

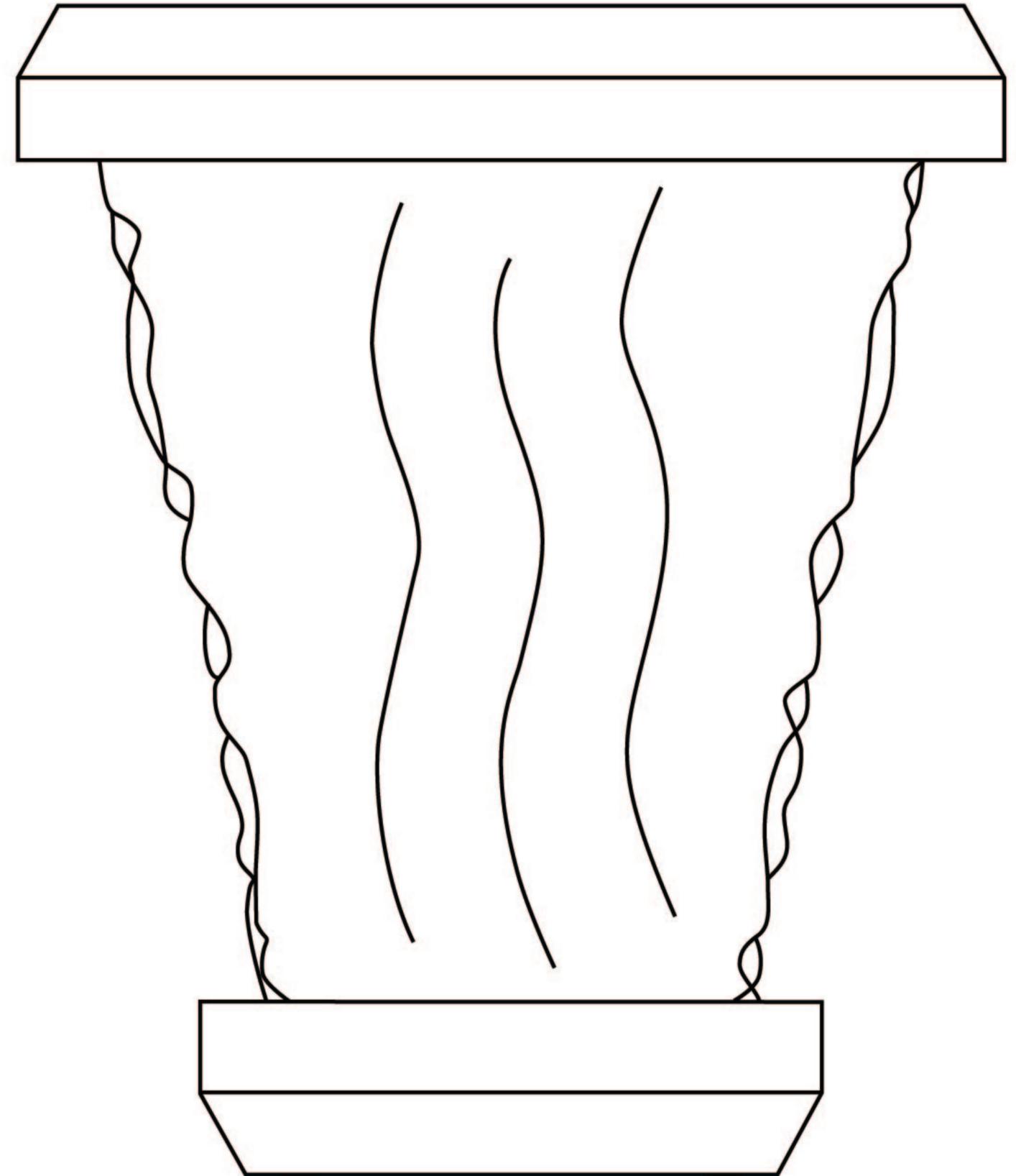
# HANGING SLATE

## Troubleshooting & Maintenance Guide

### LIMITED WARRANTY

Bluworld of Water warrants this product to be free from defects in material and workmanship for one (1) year from the original date of purchase by the consumer. This warranty is limited to the replacement of defective parts or components. In addition, the submersible pump is warranted by its manufacturer for a period of one (1) year against defective material and workmanship. All claims must be presented to the manufacturer along with the original purchase receipt to verify a valid warranty period. Bluworld of Water will not be responsible or liable for any damage caused by negligence or misuse, goods damaged in transit, or improper set up, installation or assembly by the purchaser. Bluworld will, upon written notification thereof, take commercially reasonable steps to correct such defects, at Bluworld sole option, by suitable repair, replacement, or refund. Please read all instructions carefully. Notice: Glass mirrors and plastics have prevalent characteristics such as bubbles, mirror rubs, slight discolorations, blurs, and hairline scratches. These are to be expected, as they are inherent qualities that meet or exceed federal specifications DD-G-451D

*Bluworld/Water Wonders Contact Information Customer Service: 407-426-7674 [www.bluworldusa.com](http://www.bluworldusa.com)  
635 West Michigan St. Orlando Florida, 32805 United States of America*



# Table of Contents

**It is strongly recommended that you keep these instructions in a safe place as this may come in handy in the future.**

*Inspect for shipping damage-Any damage from shipping should be immediately reported to the delivery agent. Do not operate if the unit is damaged.*

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# PARTS LIST

1 x Pump



1 x Low Voltage Light Transformer and Switch



1 x Pump with Transformer



2 x Easy Anchors



2 x Screws



1 x Mounting Bracket



1 x Bag of Rocks



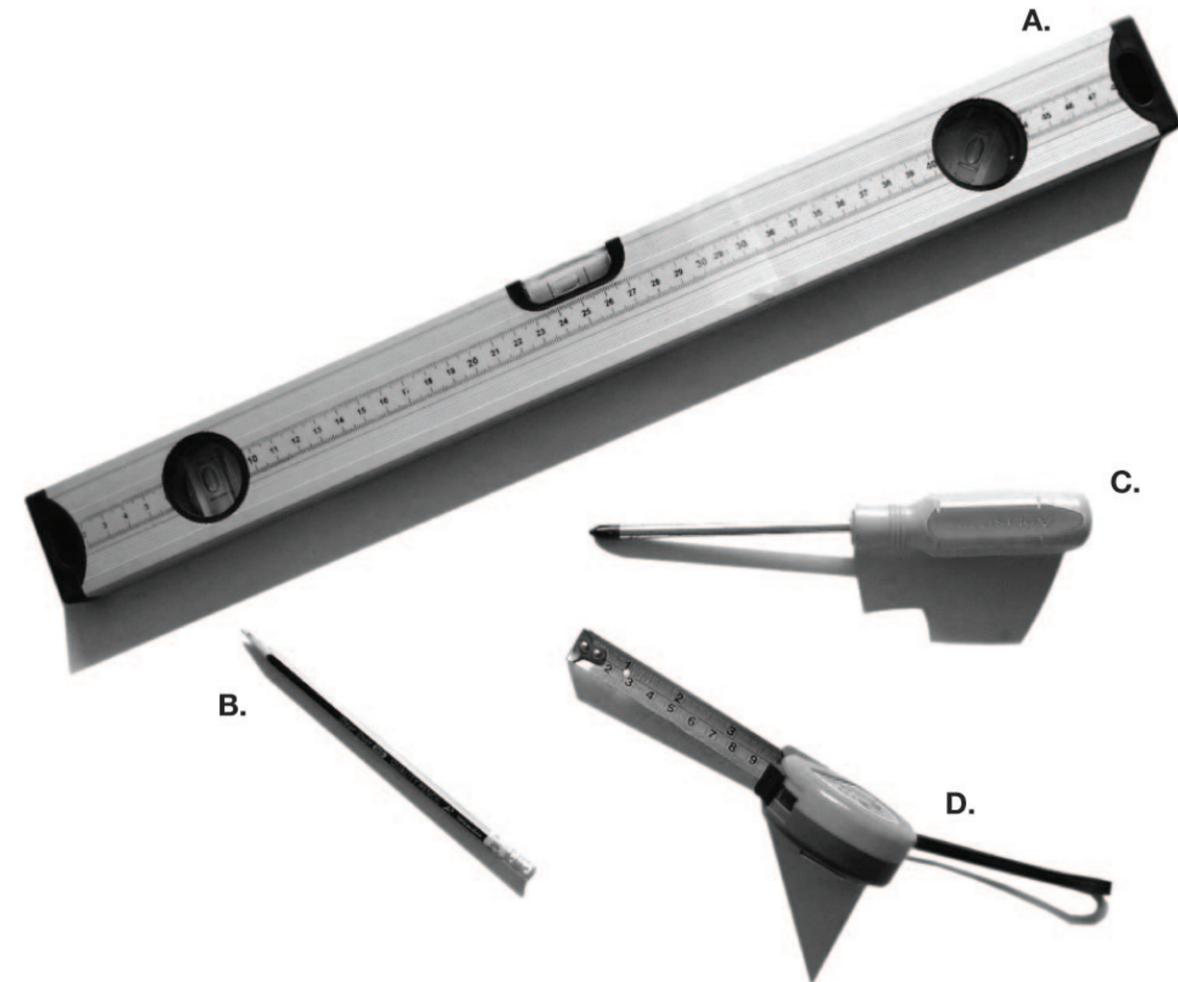
# TOOLS REQUIRED

A. Level

B. Pencil

C. Phillips Screwdriver

D. Measuring Tape



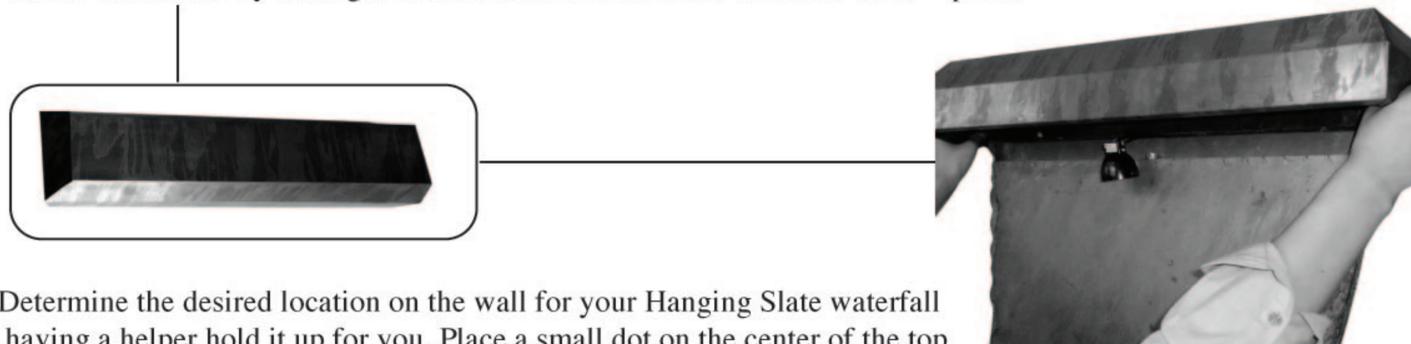
# Properly Centering and Mounting Your Waterfall

*\*It is critical that your waterfall is level as this will ensure even water flow.*

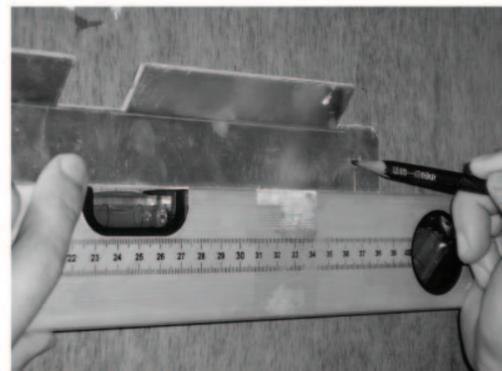
## EElectrical Power Source

When you find a location to hang your new waterfall please consider the location of your electrical source. If you prefer to have the electrical wire concealed from view, we recommend concealing the electrical outlet box by having it recessed in your wall behind the waterfall.

1. Install the Header by sliding it between the L-bracket and the Slate-Tech™ panel.

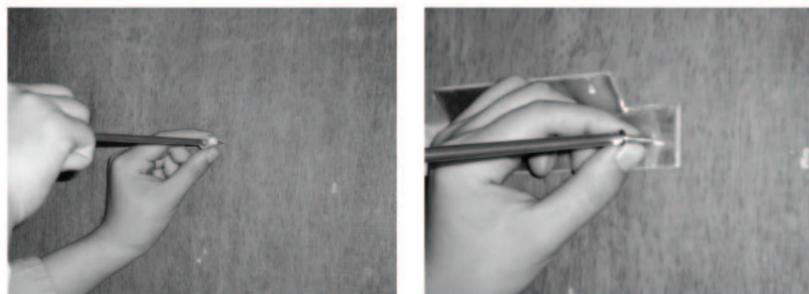


2. Determine the desired location on the wall for your Hanging Slate waterfall by having a helper hold it up for you. Place a small dot on the center of the top of the header.



3. Using a level, hold mounting bracket to the wall (The top of the mounting bracket should angle away from the wall). Mark both holes on the wall with a pencil and draw a light line underneath the bracket. **Tip:** For positioning your waterfall, the top of the header will be 7" from the bottom of the mounting bracket to the top of the waterfall. Remember to always double check your measurements. **Note:** Because this fountain utilizes state-of-the-art weight reducing technology, it is not necessary to mount the fountain into wall studs. If you encounter a stud while mounting the wall bracket, use the provided wood screw. Otherwise, if you will be mounting into drywall, use the Easy Anchors™ provided for the holes without studs. Each Easy Anchor™ holds up to 50lbs.

4. To install the Easy Anchor™, gently tap the tip into and slowly screw the anchor into the drywall. Be careful not to over tighten the Easy Anchor™. Make sure that the flat side of the Easy Anchor™ is flush with the drywall.



5. Install the mounting bracket using the two screws provided.



6. Lift your waterfall into place and engage brackets by lowering the Hanging Slate onto the wall bracket.

7. Locate pump.



8. Note the output nozzle on your pump. Simply place the pump in the reservoir and push the pump output nozzle up into the water intake line as pictured.

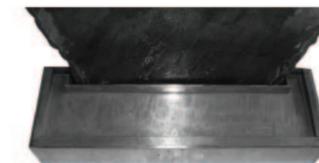


9. Fill your reservoir with water until the pump is completely submerged underwater. There should be at least a ½ inch of water above the pump.

10. Run power wire behind waterfall and plug into wall.

11. Water will start to flow down the Slate-tech panel. Using your hand or a non-abrasive brush, guide the water and wet the whole panel. After a few minutes water will flow evenly down the panel and into the reservoir. **Note:** Waterfall must be level.

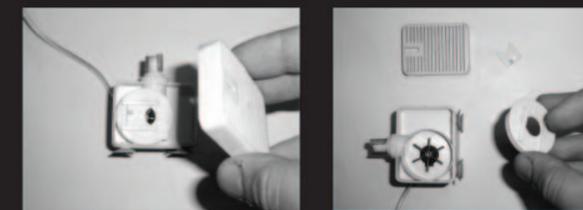
12. Place rock tray inside reservoir and add rocks.



13. Plug in light.



## Pump Maintenance

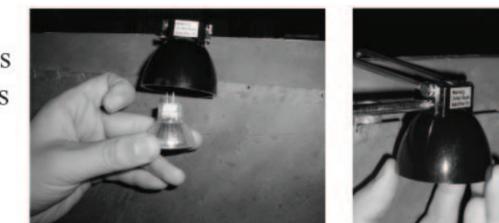


To clean your pump, simply remove the intake pre-chamber off as shown in the illustration. Installation is reverse of removal. Make sure there is no debris caught inside. Reassemble and reinstall.

## Light Bulb Replacement Instructions

1. Remove header. Please see 'mounting instructions' step one and do reverse of installation.

2. Before removing the bulb, examine the light carefully. Notice the two sets of Phillips screws on the light. Using a small Phillips screwdriver, loosen the screws on both sides of the light. There is no need to remove the screws. After the screws are loosened carefully pull off the bulb. If you have difficulty removing bulb, gently wiggle left to right while lightly pulling on the bulb.



3. Replace Bulb.

4. Installation is reverse of removal.

Below you will find a recommended maintenance checklist. 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.

### Copper Finish

Always wipe away any water on the copper surfaces. Water on copper surfaces will accelerate the natural aging process—the appearance of green (verdigris) and reddish natural patinas. Use Pledge™ or equivalent furniture polish on a weekly basis to help maintain the finish on all copper parts. Spray the Pledge on a soft cloth and wipe the copper. **DO NOT USE COPPER CLEANER OR ABRASIVES**

### Use Protec®

If you do decide to use tap water in your decorative indoor water fountain, you should definitely use a water treatment product called Protec®. This additive prevents and removes mineral deposits and metal stains, preserving your pump and the beauty of your decorative indoor fountain. Protec® is available from Bluworld direct. Contact customer service for information on how to order.

### Use Fountec® if Necessary

Algae generally does not form in a decorative indoor water fountain, however, if the fountain is not maintained well, it is a possibility. If you do have algae buildup, a product called Fountec® can probably solve the problem. Contact customer service for information on how to order.

### Don't Add Anything Else To Your Water!

Your decorative indoor water fountain is just that... a water fountain! Please don't add any oils, perfumes, dyes, bubbles, beverages, glitter or goldfish. It'll damage your fountain and void your warranty. So, please don't!

**\*\*Remember to unplug your waterfall before conducting any maintenance\*\***

<b>Recommended Hours of Operation</b>	We recommend that you allow your water feature to operate 24 hours a day.
<b>Reservoir</b>	Clean thoroughly with a cloth every six months or as needed.
<b>Distribution bar</b>	Should be removed, inspected, and cleaned every six months or as needed.
<b>Filter</b>	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.
<b>Change/Add Water</b>	It is highly recommended that you add distilled water to the reservoir as needed and be sure that the pump is completely submerged underwater. If you choose not to use distilled water, using Fountec™ a totally organic algae removing and preventative additive, in conjunction with Protec™, an all natural mineral deposit preventative additive, together will keep your waterfall running clean. For your convenience, we offer both of these products and they are readily available. Please contact our friendly service department for more details.
<b>Safety</b>	It is always recommended that all Bluworld waterfalls use a surge protector.

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<b>Problem</b>	<b>Cause</b>	<b>Solution</b>
<b>Water not flowing</b>	1. Water level in reservoir too low	1. Fill reservoir until water level is two inches below the edge of the basin. Make sure the pump is completely submerged underwater.
	2. Your Hanging Slate has a flow control valve built into the pump that is preset from the factory. It is possible this valve may be closed.	2. Locate the water flow control valve on the side of your pump. Open Valve.
	3. No Outlet Power	3. Make sure outlet has power.
	4. Inlet hose is disconnected from pump.	4. Make sure that the pump is securely connected to the plumbing leading up to your water disperser.
	5. Algae Creating blockage	5. Thoroughly clean 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.
	6. Pump is clogged or malfunctioning.	6. See pump cleaning instructions. If still not working, unplug waterfall and contact customer service.
<b>Water not flowing evenly ('V' shape) down the panel</b>	1. Water pump is running but air is in the line.	1. Wait until pump evacuates air from the line. If still not flowing evenly, unplug and re-plug pump a few times to assist in bleeding air out of the line.
	2. Pump pressure too low.	2. Turn flow regulator valve located on the side of the pump.
	3. Pump is clogged or malfunctioning.	3. See pump cleaning instructions. If still not working, unplug waterfall and contact customer service.
<b>Noisy Pump</b>	1. Water level too low	1. Please fill water so pump is completely submerged underwater.
	2. Mineral deposit in pump.	2. Clean pump and re-install into fountain. please refer to the pump instructions section for cleaning instructions.
	3. Pump not positioned properly.	3. Make sure that rubber feet of the pump are positioned properly on the bottom of the reservoir.

# Attention

New Warranty in effect as of August 1, 2008

Bluworld's Warranty has changed as of August 1, 2008 and supersedes all previous warranties for product purchased after August 1, 2008. If there is printed material within this shipment it is considered void and the Warranty as stated below is policy.

**Bluworld product is warranted against defects that render it unfit for its reasonably intended use. This Warranty is not extended to cover use of the product for a purpose other than as intended, and if the product is used unreasonably, or for purposes other than as intended, or if it is altered, modified or repaired by a party other than Bluworld, then the Warranty shall be null and void. The Warranty is in effect for a period of six months beginning from the date of sale to the original retail purchaser and the rights under this Warranty are limited to the original retail purchaser. Bluworld will, upon written notification thereof, take commercially reasonable steps to correct such defects (see "manufacturers defects below"), at Bluworld's sole option, by suitable repair, replacement, or refund. THIS LIMITED WARRANTY IS EXCLUSIVE AND IN LIEU OF ANY IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR OTHER WARRANTY OF QUALITY, WHETHER EXPRESS OR IMPLIED, EXCEPT FOR THE WARRANTY OF TITLE AGAINST PATENT INFRINGEMENT. Corrections of nonconformities, in the manner and for the period of time provided above, shall constitute fulfillment of all liabilities of Bluworld to any Dealer with respect to the goods, whether based on contract, negligence, and strict tort or otherwise. Bluworld contract sales personnel, including but not limited to authorized Dealers and Resellers (collectively, "Sales Personnel"), are not authorized to make warranties about Bluworld merchandise. ORAL STATEMENTS DO NOT CONSTITUTE WARRANTIES. Oral statements made by Bluworld employees or other Sales Personnel shall not be relied upon by a Dealer and shall not become part of any contract for sale. The entire sales contract between a Dealer and Bluworld will be set forth in the invoice and/or accompanying or reference documents provided by Bluworld to the Dealer or Sales Personnel. No other warranties are given beyond those set forth in those documents. Please be aware that you may have valuable rights under the state law in which you reside. Some of the provisions of this Warranty may be prohibited by your state law in which case your state law will govern and control. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. Some states do not allow limitations on how long an implied warranty lasts, so the above limitations may not apply to you. This Warranty gives you specific legal rights, and you may also have other rights which vary from state to state.**

**Our products are warranted for a period of six months against defects in finish, pumps and other product performance issues. Light bulbs are not warranted. Our experience has shown that in practically 100% of incidents that any defect is apparent within a week of installation and use. Appearance defects should be noticed upon unpacking the fountain. We have found that finishes have 'failed' due to poor maintenance, local water conditions with minerals affecting the finish, attempts to clean with harsh chemicals or abrasive pads being used. Performance of water flow, spitting, and other 'leaks', are usually caused by debris getting into the fountain, buildup of minerals, algae from poor water or lack of maintenance. Pumps can also fail due to water levels not being maintained in the reservoir and this is not covered by the warranty.**

**Manufacturers Defect defined - A distinct and obvious flaw in the manufacturing of the product that inhibits the product's ability to function properly or a distinct and obvious flaw in the workmanship of the product that affects its physical appearance. Bluworld water features are manufactured under generally accepted manufacturing techniques as recognized by the International Organization of Standardization. Our products are hand made and hand finished thus minor scratches in materials within accepted ranges are not considered defects.**

**Slate- Many of our products contain natural slate. Slate can vary to a large degree and that individuality is what is considered to be unique and inherent to the beauty of the natural product as no two are exactly alike. Photos in our marketing materials are representative of our slate products but should not be relied on to duplicate the photo. We use natural mined slate in our products. Personal taste in the appearance of slate is not considered a reason for a return.**

**Mirrors-We use tempered mirror in our water features for safety reasons and the process of tempering the mirror may cause the mirrors not to reflect images in the same manner of a non-tempered mirror which is designed to reflect images in their true form. When water is flowing over our tempered mirror surfaces, these slight differences are not noticeable and this is not considered a reason for a return.**

**Copper- Since we have numerous products manufactured with natural pure copper it is important to note that we do protect the copper with a clear heat-baked on powder coat material. This material should last for a minimum of one year but water conditions may affect the length of protection it will afford to the copper. Copper oxidizes differently than other metals and personal tastes differ as to an individual's perception of it. It may oxidize as a green oxidation or rose colored blush. You can minimize this by wiping down the oxidation and then applying wax or Pledge™ to that area. This condition is not a reason for a return or warranty claim.**