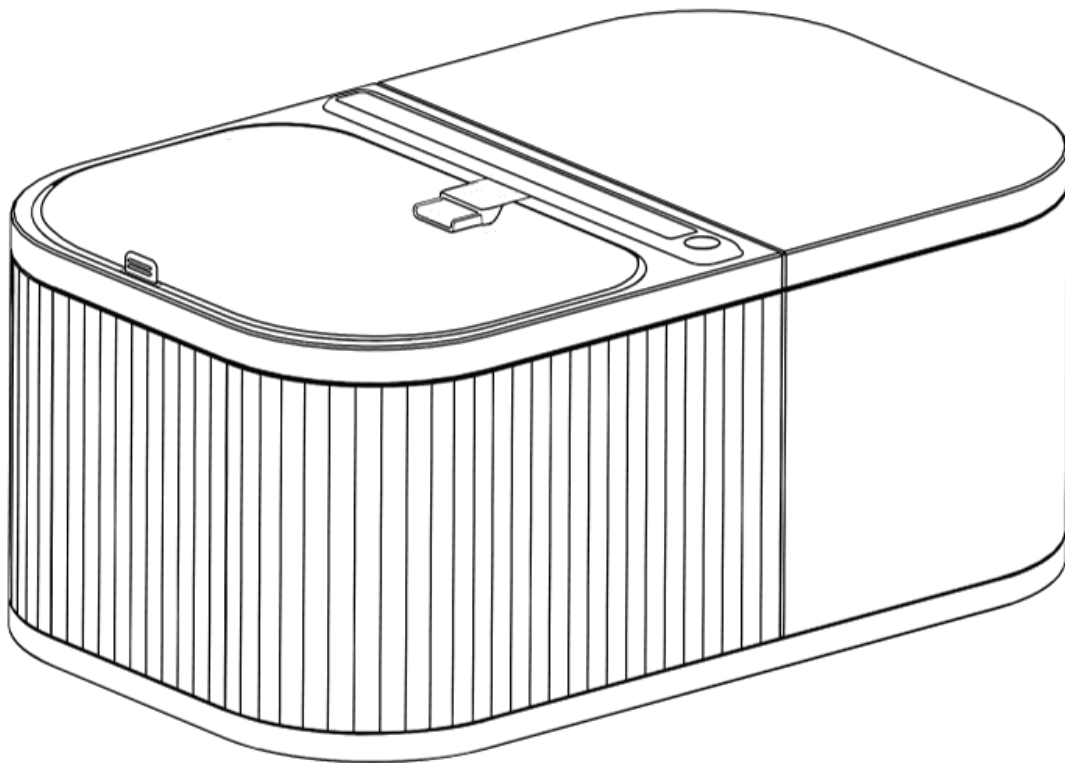


# **GFBGFB Smart Pet Water Fountain**

## **User Manual**



Please read this manual carefully before use and keep it in a safe place for future reference.

# CATALOGUE

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# 1. Safety Instructions

## **WARNING**

To reduce the risk of injury, electric shock, or fire, follow basic safety precautions including the following:

1. This appliance is not intended for use by persons (including children) with reduced physical, sensory, or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety. Children should be supervised to ensure they do not play with the appliance.
2. Use ONLY the supplied 12V-1A power adapter. DO NOT use fast chargers, high-power adapters, or non-specified adapters, as this may cause circuit overload, fire, or electric shock.
3. DO NOT immerse the main unit, power cord, or power adapter in water, rinse under running water, or expose to moisture. ONLY removable parts such as the water tank, drinking tray, filter cartridges, and water spout may be removed and cleaned separately.
4. Place the fountain on a flat, stable, and level surface. Keep it away from table edges, countertops, narrow corners, or areas where pets may knock it over.

5. DO NOT disassemble, modify, or attempt to repair the internal circuits or components. If abnormal conditions occur (unusual noise, water leakage, overheating, or water flow failure), unplug immediately, take photos of the issue, and contact customer support.
6. Before leaving home for extended periods, fully charge the built-in battery to ensure uninterrupted operation during power outages.

### **CAUTION**

7. DO NOT use hot water above 40°C (104°F) to clean any parts, as this may cause deformation.
8. DO NOT use strong acids, strong alkalis, bleach, or chemical solvents for cleaning. Use mild, neutral detergents.
9. Always unplug the device before cleaning or maintenance.
10. ONLY add clean drinking water (tap water or bottled water) to the tank.  
DO NOT add hot water, milk, juice, tea, soup, or any other liquids.
11. Place the device in a dry, ventilated area away from direct sunlight, heat sources, and moisture.

### **IMPORTANT SAFETY NOTES FOR CHILDREN AND PETS**

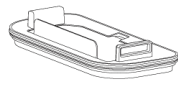
12. This product and all accessories are NOT edible.

13. Keep the device out of reach of children under 8 years old unless under adult supervision. Do not allow children to touch the water spout, power cord, disassemble parts, or place foreign objects into the tank.
14. Do not allow pets to chew on the power cord.
15. This product is recommended for cats and small to medium-sized dogs.

## 2. Package Contents



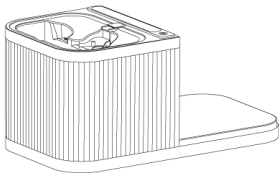
Drinking Tray x1



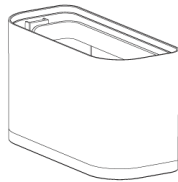
Pre-filter Holder x1



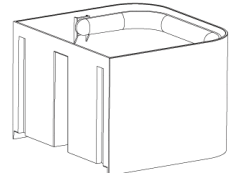
Rear Tank Cover x1



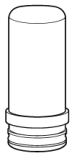
Main Unit x1



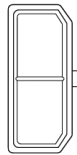
Front Water Tank x1



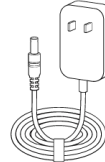
Rear Water Tank (3.25L) x1



UIUF Filter Cartridge x1



Pre-Filter Cartridge x3



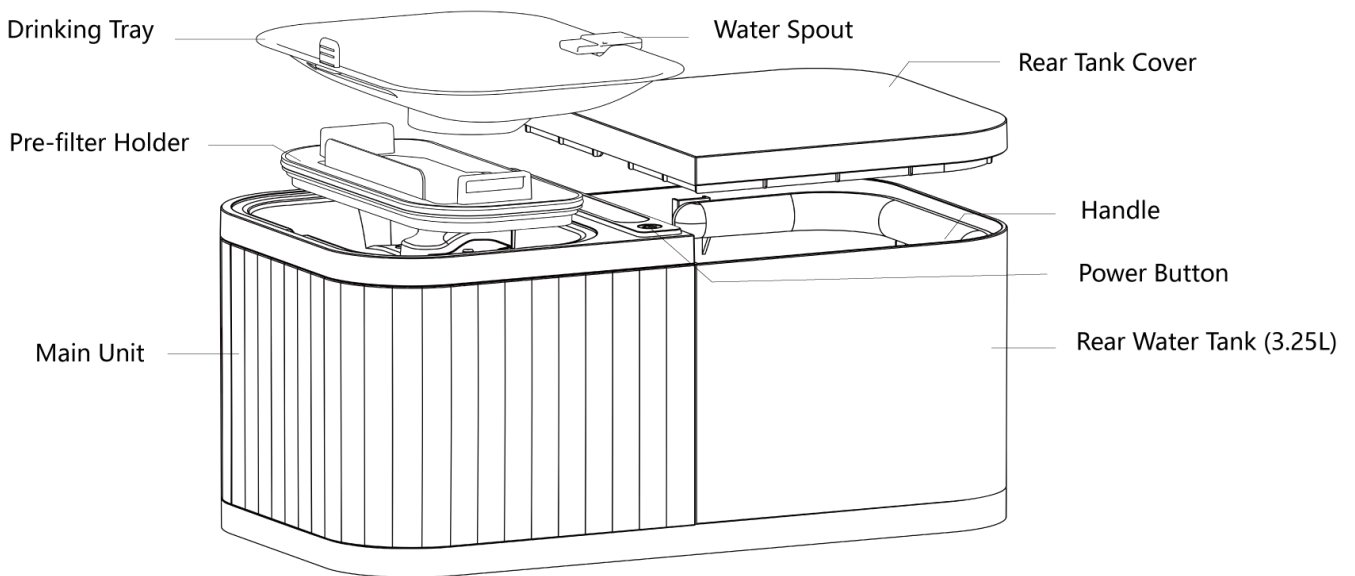
Power Adapter x1



User Manual x1

| Item                        | Qty |
|-----------------------------|-----|
| Drinking Tray               | 1   |
| Main Unit                   | 1   |
| Pre-filter Holder           | 1   |
| Front Water Tank            | 1   |
| Rear Tank Cover             | 1   |
| Rear Water Tank (3.25L)     | 1   |
| UF Filter Cartridge         | 1   |
| Pre-Filter Cartridge        | 3   |
| Power Adapter (12V-1A)      | 1   |
| User Manual & Warranty Card | 1   |

### 3. Product Overview



Model: QZMQZM S20 Smart Pet Water Fountain

Please read this manual carefully before use and keep it for future reference.

1. Drinking Tray · 2. Water Spout · 3. Rear Tank Cover · 4. Pre-filter Holder · 5. Handle · 6. Power Button · 7. Main Unit · 8. Rear Water Tank (3.25L)

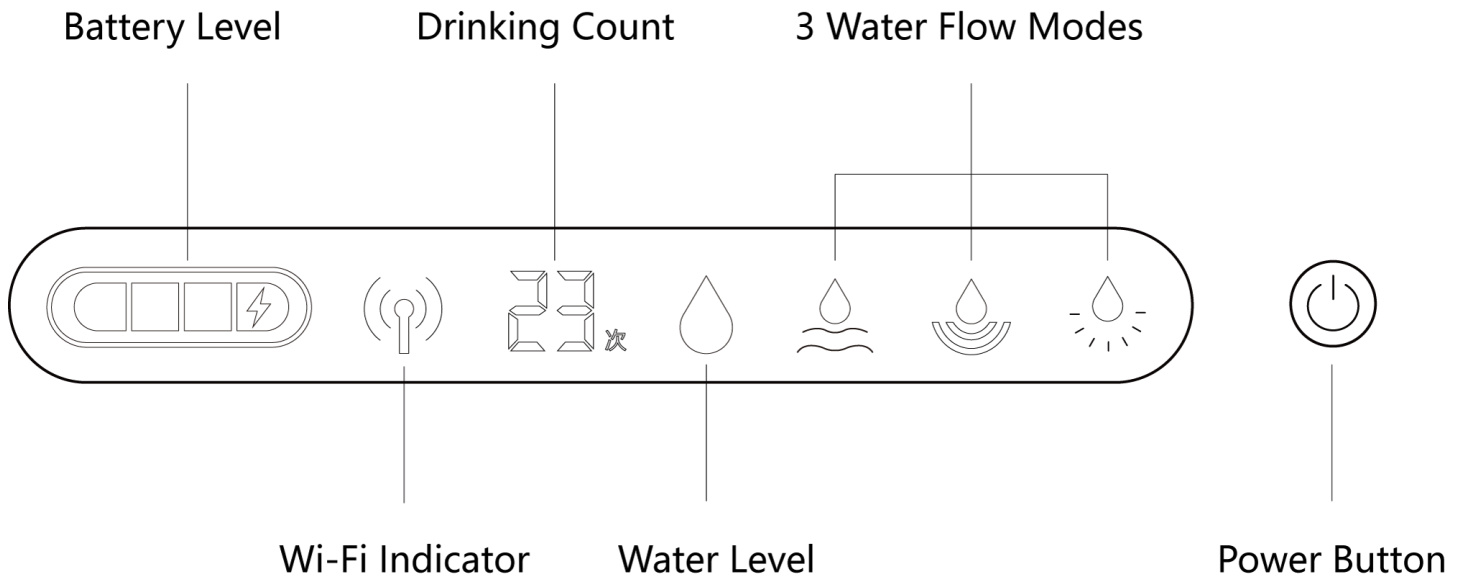
**Note:** All illustrations in this manual are schematic representations for reference only and may not exactly match the actual product. QZMQZM reserves the right to make design, appearance, and specification improvements without prior notice. Actual product may differ slightly from illustrations. Such differences do not constitute product defects. Please refer to the actual product received.

## 4. Product Specifications

| Parameter           | Specification                            |
|---------------------|------------------------------------------|
| Product Name        | QZMQZM Smart Pet Water Fountain          |
| Model               | S20                                      |
| Material            | 304 Stainless Steel + Food-Grade ABS     |
| Dimensions          | 350 × 218 × 150 mm (13.8 × 8.6 × 5.9 in) |
| Product Net Weight  | 1.92 kg (4.23 lbs)                       |
| Tank Capacity       | 3.25 L (110 oz)                          |
| Battery Capacity    | 5000mAh (Built-in Lithium Battery)       |
| Rated Voltage       | 12V-1A                                   |
| Rated Power         | 12W                                      |
| Input Specification | 100V-240V ~ 50Hz/60Hz 0.6A Max           |
| Applicable Pets     | Cats and small dogs                      |



## 5. Control Panel & Indicator Lights



### Indicator Lights

**Battery Level (White):** Lights illuminate from left to right while charging. Steady on indicates current battery level.

**Note:** The fountain must be powered on to charge. Please fully charge before first use.

**Water Level (Red):** Solid red means water tank is empty — refill immediately.

**Water Level (White):** Solid white means normal water level.

**Wi-Fi Indicator (White):** Flashing white means device is in pairing mode.

Press and hold the power button for 5 seconds to reset.

## **Drinking Count Display**

Automatically tracks your pet's daily drinking frequency.

Note: Drinking count is NOT recorded in Continuous or Intermittent Mode.

## **Three Water Flow Modes**

Continuous Mode: Non-stop water flow. White light stays on during operation and turns off when stopped.

Induction Mode: Radar sensor triggers 30-second water flow when a pet approaches within 0.5-1m (360° detection). White light stays on during operation and turns off when stopped.

Intermittent Mode: Automatic 30-second water flow every hour. White light stays on during operation and turns off when stopped.

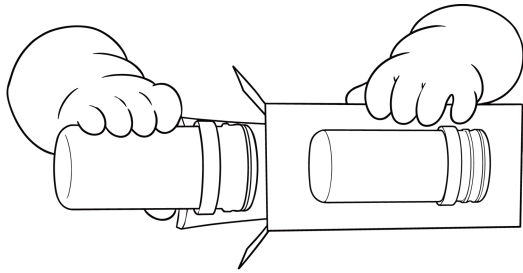
## **Operation**

Press and hold for 2 seconds to power on/off.

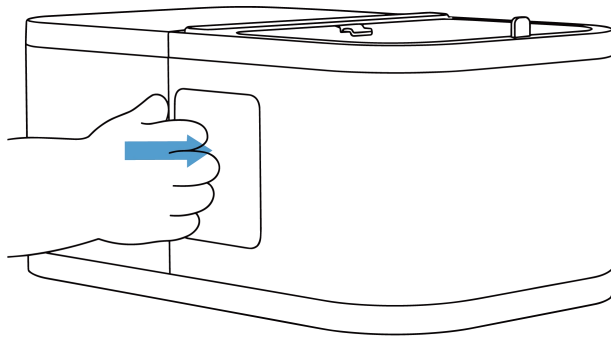
Short press to cycle through modes (Continuous → Induction → Intermittent).

Press and hold for 5 seconds to reset Wi-Fi and restore factory settings.

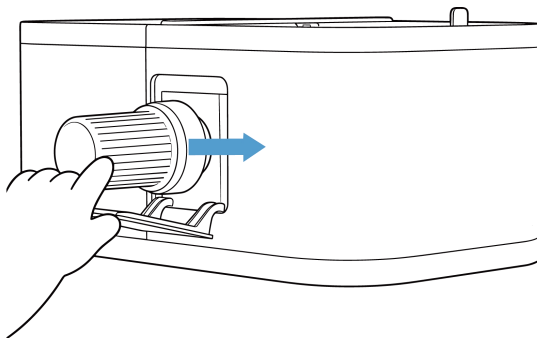
## 6. INSTALLATION — UF FILTER CARTRIDGE



1. Locate the UF filter cartridge package
2. Open the package
3. Remove the new UF filter cartridge



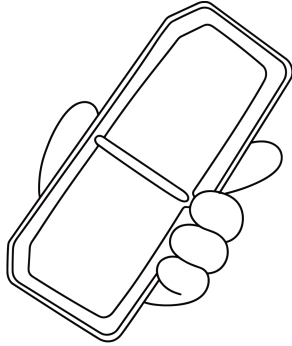
1. Press the filter compartment door — it will pop open



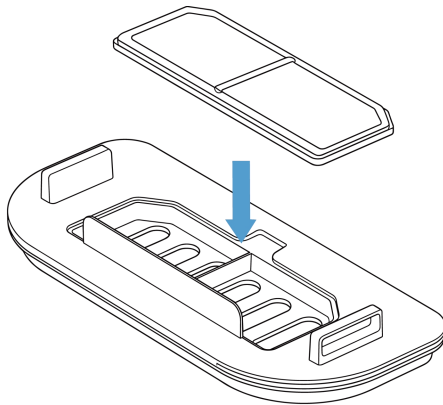
1. Insert the UF cartridge vertically, press firmly to the bottom
2. Rotate clockwise until securely locked
3. Close the compartment door

Ensure the cartridge is securely locked before closing the compartment door.

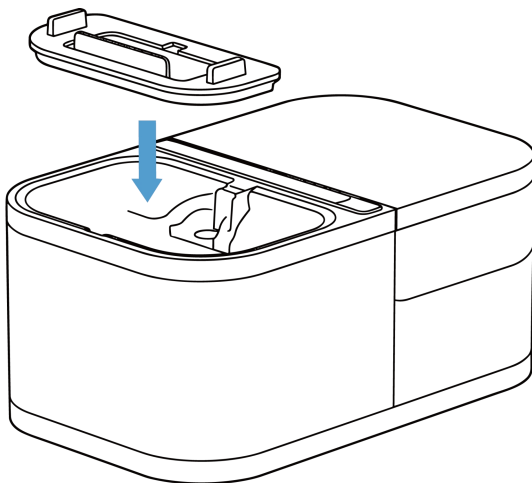
## 7. INSTALLATION — PRE-FILTER CARTRIDGE



1. Locate the pre-filter cartridge package
2. Open the package
3. Remove the new pre-filter cartridge



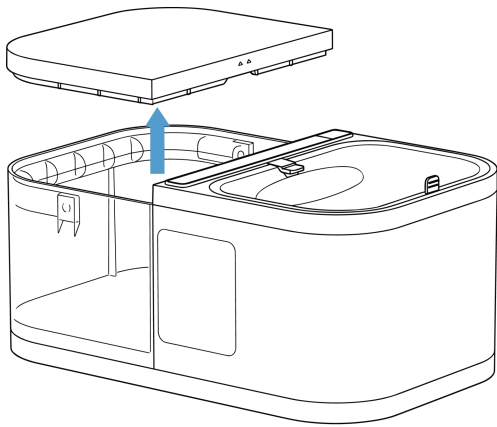
1. Place the pre-filter cartridge flat into the holder



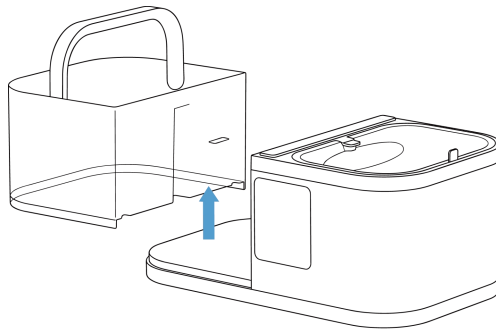
1. Insert the holder into the front water tank, press firmly
2. Place the drinking tray on top
3. Position back into the main unit

Make sure all components are securely seated before operation.

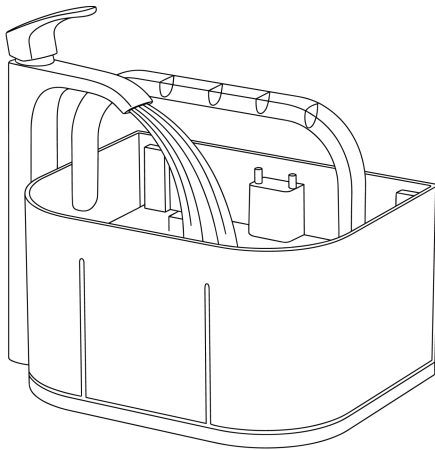
## 8. INSTALLATION — FILLING THE WATER TANK



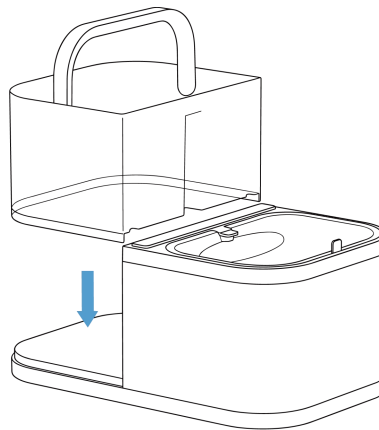
1. Remove the rear water tank cover



1. Lift out the rear water tank



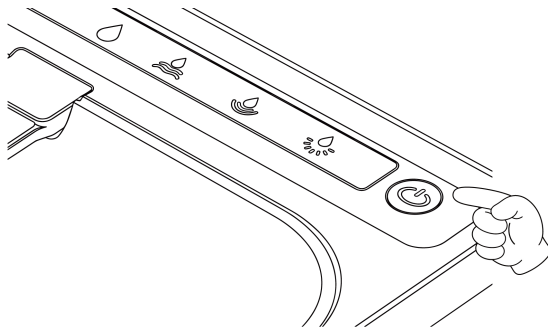
1. Fill with tap water or drinkable water
2. DO NOT exceed the MAX water level mark



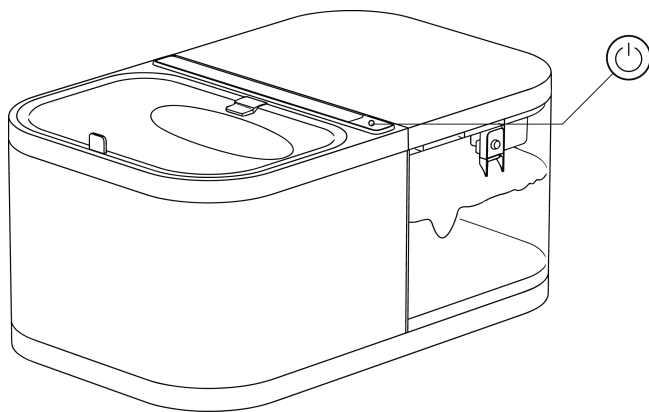
1. Place the filled tank back into the base, press firmly
  2. Replace the rear water tank cover
- Note: The unit will NOT operate if cover is not properly closed

**Note:** The unit will NOT operate if the rear water tank cover is not properly closed.

## 9. POWER ON & MODE SELECTION



1. Short press to cycle modes
  2. Press and hold for 5 seconds to reset Wi-Fi (indicator flashes white)
- Device can operate without APP connection



1. Press and hold the power button for 2 seconds
2. First startup enters pairing mode automatically
3. Runs for 30 seconds, then switches to Induction Mode

**Mode Switching:** Short press to cycle (Continuous → Induction → Intermittent). Press and hold 5 seconds to reset Wi-Fi.

**Note:** APP connection is NOT required for basic operation.

## 10. APP SETUP & APP INTERFACE



Tuya Smart APP

1. Scan the QR code next to the fountain.
2. Or search "Tuya Smart" in Google Play or the Apple App Store.
3. Register and log in with your phone number.
4. Tap "Add Device" in the upper right corner.
5. Enable Bluetooth and connect to a 2.4GHz Wi-Fi network.
6. Select "QZMQZM Pet Water Fountain" from the device list.
7. Follow the on-screen instructions to complete pairing. Once connected, you can remotely monitor and control the fountain via the APP.



Automatically tracks your pet's daily drinking frequency  
Note: NOT recorded in Continuous or Intermittent Mode (displayed as 0)

One-touch manual ultrasonic self-cleaning, 2 minutes per cycle

One-touch manual UV sterilization, 5 minutes per cycle

Ultrasonic self-cleaning: Default 2 cycles/day, 2 min each. Manual on/off available

UV sterilization: Default 2 cycles/day, 5 min each. Manual on/off available

Swipe left/right to switch between 3 water flow modes

Induction Mode: Radar sensor triggers 30-second flow

Continuous Mode: Non-stop water flow

Intermittent Mode: Automatic 30-second flow every hour

**Note: Ultrasonic self-cleaning**



# 11. TROUBLESHOOTING & MAINTENANCE

## Troubleshooting & Error Alerts

| Indicator / Issue                         | Possible Cause                      | Solution                                                                                 |
|-------------------------------------------|-------------------------------------|------------------------------------------------------------------------------------------|
| Solid red light on                        | Water shortage<br>/ Low water level | Refill the rear water tank to above the sensor line                                      |
| Battery indicator (last bar) flashing red | Low battery                         | Charge the device immediately                                                            |
| No water flow                             | Pump blocked or water level too low | Check water level; clean the pump and filter                                             |
| Wi-Fi not connecting                      | Network issue                       | Reset Wi-Fi: press and hold power button for 5 seconds; ensure 2.4GHz Wi-Fi is available |

## Maintenance & Care

### Filter Replacement Schedule

| Filter Type          | Replacement Frequency                                      |
|----------------------|------------------------------------------------------------|
| Pre-Filter Cartridge | Every 2-4 weeks (adjust based on water quality and usage)  |
| UF Filter Cartridge  | Every 3-4 months (adjust based on water quality and usage) |

**Note:** When replacing the UF filter, place a paper towel under the compartment to catch any residual water drips.

## **Cleaning the Water Tank & Components**

- Clean the tank and drinking tray at least once a week.
- Discard remaining water and rinse thoroughly with clean water.
- DO NOT use harsh chemicals (strong acids, strong alkalis, bleach, or detergents).
- Allow parts to air dry in a ventilated area. DO NOT expose to direct sunlight or high heat.
- For long-term storage: drain all water, clean all parts, dry completely, and store in a cool, dry place.

## **Cleaning the Main Unit (Base)**

- DO NOT immerse the main unit in water.
- Wipe the base and control panel with a slightly damp cloth, then dry immediately.
- Always unplug the device before cleaning.

## 12. DECLARATION OF HAZARDOUS SUBSTANCES

The following hazardous substances are listed in accordance with applicable regulations: Lead (Pb), Mercury (Hg), Cadmium (Cd), Hexavalent Chromium (Cr(VI)), Polybrominated Biphenyls (PBB), and Polybrominated Diphenyl Ethers (PBDE).

| Component Name           | Pb | Hg | Cd | Cr(VI) | PBB | PBDE |
|--------------------------|----|----|----|--------|-----|------|
| ABS Housing              | ○  | ○  | ○  | ○      | ○   | ○    |
| PCB Assembly             | ×  | ○  | ○  | ○      | ○   | ○    |
| Power Adapter            | ×  | ○  | ○  | ○      | ○   | ○    |
| Built-in Lithium Battery | ○  | ○  | ○  | ○      | ○   | ○    |

○ — Below standard limit requirement

× — Exceeds standard limit but falls under exempted use scenarios

This declaration is prepared in accordance with the **Federal Food, Drug, and Cosmetic Act (FD&C Act)** and the **California Proposition 65** requirements for product safety and hazardous substance disclosure. QZMQZM prioritizes the use of non-toxic and environmentally friendly materials in product design and manufacturing. Components marked with " × " contain restricted substances that, under current industry technology limitations, cannot be fully replaced at this time, and all comply with applicable regulatory exemption provisions. As technology and materials advance, QZMQZM will continue to update this declaration accordingly.

## **13. IMPORTANT WARNINGS**

1. This product and all accessories are NOT edible.
2. Filters and components must be replaced regularly for optimal performance and hygiene.
3. ONLY use official QZMQZM replacement parts. Non-genuine parts may cause malfunctions or leakage.
4. Place the fountain on a stable, level surface.
5. Children under 8 years old must be supervised by an adult when using or cleaning the device.
6. Keep the device in a dry, ventilated area away from direct sunlight, heat sources, and moisture.
7. DO NOT disassemble, modify, or attempt to repair the device. Contact customer support for service.
8. For long-term non-use: clean thoroughly, drain water, unplug, and store in a dry, ventilated location.

## **14. BATTERY DISPOSAL NOTICE**

This product contains a built-in lithium-ion battery.

Do not dispose of the device in household waste, incinerate, or disassemble.

Please dispose of the device and battery at designated recycling centers in accordance with local regulations.

## 15. WARRANTY & FCC STATEMENT

| Name                          | Performance Failure     |
|-------------------------------|-------------------------|
| S20 Performance Failure Table | Button malfunction      |
|                               | Indicator light failure |
|                               | No water flow           |
|                               | No power response       |
|                               | Battery not charging    |
|                               | Leakage or seal failure |

### Warranty

The QZMQZM S20 comes with a 1-year warranty against manufacturing defects from the date of purchase.

Warranty covers non-human-induced failures under normal use and proper operation.

Warranty is valid ONLY for products purchased and used within the United States.

### Warranty Exclusions:

1. Damage caused by improper use, drops, impacts, water immersion, or unauthorized disassembly.
2. Damage caused by natural disasters, power surges, or external factors.
3. Use of non-original accessories (filters, adapters, etc.).

4. Products beyond the 1-year warranty period.
5. Products that have already received a replacement under warranty.

### **FCC Compliance Statement**

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.

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.

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

FCC ID: 2ANDL-WBR3



Designed and manufactured in China

All rights reserved. Specifications subject to change without prior notice.



Scan for video setup guide

### **Customer Support**

For questions, technical support, or warranty claims, please contact us:

Email: [support@gfbgfb.com](mailto:support@gfbgfb.com)

Website: [www.qzmqzm.com](http://www.qzmqzm.com)

You may also reach us via the Amazon buyer-seller messaging system.

We will respond within 24-48 hours.