



**Woodstock Chimes®**

## **WOODSTOCK WATER SCULPTURE FAQ**

**- Can I turn off the lights on the Woodstock Water Sculptures?**

Yes, simply unplug the LED light electric supply cord. This will not affect the water pump.

**- Can I turn off the water and just have the lights?**

Yes, simply unplug the water pump electric supply cord. Leave the LED light supply plugged in.

**- Why do you say to use distilled water?**

Distilled water contains no minerals. Over time, mineral deposits can cause water pump failure and discoloration of the fountain.

**- How do I clean my Woodstock Water Sculpture? What's safe to use?**

The granite finish fountains need minimal cleaning care. Mineral deposits, dirt and algae can be cleaned with a cloth dampened in slightly soapy water.

**- Why is the tube sticking out of the top of my Woodstock Water Sculpture?**

These handmade fountains may have minor variations in height, which can result in the pump supply tube being too long. If you are certain this is the case, carefully cut the excess tubing with a scissors or sharp knife.

**- My pump doesn't reach the bottom of the fountain base, is that a problem?**

These handmade fountains may have minor variations in height, which can result in the pump supply tube being too short. This is not be a problem as long as the pump is firmly attached to the tube and the pump remains under water (you should check your water level regularly). If the pump will not stay connected to the tube, call our customer service number and ask for a replacement supply tube.

**- There's no water coming out, but I can hear it running - what's going on?**

If the pump is plugged into your electric supply and you hear water running, the pump is functioning properly. If no water is coming out of the fountain, the pump is not attached to your water supply tube. Turn off the pump and re-attach the tube to the pump.

**- The water isn't really running very fast in my fountain; what can I do?**

All pumps have an adjustment lever. If you do not have enough water coming out of the fountain, turn off your fountain, remove the pump and move the lever toward the + marking on the pump.

**- My Woodstock Water Sculpture is splashing; what can I do?**

If your fountain is splashing water, the pump is probably set too high. All pumps have an adjustment lever. Turn off your fountain, remove the pump and move the lever toward the – marking on the pump.

**- My Woodstock Water Sculpture is leaking from the bottom; what can I do?**

If your fountain has a pvc pipe for channeling your electric cables to the bottom of the fountain base, you should also have a black cap for the top of the tube. If the black cap is not securely attached to the top of the pvc pipe, water can leak from the bottom of the fountain.

**- If the fountain is granite, how come it's so lightweight?**

Woodstock Water Sculptures are made with a special process that combines real granite with fiberglass and resin. The result is a strong, lightweight and attractive fountain.

**- There's water running down the power cord, isn't that a hazard?**

There should not be water running down the power cord. Be sure to make a drip loop ahead of your electrical outlet. The cord should loop lower than the outlet.