

Thank you for choosing us. If you have any questions, comments or concerns please feel free to contact us by phone, by email, or you could also email us via our contact us page.

We stand behind our brand and the quality of the items we sell. We will send new parts, or replace products at our discretion within the one year warranty period. Before we can help, you will need to provide proof of purchase with the date of purchase and photos of the defective merchandise. We will use the photos to determine the cause of defect and for future quality control.

Assembly Instructions

Step 1: The LED cord goes through the hole of the bowl to the basin.

Step 2/4: Connect the two ends of LED light cord together and screw over the plastic collar. Push and place the LED light in the water basin.

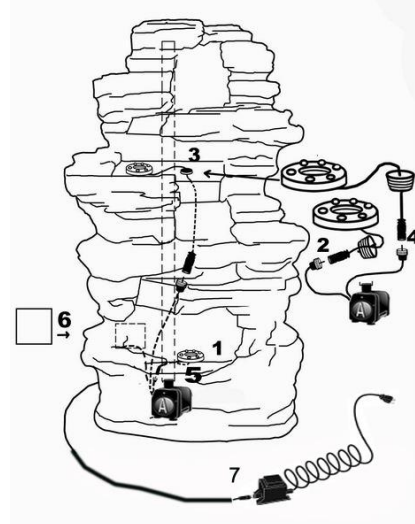
Step 3: Press the rubber stopper into the hole.

Step 5: Adjust pump flow as needed. Attach tube to pump. Put pump in basin

Step 6: Run the cable through the groove of the access door. Fix the cover properly.

Step 7: Push the cable w/pin into the transformer/plug and screw over the plastic collar.

Step 8: Fill the basin with enough water then connect the pump cord to the socket.



IMPORTANT CARE NOTICE

- * Fill the fountain with sufficient water to ensure the pump is well submersed.
- * Clean and top-up the water on a regular basis.
- * Always shut off the power before cleaning and maintaining the pump.
- * Never allow the fountain pump to run dry as this will cause damage and invalidate the warranty.
- * It's no recommended to leave the fountain running constantly. We suggest turning the fountain on/off when required.

WINTER CARE (when fountain is used outdoors)

- * During winter never allow ice to form in the bowls as the force of the ice forming will crack the bowls. Drain the fountain and store indoors.
- * The pump should be disconnected from the main supply, removed from the fountain, and cleaned in the following way:

(a) remove the inlet cover from the front of the pump and gently grip the impeller to pull out the rotor assembly from the pump

- (b) clean the rotor and rotor housing with water then dry with kitchen paper
- (c) reassemble the parts and store the pump in dry area

TROUBLESHOOTING

If the water pump fails to operate, check the following:

1. If the pump cannot pump water check if the power is correctly connected or check if sufficient water is inside the reservoir.

- (a) Check the pump and tubing for any form of obstructions.
- (b) Remove the cover with the pump flow adjuster on it and gently lever off the inner cover to reveal the pump impeller and gently turn the rotor to check that it is not broken or jammed.

2. If the pump runs with slow water circulation check the following:

- (a) The flow control on the body of the pump.
- (b) Ensure the pump is completely submersed.

3. If any abnormal sound is heard during the pump operation, turn off the power supply and check the rotor assembly as follows:

- (a) Remove the pump cover and rotor plate from the front.
- (b) Grip the impeller and gently take out the rotor assembly from the pump.
- (c) Rinse the motor assembly and the housing with clean water in order to remove any grit or debris.
- (d) If any breakage or surface damage is found on the rotor assembly, please contact your supplier, if replacement needed.

We hope you continue to enjoy your water feature for many years. Over time the paint finish will gradually mellow in color, this is part of the natural weathering process.