



Image: A step-by-step guide illustrating the process of replacing the activated carbon filter in the Neakasa AirStep.



Image: An exploded diagram showing the main components of the Neakasa AirStep, including the removable top shell, activated carbon filter, litter collection tray, and electronic control module.

Cleaning the Litter Collection Tray

The removable litter collection tray helps capture tracked litter. Empty and clean it regularly as needed.

1. Power Off: Unplug the AirStep.

2. Remove Tray: Slide out the litter collection tray from the front of the unit.

3. Empty and Clean: Dispose of collected litter. Wipe the tray with a damp cloth and mild detergent if necessary. Ensure it is completely dry before reinserting.
4. Reinsert Tray: Slide the clean tray back into its slot until it is secure.
5. Reconnect Power: Plug the AirStep back into the power outlet.



Image: The hidden litter collection tray of the Neakasa AirStep is shown, illustrating its function in gathering tracked litter and debris.

Problem	Possible Cause	Solution
Device does not power on.	Not plugged in; power outlet issue; faulty adapter.	Ensure the power adapter is securely plugged into both the device and a working wall outlet. Try a different outlet.
Odor control is ineffective.	Filter is old or clogged; incorrect mode selected.	Replace the activated carbon filter (recommended every 2-3 months). Ensure the device is operating in an appropriate mode (Boost or Max for stronger odors).
Excessive litter tracking.	Litter collection tray is full or improperly installed.	Empty and clean the litter collection tray. Ensure it is correctly seated in its slot.
Device is noisy.	Operating in Boost or Max mode; obstruction in fan.	Noise levels are higher in Boost and Max modes. Switch to All-Day mode for quieter operation. Check for any obstructions in the fan area (after unplugging).

If the problem persists, please contact customer support.

SPECIFICATIONS

Feature	Detail
Model Number	PS0390WE
Product Dimensions (L x W x H)	12.6" x 6.5" x 17.4"
Item Weight	2.7 Kilograms (5.95 Pounds)
Material	Plastic
Color	White
Power Consumption	1.6–5.4 W (across all modes)