



Congratulations on your recent fountain purchase! Please review our maintenance and troubleshooting tips below to prolong the life of your fountain. Requirements will vary across manufacturers and fountain types, so please consult provided materials for detailed care instructions specific to your fountain. We recommend keeping a copy of this document in addition to the product manual for future reference.

Set-Up

Assembly & Install

Installing a fountain can be difficult if you don't know the proper steps. Please read our tips on install before you begin.

1. **Seek Professional Help:** Check if professional installation is recommended for your fountain
2. **Check Foundation Requirements:** For the water to flow properly, place your fountain on a level surface and follow specific foundation requirements from your product manual. Use shims to level fountain as necessary
3. **Create a Drip Loop:** To prevent water from dripping down the cord and damaging the electrical socket, create a drip loop by allowing the pump power cord to fall below the wall outlet

Maintenance

Pump Care

Pumps are the soul of the fountain and require proper maintenance as outlined below. A well-maintained pump can last a few years. When replacing your pump, please consult your fountain's supplier to find a compatible replacement.

1. **Use Distilled Water:** Distilled water can prevent and reduce bacteria and algae buildup in the pump
2. **Fully Submerge:** Ensure pump is fully submerged at all times to avoid pump damage
3. **Ensure Water Level is Sufficient:** Constantly check water levels as water may evaporate over time, and periodically change water to avoid algae buildup
4. **Clean Pump:** Every 2-3 months, use soap and water to clean pump of debris, dirt, and algae buildup

Surface Care

As a part of the natural weathering process, paint and finishes will discolor or fade over time, but you can prolong the life of your fountain with these general surface care tips.

1. **Control Algae and White Scale:** Due to water evaporation, you may see white residue on your fountain surface from the mineral content in your water supply. Algae and white scale control and cleansers can prevent buildup that occurs from minerals and hard water
2. **Protect and Refinish:** Depending on the material of your fountain, protectants and sprays may prolong the appearance of the surface. Paint and refinishing kits can be used for touch-up

Winter Care

Cast stone can expand and contract in different temperatures/humidity levels. If the temperature falls below 32°F or humidity levels change drastically, follow the below steps to protect your fountain.

1. **Bring inside:** If possible, bring your outdoor fountain inside for the winter
2. **Store in Dry Location:** If unable to bring inside, store your fountain in a dry and covered location
3. **Bring Components Inside:** Move all internal components (stoppers, tubing, lights, solar panels, pump, etc.) inside. Your pump needs to be stored in a temperature-controlled environment
4. **Completely drain:** It is important to prevent water from accumulating anywhere, as freezing and thawing of water can cause pump damage and cause cracks to form in your fountain
5. **Elevate Fountain:** Fountains may freeze to the ground and cause cracking in the base if left outside in the winter. If unable to store inside or in a dry covered location, try to raise your fountain above ground

Troubleshooting

Pump Not Working

When operating the pump for the first time, it can take a few minutes before water begins to flow properly. If it is still not working after a few minutes, please follow our troubleshooting tips below.

1. **Submerge Pump:** Ensure your pump is fully submerged in water at all times to avoid pump damage
2. **Plug/Unplug:** Your pump may be airlocked. Try plugging and unplugging the pump several times to release air from inside the pump
3. **Manual Check:** If the pump cover is removable, try removing the cover to access the impeller area. Turn the rotor to ensure it is not broken or jammed

Pump Noise

Some sound from the pump may be normal, but you can follow these tips to reduce sound or resolve abnormal noises.

1. **Submerge Pump:** Ensure your pump is fully submerged at all times and clean of debris, dirt and algae buildup
2. **Check Location:** If your pump is against the side wall, it can cause unwanted noise from vibrations. Check to make sure the pump is not touching the water feature other than the bottom
3. **Check Flow Rate:** A too low flow rate might cause spews or burps

Water Flow Rate

Some fountains come with an adjustable dial or valve to adjust the flow rate, but if you do not have this option or if you are still unsatisfied with your flow rate after changing the settings, check out our tips below.

1. **Adjust the water level:** Insufficient water levels can affect water intake by the pump. Check the manual to ensure the appropriate water capacity for your pump
2. **Check for kinks:** Bends or obstruction in tubing can slow or halt the flow of water. Ensure there are no kinks in the hosing if water flow is minimal
3. **Clamp hose:** To slow the water flow, try clamping the hose with a clip

Splashing

Having trouble with splashing? Some splashing is inevitable, especially when you first turn on your fountain, but if you are experiencing excessive splashing, try our troubleshooting tips below.

1. **Adjust the water level:** Ensure the pump is fully submerged, but avoid overfilling your fountain
2. **Adjust flow rate:** If your fountain includes a dial or valve to adjust the flow rate, try changing the settings to see if it affects splashing. If your pump is not adjustable, check our Flow Rate section to learn about other ways to change the flow rate
3. **Adjust position:** Try rearranging rocks or splash guard at fountain base. You can also place a screen in the basin

Leaking

Is your fountain leaking? If so, check out our troubleshooting tips below.

1. **Adjust the water level:** If your fountain is over capacity, it may lead to leakage
2. **Check tubing:** If the tubing is not attached correctly, it might be the source of your leak
3. **Cracking:** Your fountain may be cracked from improper winter care; see Winter Care in Maintenance Tips

Solar Panel

Performance is directly related to the amount and strength of sunlight received. To maximize this:

1. **Ensure direct sunlight:** Pumps may have limited function in shadowed areas or on cloudy days
2. **Clean panel surface regularly:** This maintains optimal conversion of the sun's energy into direct current
3. **Boost charge:** Leave the panel switched off in the sun for 2-3 sunny days to allow maximum charge to the battery and help prolong battery life