

# Waterfall Manual





## INSTRUCTIONS FOR SET UP

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 lower holes, while keeping the level two to three inches above the pump. **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 leg 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.** 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.
9. Use standard glass cleaner to clean the glass surface. On stubborn hard water stains you may use 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 TO THE WATER. Harsh chemicals, such as bleach, or non-chlorine bleach products will harm pump and other parts essential to THE waterfall. These products are not recommended by bluworld and will void any warranty if used.**



## 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.

**\*\* 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. 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. 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 them dry on the fountain.

### FOUNTAIN SHOULD BE LEVEL

Make sure your waterfall is always kept level. For floor fountains you can try using a shim (coin, thin plastic, etc.) under one leg of the panel 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.

### 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 once every three to four months. 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.

#### Fountains made with a powder coated finish

We recommend that you use a furniture polish such as Pledge. 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.

#### Fountains made with 304 non-powdercoated finish

We recommend that you use one of the products listed below:

- ZEP® Stainless Steel Polisher
- Sharkhide®

## **WATER LEVEL**

Always maintain the water level at least 2” 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 CLR or Lime Away on any other part of your fountain as it will damage the finish.

## **FILTER**

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.

## **HARD WATER DEPOSITS**

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, or a solution of vinegar and water, to aid in the cleaning process.

**Protec is the only Bluworld 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, or when mineral deposits first appear on the glass or frame.

*Note: A glass cleaner only is recommended in the upkeep of the glass surface.*

## **ALGAE GROWTH**

You will notice algae by a sour odor and/or slimy substance which can be green, red, black or clear. 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 2" above the water pump but ½" below the hole where the electrical cords run through. The pump should be completely submerged underwater and should be checked every 3 – 4 days.

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.

3. *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. For your convenience, we have Fountec™ readily available. Please call customer service.



*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. 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. For your convenience, we have Fountec™ readily available. Please call customer service.

*4. Inlet hose is disconnected from pump*

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

*5. 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.

*6. Pump is clogged or malfunctioning*

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

*7. 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.

*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. For your convenience, we have Fountec™ readily available. Please call customer service.

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

*1. Water level in reservoir is too low*

Always maintain the water level at least 2” above the water pump but ½” below the hole where the electrical cords run through. The pump should be completely submerged underwater 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. Please call customer service.

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

Make sure that the rubber feet (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 feet 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. *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.

6. *Pump is clogged or malfunctioning*

Refer to pump cleaning 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.*

3. *Thin invisible water soluble protective film from factory*

With the fountain running, you can take a scrubber 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. For your convenience, we have Fountec™ readily available. Please call customer service.

*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. For your convenience, we have Fountec™ readily available. Please call customer service.

*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.

*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. For your convenience, we have Fountec™ readily available. Please call customer service.

*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. For your convenience, we have Fountec™ readily available. Please call customer service.



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*  
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.
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.
5. *(Bluworld Water Fountains except Mini Moonshadow - WWMMC) 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.

### **RESERVOIR IS LEAKING**

#### *Too much water*

Always maintain the water level at least 2" above the water pump but ½" below the hole where the electrical cords run through. The pump should be completely submerged underwater and should be checked every 3 – 4 days.

### **SPLASHING**

1. *Pump is not completely submerged*  
The water level should be at least 2" 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.
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.

3. *Rock tray is not sitting properly*

Be sure that the rock tray is sitting properly in the reservoir.

4. *Splash guards are not positioned correctly*

a. *Gardenfall Series*

Make sure the splash guards are positioned correctly in the base. All splashing occurring 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).

**SMELL**

Thoroughly clean the reservoir, pump and distribution bar. It is recommended that you use Fountec™ to prevent the formation of algae. For your convenience, we have Fountec™ readily available. Please call customer service.

**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.
4. 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. For your convenience, we have Fountec™ readily available. Please call customer service.
5. 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. For your convenience, we have Fountec™ readily available. Please call customer service.

**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.

*Bluworld keeps both Protec and Fountec in stock for your convenience. You can order them directly from Bluworld by calling our customer service team at (407) 426-7674.*