



How to Care for Your Fountain

Congratulations on your recent fountain purchase! Please review our maintenance and troubleshooting tips below to prolong the life of your fountain. Requirements will vary across manufacturers and fountain types, so please consult your provided materials for detailed care instructions specific to your fountain. We recommend keeping a copy of this document for future reference.

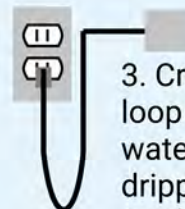
Set Up



1. Check if professional installation is recommended for your fountain



2. Place your fountain on a level surface. Follow the foundation requirements in your manual



3. Create a drip loop to prevent water from dripping down the cord and damaging the electrical socket

Maintenance



1. Fully submerge pump in distilled water to avoid pump damage and bacteria buildup



2. Clean your pump every 2-3 months with a mild soap and water



3. Depending on the material of your fountain, protectants and sprays may prolong the appearance of the surface

Winter Care



1. Completely drain your fountain



2. Bring your fountain inside. If this isn't feasible, bring the internal components indoors



3. If you're unable to bring it inside, cover your fountain so it stays dry. Raise it above the ground to prevent damage to the base

Pump

When operating the pump for the first time, it can take a few minutes before water begins to flow properly. Please note that when it starts pumping, some sound is normal. If it is still not working after a few minutes, please follow our troubleshooting tips below. If the pump is simply too loud, skip to steps 4 and 5.

- 1. Submerge Pump:** Ensure your pump is fully submerged in water at all times to avoid pump damage
- 2. Plug/Unplug:** Your pump may be airlocked. Try plugging and unplugging the pump several times to release air from inside the pump
- 3. Manual Check:** If the pump cover is removable, try removing the cover to access the impeller area. Turn the rotor to ensure it is not broken or jammed
- 4. Check Location:** If your pump is against the side wall, it can cause unwanted noise from vibrations. Check to make sure the pump is not touching the water feature other than the bottom
- 5. Check Flow Rate:** A too low flow rate might cause spews or burps

Water Flow Rate

Some fountains come with an adjustable dial or valve to adjust the flow rate, but if you do not have this option or if you are still unsatisfied with your flow rate after changing the settings, check out our tips below.

- 1. Adjust the Water Level:** Insufficient water levels can affect water intake by the pump. Check the manual to ensure the appropriate water capacity for your pump
- 2. Check for Kinks:** Bends or obstruction in tubing can slow or halt the flow of water. Ensure there are no kinks in the hosing if water flow is minimal
- 3. Clamp Hose:** To slow the water flow, try clamping the hose with a clip

Splashing and Leaking

Having trouble with splashing or leaking? Some splashing is inevitable, especially when you first turn on your fountain, but if you are experiencing excessive splashing, try our troubleshooting tips below. Tips 1-3 are splashing related and 3-5 are leaking related.

- 1. Adjust Flow Rate:** If your fountain includes a dial or valve to adjust the flow rate, try changing the settings to see if it affects splashing. If your pump is not adjustable, check our Flow Rate section to learn about other ways to change the flow rate
- 2. Adjust Position:** Try rearranging rocks or splash guard at fountain base. You can also place a screen in the basin
- 3. Adjust the Water Level:** Ensure the pump is fully submerged, but avoid overfilling your fountain
- 4. Check Tubing:** If the tubing is not attached correctly, it might be the source of your leak
- 5. Cracking:** Your fountain may be cracked from improper winter care; see Winter Care in Maintenance Tips

Solar Panel

Performance is directly related to the amount and strength of sunlight received. To maximize this:

- 1. Ensure Direct Sunlight:** Pumps may have limited function in shadowed areas or on cloudy days
- 2. Clean Panel Surface Regularly:** This maintains optimal conversion of the sun's energy into direct current
- 3. Boost Charge:** Leave the panel switched off in the sun for 2-3 sunny days to allow maximum charge to the battery and help prolong battery life