









# Instructions

## Fountain Installation and Care

Welcome to the Water Wonders family. A few simple steps will make it easy to install your new fountain and ensure that it gives you years of enjoyment, bringing the sights and sounds of nature indoors.

### I. Make Sure You Have Everything You Need To Install Your New Fountain

<b>A Lay Out the Components</b>	
After opening the box, remove all of the fountain components to become familiar with them.	
 Wall Bracket	 EZ- Ancors™
 Pan Bracket - 2	 #8 x 1” Stainless Steel Pan Head Screws
 Splash Guard	 Pan
 Light Hood <i>(Number of lights may vary depending on size &amp; orientation of fountain purchased.)</i>	 Valance
<p><i>Not Pictured</i></p> <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: auto;"> <p style="text-align: center;"><i>Frame</i></p> <p style="text-align: center;"><i>(facings vary depending on options chosen at time of purchase)</i></p> </div>	<div style="display: flex; justify-content: space-around; align-items: flex-end;"> <div style="text-align: center;"> <p><i>Not Pictured</i></p> <div style="border: 1px solid black; padding: 2px; width: 60px; margin: auto;"><i>Pump</i></div> </div> <div style="text-align: center;"> <p><i>Not Pictured</i></p> <div style="border: 1px solid black; padding: 2px; width: 60px; margin: auto;"><i>Light Bulbs</i></div> </div> <div style="text-align: center;"> <p><i>Not Pictured</i></p> <div style="border: 1px solid black; padding: 2px; width: 100px; margin: auto;"><i>Pump Owners Manual</i></div> </div> </div>

<b>B Gather the Following Tools</b>	
<ul style="list-style-type: none"> <li>• Drill &amp; 1/8” bit</li> <li>• Hammer</li> </ul>	<ul style="list-style-type: none"> <li>• Pencil</li> <li>• Level</li> </ul>



## II. How To Install Your Fountain

### A Familiarize yourself with the pump manufacturer’s instructions and cautions.

### B Decide where you want to install your fountain.

There are two important considerations before mounting your fountain:

#### 1) The Mounting Location

- Because of its light weight, it is not necessary to mount this fountain directly into wall studs.
- Mount indoors only in a place that is not in direct sunlight.

#### 2) The Power Source

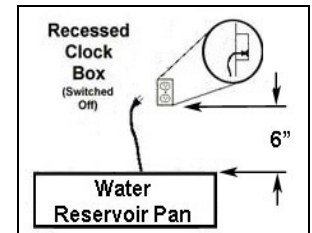
- There are two ways to provide power to your fountain (see below).

#### Outlet Below Fountain

- Place the fountain above a Ground Fault Interrupt (GFI) type outlet. A GFI outlet is one with its own internal circuit breaker, and is the standard for use around water such as in kitchens and bathrooms.

#### Special Outlet Behind Fountain

- To eliminate visible electric cord(s), you can use a switched, “recessed clock box” GFI outlet installed in the wall directly behind the fountain.
- Consult your electrician when installing a recessed clock box into a wall
- This method requires one outlet for each plug, (i.e., light cord & pump cord = 2 plugs = 2 recessed clock boxes).



### C Mount the Wall and Pan Brackets

Use the placement of the wall bracket to gauge desired height. In all instances where EZ Ancors™ are specified, do not use them if there is a solid backing or stud behind the drywall. If there is a solid backing or stud behind the wall, use screws *without* EZ Ancors™.

1. Place the top bracket against the wall at desired height. The bent part (lip) of the bracket is placed at the top and bends outwards away from the wall. Place level on top of bracket, adjust bracket until level, then mark holes with pencil.

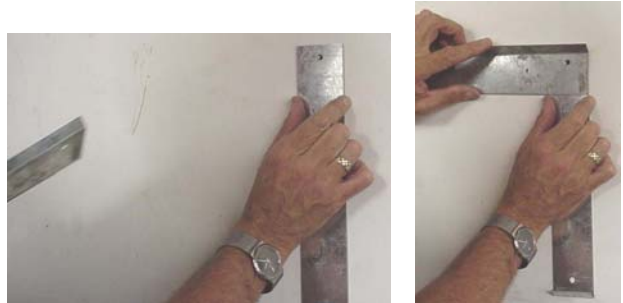


**C** Mount the Wall and Pan Brackets, *continued*

- Remove the bracket and install in the EZ Ancors™ in all marks unless there is a stud behind the mounting hole. This is done by pushing or tapping Ancors into the wall up to the threads, then drilling or screwing the anchor completely into the wall. **Do not** over-tighten the anchor as this will render it ineffective, as well as damage the drywall. If one of the screws will go into a stud, use the screw without the EZ Ancors™.

**Note:** *When using Ancors, you must use the provided EZ Ancors™. Plastic anchors are not an acceptable substitute. (Each EZ Ancor™ has a weight capacity of up to 75 pounds.)*

- Place one pan bracket against the wall, aligning top hole with EZ Ancor™ ensuring that the bent part (lip) faces outward away from the wall. Lay top bracket over pan bracket, aligning outside hole with pan bracket hole and EZ Ancor™.



- Hold both brackets in place, place screw through both brackets and start screw by hand into EZ Ancor™. Drill or screw the screw into the wall, but *do not tighten completely, until completing steps 5-11.*



- Rest light hood (*temporarily*) on top bracket on side already screwed into wall.



- Run light hood cord behind top bracket, from top down and let it hang.



**C Mount the Wall and Pan Brackets, *continued***

7. Place second pan bracket against the wall, with top bracket laying over the front of the pan bracket and pan bracket lip facing outward away from wall. Repeat step 4 for second pan bracket, securing it and the top bracket in place where they overlap, keeping the light cord behind the top bracket.



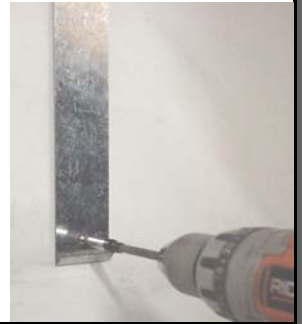
8. Relocate the light hood toward the center of the top bracket so that it is away from both pan brackets. Using the Level, plumb (or level vertically) each pan bracket and mark bottom holes with pencil.



9. Swing each pan bracket to the side and install EZ Anchors™ by pushing or tapping into the wall up to the threads, then drill or screw the anchor completely into the wall.

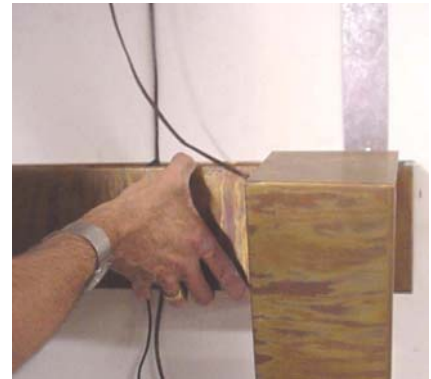
10. Drill or screw screws through each pan bracket's bottom hole.

11. Tighten all screws.



**D Hang the Pan**

1. Set the pump in the back, left corner of the pan, with the nozzle pointing up.
2. Route the pump cord up through space between rubber foam tape on the inside of the pan back and out through the notch in the middle of the pan back.
3. Hold the pan and relocate the light hood from its resting place on the top bracket to the front edge of the pan, *temporarily*. Follow either A or B below to hang the pan & route cords.
  - a) *If using electrical outlet(s) below fountain :*  
Hang the pan on the pan brackets by slipping the open hem on the back of the pan over the bottom lips of both pan brackets leaving the cords dangling behind the pan. Do not plug cords in yet, but make sure they run behind the pan at the center of the v-notch, —OR—
  - b) *If you are using switched clock box(es):*  
Hang the pan on the pan brackets by slipping the open hem on the back of the pan over the bottom lips of both pan brackets keeping the cords from being captured behind the pan. Ensure switch(es) in off position, then plug in the pump and light cords. Gather excess cord, secure with twist tie or other cord fastener and allow to hang against wall between top bracket and top of pan. Make sure the pump cord exits the pan up through the v-notch. Do not switch pump or lights on until “Start-Up” (step H).
4. Check pan to make sure it is fully seated on the pan brackets and centered below the wall bracket.



**E Connect Pump and Hang Frame**

*Note: If you are using a switched clock box, make sure the switch is off and plug in the light hood and the pump if you have not done so already.*

1. Hold the loose portion of the cord that dangles in front of the bracket, away from the wall with one hand. With free hand (or with second person), maneuver frame between a) cord being held and b) the wall. Grab frame on either side (allow cord to dangle in front of frame) and lower it toward top bracket until the open hem of frame back, hooks over the angled top edge (lip) of top wall bracket. Pull down on the fountain to make sure it is fully seated and centered. Double check to make sure the fountain is level.



*Frame facings vary depending on options chosen at time of purchase. Pictured: Flagstone facing.*

2. Connect the pump by inserting the pump nozzle into the vinyl tubing from the left bottom side of the frame.

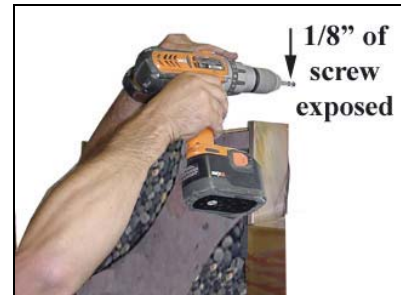
**F Mount the Light Hood**

1. Slide the light hood downward over the top of the frame, keeping light hood's side hems behind the frame, and place it at the desired height, making sure light bulbs will be above water level. Level and mark the location of the mounting holes on the wall.
2. Rest ("hang") the light hood from the pan, *temporarily*.
3. Install EZ Anchors™ into each mark by pushing or tapping into the wall up to the threads, then drill or screw the anchors completely into the wall, but do not over-tighten.

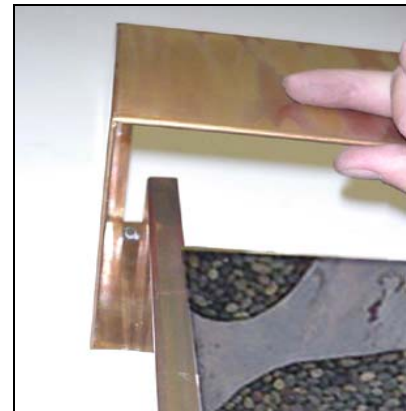


**F Mount the Light Hood, *continued***

4. Screw a 1” screw part of the way into each anchor leaving approximately 1/8” of each screw protruding or exposed.



5. Slide the light hood downward over the top of the frame, guiding the light hood side hems behind the each side of the frame and hang on the exposed screws.



6. Lift frame off top wall bracket and set inside pan temporarily, to gain access to light hood cord. Pull the excess cord at the top through by pulling downward from the below top bracket and gather into cord fasteners (if using recessed outlet) or by pulling downward from below pan (if using outlet below fountain).

7. Re-hang frame on top wall bracket, ensuring it is fully seated and centered. (Refer to step D.3.a)

8. Install provided light bulbs, noting the location of light switches for future reference.

**G Hang the Splash Guard**

1. Hang the open hem of the splash guard from the tabs inside both sides of the frame.



**Note:** Although Water Wonders Fountains are designed not to splash, sweating from condensation and splashing droplets can occur. As a precaution against water stains, please protect fine surfaces under and near your fountain.

## H Start Up the Fountain

1. Fill the reservoir pan, preferably with distilled water, to within ½” from the top of the pan.
2. **Before you start the fountain the facing material must be wet.** The easiest way to wet the facing material is with a spray bottle or a sponge.
3. Plug in/Turn on the fountain. After a few seconds, the water should flow evenly over the face of the fountain.
4. To evenly disperse the water over the entire face of the fountain, while the fountain is running, use your hand to guide the water up and over the front, top edge of the facing material. Make sure the fountain is level, as this will help ensure even water flow.
5. Turn on switch above the lights located on top of the light hood.



*Frame facings vary depending on options chosen at time of purchase. Pictured: Pebble & Slate Combination facing.*

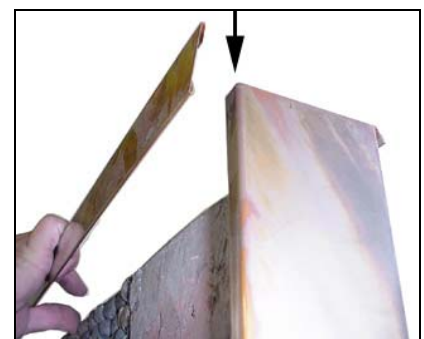
**Note:** Although, the pump flow is preset at the factory, it is very important to make sure that water is not flowing up and over the back edge of the fountain. If this occurs, turn off the fountain and call Water Wonders Customer Service at 1.800.549.1880.

## I Hang the Valance

Once fountain is running and water is flowing evenly, the final piece can be installed.

➤ *Note: Although this step is completed after the light hood is installed, it is pictured here without the light hood for clarity.*

1. Clip the valance onto the top of the frame on each side.



*At this step, light hood IS installed. Fountain is pictured here without light hood for clarity.*

### III. How To Adjust And Care For Your Fountain

- A. Now that your fountain is installed you may need to make a few adjustments.

#### **Water does not flow**

First check to see if the lights are on. If not, the problem is most likely with your electrical source.

- Make sure the electrical cord is plugged into a working outlet.
- Or, if you are using a switched clock box, make sure it is switched “ON.”

If the lights works, the problem is likely pump related, but is probably NOT the pump itself.

We quality check all pumps before installing them in our fountains.

- Make sure the pump is completely submerged.
- Check to ensure the water disperser on top of fountain is not clogged, or blocked.
- Try unplugging the electrical cord from the wall and plugging it in again.
- Make sure the vinyl tube is attached to the pump by removing the splash guard and looking in the reservoir pan.

#### **Water flow is uneven**

- Make sure your fountain is level. If it is not, water will not flow evenly.
- While the fountain is running, use your hand to guide the water up and over the front, top edge of the face. If water is still running unevenly, spray the dry surfaces of the face with a spray bottle.

#### **Your fountain splashes excessively**

- Increase the water level.

#### **Pump is too noisy**

- Be sure the pump’s output nozzle is securely inserted into the fountain’s vinyl tubing, as forced water escaping the connection may cause unwanted air bubble noise.
- Make sure the pump is completely submerged.
- A Scotchbrite™ pad or thin sponge can be placed underneath the pump to dampen the noise. See “**Taking Care of Your Fountain**”.

#### **Lights bulbs do not light when the fountain is plugged in**

- Turn on switch above each light located on top of the light hood.
- Verify that the pump is working. If not, see the section above titled: “**Water does not flow**”.
- If the pump is working, your bulb may have burned out. Purchase a new reflector flood light bulb, from a hardware store. Follow the manufacturer’s installation instructions that accompany your new light bulb.

**If you are unable to resolve any problems with your fountain, do not call your retailer. Please call Water Wonders Customer Service at 1.800.549.1880.**

#### **B. Taking Care of Your Fountain**

Your fountain is more like a car or an aquarium than a painting. It needs some care and maintenance.

**Your fountain will perform best when it is allowed to run continuously.** The pump is designed for continuous use. However, it is critical that the pump always be submerged in water. Check the water level daily. **NEVER LET THE PUMP RUN DRY!** While the light bulbs will burn out sooner from continuous use, light bulbs are much less expensive and easier to replace than your pump. If leaving your fountain unattended for more than two days, turn it off so the pump does not run dry. Each time you turn on your fountain follow the instructions in the section titled “**Start Up the Fountain**”.

**It is also important to make sure the water in your fountain is clean.** For best results, use distilled water. Even bottled drinking water has minerals that, over time, cause deposits that may corrode the pump and discolor the facing material. If you do not use distilled water, you can expect to replace the pump every year or two, and clean the facing material periodically. Do not add scented oils or any other substances to the water.

**Maintain the copper surfaces to help preserve their natural beauty.** Always, wipe away any water on the copper surfaces. Water on the copper surfaces will accelerate its natural aging process – the appearance of green (verdigris) and reddish natural patinas. Use Pledge™ Furniture Polish weekly to help maintain the original finish of the copper. Spray the Pledge on a soft cloth and wipe the copper. **DO NOT USE COPPER CLEANER OR ABRASIVES.**

**Replacing the light bulbs** - When the bulbs burn out, purchase a reflector flood light bulb, from a hardware store. Follow the manufacturer’s installation instructions that accompany your new light bulb.

#### **IV. How To Get Additional Information From Water Wonders**

Visit our website at [www.waterwonders.com](http://www.waterwonders.com). Send an email to [customerservice@waterwonders.com](mailto:customerservice@waterwonders.com). Call us at 1.800.549.1880, or write to us at 3042 Industrial Parkway, Santa Maria, CA 93455.

## V. Explanation of Water Wonders Warranty

Each Water Wonders fountain, when delivered to you in new condition in its original container, is warranted against defective material or workmanship for a period of one (1) year from the date of original purchase. Parts proven to be defective upon inspection or investigation by our customer service department will be repaired or exchanged, at our sole discretion, for new or comparable rebuilt parts. Claims must be made with the customer service department. The warranty on any repaired or replaced parts will terminate (1) year from the date of original purchase of the fountain.

If there is visible damage to the components of the fountain due to shipping or mishandling, a claim must be made within the first 30 days of the original purchase date.

If you wish to contact Water Wonders regarding a warranty issue, please call our customer service department at 1.800.549.1880 (open Monday through Friday from 8:00 am to 5:00 pm PST, excluding holidays). Have all fountain information readily available, including:

- Fountain model
- Where and when the fountain was purchased
- Manufacturing date located on the instructions

In order to resolve your issue, you may be required to provide photographic evidence of the problem. Digital photographs are preferred. Defective parts must be returned in original packaging.

This limited warranty covers all defects except:

1. **Pumps:** Reference the fountain Instructions for proper pump maintenance information. Pump failure due to corrosion or hard water deposits, debris, running the pump dry, or general mishandling or misuse is not covered.
2. **Clear Coat Finish:** Reference the Care and Maintenance section in the instructions for proper care and maintenance of the fountain finish. Water Wonders does not ensure that the color of the copper will remain the same throughout the lifetime of the product. The copper finish will age and darken with time. Proper care and maintenance, as outlined in the instructions, can significantly prolong the original fountain finish.
  - The Water Wonders warranty is limited to product defects and does not cover any damages to surrounding areas caused by splashing or improper installation. This includes damage to furniture, flooring, carpeting, wall space, or electronics.
  - Corrosion caused by hard water deposits, algae growth, or lifting of the clear coat finish is not covered by this warranty.
3. **Color or Texture of Pebbles and :** Every piece is unique. Variations in color and texture, and natural imperfections are inevitable.

The above Explanation is interpretive of the Water Wonders Warranty which is published on our website at [www.waterwonders.com](http://www.waterwonders.com). In the event of any discrepancy between the language or interpretation of this Explanation and the actual Warranty, the Warranty shall control.