Smart Pet Water Fountain

User Manual

technology intelligence health

Model： OC-10TM01

Please read this instruction manual carefully before using the product and store it properly. Thank you for purchasing our Smart Water Fountain for Pets. Please read the instructions carefully before use and store it properly

for future reference.

Warnings

- This product is only suitable for DC output 5V/1A power adapter. Please use a power adapter appropriate for the given country and region.
- Please read this instruction manual carefully before using. Using or installing the product indicates that you have carefully read and agree to follow the safety instructions.
- The product will not be warrantied due to damage caused by improper operation and usage.
- Subject to modification without notice.

User safety instructions

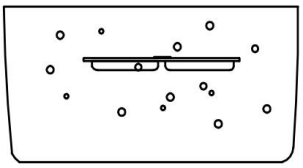
- Failure to comply with the following terms may result in failure to use the product normally, or other accidental losses.
- The product is installed and used according to the instructions, and the product is selectively used according to the actual situation of the pets. Please use it in a cool, dry environment away from fire.
- The product is in low voltage mode. However, pets biting the wire may cause electric leakage, please use it under correct guidance.
- Please use a DC output 5V/1A power adapter that complies with the given country's and region's standards. Failure to do so may cause product damage or safety hazard.
- Place the product horizontally and do not overturn it, otherwise the device may not work properly or water may spill out.
- Do not wash or soak the battery box or the base of this product.
- Do not put the battery box, base or motor into dishwasher. Stainless steel tray, bucket, filter holder accessories are dishwasher safe for cleaning and sanitizing.
- Please take out the spare battery and unplug the power cord, if this product is not being used for a while.
- Children should operate this device under the guidance of adults. Please be sure to check the remaining water in the water fountain and the status of spare battery before leaving for vacation.
- Please perform maintenance under the guidance of professionals to avoid harm and injuries.

If you encounter any product problems, please immediately contact customer service.

Set up instructions

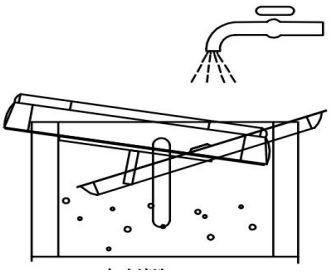
☆For first time use, please follow the steps below

1，Soak filter in 5-50℃ water for about 5 minutes before installation.



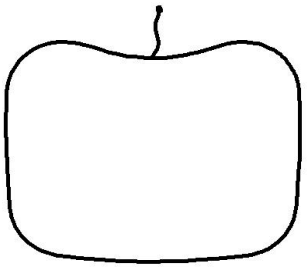
☆It is normal to have the filter-soaked water appear colorless or light yellow, but it is not drinkable.

2，Rinse the bucket, filter holder and stainless-steel tray. The pump has been installed already in the factory and can be cleaned together.

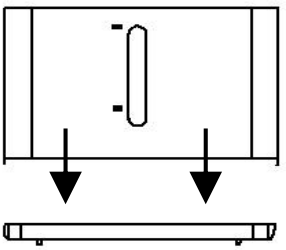


☆Note the USB connection on the pump cannot get wet.

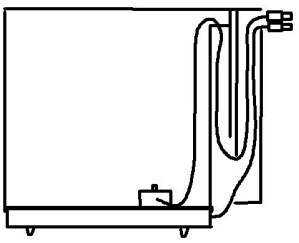
3，Put the base on the place where the water fountain will be placed. Make sure the placement location is on a hard flat surface. Uneven or soft ground will affect the accuracy of water drinking detection.



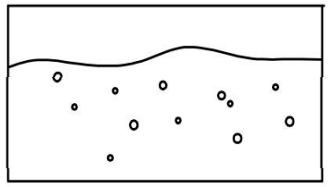
4，Place bucket on fountain base. Make sure the bottom edge covers the base to keep the bucket level.



5，Bring up base cord, water pump cord and power cord from the bottom of the battery box holder. Snap cords into the wire storage location.

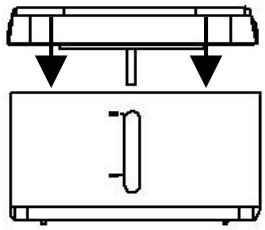


6，Fill bucket with clean pet drinking water within limit（1L~2.5L）

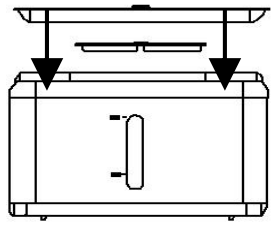


☆water temperature range 5-30℃

7，Install the filter holder onto the bucket. Note to align the bottom water pipe with the water outlet and assemble in place.

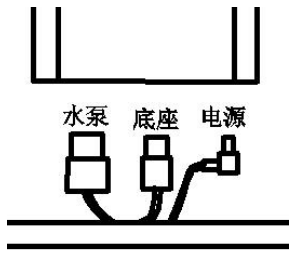


8，Put the soaked filter into the slot for filter holder. Place the stainless-steel tray on the filter holder.



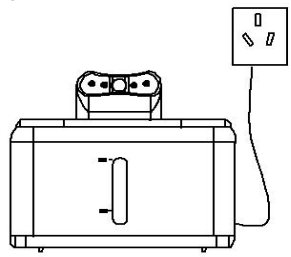
☆The side with the buckle on the filter is facing up.

9，Insert the water pump, base, and power cord into their respective corresponding interface positions in the bottom of the batter box.



Then put the battery box into the cable storage box slot, assembled in place.

10， Plug the power adapter into the power outlet. The power indicator of the water fountain for pets is on. The water is being dispensed which completes the assembly of the water fountain.



2、 Connection and disconnection

Connecting to the Pet Water Fountain:

Open the Tuya Smart App (if you haven't installed Tuya yet)
Smart App, you can install it by scanning the QR code), turn on your phone's Bluetooth and connect your phone to the router you want to connect to. Select the 2.4G band on the router.

Select the “+” sign at the upper right corner to select “Add Device”, while popping up for discovering device, select “Add” button next to pet water fountain icon. Select the router to connect, enter corresponding password, and click “Next” to connect. After 20 to 50 seconds, click “OK” on the interface that popped out. The water fountain is now successfully connected.

Tuya Smart App

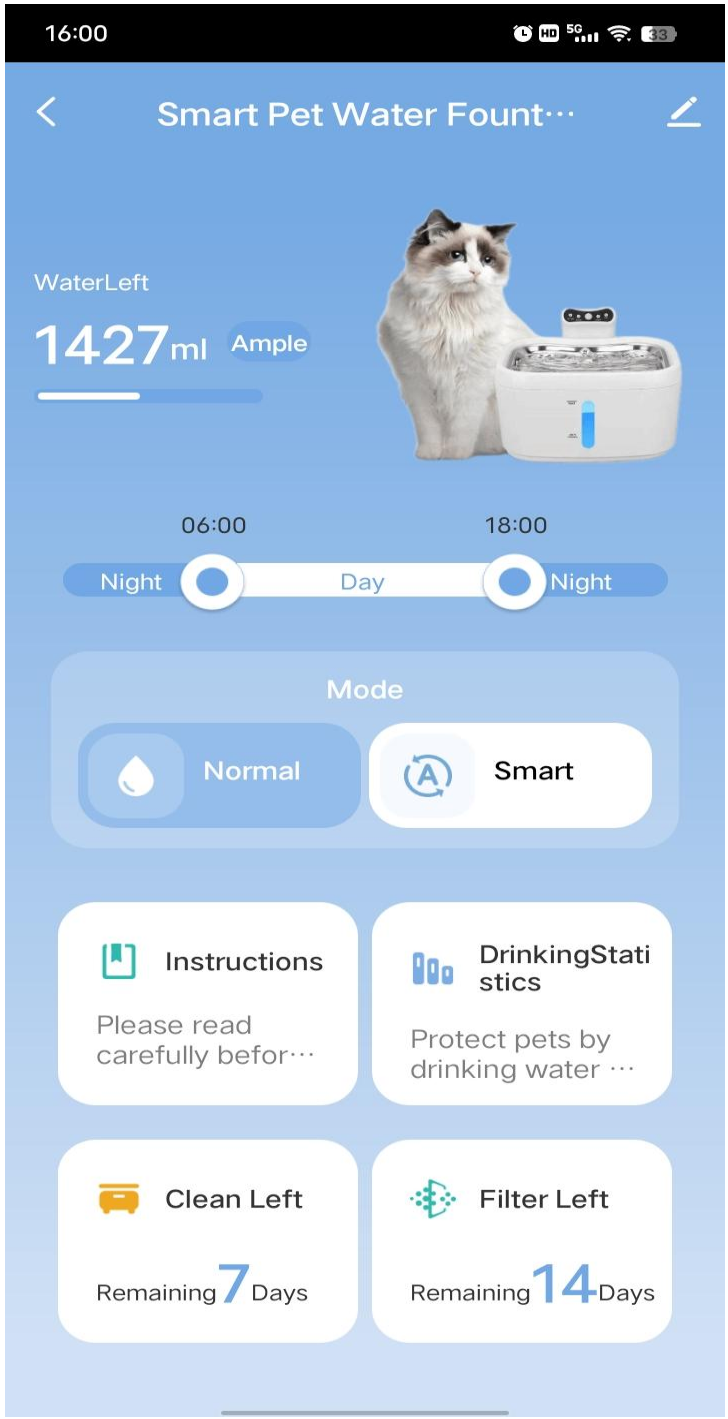
Disconnecting the pet water fountain.

1. Please make sure the fountain is online and standing by.
2. Tuya Smart APP → Home → Click “Pet Water Fountain” icon → Click the “pen” icon in the upper right corner of the page →Click “Remove Device” → Click “Disconnect and Wipe Data” →Click “Confirm”。

3、 APP operation

APP display

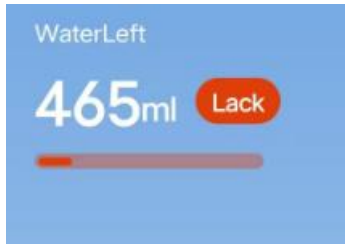
After connected, open the Tuya smart APP. click the water fountain for pets icon, and enter the Pet water fountain for pets control display.



Remaining water display and status

Water fountain displays the current remaining water volume. When the water volume is higher than the preset reminder water volume, it shows the water volume is sufficient and the bottom is blue. When the water volume is lower than the preset reminder volume, it turns red and shows water shortage. When the water volume is lower than the minimum water volume, the water pump will stop working to prevent damage from dry burning. The red reminder light on the drinking water will be on when the water level is low.

sufficient water



insufficient water

status	remaining water range
sufficient water	1000mL≤remaining water≤2500mL
lack of water	0mL≤remaining water＜1000mL
water error value	±15mL

☆The amount of water is automatically detected and the status will be automatically adjusted according to the amount of water after adding. Due to network delays, there may be a 30-seconds delay in the mobile APP display.

Mode adjustment

mode	corresponding to the description of the working status of the water fountain
Regular mode	The water fountain is in water dispensing mode for 24 hours.
Smart Mode (Day)	The water will come out for 60 seconds when sensing pets approaching. If the pet is continuously detected during drinking process, the water will continue to flow until the pet finishes. When no pets are near, the water will continue to flow for 60 seconds every 15 minutes to maintain water circulation and freshness.
Smart Mode (Night.)	The water will come out for 60 seconds when sensing pets approaching. If the pet is continuously detected during drinking process, the water will continue to flow until the pet finishes. Keeps it quiet at night when no pets are near.

☆Day and nighttime can be adjusted by dragging the buttons on the timeline.

The regular mode and smart mode can be adjusted by clicking on the APP or through the mode switch button on the water fountain and the status will be updated.

instructions for use

After clicking, you can see the documents related to instructions for use, which is convenient for use every time.

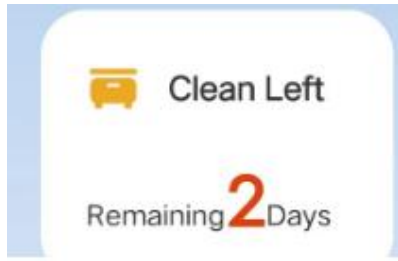
Water consumption statistics

Real time count of the pet water consumption of the day. The accumulated water consumption at 24:00 every night is the pet water consumption of the day. You can view the last 7 days history.

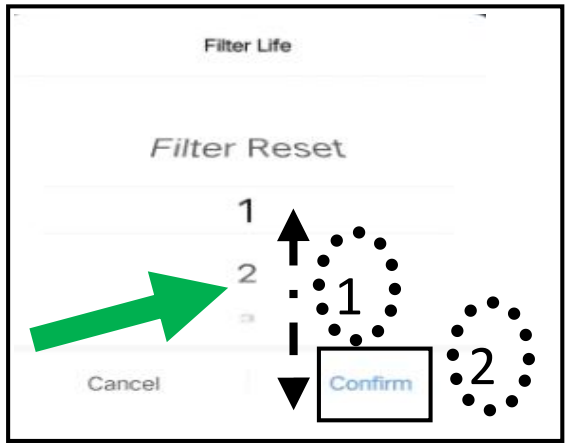
☆ By observing the water drinking amount, we can see the recent water drinking status. When there is a large fluctuation, it reminds us to pay attention to whether there is an abnormality in the health status of the pet which helps raise awareness of pet health.

Machine cleaning time reminder

If it is less than 2 days, there will be a red reminder, and the reminder LED on the machine will also flash slowly.



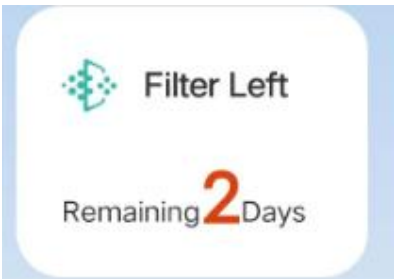
After clicking in, you can slide up or down to select reset or the number of days setting and click “OK” after selecting. 7 days by default.



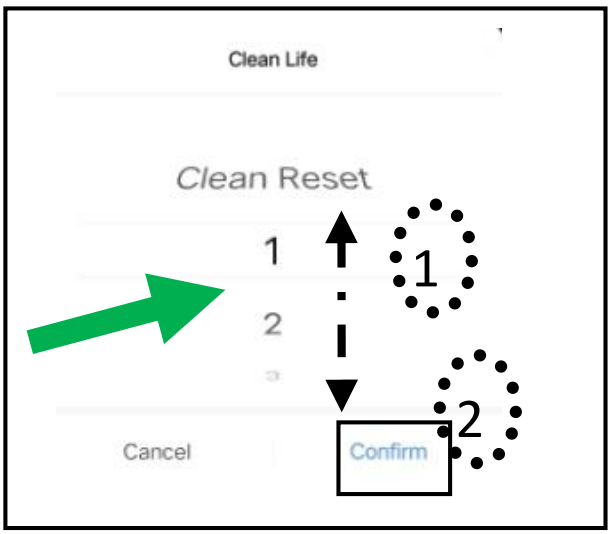
After the cleaning is completed, click “Cleaning Reset”. The machine will reset according to the set time and start counting down. To adjust the pre-set time, click the cleaning setting button, and a time setting box will pop up. Select the number of days to be set (1-14 days) and click the “OK” button in the lower right corner to complete the time adjustment.

Filter cleaning time reminder

If it is less than 2 days, there will be a red reminder, and the reminder LED on the machine will also flash quickly.



After clicking in, you can slide up or down to select reset or the number of days setting (1-30 days) and click the “OK” button in the lower right corner to complete the time adjustment. 14 days by default.



Note： Due to the upgrade and update of the Tuya Smart APP, the actual operation may be slightly different from above. Please operate according to the current guideline of the Tuya Smart APP.

Customer service

The warranty service of Pet Paradise covers product failure not caused by user error from the date of purchase.

1， A refund of original payment price or exchange to the same product model within 7 days of purchase are issued due to product malfunction.

2， Exchange to the same product model within 15 days of purchase is issued due to product malfunction.

3， If the purchase exceeds 15 days, the product can be sent to the designated service center for maintenance.

4， The warranty of this product is 1 year (the filter is a consumable part and cannot be refunded after use)

5， This card cannot be altered, otherwise it will be deemed invalid.

6， This card will not be effective until it is stamped by the service center.

☆ **E-commerce channels are subject to orders, just contact online customers directly. There is no need to use this card as service card.**

The following conditions are not covered by the warranty：

1， Damage caused by unpreventable events, such as fire, lightning, rainstorm, earthquake, etc.

2， Damage caused by people or animal use.

3， Damage cause by failure to follow the instructions to assemble, use, and repair.

4， Normal color fading, discoloration, wear and tear during the product use.

5， The product model on the service card does not match the actual product.

Frequently Asked Questions QA

1， The network connection prompt failed?

The maximum distance between water fountain and wireless router is 20 meters. Connect to the network after the power of the water fountain shuts off for 20 seconds. If the network connecting light is not flashing, press and hold the connect button for more than 5 seconds. Try connecting again after the connecting light is flashing.

2， Why should the inside of the water pump of the water fountain for pets be cleaned regularly?

The cleaning of the inside of the water pump is often missed while cleaning the water fountain. If cleaning is ignored over a long period of time, water scale can build up and bacteria will grow. Regular cleaning is essential.

3， The mobile display of the water volume is too inaccurate?

Check to see if the ground of the base is level, the water bucket of the fountain is placed correctly on the base, the network signal is stable, and if the machine is disconnected from the network.

4， Would the water pump start working when people get close to the water fountain?

The senser head is a thermal senser. When there is an external temperature change, the signal will be affected. It is recommended to avoid putting the fountain by high foot traffic areas or air vents.

5， Can the machine work normally when the spare battery is on and the power light is off?

When the electricity is shut off, the battery box can be equipped with spare batteries to continue running the machine. When powered by batteries, it switches to power saving mode. The LED lights up when water is being dispensed. When in standby mode, the LED light is off.

6， How long can the battery power last? Can it be connected to the internet?

The battery power supply can last 15 days. It is cannot be connected to the network.

7， Why does the mobile display show insufficient water level after refilling the water and after the water reminder light is turned off and the machine is dispensing water normally?

Confirm whether the water fountain is offline. If it caused by network delay, the information can be synchronized within 30 seconds normally.

8， What to do if you notice a decrease in your pet’s water drinking?

First check if the water fountain for pets is working properly, whether it has sufficient amount of water and whether the water is polluted. Try cleaning the fountain and refill it with clean water. Confirm whether the pet eats food with higher water content. It may also be that the cat suffers from diseases. Viral infections, kidney diseases etc. can cause the amount of water drinking to drop. It is recommended to observe the state of the pet and seek medical treatment in time if necessary.

9， What to do if you notice an increase in your pet’s water drinking?

First check if the water fountain for pets is working properly. See if it’s leaking water or water is overflowing. Confirm whether the pet is eating very dry or salty foods, whether the weather is hot and dry with increased exercises. It may also be caused by digestive tract diseases, viral infections, diabetes, renal insufficiency diseases, and others. It is recommended to observe the state of the pet and seek medical treatment in time if necessary.

10， Will adding water, moving, operating the keypad cause the water consumption statistic to change?

Normal handling, cleaning with power off, refilling water will not cause significant change in the water drinking volume but will cause slight change in the current water volume. If you take and place stainless steel to replace the filter or clean the stainless-steel plate, use the keypad to reconnect the network and reset, it will cause changes in the statistical water consumption of the day.

FCC Caution:

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.

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception,which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

-- Reorient or relocate the receiving antenna.

-- Increase the separation between the equipment and receiver.

-- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

-- Consult the dealer or an experienced radio/TV technician for help.

To maintain compliance with FCC ’s RF Exposure guidelines, This equipment should be installed and operated with minimum distance between 20cm the radiator your body: Use only the supplied antenna.