal performance, place the back of the fountain against a wall to avoid interference with your pet's drinking experience.



### 3. Continuous Flow Mode:

- To enable continuous water flow, connect the device to power and switch to Timer Mode.
- Water will flow continuously as long as the power remains connected.

## Indicator Light & Button Guide

### Battery Indicator Light

- **Flashing Blue** – Charging
- **Solid Blue** – Fully charged
- **Flashing Red** – Voltage below 3.3V (power is running low)
- **Solid Red** – Voltage below 3.0V (critical battery level)
- **Auto Shutoff** – Voltage drops below 2.9V

### Operating Mode Indicators

#### Timer Mode

- **Solid White** – Actively dispensing water (15 seconds)
- **Flashing White** – Standby; next cycle in 15 minutes
- **Off** – Timer Mode is not selected

#### Sensor Mode

- **Solid White** – Water is dispensing (15 seconds after motion detected)
- **Flashing White** – Detecting motion within sensor range
- **Off** – Sensor Mode is not selected

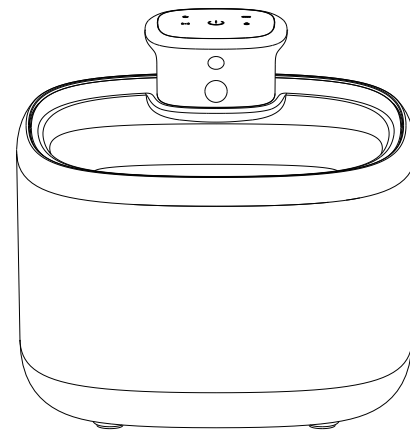
### Low Water Level Indicator

- When the water pump detects insufficient water, the red indicator light will turn on.  
(Normally off when water level is adequate.)

### Button Functions

- **Power On:**  
Press and hold the button for 2 seconds.  
The indicator light will turn on, and the device will start in **Sensor Mode** by default.
- **Power Off:**  
Press and hold the button for 2 seconds to turn off the device.
- **Switch Modes:**  
While the device is on, **short press** the button to switch between operating modes

## Happy & Polly



## User Manual

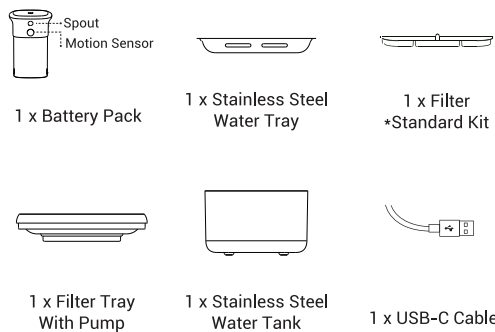
Read all instructions before use and keep this manual handy.

www.happyandpolly.com

HP000288

## In the Box

### Unpack and check whether the following components are complete

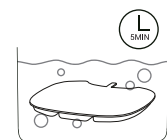


## Product Specifications

<b>Model:</b>	HP000288
<b>Dimensions:</b>	186 × 176 × 155.5 mm
<b>Battery Capacity:</b>	2000 mAh
<b>Rated Voltage/Current:</b>	R5V 1A
<b>Water Tank Capacity:</b>	2000 ml
<b>Net Weight:</b>	780 g
<b>Materials:</b>	304 Stainless Steel + ABS

## How to Use

### Step 1: Prepare the Filter



- Soak the filter in clean water for 5 minutes.
- Then rinse thoroughly under tap water.

**Note:**  
The filter must be **fully saturated** before starting the fountain, or water may not pass through properly, leading to overflow.  
**Do not soak the filter in the water tank** to avoid surface residue.

⚠ **Never immerse the battery compartment in water**



- When cleaning the **spout**, rinse only with water.
- **Do not soak the battery compartment.** Ensure it is **completely dry** before reinstalling.

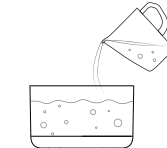
### Step 2: Clean the Parts



- Rinse the water tray, filter tray, and water tank with clean water.

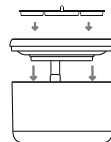
**Note:**  
Only **stainless steel** water trays and tanks are dishwasher safe. **Do not place other parts in the dishwasher.**

### Step 3: Fill the Water Tank



- Fill the tank with clean water.

### Step 4: Insert the Filter



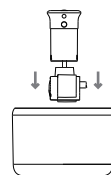
- Place the filter tray into position.
- Put the filter into the tray properly.

### Step 5: Connect Pump and Main Unit



- Attach the **main unit** to the **water pump** securely.

### Step 6: Install the Main Unit



- Fit the main unit and pump assembly into the **top cover** of the fountain.

### Step 7: Power On



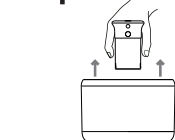
- Press and hold the button for **2 seconds** to turn on the device.

## Maintenance Guidelines

- Replace the filter and pump sponge **every 2–4 weeks**.
- Clean the pump and spout **every 1–2 weeks**.
- To extend the lifespan of the water pump, always **fill the tank with water** before powering on the device.

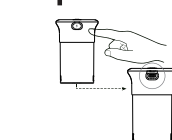
## How to Charge

### Step 1



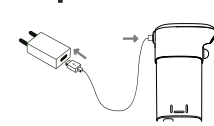
Press the buttons on both sides to remove the battery pack.

### Step 2



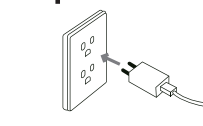
Open the rubber cover on the back of the battery pack to locate the charging port.

### Step 3



Connect the included USB-C cable to the port, then plug it into any 5V-1A adapter (adapter not included).

### Step 4



Plug the adapter into a power outlet to start charging.

## Troubleshooting

Before proceeding, ensure the device is being used as instructed and placed on a stable, unobstructed surface; contact customer service if the problem persists.

#### ① Pump not working:

- Ensure the water level is above the pump.
- Clean the pump, water tank, and drinking tray.

#### ② Device won't power on after pressing the button:

- Check if there is any water around the contact points between the tray and battery compartment.
- If moisture is present, dry the contact points thoroughly and try turning it on again.

#### ③ Water flows slowly or splashes:

- Check if the water level in the tank is too low. If so, refill the tank.
- The pump may be clogged by debris - clean the pump and spout. Make sure the tray is level and properly installed.

#### ④ Filter replacement cycle:

- Replace the filter every 2–4 weeks.

## Thank You for Your Purchase!

We hope you enjoyed your shopping experience with Happy & Polly.

### If you need assistance, please contact us regarding:

- ☒ Product Quality (Defects/Non-function)
- ☒ Damaged Packaging (Include photos for proof)
- ☒ Installation Issues (Video documentation preferred)
- ☒ Missing Parts

### Preferred Method:

- ☒ Email: service@happyandpolly.com (24h response)

### Alternative: Options:

- ☒ Phone: (707) 515-0937 (Mon-Fri, 9AM-5PM PST)
- ☒ Website: www.happyandpolly.com

- Feedback Welcome: Share your experience via reviews!
- Emergency: For safety-related concerns, please contact us immediately via any of the provided methods and indicate "URGENT" in your communication.

Create a Dreamland  
for Pets  
—— Happy & Polly