



# Outdoor Fountain

## General Use & Care Guide

*Please practice sound judgment when using your fountain.  
Always refer to the original product manual for information specific to your fountain.*



**INSPECT** the box and packing material to ensure all parts are accounted for before disposing of the packaging.

The fountain pump is typically in a separate box, often on the outside of the foam that encases the fountain.



**DOCUMENT** the purchase date, item number (SKU), and your order information.

This information helps expedite response time in the event customer service needs to be contacted.



### QUESTIONS?

Information provided in this guide may not cover every condition and situation.

When in doubt, we'll help you out. See contact information below.

Purchase Date: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

Item #: \_\_\_\_\_

Order/Customer Reference Number: \_\_\_\_\_

Thank you for choosing Sunnydaze Decor. We stand behind our brand and the quality of the items we sell. Replacement parts or products can be requested with the 1-year warranty period. Proof of purchase must be provided. This includes the date of the purchase as well as photos of the product defect. Photos are used to determine the cause of the defect and to provide future quality control. The request will be reviewed, and replacement pieces will be sent at our discretion. For warranty information, visit <https://tiny.cc/SunnydazeWarranty>

If you have any questions, comments or concerns, feel free to contact us by phone at **833-982-1977**, by email: [customerservice@sunnydazedecor.com](mailto:customerservice@sunnydazedecor.com), or via our contact us page at <https://tiny.cc/SunnydazeContact>

**⚠️ WARNING:** Manufacturer and seller expressly disclaim any and all liability from personal injury, property damage or loss, whether direct or indirect, or incidental, resulting from the incorrect attachment, improper use, inadequate maintenance, or neglect of this product.

# Set-Up

## Location

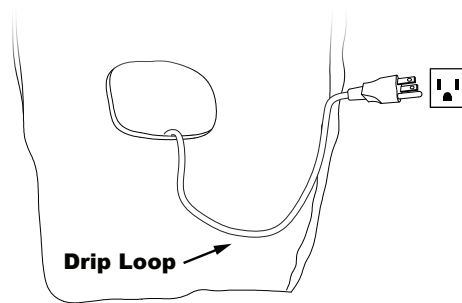
Adding an outdoor water fountain can bring your garden or landscape to life. Below are a few things to consider when adding a water feature.

- 1. Power Source:** Consider proximity to the power source (electrical outlet, solar panel placement).
- 2. Vegetation:** Be mindful of the trees and plants in the area as they might drop leaves or debris. Installation of fountains in areas with heavy vegetation will require the pump and fountain to be cleaned more often.
- 3. Children and Pets:** Avoid locations where children and pets play, consider setting up decorative fencing to help deter children and pets from playing or drinking in the fountain.

## Installation

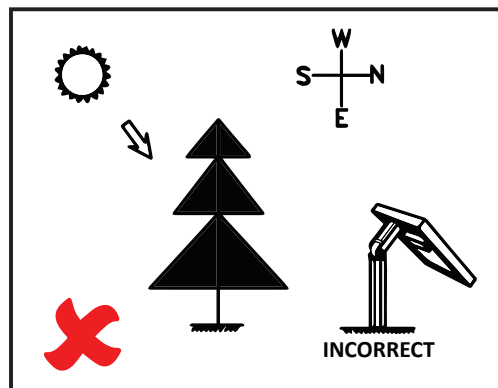
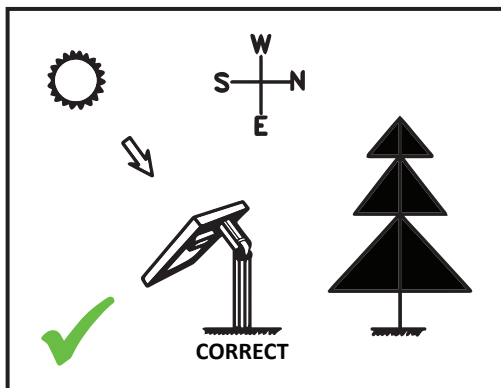
Installing a fountain can be difficult if you don't know the proper steps; read the original manual/instructions and these tips before you begin.

- 1. Safety:** Always keep safety in mind when installing your fountain. Electricity, power cords/cables, children, pets, and the weight of the fountain filled with water, are all things to think about when setting up any water feature.
- 2. Create a Drip Loop:** To prevent water loss or damage to electrical sockets, create a drip loop. Route the pump and light cord(s) deep down inside the reservoir, then drape the cord over the edge where they exit the fountain. You can also create a drip loop by ensuring the power cord(s) remain below the wall outlet.



- 3. Freestanding Fountains:** For the water to flow correctly, place your fountain on a level surface. Many tiered fountains feature pieces that twist-and-lock together; make sure these pieces are evenly connected. Use shims to level the fountain as necessary.
- 4. Wall Fountains:** Consider weight! Make sure the hanging hardware and mounting surface can support the weight of the fountain when it is full of water.
- 5. Solar Fountains:** It is important to angle the solar panel towards the sun when sun is at its highest point. Ensure the solar panel is not shaded by trees, shrubs or buildings.

## Solar Panel Placement:



# Know Your Fountain Features

## Recirculating Water

*No plumbing is required for Sunnydaze outdoor fountains, water recirculates through the fountain via the included submersible pump. Only use water and fountain care products that are designed for use with the material(s) of your fountain.*

- 1. Water:** Distilled water will help prevent mineral buildup, as well as reduce bacteria and algae buildup. Tap water may be used but avoid heavily chlorinated water as the chlorine may damage the fountain and the pump.
- 2. Holes & Grooves:** Most fountains have holes or grooves that allow water to circulate through the fountain and back to the pump — do not plug or seal these holes.
- 3. Fully Submerge Pump:** Ensure the pump is fully submerged at all times to avoid pump damage. Check and refill your fountain with clean water often.
- 4. Tubing:** Most of our fountains have tubing built directly into the fountain. Do not detach the tubing as it will permanently damage the fountain. Inspect the tubing for kinks and obstructions.
  - Fountains with Toppers:** The water tube is built into the topper. Gently and carefully uncoil the water tube from inside the topper, ensuring the water tube remains intact with the topper.
  - Built-in Flow Control:** Some fountain tubing includes a flow-control device, removing this device may damage the tubing and allow water to flow too quickly through the fountain, leading to splashing and/or leaking.

## Lights

*If your fountain has lighting, ensure you understand how the lights function. Lighting components inside the fountain (including lights, cables, splitters, pin connectors and power jack connectors) are designed to withstand contact with water when properly connected. Most lights can be replaced; to prevent damaging your fountain, contact us before removing lights (see page 1).*

- 1. Electric:** Light connections vary with electric fountains: some lighting is pre-installed into the fountain and/or attach to an adapter on the pump, some connect directly to the pump, and others plug in independently.
- 2. Solar with Battery Backup:** Make sure the light cable is connected to the fountain the cable is connected to the correct port on the solar panel. Lighting for solar fountains with battery backup are designed to only work at night when the light sensor inside the solar panel is no longer sensing ambient or daylight.
- 3. Solar:** Solar-only fountains do not typically come with lighting because they are designed to only run during the day when the solar panel receives full sunlight.

## Splash Guard

*Some fountains are equipped with splash guards to help control water flow, do not remove or discard built-in splash guard(s).*

- 1. Built-In:** Sponge-like polyurethane foam filter(s) may be glued onto parts of the fountain to control water flow or prevent splashing — removing these guards allows water to flow too quickly, leading to splashing and/or leaking.
- 2. Removable:** Some fountains are equipped with mesh screens and/or removable sponge-like polyurethane foam filter(s). The mesh screens not only help prevent splashing; they also help prevent debris from getting inside the fountain. Removable polyurethane foam filters typically serve as a way to control water flow.

# Maintenance

## Cleaning

*Outdoor fountains should be cleaned every 4-6 weeks to keep it in tip-top condition. Regular cleaning will help keep the water clear, keep the pump clean, and keep algae and white scale buildup at bay.*

 **DO NOT USE BLEACH**

 **DO NOT USE A PRESSURE WASHER**

- 1. Fountain:** Unplug the fountain, empty the water, and remove the pump. Wash the fountain with clean water, a soft sponge, and mild soap; equal parts water and distilled white vinegar also work well. If you prefer to use a cleaner designed for fountains, make sure it is compatible with the material and finish of the fountain. Make sure all soap or cleaner is thoroughly rinsed off the fountain.
- 2. Pump:** Always disconnect the pump from the power source before cleaning and servicing. Use a small soft-bristle brush and running water to remove buildup and debris.

## Pump Care

*Pumps are the soul of the fountain and require proper maintenance. A well-maintained pump can last a few years. When replacing your pump, please consult your fountain's supplier to find a compatible replacement.*

- 1. Use Distilled Water:** Distilled water can prevent and reduce bacteria and algae buildup in the pump.
- 2. Fully Submerge:** Ensure the pump is fully submerged at all times to avoid pump damage.
- 3. Ensure Water Level is Sufficient:** Constantly check water levels as water may evaporate over time, and periodically change water to avoid white scale, bacteria and algae buildup.
- 4. Clean Pump:** Every 4-6 weeks, use a soft-bristle brush, soap and water to clean the pump of debris, dirt, and algae buildup. Make sure all soap is thoroughly rinsed off the pump before use.

## Fountain Surface Care

*As a part of the natural weathering process, paint and finishes will discolor or fade over time, but you can prolong the life of your fountain with these general surface care tips.*

- 1. Control Algae and White Scale:** Due to water evaporation, you may see white residue on your fountain surface from the mineral content in your water supply. Algae and white scale control and cleansers can help prevent buildup that occurs from minerals and hard water.
- 2. Cleaning:** Outdoor fountains should be cleaned and have the water replaced every 4-6 weeks. Never use a pressure washer, abrasive scrubbing materials, or harmful additives such as bleach or chlorine.

## Winter Care & Storage

*Outdoor fountains are not designed for use in freezing temperatures, they can expand and contract in different temperatures/humidity levels. Take proper precautions and follow these Winter Care & Storage tips before freezing temperatures hit.*

- 1. Bring Inside:** If possible, bring your outdoor fountain inside for the winter.
- 2. Store in Dry Location:** If unable to bring inside, store your fountain in a dry and covered location.
- 3. Bring Components Inside:** Store all internal components indoors (stopper, tubing, lights, solar panel, pump, etc.). The pump must be stored in a temperature-controlled environment.
- 4. Completely Drain:** It is important to prevent water from accumulating anywhere inside the fountain; freezing and thawing of water can cause pump damage and cause cracks to form in your fountain.
- 5. Elevate Fountain:** Fountains may freeze to the ground and cause cracking in the base if they are left outside during the winter. If the fountain cannot be stored inside, raise the fountain off the ground and place it on boards or blocks, so the base does not freeze to the ground.
- 6. Cover:** Even when stored indoors, covering the fountain will keep dust and dirt from accumulating on the fountain. If the fountain cannot be stored inside, we recommend the fountain be covered. If the cover is loose enough to allow precipitation to pool or to be affected by windy winter weather, tie it down tightly with rope or twine to keep the cover in place.

**Any modification to the product or failure to follow recommended care will void the product warranty.**

# Troubleshooting

## Pump Not Working

*When operating the pump for the first time, it may take a few minutes before water begins to flow properly. If it is still not working after a few minutes or is loud, please follow these troubleshooting tips below.*

- 1. Pump Submerged:** Ensure your pump is fully submerged in water at all times to avoid pump damage.
- 2. Pump Receiving Power:** Check to make sure the power source for your pump is hooked up and operational.
  - Electric:** Check to make sure the power outlet is working; if in doubt about electrical connections, consult a certified electrician. Some pumps have additional connection points and an adapter/transformer, make sure all points between the pump and outlet are firmly connected.
  - Solar:** Make sure the solar panel is placed in full, direct sunlight and is not shaded by trees, shrubs or buildings. Solar-only fountains are designed to only operate during the daytime.
  - Solar with Battery Backup:** The performance of the pump depends on the orientation of the solar panel being toward the sun and sunlight strength. Pump performance is not guaranteed when the solar panel is in the shade or during poor weather conditions. Maximum performance is achieved during optimal conditions; solar panel performance cannot be guaranteed if placed in the shade or during poor weather conditions. The performance of the pump also depends on the battery power level; the pump cannot operate if the battery power is low.
- 3. Plug/Unplug:** Your pump may be air-locked. Try unplugging and plugging the pump in again to release air from inside the pump. You may need to repeat this process a few times.
- 4. Manual Check:** If the pump cover is removable, try removing the cover to access the impeller area. Turn the rotor to ensure it is not clogged, broken or jammed.
- 5. Replacement Pump:** Outdoor fountains are designed with a specific pump size and style; only use pumps that are compatible with your fountain. Contact us for a replacement pump, refer to page 1 for contact information.

## Pump Noise

*Some sound from the pump is normal. If the pump sounds are abnormally loud, please follow these Pump Noise tips below.*

- 1. Pump Fully Submerged:** Make sure the pump is fully submerged underwater. Check the water and refill your fountain often, especially during dry, hot weather conditions.
- 2. Clean Pump:** Check the pump to ensure it is clean of debris, dirt, and algae buildup.
- 3. Check Location:** If your pump is against a sidewall of the fountain, the vibrations from the pump impeller can cause unwanted noise.
- 4. Check Flow Rate:** A low flow rate might cause spewing or burps. Refer to the Water Flow Rate section for additional information and tips.

## Lights Not Working

*If the lights in your fountain are not working, check out the troubleshooting tips below.*

- 1. Secure Connections:** Check all cords for connection points; make sure all cables are securely connected. If connection points were loose or not connected and became wet, let them thoroughly dry before connecting them.
- 2. Pinched or Damaged Light Cable:** If care is not taken during assembly, light cords may become pinched or damaged. Check to make sure all cords are hanging freely inside the fountain, and the waterproof coating is intact.
- 3. Solar with Battery Backup Fountains:**
  - Lights within solar fountains with battery backup are designed to only work at night when the solar panel is no longer sensing light.
  - If the fountain pump is operating and the lights are not turning on, the solar panel may need to be moved away from ambient light sources such as street lamps or floodlights.
  - Make sure the light cables are properly connected and plugged into the correct port on the solar panel.

## Water Flow Rate

*Most electric and solar with battery backup fountains have a pump with a dial or valve to adjust the flow rate, experiment with the flow rate until you are satisfied with how the water flows. If your fountain does not have the flow control option or you are still unsatisfied with the flow rate, check out the troubleshooting tips below.*

- 1. Adjust the Water Level:** Insufficient and excessive water levels can affect water intake by the pump. You may need to add or remove water to ensure the appropriate water capacity for the pump.
- 2. Check for Kinks:** Bends or obstruction in the tubing can slow or halt the flow of water. If water flow is minimal, ensure there are no kinks in the tubing.

## Splashing

*Having trouble with splashing? Some splashing is inevitable, especially when a fountain is first turned on, but if you are experiencing excessive splashing, try the troubleshooting tips below.*

- 1. Adjust the Water Level:** Ensure the pump is fully submerged, but avoid overfilling your fountain.
- 2. Adjust Flow Rate:** If your fountain includes a dial or valve to adjust the flow rate, try changing the settings to see if it effects splashing.
- 3. Adjust Position:** Try rearranging rocks (if included) at fountain base or use shims to level the fountain.
- 4. Splash Guards:** Some fountains have sponge-like splash guards installed on the fountain; if these were removed, the water will flow too quickly and cause splashing.

## Leaking

*If you suspect your fountain is leaking, first establish if it is an 'operational' or 'standing' leak.*

*A 'standing leak' is usually caused by a crack or hole in the fountain. Place the fountain on a flat, dry surface. Fill the reservoir(s) with water and let it sit without operating the pump. If you observe signs of water loss, trace the source of the leak and consider repairing it with clear epoxy. If the reservoir(s) do not lose water, the issue may be an 'operational leak', most commonly caused by oversight(s) during assembly. Review the product instructions and if no errors are found from the assembly, try the troubleshooting tips below.*

- 1. Create a Drip Loop:** To protect against water loss and damaging electrical sockets, create a drip loop. Route the pump and light cord(s) deep down inside the reservoir, then drape the cord over the edge where they exit the fountain. You can also create a drip loop by ensuring the power cord(s) remain below the wall outlet. See diagram on page 2.
- 2. Adjust the Water Level:** If water is spilling over the edges of the fountain, it may be overcapacity. Removing excess water may correct the overflow.
- 3. Adjust Flow Rate:** The flow rate may be set too high on the pump, lower the flow rate to reduce overflow.
- 4. Check Tubing:** Most of our fountains have the tubing built directly into the fountain; if the tubing was detached from the fountain, it could be the source of your leak. Some tubing has built-in components to assist with water flow; if those components were removed, water would flow too quickly, resulting in leakage.
- 5. Splash Guards:** Some fountains have sponge-like splash guards installed on the fountain; if these were removed, the water in the fountain will not flow as it was intended and may cause leakage.
- 6. Cracking:** Your fountain may be cracked from improper winter care; see Winter Care and Storage tips to prevent further damage.

## Solar Panel

*Performance of a solar fountain is directly related to the amount and strength of sunlight the solar panel received.*

*Standard solar fountains do not store solar power; they operate only when the panel is in direct sunlight. Solar fountains with battery backup can run on and store solar energy through the use of a battery pack. To maximize performance, follow these Solar Panel tips.*

- 1. Ensure Direct Sunlight:** Pumps have limited function in shadowed areas or on cloudy days.
- 2. Clean Panel Surface Regularly:** Cleaning maintains optimal conversion of the sun's energy into direct current.
- 3. Boost Charge (only applies to Solar fountains with battery backup):** Leaving the fountain turned off, ensure the panel is in full, direct sunlight for 2-3 days to allow maximum charge to the battery and help prolong battery life.
- 4. Storage:** Keep solar panels indoors during freezing temperatures.

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