FOUNTAIN
- INSTRUCTION MANUAL -



MODEL: KER2517WF

- WIDTH: 17.71 INCH
- HEIGHT: 28.74 INCH
- DEPTH: 9.65 INCH
- WEIGHT: 15.0 LBS

PRODUCT INTRODUCTION

- Water Fountain Are Built To High Standards. For Technical Support, Please Check The Troubleshooting Guide In This Manual Or Contact Us Via Email.
- For Any Quality-Related Issues, Please Email Our Support Team Before Returning The Product.
  This Often Leads To A Faster Resolution.

ASSEMBLY INSTRUCTIONS

STEP 1

Unpack the box from the top.



STEP 2

Step 2: Upon unboxing, verify all included accessories.
Accessories include: water pump,transformer, back panel, user manual, pebbles, storage bag, gloves.



STEP 3

Align the 2-pin connector, Push until fully seated, Tighten the waterproof nut firmly.



STEP 4

Secure the back panel in place, Connect the pump's power.
Note: 1 Socket Required.



ASSEMBLY INSTRUCTIONS

STEP 5

Fountain operating normally.
Both water flow and lights.

ELECTRICAL SAFETY

- Water pumps are waterproof to IPX8.
- Light cords are waterproof to IPX6.
- The transformer will get hot during use, which is normal.
- To prevent pump damage, pleased to add water promptly to avoid long time
- 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).

REPAIR & MAINTENANCE

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 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.

WATER PUMP PARAMETERS



MODEL: PP-350LV

SIZE: 57* 41 * 46 MM

VOLUME:350 (L/H)

POWER: 6 W

HEADLIFT: 0 ~ 0.9 M

OUTLET SIZE: 5/16" 1/2'

HOW TO ADJUST THE 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 Up To 30%Turn Clockwise For Full Flow / Anti-Clock-Wise For Reduced Flow.

HOW TO RESOLVE ISSUE

01 / PUMP

- Ensure water covers the pump by at least 2 inch.
- 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.

02 / Lights/Transformers

- If lights and pump can't work, 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.

03 / Troubleshooting

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

HOW TO RESOLVE ISSUE

04 / 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; to pupas needed.
- If your fountain is leaking, it may be a sealing issue. Repair it manually using waterproofing material. Contact us for partial compensation.

05 / Main Body & Paintwork

- Do Not Confuse Limescale Residue with Fading Paint. This is Nota 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

01 / RETURN POLICY

- Returns within one month of purchase date:
  Free return service provided by Kaisoku
- 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, don't need to return and please contact to get reimbursed for the difference.
- Please return the product via the Amazon label or the label provided by the seller.

02 / WARRANTY TERMS

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

03 / 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.
- If the Proof of Purchase Shows the Product Was Bought within 1 Year, Free Charge Replacement Part Can Be Supplied. Please Be Aware, Kaisoku Will Ask for Proof of Purchase.

WARRANTY OPTIONS

All fountains come with a 1-year warranty

If You Need to Report an issue, Please Through Amaozn Contact Us Before Returning Fountain.

If Any Parts Fail, We Will Send You New Replacement Parts.

If The Product Is Defective, We Will Provide Technical Guidance.

If The Problem Cannot Be Resolved, We Will Provide A Replacement.

We will Solve Your Problem As Soon As Possible.

PROOF OF PURCHASE

- Write down your order number
- CONTACT US WHEN YOU NEED REPORT ISSUE