

Triple Action Filter – Troubleshooting

The filter is causing my fountain to overflow! What can I do?

When placing a new filter, always vigorously shake it and tap it on a hard surface before rinsing it and submerging it in water. This will stop the granules inside the filter from clumping together, hence preventing your fountain from overflowing.

My filter is leaking black sediment. Is this harmful?

The black sediment is active carbon that escapes from the filter. This can be prevented or greatly reduced in amount by thoroughly rinsing the filter under the tap for several minutes before placing it inside the Flower Fountain. The small quantities of activated carbon that escape from the filter will not harm your cat.

Why does my filter float?

The Flower Fountain filter should be rinsed thoroughly and submerged in a bucket of water before placing it inside the Flower Fountain. Also, press the cotton mesh with your fingers while the filter is submerged to force the air out. In case your filter keeps floating, you can place it upside-down in the fountain for a few days. This should prevent flotation. Afterwards, please flip the filter back to its normal position.

Why does my filter turn orange?

The white mesh of the Flower Fountain might turn orange due to iron particles inside the active carbon. If you notice a severe orange discolouration, please replace your filter.

Why does my filter turn red-pinkish?

This colourful hue might be caused by a bacterium called *Serratia Marcescens*. This bacterium is abundantly present in the environment and prefers damp conditions. When this discolouration happens, replace the filter and clean the cat fountain thoroughly. To prevent this mould from forming, make sure the filter is submerged at all times, and don't leave the filter inside the fountain when you turn it off for a long time.

How to prevent mould from forming on the filter?

To prevent mould from forming on top of the filter, make sure that the Flower Fountain filter is submerged at all times. The water inside the Flower Fountain should always reach up to the wavy line in the plastic rim. Only turn off your cat fountain for maintenance and cleaning so the filter stays soaked at all times.