

# Turquoise Triple Vase Fountain



# Assembling & Using Your Product

Unpack all components carefully. Check the packaging to ensure that you have removed all of the parts. Some splashing may occur when the product is in use.

## Components

A Fountain

B Submersible Pump

C Back Cover

## Assembly



1. Place the Fountain (A) on a smooth and level surface.
2. Remove the Submersible Pump (B) from its packaging. Slide the flow control to its lowest setting to avoid splashing during fountain assembly.
3. Pull the vinyl tubing through the opening at the back of the Fountain (A) and connect it to the Submersible Pump (B). Keeping its power cord outside the fountain, place the Submersible Pump (B) on the bottom of the reservoir, resting on its feet. (see ①)
4. Without splashing, gently pour water into the fountain. Using distilled water prevents scale build-up. Do not allow the water to overflow! Make sure the water completely covers the Submersible Pump (B). (see ②)
5. Plug the power cord into your local power supply. Make sure that there is no water around the plugs and always keep the power source in a dry place.
  - NOTE: The first time you operate the pump it can take up to 5 minutes for the air to be completely expelled and water to begin to flow properly.
6. Make sure the water runs clear during operation.
7. Adjust the pump's flow to produce the desired waterfall effect.
8. Press the Submersible Pump's (B) suction cup feet against the bottom of the reservoir.
9. Tuck the power cord into the notch in the left side of the rear opening, then slide the Back Cover (C) into place. Do not pinch the cords. (see ③)

**Enjoy your new fountain!**

## Troubleshooting & Caution

If you have any questions or problems, please contact the retail store where you purchased this fountain.

- **If your pump fails to run**
  1. Check the circuit breaker or try a different outlet to make sure the pump is receiving electrical power.
  2. Check the pump discharge and tubing for any kinks and/or obstructions.
  3. Check for any buildup obstructing the water flow and flush it with a garden hose.
  4. Check the rotor by removing the front cover and plate to access the impeller area, then turn the rotor to make sure that it is not jammed or broken.
- **If your pump “spews”**
  - Check the water level to make sure the pump is completely submerged and there is enough water in the basin to operate your fountain. Not having enough water will cause your pump to spew.
- **If your pump is abnormally loud**
  1. Disconnect the pump from the electrical power supply and remove the front cover & plate.
  2. Carefully grip the impeller and gently pull the impeller/rotor assembly out of the pump housing.
  3. Rinse the impeller/rotor assembly and clean the cavity with clean water. If breakage or damage is found, contact your local retailer for parts.
- **Fountain Care**
  - We recommend using Item 's all-natural cleansing formula to eliminate foam, lime scale, and calcium buildup; fight mineral deposits; leave water crystal clear; help prevent staining; remove organic contaminants; and treat discolored water. This formula will help prevent pump damage due to hard water build up.



### Caution

- **Always unplug the pump from the electrical outlet before cleaning or handling.**
- **Use with clean water only. Do not place the fountain and/or parts in any other liquid.**
- **Periodically change the water and clean the pump to keep the fountain free of microorganisms.**
- **During freezing weather, or if the fountain will not be used for an extended period, disconnect it and store it in a dry place.**
- **Do not lift, carry, or pull the pump by the power cord.**
- **Do not exceed the maximum voltage and wattage listed on the transformer.**
- **NEVER LET THE PUMP RUN DRY.**

# Limited Warranty Information

Thank you for choosing our product! We aim to please with our wide range of products including Fountains, Birdbaths, Statuary, Pond Supplies, and More. All of our products are constructed from the highest quality materials. In the event that we have not achieved our usual standard of excellence, we will repair or replace, at our discretion, within the warranty period. A valid proof of purchase, with the purchase date clearly indicated, must be provided. Photos of defective merchandise will also be required to help distinguish the actual cause of the defect. Please read below for a detailed description of warranty coverage.

- **Water Damage**

The products are not manufactured to withstand extreme temperatures. Improper storage that allows water to freeze within a product may cause damage and is considered negligence and will, therefore not be covered under this warranty. The use of “hard water” and/or caustic cleaners can affect the paint or other finishes. Failure to keep the unit clean, and use of such additives/cleaners, will also void the warranty. Please note: for fountains, it is normal for some splashing to occur and protecting the immediate surfaces is not the responsibility

- **Paint & Color (Retention and/or Loss)**

The use of water will cause natural erosion to the color. This area can be touched up using standard paint. The paint is designed to protect the entire finish against breakdown of color. As with any product, all finishes with time will gradually fade and discolor. The warranty will only cover against severe or complete fading within the first year from date of purchase with the above exclusion.

- **Procedure/Service**

Should a warranty/claim be needed, you should contact the retailer from whom you purchased the product. You must be prepared to show proof of purchase, provide photographs and any other information needed to validate your claim. This may be necessary to distinguish between a partial or complete replacement of a defective product. The warranty does not cover any items with multiple parts; the warranty will ONLY cover the individual component of the unit/item that may be defective. Replacement parts can be made available to a consumer through the original selling party, or an approved parts retailer. If this is not an option, contact our customer service department. Item is covered under one year limited warranty from the date of purchase. When requesting replacement parts due to a warranty claim after 30 days of purchase, credit card information will be requested for shipping charges.

- **Not Covered Under Warranty**

The limited warranty will NOT cover cases of damages due to

1. Damages caused in Transit
2. Inadequate care and/or neglect
3. Environmental and/or natural elements
4. Immersion in water, unless specified
5. Improper Installation/Storage and/or Maintenance

*This warranty is void if the product has been damaged by accident, misuse, negligence, improper installation and/or modifications have occurred. This includes any and/or all defects arising out of freezing water damage, hard water damage, failure to keep the unit clean and free of harmful additives such as bleach, chlorine, etc., which affect the paint and/or parts. This warranty also does not cover any additional charges or installation, removal, disposal and/or shipping costs or consequential damage associated with any warranty claim.*