



FAQ

- Why is the bottom of the water dish leaking?**
Please check if the water dish and the simulation stone is installed properly (Step 1-2, "How to install").
- Why does the water keep flowing out, resulting in water overflowing from the dish?**
Please check whether the sealing gasket on the bottle cap falls off. And make sure the bottle cap is screwed to tightly seal (Step 3, "How to install").
- Why water is NOT flowing out from the center of the water dish?**
To make this work, please make sure the assembled water bottle is properly installed into the fountain base (Step 4, "How to install"), and there is no impurity blockage on the filter screen. After that, please place the fountain on a horizontal ground.
- How often should I clean the water dish and the filter?**
It is recommended to clean the water dish every 1 or 2 days to maintain hygiene and cat health. You can raise the filter when cleaning the simulation stone. Note that the filter is installed on the simulation stone before leaving the factory. Please DO NOT disassemble it to avoid loosening.
- Should the water bottle be removed first before cleaning?**
Please remove the water bottle BEFORE removing the water dish. Otherwise, the water will flow out from the center of the fountain base and wet the ground, when there is still water left in the water bottle.
- What temperature of water should be used to clean the water fountain?**
It is recommended to use around 40°C warm water for cleaning. The temperature shall not exceed 50°C to avoid damaging the fountain.

Cheerble
Pet Waterer KittySpring 2