



WHOOPSIE AWAY – FREQUENTLY ASKED QUESTIONS

1. Operating Costs – can you please tell me for each operation of the Whoopsie Away the time taken and electricity consumption over this period? Also during each operation how much water is used? **The cycle time is set at 6 minutes and the motor is 0.75 Kw. The water flow rate can be adjusted but typical flow rate is 25 Litres per minute.**
2. What is the recommended maintenance period for the unit and what is the cost per period? **Other than checking interlocks and removing any wrong items from the bottom of the tank no maintenance required.**
3. What is the expected product life expectancy? **10 - 15 years**
4. Is there a video on the operation of the Whoopsie Away? **Yes there is a short video on the Kennel Solutions website which shows how to load and start the Whoopsie Away. The website address is http://www.kennelsolutions.com.au/about/whoopsie_away.html**
5. Do you have any testimonials from clients who have installed the Whoopsie Away into their facility? **Yes the client testimonial we have received so far is from Bristol Dogs Home in the UK. Lyn Gilman from the Dogs Home writes "We are a long standing user of the Whoopsie Away and have had the new Series two model installed for the last two years. This has been extremely reliable with the added benefit of a timer, which automatically stops after disposal which is a big improvement over the previous model. I really do not know how we would cope without the Whoopsie Away for disposing of our large volume of dog waste."**
6. Do you provide an Installation and Operation Manual as part of the unit? **Yes there is a detailed Installation, Operation and Maintenance Manual supplied with each Whoopsie Away unit sold.**
7. Do you have a drawing of the unit to assist with sizing details and connections to the Whoopsie Away? **Yes this drawing is attached at the bottom of this information sheet.**
8. What is the time for delivery from order placement? **Manufacturing is approximately 5 weeks from placement of order and shipping time to any Australian port is approximately 45 calendar days.**
9. Do you have a brochure on the Whoopsie Away? **Yes this can be found on the Kennel Solutions website. The website address is http://www.kennelsolutions.com.au/about/whoopsie_away.html**

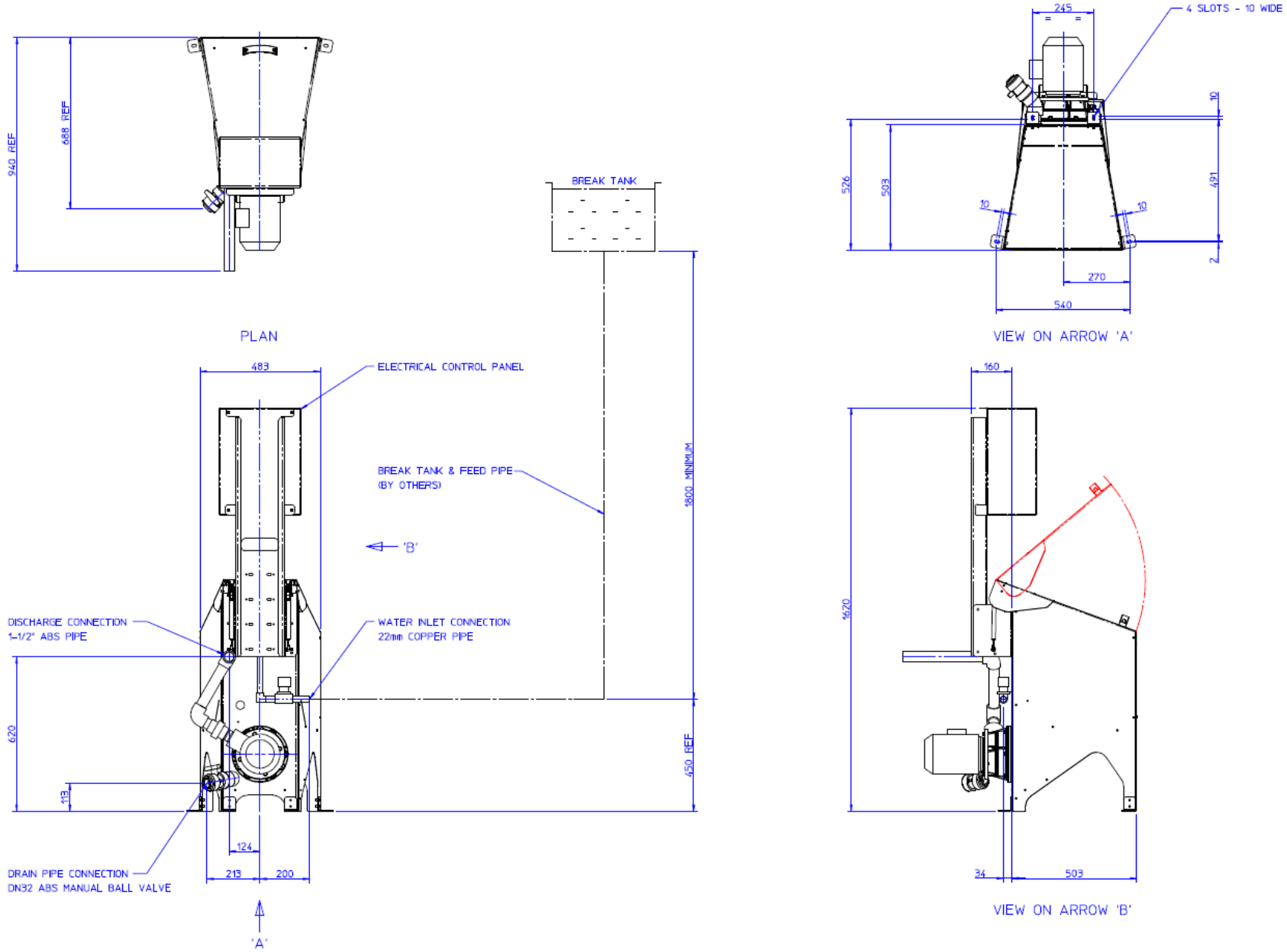


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10. Does the Whoopsie Away have WaterMark Certification? **No, the Whoopsie Away does not require WaterMark Certification as it is classified as a Trade Waste device. The facility owner must apply to their local authorities for approval to install and operate the Whoopsie Away by way of a Trade Waste License. To make it trouble free for our clients, Kennel Solutions can assist you with the application for a Trade Waste License with your local authorities. Please note that each local authority has their own trade waste license process and not all authorities will grant permission to install and operate a Whoopsie Away unit.**
11. What warranty is provided for the Whoopsie Away? **There is a 12 month parts only replacement warranty offered by the manufacturer.**
12. Who installs the Whoopsie Away? **The unit is shipped directly to the clients facility. The installation of the Whoopsie Away and connection of water, sewer and electrical are required to be completed by suitably qualified and licensed plumbers and electricians. These trades need to be arranged by the client.**
13. What is the typical size of the suspended solids that pass through the Whoopsie Away into the sewer? **The particle size of the waste comes out like a soup – the solids will be broken down to 5mm square or less.**
14. What are the typical values that have been experienced for biochemical oxygen demand in the waste water to sewer? **We do not have BOD values for the Whoopsie Away however we do not believe by the time the waste reaches the sewage works it would significantly change the average BOD value of 480 mg / litre.**

Should you require any further information on the Whoopsie Away, please contact Kennel Solutions:

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WHOOPSIE AWAY DIAGRAM