

Cordless Battery-Operated Automatic Pet Water Fountain  
(for dogs and cats)

PET-WD03WH-G

# SILENT AQUA™

For indoor and residential use

Manual



Thank you very much for purchasing this product.

Please read this manual before use.

The manual describes the precautions and how to use the product safely.

After reading, keep the manual in a safe location for future reference.

\*In this manual, PET-WD03WH-G will be referred to as “the Product” except in some places.

# Package contents

Before use, check that the items below are all supplied in the product's package. Although every effort has been made to ensure proper packaging, contact the retailer where this product was purchased if any shortage or breakage is discovered.



- ☐ Battery-operated pump..... × 1
- ☐ Main unit..... × 1
- ☐ Dedicated USB charging cable..... × 1
- ☐ Pump tube..... × 1
- ☐ Faucet filter ..... × 2
- ☐ Demineralization filter ..... × 2

- The product includes two faucet filters, one of which is for replacement.
- The product includes two demineralization filters, one of which is for replacement.
- After checking the supplied items, you can use the package to store the product.

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# Safety precautions

This section describes the precautions to take to prevent hurting yourself and others or damaging property. Read them carefully before using the product.

■ The extent of possible harm and damage caused when the product is used without regard to the precautions is categorized below.

## ● Meaning of symbols

 **WARNING** indicates matters that have a "probability of death or serious injury can be anticipated".

 **CAUTION** indicates matters that have a "probability of injury or property damage can be anticipated".



General precautions



Do not touch with wet hands



Do not wet



General prohibitions



Do not disassemble



Follow instructions



indicates "matters that require careful attention".



indicates "recommendations" and "reference information".

## **WARNING**



**Do not use the product for any purpose not described in the manual.**  
Doing so may cause a fire, electric shock, injury, or malfunction.



**Do not disassemble, repair, or modify the battery-operated pump.**  
Doing so may cause a fire, electric shock, injury, or malfunction.



**Do not use the product outdoors.**  
Doing so may cause a fire, electric shock, injury, or malfunction.



**Do not use or store the product in the following places.**  
Doing so may cause damage or a malfunction of the product.

- A place with direct sunlight
- A place with high temperature, high humidity, or excess dust
- A place where water may freeze
- A place with frequent vibrations
- An unstable place such as inside a pet cage and pet circle
- Near a high-heat source such as a microwave, oven, range, and stove
- Near an electromagnetic radiation or static electricity source such as an IH cooker or mobile phone



**Use and store the product on a stable, level surface.**  
Failure to do so may cause an injury or malfunction.












**Do not use the product within reach of young children.**  
Doing so may cause an electric shock, injury, or malfunction.








**Do not allow the battery-operated pump to operate without water in the water tank.**  
Doing so may cause ignition or heat generation.

## Safety precautions (continued)

### WARNING



-  Do not allow the battery-operated pump, USB charging port, AC adapter (commercially available), USB connection port, dedicated USB charging cable, and outlet to get wet.  
Doing so may cause a fire or electric shock.
-  Regularly clean the outlet, plug prongs, and surface with the prongs mounted.  
Failure to do so may cause a fire.
-  Do not use a power strip.  
Doing so may cause a fire or electric shock.
-  Do not touch the battery-operated pump and USB charging port with wet hands.  
Doing so may cause an electric shock, injury, or malfunction.
-  Do not use wet hands when connecting or disconnecting the dedicated USB charging cable or AC adapter (commercially available).  
Doing so may cause a fire, electric shock, or burns.
-  Always hold an AC adapter (commercially available) at the tip, instead of the dedicated USB charging cable, when connecting the AC adapter (commercially available) to an outlet.  
Failure to do so may cause a fire, ignition, electric shock, or injury.
-  Do not use any other cable than the dedicated USB charging cable.  
Doing so may cause a fire, electric shock, injury, or malfunction.
-  Do not use the dedicated USB charging cable in such a manner that it may generate heat.  
Doing so may cause a fire, ignition, electric shock, or burns.
  - Use it while coiled up
  - Modify or damage it
  - Apply excessive force to it by pulling, bending strongly, or twisting it
  - Place a heavy object on it
  - Leave it squeezed between objects or close to a high-temperature object
-  Do not use a dedicated USB charging cable that is damaged or has a loose USB terminal.  
Doing so may cause a fire, ignition, electric shock, or burns.

### CAUTION

-  Do not allow children alone or those who require assistance alone to use the product.  
Doing so may cause an electric shock, burn, injury, or malfunction.
-  Do not drop, step on, throw, or expose the main unit, battery-operated pump, and AC adapter (commercially available) to a strong force, impact, or vibration.  
Doing so may cause a fire, ignition, electric shock, or burns.
-  Do not put the product near or on an electric appliance.  
Doing so may cause water to spill on the electric appliance, resulting in a malfunction.
-  Do not use or charge the product inside a pet cage or pet circle.  
Doing so may cause the product to tip over, resulting in a fire, ignition, electric shock, or burn.
-  Do not operate the product with a water level higher than the lower limit line of the water tank.  
Doing so may cause a fire, ignition, or electric shock.

## Safety precautions (continued)

### CAUTION

-  Do not use the product with the filter set inside-out.  
Doing so may cause a malfunction or water leak.
-  To wipe dirt off, do not use an organic solvent such as benzene, paint thinner, and alcohol, or hot water of 70°C (158°F) or higher. Be sure to remove the battery-operated pump before washing the main unit with water.  
Failure to do so may cause breakage or a malfunction. Wipe spilled water off the USB charging port of the battery-operated pump with a dry cloth and dry it well.



To dispose of the product and package, follow the local rules in your area.

# Names of components

## Unit Controls

### Clean indicator

Lights white to alert the time to replace the demineralization filter. Replace the demineralization filter. Refer to [“Replacing the demineralization filter⇒ p.13”](#).

### Sensor mode indicator

Lights when the sensor detects motion.

### Sensor

Detects motion in a range of approximately 120° and 1 m (3.29 ft) centered around the sensor.

### Power/Mode button

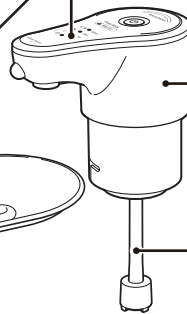
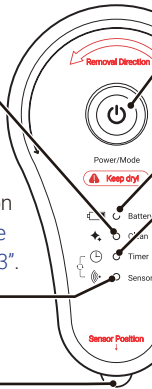
Turns the power on/off or switches the mode.

### Battery indicator

Blinks red when the battery level is low.

### Timer mode indicator

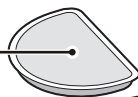
Lights approximately 20 seconds at intervals of approximately 30 minutes.



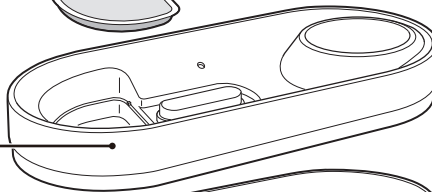
### Tray



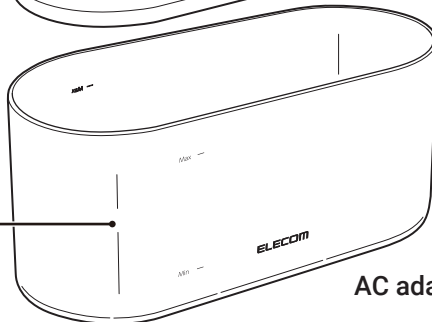
### Demineralization filter



### Filter tray

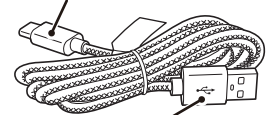


### Water tank



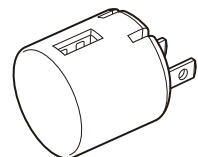
## Dedicated USB charging cable

### USB Type-C® connector



### USB Type-A connector

## AC adapter (commercially available)



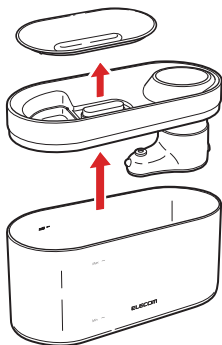
## Before use

Before using the product for the first time after purchase or after a long period of non-use, wash the parts and assemble the unit correctly.

### ■ Removing the parts

1

Remove the parts from the water tank.

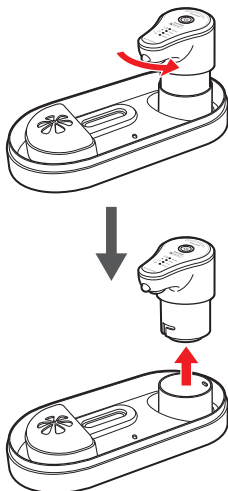


2

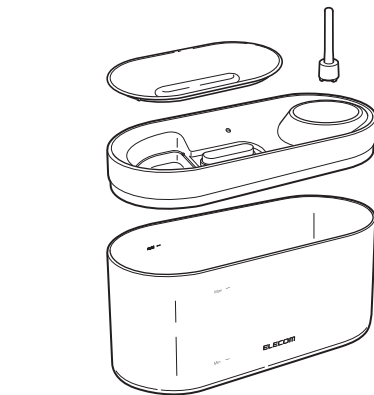
Remove the battery-operated pump from the filter tray.

Turn over the filter tray.

Turn the battery-operated pump in the arrow direction and lift it straight up to remove it.



### ■ Washing the tray, filter tray, water tank, and pump tube



1

Wash the parts with a soft sponge dampened with diluted kitchen neutral detergent.

2

Rinse them well with water and wipe them with a dry cloth.



- Do not use benzene, paint thinner, alcohol, hot water of 70°C (158°F) or higher, or an abrasive.
- Do not directly rinse the battery-operated pump with water or put it into water.

## Before use (continued)

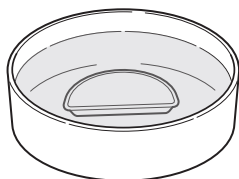
### ■ Washing the demineralization filter



Prepare a tub large enough to shake and wash the demineralization filter.

1

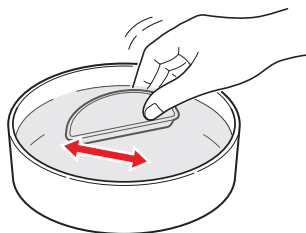
Pour an adequate amount of tap water into a tub and soak the demineralization filter in it for approximately 30 minutes.



2

Shake and wash the demineralization filter under water.

Repeat changing the water and shaking and washing the filter until fine particles of the activated carbon or yellow liquid from the ion-exchange resin are not observed.



- Do not use detergent to wash the demineralization filter.
- The demineralization filter may contain residual fine particles of the activated carbon. To remove them, be sure to wash well with tap water.

### ■ Charging the battery

- If you are using it for the first time or after a long storage period, or the battery becomes low during use, charge it fully up to maximum.

- Charging time: Approx. 8 hours

When operated 150 times per day in the sensor mode, the battery lasts approximately 45 days.

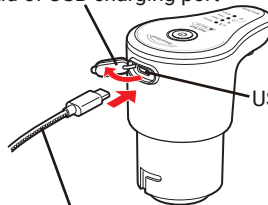
In the timer mode, the battery lasts approximately 90 days.

Refer to "Selecting an operation mode⇒p.11" for the operation mode.

1

Open the lid of the USB charging port on the back of the battery-operated pump and connect the dedicated USB charging cable to the USB charging port.

Lid of USB charging port



USB charging port

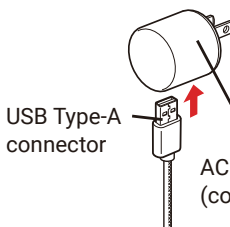
Dedicated USB charging cable



- Wipe the USB charging port with a cloth and dry it well if it is wet. Leaving it wet or damp may cause a fault current.

2

Connect the dedicated USB charging cable to an AC adapter (commercially available).



USB Type-A connector

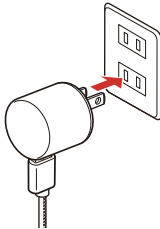
AC adapter  
(commercially available)



## Before use (continued)

3

Connect the AC adapter (commercially available) to an outlet.



4

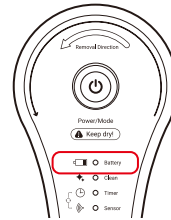
If a white indicator lamp lights up, disconnect the dedicated USB charging cable from the AC adapter (commercially available).



5

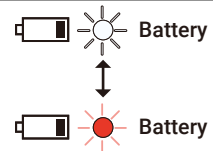
Disconnect the dedicated USB charging cable from the USB charging port and close the lid of the USB charging port.

### Battery indicator



#### Charging

Blinks red and white alternately



#### Charging complete

Lights white



#### Low battery

Blinks red



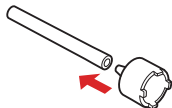
- The low battery display alerts you that charging will soon be required. Although the product is still operable, it is better to charge the battery early.
- Repeatedly charging the main unit gradually shortens the operable time after a full charge. If the operable time has become extremely short, the battery has reached the end of its life, so the pump should be replaced. Refer to "[Battery-operated pump](#)⇒p.14" for a replacement battery-operated pump.
- If your pet has a biting or scratching habit, check that it has not broken the dedicated USB charging cable.
- Immediately stop using the dedicated USB charging cable if it is broken.

# How to use

## ■ Attaching the parts

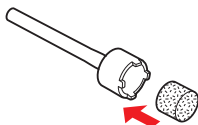
1

Assemble the pump tube.



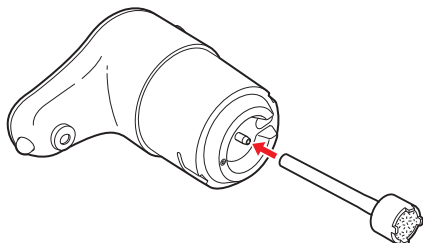
2

Put the faucet filter into the pump tube.



3

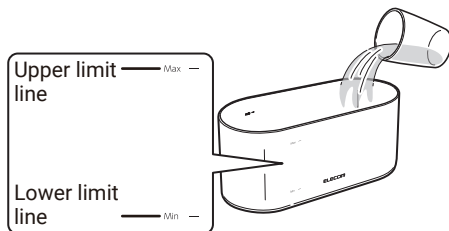
Attach the pump tube to the battery-operated pump.



- Make sure that it is inserted tightly without a gap.

4

Pour water up to the upper limit line of the water tank.



- Add water to keep the water level above the lower limit line. Failure to pump up water through the pump tube can cause fires, heat and device failure.

5

Hold the filter tray with both hands and put it on the water tank.

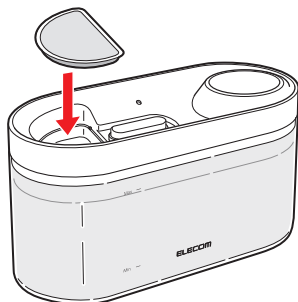


## How to use (continued)

6

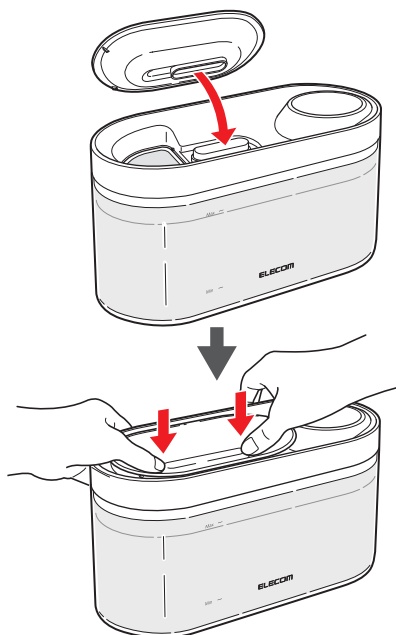
Check which is the front side of the filter and while keeping it facing upward, place the filter on the filter tray.

- The front side has a smooth surface.



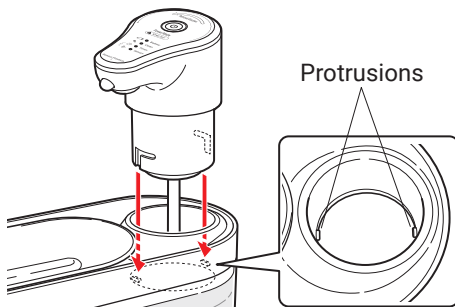
7

Put the tray so that it fits the shape of the filter tray and push it in.



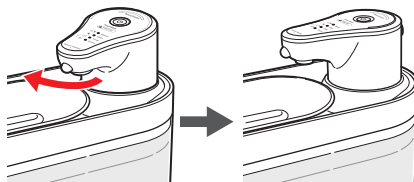
8

Align the grooves of the battery-operated pump with the protrusions of the filter tray and install the battery-operated pump straight down into the filter tray.



9

Turn the battery-operated pump in the arrow direction to secure it in place.



Check that the tray is installed level.

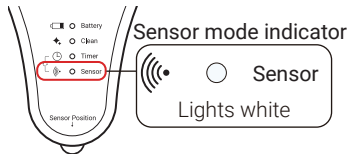
## How to use (continued)

### ■ Turning the power on

Press the Power/Mode button to turn the power on. The sensor mode starts and water is poured for approximately 12 seconds to fill the tray.



Water is poured continuously while the sensor is trying to detect motion.



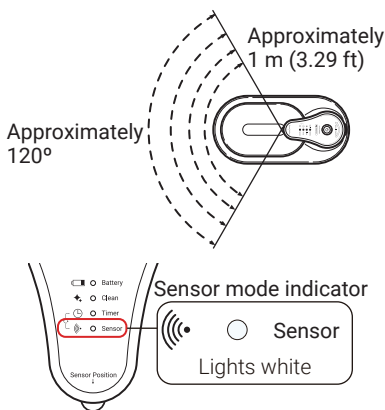
### ■ Selecting an operation mode

The product has two operation modes: the sensor mode and the timer mode. It starts the sensor mode when turned on.

Pressing the Power/Mode button in the sensor mode switches it to the timer mode. Pressing the Power/Mode button in one mode switches it to the other mode.

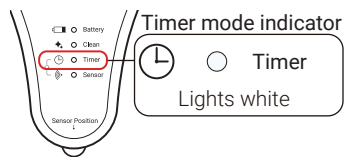
#### ● Sensor mode

If your pet comes within a range of approximately 120° and 1 m (3.29 ft) centered around the sensor at the end of the battery-operated pump, the sensor detects its motion and causes water to be poured automatically.



#### ● Timer mode

Water is poured for approximately 20 seconds at intervals of approximately 30 minutes.



All indicators are off when the product is not operating. To confirm the set mode, press the Power/Mode button. The indicator of the set mode is continuously lit white and water is poured.

### ■ Turning the power off

Press and hold the Power/Mode button for three seconds. The Clean, Timer mode, and Sensor mode indicators light white at the same time and then the product turns off.

# Cleaning and storage

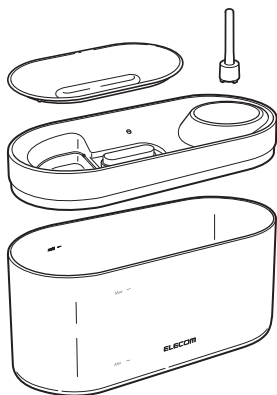
## ■ Cleaning and storage



- Before cleaning, be sure to turn the power off and remove the battery-operated pump.
- Refer to “[Removing the parts⇒p.6](#)” for how to remove the parts.
- Refer to “[Attaching the parts⇒p.9](#)” for how to assemble the product after cleaning.

### Frequency of changing the water and cleaning the product

In summer and hot periods when water may go bad easily, change the water and wash the parts every day. Skipping diligent cleaning may invite the growth of bacteria such as mold and pests. To keep good hygiene, wash the parts at least once a week in seasons other than summer.



### Washing the tray, filter tray, water tank, and pump tube

1

Wash the parts with a soft sponge dampened with diluted kitchen neutral detergent.

2

Rinse them well with water and wipe them with a dry cloth.



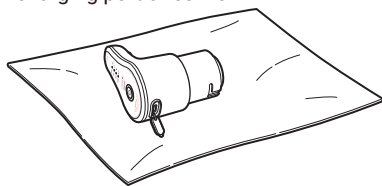
- Do not use benzene, paint thinner, alcohol, hot water of 70°C (158°F) or higher, or an abrasive.

### Cleaning the battery-operated pump

To remove dirt, wipe it off the surface with a soft cloth soaked in water and wrung out tightly.



- Do not wash the battery-operated pump under water.
- If water enters the USB charging port, wipe it off and leave the lid of the USB charging port open until the USB charging port dries well.



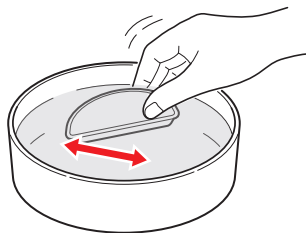
## Cleaning and storage (continued)

### Washing the demineralization filter



Prepare a tub large enough to shake and wash the demineralization filter.

Shake and wash the demineralization filter under water to remove dirt off its surface.



### Replacing the demineralization filter

The Clean indicator lights white to alert the time to replace the demineralization filter.

Replace the demineralization filter.



- Check for debris such as food particles and hair adhering to the demineralization filter's surface.
- If dirt is apparent or has discolored the demineralization filter, replace the demineralization filter before the cleaning indicator lights up.



For replacement, use a separately sold ELECOM's "replacement demineralization filter PET-WD03FT5-G" for SILENT AQUA™.



After replacing the demineralization filter, press the Power/Mode button twice.

The Clean indicator turns off.

## Cleaning and storage (continued)

### ■ Battery-operated pump

#### ● Recommended time to replace the battery-operated pump

The product's pump has a built-in rechargeable lithium-ion battery. A lithium-ion battery tends to show a decrease in performance the longer it is used, even in normal use conditions. Over time, the battery may take longer to be charged fully or may not last long as expected, but they are not a fault. The battery has reached the end of its life if it lasts only for an extremely short time when fully charged. In this case, replace the battery-operated pump.



For replacement, use a separately sold ELECOM's "replacement pump PET-WD03MT-G" for SILENT AQUA™ cordless automatic pet water fountain with a built-in battery.

### Recycling of lithium-ion batteries



#### Li-ion 20

- Lithium-ion batteries are a precious resource that can be recycled. We appreciate your cooperation in recycling them.
- Do not dispose of the battery-operated pump as household waste. The lithium-ion battery in the pump may crash in a garbage truck and cause a short circuit, leading to a fire or heat generation.
- To dispose of the battery-operated pump, follow the local rules in your area. For the local rules, contact your local government.
- Do not disassemble the battery when disposing of it.

### ■ Storing the product

- Clean dirt off by following the cleaning procedure and air-dry the product well before storing it. Put the product in the package that came with it at the time of purchase or any other box before storing it in a low-humidity, cold, dark, level place.
- Storing the battery-operated pump with a low battery level for a long time may cause overdischarge, resulting in degraded performance or inability to charge. Charge the battery up to 60% to 80% periodically while storing it for a long time.

# Troubleshooting

Problem	Cause	Remedy
The battery-operated pump does not operate.	▶ The Battery indicator is blinking red.	▶ Charge the battery.
	▶ The power was turned off manually.	▶ Turn the power on manually.⇒p.11
Cannot charge the battery.	▶ The plug of the AC adapter (commercially available) is not connected to an outlet.	▶ Connect the plug of the AC adapter (commercially available) to an outlet.
	▶ The dedicated USB charging cable is not connected to the USB charging port.	▶ Connect the dedicated USB charging cable to the USB charging port.
	▶ The dedicated USB charging cable is not connected to the USB port of the AC adapter (commercially available).	▶ Connect the dedicated USB charging cable to the USB port of the AC adapter (commercially available).
	▶ The battery was left uncharged for a long time.	▶ A completely discharged battery can no longer be used. Charge approximately every six months to prevent it from being discharged completely.
Refer to “Charging the battery⇒p.7” for how to charge the battery.		
The battery lasts only for a short time when fully charged.	▶ The battery is close to the end of its life.	▶ Replace it with a separately sold ELECOM’s “replacement pump PET-WD03MT-G” for SILENT AQUA™ cordless automatic pet water fountain with a built-in battery.⇒p.8



## Troubleshooting (continued)

Problem	Cause	Remedy
No water comes out. The water flow is weak. An abnormal sound is heard.	There is a gap between the battery-operated pump and the attached pump tube.	Check for any gap between the battery-operated pump and the pump tube and make sure they are properly connected.⇒p.9
	The product is operating with an empty water tank.	Pour an appropriate amount of water (up to the upper limit line) into the water tank.⇒p.9
	The water level is below the lower limit line of the water tank.	Pour an appropriate amount of water (up to the upper limit line) into the water tank.⇒p.9
	Debris (food particles, hair, and others) has blocked the faucet filter.	Wash the blockage off the faucet filter with water.
The battery-operated pump is hot.	The product is operating with an empty water tank.	Pour an appropriate amount of water (up to the upper limit line) into the water tank.⇒p.9
The Clean indicator is lit white.	It is time to replace the demineralization filter.	Replace the demineralization filter and press the Power/Mode button twice to turn off the Clean indicator.⇒p.13

\*If the above issues are not resolved or if there is any other abnormality or malfunction, please contact the retailer where this product was purchased. Do not attempt to repair it by yourself.

## Frequently asked questions

Question	Answer
My pet is scared of the water fountain and does not want to drink from it. What should I do?	Stop using the food bowl and water fountain you are currently using, and instead use the product on its own. Leave it for a while and let your pet learn where to drink. This method can solve the problem in most cases.
How often should I add water?	Add water before the water level comes below the lower limit line of the water tank. How fast the water decreases will depend on several factors including the frequency of drinking, the number of pets using the product, and the age and health of the pets.
There is a gurgling noise. Does this indicate a malfunction?	The battery-operated pump produces an air suction sound when the water level becomes low. Keeping it operating in this state will cause the pump to malfunction. Add water immediately. Pay attention to the water level in the water tank, particularly in summer and dry seasons. Leaving the water level lower than the lower limit line may result in a malfunction of the battery-operated pump.
There is some black powder floating in the water.	This powder is fine particles of the activated carbon contained in the demineralization filter and is not harmful. If desired, you can remove it by shaking and thoroughly washing the demineralization filter.
Can I mix a nutritional supplement or drink for pets with the water in the water tank?	Doing so is not recommended. The activated carbon contained in the demineralization filter may absorb the nutritional component.
Can I use mineral water?	Doing so is not recommended. The ion-exchange resin contained in the demineralization filter absorbs magnesium and calcium among minerals.
Can I pour warm water into the water tank?	Do not pour warm water into the water tank. Using warm water may cause a malfunction. In addition, it may invite the growth of bacteria.
Using the demineralization filter caused the water to turn yellow. Why?	The water may turn yellow just after starting use or when using the filter for the first time after a long period of non-use. This is due to elution from the ion-exchange resin and is not harmful, nor does it indicate any quality issues.
The demineralization filter turns pink. Why?	The demineralization filter may turn pink due to the growth of bacteria that originally existed in the tap water of your local area. This is not harmful to your pet. If you do not want this to occur, change the water and wash the parts and the demineralization filter frequently.

# Specifications

Rated voltage	5 V <sup>==</sup>
Power consumption (maximum)	5 W
Charging port	USB Type-C® connector
Charging method	Chargeable type
Battery type	Lithium-ion battery
Rated battery capacity	3.6 V / 5200 mAh
Charging time	Approximately 8 hours (to fully charge an exhausted battery)
Number of charging cycles	Approximately 500 times *The number of charging cycles is approximate and may vary depending on the environment.
Maximum continuous operating time	Approximately 3 months (in the timer mode with a fully charged battery)
Maximum capacity	Approximately 2.5 L (0.66 gal)
Material	Main unit and tray: ABS Filter: polypropylene, coconut shell activated carbon, and ion-exchange resin
Main unit size	Approximately W260 × D130 × H192 mm (W10.24 × D5.12 × H7.56 in.) (with the battery-operated pump installed)
Weight	Approximately 760 g (26.81 oz) (excluding the dedicated USB charging cable)
Accessories	Dedicated USB charging cable (approximately 1.46 m (4.79 ft), *excluding the connector), faucet filter × 2 (including a replacement filter), demineralization filter × 2 (including a replacement filter)
Operating temperature and humidity	Temperature: 5 to 40°C (41 to 104°F), humidity: 10 to 85% (without condensation)
Storage temperature and humidity	Temperature: -10 to 60°C (14 to 140°F), humidity: 5 to 90% (without condensation)
Country of manufacture	China

## Regular inspections

★ Perform regular inspections on your aging automatic pet water fountain.



Check for these symptoms during use.

- The dedicated USB charging cable or AC adapter (commercially available) gets abnormally hot.
- There is a strange odor or noise.
- The main unit has cracked or broken.
- You feel tingling when touching the main unit.
- Any other abnormality or malfunction



Stop use

In case of these symptoms, turn the battery-operated pump off to prevent malfunction or accident. Next, consult the retailer where this product was purchased.

## Compliance status

<https://www.elecom.co.jp/global/certification/>

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.

In order to make improvements to this product, the design and specifications are subject to change without prior notice.

**Responsible party**  
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## Global Support



[www.elecom.co.jp/r/s536](http://www.elecom.co.jp/r/s536)

A customer who purchases outside Japan should contact the local retailer in the country of purchase for inquiries. In "ELECOM CO., LTD. (Japan)", no customer support is available for inquiries about purchases or usage in/from any countries other than Japan. Also, no language other than Japanese is available. Replacements will be made under stipulation of the Elecom warranty.

Automatic Pet Water Fountain  
Manual, Safety precautions, and Compliance with regulations  
1st edition, January 15, 2025

**ELECOM**

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