

Troubleshooting

Problem	Solution
Water keeps spilling out of the water tray.	The filter may not be fully soaked. Please soak the filter in a clean bowl (not in the water tank) for 5 minutes before the first use.
The pump stops working.	1) Fill in water between MIN and MAX. The pump will fail if it runs dry. 2) Clean the pump, water tank, and drinking basin. 3) If the above solutions don't work, please contact us at support@wuiPET.com, Or alternatively find a replacement online through online stores on amazon
How often should I change the filters? Where to get them?	It's recommended to replace the filters every 2 weeks. Please contact us at support@wuiPET.com to purchase new filters. Or alternatively find them online through searching "WUIPET filters" on amazon.
Why do I need to soak the filter before first use?	The filters absorb more water (and therefore clean more water) when they're wet and expanded. Soaking the filter removes particulate matter that may have settled on the filter.
Water output speed slows down.	For the first use (or reuse after long-time storage), the water pump needs to discharge air, it's normal if the water output speed slows down.