



**THE GARDEN GNOME, L.L.C.
DBA THE POND GNOME**



www.PondGnome.com ♦ 22767 N. 104th Ln. ♦ Peoria, AZ 85383 ♦ 623-572-5607 ♦ 623-572-0483 Fax

AZ Lic. #153197; NV Lic. #0072556

TROUBLESHOOTING YOUR POND/WATERFALL

EMERGENCY POND PROCEDURES:

Auto level/water level of pond -- If your auto level fails, turn off the water to the pond and fill it with a hose when needed until repairs can be made (don't forget to set a timer when running the hose so that you don't flood your yard!). If the level of your pond is dropping for some unknown reason, turn off the water to the pond and unplug the pump. If the water level does not drop any further, you know the "leak" is in the waterfall or stream, and is more likely than not the result of plants needing to be thinned. If the water continues to drop, go ahead and turn the system back on to keep it oxygenated for your fish, and let us know that you need help.

Pump has quit running or is no longer pushing water over the waterfall -- Unplug the pump and, if you don't already have a back-up, purchase an air stone and pump at a local pet store to put in the pond. This will be a temporary fix during hot months to keep the water oxygenated for your fish until a new pump can be installed. If you're at all handy, a new pump can be purchased at Ewing Irrigation, which has several stores across the Valley. They are fairly simple to replace, even if they need an adapter fitting to go from an old-style pump to a new one, and it will save you the cost of a service call. :) If you need us to do it for you, please don't hesitate to let us know.

PROBLEM	MOST COMMON CAUSE(S)	SOLUTION
Water is cloudy	Genesis is occurring in a new pond; storm has introduced dust into the water	Add AquaClearer bacteria. Back off gradually as long as the water remains clear.
Water is pea-green	Genesis is occurring in a new pond; adding fertilizer to plants; over-feeding the fish	Add AquaClearer bacteria. Back off gradually as long as the water remains clear.
Water is dark or brownish (tea-colored)	Tannins in the water from the leaves or flowers of a near-by plant or the quality of the water filling the pond	This is a naturally-occurring phenomenon that is not hazardous to the health of either fish or plants. However, if this is unsightly for you, you can purchase activated charcoal and add it to the media net found in the Biofalls. This may need to be replenished occasionally to continue to clean the tannins out of the water.
Abundant string algae	Water is warming up, but the beneficial bacteria is still in hibernation; not enough diversity in plant life; over-feeding the fish; adding fertilizer to plants	<ol style="list-style-type: none"> 1. You may hand-weed the algae out of the pond, using it as mulch for your land plants, or in your composting operation; or 2. You can use String Algae Buster



		to help combat it.
Pump is sucking air	Your water level is low; pump is plugged up	<ol style="list-style-type: none"> 1. <u>Unplug the pump immediately</u>, add water to the pond, and plug the pump back in when the water level has reached minimum depth (1" above skimmer opening); and 2. Remove any debris or plants blocking the pump; and/or 3. Check the automatic fill device to make sure it is functioning properly. <p>If, after filling the pond, the pump still continues to suck air, unplug it and call for service.</p>
Auto-level device is running constantly	<ul style="list-style-type: none"> • The device has come loose, become bent, or is malfunctioning; or • There may be a leak around the pond, or water feature caused by settling. 	<ul style="list-style-type: none"> • Adjust the device. If you cannot adjust it, turn off the water to the pond and call for service. If the device is deemed defective, and is still under warranty, there will be no charge. • Check for leaks along the edge of the waterfall or stream. They will show as a damp area along the outer edge or around the edge of the Biofilter. Remove the obstruction.
Auto level is not coming on at all	The device has become bent, or is plugged.	Make sure the control valve is open. Adjust the device. If you cannot adjust it, call for service.
The pond is flooding or overflowing	<ul style="list-style-type: none"> • The auto-level device has come loose, become bent, or is malfunctioning; or • There may be a leak around the pond, or water feature caused by settling. 	<ul style="list-style-type: none"> • <u>Turn off the water source</u> until you can do the following: • Adjust the auto-level device. If you cannot adjust it, turn off the water to the pond and call for service. • Check for leaks along the edge of the waterfall or stream. They will show as a damp area along the outer edge or around the edge of the Biofilter. Remove the obstruction or call for service.
The pump is making noise (other than sucking air)	Pump is plugged up; pump is defective	Some pumps may emit a small humming noise. If the noise becomes audible above the waterfall, call for service.
A light bulb is burnt out in the pond	We recommend a coating of o-ring silicone lubricant (available at any pool supply) for best	The bulb is an MR-16 (mirror reflector 16mm), available at any home improvement store. The fixture has a



	performance.	20watt maximum rating. Do not exceed it. The fixture in the pond has extra electrical wire wrapped around it. Pull the fixture from the rocks and up onto the shoreline. Open the face of the fixture (it is a good idea to have a dry paper towel or two around because you don't want moisture inside the fixture). Be careful with the gasket when reassembling and do not touch the new halogen bulb inside the mirror reflector, but touching the mirror is not a problem.
--	--------------	---

If your problem does not fit into any of the above categories, or you have an emergency, please contact:

The Pond Gnome
(623) 572-5607

