

PROCESS & INFORMATION GUIDE



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Thank you for contacting us and considering The Pond Gnome for your water feature project! We know you have many choices, and we will do our very best to live up to your expectations to design and deliver the water feature of your dreams.

The following Process Guide will lead you through how we operate, why we do the things we do, and what you can expect from us. We also threw in some upgrade options and ideas, as well as some testimonials and inspirational quotes, just to whet your appetite.

Enjoy this publication, your consultant will see you soon, and we look forward to working with you!



"OUR EXPERIENCE WITH THE ENTIRE STAFF OF THE POND GNOME WAS SO POSITIVE. PAUL TALKED US THROUGH WHAT WE COULD EXPECT OUR WATER FEATURE TO LOOK LIKE AND THE WRITTEN CONTRACT CONTAINED ALL ITEMS THAT WE SPOKE ABOUT. NO DELETIONS OR SURPRISES. THE CONSTRUCTION CREW ARRIVED ON TIME EACH DAY, WERE PREPARED WITH THE NECESSARY MATERIALS AND ALWAYS STATED WHAT THEY WERE TO DO ON THAT DAY. ANY QUESTIONS OR CONCERNS THAT WE HAD WERE ADDRESSED TO OUR SATISFACTION. AT THE END OF EACH DAY THEY CLEANED UP AND PREPARED FOR THE NEXT DAY OF CONSTRUCTION. THEY WERE PROFESSIONAL, EFFICIENT AND PERFECTIONISTIC. WE WOULD HIGHLY RECOMMEND THIS COMPANY."

Jerry and Melanie Daugherty, (602) 439-7168

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INITIAL CONTACT PROCESS



You might have noticed that we don't do things the same way as many other home improvement contractors. What we do is very unique and really not for everyone. Rather than just setting up a time for you to wait at home for a salesman to show up, and then find out that your time has been wasted because we're not the right contractor for your job, we prefer to have an honest conversation right over the phone first.

You probably wondered why we asked you SO many questions before we would agree to visit your home. That's not the usual MO of a contractor, huh? Our number one goal is always to ascertain, and then exceed, your expectations. And we can't do that without information.

After we have a handle on your dreams and goals, then we make sure that our company is a good fit for what you want. We don't want to jam our company down your throat to make a sale, when in the long run, you might not be happy. That doesn't do either of us any good.



Water, thou hast no taste, no color, no odor; canst not be defined, art relished while ever mysterious. Not necessary to life, but rather life itself, thou fillest us with a gratification that exceeds the delight of the senses.

Antoine de Saint-Exupéry, *Wind, Sand, and Stars*, 1939



A FEW FAQ'S

What are the electrical requirements?

Our typical pumps are designed to plug in, like a fountain, for a couple of reasons. First, it is designed to plug directly into a standard GFCI outlet and doesn't need hard-wiring. Second, it makes the pump much easier to service. If you choose to hard-wire the pump, be aware that you will pay additional service call fees for us to perform service or warranty work.

How much water does it use?

The short answer, in Maricopa county, is 60" of surface evaporation per year can be expected. Exposure, micro climate and optional design elements will also play a part in determining the exact amount of evaporative loss you will experience.

Does the water get too hot in the summer or too cold in the winter for the fish?

Not at all. The combination of the 24/7 water circulation and the shade on the pond via aquatic and terrestrial plants keep the temperature reasonable in the summer time. You will notice that the fish hang out in the shade of the lily pads and marginal plants during the sunny time of day. The fish's metabolism slows considerably in the winter time, allowing them to even hibernate below several inches of ice in the colder regions.

Do I ever need to drain and clean the pond?

Once a year, in the spring, we recommend a "spring cleaning" of your pond. The pump vault(s), biological filter(s) and any wetland settling chambers should absolutely be cleaned out every spring. Any efforts necessary beyond that is going to be dependent on a number of factors, including your bio-load, as well as gardening and maintenance practices. This is something that can be done yourself, or you can hire us to do it for you. The instructions for performing this task are in your Owner's Manual, as well as on our website. We also offer a free training seminar early each spring, which will teach you how to do this yourself.



I have left almost to the last the magic of water, an element which owing to its changefulness of form and mood and color and to the vast range of its effects is ever the principal source of landscape beauty, and has like music a mysterious influence over the mind.

Sir George Sitwell (On the Making of Gardens)



PRICING

While there are some variables and options to be considered, the basic packages listed on our website and in the Budget Planner give you an idea of how much a pond or water feature costs. These prices assume a couple of things: reasonably easy access to the build site, and that the site is not a "hard dig," meaning that if the yard is set on a solid caliche bed, there may be some extra charges involved. The prices also assume that you are within the greater Phoenix metropolitan area. Beyond that, though, we include everything but the water, plants, and fish (most people prefer to choose their own pets).

We don't recommend putting Koi in a pond less than 10'x15'. But don't despair -- there are gorgeous fun goldfish out there, too! Koi just tend to grow to a bit larger size than goldfish, so we want to make sure that their home is sized, and filtered, appropriately.

We have no desire to be the low price leader that cuts costs (and corners) wherever possible. Our prices are in line with industry standards across the nation for a professional pond contractor. All our ponds include size-appropriate mechanical filtration, biological filtration, 40-mil EPDM liner, underlayment to protect the liner, size-appropriate plumbing & pump, the labor and artistic experience for installation, appropriate underwater LED lights with dusk-to-dawn timer/transformer, and a welcome kit to set you up for success.

During your initial conversation with our company, you were given some basic pricing for the water feature that you discussed. There are a lot of cool options, too! For example, we can upgrade any of the pond packages to have a commercial intake bay instead of a skimmer for mechanical filtration. We can also add basic or premium aquatic plant packages, floor jets, larger crane-set boulders -- you get the idea. We also have great maintenance programs to help you keep things up!

Want the champagne version, but can only come up with beer money? No problem! We have a great financing program through Synchrony.



"THE WORK WAS DONE QUICKLY AND PROFESSIONALLY WITH THE FINAL RESULTS BEING AMAZING. THEY LISTENED TO OUR IDEAS AND PICTURES TO PROVIDE US WITH A DETAILED PLAN OF WHAT TO EXPECT AND THE COST. THE GUYS WERE FRIENDLY, EFFICIENT, AND SKILLED. FIRST-RATE CRAFTSMANSHIP WITH INCREDIBLE RESULTS. YOU PAY FOR QUALITY, BUT I WOULD CONSIDER THIS A BARGAIN. TRUE CRAFTSMEN, THE POND GNOME WILL HELP TAKE YOUR YARD OVER THE TOP WITH A BEAUTIFUL WATER FEATURE AND A GOOD PRICE. THE COMPANY IS PROFESSIONAL, EFFICIENT, AND KEPT US IN THE LOOP THROUGH THE WHOLE PROCESS."

Clint Smith, clintsmith@hotmail.com

THE DESIGN CONSULTATION



So, we've come to an agreement that we're a good fit for your project, and you've decided that the pricing is within your budget, now comes the fun part! A seasoned pond professional shows up at your home and spends some time dreaming with you, and guiding you through the design process. He knows his stuff and will make sure your water feature design benefits from his expertise, education, and experience.

Your consultant will take a look at the proposed build site (or existing water feature) from all angles of your property, both inside and outside. You'll walk around with him and discuss the various view angles and your goals for how you want to enjoy your water feature.

Once that's established, he may very well get out his magic rope. This he lays out on the ground to designate the location you have decided for the water feature. You can shape it, shove it, and rearrange it until you are happy with the size and shape. We like to keep things as simple as possible, so then it's just a matter of measuring it up and revisiting the budget of the feature you've just designed.

After the budget has been narrowed down to an exact price, we put together a contract for you and collect a deposit (about ½ of the total contract) to get you on the construction schedule for the next available date (or one in the future at your convenience).

Now you're a client!



“IT IS RARE TO HAVE A CONTRACTOR ACTUALLY LISTEN TO WHAT THE HOMEOWNER IS STRIVING FOR BUT I FELT LIKE WE WERE PARTNERS IN THE PROJECT EVERY STEP OF THE WAY.”

Ken & Wilma Allen. Glendale AZ. 623-780-8181

I'M OFFICIALLY A CLIENT, WHAT NOW?

The Pond Gnome is committed to making sure the process of installing or remodeling a water feature is as easy on our clients as possible.

Here are some essential pieces of information:

- Our Production Manager is Rob Logan. His cell number is 602-291-0180. You are welcome to contact him directly at any time while he is working on your job site. During your construction or remodel, YOU are his sole focus.
- The office number is 623-572-5607. Use this number to get ahold of your consultant, or if you have any administration or billing questions before, during, or after our team is in your yard, as well as for service requests later on down the road.
- You will meet Rob and the rest of the team on the first day of construction. Your consultant will also be on the job the first day to make sure that your wishes, goals, and desires are properly communicated to the construction team.

A welcome email will be sent to you within the next 24 business hours, confirming the start and anticipated completion dates for your project. Another confirmation email will be sent a few days before the start date reminding you to turn off irrigation, secure pets away from the work zone, etc., before the crew arrives.

Before and during the project, we are happy to make additions or changes to the project. Each additional request will require a signed change order, and any additional money involved will simply be added to the final invoice.

At the end of the project, a complete walk-through is performed with you, and we collect final payment at that time. Any "punch list" items should be brought to our attention during the walk-through, and those items will be remedied within 2 weeks.

If any part of this process is arduous or confusing, please let us know right away so that we can work around any obstacles to provide you with a smooth and enjoyable experience with The Pond Gnome.

We are certain that you will be very pleased with our service. However, if we ever let you down in any way, please do not hesitate to contact us immediately.

We look forward to working with you!



"OUR POND HAS BEEN ONE OF THE NICEST ADDITIONS TO OUR HOME. NOT ONLY DO OUR KIDS PLAY OUTSIDE MORE, BUT I HAVE A FAVORITE SPOT FOR MY MORNING COFFEE. IN THE EVENING, MY HUSBAND AND I WILL HAVE A DRINK AND UNWIND BY THE WATERFALL. I'D GIVE UP THE PHONE AND TV BEFORE I'D GIVE UP MY POND!!"

Laura Gibson, Gilbert AZ

THE CONSTRUCTION PROCESS

While we do take care to not decimate your landscape, you might want to have your favorite gardener on stand-by to do some repairs after we're done creating your water feature. If you don't have one of those, we provide a name or two in the Resources List section of this document.

Most of our water features are installed step-by-step, and our crew is intimately familiar with this process. You are most welcome to be home and watch our crew do their thing. We've even had some clients throw parties during the construction process! As long as no one gets in their way to slow down our busy bees, all is well. Yes, we charge extra if you attempt to help. 😊

Once we begin a project, it's a rarity that we would pull off to go work anywhere else. Occasionally, the weather may play into our schedule, but we never, EVER, intentionally schedule more than one job to work on at a time. You will have our full attention from start to finish.



"ALL THE NORMAL COMPLAINTS ABOUT CONTRACTORS...DISORGANIZED, OVER BUDGET, WORKERS NOT SUPERVISED. POOR QUALITY, NOT NOTING CLIENTS COMMENTS OR INPUT, ETC....NONE OF THESE APPLY TO THE POND GNOME. ONCE THE BASIC PLAN IS DONE THEY HAVE A PROVEN FORMULA TO CONSTRUCT THE POND AND EXCEED EXPECTATIONS. WE WOULD RECOMMEND THEM TO BOTH THE NOVICE AND EXPERIENCED BY OWNERS."

Mike & Bonnie Wolfe, Scottsdale AZ

MY WATER FEATURE IS DONE, NOW WHAT?

Don't worry, we won't leave you hanging! If you purchased a living water feature, you will get a welcome kit and folder of information. This includes a more comprehensive FAQ document, a Troubleshooting document, information on your particular filter system, etc. All of this information is also available on our website, just in case you misplace the colorful folder.

So, pop a top, and enjoy!



Water is also one of the four elements, the most beautiful of God's creations. It is both wet and cold, heavy, and with a tendency to descend, and flows with great readiness. It is this the Holy Scripture has in view when it says, "And the darkness was upon the face of the deep. And the Spirit of God moved upon the face of the waters." Water, then, is the most beautiful element and rich in usefulness, and purifies from all filth, and not only from the filth of the body but from that of the soul, if it should have received the grace of the Spirit.

John of Damascus

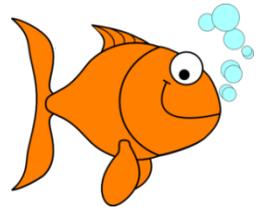


HOW DO I ADD FISH?

If you had a pond installed, you'll want to add some wet pets.

When Can I Add Fish to my Pond?

First and foremost, DO NOT ADD large (6-8"+) fish to your pond until the ecosystem has had a good 6-month growing season to mature (more if it's been a cold winter). Fish like to chew on plants and root around in the pond, so the plants need to have a healthy root system established in order to be resilient to fish activities.



What's the Process for Adding Fish to my Pond?

The number one killer of pond fish is stress. This makes the acclimation process one of the most important moments in your wet pet's life. Each time a fish is captured, transported, and released, it's a stressful event for that fish - how stressful is in the hands of the "handler" - literally.

Fish should be transported from the acquisition location to their new home as quickly as possible. The smaller the quantity of water, the faster the temperatures can fluctuate.

Rapid temperature swings are very stressful to fish. Most fish stores will recommend floating the fish in your new pond until the temperature in the bag water and in the pond is equalized. This is a sound methodology for avoiding the temperature stress problem.

What is not accomplished by floating the bag of new fish is pH equalization. Here in Arizona, our pond pH naturally hovers around 8.5 (+/- .5). The pet shops will try to store fish for sale at 7.8, which is neutral pH, as all the books on the subject recommend. If you try to keep your pond at a neutral pH, you will be doing battle with Mother Nature daily, and are likely to have regular fish stress problems as a result. Koi and goldfish can, and do, tolerate a very high pH environment. We have found that it is better to acclimate your fish to our alkali conditions, which is not only less stressful to the fish, but also to the pond owner.

This whole processes can take a minimum of 30 minutes, and up to several hours, depending on the difference in temperature and pH. DO NOT hurry this process. Take your time and do it right.

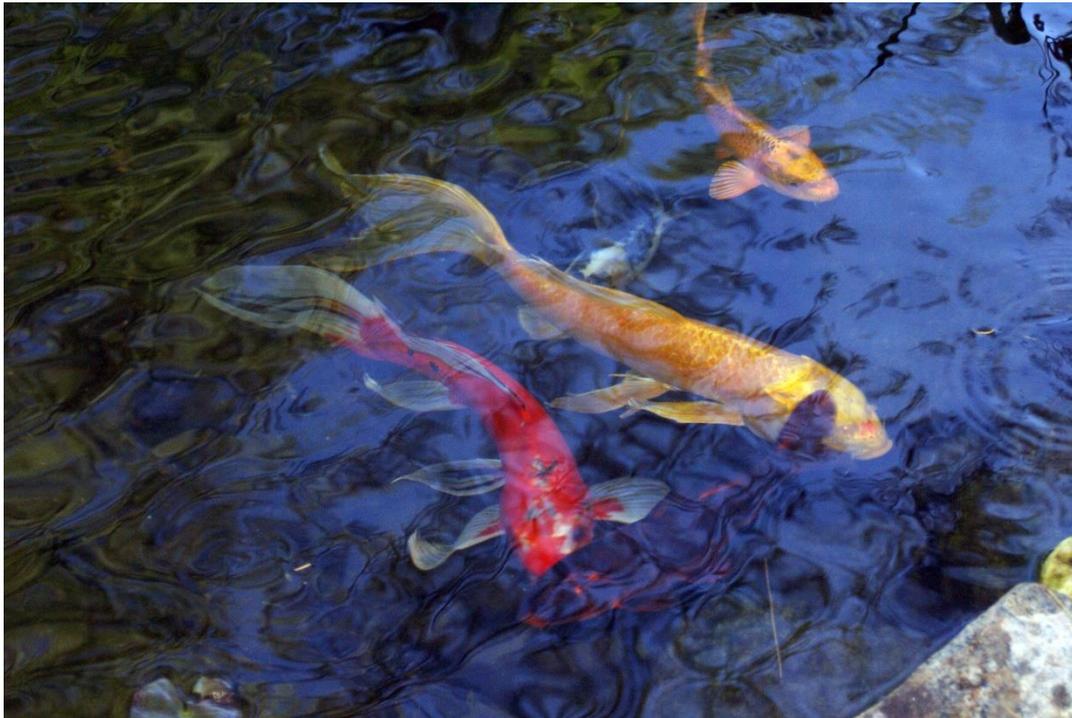
Where Can I Get Fish for my Pond?

If you're interested in getting show-quality Koi, there are many sources that you can research on the internet, and find the best pricing and methodology that meshes with your beliefs, wants, and needs. If you're simply interested in some cool pets, we recommend the local pet store. Buying small is less expensive, as well as easier for both you and the fish involved. Young life moves and reacclimates much easier than mature life.

Gambusia (Mosquito Minnows):

The Pond Gnome recommends and provides “gams” for all the ponds we create and manage. They are the single best form of vector control and aquatic population control we can offer. Many cities, towns, and counties will give them away as a vector control. For example:

Maricopa County Vector Control (free source)
3343 W. Durango
602-506-0700



Water flows from high in the mountains
Water runs deep in the Earth
Miraculously, water comes to us,
And sustains all life.

Thich Nhat Hanh



HOW DO I ADD PLANTS?

Most people have us add a plant package to get them started, but it's not required. We also host the occasional "Garden Day" at our showroom in northwest Peoria where people are welcome to come get some plants that we might have on hand.

In the alternative, there is a Pond Society in town, where they do plant exchanges. We have a page on our website that lists the plants that we have personally found work well here in Phoenix.

The big-box stores and even some terrestrial plant nurseries often have some in the Spring, especially water lily bulbs.

Ordering plants from the internet is risky business. First, they're grown elsewhere, so they may or may not acclimate to our Sonoran Desert environment and high pH water. Secondly, you need to be super careful that you clean them thoroughly to avoid introducing any unwanted flora or fauna into your water feature.

Many folks shop around and add tropical water lilies, papyrus, Louisiana iris varieties, etc., to their pond. Some people are even experimenting with food plants. The more diverse the plant mix in the pond, the less chance string algae has of taking hold. And it's a marvelous place to garden when it's 110° outside!

When your pond or water feature is new (less than 6 months old), you may need to add a fertilizer tab when you introduce a new lily or marginal plant. Otherwise, we don't recommend fertilizer for the aquatic plants because it's also a source of food for string algae - the "weed" in your water garden.



Nothing in the world is more flexible and yielding than water. Yet when it attacks the firm and the strong, none can withstand it, because they have no way to change it. So the flexible overcome the adamant, the yielding overcome the forceful. Everyone knows this, but no one can do it." Water flows humbly to the lowest level..

Lao-Tzu, Chinese philosopher (6th century B.C.)



HOW DO I KEEP THE WATER CLEAR?

Magic. 😊

A little over a century ago, everything visibly affected by objects too small to see (microscopic) was considered by most people to be magic. Mother Nature employs a plethora of microscopic organisms in her efforts to clean up the earth's water. The Pond Gnome installs a specific system known in the industry as an ecosystem pond, or organic water garden, which is the best possible environment for Mother Nature's micro janitors to thrive. Once your ecosystem is healthy and established, your pond water quality will mostly take care of itself seemingly like magic, and you won't need to do anything but garden the plants.



With living ecosystem ponds, we use a combination of beneficial bacteria and enzymes to give the zooplanktons (the good guys) everything they need to do their job. And their job is to eat up the bad stuff that would turn your water into pea soup. It's really pretty simple.



Take counsel in wine, but resolve afterwards in water.

Benjamin Franklin



PONDLESS WATER FEATURE OPTIONS

Do you just need a sanctuary to come home to? Want to feel like you're on vacation every time you come home? In today's techno-filled, scheduled-to-the-minute world, it sure is nice to come home, kick off the shoes, grab a cold (or hot) refreshment, and put your feet up for a few minutes! Instead of grabbing for the remote to turn on the news, wouldn't it be nice to listen to birds and frogs while you watch beautiful fish float around in a living pond? Or perhaps curling up with a good book and a babbling brook would sooth your nerves.

We know just how you feel! We understand that not everyone wants a roaring waterfall, that sometimes you just need the sound of water to calm you down. The Pond Gnome knows how to work with rock to get just the right amount of sound for hearing it through an open window while you sleep, while not driving you out of your own yard with too much noise.



When you put your hand in a flowing stream, you touch the last that has gone before and the first of what is still to come.

Leonardo da Vinci



FISH PONDS

Ponds in the Phoenix desert?!?! Absolutely! Riparian areas are scattered throughout the Sonoran desert, providing respite. These include ponds, streams, and waterfalls.

Desert-wise landscaping does NOT have to be a barren wasteland with a few cacti punctuating the scenery. Nor does a tropical atmosphere require temperature-tender water-hungry plants ill-equipped to handle our alkali native soil. You can have an outdoor environment that reflects a contemporary, more enlightened use of the land surrounding your home – for the betterment of the Earth AND your own well-being.



Water is H₂O, hydrogen two parts, oxygen one, but there is also a third thing, that makes water and nobody knows what that is.

D.H. Lawrence, *Pansies*, 1929



RECREATIONAL PONDS

While landscape ponds are water features not intended for swimming in the traditional sense, many people are building ponds large enough to get in and interact with their fish. Some people commission these to be built from scratch, and others simply convert their existing pool system.



A man of wisdom delights in water.

Confucius, Analects



FOUNTAINSCAPES

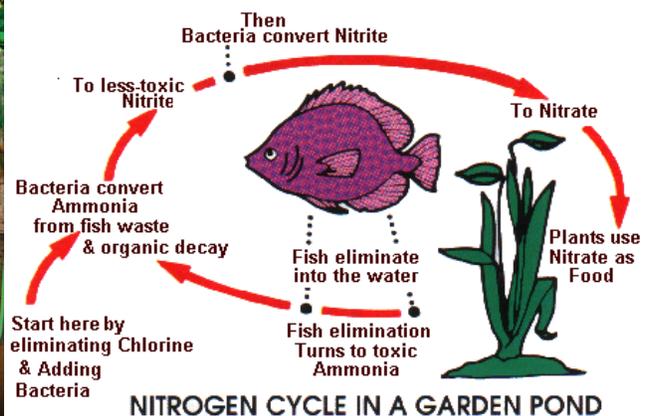
Unlike a fountain you purchase from the big-box store and install yourself, fountainscapes have limitless possibilities! Would you like a small courtyard fountain? Or a unique fire & water patio fountain? Or an awe-inspiring backyard creation to make your friends and neighbors pea-green with envy? You tell us!



How Does The Pond Gnome Make the Magic Happen?

An ecosystem pond is both simple and complex. The simple part is copying Mother Nature's recipe. The complex part is proper design to get the proportions right. You need biological filtration, mechanical filtration, plumbing & circulation, and the right recipe of rocks, plants, and fish.

Simple, right? Well, except for the rock stacking artistry. That's a learned skill that can take years and dozens upon dozens of builds to perfect. Doing this since 2000, we've pretty much got a handle on how this thing works!

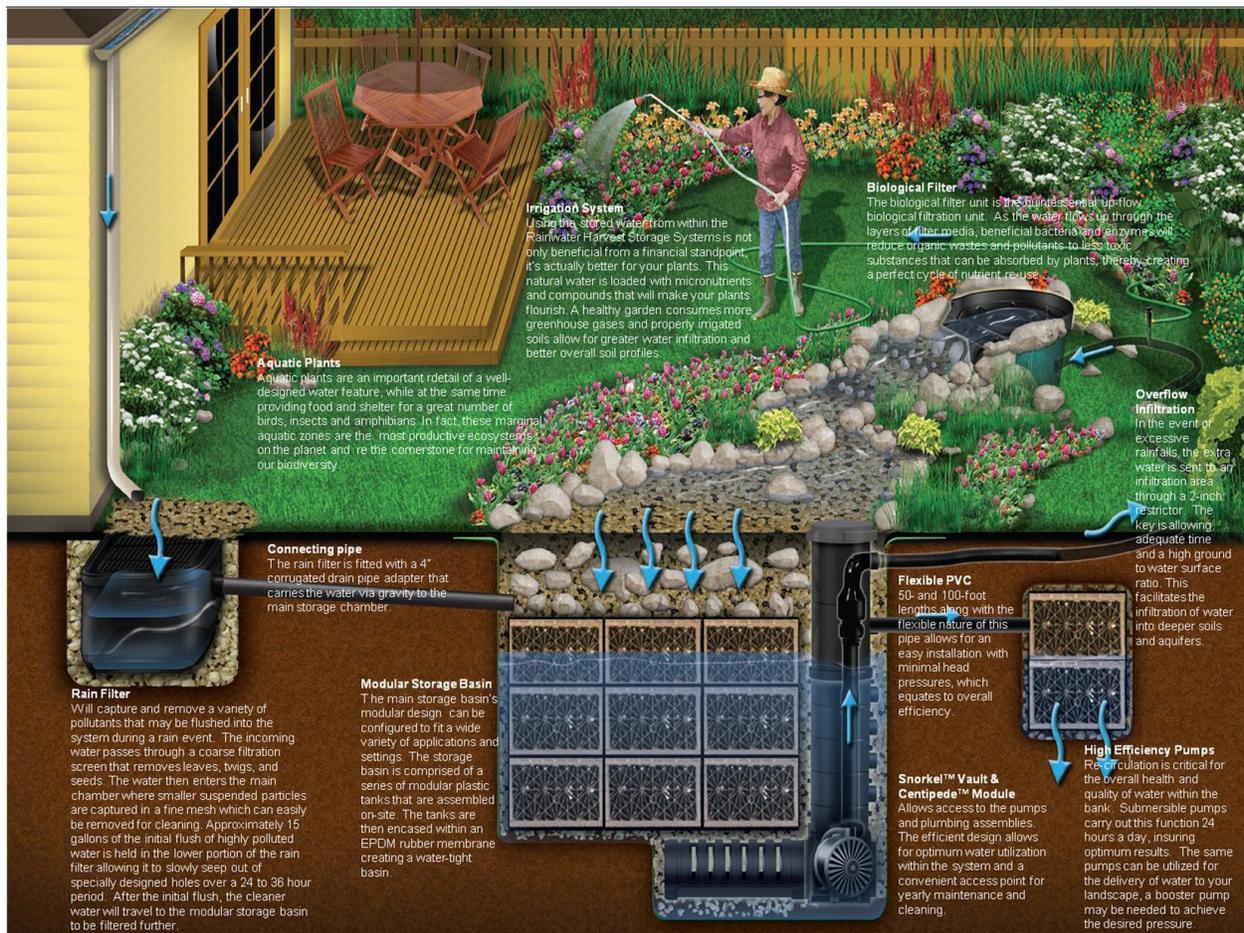


GO GREEN (NOT THE WATER) WITH RAIN WATER HARVESTING

We all want to be better stewards of the earth. However, not everyone is willing and/or able to grow their own food. Not everyone can afford to build, or re-build, their home completely from renewable resources. And most HOAs frown on chickens and bee hives on your property, as well as traditional rain barrels.

Have you wondered how you could get involved in the “Green” movement, but you’re just not sure what you could do? Believe it or not, you could create a riparian environment that would help replenish our disappearing native wetlands and wildlife respites right in your own yard! Yes, even if you live in an HOA.

The Pond Gnome can design and build a rainwater harvesting system that even your nosiest neighbors won’t know is there!



FOUNTAIN ADD-ON OPTIONS

Want the best of both worlds? Yeah, we do, too! A fountain feature can be added into just about any water feature project to add major drama or just a bit more interest.



STREAM ADD-ONS

Whether a pond or waterfall is the main feature, a babbling brook is a wonderful option to add more interest and water movement. Using Feng Shui philosophy, we can draw that money energy right to your door! Or maybe you just want to curl up with a good brook...



The mystery of language was revealed to me. I knew then that 'W-A-T-E-R' meant the wonderful cool something that was flowing over my hand. That living word awakened my soul, gave it light, joy, set it free.

Helen Keller, *The Story of My Life*



INTAKE BAY UPGRADE OPTION

No matter how large and convenient they make them, skimmer baskets always need attention at least once a week. If this is too frequent, what about upgrading to an intake bay? They only need attention about once a month or so, just reach down and scoop up the debris. All gone!



"I LOVE, LOVE, LOVE IT AND ENJOY MANY HOURS JUST LISTENING TO THE WATER, OR WATCHING HUMMINGBIRDS TAKE BATHS, OR HAVE A QUICK DRINK. YOUR GUYS WERE ALL AWESOME, TIMELY AND PLEASANT TO WORK WITH. THE ENTIRE EXPERIENCE WAS BEYOND MY EXPECTATIONS. THANK YOU SO MUCH!"

Shelly Hanson, Scottsdale AZ, baiyujao1@gmail.com, 503-593-5523

FLOOR JETS OPTION

This is a must if you want large fish! If predators are a concern, building the pond deeper and with more wall caves will give the fish somewhere to hide. Adding floor jets makes sure that water circulation doesn't suffer.



"MY HUSBAND, WHO BEGRUDGINGLY GAVE IN TO MY PLEAS FOR A POND, NOW THINKS IT'S THE BEST INVESTMENT WE EVER MADE. WE HAVE SPENT MORE TIME IN THE BACK YARD IN THE PAST MONTH THAN IN THE 13 YEARS WE HAVE LIVED IN THE HOUSE! I AM SHARING PHOTOS WITH MY COWORKERS AND ENTHUSIASTICALLY PRAISING THE POND GNOME!"

Syndi Reeder, Glendale AZ, syndireeder@gmail.com, 602-402-7804

LIGHT UP THE NIGHT!

Anyone who works all day or has a busy life might only get to enjoy their water feature in the evening hours. And in the summer here in Phoenix, it's really about your only choice!

A couple of lights (depending on the size of the feature) are included with each water feature package, but talk to your consultant about some cool upgrades, such as color-changing lights.



HOW DO I MAINTAIN THIS THING?

Good news: you don't have to! We offer a complete bumper-to-bumper service and warranty package for people who simply want to come home to their feature and enjoy. Our Platinum Maintenance Program is truly a no-worry water feature service package.

We also have bi-weekly, monthly, and quarterly programs available for folks who want to do some of their own maintenance, but want the peace of mind of having us check on things and do some of the heavy lifting. We also offer an annual cleaning service, as well as have instructions on our website for those who want to tackle that task on their own. We even offer pond sitting services for our clients who travel or are only in town part of the year.

Like to garden? No problem! What better place to garden in the 110f sunshine than in the water? We show you how to do it, have videos in our YouTube Help Library, and even hold a free class once a year at our showroom. We won't leave you hanging.

Water Feature Maintenance Programs



22767 N. 104th Ln.
Peoria, AZ 85383
(623) 572-5607
(623) 572-0483 Fax
PondGnome@outlook.com
www.PondGnome.com

PLATINUM PROGRAM*: The "I don't want to have to do a bloody thing" program that takes ALL the worry out of your life. It includes an extended bumper-to-bumper warranty (CAC-built ponds, after 6-month exclusion period), so all you do is come home every day and enjoy your

* 3-month minimum commitment to service

All programs include:

- System check
- Remove debris as needed
- Clean pump and filter as needed
- Adjust/clean underwater lights & check transformer
- Aquatic plant gardening within allotment of time for each program
- Automatic scheduling of visits with email reminder day before
- Priority scheduling of any service call outside the program

Waiver of Liability
All Pond Gnome technicians will use the utmost care and respect while dealing with your water feature, using only natural, safe water treatment products. However, we cannot warranty the health of the fish and cannot be held responsible for unusual mishaps.

Sign Me Up for the Following Service for my CAC-built Pond:

	Monthly Visit	Bi-weekly Visit	PLATINUM PROGRAM Weekly visit
Less than 200 sf	<input type="checkbox"/> \$135/mo	<input type="checkbox"/> \$215/mo	<input type="checkbox"/> \$265/mo
200—400 sf	<input type="checkbox"/> \$215/mo	<input type="checkbox"/> \$290/mo	<input type="checkbox"/> \$345/mo
400—600 sf	<input type="checkbox"/> \$370/mo	<input type="checkbox"/> \$475/mo	<input type="checkbox"/> \$525/mo

Quarterly Visit: \$100 per man hour, with a one-hour minimum

All new contracts subject to a clean-up fee, depending on condition of pond.
Services are billed on the last day of the month for weekly/bi-weekly, and upon completion for monthly.
Algae treatment applications charged separately at \$25 per pound.
For a non-CAC built pond, please call for quote — does not include extended warranty on non-TPG products.

Simply Beautiful! Beautifully simple!



Name: _____

Address: _____

City, State, Zip: _____

Phone: _____

Phone: _____

E-Mail: _____

VISA Mastercard AmEx Discover

Card Number: _____ Exp. Date: _____ CVV: _____

Signature of cardholder: _____

EMERGENCY POND PROCEDURES

We also include these in your welcome package, as well as have them on our website. These are simply fixes you can do to alleviate an emergency situation.

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.

Leak Detection – If the level of your pond is dropping, troubleshoot as follows: Turn off the water to the pond and unplug the pump, monitoring the water loss overnight. 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.



"I LOVE MY NEW TURTLE AND FISH POND! EVEN THOUGH MY PROJECT WAS SMALL, PAUL MADE SURE IT LOOKED TOTALLY CHARMING. FOR A YEAR, MY "POND" CONSISTED OF A KIDDIE POOL AND UNATTRACTIVE FILTER SYSTEM. I SPENT A LOT OF TIME TAKING CARE OF IT. I KNOW ROADY, MY TURTLE, AND HER FISH FRIENDS ARE SO MUCH HAPPIER AND SO AM !!!!!"

Diana Rucker, Tempe, AZ

RESOURCE LIST

You may need some help with a few things that our contractor license doesn't cover, or with services that we don't offer. Here are some people that we have worked with and trust:

COMPANY	CONTACT	PHONE	SERVICE/PRODUCT
Az Water Garden Oasis	Veronica Helton	623-239-8226	Aquatic plants
Blackwater Koi Farms		352-357-4563	Koi
CYC	Mark/Chris	480-539-2597	Design & LS installation
Integrity Tree Service		602-788-0005	Tree care from roots to leaves.
Koiman	Joe	623-687-7400	Koi, water lilies, etc.
Proven Electrical Concepts	Brian Beckles	623-824-3227	Electrician
Signature Gate Systems	Kevin	602-695-3484	Welding, etc.
Thunderbird Plumbing		602-440-3302	Plumbing



"HAD A BEAUTIFUL INNER COURTYARD LARGE KOI POND INSTALLED BY THE POND GNOME. FROM THE BID TO THE FINAL INSTALL, EVERYTHING WENT GREAT. ALL PERSONNEL WERE FRIENDLY, KNOWLEDGEABLE, AND VERY TIDY. THEY INSTALLED IT VERY QUICKLY EVEN WITH THE RAIN. IT EXCEEDS OUR EXPECTATIONS. THE WATERFALL AND ROCKS THAT COVER THE EQUIPMENT IS GORGEOUS TO LOOK AT AND LISTEN TOO. THE POND, FISH AND PLANTS ARE WONDERFUL. WE COULDN'T BE MORE PLEASED. WE WOULD DEFINITELY RECOMMEND THEM TO ANYONE WANTING A BEAUTIFUL AND HIGH QUALITY POND."

Lisa Shukla, lshukla@caiaz.com, 602-692-2722



WATER FEATURE BUDGET PLANNER

This worksheet is designed to simply give you an idea of what's possible so that you can work out your budget and wish list before your consultation appointment. It's a good idea to cuss it and discuss it in private prior to the consultation appointment so that we can get a clear picture of your desires and expectations.

What type of water feature do you want?

Small Goldfish pond starting at \$8,500	\$ _____
Medium Goldfish pond starting at \$12,500	\$ _____
Small Koi pond starting \$20,000	\$ _____
Medium Koi pond starting at \$23,000	\$ _____
Large Koi pond starting at \$30,000	\$ _____
Recreational pond starting at \$80,000	\$ _____
Pondless waterfall starting at \$6,500	\$ _____

Would you like stream with that?

_____ lineal feet @ \$350 (3' width avg) \$ _____

How about a fountain feature to add interest and/or drama?

Small fountain starting at \$725	\$ _____
Medium fountain starting at \$1,000	\$ _____
Large fountain starting at \$1,650	\$ _____

Skimmer or intake bay?

Skimmer is included in base price

Intake bay to make maintenance even easier and less frequent @ \$3,500 \$ _____

Floor jets?

Starting at \$1,200 \$ _____

Extra lighting for being entertained at night?

_____ 1-watt waterfall lights @ \$75 each \$ _____

_____ 1-watt bullet lights @ \$75 each \$ _____

_____ 3-watt bullet lights @ \$175 each \$ _____

Plant package?

Small pond starting at \$225 \$ _____

Medium pond starting at \$550 \$ _____

Large pond starting at \$900 \$ _____

Recreational pond starting at \$1,500 \$ _____

Let's add this up to make sure it's within the budget: \$ _____

Considering a professional maintenance package?

Platinum Worry-Free (includes extended warranty on all parts & labor)

Small \$275/month

Medium \$365/month

Large starting at \$550/month

Bi-weekly

Small \$225/month

Medium \$300/month

Large starting at \$500/month

Monthly

Small \$140/month

Medium \$225/month

Large starting at \$385/month

Quarterly

\$105/hour with a one-hour minimum each visit