



# Section 7: Troubleshooting

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## Case 1:

### A new installation... 1st time start-up... pump runs out of water in the filter tank

#### Cause:

The water level in the pond is too low or the skimmer is too small for the volume of water being pumped.

#### Solution:

**Pond System** - Add water to the system to increase the depth of water over the skimmer.

**Vanishing Water™ System** - Add an additional containment tank or reduce the pumping volume.

## Case 2:

### The waterfall cycles on and off

#### Cause:

The optional pump-float switch inside the filter tank is signaling that the water in the tank is too low and needs to be replenished. This is caused by evaporation, water splashing outside of the waterfall, or filter baskets in need of cleaning.

#### Solution:

Add water.

## Case 3:

### The pump runs but does not pump water

#### Cause:

- A. The filter baskets are full.
- B. The water level in the filter tank dropped too low causing air to be drawn into the pump resulting in an air lock within the pump.
- C. Small orifice pumps used in conjunction with large mesh filter baskets can sometimes become plugged with debris within the filter chamber.

#### Solution:

- A. Clean the filter baskets.
- B. Turn the pump off wait a few seconds then turn it on again. Try this a few times and if this doesn't solve the problem remove the discharge flex-coupling above the pump to release the air, reconnect and restart the pump.
- C. Turn off the pump, remove the pump and clean the pump of debris.

## Case 4: The pump does not run

### **Cause:**

- A. There may not be power to the pump.
- B. The optional pump-switch may have become stuck in the off position.

### **Solution:**

- A. Make sure there is power to the pump.
- B. If your system has an optional Pump shut-off switch, unplug the pump switch from the outlet and plug the pump directly into the outlet. If the pump now runs.. check the float switch for obstructions that may be keeping it in the down or off position.