



TROUBLESHOOTING YOUR POND/WATERFALL

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; or not enough diversity in plant life; or over-feeding the fish; or adding fertilizer to plants; etc.	<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; or pump is plugged up	<ol style="list-style-type: none"> 1. Unplug the pump immediately, 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"> • 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. • Adjust the device. If you cannot adjust it,

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		turn off the water to the pond and call for service.
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 or water displacement due to plant growth. 	<ul style="list-style-type: none"> • Turn off the water source until you can do the following: • 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. • Adjust the auto-level device. If you cannot adjust it, turn off the water to the pond and call for service.
The pump is making noise (other than sucking air)	Pump is plugged up; pump is dying	Some pumps may emit a small humming noise. If the noise becomes audible above the waterfall, it is the bearings beginning to give out. It may still function for quite some time, but it is up to you as to when you can't stand it anymore and need it replaced.
A hex-light bulb is burnt out in the pond	We recommend a coating of o-ring silicone lubricant (available at any pool supply) for best performance.	The bulb is an MR-16 (mirror reflector 16mm), available at any home improvement store. The fixture has a 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.

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