

## Maintenance

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Please follow the instructions below when cleaning your water feature. You will need to unplug the pump and ultraviolet sterilizer before cleaning. Remember to always use a soft cloth and always go with the grain.



**Step 1:**

With a soft cloth soaked in ethol alcohol, wipe down the face of the feature.



**Step 2:**

With a soft cloth soaked in ethol alcohol, wipe out the upper reservoir. Make sure to also wipe down the tubing and baffle.



**Step 3:**

Place a wetvac or sump pump hose in lower reservoir and pump out all water. If the feature is plumbed in with an overflow standpipe, unscrew the standpipe allowing the water to drain. A wetvac may be needed to remove the remaining water.



**Step 4:**

Rinse feature from top reservoir. Make sure you also rinse off the upper tubing.



**Step 5:**  
**Repeat steps 1-3**



**Step 6:**  
**With a soft cloth soaked in ethol alcohol, wipe out lower reservoir. Make sure to wipe down the pump and ultraviolet sterilizer.**



**Step 7:**  
**Refill unit with distilled water or reattach standpipe and allow auto-fill system to fill the feature. Once the feature is filled, plug back in the pump and ultraviolet sterilizer.**

**We Recommend cleaning your unit every 8-12 weeks or as necessary.**

Note:

- DO NOT ADD CHEMICALS TO THE WATER. THIS WILL VOID THE FEATURE'S WARRANTY
- DO NOT USE HOUSEHOLD CLEANING PRODUCTS OR STAINLESS STEEL CLEANER ON THE FACE OR INSIDE THE RESERVOIRS
- DO NOT USE ANY HARSH ABRASIVES ON YOUR FEATURE

***Please contact your local Accents In Water dealer with any questions.***

## Warranty and Part Numbers for Replacement Parts

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All replacement parts can be ordered through Accents In Water by calling 800-622-3440 or emailing [info@accentsinwater.com](mailto:info@accentsinwater.com)

### Pumps:      Part #                      Part Name

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All pumps come with a manufacture's 3 year limited warranty

PM350	PondMaster 350 gph
PM950	PondMaster 950 gph
PM1800	PondMaster 1800 gph
GKP350	Grundfos KP350

### Ultraviolet Sterilizers:

#### Part #                      Part Name

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All ultraviolet sterilizers come with a manufacture's 1 year limited warranty

UV10L	10wt UV Lamp
UV10S	10wt UV Sleeve
UV20L	20wt UV Lamp
UV20S	20wt UV Sleeve
UV40L	40wt UV Lamp
UV40S	40wt UV Sleeve

### Reverse Osmosis System:

#### Part #                      Part Name

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White Reverse Osmosis System comes with a manufacture's 1 year limited warranty

WROM	RO Membrane
WROC	RO Chlorine/Carbon Filter

Aqua Reverse Osmosis System comes with a manufacture's 3 year limited warranty

PROM	RO Membrane
PROC	RO Carbon Filter
PROS	RO Sediment Filter

*\* Please call Accents In Water to confirm current pricing*

## Trouble Shooting

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- (1) The feature is plugged in and little or no water is flowing over the face.
  - (a) Check to see if the pump is running. If the pump does not start call your local Accents In Water dealer for replacement instructions.
  - (b) Make sure the gate valve is open.
  - (c) Check the water lines to make sure they are not pinched or kinked.
  - (d) Check the feature's water level
  
- (2) Water is flowing down one side and not the other.
  - (a) The feature's tower is not leveled properly, level the tower by adjusting the leveling screws located in the lower reservoir.
  
- (3) Water is not flowing down either side of the feature or there are other areas that the water is not touching.
  - (a) Run your finger or green Scotch-Brite across the very top of the face of the feature.
  - (b) You may also take the green Scotch-Brite and wipe down the areas that the water is not touching.