

## **Q&A TROUBLESHOOTING:**

### **How frequently do I need to change the filter?**

The filter can be washed and replaced several times. We recommend replacing it every 3 – 4 weeks with a fresh one depending on the number of pets using the fountain.

It can also depend if the fountain is close to the food source. Filters tend to collect more food debris if the pet goes directly from eating to drinking.

Inspect the filter each time you add water and clean or change appropriately.

### **Why do I find small black particles in the fountain?**

It is common for a new charcoal filter to have some charcoal dust on the surface. This is normal and won't harm your pet in any way.

To avoid this, rinse the new filters in water prior to installation.

### **How often should I clean the fountain?**

The fountain should be cleaned at least every two weeks. Again, this is use dependent and may require more cleaning if it has more users.

### **What is the power consumption of this fountain?**

The Whisper Fountain runs on a super low power DC pump. The power consumption is 2.0 Watts at 50Hz.