meet pat.

Where innovation flows.

Permanent Refill Station Ground Mount PM-RS-03-GM

INFORMATION BOOKLET





WELCOME

We began meetpat to change the way people think about public water stations, and in doing so we believe we can drive change for generations to come.

meetpat acknowledge and pay respects to Wiradjuri peoples, Elders and Country whose land we operate our business. We also acknowledge that Aboriginal and Torres Strait Islander peoples hold extensive knowledge about connections to water, which has been practiced for thousands of generations.

Congratulations on purchasing a world class, smart water station.

Fundamentally, we care about delivering safe, clean water and ensuring positive public adoption of water stations. We design and manufacture products with the safety of you, the user, foremost in mind. In addition, we ask that you exercise a degree of care when using any meetpat product.

Please follow this information booklet to effectively install your product.

All recommendations within this document should be used as a guide only. Users and installers should seek suitable assistance to ensure products comply with all standards and are safe for use.

meetpat are constantly evolving and updating products to ensure that they are designed and manufactured to the highest possible standard. Manufacturing and product parts are subject to change without notice.

Please ensure you follow the supplied current guidelines when installing and servicing your product.





DISCLAIMER & SAFETY

INSTALLER NOTE.

Adhere to the risks/cautions outlined by meetpat, along with the regulations outlined by the local governing body.

RISK/CAUTION	DISCLAIMER	СНЕСК
Structural Integrity of Mounting Surface	Meetpat takes no responsibility for the structural integrity of the mounting surface chosen and recommends consultation with an engineer or other suitable parties prior to mounting.	
Appropriately Qualified Installer	Products with a fixed supply line and drainage connection must be installed by a licensed plumber. Meetpat products must be installed in accordance with the provisions of AS/NZS3500.1 and AS/NZS3500.2 and any relevant local regulations. Installations not complying, may void the product warranty and cause reduced performance.	
Water Supply Line Temperature	Minimum operating temperature is 1 Degree Celsius. Maximum operation temperature is 38 Degrees Celsius. Outside of this temperature range may cause operational issues and damage to the unit. This will also void warranty for parts.	
External Surface Temperature/ Location	Meetpat products are suitable for a large range of outdoor locations (including direct sun), however certain installation locations will optimise user experience. Consideration should be given to the best placement of the unit. If exposed to direct sun in extreme temperature environments for extended periods of time, water and surface temperatures may become high enough to cause a potential risk to users. Meetpat provides thermal protection on the pipework of all units.	
Supply Line Pressure	Maximum working pressure is 500kpa Minimum working pressure is 120kpa Pressures outside of this range may result in operational issues/ and or damage to the unit. Supply line pressure outside of this range will void warranty.	
Potability	Check source water quality prior to installation. Please note that this system is intended for use with clean and safe potable drinking water only. It is important that the water is microbiologically safe and of known quality before using the system. Do not use with water that may be contaminated or of unknown quality without proper disinfection.	
Accessibility	Meetpat takes no responsibility for the suitability of any install location, clearance for traffic, pedestrians or other clearance requirements. Meetpat recommends that the chosen location(s) are reviewed for compliance with OH&S, local regulations and guidelines, to ensure compliance.	

DISCLAIMER & SAFETY

RISK/CAUTION	DISCLAIMER	CHECK				
Infrared Sensor	Touch free sensor has limitations activating on some surface materials and finishes. May include but not limited to; matte black, glass and highly reflective materials.					
Dog Bowl including Drainage Pit	The dog bowl mechanism is not to be submerged in water. Ensure each Dog Bowl is installed with adequate drainage and in accordance with this installation guide. Incorrect or poor installation without appropriate drainage will void the product warranty.					
Maintenance	Regular maintenance and cleaning will avoid premature degrading of the product. Failure to install unit correctly or conduct preventive maintenance, may result in voiding the product warranty. E.g. continuously running tap may cause rapid degradation of drainage areas and is not a product material fault.					
Drainage	Periodically check all drainage, including Dog Bowl with drainage pit. The installation location and environmental factors will impact the maintenance scheduling.					
Electrical Wires	Do not position products near live exposed electrical connections of wires.					



Ensure all personal protective equipment is used.

Do not use power tools or installation equipment in an unsafe manner.

After installation, keep these instructions for future reference.

Products are heavy to install. Use appropriate number of people and equipment.

Wear PPE suitable for the installation type	0		Ear Protection Eye Protection Appropriate Footwear Cut Resistant Gloves			
Use Correct Tools	X	Always use the correct tools which are in good working condition, during the installation and maintenance of any product. Proper use of tools is your responsibility.				
Moving Parts		Water stations are made up of moving and sliding parts. Ensure to keep all body parts, loose clothing and cables away from these areas.				

Make sure you are fully prepared before getting started!

Read through all of these instructions and safety precautions before beginning the installation or any service.

Following these steps will help keep everyone safe and injury-free.

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Accessibility and installation guidelines.

We designed meetpat's advanced modular system to make drinking water accessible for everyone.

We are proud to supply world leading accessibility and DDA compliance features; including Drinking Fountain Kits with multiple configurations, one-handed operation, adjustable heights and braille instructions.

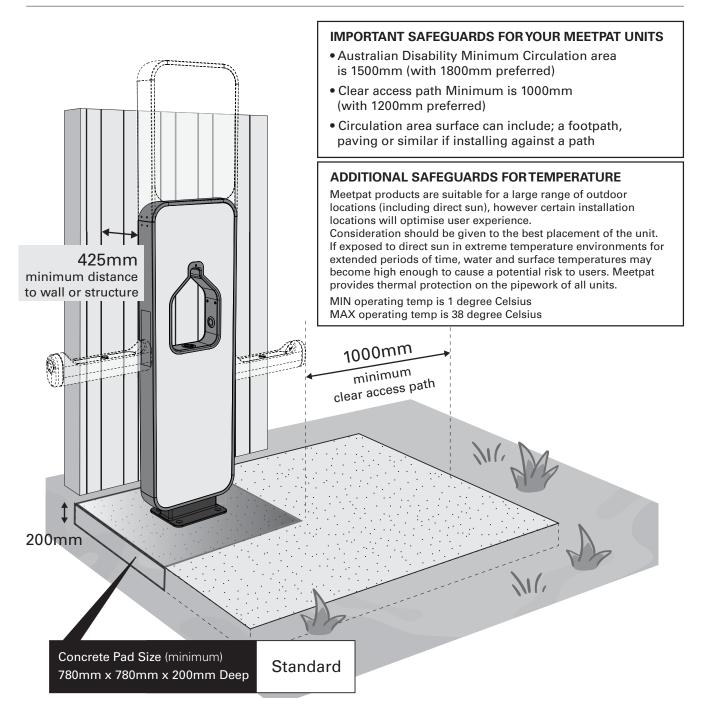
While the product itself is important, inclusivity also flows through to the installation. The water station location and infrastructure will ensure maximum user engagement. In these guidelines we have outlined what is required to ensure your installation follows the same accessibility of the water station.

ACCESSIBILITY GUIDELINES | GROUND MOUNTED*

*Not applicable to wall mounted model (refer to governing body for location compliance)

Meetpat water stations are designed to be compliant with the Australian Disability

Discrimination Act (1992). Before and during installation consideration is required to ensure there is sufficient room around the unit for wheelchair and pedestrian access.

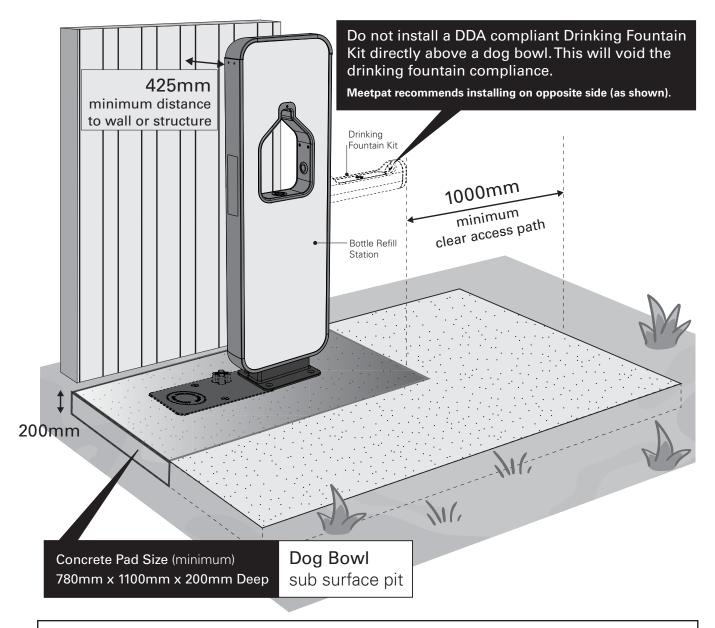


Accessibility guidelines supplied within this booklet should be taken as a guide only. Sites and site details will vary for each installation. In order to ensure the Meetpat water station remains compliant please refer to the current disability standards.

ACCESSIBILITY GUIDELINES | DOG BOWL

IMPORTANT SAFEGUARDS FOR YOUR MEETPAT UNITS

- Australian Disability Minimum Circulation area is 1500mm (with 1800mm preferred)
- Clear access path Minimum is 1000mm (with 1200mm preferred)
- Circulation area surface can include; a footpath, paving or similar if installing against a path



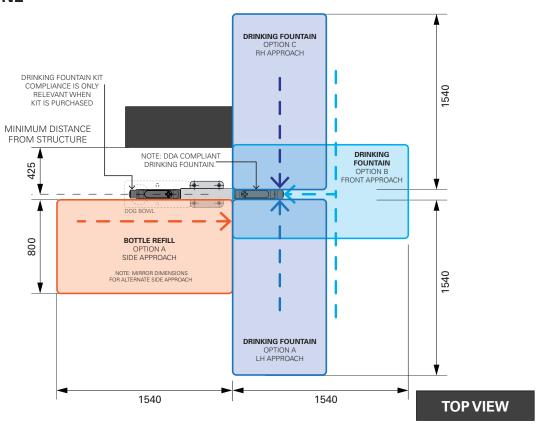
ADDITIONAL SAFEGUARDS FOR TEMPERATURE

Meetpat products are suitable for a large range of outdoor locations (including direct sun), however certain installation locations will optimise user experience. Consideration should be given to the best placement of the unit. If exposed to direct sun in extreme temperature environments for extended periods of time, water and surface temperatures may become high enough to cause a potential risk to users. Meetpat provides thermal protection on the pipework of all units.

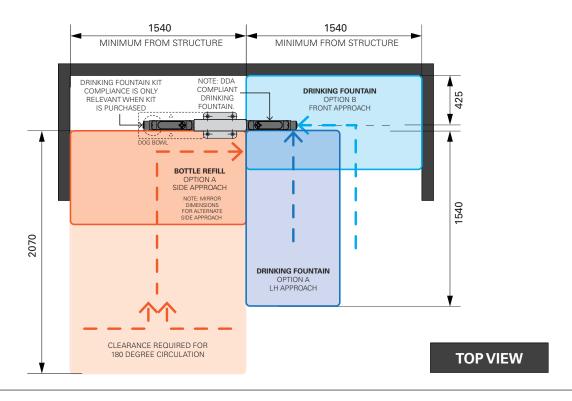
MIN operating temp is 1 degree Celsius | MAX operating temp is 38 degree Celsius

ACCESSIBILITY GUIDELINES | DISABILITY ACCESS

OPTION ONE



OPTION TWO



Product Overview | Set Up

Ground Mounted PM-RS-03-GM

This water station is manufactured using stainless steel and powdercoated aluminium. With a lead free plumbing system and anti-bacterial bottle refill dispenser. This water station comes with a stainless steel bollard for ground mounting.

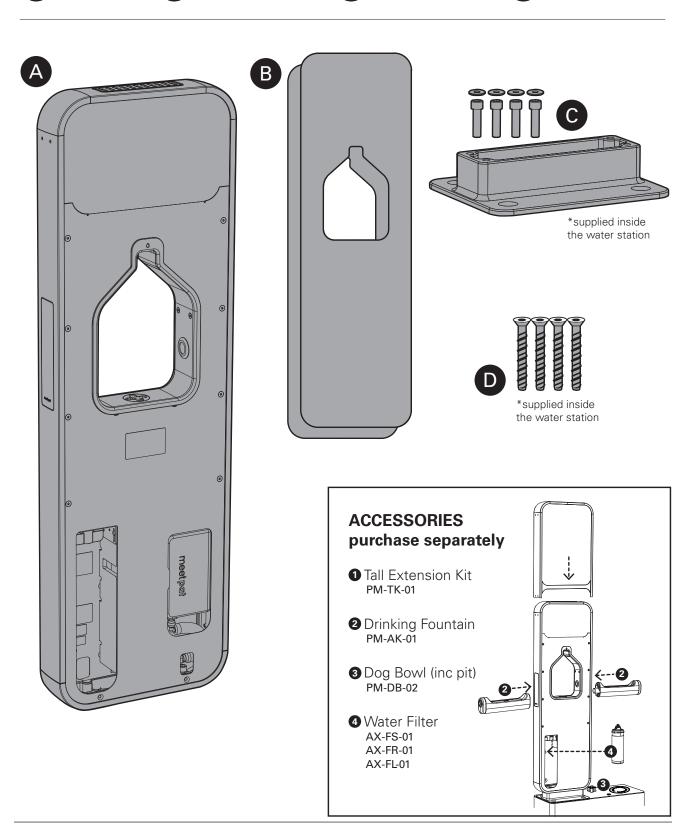
OVERVIEW | REFILL STATION | PARTS SUPPLIED

Graphics Panel Set

Base Plate with

Bolts / Washers x4

Concrete Fixings x4

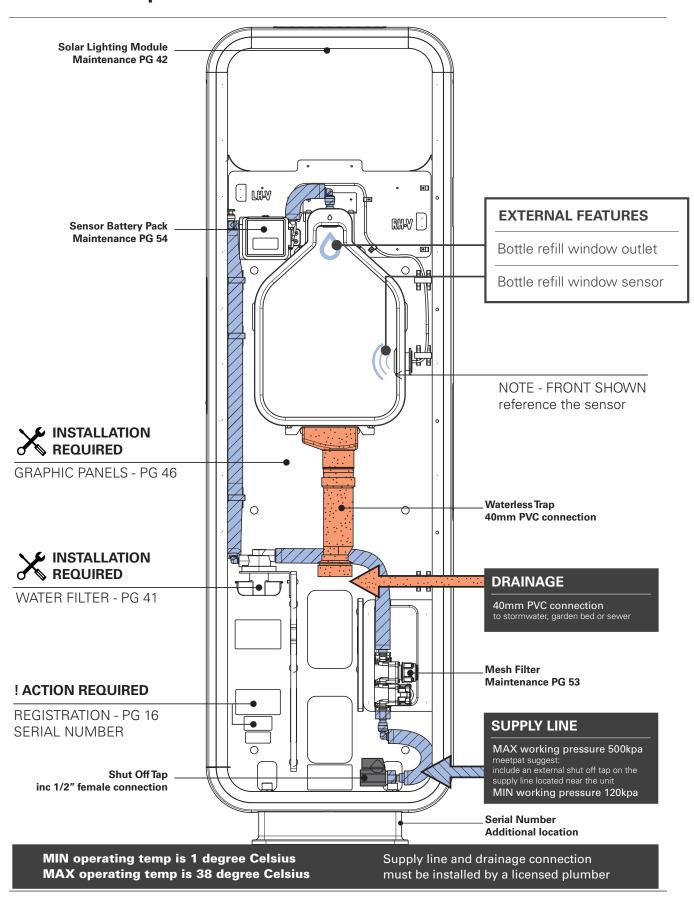


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Refill Station

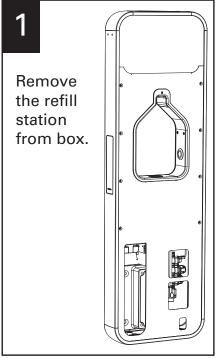
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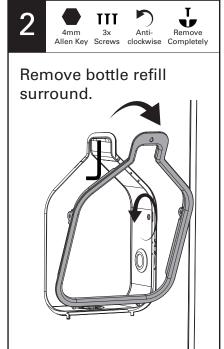
OVERVIEW | GROUND MOUNT SET UP

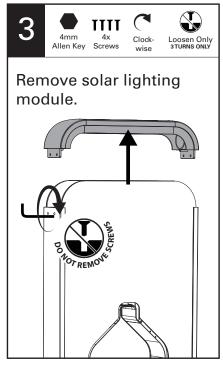


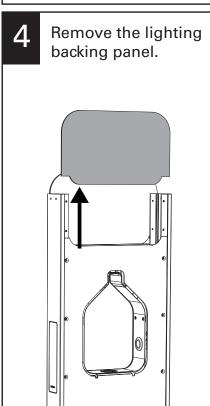
OVERVIEW | GROUND MOUNT SET UP

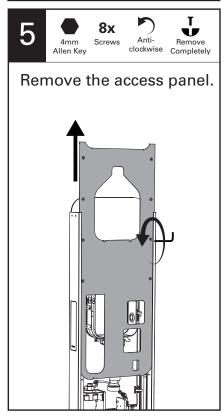
Set up your water station prior to commencing the installation. Ensure all items removed during the process are set aside and reattached after install.

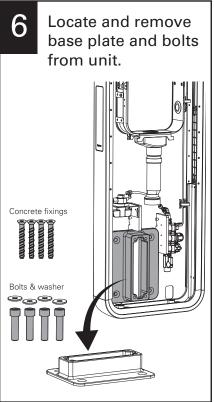






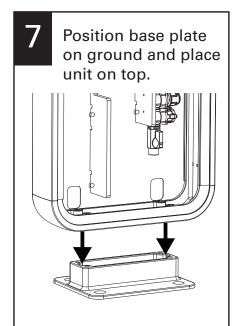


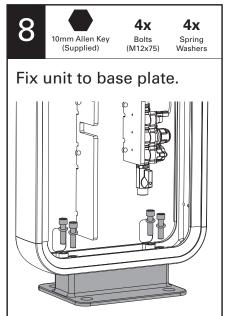


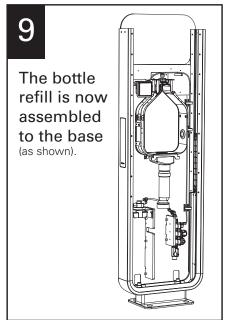


OVERVIEW | GROUND MOUNT SET UP

Set up your water station prior to commencing the installation. Ensure all items removed during the process are set aside and reattached after install.









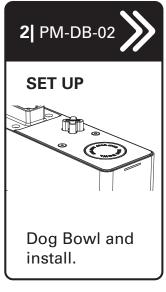
IMPORTANT

HAVE YOU PURCHASED A DRINKING FOUNTAIN KIT(S) OR DOG BOWL?

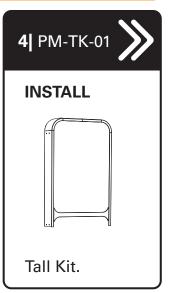
ASSEMBLE ACCESSORIES NOW.

BEFORE PROCEEDING TO INSTALLING THE REFILL STATION









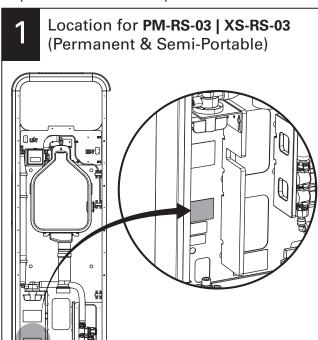
INITIAL INSTALL | REGISTER WATER STATION

RECORD YOUR INFORMATION HERE

If you are undertaking the initial install of this water station.

Locate and record the Serial Number & Registration Code here.

Any future access to this information requires removal of front panel.



SERIAL NUMBER:

REGISTRATION
CODE:

2

DESCRIPTION:

Scan QR code | Visit web page



app.meetpat.com/active



REQUIRES INTERNET CONNECTION. IF UNAVAILABLE RECORD THE NUMBER/CODE TO ACTIVATE LATER

3

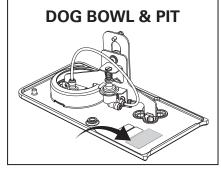
Using information located on the label. Fill in the details and follow the prompts to register your product.

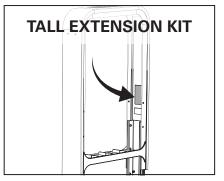


REGISTER ALL ACCESSORIES PURCHASED

BEFORE PROCEEDING TO INSTALLING THE REFILL STATION







ACCESSORIES ARE NOT COMPATIBLE WITH ALL REFILL STATION MODELS

Drinking Fountain Kit

meetpat accessories | PM-AK-01

The meetpat drinking fountain is manufactured in a cast stainless steel body with a self draining system, to eliminate stagnant water and bacteria. With a lead free plumbing system and anti-bacterial stainless steel nozzle.

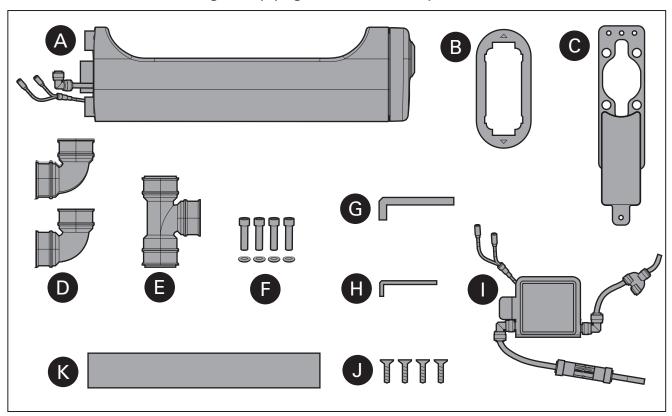
OVERVIEW | DRINKING FOUNTAIN | PARTS SUPPLIED

CHECKLIST

Each Drinking Fountain Kit comes complete with all the parts shown below. A refill station may be fitted with up to two Drinking Fountain Kits.

Not all items may be required for your installation type. meetpat encourage reuse or recycling of any left over parts.

Please review the following set up pages and install to your chosen location.



- A Drinking Fountain Arm
- **B** Gasket
- C Arm Bracket
- D Plumbing Elbow
- Flumbing T Section
- F 4x Bolts & 4x Spring Washers
- G Allen Key Large (10mm)

- Allen Key Small (4mm)
- Battery Pack with Connections
- Valve Screws
- Drainage Pipe 500mm Length

OVERVIEW | DRINKING FOUNTAIN | CONFIGURATIONS

DO YOU HAVE A ONE DRINKING FOUNTAIN KIT? Use position 1 or 2

OR

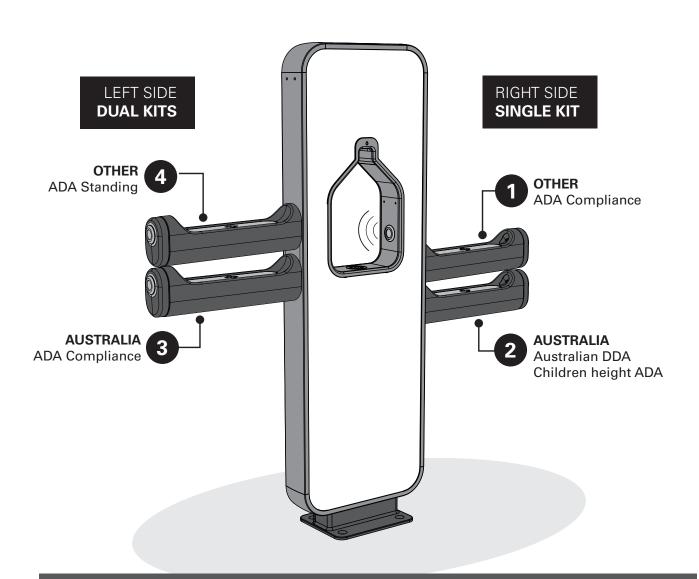
DO YOU HAVE TWO DRINKING FOUNTAIN KITS? Use position 1 or 2 AND position 3 or 4











Standing ADA - Accessible for standing height

ADA - USA Disability guidelines approved height for drinking fountain

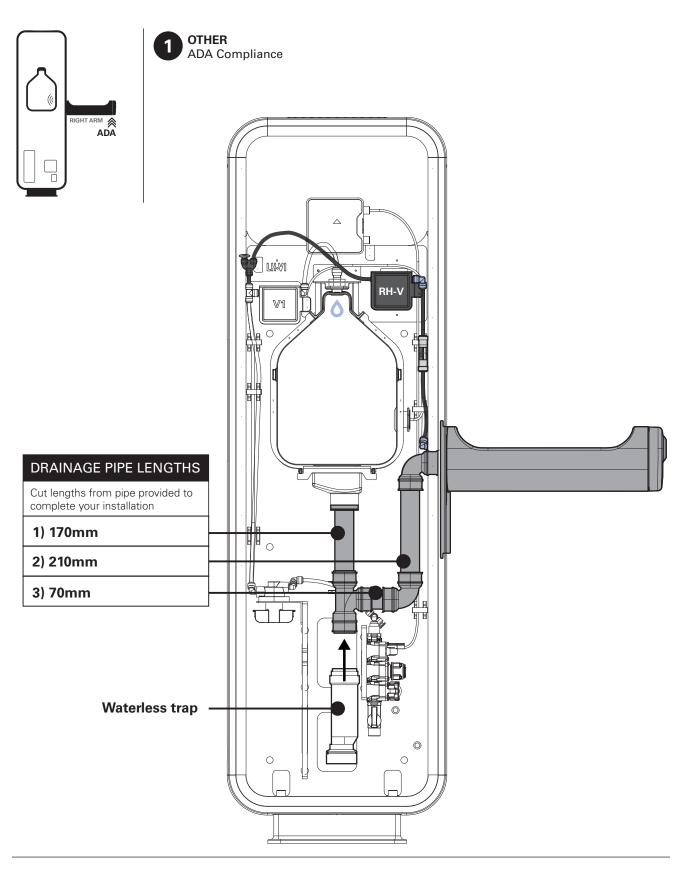
DDA (Kids ADA) - Australian Disability guidelines approved height for drinking fountain. Also, conforms with USA Disability height for kids.

For detailed guidelines refer to the Disability Access requirements within the country/region of installation. Additional information on compliance is outlined in the Accessibility Guidelines section.

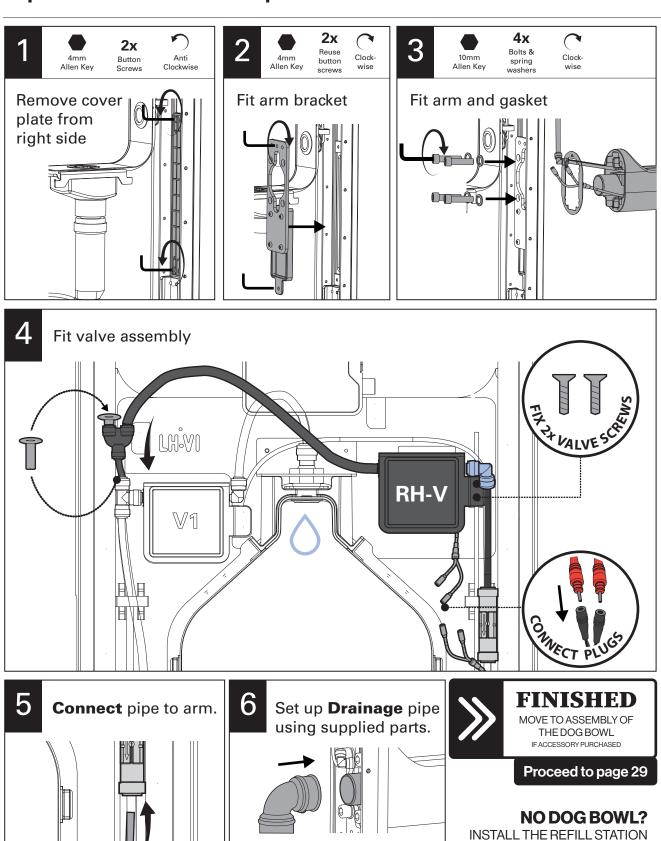
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1 | SINGLE KIT SETUP | OVERVIEW



1 | SINGLE KIT SETUP | PROCESS

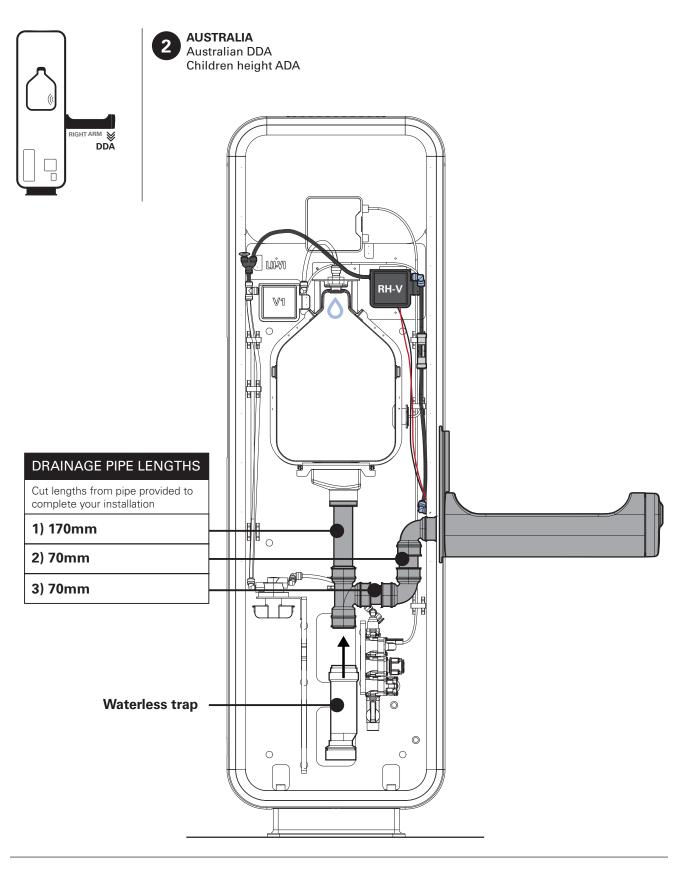


Refer OPPOSITE PAGE

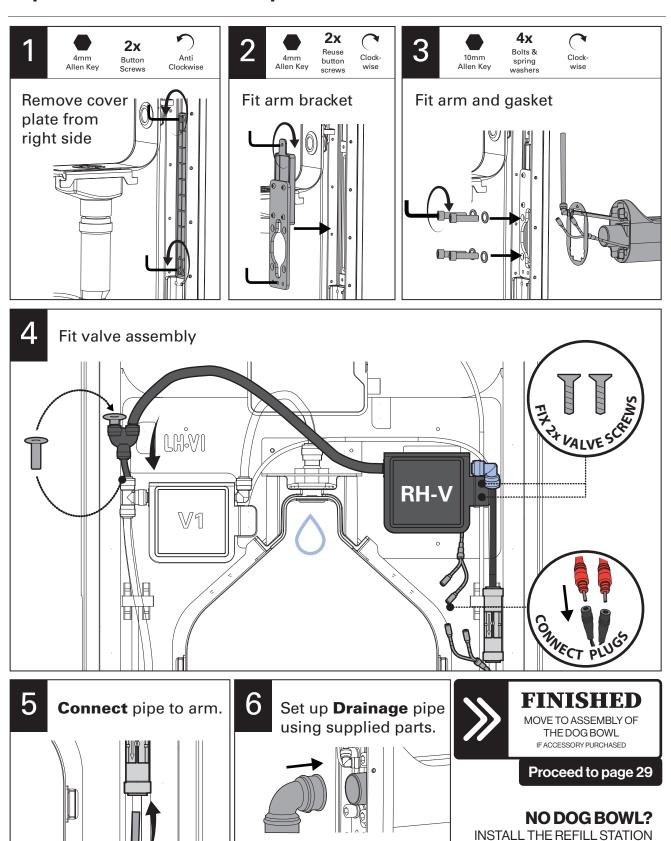
meet pat.

PG33

2 | SINGLE KIT SETUP | OVERVIEW



2 | SINGLE KIT SETUP | PROCESS

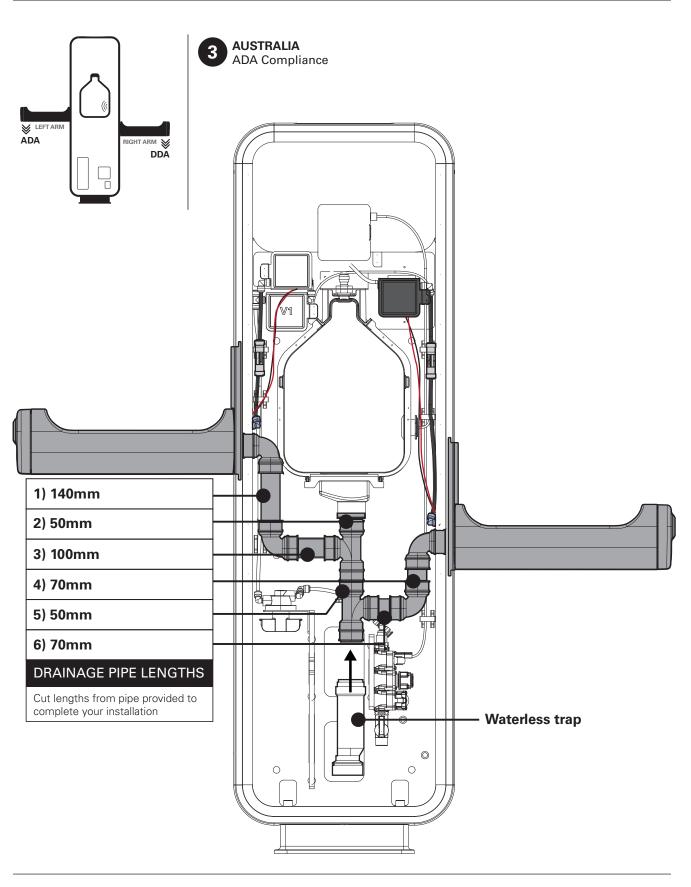


Refer OPPOSITE PAGE

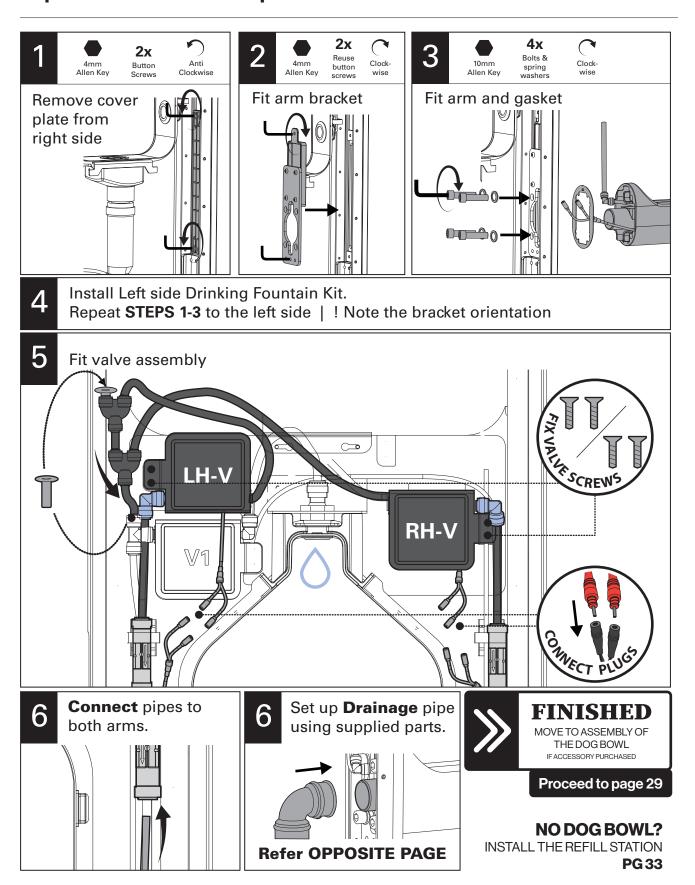
meet pat.

PG33

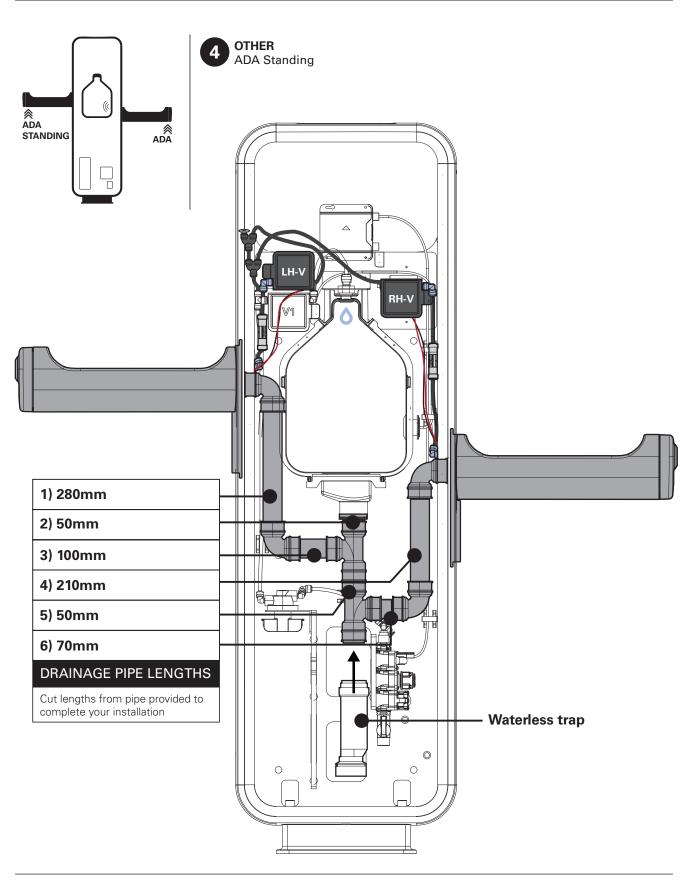
3 | DUAL KIT SETUP | OVERVIEW



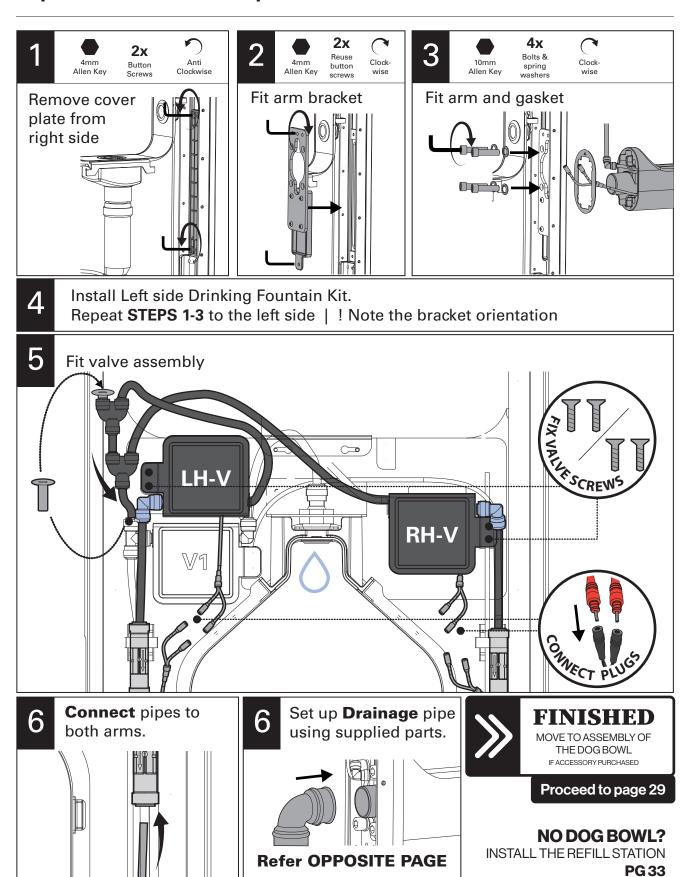
3 | DUAL KIT SETUP | PROCESS



4 | DUAL KIT SETUP | OVERVIEW



4 | DUAL KIT SETUP | PROCESS



Dog Bowl including Drainage Pit

meetpat accessories | PM-DB-02

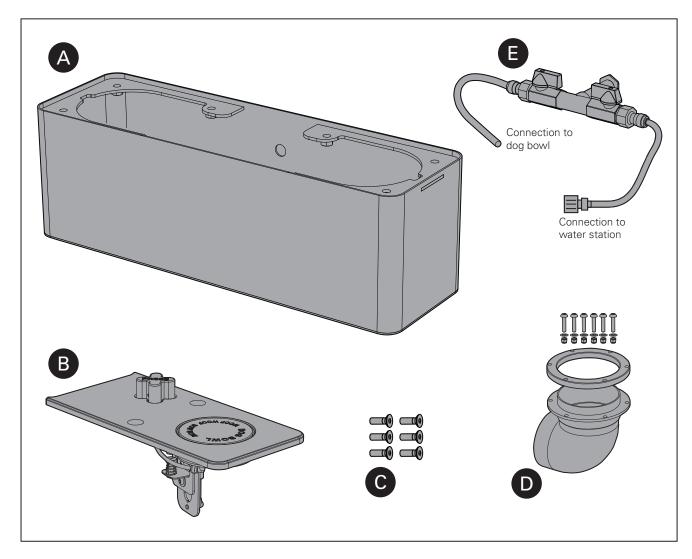
The meetpat Dog Bowl is compatible with the Ground Mounted Bottle Refill Station only. This dog bowl is manufactured in full stainless steel with a self drainage system, to eliminate stagnant water and bacteria. Along with anti-bacterial stainless steel nozzles and a soft press foot button for activation.

OVERVIEW | DOG BOWL | PARTS SUPPLIED

CHECKLIST

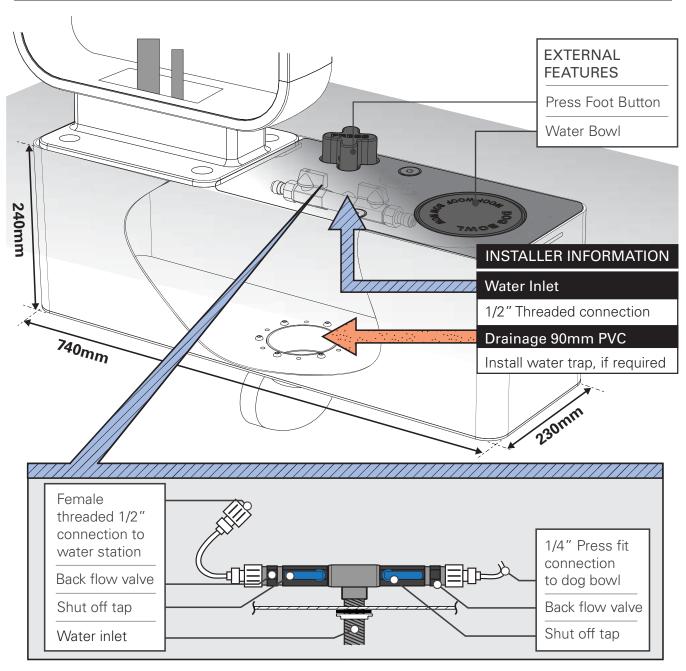
Each Dog Bowl comes complete with all the parts shown below.

This product must be installed prior to installation of the meetpat ground mounted refill station.



- A Sub Surface Pit
- B Dog Bowl Mechanism
- 6x M12x25 Countersunk Fittings
- Drainage Connection inc bolts and washers
- **E** Supply Line Connection

OVERVIEW | SET UP & PLUMBING



Dog bowl option requires backflow prevention in accordance with the PCA

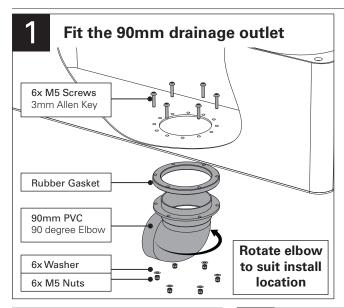


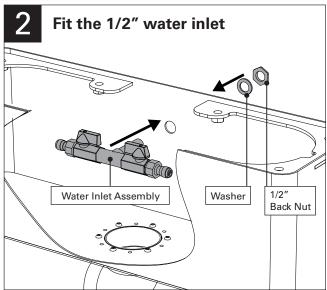
IMPORTANT Check plumbing orientation | reference the water inlet connection

CHECKLIST (ensure all of the below items are checked prior to installation)

- ☐ Check potability of the water source
- Working pressure max 500KPA (install pressure reducer if needed)
- □ Drainage requirements
- Disability access (ensure correct clearance)

INSTALLATION & PLUMBING | DRAINAGE PIT



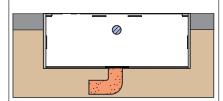


Excavate a hole in the ground.

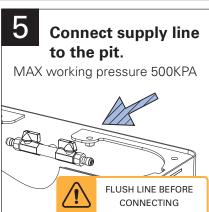


Recommend minimum hole size of **800W x 250L x 400mm.** This may need to be increased or reinforced depending on sub surface conditions. Installer to advise.

Place the drainage pit in position.



Ensure adequate water supply and drainage is supplied to the pit (refer previous page). Embed the drainage pit and plumbing using a 20mpa concrete mix. Concrete Pad size 780W x 1100L x 200mm





DRAINAGE

Drain directly to storm-water or sewer. Alternatively, meetpat recommends a minimum drainage trench of 10 meters long (or equivalent surface area). With a minimum depth of 600mm with gradient, bedding back fill as per AS/NZS 3500.2.2018

The use of geo fabric wrap is highly recommended to eliminate ingress of organic materials (tree/plant root systems).

IMPORTANT: The Dog Bowl mechanism is not designed to be submerged in water.

Ensure each Dog bowl is installed with adequate drainage and in accordance with this installation guide. Regular maintenance and cleaning will avoid premature degrading of the product. Failure to install unit correctly or perform regular maintenance, may result in voiding the product warranty.

The Dog Bowl option requires backflow prevention in accordance with the PCA.

Water station | Installation Guide

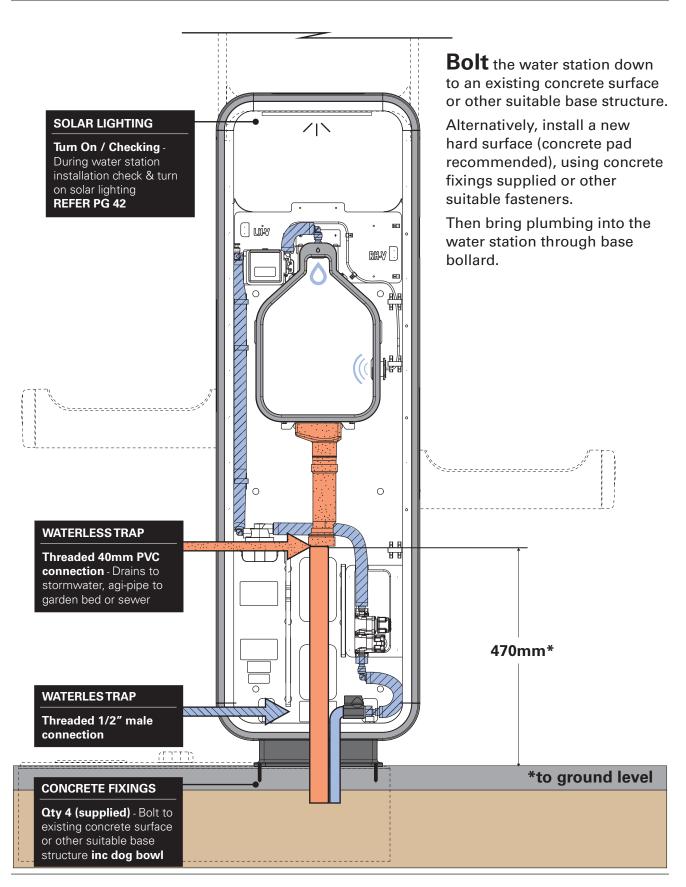
Ground Mounted PM-RS-03-GM

Once assembly has been completed, you can proceed to installing the water station. This is connection to the water supply and drainage, along with making sure the water station is mounted to a suitable and stable surface.

Any product with a fixed supply line and drainage connection must be installed by a licensed plumber.

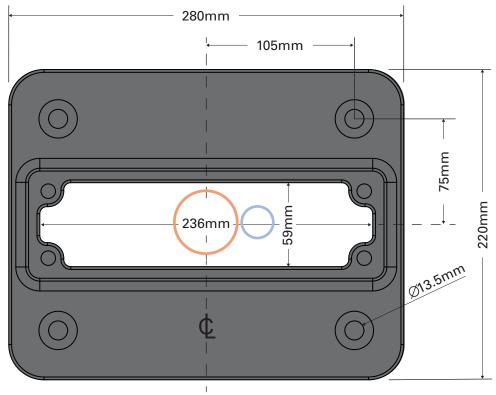


PLUMBING & INSTALLATION | GROUND MOUNT

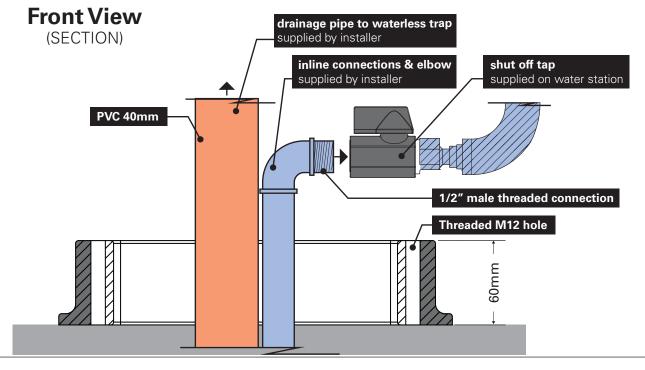


PLUMBING & INSTALLATION | GROUND MOUNT

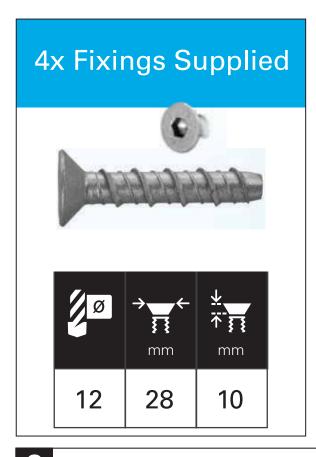
Top View

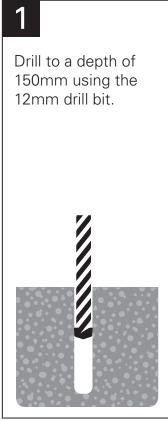


FRONT OF WATER STATION



INSTALLATION | CONCRETE FIXINGS







Install with either a socket or cordless driver. Apply pressure against the fixing and rotate to engage the first thread.

Continue to tighten the anchor until flanged head is firmly seated against fixture.





Recommended Loads										
пп	N rec			V rec						
→ ■ ←	Ø	↑.	TENSION				SHEAR			
		↑®	CONCRETE			STEEL	CONCRETE			STEEL
Anchor Size (mm)	Drill Size (mm)	Embedment Depth (mm)	20MPa (kN)	32MPa (kN)	40MPa (kN)	Heat Treated Carbon Steel (kN)	20MPa (kN)	32MPa (kN)	40MPa (kN)	HeatTreated Carbon Steel (kN)
12	12	150	14.4	17.6	20.4	39.4	16.8	21.3	23.8	24.5

INSTALLATION | FITTING ACCESS PANEL

Once the water station is installed, refit the access panel (removed during the initial set up). Then proceed to the Final Fittings.



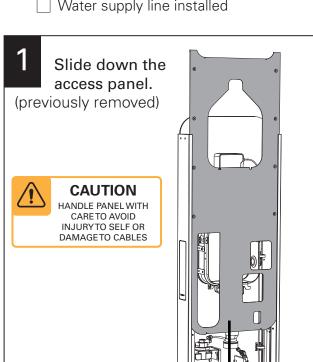
IMPORTANT

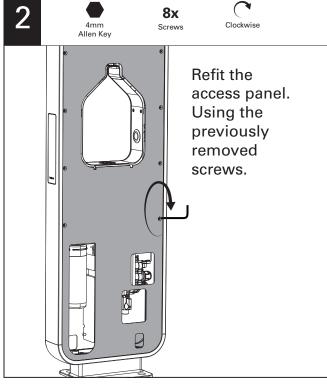
PRIOR TO REFITTING YOUR ACCESS PANEL

ENSURE YOU HAVE COMPLETED ASSEMBLY, SET UP AND INSTALLATION.

- □ Water station assembled
- Arm kits set up
- Dog bowl installed
- □ Drainage connected
- ☐ Water supply line installed

- ☐ Water station functioning correctly
- ☐ Water flushed through unit to remove air bubbles and debris
- Water on and checked for leaks
- ☐ Check inlet pressure is below 500kpa







DO YOU HAVE A TALL EXTENSION KIT?

Continue to follow this installation guide for fitting instructions and solar lighting set up.

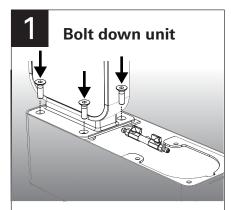


Water station | Final Fittings

Ground Mounted PM-RS-03-GM

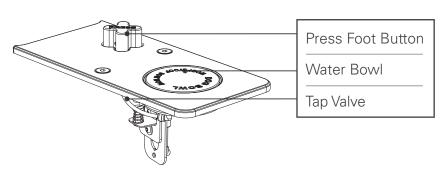
Once assembly and installation have been completed, you can proceed to the final fittings guide. Fitting off all the accessories and parts ensures your water station is complete and ready for use.

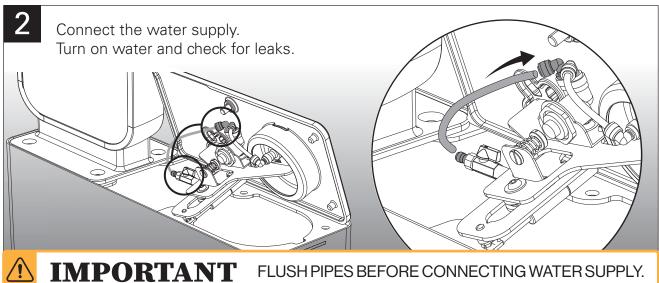
FITTING THE DOG BOWL | READY FOR USE



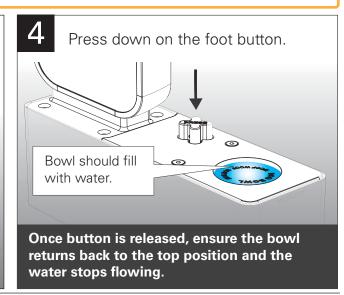
Bolt down water station using the supplied **M12 (x4)** screws. Connect plumbing fittings inside the pit or unit.

NOTE: The dog bowl and drainage pit are compatible with meetpat permanent ground mounted model.









FITTING THE DOG BOWL | READY FOR USE

EXAMPLE OF COMPLETED DOG BOWL DRAINAGE PIT INSTALLATION



<u>^!</u>

IMPORTANT

ENSURE ALL TOP EDGES ARE LEVEL PRIOR TO CONCRETING IN PLACE.

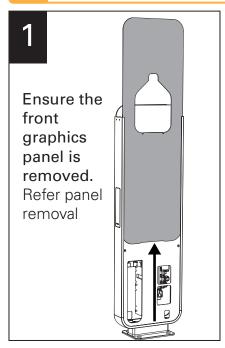
TOP EDGE OF DRAINAGE BOX MUST NOT BE INSTALLED BELOW OR ABOVE THE GROUND LEVEL.

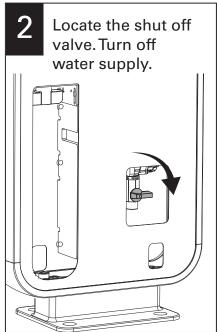
FITTING THE FILTER | READY FOR USE

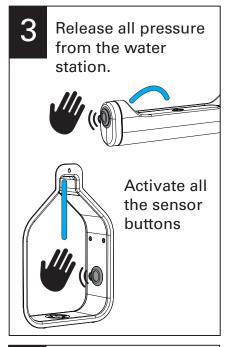


ALWAYS TURN OFF WATER SUPPLY

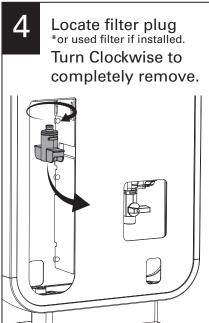
DE-PRESSURISETHE WATER STATION BY ACTIVATING ALL SENSOR BUTTONS

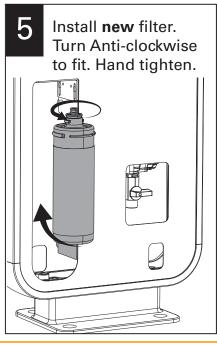


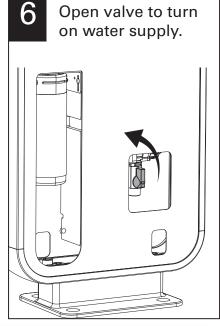




Open valve to turn









IMPORTANT

ACTIVATE ALL SENSOR BUTTONS TO FLUSH WATER & CHECK FOR LEAKS.

Refer troubleshooting to resolve any problems.

TURN ON SOLAR LIGHTING | READY FOR USE

Water stations are fitted with a solar lighting module, which should be turned on and checked during the installation process.





THIS SYSTEM IS FITTED WITH AN AUTOMATIC LOW LIGHT SENSOR

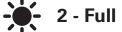
IT WILL ONLY ILLUMINATE DURING LOW LIGHT (NIGHTTIME) OR WHENTHE SOLAR PANEL IS FULLY COVERED.

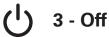


3 Locate Button

Press button to cycle through modes to the preferred setting.









NOTE SOLARTOPS ARE SUPPLIED SWITCHED OFF





!TEST - LIFT UPTOP ASSEMBLY

The lights should turn off when the Solar Panel is uncovered. (Unless you are operating in low light (night time).



FINISHED

MOVE TO INSTALLING THE TALL EXTENSION KIT OR FITTING YOUR PANELS



LIGHTING NOT WORKING?

TRY CHARGING THE SOLAR PANEL.

Place in direct sunlight for 2 hours and retry.

Placement undercover, seasonal changes (summer/winter) may effect the ability to fully charge the lighting module with sufficient light.

Iali	Exte	nsion	Kit

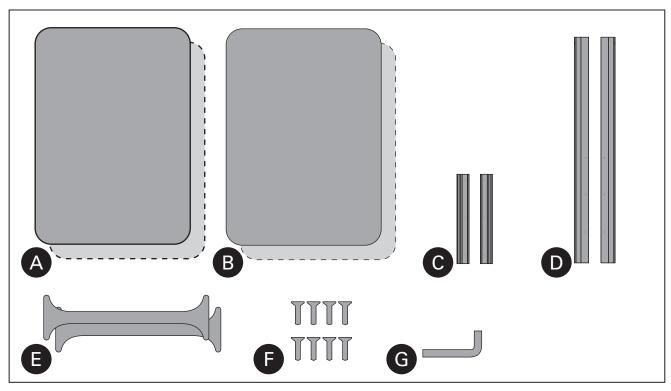
meetpat accessories | PM-TK-01

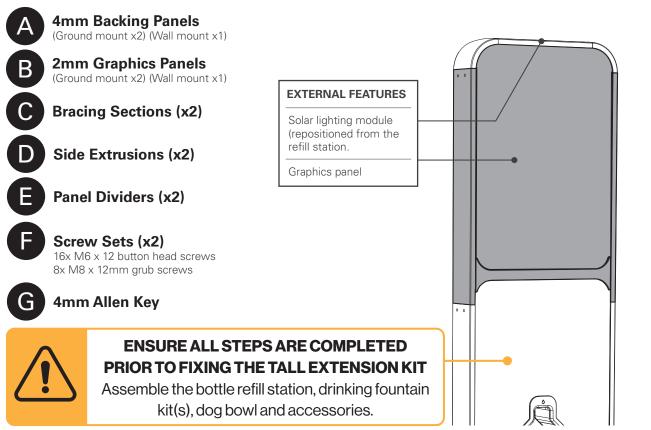
meetpat Tall Extension Kit is compatible with permanent and semi-portable Bottle Refill Stations.

The kit is manufactured using powdercoated aluminium featuring polycarbonate graphics panels with antigraffiti protection.

OVERVIEW | TALL EXTENSION KIT | PARTS SUPPLIED

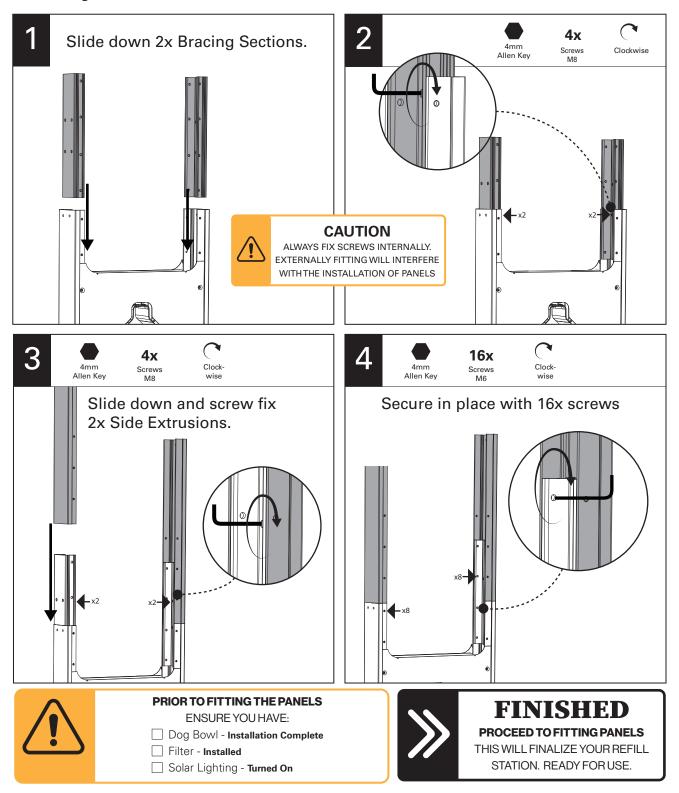
The Tall Extension Kit is not a stand alone product and must be installed to a permanent or semi-portable meetpat bottle refill station.





INSTALLATION | TALL EXTENSION KIT

Complete the assembly and installation for the bottle refill station, as outlined in the information booklet. Ensure all items removed during this process are set aside for reattaching after the unit has been installed.



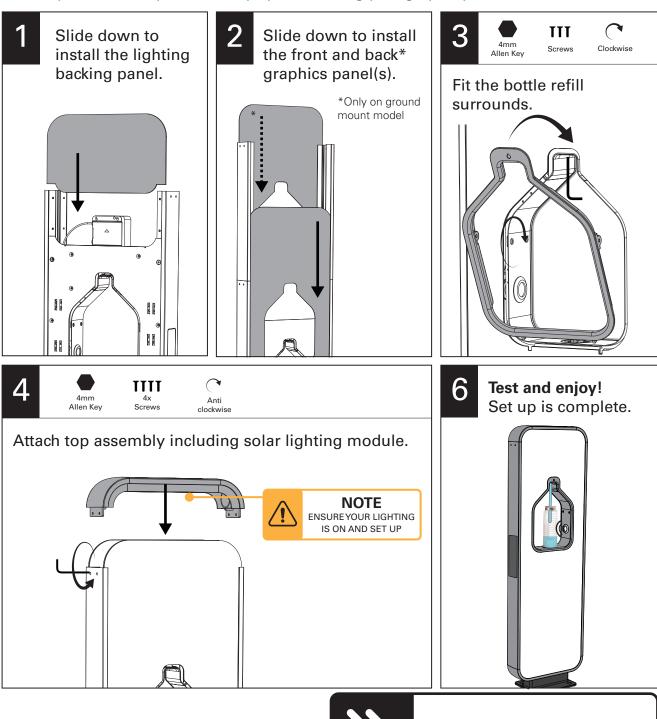
Fitting Panels

Finalising your water station. Last steps.

Installing the graphics panels is the last step to completing your water station installation. These polycarbonate, weather resistant coverings provide the finishing touch to your water station.

FITTING PANELS | REFILL STATION

Ensure you have completed all steps prior to fitting your graphic panels.



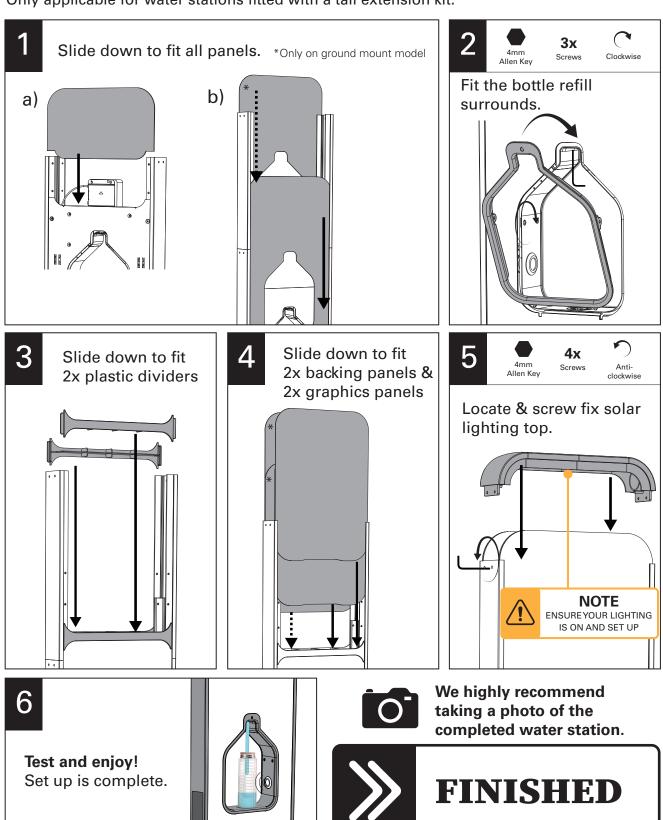


We highly recommend taking a photo of the completed water station.



FITTING PANELS | TALL KIT AND REFILL STATION

Only applicable for water stations fitted with a tall extension kit.



Water station | Maintenance & Servicing

Ground Mounted Refill Station & Accessories

You have chosen to install a meetpat water station. These world leading water stations are manufactured with premium components and leave the factory carefully checked. To ensure the water station is functioning correctly and in perfect condition.

Please take time to familiarise yourself with our maintenance and servicing procedures ensuring the water station continues to function at the supplied high standard.

Exercising a common sense approach to maintaining your water station is recommended, given the water stations can be installed in numerous locations and varied weather conditions.



MAINTENANCE | OVERVIEW & SCHEDULING

Like with any publicly used resource, this water station may be subject to unexpected use or misuse. With this in mind we recommend a service and maintenance plan, as outlined in this booklet.

Along with the outlined service scheduling, we highly recommend;

- Regular visual checks to ensure no surface or part damage.
- Regular cleaning of edges and surfaces.
- Checking the water quality.
- Filter change regularly.

FAILURE TO COMPLETE ROUTINE MAINTENANCE AND SERVICING MAY VOID THE WARRANTY.

Product Parts	General (Weekly)	Detailed (12 Months or filter capacity)
PM-RS-03-GM	 Clean nozzle Clean drain grate Surface wipe clean graphic panel Check and clean sensor button Surface wipe clean solar top 	 Replace water filter (if fitted) Clean mesh filter Battery change on valve battery pack Remove graphics panels and clean dirt from frame
PM-RS-03-WM	 Clean nozzle Clean drain grate Surface wipe clean graphic panel Check and clean sensor button Surface wipe clean solar top 	 Replace water filter (if fitted) Clean mesh filter Battery change on valve battery pack Remove graphics panels and clean dirt from frame
PM-AK-01	Clean nozzleClean drain grateCheck and clean sensor button	 Battery change on valve battery pack Clean nozzle Clean drain grate Check sensor and function Check bolts and connection
PM-TK-01	Surface wipe clean graphic panelSurface wipe clean solar panel	- A detailed service is not required for the Tall Extension Kit
PM-DB-02	Remove objects blocking the bowlClean surfacesCheck mechanism is functioning	 Full pit clean Check mechanism and tighten screws Remove dog bowl and flush/clean pit

Need more help?

meetpat can help develop and conduct a maintenance program tailored to suit your water station fleet.

Please contact servicing team to find out more | service@meetpat.com.au



PANEL | REMOVAL & REPLACEMENT



IMPORTANT

ONLY REMOVE THE REQUIRED PANEL(S)
TO COMPLETE THE INTENDED TASK

INTERNAL ACCESS IS ALWAYS FROM THE FRONT OF THE WATER STATION

REFERENCE THE SENSOR BUTTON

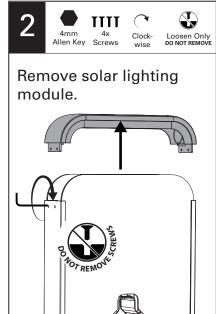
ACCESS FILTER & SHUT OFF TAP

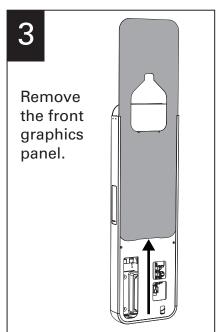
STEP1-3

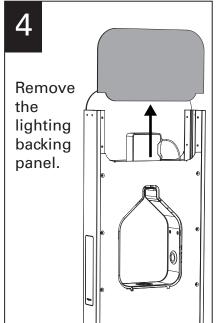
BATTERY REPLACEMENT & FULL INTERNAL ACCESS

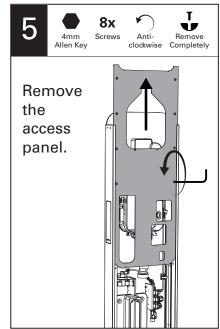
STEP1-5













IMPORTANT

REATTACH ANY WATER PIPES DISCONNECTED DURING DISASSEMBLY



FINISHED

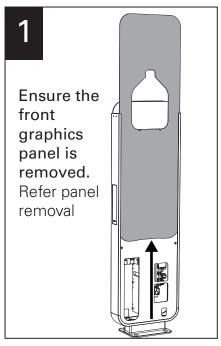
REFIT PANEL(S)FOLLOW STEPS IN REVERSE

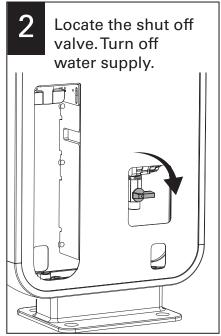
FILTER | INSTALLATION & REPLACEMENT

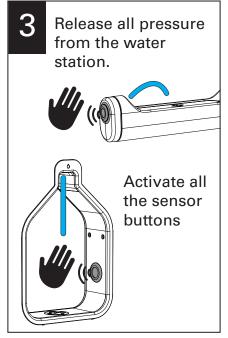


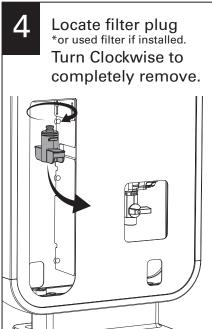
ALWAYS TURN OFF WATER SUPPLY

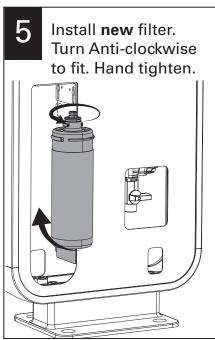
DE-PRESSURISE THE WATER STATION BY ACTIVATING ALL SENSOR BUTTONS

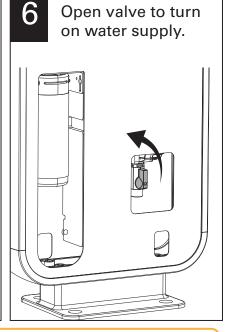














IMPORTANT

ACTIVATE ALL SENSOR BUTTONS TO FLUSH WATER & CHECK FOR LEAKS.

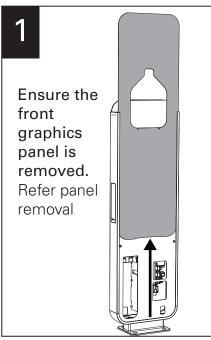
Refer troubleshooting to resolve any problems.

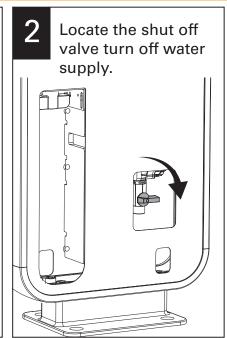
MESH FILTER | CLEAN & REPLACEMENT

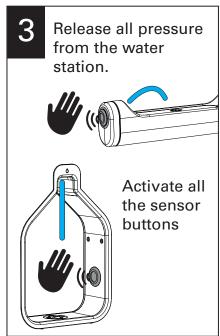


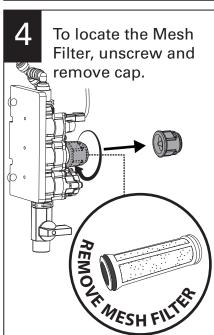
ALWAYS TURN OFF WATER SUPPLY

DE-PRESSURISE THE WATER STATION BY ACTIVATING ALL SENSOR BUTTONS

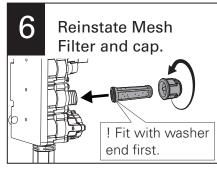


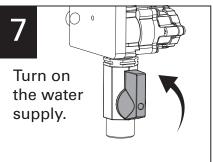














ACTIVATE ALL SENSOR BUTTONS TO FLUSH WATER & CHECK FOR LEAKS.

Refer troubleshooting to resolve any problems.



IMPORTANT

REATTACH ANY WATER PIPES DISCONNECTED DURING DISASSEMBLY



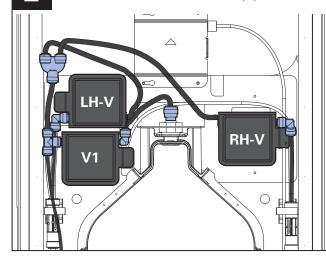
FINISHED

REFIT PANEL(S)FOLLOW STEPS IN REVERSE

SENSORTAP | BATTERY REPLACEMENT

1 ENSURE GRAPHICS PANELS & LIGHTING BACKING ARE REMOVED
Refer panel removal

2 Locate the correct battery pack



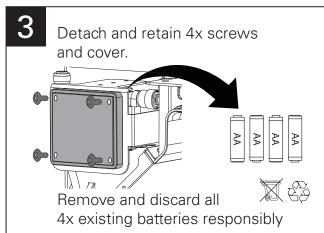
V1 SENSOR BATTERY
BOTTLE REFILL

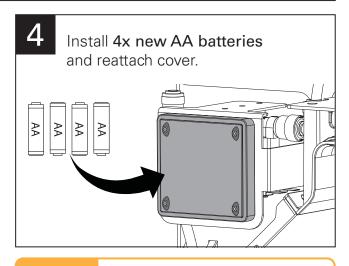
LH-V SENSOR BATTERY
LEFT DRINKING FOUNTAIN

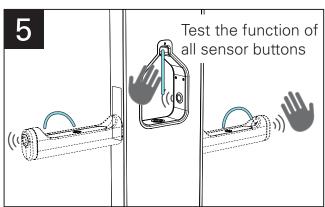
RH-V SENSOR BATTERY
RIGHT DRINKING FOUNTAIN

NOTE:

Each battery pack is connected to a sensor tap. Number of battery packs will change in relation to Arm Kits installed.









TROUBLESHOOTING

- Check all connections are plugged in
- Check polarity of batteries (+ /)
- Check the valve is installed correctly (arrow indicates correct flow direction)
- Water is turned on
- Check batteries are charged and have sufficient voltage "not flat"
- Check for damage (broken, sticker, paint or dirt/debris) covering sensor button

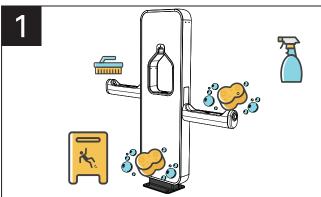


FINISHED

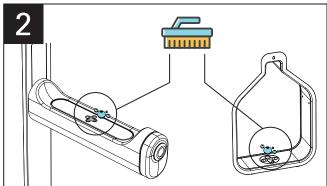
REFIT PANEL(S) | REFER PANEL REMOVAL

STANDARD | CLEANING INSTRUCTIONS

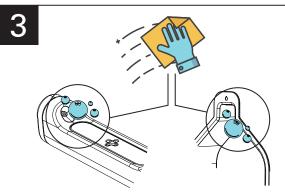
QUICK CLEAN - WEEKLY (location dependant) meetpat recommended
DETAILED CLEAN - 12 MONTHS or filter capacity (whichever is first) meetpat recommended



Clean and wipe down all external surfaces. Use a non-acidic, non-abrasive cleaner and a soft brush (if required).

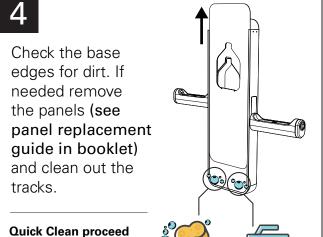


Use a soft (non-abrasive) scrubbing brush to clean the drain mesh. Ensure the mesh is free from any debris.



Check the nozzles for damage and/or blockages. Clean all nozzle surfaces with an antibacterial wipe.

* Use a new wipe for each nozzle



to Step 6

5 FLUSHING UNIT (Detailed clean only)

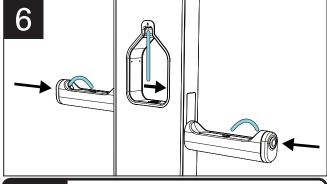
Flush out the internal lines with a meetpat line cleaning kit.

Contact meetpat to purchase a flushing cartridge (supplied complete with cleaning instructions)



REPLACE FILTER DURING DETAILED CLEAN

Refer Filter Installation Instructions



FINISHED TEST FUNCTION OF ALL SENSOR BUTTONS CHECK FOR LEAKS CHECK WATER QUALITY & TASTE

DOG BOWL | CLEANING & MAINTENANCE



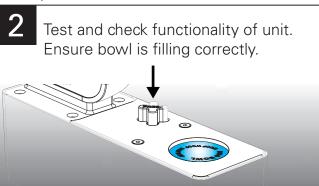
IMPORTANT SAFEGUARD

DOG BOWL MECHANISM IS NOT DESIGNED TO BE SUBMERGED IN WATER.

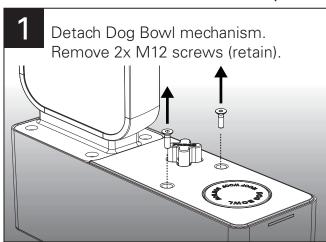
Ensure each Dog Bowl is installed with adequate drainage and in accordance with this installation guide. Regular maintenance and cleaning will avoid premature degrading of the product. Failure to install unit correctly or perform regular maintenance may result in voiding the product warranty.

QUICK CLEAN - WEEKLY (location dependant) meetpat recommended

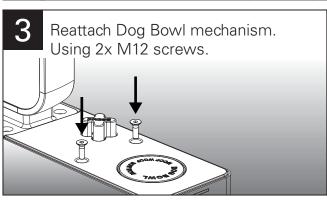




DETAILED CLEAN - 12 MONTHS (location dependant) meetpat recommended









TROUBLESHOOTING

1

Identify the Problem

Remove front panels to view the full function of the water station. This will help you correctly identify the fault, damage and/or leak.

2

Onsite Repair

Many problems can be easily fixed onsite by a qualified plumber.

- Removal of dirt/debris.
- · Cleaning.
- Sensor battery replacement.
- Reconnect loose fittings.
- Install pressure reducing valve.

3

Further Steps

Other problems may require ordering of spare parts or further assistance from meetpat. When phoning through for additional support, staff will ask for the following information to correctly identify the product model/part.

- •What is the serial number of the water station?
- •Where is the water station located?
- Can you supply a photo/short video of the problem?
- Who purchased the water station?
- Can you supply a photo of the entire water station on location?

4

Contact meetpat

The service/sales team(s) will be able to assist you best in resolving the problem and/or ordering a replacement part.

sales@meetpat.com.au | service@meetpat.com.au | 026021 0300 | +6126021 0300

Some Common Questions

There is no water (or reduced water) when the sensor is activated?

Check the water is turned on, with adequate pressure and the hosing inside the water station is not bent or kinked. Check there are no blockages to the hosing or filter. Make sure the sensor batteries are not flat and the sensor is not covered with a sticker or object.

The water flow won't stop?

Check the water pressure is not too high. Check the sensor is not covered or dirty and the batteries are not flat.

The dog bowl won't return back up?

Check the gas strut is not broken. Review the dog bowl mechanism for any damage and check the connections are secure/not loose.

meet pat.

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WARRANTY | MEETPAT POLICY

What is covered by this defects warranty policy?

meetpat warrants that new products purchased either from meetpat direct or through authorised distributors, which are still in the possession of the initial purchaser, will be free from defects for the warranty period, subject to the terms of this Policy.

A product may be defective if meetpat finds that it is non-conforming in material or workmanship and if the non-conformance materially impairs the performance of the product having regard to the purpose for which it was designed and the limitations stated below.

General product range.

Permanent Water stations – Three (3) Years Portable Water stations – One (1) Years

Limited coverage warranty items.

For some special parts or components within a water station, warranty conditions are as below. For the complete limitations list, please see below.

Batteries – One (1) Year LoRaWAN Electronic Monitoring Equipment – One (1) Year Water Filters – One (1) Year Graphics Panels - Three (3) Year Climate Dependent

Limitations.

This warranty will not cover products that:

- a) Include customer-specified materials or finishes that are not part of meetpat's standard product range at the time of manufacture;
- b) Are not installed and maintained as recommended in meetpat's written installation and maintenance guidelines; products are designed to operate within a minimum/maximum supply line pressure as indicated in the supporting instruction books. Any damage caused by reason of connecting a water cooler, bottle filler, fountain or packaged water cooler to supply line pressures outside of the working pressure is not covered by this warranty.
- c) Have not been used in accordance with any applicable usage guidelines;
- d) Have been misused or usage is in excess of normal wear and tear;
- e) Have been damaged for example as a result of collision, theft or vandalism; and/or
- f) Are manufactured by a third-party supplier and then resold by meetpat without incorporating any meetpat manufactured product into the third party product.

Finishes and components on meetpat products are updated periodically to respond to the demands and changing preferences of our customers. As a result we may discontinue some options before expiration of the Applicable Warranty Period and do not guarantee that any replacement product or part will be identical to, or match the finish of, the original.

Looking for help?

General enquiries/sales sales@meetpat.com.au | +612 6021 0300

Faults and servicing service@meetpat.com.au | +612 6021 0300

Spare parts sales@meetpat.com.au | +612 6021 0300









meetpat products must be installed in accordance with the provisions of AS/NZS3500.1 and AS/NZS3500.2 and any relevant local regulations. Installations not complying with AS/NZS3500.1 and AS/NZS3500.2 may void the product and performance warranty provisions.

meetpat products are Watermarked WMTS105 to Australian standards and have brass free water system parts.

All recommendations within this document should be used as a guide only. Users and installers should seek suitable assistance to ensure units comply with all standards and are safe for use.

meetpat are constantly evolving and updating their products to ensure that they are designed and manufactured to the highest possible standard.

Please ensure you follow the supplied current guidelines when installing and servicing your water station.

For the most up to date copy of this Information Booklet, please visit meetpat.com.au

Meet Pat™ | Meet PAT Pty Ltd | meetpat.com.au

Phone: (02) 6021 0300, +612 6021 0300 Email: sales@meetpat.com.au