



Water Fountain Instruction Manual



MODEL: FF049-BS INCLUDE: LED LIGHTS & PUMP

2026.V2

Thank You for Purchasing FORFAR® Fountain

Contents

- Introduction..... Page 1
- Assembly Instructions..... Page 2
- Warranty & Return Policy..... Page 3
- Electrical safety..... Page 3
- Maintenance & Care..... Page 4
- Water Pump Maintenance..... Page 4
- Troubleshooting..... Page 5
- Frequently Asked Questions (FAQ)..... Page 6

Introduction

Your ForFar fountain is built to meet the highest standards of performance and safety.

If you require any additional assistance, please contact our support team through the help section of your point of purchase. We will be happy to assist you.

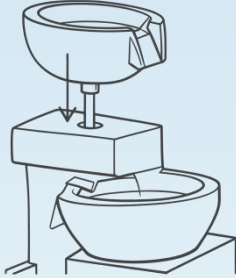
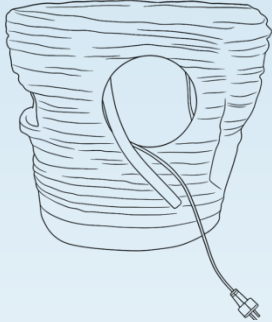
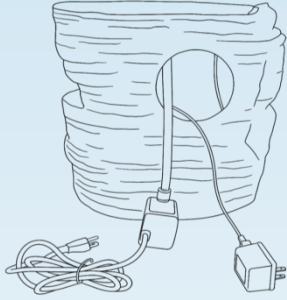
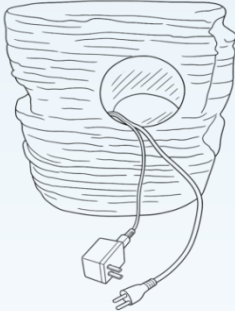
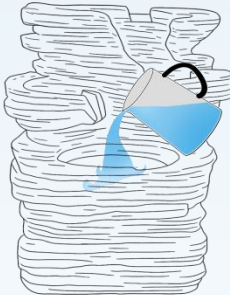
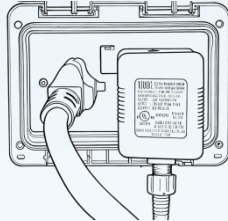
Email: support@forfar-group.com

Official Website: www.forfar-group.com

ASSEMBLY INSTRUCTIONS

Components	Quantity
Fountain	1
LED Light	1 set (Pre-installed)
Pump	1
Transformer	1

⚠ Always handle components carefully during assembly.

 <p>If a separate KD part is included, connect it to the fountain body along with the water pipe, ensuring the pipe reaches the bottom.</p>	 <p>Cut any nylon ties. Gently pull out the water tubing and the internal LED wire(s) by reaching into the back opening of the fountain.</p>	 <ol style="list-style-type: none"> 1. Connect the water tube to the outlet nozzle of the pump. 2. Push the cable with two pins firmly into the transformer socket. Screw the plastic waterproof collar over the connection tightly to prevent water ingress.
 <p>Place the pump back into the reservoir, close the cover door securely and feed the pump power cords through the designated cut-out slot at the back of the fountain to prevent entanglement or obstruction by the door.</p>	 <p>Pour the water into the fountain, be sure to pour an appropriate amount to avoid overflow, it's crucial to ensure the pump is completely submerged in the water.</p>	 <p>Plug in the LED power cord and the pump cord to a suitable power supply. For safety, ensure the plugs remain dry at all times and keep the power source in a dry location away from water.</p>

Important:

- Check the water level every 48 hours and refill if needed, as water may decrease due to evaporation or splashing.
- When using the fountain for the first time, air may be trapped inside the pump. It can take several minutes for the air to be released before the water flows smoothly.

WARRANTY & RETURN POLICY



Return Policy

- **Within 30 days of purchase:** Free return shipping for qualified issues.
- **After 30 days:** Buyer is responsible for return shipping costs.
- **Non-quality related returns:** Buyer is responsible for **50% of the return shipping costs**.
- **Price protection:** If you find a lower price within 30 days of purchase, you do not need to return the product. Please contact us to receive a refund of the price difference.
- **Return process:** Please return the product using the Amazon return label or the return label provided by us.



Warranty Terms

- 30-Day Free Return Policy.
- **1-Year Limited Warranty** covering non-artificial (non-human-caused) damage.



Not Covered Under Warranty

- Damage due to improper maintenance, lack of water, or dry operation.
- Damage from freezing, extreme weather, or accidental damage.
- Pump failure due to clogging, burning smell, or scale/algae buildup.
- Surface discoloration, paint peeling, or damage from limescale, algae, or frost.
- Natural wear and tear.

ELECTRICAL SAFETY



Warning

- **Pump waterproof rating:** IPX8
- **Light cord waterproof rating:** IPX6
- **Never submerge the transformer** or allow it to stand in water.



Caution

- The transformer may become **warm during operation**; this is normal and does not indicate a fault.
- **Prevent pump damage:** Always keep the fountain filled with enough water. Refill promptly to avoid long periods of **dry running**, which may cause overheating and shorten pump life.



Tips for Outdoor Use

- Ensure the outdoor power outlet is **weatherproof** with at least an **IP66 rating**.
- For added protection, connect the fountain to the power supply through a **Residual Current Device (RCD/GFI)** (Ground Fault Interrupter). These are widely available in DIY stores.

MAINTENANCE & CARE

Fountain Care Guidelines

- **Winter Care:** If possible, bring the fountain indoors (e.g., garage or shed).
- If freezing conditions are expected, **drain all water completely** to prevent cracking or damage.

Fountain Cleaning Tips

To empty the fountain for cleaning or winter storage:

- **Small fountains:** Invert and allow water to pour away naturally.
- **Large fountains:** Use a large sponge or siphon pipe to remove water.
- **Always switch off power** before cleaning or performing maintenance.
- **Note:** Water stains may be present. This does **not** indicate that the fountain is second-hand. Testing water may not dry completely before repacking, which can leave marks when opening the package.

WATER PUMP MAINTENANCE

How to Adjust Pump Flow

- **Always disconnect** the electrical mains supply before adjusting or touching the pump.
- The pump flow can be adjusted using the regulator located on the **inlet** of the pump.
- Flow adjustment range: **up to 30%**.
- **Turn clockwise** for full flow.
- **Turn counter-clockwise** for reduced flow.

How to Clean the Water Pump

		Gently pull the water pump's inlet housing outward to open.			Turn counterclockwise to loosen and open the pump valve.
Carefully take out the pump shaft and motor assembly.		Use a cleaning tool to clean the shaft, motor, and the internal space.		Reinsert the shaft and motor into place, and ensure all parts are securely assembled before use.	

TROUBLE SHOOTING

Issue	Possible Cause & Solution
Pump not working	<ul style="list-style-type: none"> • Ensure the pump is fully submerged with at least 2 inches (5 cm) of water above it. • Check flow control valve is open. • Clean pump impeller/ intake of blockage. • Check power connections (outlet, transformer, pump plug).
Low water flow	<ul style="list-style-type: none"> • Water level too low. Top up. • Pump or tube blocked. Clean pump and tubing. • Flow control valve set too low. Adjust.
LED Lights not working	<ul style="list-style-type: none"> • Check transformer connection is tight and secure. • Check LED wire connection inside fountain. • If only some LEDs are out, they may be faulty; contact support.
Water Leakage	<ul style="list-style-type: none"> • Ensure fountain is on a level surface. • Do not overfill the basin. • Natural evaporation occurs; top up regularly. • If leaking from a seam, use waterproof sealant for repair (may qualify for partial compensation - contact us).
Flickering Lights	<ul style="list-style-type: none"> • Often caused by algae or mineral scale on LED contacts. Clean pump and fountain.
White/Green Residue	<ul style="list-style-type: none"> • Mineral deposits (limescale) or algae growth. Not a defect. Clean fountain and pump regularly. Use distilled water to minimize scale.

Frequently Asked Questions (FAQ)

Q1: How much water should I add to the outdoor fountain?

A: Ensure the water level is **above the pump** so it can operate smoothly, but **do not overflow**. A removable panel at the bottom indicates the safe maximum level.

Q2: How often should I change the water?

A: It is recommended to change the water every 3–5 days, or more frequently in hot weather, to keep the water fresh and prevent algae growth.

Q3: Are the power cords for the pump and lights completely waterproof? Can I place them inside the product?

A: Yes. The cords are waterproof. Be sure to **tighten the waterproof connectors**. If you are unsure, please **contact us**.

Q4: If I need phone support, what should I do?

A: After-sales support is primarily provided through **Amazon**. Go to **“Your Orders”** → find this item → click **“Get help with order”**. We can arrange further assistance from there if needed.

Q5: What should I do if the water flow becomes weak?

A: Make sure the pump is **fully submerged** and that the water inlet is **free of debris**. Regularly clean the pump to maintain optimal performance.

Q6: How do I clean the fountain and pump?

A: Turn off and unplug the unit. Rinse the fountain and pump with **clean water** and gently scrub away debris. Avoid harsh chemicals.

Q7: Can I repaint or touch up the resin surface if it gets scratched?

A: Yes. Use **outdoor-grade acrylic paint**. Ensure the surface is clean and dry before painting.

Q8: Is the resin material durable for outdoor use?

A: Yes. The fountain is made of **high-quality resin**, designed to be **durable, weather-resistant, and suitable for outdoor environments**.

Q9: Can I use distilled or tap water?

A: Both are acceptable, but **distilled water is recommended** to minimize mineral buildup and extend pump life.

Q10: How should I clean the resin surface?

A: Use a **soft cloth or sponge with mild soap and water**. Avoid abrasive brushes or harsh cleaners to prevent scratching.

