



Troubleshooting

If your pump isn't working at all, please start by checking the connection between pump and power source. Then test the pump's switch: turn it in each direction just until you feel resistance, then switch it in the direction of the arrow engraved on the switch (it should normally only be switched in this direction.) If the pump turns on momentarily, you'll know you have a problem with your switch.

If your water pressure isn't as it should be or your pump is making noise, please start by making sure the pump is not standing directly under the back flowing water (so under the hole with the metal sieve), as the pump will pull in air from the aerated water causing it to behave strangely. If this is OK and your problem is pump noise, your next step will be to clean your pump's intake grid/filter and, if this still doesn't help, follow the directions for cleaning your pump "from the inside out" (dirt is the most frequent reason for noise.)

The most common cause of impaired water flow is a clogged filter. To test whether this is the problem, start by turning off the fountain, taking the cartridge or charcoal bag out of its housing, closing the housing again, and then turning the fountain back on. Or push the tube coming from the pump directly into the spout, bypassing the filter. If you have normal water flow now, depending on the type of filter:

- replace your 360 cartridge (note: occasionally bad batches don't let the water through even when new)
- replace your charcoal, make sure your charcoal isn't overfilled, wash the bag and clean any sieves (if you have a dental jet, so Waterpik, that's a great way to clean them.)

If the filter appears to be O.K., the next step would be to make sure the spout is clear. If you disconnect the hose to the bottom of the spout, can you blow through the opening easily? If not, you may use a pipe cleaner to dislodge any obstructions that may be in the channel.

If the filter is fine and the spout is clear, check the tubes next. Please make sure the one pushed into the filter cartridge is not in so far as to obstruct it, and that you can blow through all tubes.



If the filter, spout and tubes are all fine, then please follow the instructions for cleaning your pump "from the inside out". Once you have cleaned the pump like this, try it in your sink with 3 inches of water; the water spray should extend about 1.5 inches over the surface of the water with a 6 volt power supply, or 1 inch with a 4.5 volt power supply.

If you get this result, your fountain should be back to normal once you have reassembled it.