Waterfall Fountain Product Manual

⚠ Important Safety Warnings

Please read all instructions carefully before using the product to ensure safe and proper operation. Save this manual for future reference.

• The product operates with electricity. To avoid electric shock, never touch the power plug, adapter, or any electrical components with wet hands. Keep the power cord away from water and heat sources.

• Ensure the fountain is placed on a smooth, level, and stable surface to prevent tipping, water spilling, or damage to the product. We strongly recommend that you place your fountain on a waterproof surface or that you cover the surface with a water proof barrier. Do not place on any surface that can be damaged by water.

• The submersible pump must be completely submerged in water during operation. Running the pump without sufficient water will burn out the motor. Do not exceed the voltage shown on the pump.

• Keep the product out of reach of young children and pets to prevent accidental drowning, electric shock, or ingestion of small parts (e.g., decorative stones).

• Unplug the power cord when not in use, during cleaning, or when adding water to avoid electrical hazards.

• Check the water level daily. Evaporation is normal, especially in dry or warm environments. Refill the basin with water whenever the pump is no longer fully submerged to prevent motor damage. We recommend using distilled water to prevent limescale and algae buildup, especially in hard water areas.

• Ensure that the electrical cord loops below the electrical outlet to form a "Drip Loop". This will prevent water from running down the cord into the electrical outlet.

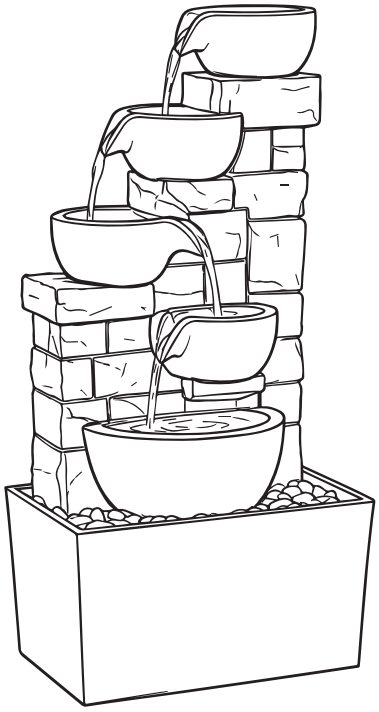
• To prevent algae growth and avoid pump damage, please change the water completely once a week and perform a thorough deep clean every 2–4 weeks. Always unplug the fountain before cleaning.

Package Contents

Please check the package carefully upon receipt to ensure all components are included and undamaged. If any parts are missing or broken, contact our customer service immediately.

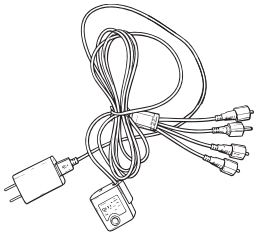
[1]Waterfall Fountain Body
[2]Electric Submersible Pump (with attached power cord)
[3]Set of Decorative River Rocks/Stones
[4]User Manual

Dimensions:
13.21"Lx8.66"Wx27.56"H
Weight:
12.4 lbs
Main Material:
Premium Resin

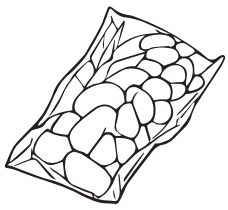




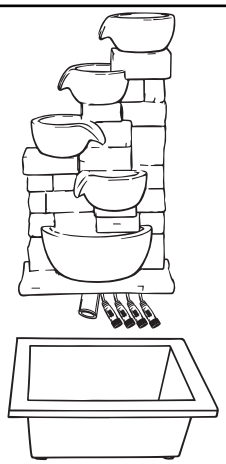
◂ User Manual X 1



◂ Pump Cable X 1



◂ Stones X 1



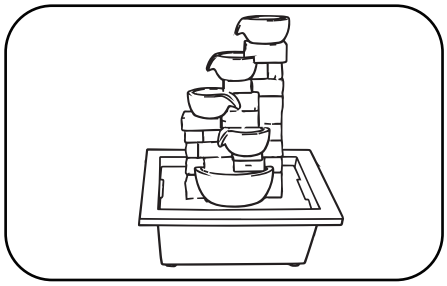
◂ Waterfall Fountain X 1

◂ LED Interface

◂ Tray X 1

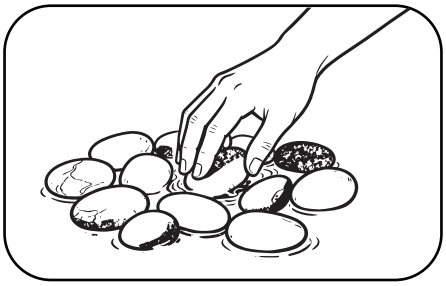
Easy Assembly Guide

1 Select the installation area and splice:



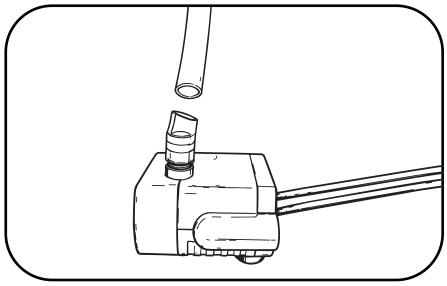
Select the final location for the fountain first — ensure it is near a properly grounded outlet and away from valuable furniture or electronics (to prevent water damage from splashing). Then, assemble the fountain body.

2 Clean Decorative Stones:



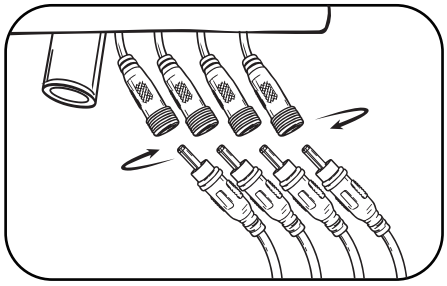
Place the decorative stones in a colander and rinse them thoroughly under running water until the water runs clear. This prevents rock dust from making the fountain water cloudy after assembly.

3 Connect the Pump and Water Tube:



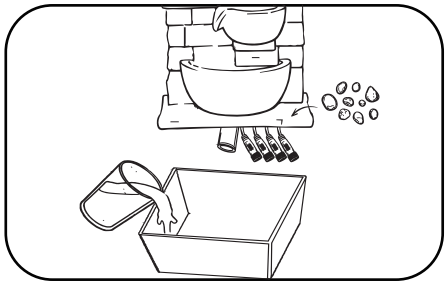
Attach the water tube from the fountain body to the outlet of the submersible pump. Ensure the tube is not kinked or folded, as this will block water flow.

4 Connect the Cable and Tighten the Nut:



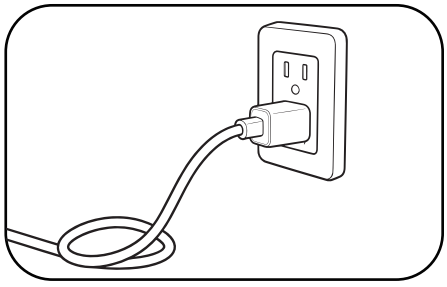
Connect the 4 cables to the LED interfaces, and then tighten the nut. Ensure all connections are secure and firmly tightened to prevent loosening.

5 Add Decorative Stones and Water:



Place cleaned decorative stones around fountain and basin; ensure they don't block pump intake or water flow. Fill with water until pump is submerged, avoid overfilling. Distilled water prevents limescale and algae, especially in hard-water areas.

6 Prime the Pump:



Plug the power cord into an outlet.

Cleaning

Regular cleaning will keep your fountain working smoothly and looking new. Follow these steps to maintain the fountain:

1.Unplug the power cord and empty the remaining water from the basin.
2.Wipe the fountain body and basin with a soft, damp cloth to remove dust, algae, or mineral deposits.
3.Clean any slime from the pump housing, inlet, and outlet areas.
4.Rinse the decorative stones with clean water to remove any buildup (If stones are included).
5.Refill the basin with distilled or clean tap water and plug the power back in.

Troubleshooting

Most common issues can be resolved easily with the following steps. If the problem persists, contact our customer service.

Problem	Possible Cause	Solution
Pump does not run	1.No power supply; 2.Pump is not fully submerged; 3.Pump is clogged with debris; 4.Impeller is stuck.	1.Check the outlet (try a different outlet or check the circuit breaker); 2.Add water to submerge the pump; 3.Clean the pump and remove debris; 4.Open the pump and gently loosen the impeller with a toothpick.
No water flow (pump is running)	1.Trapped air in the pump; 2.Water tube is kinked/folded; 3.Water level is too low; 4.Pump intake is clogged.	1.Unplug and plug the power cord 3-4 times to release air; 2.Straighten the water tube; 3.Add more water; 4.Clean the pump intake.
Loud/buzzing noise	1. Pump is not fully submerged; 2.Trapped air; 3.Debris in the pump; 4.Pump is not level.	1.Add water to submerge the pump; 2.Shake the pump to release air; 3.Clean the pump; 4.Adjust the fountain to ensure it is level.
Water is cloudy	1.Unclean decorative stones; 2.Tap water with high mineral content; 3. Algae buildup.	1.Clean the decorative stones thoroughly; 2.Use distilled water; 3.Empty and clean the fountain, then refill with fresh water.
Water is splashing outside the fountain	1.Fountain is not level; 2.Overfilled water; 3.The flowing water hits the rock. (if stones are included).	1.Adjust the fountain to be level; 2.Drain excess water; 3.Rearrange the stones by moving them away from the edge of the base.