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## Maintenance

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*Accents In Water* is continuously working to improve our maintenance instructions and decrease the amount of required maintenance for our water features. Please check the Accents In Water website for the most up to date instructions.

***Accents In Water* recommends that the water feature is shut down and completely drained every 6-8 weeks. Some features may need to be cleaned more frequently depending on the feature's location and surroundings.**

**Please follow the instructions below when cleaning your water feature. Remember to always use a soft, non-lint cloth and always go with the grain.**

- Step 1:** For a Wall-Mounted Feature add 2-4 16oz bottles or for a Free-Standing Feature add 6-8 16oz bottles of ethanol or isopropyl alcohol to the water feature and run for 30 minutes, prior to shutting down the feature.
- Step 2:** Unplug all electrical connections, including Reverse Osmosis Water Purification System, and allow all the water to drain into the lower reservoir. You will need to use a wetvac to completely remove the water from the upper reservoir.
- Step 3:** Remove all water from the lower reservoir by either 1.) using a wetvac or sump pump or 2.) unscrewing the overflow standing pipe, a wetvac may still be needed to remove the remaining water.
- Step 4:** Pat dry all surfaces with a clean, non-lint cloth (e.g. clean paper towels or clean, untreated shami cloth)
- Step 5:** Detach the upper baffle(s), the pump(s), and ultraviolet sterilization chamber(s) and all flex tubing.
- Step 6:** Submerge the upper baffle(s) and all flex tubing in a bleach bath. The bleach bath should be a 1:10 ratio of bleach to water. The items should soak for a minimum of 2 hours, but are recommended to soak overnight.
- Step 7:** Using a virgin non-lint cloth or disposable paper towels soaked in ethanol or isopropyl alcohol, carefully wipe:
- All surfaces of the pump(s) and ultraviolet sterilization chamber(s)
  - All interior upper and lower reservoir surfaces
  - All feature face surfaces that have constant water contact
- Step 8:** Allow all residual alcohol to evaporate. The unit should dry for 2 hours minimum, but is recommended to dry overnight.
- Step 9:** Remove baffle(s) and flex tubing from bleach bath and flush with large amounts of clean water, dislodging any accumulated biofilm or particulate matter.

- Step 10:** Reinstall all components. Do not plug-in pump(s) and ultraviolet sterilization chamber(s)
- Step 11:** Refill unit with reagent grade distilled water, or reattach standpipe and allow auto-fill system to fill the feature by plugging the solenoid valve directly into the outlet.
- Step 12:** Once the unit is filled, plug in the pump(s) and the ultraviolet sterilization chamber(s). If necessary, plug the solenoid valve back into the timer.

For best performance and longest run-time between cleaning:

- DO NOT USE LOCAL TAP WATER
- DO NOT ADD CHEMICALS TO THE WATER, OUTSIDE OF THE ALCOHOL LISTED ABOVE. DOING SO WILL VOID THE WATER FEATURE'S WARRANTY
- DO NOT USE HOUSEHOLD CLEANING PRODUCTS, SOAPS, OTHER SURFACE ACTIVE AGENTS OR STAINLESS STEEL CLEANER ON THE FACE OR INSIDE THE RESERVOIRS
- DO NOT USE ANY HARSH ABRASIVES ON YOUR FEATURE
- DO NOT USE AMMONIA CONTAINING PRODUCTS (COMMON GLASS/SURFACE CLEANERS) OR CORROSION INHIBITORS OF ANY KIND

**Notes and Precautions:** The reagent grade alcohols recommended to clean our water features – ethanol or isopropyl alcohol – are readily available in many paint supply, full service drug and hardware stores. When using these reagents in a cleaning capacity, ensure there is proper ventilation (fans, windows, HVAC vents, etc.), wear gloves and safety goggles, and keep ignition/heat sources away from the cleaning operation (no smoking and no local space heaters). Do not clean with alcohol in confined spaces; move feature to a ventilated area, if possible, or setup additional ventilation in the space (e.g. fans, windows, etc.)

*Please contact Accents In Water with any questions or concerns.*

## **Warranty and Pricing 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	Price*
All pumps come with a manufacture's 3 year limited warranty			
	PM350	PondMaster 350 gph	\$77.00
	PM950	PondMaster 950 gph	\$121.00
	PM1800	PondMaster 1800 gph	\$171.00
	GKP350	Grundfos KP350	\$420.00

### Ultraviolet Sterilizers:

<u>Part #</u>	<u>Part Name</u>	<u>Price*</u>
All ultraviolet sterilizers come with a manufacture's 1 year limited warranty		
UV10L	10wt UV Lamp	\$53.00
UV10S	10wt UV Sleeve	\$25.00
UV20L	20wt UV Lamp	\$60.00
UV20S	20wt UV Sleeve	\$29.00
UV40L	40wt UV Lamp	\$77.00
UV40S	40wt UV Sleeve	\$36.00

### Reverse Osmosis System:

<u>Part #</u>	<u>Part Name</u>	<u>Price*</u>
White Reverse Osmosis System comes with a manufacture's 1 year limited warranty		
WROM	RO Membrane	\$133.00
WROC	RO Chlorine/Carbon Filter	\$44.00
Aqua Reverse Osmosis System comes with a manufacture's 3 year limited warranty		
PROM	RO Membrane	\$128.00
PROC	RO Carbon Filter	\$60.00
PROS	RO Sediment Filter	\$17.00

*\* 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 Scotch-Brite across the very top of the face of the feature.
  - (b) You may also gently rub the Scotch-Brite along the edge only of the face material to guide the water down the unit.