

# FAQs

## Pink Residue in Pet Fountains

### What is it?

A pink residue is not a problem with your water quality and is not harmful when treated regularly. It is evidence of bacteria that are common inhabitants of our environment. The most typical of these bacteria is one known as *Serratia Marcescens*.

### How does it occur?

These bacteria come from any number of naturally occurring sources, such as soil, mulch, dust, and surface waters, and they thrive in environments that are moist and high in phosphates. Many people indicate the problem occurs in the summer months when temperatures and humidity are higher, and especially if windows are kept open for any length of time.

*Serratia* will not survive in chlorinated drinking water. However, where water stands long enough for the residual chlorine disinfectant to dissipate, the pink residue may develop.

Customers who remove the chlorine from their water by use of an activated carbon filter may also be more likely to experience the problem.

### How can I remove the pink residue?

If you have the pink residue appearing, regular and thorough cleaning followed by disinfection with thinly diluted household bleach (1:50 water to bleach solution or one cap of bleach in one gallon of water), is the best means to control the organism and is still safe for pets. Do not use other household cleaning products such as disinfectant sprays or liquids that turn cloudy in water as these are toxic to animals.

When cleaning the pump, this is also a great opportunity for a regular maintenance to remove any natural mineral build up (limescale).

### Cleaning steps

1. Disassemble your fountain and fully submerge the plastics in a very weak bleach solution for 15-20 minutes
2. Soak the pump in a 50/50 water and white vinegar solution
3. Rinse thoroughly, ensuring you run the pump at the same time
4. Replace with a new filter pack

### Further guidance

1. Do not soak the filter cartridge in bleach as the contents may absorb the bleach
2. Use care with any abrasives to avoid scratching surfaces, which will raise the likelihood of bacterial growth
3. If not in use for an extended period empty the pet fountain and allow the filter cartridge to dry

### Contact us

If any of this is unclear or you have further questions, please do contact our Customer Support Team as we are always happy to help:

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