

Fountain Placement & Precautions

Precautions:

- All fountains can cause over splash regardless of style or design. Avoid placing your fountain where delicate surfaces could be damaged by the water.
- Try not to place the fountain in an area where it could potentially be bumped into, causing damage.
- Keep pets, children or anyone from sitting, leaning or climbing on any of the fountain components.
- Most fountains have no interlocking components, they are held together by gravity only. Gluing or cementing parts together is not recommended. You may need to dismantle the parts to service your fountain or move it.
- The location you choose for your fountain should be firm and level, both for safety and the fountain's performance. Fountains with a basin should be installed on a thin layer of sand, approximately ½" to 1" in depth on top of a concrete pad, to reduce the risk of stress cracks to the basin and help with leveling. Pedestal style fountains should be installed on a solid level foundation. If needed, a concrete pad can be used as a base to avoid erosion caused by rain, sprinklers or splash. It will also prevent the fountain from becoming unlevel.
- Fountains placed around plants, or under trees, may collect organic debris that can clog the pump.
- Direct sunlight promotes the growth of algae, so the use of an algaecide (Such as Bromine Tablets) is imperative in fountains, especially those placed in direct sunlight.
- Fountains should be close enough to an electrical outlet so that an extension cord is not needed. The pump requires a three-pronged 110- volt ground fault circuit interrupter (GFCI).
- Position the fountain so that no water can spill or splash onto the electrical outlet. Loop the cord below the outlet, so if water does run down the cord, it will drip on to the floor before reaching the outlet.
- Standard cord length for most fountain pumps is 16 ft. in length. Keep in mind that in pedestal fountains the cord must travel up the pedestal to the point where the pump is located.
- Water supply lines for floats (automatic water leveler) should be located within a one foot of the fountain and be connected to a city approved backflow prevention device.
- Never use any hard chemicals in your water feature such as Chlorine or Bleach. This can destroy the impeller located inside the pump.

Fountain Trouble Shooting

- Is there enough water in the fountain? Many fountains require a full water level to operate properly.
- Check your flow control dial on your pump. Some fountain pumps have a flow control mechanism that can be regulated by turning the dial clockwise or counter-clockwise.
- Is electricity available, did the circuit breaker trip, or has the ground fault circuit interrupter (GFI) tripped?
- Is there any debris, leaves, mineral buildup, algae, etc. blocking the water intake to the pump, slowing the water flow?
- Is there an “airlock” in the pump? Plug and unplug the pump several times to clear the airlock, or while the pump is turned off, run water backwards through the pump to flush out the pump filter.
- Is the impeller in the pump turning? With your hand on the pump, you will feel a vibration, if the pump is still working. Check the impeller. If a piece of debris gets stuck inside the impeller housing, it will keep the impeller from rotating. Usually you can remove the debris by running water backwards through the pump while the pump is unplugged. Always read the directions that come with the pump for any servicing questions.
- Check for leaks. First fill your fountain to the brim. Do not operate the fountain. If your fountain is leaking, the water level in the fountain will be lower and the ground around the fountain will be wet. Before you perform the test, you should turn off any sprinklers around the fountain as not to confuse the area’s wetness. If you can, check to see what area is wet (pump, pipe, fitting, etc.). Also check the sealing tape around the power cord leading to the pump or float, if your fountain has this type of setup.
- If the fountain is splashing, you may have the water flow turned up too high on the pump. Look for the adjustment dial on the pump and try a lower setting. Also, if your style fountain contains rocks, try moving any rocks that might be creating a splash effect or add rock to soften the fall of the water.
- If your pump is noisy it may need cleaning. Follow cleaning instructions. Check the surface on which the fountain is resting. If hard, it may tend to vibrate. Try putting a soft cloth or mesh to cushion the pump. Sometimes a little jiggle or gentle tap on the pump may stop the hum. A slight humming sound is normal.
- If your pump runs intermittently, the pump is too hot. Check to see that debris is not blocking the suction or pump screen.

Float (Automatic Water Leveler) info

Not all fountains are designed to have a float assembly. If your fountain does have a float, here is some general information and troubleshooting steps to help understand and maintain your float:

How it works:

The free-flo unit uses a special diaphragm to measure the height of the water above valve. This water height determines the point at which the valve shuts off. The unique adjusting knob on the unit allows water level to be set from 4" to 20" above the valve. It is capable of handling inlet pressures as high as 60 psi. and will function properly with pressure as low as 10 psi.

Valve Operation- Turn on the water supply. The Free-Flo Automatic unit will fill the basin. The unit has been pre-set for a water height of approximately 8" above the valve. To adjust the water level, turn the adjusting knob clockwise to raise the level and counter-clockwise to lower it. One full turn of the knob will change water level two inches.

Note: Before installing your float assembly or after any alterations, flush your supply piping before connecting because any dirt or debris can cause the float to not shut off and/or work properly.

Cleaning & Maintenance:

A. Turn off the water supply to the fountain and remove all the water that is located inside the basin. Remove the three screws on top of the valve. Remove the top cover by inserting your fingernail into the seam on the assembly.

B. Lift off the cover and you will see a small black rubber disk inserted on the cover. Carefully remove this disk with your fingernail (Care should be taken not to damage any parts while removing the disk.) You may reuse this disk after washing and wiping it off or replace it with a new replacement disk, part # 1150.

C. Reinsert the disk with the smooth side showing. Finish reassembling the valve. The interlocking tabs on the small end of the cover should slide into the corresponding end of the valve body. Close cover and install screws. Be careful not to over tighten the screws. Turn on the water supply.

IMPORTANT: The Free-Flo Watering Valve is designed for installation through the basin side wall or basin bottom only. The fill valve is engineered with air ducts in the inlet shank that must be vented outside of basin.

These vents are necessary, as the diaphragm must function properly. Therefore, the valve will not cut-off the water flow when connected directly to an in-tank water-source.

A. GENERAL INFORMATION

1. All fountains should be placed on a secure foundation, i.e. (concrete pad, pavers, travertine, stepping stone)
2. Customer's water source needs to have a 1/2" PVC end for us to attach our float connection coupler.
3. Fountain should have a dedicated water supply line with a back-flow valve to alleviate drainage of water when fountain is not running.
4. Customer's supply line needs a "shut off valve" away from fountain for draining and cleaning purposes.
5. Customer needs to have water source within one foot of fountain placement depending on fountain.
Please Ask if you have questions
6. ***All customers must have a water pressure regulator installed within the water line to the fountain for max water pressure of 60 psi. ***

B. POND/BASIN STYLE FOUNTAINS

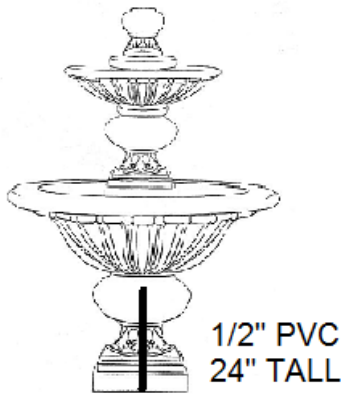
1. Supply line should be run to the outside of basin area within one foot.
2. If delivered hole will be drilled on site for coupler.
3. Under normal cases float should not be located within the pump house area it will be visible.

C. WALL BASIN FOUNTAINS

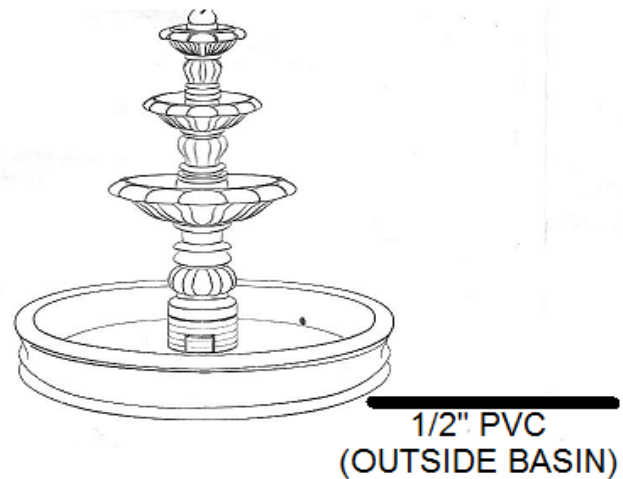
1. 1/2" PVC pipe should be stubbed up within one foot of either side of basin (outside of basin)
2. All AI's Garden Art wall basin fountains 1/2" PVC need to be within one foot (outside of basin) on the left side when looking at the fountain

D. PEDESTAL FOUNTAINS

1. Water supply line must be placed in center. PVC pipe should be stubbed up approximately two feet in which the fountain pedestal will be placed over top of pipe.
2. Not all pedestal fountains will accept a float depending on the pedestal and pump house size.



Pedestal Fountain



Basin Fountain

Fountain Care

- Routine maintenance of your fountain is essential for optimal fountain enjoyment. Always check the water level before starting the pump. Never let the fountain run dry, lack of water will burn out the pump. We recommend the use of reverse osmosis or distilled water in the fountain to protect the finish and prolong the pump life. Fill the fountain to the proper level to replace water as it evaporates. Depending on your climate, you will need to check water level every 1 –3 days. Do not use water from a water softener that uses salt to soften the water.
- It is not recommended that fountains be left running during the night, or when you're not at home, as the water level cannot be monitored. Fountain pumps are not designed to run 24 hours a day non-stop. Operating time should consist of 8-12 hours a day with the correct water supply specified for your fountain.
- Drain and clean the fountain using a tile and grout brush or sponge and change the water frequently. Depending on the temperature, and resulting evaporation, you may see a buildup of white residue on the fountain surface from the mineral content in your water supply. Fountains without a painted surface may also experience Efflorescence, as well as mineral deposits due to the natural occurrence of alkali content in the water and concrete. Do not use any abrasive or harsh chemicals that can damage the finish i.e. bleach and chlorine.
- Routine monthly maintenance will add to your pump's life. To clean the impeller and Screen on the pump, use a small brush and strong stream of water. Also flushing water backwards through the pump while the pump is off, helps to remove any debris from the screen as well.
- Watch for leaves and other materials that might fall in and clog your pump's screen. Also pets, birds, or kids may place objects in your fountain. Algae will damage the fountain's surface and can clog the pump, causing it to overheat and burn out. Some fountains contain piping that can collect debris, and the piping may need to be flushed out with a strong stream of water periodically.
- Pumps may be cleaned using 2 cups of white vinegar to a gallon of water. Soak the pump in a bucket containing the vinegar water solution for a few minutes, then, with the pump in the solution, plug it in and let it run for 30 minutes. The vinegar will loosen the lime or calcium deposits in the pump. When cleaning, the pump, you should also remove any debris (leaves, twigs, etc.) from the screen. Bromine tabs are good to use as a less harmful chemical than chlorine. Chlorine based products should never be used to control algae in your fountain because they will damage the parts in your pump and void the pump warranty. Additives are also available that help reduce the buildup of mineral and calcium deposits. These products are available at most local pool and spa stores, and at Phoenix Precast Product's location.

Q & A's

Q: The flow on my fountain has slowed down and is barely running. What can I do to fix this issue?

A: You can turn the fountain off, use your garden hose and spray water in the top hole of the fountain and run water through it. This will push the debris from the pump out and help improve the flow. If this does not work, check to see if any of the clear tubing is kinked, most likely located in the sphere.

Q: My order has arrived damaged, what should I do?

A: You need to refuse the delivery, write "Damaged" on the driver's paperwork and contact us asap. We will request a copy of the driver's paperwork showing it was signed for damaged and get another order processed for replacement.

Q: I chipped a piece of the fountain off, what can I do?

A: There will be a repair kit packaged in the fountain with the appropriate color(s). Follow the instructions on how to repair a damaged piece.

Q: I have a float on my fountain and the fountain is overflowing. What do I do?

A: Locate the shut off valve on your water line and turn it off. You will need to order the top piece of the pedestal float (\$15) and we can mail it to you to replace. There are 3 screws located on the top piece of the float, you will unscrew those and replace the top piece of the float. Turn the water back on and use the adjustable spring on top to adjust the water level.

Q: I can hear my pump running but no water is coming out the top. What is causing this?

A: Check to see if any of the tubing is kinked. Check the filter located inside the pump to see if it is clogged. If there has been chlorine or bleach added to the fountain, this could destroy the impeller and the blades can break off, resulting in replacing the pump.

Q: I fill my fountain every day and it keeps draining, what can I do to fix it?

A: If there was a drip line added to the fountain, it can be syphoning the water out. If this is the case, make sure the drip line is located above the waterline and not in the water. It could also be the grommet (Rubber stopper in basin). We can send you out more perma gum (Grey goopy material to seal grommet and pump cord). The last reason for this is evaporation. Some of the smaller fountains may need to be filled each day in hotter areas of the country.

Warranty information

Phoenix Precast Products Inc. sells fountains from several different manufacturers. Only **Design Cast** fountains and **Gist Concrete Products** are manufactured by Phoenix Precast Products Inc. Design Cast warrants its fountains to be free from defects in material and workmanship on concrete for a period of (1) year from the date of purchase to the original owner. All pumps supplied with any Design Cast fountain are warranted for a period of one (1) year from the date of purchase if power cord is not cut. Each Manufacturer reserves the right to inspect the product or defective workmanship or materials in its products for warranty coverage. If inspection reveals a problem caused by Manufacturer, Manufacturer will repair (or, at its option, replace) product without charge. This warranty only covers repair or replacement of the defective part and does not cover freight charges. Blemished fountains are sold as is, and no warranty is applicable.

Fountains manufactured by others are subject only to the warranty provided by that manufacturer. Please inquire about specific warranty periods with your sales representative.

Pumps have a one-year manufacturer's warranty. If properly maintained, they rarely fail during that time. This limited warranty is extended only to the original purchaser and is void if any of the following apply: 1. The pump or product has been disassembled. 2. Alterations have been made to the cord or plug. Note: If the plug has been cut off, and the pump direct wired, the pump warranty is void. 3. The pump has been run dry. 4. Flammable liquids, solvents, chemicals, or abrasive solutions were pumped. 5. Obvious abuse or misuse of the product took place.

Please keep your original receipt and original invoice in the box—Just in case.

Blemished fountains with used pumps are not covered under any warranty and will not be serviced.

Floats have a 90-day warranty. All light kits will have a one-year Phoenix Precast warranty.

This warranty does not apply to: Normal wear and tear, fading, color changes and efflorescence that may develop in the aging process. Fine hairline cracks common to cement-based products. Calcium deposits that are the result of standing and/or running water. Products that have been altered, abused, misused, or improperly maintained. Repairs that have been made or attempted by unauthorized repair persons. Product that is bonded/stained with non-manufacturer pre-approved products. Acts of God. Unstable ground conditions.

Liability:

All fountains, and related products, are intended to be used for decorative purposes only. They are not intended for any other use, including, but not limited to, climbing, sitting upon, or as diving platforms. In no event will Phoenix Precast Products be liable during or after the warranty period, for any direct, indirect, incidental, or consequential damage resulting from the sale or use of its products, nor for any damages sustained as a result of the product being used for any purpose other than as a decorative water feature. The Manufacturers liability shall be limited only to the cost of the unit and shall not include transportation, removal, and/or installation expenses. Phoenix Precast Products Inc. disclaims liability for any implied warranties, including warranties or "merchantability" and "fitness for a specific purpose" after the term of the warranty.

Defects of product are those which could be defined as de-lamination of paint or outer surface of cast, structural cracks and leaks. These defects of products as a result of Manufacturer's workmanship are covered warranty claims if none of these have resulted from shipping, transportation and in-transit handling of our product. Any modification of Manufacturer's product discontinues the warranty of that product. Should you install a product with a defect, you are assuming the responsibility for its repair unless prior approval has been obtained from Manufacturer upon your submission of the product warranty claim form. Manufacturer will ship any replacement part under the normal freight arrangements (FOB Phoenix, Arizona). As part of the warranty claim processing, manufacturer may require that one or all of the following be accomplished: A photo of the defective part is submitted to Manufacturer, a sample of the part is submitted for inspection, and/or the entire part be returned for inspection. Manufacturer's warranty has a limitation of coverage, as it will, in no event, cover any more than the actual cost of the part. Manufacturer does not cover any labor to transport a part of for a part's removal or installation and rental equipment. Phoenix Precast Products Inc. reserves the right to make changes to the data contained in this literature. Updates and changes may be based on later testing.