



INSTRUCTION MANUAL AND WARRANTY FOR PONDPRO POND PUMPS

Thank you for purchasing this quality PondPro Pond Pump.

Please read and follow these instructions to gain the best performance and life-span out of your pump.

APPLICATION

1. PondPro Pond Pumps have been manufactured with advanced technology to provide the user with a quality pump for aquariums, fountains, ponds, waterfalls, pond filters and hydroponics, either completely submerged or inline. The pump can be used in non-chemically polluted water at a temperature between 5°C and 35°C. Use with other liquids is strictly prohibited and voids all warranty. Performances are measured without filter or fittings.
2. PondPro Pond Pumps are not self-priming, therefore the pump cannot pump water up from a lower level when used in-line, it must have “flooded suction” –the pump inlet must always be BELOW the top level of the water.
3. PondPro Pond Pumps have a single moving part; the impeller, enabling easy cleaning and maintenance.
4. The Motor unit and electronics are encapsulated in epoxy, ensuring safe operation with the motor never requiring lubrication.

IMPORTANT SAFEGUARDS

To guard against injury, basic safety precautions should be observed including the following.

1. The pump should be used with water only. Do not use the pump to pump petroleum products or any other liquids or chemicals, or water with chemicals added – other than treatments that are intended for use in ponds and aquariums.
2. Do not use the pump without water at any time as permanent damage will occur.
3. Do not operate pump if the pump or any of the components of the pump such as the power cable have been damaged in any way.
4. In the case of aquarium use, the drip loop method should be used to prevent water from travelling down the cable onto the plug or power point. If the plug or receptacle does get wet, do not unplug the cable. Turn off the circuit breaker that supplies the power to this power point. Then unplug and examine the plug and power point for presence of water. If the power point has become wet, you should consult an electrician before using the power point again.
5. Always use a properly grounded power point on a dedicated, separate circuit, protected by an integral RCD (Safety Switch). It is always necessary to comply with the regulations of your local electricity authority and that any electrical work is carried out by a licensed electrician.
6. Always turn the power off at the power outlet and unplug the pump from the power point when not in use or before performing any servicing or maintenance on the pump. Never pull on the cable to disconnect the plug from the power point. Grasp the plug and pull to disconnect.
7. Make sure the pump is securely installed before operating. The installation must keep the pump off the bottom of the pond to avoid silt entering the pump. The pump should be placed at a minimum of 0.15m below the surface of the water. If the pump is out of reach when it is in the water, attach a string or rope to use to retrieve the pump for the purpose of maintenance – do not pull on the power cable.
8. Do not install or store the pump where it will be exposed to direct sunlight or extreme hot and cold temperatures.
9. If it is necessary to shorten the power cable, or remove the sealed plug, this must only be done by a licenced electrician. It is critically important that the join/connections are thoroughly waterproofed. The bare ends of the cable where the 3 wires (active, live and earth) exit the sheath must be surrounded with a suitable silicone sealant. The reason this is necessary is that condensation/moisture can seep down inside the cable sheath causing premature motor failure that will not be covered by warranty. Do not “Hard-wire” PONDPRO POND PUMPS, they must always be connected to the power supply by way of a normal 3-Pin Plug. Please refer also to clause 15 regarding ease of removal and replacement.

10. Care should be taken to arrange the power cable so that it cannot be accidentally tripped on or pulled, and is protected from damage and interference by children, pets or wildlife. A protective conduit must be used to protect the electrical cables in outdoor installations. If you have excess cable, this must not be left in a tight coil, as this will cause voltage drop and premature motor failure that will not be covered by warranty.

11. Do not operate the pump on a timer that switches more frequently than twice per day. More than twice per day will cause premature motor burn-out and voids all warranty.

12. **IMPORTANT:** Your attention is drawn to the fact that special rules may exist in some local authority areas for pumps intended to be used in or at garden ponds and similar places. You must check with your local authority.

13. **IMPORTANT:** The pump must not be used in bodies of water intended for swimming or bathing or places where people may come in contact with the water. Always disconnect the power supply before removing the pump from the water, or performing maintenance to the pond, or touching the water of the pond or aquarium.

14. This appliance is not for use by children, or incompetent persons, or infirm persons, all of which should have parental or carer supervision at all times when near ponds or other bodies of water, and with electrical appliances of any kind.

15. **IMPORTANT:** No electrical appliances last forever. Therefore ALL installations of PUMPS must be constructed to allow the owner to easily remove the pump for servicing, and to easily remove the pump for replacement, warranty replacement or upgrading. The installation must NOT be constructed in such a manner that specialized tools, or paid tradespersons, or external paid contractors, are required to be engaged in order to remove and/or replace and/or refit the pump. Warranty replacement does not include such costs of removal and re-installation as we have no control over the method of installation.

MAINTENANCE - IMPORTANT NOTES:

1. Turn off the power and disconnect the power cable from the power point before performing maintenance. Remove the pump from the pond – DO NOT PULL THE PUMP FROM THE POND BY ITS ELECTRICAL SUPPLY CABLE. If the pump is out of reach when it is in the water, attach a string or rope to use to retrieve the pump for the purpose of maintenance.

2. The motor unit of the Pump is encapsulated with epoxy; therefore there is no need for lubrication of the motor.

3. The only serviceable item is the impeller set and the filter sponge (if fitted), no other maintenance is required.

4. If the cable is damaged, have it inspected and repaired by a licenced electrician. If it is not repairable, the pump must be discarded, do not continue to use it.

5. For low-voltage pumps, the Transformer has no serviceable parts; if it is faulty or damaged it must be replaced. DO NOT ATTEMPT TO REPAIR.

IMPELLER MAINTENANCE

The complete impeller set is a wearing consumable part and is not covered by warranty unless it fails due to a product fault. Regular inspections, cleaning and maintenance of the impeller is necessary to ensure longer impeller life. If the impeller or impeller shaft becomes worn or damaged it should be replaced (available from your local dealer). Failure to do so may cause serious damage to the pump.

1. Turn off the power supply and remove the plug from power-point before performing maintenance.

2. a) Isolate (turn off) the electricity supply to the pump.

b) Remove the pump from the pond – DO NOT PULL THE PUMP FROM THE POND BY THE ELECTRICAL CABLE.

c) Remove the filter assembly, if fitted.

d) Remove the impeller cover by holding it and twisting the pump body. For pumps with the impeller cover with screws, undo the screws and gently prise the cover off.

e) Remove the impeller assembly. Take care not to lose or damage the rubber bushes, and some impellers have a small plastic washer at the end, loss of the washer will cause excessive vibration and noise and premature failure.

f) Do not take the impeller apart. It is not designed to be taken apart. If the impeller set does not work properly, the complete impeller set will need to be replaced. If the ceramic shaft is broken, the impeller must be replaced. These parts are available from your local dealer.

3. Wipe clean the complete impeller set to remove accumulated dirt, debris and deposits. Only rinse with water. Do not use soap or cleaning agents to clean the pump or impeller set, however if there is a heavy build-up of lime scale, follow step 4.

4. If necessary to de-scale the pump and impeller, follow the simple procedure below:

a) Remove the impeller following the steps listed at 2. a) to f) above.

b) Soak impeller assembly and motor overnight in domestic kettle descaler (readily available from Hardware stores and Supermarkets) following the manufacturer's instructions but DO NOT BOIL – use warm water only. After a maximum of 12 hours, rinse and re-soak for a short period to remove any remaining residue of lime or algae scale and rinse thoroughly with clean water. Repeat if necessary. Reassemble.

c) WARNING: - parts must be re-assembled in the correct order and surfaces must be clean.

DO NOT LUBRICATE IMPELLERS OR SEALS WITH ANYTHING OTHER THAN CLEAN WATER.

PUMP FILTER SPONGE MAINTENANCE

A filter sponge is supplied with some pumps to help prevent foreign objects entering the impeller chamber. Clean the filter sponge in a bucket of pond water at least twice a month or as often as is necessary depending on the conditions. Do not use soap or any other cleaning chemicals. The filter sponge is a wearing consumable part. If the filter sponge is worn or damaged in anyway, it should be replaced (available from your local dealer). Failure to do so may result in debris entering into and damaging the impeller set.

TROUBLE SHOOTING

Please follow these checks before returning for service, to save inconvenience to you.

1. PUMP STARTS & STOPS

Some pumps are fitted with a Thermal Overload (inside the motor unit) so that if the pump overheats, it will turn off for a time and then restart, so check the following before returning for service.

- a) Check impeller for damage, grit or blockages and reassemble if OK. Replace if damaged.
- b) Clean filter foam if clogged or blocked.
- c) Replace filter foam if worn or ripped.
- d) Check pipe work for obstructions.
- e) If all a) to d) are OK, return it to your nearest dealer if it is still in the warranty period, with your original purchase documentation - or an acceptable substitute - for replacement or refund.

2. PUMP STOPS AND WILL NOT START

- a) Check circuit breaker/safety switch is on.
- b) If circuit breaker or safety switch has tripped:
 - i. Check plug and power outlet for water/dampness. If there is water in plug or power outlet, call an electrician.
 - ii. For low-voltage pumps check the cable connections for water or dampness as this will cause it to 'short out'.
 - iii. If the cable is damaged, have it inspected and repaired by a licenced electrician.
 - iv. If i. , ii. and iii. are OK and the circuit breaker/safety switch continues to trip, **DO NOT USE THE PUMP**. If it is still in the warranty period, return it to your nearest dealer, with your proof of purchase documentation, for replacement or refund. The motor or the transformer (for low-voltage pumps) may be burnt out. If it is the Transformer, this may be replaced without replacing the pump.

3. FLOW FROM THE PUMP IS SLOW

- a) Check and clean filter foam.
- b) Check and clean impeller, refer to IMPELLER MAINTENANCE POINT 4. for instructions how to clean and descale the impeller and pump if there is a build-up of scale which will not simply rub off with water.
- c) Check any other items included in the pipe work, e.g. bio-filters, fountains etc for clogging or blockage.
- d) Check that the flow-control lever or tap or valve (if fitted) has not moved or been tampered with.
- e) "Slow" operation is rarely a fault with the motor or transformer, so check carefully before returning the pump.

2 YEAR REPLACEMENT WARRANTY CONDITIONS

1. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. If you are a consumer as defined by the Australian Consumer Law, you are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. The following conditions form part of the instructions and do not over-ride your statutory rights.
2. This warranty covers failure due to manufacturing defects within a 2 year period for PondPro Pond Pumps purchased and used in mainland Australia. In the case of a failure covered by warranty within 2 years, the pump will be replaced - or you can return it to the place of purchase for a refund.
3. Faults or losses or failure caused due to: Accidents, misuse, lack of maintenance, not following these instructions, damage caused by lightning strike/power surges/spikes/brownouts/operating the pump on power other than 240volts 50Hz mains power - are not covered by warranty.
4. The complete Impeller set (including shaft), Pre-filter Sponge if fitted, Seals and O-rings are all wearing items and therefore are not covered for "normal wear and tear". They are covered by this warranty if they are faulty due to a manufacturing defect.
5. Warranty will be void if any tampering or removal of identification labels or electrical cables has occurred.

6. In the case of a fault, refer to the Trouble Shooting Guide first. If these steps do not rectify the problem, then return the faulty appliance to the original place of purchase with proof of purchase - or an acceptable substitute - for replacement or refund. Alternatively mail us (PO BOX 650 MORNINGSIDE QLD 4170) or email customerservice@ascento.com.au with a copy of your purchase receipt, a photo of the product and a description of the problem, and your name and address and phone number - and we will review your request and send you a replacement directly if we accept your warranty claim. Do not send the product to us unless we ask you to do so.
7. If an exact replacement is not available, the closest equivalent product will be supplied at our discretion.
8. This product is guaranteed as fit for the purpose of use(s) as stated in these instruction manuals and for NO OTHER USE.
9. IMPORTANT: No electrical appliances last forever. Therefore ALL installations of PUMPS must be constructed to allow the owner to easily remove the pump for servicing, and to easily remove the pump for replacement, warranty replacement or upgrading. The installation must NOT be constructed in such a manner that specialized tools, or paid tradespersons, or external paid contractors, are required to be engaged in order to remove and/or replace and/or refit the pump. Warranty replacement does not include costs of removal and re-installation as we have no control over the method of installation.
10. This pump MUST NOT be installed in any manner that if it were to leak, or fail to work, that it would cause damage or loss to property or persons. It MUST be installed in a well-ventilated and drained area. All warranty is void if this condition is not heeded and no liability can be accepted in the case of damage or loss caused by failing to comply with this condition.
11. The Pump must be correctly earthed and connected to its own separate circuit, with an integral RCD (safety switch) in the circuit breaker. All warranty is void if this instruction is not followed.

Thank you again, for purchasing our product. We trust it gives you years of trouble-free water gardening enjoyment.

Made for: ASCENTO GROUP AUSTRALIA 37 Export St, LYTTON, QLD 4178 • P: 07 3893 5000 •
F: 07 3393 6095 • E: customerservice@ascento.com.au • W: www.reefe.com.au