



POND(S)-WATERFALL(S) and/or STREAMBED(S)

Keep your Water Feature full of water.

- Your Water Feature includes a Waterfall and/or Streambed that is fed by a recirculation pump in a Skimmer filter attached to the side of the pond. The water is pumped through a Biological Filter and then to the top of the Water Feature. The water then, via gravity, flows back into the Pond. Due to evaporation, the Pond will need to be filled once every 4-10 days. There are many variables to evaporation (relative humidity, splash, wind and sun exposure) which cause every Water Feature to evaporate at a different rate. The water level in this Pond must remain high enough to cover the Faceplate opening in the Skimmer filter to prevent the pump from running dry which may burn out the pump. This instance is not covered under warranty.

Clean your Filters.

- There are filter pads in the Skimmer filter that should be cleaned weekly and the Biological Filter should be cleaned monthly unless otherwise stated by the instruction sheets from the manufacturer. Inquire about the method for cleaning your specific type of Biological Filter.

Use an Algaecide and Beneficial Bacteria to keep your water clean and clear; and a UV too!

- We recommend that you use an algaecide additive and a Beneficial Bacteria additive in your pond weekly. We have included free sample bottles of some additives with this package to get you started and are also available for purchase at our retail location listed below or online at www.santafewatergardens.com . You also have the option to use more natural additives (processed barley), as well as a UV Clarifier to kill algae spores, bacteria and fish parasites when installed in your Skimmer filter. Please inquire about these options if you have not already been informed.

Vacuum your pond floor once a month.

- We recommend that the floor of your pond be vacuumed monthly to remove any debris that has not been picked up by your Skimmer filter or Biological filter. This is imperative for good water quality and clarity. Santa Fe Water Gardens can perform this service for you or you can come into the retail location listed below to purchase all the tools and supplies needed to perform this task yourself.

Winterize your water feature properly.

- If your Water Feature is south facing with more than six (6) hours of sun a day then you can most likely keep your Water Feature running year round. If your Water Feature is not south facing and does not get a least six (6) hours of sun a day you should drain and clean the feature in November and install an Aeration Device and/or Heater to provide oxygen to your fish throughout the icy winter months. Please inquire about the details of these two methods as this is just a guideline and there are many variables.

WATER FOUNTAIN(S) TROUBLESHOOTING TIPS

Uneven water flow, Bubbles and Dryness:

- Make sure fountain is level.
- Check water level.
- Slate and tile use Scotch Bright pad to lightly remove particles.
- Assure vinyl tubing is attached to pump.
- Make sure fountain is plugged in.
- Adjust flow control valve on pump.
- Assure water is covering pump (pump needs to be fully submerged) one inch (1”) from bottom face.

Discoloration (Hard water spots):

- PRODUCT: Protec-reduces calcium build up.
- PRODUCT: Mr. Clean Magic Eraser for stubborn hard water spots.
- APPLICATION: Use CLR on Magic Eraser sponge, directly apply to needed areas.

Unwanted Sounds, Gurgling or Vibrations:

- Add water.
- Add a Scotch Bright pad or a sponge under pump

Smells:

- Add Protec Algaecide or Algaefix or a cap (tablespoon) of bleach.

Leaks:

- Remove water and check basin for cracks.

Water

- Is there enough water to cover the pump? Low water levels will reduce water flow, cause instability, hissing, spitting, etc. Fill your water reservoir as necessary.

Pump Flow Control Valve:

- If your pump has an adjustable valve on the side of the pump or you have attached a flow control valve, make sure it is open and not restricted. If pump has a filter, remove filter from pump and rinse free of debris. Also, a pump may not perform if debris, leaves, etc. become lodged in the impeller. Once you have access to the impeller, you should be able to freely move the impeller. Pull impeller out, clean out any debris, rinse and blow out impeller area and reassemble.

Main Enemies of Fountains:

- There are two (2) main enemies of fountains; scale/calcium buildup and algae. If your only choice is tap water, then use some solutions such as: Fountec & Protec (anti-algae, anti-scale). Add a few drops periodically and the solutions will help tremendously. Follow directions on bottle (based on water capacity in your fountain). You may also use a small amount of bleach (a few drops to one ounce).

COMMON TROUBLESHOOTING TIPS

No water flow:

- Check your water level. Water level must be over the Skimmer filter opening in a Pond or higher than the pump in a hidden reservoir in a Pond Free feature.
- Check your flow control valve and make sure it is open.
- Check your skimmer basket or vault lid to make sure that it is not plugged.
- Check all your filter pads to make sure they are not clogged.

Low Water Flow or noisy pump:

- Check your water level. Water level must be over the Skimmer filter opening in a Pond or higher than the pump in a hidden reservoir in a Pond Free feature.
- Check your flow control valve and make sure it is open.
- Check your skimmer basket or vault lid to make sure that it is not plugged.
- Check all your filter pads to make sure they are not clogged.

Excessive Algae Growth:

- Test your water and make sure all readings are within parameters.
- Make sure you are adding an algaecide and/or Beneficial Bacteria additive once a week.
- Make sure your feature and filters have been cleaned on the appropriate intervals.
- Check your PH and adjust to obtain a reading of 7.0-8.0

Cloudy or Murky Water:

- Test your water and make sure all readings are within parameters..
- Make sure you are adding an algaecide and/or Beneficial Bacteria additive once a week.
- Make sure your feature and filters have been cleaned on the appropriate intervals.
- Check your PH and adjust to obtain a reading of 7.0-8.0

- Check your UV Clarifier to make sure that it is working. If you do not have a UV Clarifier in your system we strongly recommend you have one installed as this is the easiest way to keep your water clean and clear of algae and bacteria which are the leading contributors to cloudy or murky water. (WARNING – DO NOT look directly at your UV Bulb with naked eyes as it can damage your eyes. Always use UV blocking sunglasses or take a “quick glance” with peripheral vision.)

Suspicion of Sick Fish:

- Test your water and make sure all readings are within parameters.
- Bring sick fish and one healthy fish (if possible) into Santa Fe Water Gardens for inspection. If you cannot bring fish into the store, call and inquire about an on site visit to inspect your fish. (There will be charges for on site visits and some in store procedures.)

11 STEPS TO CHANGING A PUMP:

Dewater fountain and store water in water storage container. It is easier to use an alternative hose line and allow pump to flow water into storage container.	
1. Unplug unit from the wall.	2. Remove the unit from wall.
3. Unplug the pump from the power strip.	4. Disconnect pump from hose.
5. Remove old pump from the front of the pan.	6. Connect new pump to hose.
7. Connect new pump to power strip.	8. Coil excess cord and fasten to back.
9. Re-hang fountain.	10. Re-fill fountain.
11. Plug in fountain and begin start-up process.	

SOURCES TO CHECK BEFORE YOU CALL US:

POND/WATERFALL/STREAMBED LEAK:

Perform a basin leak test as follows:

1. Unplug the feature unit.
2. Mark a ‘fill-line’ on the interior of the basin using a permanent marker.
3. Fill up basin with water to the ‘fill-line’.
4. Allow water to sit in basin for approximately 24 hours.
5. After the 24 hour period check the basin for water loss.

If water sustained at the ‘fill-line’ marked in the basin then contact Santa Fe Water Gardens to check the waterfall and/or streambed, this may require a water pressure test that will have to be scheduled.

It was a pleasure working with you and remember our maintenance department can lighten the load when it comes to pond and fountain clean up. We offer advanced maintenance and instruction for your water feature, fish and plants utilizing the utmost care and attention to detail.

The ‘trouble-shooting’ tip guide above should provide answers to most commonly asked water feature questions, if not, please contact Santa Fe Water Gardens and we will gladly assist you in finding the answers.