



Product FAQ

Incubator-specific Questions

Q: What is the difference between the 9300, 10300, and the 11300?

A: The 9300 incubator is our only incubator that does not include a circulating fan. The 10300 includes the fan, and the 11300 includes both the fan and egg turner.

Q: The temperature in my egg incubator is fluctuating a few degrees, is this normal?

A: These fluctuations are normal and occur with the development of the egg.

Q: How do you clean an incubator?

A: To clean our incubator use mild soap and water. Do not use bleach. The plastic screen included in the digital incubators (9300, 10300, and 11300) is dishwasher safe to 155 degrees.

API®-specific Questions

Q: Water freezes at 32°F. Why does the deicer turn on in the 40° range and not in the mid 30s?

A: As water cools it get denser and sinks to the bottom of the tank, but once the temperature drops below 40°F, water actually gets lighter and remains at the surface. Thus, the surface can get colder and start freezing even though the water just a few inches below the surface is still at 40°. Therefore, to make sure the deicer protects the tank, all deicers are set to turn on above 40°F.

Q: Why does it say "Do Not Use Extension Cords?"

A: UL (Underwriters Laboratories) standards require the statement "Do Not Use Extension Cords" to be on all deicer products for safety reasons. However, API products are UL approved for use with our patented LOCKNDRY® detachable power supply cord which is available at most stores that handle our products. The LOCKNDRY cord provides a secure, water-resistant connection for safe operation of API deicers.

Q: Why do I need a deicer in my pond?

During the winter when a pond is covered by ice, harmful gases build up in the water due to decaying matter and fish waste. In order to protect the fish, a hole should be kept open to allow the gases to escape from the water.