

FOUNTAIN TROUBLESHOOTING

- Is there enough water in the fountain? Many fountains require a full water level to operate properly.
- Is the plastic tubing kinked, blocking water flow, or is the tubing not correctly attached to the pump?
- 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 all air pockets.
- 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.
- 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 does a float work? 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 150 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 now 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.

Before installing your float assembly or after any alterations, flush your supply piping before connecting. Instructions for maintaining your float are explained below.

- A. Turn off the water supply to the fountain and remove all the water that is located inside the basin. Remove the two 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.

Egglite Systems; Not all fountains will have an Egglite System. If your fountain has an Egglite System, here are some troubleshooting steps.

- If water gets into any of your Egglites, lift it out of the water, remove the front lens and run until dry.
- After your Egglite is dry, replace the front lens while the rubber is warm and operate normally.
- If your five way adapter will be getting wet, consider sealing it with silicone seal to prevent corrosion.
- MR11 bulbs last about 3,000 hours- you will get longer life running your bulbs 24 hours a day.
- The transformer must be placed in a dry location. It is not designed to be exposed to moisture.