

Water Fountain Instruction Manual



HEIGHT:47.2 INCH
DEPTH: 13.4 INCH

INCLUDE:LED LIGHTS PUMP
WIDTH:20.9 INCH
ITEM WEIGHT:42 LB

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INTRODUCTION

manufactured according to the highest performance and safety standards, ensuring your complete peace of mind.

If you require additional support, please go to "Your Orders" on Amazon, click "Get help with order" to contact us directly.

ASSEMBLY INSTRUCTIONS

PLEASE REFER TO THE INSTALLATION METHOD OF SIMILAR FOUNTAINS.



STEP 1

These fountain have a separate part at the top, we can put the hose into the opening one by one.



STEP 2

Reach inside the opening in the gear of the fountain, pulling out the tubing/water pipe and internal led cables.



STEP 3

Connect the tubing to the outlet of the pump and place it in the water reservoir through the opening in the rear of the fountain.



STEP 4

Connect the two ends of the L.E.D. lighting wires together and screw over the plastic collar. Push the cable with two pins into the transformer and screw over the plastic collar.



STEP 5

Place the pump and wires into the access cavity, ensuring that the long pump/led wires extend out through the opening.



STEP 6

Carefully fill the fountain with sufficient water ensuring the pump is fully submerged. Usually the water level needs to be at least 1 inch above the pump.

ELECTRICAL SAFETY

- Water pumps are waterproof to IPX8
- Light cords are waterproof to IPX6.
- The transformer should never be submerged or stood in water.
- **Note:** The transformer will get hot during use, which is normal.
- To prevent Pump damage, Please to add water promptly to avoid
- long time dry burning.
- For outdoor use, ensure the outlet is waterproof to IP66 standard.
- We recommend using a Residual Current Device (GFI) Ground Fault Interrupter when connecting the fountain to the electric supply (available from DIY stores).

MAINTENANCE AND CARE

Fountain Care Guidelines

- **Winter Care: Bring Indoors if Possible (e.g., garage or shed)**
If freezing is a concern, drain all water to prevent damage.

Fountain Cleaning Tips

To Empty the Fountain of Water for Cleaning or for Winter Care:

- For smaller fountains, invert and let water pour away for cleaning.
- For larger fountains, use a large sponge or siphon pipe for water removal.
- Always power off before cleaning or maintaining the fountain or pump.
- **Note:** Stains may be present, This does not imply the fountain is second-hand. The testing water may not dry before repacking, causing Stains upon opening the package.

CONDITIONING AND CLEANING OF WATER PUMPS

Water Pump Parameters

MODEL: WP800

SIZE:71*51*57MM

VOLUME:700(L/H) POWER:11W

HEADLIFT: 0~1.4M

OUTLET SIZE:5/16" 1/2"



HOW TO ADJUST PUMP FLOW

Always isolate the electrical mains supply before touching or adjusting the pump.

The pump flow can be adjusted with the regulator, this is found on the inlet of the pump. Adjustments of up to 30%

Turn Clockwise for full flow / Anti-clock- wise for reduced flow.

HOW TO CLEANING WATER PUMP

	<p>Open the water pump's inlet housing by simply pulling outward to open.</p>		<p>Turn counterclockwise to open the pump valve.</p>
<p>Remove the water pump shaft and motor</p> 	<p>Clean the shaft and motor with a cleaning tool and the internal space</p> 	<p>Reinstallation of water pump</p> 	

How to Troubleshoot

PUMP

- Ensure water covers the pump by at least 5 cm.
- Check and set the correct flow for the fountain.
- Ensure the pump is working; if not, it may be blocked.
- Clear pipes and impeller of any blockages.
- Inspect the fuse in the plug.

Lights/Transformers

- If lights and pump aren't working, the transformer may have failed.
- If the LED isn't working, may be the LED wire contact is poor, you can reconnect it.
- If some LED lights aren't working, they might be damaged by water immersion. Contact us for spare parts replacement.
- Within warranty and non-artificial damage, a replacement part can be issued with proof of purchase.

Troubleshooting

- For pump or light issues, contact us for guaranteed support.
- Flickering lights may result from algae or lime scale build-up;
- Replaceable parts are available.

Leaks/loss of Water

- **Ensure the fountain is completely level.**
- **Ensure the water reservoir is not overfilled; remove excess water if necessary.**
- **Natural evaporation and weather can affect water levels; top up as needed.**
- **If your fountain is leaking, it may be a sealing issue. Repair it manually using waterproofing material. Contact us for partial compensation.**

Main Body & Paintwork

- **Do Not Confuse Limescale Residue with Fading Paint - This is Not a Fault and is in Most Cases the Fountain Needs Cleaning.**
- **Paint Peeling Will Occur if the Fountain Has Been Left Outside in the Frost and Will Not Be Covered by the Warranty.**
- **Parts Broken off the Main Body While in Use Are Usually Caused by Bad Weather Conditions and Not Covered by the Warranty.**

WARRANTY & RETURN POLICY

RETURN POLICY

- **Returns within one month of purchase date: Free return service provided by Forfar.**
- **Returns after one month: Buyer responsible for return shipping cost.**
- **Non-quality issue returns: Buyer responsible for half of the shipping costs.**
- **Purchase within one month, if you find a lower price, you don't need to return it and can contact the us to get reimbursed for the difference.**
- **Please return the product via the Amazon label or the label**

WARRANTY TERMS

- **30-Day Free Return policy. 1-Year warranty for non-artificial damage.**

NOT COVERED UNDER WARRANTY

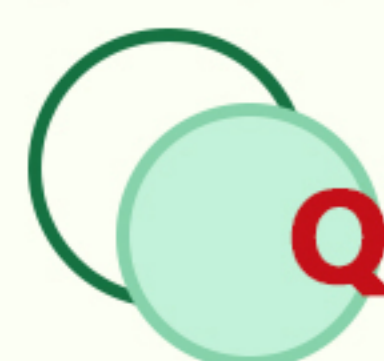
- **Pump smells of burning residue.**
- **Discoloration resembling rust.**
- **Visible algae or limescale buildup on the pump.**
- **Paint And/or Surface Damage/discoloration Due to Limescale.**
- **If any of the above is noticeable, the warranty will void due to likely improper maintenance.**

QA



Q: How much water should I add to the outdoor fountain?

A: There is a removable panel at the bottom of the back of the product; as long as water doesn't overflow from there, it's fine. But please note, ensure that the water exceeds the height of the water pump to ensure the fountain operates smoothly.



Q: Are the power cords for the water pump and lights completely waterproof? Can I place them inside the product?

A: Yes. But make sure to tighten the waterproof knobs. If you're not sure, feel free to CONTACT US.



Q: If I need phone support, what should I do?

A: Typically, we currently provide after-sales support through Amazon only. If you require additional help, please go to "Your Orders" on Amazon, find this item, and click "Get help with order" to reach us. If needed, we can arrange further assistance from there.

QA



Q: What should I do if the water flow becomes weak?

A: Please check if the pump is fully submerged and ensure there's no debris blocking the water inlet. Cleaning the pump regularly helps maintain optimal flow.



Q: How do I clean the fountain and pump?

A: Turn off and unplug the unit. Rinse the fountain and pump with clean water, and gently scrub away debris. Avoid using harsh chemicals.



Q: Can I repaint or touch up the resin surface if it gets scratched?

A: Yes, you can use outdoor-grade acrylic paint to touch up small scratches. Make sure the surface is clean and dry before painting.

QA



Q: Is the resin material durable for outdoor use?

A: Yes, the fountain is made of high-quality resin, which is durable, weather-resistant, and designed for outdoor environments.



Q: Can I use distilled or tap water?

A: Both are fine, but distilled water is recommended to reduce mineral buildup and extend the pump's life.



Q: How should I clean the resin surface?

A: Use a soft cloth or sponge with mild soap and water. Avoid abrasive brushes or cleaners to prevent scratching the surface.