

# Limited Warranty Information

Thank you for choosing a Hi-Line product! We strive to bring the best home and garden decor products for our customer from across the world. Our exclusive designs and systematic approach to make your home a wonderland for you! 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

Hi-Line 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 of Hi-Line Gift Ltd.

## • 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. If that is not an option, you can contact Hi-Line Gift Ltd at [www.hilinegift.com](http://www.hilinegift.com). When contacting Hi-Line Gift Ltd, you must be prepared to show PO#, PO Date, and buyer name, 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. If your purchase was after our 30-day grace period, payment information will be requested for shipping charges.

## • Not Covered Under Warranty

The limited warranty will NOT cover cases of damages due to

1. Inadequate care and/or neglect
2. Environmental and/or natural elements
3. Immersion in water, unless specified
4. 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 affects 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.*

## Owner's Manual

Item # 79555-A



HI-LINE GIFT LTD.



**Have Questions or Issues?  
Need help with assembly?  
Contact us via email or phone.**

(For faster assistance, please include PO#, PO Date, and Buyer Name in your email.)

Email: [support@hilinegift.com](mailto:support@hilinegift.com)

Website: [www.hilinegift.com](http://www.hilinegift.com)

Call: 1-800-868-9176 (US) 905-564-2815 (Canada)

## INSTALLATION & ASSEMBLY

COMPONENTS	QTY
Fountain	1
1 LED Light	1 set
Pump	1
Transformer	1



- 1 Retrieve the tubing/water pipe and internal LED cables by reaching into the back opening of the fountain.
- 2 Connect the tubing to the pump, and make sure to adjust the flow control to its lowest setting to prevent splashing. It's important to place the pump back into the reservoir after connecting the tube. Please note that the flow control is typically set to the optimal water flow by default.
- 3 Pull out the LED light cords and connect them to the pump then connect the pump to the transformer/adaptor. To ensure safety, make sure to screw on the waterproof cap entirely to avoid any potential hazards.
- 4 Close the cover door securely and feed the pump power cords through the designated cut-out slot at the back of the fountain to prevent entanglement or obstruction by the door.
- 5 Pour the water into the fountain, be sure to pour an appropriate amount to avoid overflow. It is crucial to ensure the pump is completely submerged in the water.
- 6 Plug in both the transformer/adaptor into a local power supply. For safety, it's best to store the power source in a dry place.

**IMPORTANT:** Please ensure no water is near the plugs and always keep the power sources in a dry place.

*When first used, there might be air in the pump. It may take several minutes for the air to be completely expelled and water begins to flow properly. Don't forget to add water regularly as water will evaporate over time.*

## TROUBLESHOOTING

- Ensure that the pump is fully submerged and add water to the basin if necessary.
- Check to make sure the power outlet is working; if in doubt about electrical connections, consult a certified electrician.
- Check the pump and tubing for obstructions.
- Check the flow control on the body of the pump as it may need to be adjusted to achieve the desired flow rate.
- If water is not flowing within several moments of the fountain being plugged in, unplug the power supply for a few moments and plug it back in; the pump may have air bubbles in the filter which can prevent water from circulating properly.
- Clean with damp cloth. Do not use any chemicals to clean as they may ruin the finish.

## WARNING

- Risk of electric shock – this pump is supplied with a grounding conductor and grounding type attachment plug. To reduce the risk of electric shock, be certain that it is connected only to a properly grounded, grounding type receptacle.
- To reduce the risk of electric shock, install only on a circuit protected by a ground fault circuit interrupter (GFCI).
- Do not let the pump run dry.
- Excessive weight or pressure on any of the fountain sections may cause it to fall.
- Keep pets, children or anyone from sitting, leaning or climbing on any of the fountain components.



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Scan for assembly video