

Q: Will the new cartridge fit in my current Falcon Waterfree urinal housing?

A: Yes. The new cartridge features a flexible cartridge spout that deforms when installed in the housing and snaps back into place once the cartridge is fully turned and locked into the housing.

Q: How does the new cartridge help keep the housing and pipes cleaner?

A: The new patented cartridge utilizes Falcon Waterfree Technology and Bernoulli's principle to increase the speed and redirect the urine as it exits the cartridge. The spout and faster flow rate combine to prevent the urine from splashing in the housing and allows less time for the uric sediment to accumulate in the pipes. This helps provide a longer cartridge life and makes cleaning much easier.

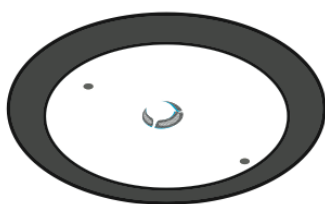
Q: Do waterfree urinals clog pipes?

A: In fact, all pipes are subject to some sort of clogging over a prolonged period of time. Water-fed and flush urinals build up a very hard residue over time called Calcite that forms from the combination of minerals from the water and the uric acid. Whereas, waterfree urinals, can form a soft sludge residue called Struvite which is about the same consistency as peanut butter. The difference lies in the fact that the Struvite can be easily washed away, whereas the Calcite bonds to the pipe and cannot be washed away and usually requires a rodding machine to remove. A thorough rinsing with hot, soapy water during cartridge changes will keep the housing and pipes clean.

Q: How do you know when to change the cartridge?

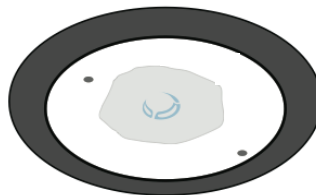
A: As the cartridge filters and collects uric sediment it begins to build up in the cartridge. Eventually this sediment will begin to prevent the cartridge from draining correctly which signals that the cartridge has reached the end of its life. There are 3 ways to know when a cartridge has reached the end of its life.

WHEN SHOULD A CARTRIDGE BE CHANGED?



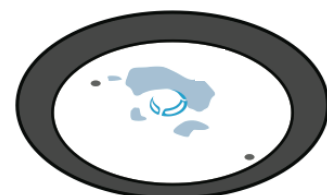
Blue indicator is not visible

OR



Fluid flows very slowly into the cartridge

OR



Blue sealant appears on top of the cartridge

Q: Do waterfree urinals smell more than flush urinals?

A: No urine is essentially odorless. "Urine odor" is caused when the urine reacts with water to cause ammonia gas. Because there is no water in the waterfree system, there is no reaction and thus no ammonia which means there is less odor. Furthermore, waterfree urinal technology has been predicted to be 500 times more effective against the back migration of sewer gases (odor) as compared to conventional P-trap water barriers*.

Q: Are waterfree urinals hygienic?

A: Yes! For the same reason waterfree urinals do not create more odor than flush urinals they also have fewer germs and bacteria. Germs and bacteria are present in urine but they need water and a food source to survive and reproduce. The food for most bacteria is ammonia and as described previously the lack of water prevents ammonia from forming, therefore there are fewer germs between cleaning cycles.

*According to the California Institute of Technology, Environmental Science & Engineering Department, W. M. Keck Laboratories Study on Sewer Gas Diffusion conducted by Michael R. Hoffman

- **I installed the new cartridge according to the instructions but now it is not flowing properly.**
 - A. Check if the cartridge has been properly locked all the way into place. If not, lock system in place by turning the cartridge all the way to the right.
 - B. Remove the urinal cartridge and check if the housing drain is blocked with solids. If so, dump 1-gallon bucket of warm water into the housing and clean vigorously with a brush to loosen buildup.
- **There is a foul odor coming from my Waterfree urinal.**
 - A. Check for sealant loss by dipping a rolled up corner of a paper towel into the opening at the top of the cartridge. If the paper towel comes out clear or without blue sealant color then it is time to change your cartridge.
 - B. Check for other sources of restroom odor such as air vents, toilets and trash receptacles. For an extensive list of potential restroom odor causes please see our restroom odor sheet available on FalconWaterfree.com.
- **I noticed shreds of toilet paper/chewing tobacco/or other foreign substances just inside the cartridge and it is slowing the flow rate.**

Foreign substances can shorten the life of a cartridge and promote further debris collection, it is recommended that you clean out your cartridge or change your cartridge.
- **My cartridge is stuck in my housing.**

Locate the pro-wrench-key that came with your original urinal (or order a new one) as it may be easier to leverage and remove the cartridge using this device. If that does not loosen the cartridge slowly pour hot water into the cartridge and try to loosen the cartridge using the pro key again.
- **My housing drain has solids build up in it.**

Remove the cartridge and pour 1 gallon of hot water into the housing unit. Proceed to vigorously clean the housing with a bottle brush and the appropriate cleaner. A plastic scraper can also be used to remove tough stains.
- **My housing is partially filled with urine that is not draining.**

This is an indication that your urinal system has not been installed with the proper slope. Review the installation instructions for more information on how to successfully mount your urinal.