



## FAQ

**The fountain is running properly but the water is coming out uneven from the spout.**

You may need to level out the fountain. You can do this by placing a thin piece of cardboard on one side of the fountain.

**How do I clean the fountain bowls?**

Wipe clean with a rag. Do not scrub. Do not use bleach or other harsh cleansers.

**Why does my battery door have a hole in the corner?**

This is to allow for a cord for an optional solar remote control.

**My fountain was running fine. Today I turned it on and it runs for a few minutes but then turns off.**

It is time to charge the battery.

**I have charged the battery for 12-14 hours and the light won't go off.**

The battery will be charged. Put it back into the fountain and run it.

**I live in a cold environment. Can I leave the fountain outside during the winter?**

During the cold winter months it is a good idea to store away the fountain. First, charge the battery completely. Store the fountain and battery in a cool, dry place away from heat.

## Where do I want to position the water pump?

To ensure that the water pump is getting sufficient water flow, you will want to leave about 6" (15cm) of cord between the water pump and the water seal inside the pipe in the middle of the large bowl. Always remember, the water pump must be submerged in water to work properly.



As you can see in the sequence of images above, there is a small length of cord between the water pump and the water seal; giving you enough slack to attach the water pump to the feeder tube inside the fountain bowl while allowing the pump to hang in place, submerged in water when water is added to the fountain.

## I can hear the water pump running, but water is not flowing from my fountain.

You may need to prime the water pump for your fountain. To do this, remove the fountain bowl and disconnect the water pump from the feeder tube inside of the fountain bowl. Then follow the directions below:



Submerge the water pump in the large bowl and gently shake the water pump under water until there are no air bubbles coming from the vents on the side of the pump.

Turn your fountain on by pressing the power button towards the top of the base.

When the pump is running, you should see water flowing from the top of the pump, as shown.

If not, check the connection to the battery to make sure it is snug.

If your pump is cycling water, go ahead and reconnect the water pump to the fountain bowl and then replace the fountain bowl in the middle of the large bowl.

If you still do not see any water activity, please go to our website:  
[www.berninifountains.com](http://www.berninifountains.com)