



# INSTRUCTIONS FOR SET UP OF FLOOR FOUNTAINS

1. Assemble in desired location according to assembly instructions included with your water fountain. Be sure that the floor is level. The reservoir should be sitting flat on the floor. It is recommended that you use a level to make sure it is level in either direction and that the fountain is sitting on a rubber mat or foam pads to ensure that the reservoir is not in direct contact with a hard surface.
2. Fill the reservoir with water. Be sure not to fill above the height of holes, while keeping the water level above the pump so it is completely submerged. **DO NOT ATTEMPT TO MOVE THE UNIT ONCE IT HAS BEEN FILLED.** It must be drained prior to being moved.
3. Plug into an electrical outlet. We suggest that you use an outlet with GFCI (Ground fault circuit interrupter) or a surge protector.
4. Water should start flowing over the surface of the fountain.
5. If there is no flow, the pump may have an air bubble in it. Try turning on and off the unit a few times by unplugging and plugging it back in. As a last resort, reach into the reservoir and tip the pump to release the air while it is still submerged. This will only have to be done the first time the unit is turned on.
6. Using the red (or blue) handle on the hose valve adjust the flow of the water to the desired effect. Too much flow can cause the water to spill or splash off the surface. Too little water will cause an uneven flow of water down the surface.
7. If the water flows to one side the surface that the unit is sitting on may be unlevel. Make sure your waterfall is always kept level. For floor fountains you can try using a shim (coin, thin plastic, etc.) under one edge of the panel to help level the fountain. Be sure to check right to left level as well as front to back. On wall fountains make sure the mounting bracket was level when installed.
8. **DO NOT RUN THE UNIT IF IT IS LOW ON WATER.** Operating the unit with the water level not full covering the pump can damage it and void the warranty. You will see air bubbles in the stream when the water level is getting too low. You should fill the water fountain weekly to compensate for evaporation. Please also keep in mind that warmer climates and air conditioned environments will cause water to evaporate much faster.
9. Use standard glass cleaner to clean the glass surface. On stubborn hard water stains you may use Spot-X® or a calcium lime remover but **DO NOT** get any on the metal surfaces of your fountain or it will damage the finish.
10. **ONLY ADD RECOMMENDED CHEMICALS (Fountec® or Protec®) TO THE WATER. Harsh chemicals, such as bleach or non-chlorine bleach products will harm the finish, pump and other parts essential to the waterfall. These products are not recommended by Bluworld and will void any warranty if used.**

# INSTRUCTIONS FOR SET UP OF WALL FOUNTAINS

## 1. Decide where you want to install your fountain

**\*\* It is critical that your waterfall is level as this will ensure even water flow \*\***

- a. Due to the light-weight nature of your new fountain, it is not necessary to mount it directly into wall studs.
- b. Mount indoors only and in a place that is not in direct sunlight.
- c. We recommend that you install your waterfall above an electrical outlet. A Ground Fault Interrupt (GFI) outlet or a dedicated circuit breaker is preferred.

## 2. Marking the waterfall location

- a. Hold up the assembled waterfall in your chosen location. Using a pencil, draw a light line on the wall indicating the top of the waterfall.
- b. Using the light line you drew from step A, measure from that line down approximately 9" (*refer to the instructions that came with your fountain as this can vary with each model*) and draw another line to indicate the bottom of the wall bracket. Using a level, hold the Mounting Bracket to the wall with the top angled towards you. Mark the mounting holes on the wall. Remember to double check your measurements and that your marks are level.



## 3. Mounting the wall bracket

- a. When using anchors, you must use the provided EZ Ancors™. Each EZ Ancor™ has a weight capacity of up to 50 pounds. Plastic anchors are not an acceptable substitute. To install the EZ Ancors™, gently tap or press the tip into the drywall and slowly screw the anchors into the wall. Make sure the flat side of the anchor is flush with the wall. Do not over tighten the anchors. If you encounter a wall stud while installing an EZ Ancor™, use the mounting screw without the anchor.
- b. Install the Mounting Bracket using the 1" screws provided.



#### 4. Installing the waterfall

- a. Unwind the pump and light cords and run the wire for the light down behind the back of the reservoir. Attach the light assembly to the waterfall as instructed in the manual included with your fountain. Make sure the pump and light cords extend below the waterfall. **DO NOT PLUG IT IN AT THIS TIME.**
- b. Lift your waterfall into place and engage the brackets by lowering it on the Wall Bracket.

5. Fill the reservoir with water which must be kept at least  $\frac{1}{4}$ " –  $\frac{1}{2}$ " above the pump at all times. Once full plug in your fountain. As water begins to flow down the surface, guide the water with your hand or use a non-abrasive sponge until the water flows evenly over the entire waterfall surface. To adjust the water flow, simply turn either the pump valve or the T-Valve(s) on the pipe inside the reservoir to create the desired water flow effect. **DO NOT RUN THE UNIT IF IT IS LOW ON WATER.** Operating the unit with the water level not full covering the pump can damage it and void the warranty. You will see air bubbles in the stream when the water level is getting too low. You should fill the water fountain weekly to compensate for evaporation. Please also keep in mind that warmer climates and air conditioned environments will cause water to evaporate much faster. If the water flows to one side the fountain may not be level. Make sure that the mounting bracket was level when installed. Once the reservoir is full, install the rock tray by sliding it into place and fill it with the rocks provided.

#### 6. Light Fixtures

Most of the Water Wonder fountains include a low voltage halogen fixture. Halogen bulbs become extremely hot. When replacing the halogen bulb, be sure to unplug the transformer and wait 30 minutes or until the bulb is cool enough to touch. When handling the bulb you should use a rag to ensure that you do not touch the bulb with your fingers and keep it from getting dirty. Using your fingers can damage the bulb and/or reduce its life expectancy.

## WATERFALL MAINTENANCE

Below you will find a recommended maintenance checklist for your water feature. By following this simple maintenance checklist, you can ensure that your new water feature will function reliably for many years. Since water sources vary in mineral content, frequency of maintenance will vary. For the first few months, it is important that you monitor your waterfall for any signs of mineral deposits and adjust your maintenance intervals accordingly. It is highly recommended that you use distilled water when filling your water feature as this can reduce maintenance intervals. **Do not attempt to add water softening agents, bleach or any products with any ingredients ending in “ine” or “ide” to your fountains reservoir as this may damage the finish and internal parts of your fountain, which in turn will void your warranty. If you have purchased a stainless steel fountain, we strongly recommend that you use distilled water if you have high levels of iron in your water. Iron can cause stainless to rust.**

**\*\* Remember to unplug your waterfall before conducting any maintenance \*\***

### RECOMMENDED HOURS OF OPERATION

We recommend that you allow your water feature to operate 24 hours a day. Standing water can promote the growth of algae much faster. By letting your pump run continuously you will cut down on the wear and tear on it from the starting and stopping thus increasing the life of the pump. More importantly, it will help prevent mineral buildup on the surface of the fountain since it will remain wet at all times. As the surface dries sediment can be left behind as the water evaporates which can build up over time. Standing water can promote the growth of algae. Water fountains also act as air purifiers by capturing dust and other airborne particles from the air. They are also great humidifiers since they add moisture to any room but do not contribute to the growth of mold and mildew like ordinary humidifiers.

### BASIC MAINTENANCE

It is recommended that the water feature be shut down once a week for cleaning the mirror or glass. We also recommended that the water feature be drained and cleaned once every three to four months if using distilled water. If you live in an area with hard water we recommend that the fountain be drained every 6 – 12 weeks. After draining, wipe the inside of the reservoir and frame with a rag. If you use soap or cleaning solutions make sure to rinse the reservoir thoroughly before refilling it with clean water. Do not use CLR, bleach or any products ending in “ine” or “ide” to clean your fountain.

#### Fountains made with a powder coated finish

We recommend that you use a furniture polish such as Pledge® on the exterior as a weekly cleaner. Do not apply the polish directly on the fountain as the over spray can get on the panel. Instead, spray the polish on a soft cloth and clean the fountain with that. Do not use copper cleaners on copper powder coated finishes as this will damage the finish. Applying a wax such as Turtle Wax Hard Shell® every three months will also extend the life of the powder coat.

#### Fountains made with 304 non-powder coated finish

We recommend one of the products listed below to clean the exterior.

- ZEP® Stainless Steel Polisher
- SCRUBS® Stainless Steel Cleaner Wipes (Now offered by Bluworld)

## **WATER LEVEL**

Always maintain the water level at least ½” above the water pump but ½” below the hole where the wires run through. When filling the fountain for the first time, you should be ready to add water to the reservoir as the fountain begins to circulate the water. The waterfall feature will continuously lose water due to evaporation which varies depending on the climate, humidity, temperature, etc. The lower the humidity and the higher the temperature, the faster the water will evaporate. Also, water will evaporate faster in outdoor fountains as well as larger ones. **IT IS IMPERATIVE THAT THE WATER LEVEL BE MAINTAINED AT ALL TIMES.** For the first few months of use, you should monitor the reservoir periodically to determine the rate of evaporation but remember that can vary as the seasons change. A dipstick can also be created to help you monitor your water levels if you mark it with safe (high) and low marks.

If a pump runs dry the following can happen:

- Burned out pump
- Residue sprayed on waterfall surface
- Spraying from manifold delivery system outside of reservoir, possibly even causing damage to floors and surrounding areas

## **MANIFOLD DISTRIBUTION BAR (Floor fountains)**

The manifold distribution bar is located at the top of the panel and can be seen once the header has been removed. It should be removed, inspected and cleaned every six months or as needed. You can use a pin, pipe cleaner or small wire to clean any debris from the holes. A long, narrow brush may also be used to clean the inside of the pipe. CLR® or any other similar product may be used with a soft bristle brush to remove any mineral deposits that may have developed. **DO NOT** use bleach, CLR® or Lime Away® on any other part of your fountain except the glass or mirror as it will damage the finish.

## **Pump**

Turn off your fountain and remove the pump. Wipe it clean with a sponge or cloth. The inside can be cleaned by removing the cover. A toothbrush may be used to reach small hard to reach areas. Once cleaned, return it to the reservoir with clean water. Please bear in mind that the pump, as most other mechanical devices will need preventative maintenance to avoid possible failures or even breakages due to improper maintenance. Low water levels, frequently turning the fountain on and off, poor maintenance, the accumulation of dust, pet dander, algae and calcium can shorten the life span of a pump. Some components on the pump can be replaced by spare parts that can normally be supplied by Bluworld.

Below are some quick and easy steps that you can take to determine whether or not you have a defective pump or if the pump has not been maintained:

1. Determine whether or not power is fully applied to the pump.
2. Be sure that the electrical socket is fully grounded.
3. Air may be trapped in the pump. Try turning the unit on and off a few times by unplugging and plugging it back in.

In the event that the pump is getting the proper power and you are still having challenges with your pump not working refer to the following list of troubleshooting techniques.

1. **SHAFT BREAKAGE**

Remove the cover of the pump and check if the shaft has signs of damage or is completely broken. If damaged, you can normally purchase a replacement ceramic shaft through Bluworld by contacting our customer service department.

2. **DIRTY SHAFT/IMPELLOR**

If there is sand, calcium, or debris in your pump it can cause the pump to clog and therefore stop working completely. With the pump open, remove any fragments of sand, calcium or debris. Remove the shaft/impellor and rinse with fresh clean water. If a white film can be seen on it this means that some of the calcium build up has settled on it and or on the rotor case. It would then be necessary to wash it with any liquid that is normally used to remove calcium buildup from a solid surface.

In the event that your pump does not present any of the above mentioned problems and you have followed the correct troubleshooting suggestions you can contact the Bluworld customer service department to assist you in further troubleshooting your pump to make the determination as to whether or not you need to replace the pump.

**IN-LINE FILTER** (*Water Wonders units, Trellis, Bellezzas, Contempos, Watergardens, Piavascos and Serrano Horizontal fountains do not have filters*).

To maximize the lifespan of your filter, be sure to keep the reservoir at the recommended water level. Remove and thoroughly wash the filter once every three months or as needed. Some features are equipped with an in-line filter which can be found directly on the pump.

**HARD WATER DEPOSITS**

If you have a glass or mirror fountain we recommend that you use a squeegee to remove water from the surface when you turn the fountain off instead of letting water dry on the fountain. Over a period of time hard water may cause the glass to develop a hazy or cloudy film on its surface. When the glass is completely dry, take a dry soft cloth and wipe or buff the surface in circular patterns. You can use any standard glass cleaner, Spot-X® or a solution of vinegar and water, to aid in the cleaning process. **Protec® is available directly from Bluworld and is the only approved product to control mineral deposits and should be used anytime hard water is used in the fountain.** See bottle for proper instructions on use. As the water evaporates and new water is added, the concentration of minerals in the water increases. Eventually, the concentration will become too great for Protec® to work properly. Because of this, the water feature should be drained every three to four months if using distilled water, 6 – 12 weeks when using water from the tap that is hard water or when mineral deposits first appear on the glass or frame. This will vary depending on your local water conditions.

**ALGAE GROWTH**

Should you notice a sour odor and/or slimy substance which can be green, red, black or clear you most likely have developed algae in your water. Usually this develops if your fountain is left off for an extended period of time or you do not change the water periodically. If this occurs, remove the rock tray and clean the entire fountain as indicated above. We also recommend that Fountec® be added to the water

as directed. **Fountec® is the only Bluworld approved product to control algae and is available directly from Bluworld.**

## TROUBLE SHOOTING GUIDE

The following topics are common issues with your waterfall feature. Before calling our Customer Service Department, please perform these few checks in order to speed up your response time and to get your waterfall operating properly.

### **WATERFALL DOES NOT WORK WHEN I TURN IT ON**

Can you hear any sounds coming from the reservoir?

- No
  - Be sure the switch controlling the outlet is turned on
  - Be sure the plug is completely plugged into the outlet
  - Check the circuit breaker or plug in another item to ensure that the outlet has power
- Yes
  - Let the pump run for approximately 30 seconds to see if the water begins to flow
  - Remove rock tray and make sure pump is securely fastened to plumbing
  - Turn unit off and on several times, checking each time to see if the water begins to flow
  - Turn unit off, rotate pump upside down to release air bubbles, return it to the upright position, turn unit back on and check if water is flowing over the surface

If nothing from the list above worked please check the following:

1. *Water level in reservoir is too low*

Always maintain the water level at least ½” above the water pump but ½” below the hole where the electrical cords run through. The pump should be completely submerged underwater at all times and should be checked every 3 – 4 days.

2. *In-Line Flow valve is not set properly*

Locate the water flow control valve between the pump and the inlet hose. *The flow valve on Water Wonders fountains, Table Tops, Bellezzas, Piavascos and Water Gardens is a black disc located on the top of the pump.* Turn the valve clockwise to slow the water flow, counter-clockwise to increase it. Be sure to make slow controlled adjustments to control the water flow. Water flowing too fast can cause splashing.

3. *Blockage in water distribution bar which is located above the panel*

a. *Bluworld Fountains*

4. Remove the distribution bar by carefully twisting the bar back and forth until it disconnects from the PVC elbow. Thoroughly clean the distribution bar and reinsert into the PVC elbow. You can use a pin, pipe cleaner or small wire to clean any debris from the holes in the manifold distribution bar. A long, narrow brush may also be used to clean the inside of the pipe. CLR® or any other similar product may be used with a soft bristle brush to remove any mineral deposits that may have developed. Be sure to reposition the distribution bar correctly after cleaning otherwise splashing can occur. It is recommended that you use Fountec® to prevent the formation of algae in conjunction with Protec® to prevent the build up of mineral deposits.

a. *Water Wonders Fountains*

Check to make sure there is no debris blocking any of the grooves. If calcium or algae has built up in the grooves, use a pipe cleaner to carefully remove the blockage. Use caution as to not damage the panel. It is recommended that you use Fountec® to prevent the formation of algae in conjunction with Protec® to prevent the build up of mineral deposits.

5. *Inlet hose is disconnected from pump*

Make sure that the pump is securely connected to the inlet hose.

6. *Dirty filter (Water Wonders units, Trellis, Bellezzas, Contempos, Watergardens, Piavascos and Serrano Horizontal fountains do not have filters. Some features are equipped with an in-line filter or it can be found directly on the pump.)*

Remove re-usable filter from pump, clean and re-install.

7. *Pump is clogged or malfunctioning*

Refer to pump cleaning and troubleshooting instructions. If still not working, unplug the fountain contact customer service.

8. *Algae is creating blockage*

Thoroughly clean the reservoir, pump and distribution bar. It is recommended that you use Fountec® to prevent the formation of algae.

**WATERFALL IS MAKING TOO LOUD OF A NOISE**

1. *Water level in reservoir is too low*

Always maintain the water level at least ½” above the water pump but ½” below the hole where the electrical cords run through. The pump should be completely submerged underwater at all times and should be checked every 3 – 4 days.

2. *Mineral deposits in the pump*

Clean pump and re-install into the fountain. Please refer to the pump maintenance section for cleaning instructions. It is recommended that you use Protec® to prevent the formation of mineral deposits. For your convenience, we have Protec® readily available and may be purchased directly through Bluworld by contacting a customer service representative or you can order it directly from our website under accessories in the Shop By Category section (<http://shop.bluworldusa.com>).

3. *Pump is not positioned properly or may be vibrating*

Make sure that the rubber pads (if applicable) on the pump are positioned properly on the bottom of the reservoir and not “vibrating” against the bottom or sides of the reservoir. If your pump does not have rubber pads attached to it, be sure to use the foam strips that were provided. If you have discarded the strips, additional ones may be purchased at a hardware store, or you can use a kitchen scrub pad. Do not use a sponge as it will eventually break down and the pieces will get sucked into the pump and cause damage to your fountain.

4. *Dirty filter (Water Wonders units, Trellis, Bellezzas, Contempos, Watergardens, Piavascos and Serrano Horizontal fountains do not have filters).*

Remove re-usable filter from pump, clean and re-install.

5. *Pump is clogged or malfunctioning*

Refer to pump cleaning instructions and pump troubleshooting instructions. If still not working, unplug the fountain and contact customer service.

**WATER IS NOT FLOWING EVENLY 'V'ING DOWN THE PANEL**

1. *Water pump is running but air is in the line*

Wait until the pump evacuates air from the line. If still not flowing evenly, unplug and re-plug the pump a few times to assist in bleeding air out of the line.

2. *Pump pressure is too low*

Turn valve located between pump and inlet hose until water flows evenly down the panel. *The flow valve on Water Wonders fountains, Table Tops, Bellezzas, Piavascos and Water Gardens is a black disc located on the top of the pump.* Turn the valve clockwise to slow the water flow, counter-clockwise to increase it. Be sure to make slow controlled adjustments to control the water flow. Water flowing too fast can cause splashing.

3. *Surface tension on glass needs to be broken*

With the fountain running, you can take a scrubber or sponge (like you use in the kitchen to clean dishes) and clean the glass. Remove the header and start at the top, working your way down until full coverage is achieved. Remove the rock tray to help minimize splashing outside the fountain.

4. *Fountain may be unlevel*

Make sure your waterfall is always kept level. For floor fountains you can try using a shim to help level the fountain. Be sure to check right to left level as well as front to back. A panel that is leaning either forward or back will not operate properly. On wall fountains make sure the mounting bracket was level when installed. If there is a measurable difference from one end of the bracket to the other you will want to remove the bracket and reinstall it, making certain it is level. If the difference is minute, a shim or tiny wedge can be placed on the lower end of the bracket.

5. *Blockage in water distribution bar which is located above the panel*

a. *Bluworld Fountains*

Remove the distribution bar by carefully twisting the bar back and forth until it disconnects from the PVC elbow. Thoroughly clean the distribution bar and reinsert into the PVC elbow. You can use a pin, pipe cleaner or small wire to clean any debris from the holes in the manifold distribution bar. A long, narrow brush may also be used to clean the inside of the pipe. CLR® or any other similar product may be used with a soft bristle brush to remove any mineral deposits that may have developed. It is recommended that you use Fountec® to prevent the formation of algae in conjunction with Protec® to prevent the build up of mineral deposits.

b. *Water Wonders Fountains*

Check to make sure there is no debris blocking any of the grooves. If calcium or algae has built up in the grooves, use a pipe cleaner to carefully remove the blockage. Use caution as to not damage the panel as the slate is very thin and can be brittle. It is recommended that you use Fountec® to prevent the formation of algae in conjunction with Protec® to prevent the build up of mineral deposits.

6. *Dirty filter (Water Wonders units, Trellis, Bellezzas, Contempos, Watergardens, Piavascos and Serrano Horizontal fountains do not have filters).*

Remove re-usable filter from pump, clean and re-install.

7. *Pump is clogged or malfunctioning*

Refer to pump cleaning instructions. If still not working, unplug the fountain contact customer service.

**WATER FLOW IS TOO SLOW/FAST**

1. *Flow valve is not set properly*

Locate the water flow control valve between the pump and the inlet hose. *The flow valve on Water Wonders fountains, Table Tops, Bellezzas, Piavascos and Water Gardens is a black disc located on the top of the pump.* Turn the valve clockwise to slow the water flow, counter-clockwise to increase it. Be sure to make slow controlled adjustments to control the water flow. Water flowing too fast can cause splashing.

2. *Blockage in water distribution bar which is located above the panel*

a. *Bluworld Fountains*

Remove the distribution bar by carefully twisting the bar back and forth until it disconnects from the PVC elbow. Thoroughly clean the distribution bar and reinsert into the PVC elbow. You can use a pin, pipe cleaner or small wire to clean any debris from the holes in the manifold distribution bar. A long, narrow brush may also be used to clean the inside of the pipe. CLR® or any other similar product may be used with a soft bristle brush to remove any mineral deposits that may have developed. It is recommended that you use Fountec® to prevent the formation of algae in conjunction with Protec® to prevent the build up of mineral deposits.

b. *Water Wonders Fountains*

Check to make sure there is no debris blocking any of the grooves. If calcium or algae has built up in the grooves, use a pipe cleaner to carefully remove the blockage. Use caution as to not damage the panel as the slate is very thin and can be brittle. It is recommended that you use Fountec® to prevent the formation of algae in conjunction with Protec® to prevent the build up of mineral deposits.

3. *Dirty filter (Water Wonders units, Trellis, Bellezzas, Contempos, Watergardens, Piavascos and Serrano Horizontal fountains do not have filters).*

Remove re-usable filter from pump, clean and re-install.

4. *Pump is clogged or malfunctioning*

Refer to pump cleaning instructions. If still not working, unplug the fountain contact customer service.

**WATER LEAKING BEHIND THE PANEL**

1. *(Bluworld Fountains) Distribution bar is not fully inserted into the elbow shaped PVC connection*

Turn off the water feature and carefully twist the distribution bar back and forth while applying light pressure to ensure it is completely inserted into the elbow.

2. *(Bluworld Fountains) Distribution bar o-ring gasket is misaligned*

Turn off the water feature and carefully twist the distribution bar back and forth and remove the distribution bar. Located on the distribution bar is a thin o-ring gasket. Make sure the gasket is properly aligned and reinsert the distribution bar into the elbow.

3. *(Water Wonders Fountains) Hose connection could be cut*

Drain the fountain and remove it from the wall. Check the hose connection. Be sure the hose clamp is tightened securely but not so tight that it has cut the hose. If the hose has been cut it will need to be replaced. You should be able to purchase this from any hardware store or you can contact a Customer Service Representative at Bluworld.

4. *Water flow is too strong*

Locate the water flow control valve between the pump and the inlet hose. *The flow valve on Water Wonders fountains, Table Tops, Bellezzas, Piavascos and Water Gardens is a black disc located on the top of the pump.* Turn the valve clockwise to slow the water flow, counter-clockwise to increase it. Be sure to make slow controlled adjustments to control the water flow. Water flowing too fast can cause splashing.

5. *(Bluworld Water Fountains) Holes in the manifold are facing the wrong direction*

Rotate the manifold distribution bar until the holes are facing in the correct direction. If the water is aimed too high on the distribution plate, it could overflow onto the backside of the fountain. See picture on next page in the section “Distribution Manifold may need to be adjusted due to erratic water flow or drips.”

### **RESERVOIR IS LEAKING**

*Too much water*

Always maintain the at least ½” above the water pump but ½” below the hole where the electrical cords run through. If the water level is too high it can leak out of the holes where the electrical cords pass through. The pump should be completely submerged underwater at all times and should be checked every 3 – 4 days.

### **SPLASHING**

1. *Pump is not completely submerged*

The water level should be at least ½” above the pump. If the water level is too low, the pump will take in air along with the water and will cause a spitting effect from the manifold. This can also shorten the life span of the pump.

2. *Flow valve is not set properly*

Locate the water flow control valve between the pump and the inlet hose. *The flow valve on Water Wonders fountains, Table Tops, Bellezzas, Piavascos and Water Gardens is a black disc located on the top of the pump.* Turn the valve clockwise to slow the water flow, counter-clockwise to increase it. Be sure to make slow controlled adjustments to control the water flow. Water flowing too fast can cause splashing.

3. *Rock tray is not sitting properly*

Be sure that the rock tray is sitting properly in the reservoir. If it is not, it can come in contact with the falling water and cause splashing.

4. *Splash guards are not positioned correctly*

a. *Gardenfall Series*

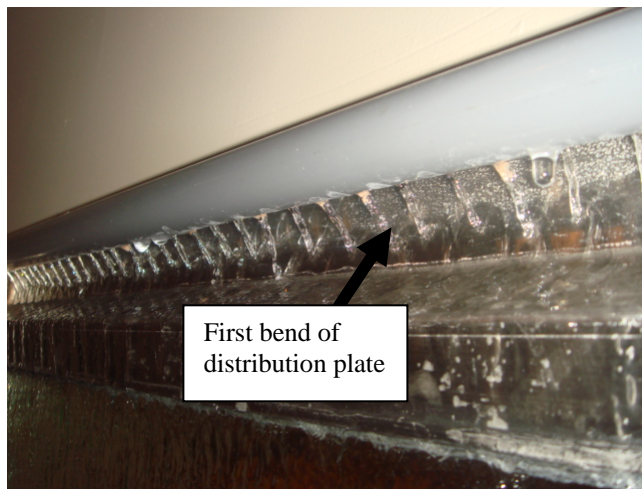
Make sure the splash guards are positioned correctly in the base. All splashing that occurs will hit the bottom of the panel above the level of the rock tray, causing water to splash out of the fountain.

*b. Serrano Series*

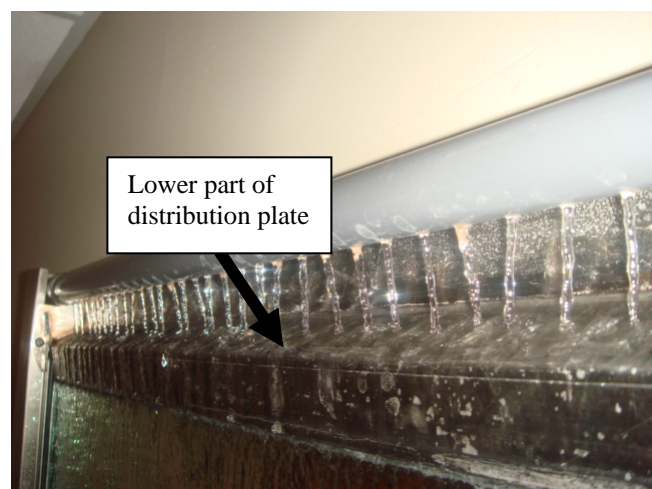
Make sure the splash guards are positioned correctly in the base. All splashing occurring at the bottom of the fountain should be contained behind or within the splash guard(s). Newer units now have the splash guards integrated into the rock tray. Therefore you must make sure that the rock tray is properly positioned. If it is not, it can come in contact with the falling water and cause splashing.

9. *Distribution Manifold may need to be adjusted due to erratic water flow or drips*

Standard positioning of the distribution manifold should target the water flow onto the top part of the distribution plate near the first bend (Picture A). Build up of minerals or algae over time may cause you to experience erratic water flow in the form of drips or uneven water streams which are also shown in the picture. To reduce the sensitivity of the manifold to this effect, until you can clean the fountain, it is sometimes helpful to reposition the water flow to hit the lower part of the distribution plate (Picture B) by rotating the distribution manifold downward. Please note that this may require an adjustment of the water flow rate to maintain water adhesion to the glass. The water flow rate can be adjusted by turning the flow valve in the base.



Picture A



Picture B

**SMELL**

A sour smell can be caused by the presence of algae. Thoroughly clean the reservoir, pump and distribution bar. Remember not to use bleach, CLR or products ending in "ine" or "ide" to clean your fountain. It is recommended that you use Fountec® to prevent the formation of algae. Leaving your fountain off for an extended period of time or not changing the water periodically can cause algae to develop.

**WATERFALL SURFACE IS CLOUDY AND/OR HAS A RESIDUE ON IT**

1. Try removing the cloudiness with a soft cloth or with the proper cleaner (see maintenance instructions)
2. Make sure the water level is at its proper height in the reservoir. Cloudiness could be caused by air bubbles in the water.
3. Use a clean soft cloth and attempt to clean with mild detergent such as Simple Green® or other appropriate cleaner. Be sure detergent is safe to use on the surfaces you are cleaning.

Waterfall might have scale deposits from water. Drain and refill the fountain with fresh water. It is recommended that you use Fountec® to prevent the formation of algae in conjunction with Protec® to prevent the build up of mineral deposits.

4. Algae blooms might occur in some water types. Algae blooms have the following characteristics: white foam in the reservoir, greenish or brownish growth on the waterfall surface or a foul smell coming from the reservoir. Drain, clean and refill the fountain with fresh water. It is recommended that you use Fountec® to prevent the formation of algae in conjunction with Protec® to prevent the build up of mineral deposits.

#### **WATER LOOKS DIRTY EVEN IF DISTILLED WATER IS USED**

Water fountains act as air purifiers and the water will absorb dust particles. Over time there will be a concentration of dust in the water causing the water to have a milky or dirty look. When this happens you will need to clean the fountain and replace the water.

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