



STONE
FORAS
NATURAL MATERIAL • TIMELESS DESIGN



Caring for your stone

Foras Stone is ideally suited to the British climate and will withstand heat, snow, frost, and ice. We have created a maintenance help sheet to ensure that you can enjoy your water feature, birdbath or bench for many years, all year round.

This guide is based on experience gathered over the last ten years from our show garden, over this period we have experienced temperatures from + 34 to -15 degrees Celsius.

If you have a Foras water feature, please pay particular attention to our tips on caring for your pump.

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Winter Care

Pre-winter maintenance

We would recommend cleaning the feature prior to overwintering.

Remove any debris from inside the water feature including leaves from around the pump inlet. This will ensure the water is circulating at the correct rate.

- Ideally vacuum out the reservoir via the access hatch to remove debris and grit which may have built up over the season using a suitable pond vacuum. Clean the filter housing on the pump.
- Top up the reservoir with fresh water.

During winter

Under normal conditions we would recommend leaving your water feature running continually, however winter care is dependent on two factors:

- **Weather conditions such as long periods of frosty weather**
- **Water feature size**

Weather Conditions

We recommend watching the weather forecast, the odd night frost will not affect the water feature as long as the daytime temperature is above freezing. However, if the forecast is for a long spell of cold weather there are two options:

Option 1: If the power cable for the pump is not buried, remove the pump from the feature by disconnecting the hose. Dry and store inside over the winter months. Allow water to drain out of the feature back into the reservoir.

Option 2: If the power cable for the pump has been buried and cannot be removed, run the feature through a cold snap ensuring the reservoir is topped up during this period. Smaller reservoirs may require more regular topping up. Please ensure that the pump is in as deeper water as possible to prevent ice damage (e.g. the pump remains under the ice cap to avoid being frozen solid).

Never leave the pump turned off in standing water as frozen water can damage the non-moving parts of the pump and this will invalidate your warranty.

Water Feature Size

Large water features (over 50cm diameter)

These will normally run even during sustained cold periods due to the speed and volume of water movement. Ice will build up on the stone over several night frosts, but the reservoir will have enough water to continue to pump water. Ice will not damage the stone feature. The pump **MUST NOT** run dry and so if build-up of ice on the stone removes all the water from the reservoir then the pump should be switched off until the frosty period has passed. If the pump is switched off it should be left in the bottom of the reservoir and filled with fresh water, so the pump is fully submerged and protected from the ice. When the cold period has passed, the pump can be switched on again.

Small water feature (below 50cm diameter)

The Belmont 30cm, 40cm and 50cm have a large surface area and so the build-up of ice is more rapid. The ice will not damage the stone however as the ice starts to build up a close eye should be kept on the forecast. The pump must not run out of water so switch off the pump if the cold weather persists and fill the reservoir with fresh water, so the pump is protected from ice.

Summer Care

Maintenance

Keep the reservoir topped up to prevent the pump running dry and/or algae building up. A maintenance chlorine level can be achieved by adding chlorine tablets/granules/liquid to the feature and or reservoir to prevent severe algae build up. If during the summer months, the feature develops algae follow the cleaning instructions below. Jet washing periodically will clean your water feature and revive colours. Remove any debris from inside the water feature including leaves from around the pump inlet. This will ensure the water is circulating at the correct rate.

Cleaning

All our water features, including rainbow stone, can be jet washed, or scrubbed with a soft bristle brush and chlorinated without effecting colour or finish. In hard water areas scale, can build up on the surface of the stone, jet washing can remove much of this. Regular maintenance should prevent a build-up of calcium from forming, however should you find that you have a build-up which is proving difficult to remove we can supply a phosphoric acid cleaner.

Glass Water Features

Please note: Glass water features can be subject to thermal shock. If the glass water feature has not been running for a period of several hours caution must be taken when turning on the water flow as the difference in temperature between the hot glass and the cold water can cause the glass to crack. On hot days please wait until evening when the glass is cool before turning the feature on.

Pump Care and Warranty Information

Please note pumps are not completely fallible. Our care guide must be followed to ensure the pumps perform within the terms of the manufacturer warranty.

If the pump gets frozen or is run without water or becomes clogged with debris, it will not qualify within the terms of the warranty.

All the pumps supplied by Foras have a minimum 1-3-year warranty cover which is guaranteed by the pump manufacture and not Foras Stone Ltd. Please check the number of years your pump is covered for by referring to the terms and conditions already supplied by email prior to delivery. This warranty covers for all manufacture's defects. Your pump warranty details can be found in the box your pump came in. Our water feature care program is based on our own experience from having a show garden full of water features, large and small. Foras Stone Ltd cannot be held responsible for any loss or damage occurred to pumps or stone in extreme weather conditions.

Please always keep the packaging and warranty information.

Product		1 Year Guarantee	2 Years Guarantee	3 Years Guarantee	Miscellaneous
LIGHTS					
LunAqua Mini LED Warm 1W Set of 3				●	Guarantee services will be provided only if the original invoice is presented with the defective product within the guarantee period.
Tech Fontana LED Light 1.0 watts - Warm				●	Foras may refuse guarantee service if these documents are not available.
Tech Extension Cable - 6m	●				The guarantee does not cover transport costs and risks associated with transport to and from our company instructions.
TechTransformer 24 watts with BS Plug	●				
PUMPS					
Pump 600 (Pontec)		●			This guarantee does not cover: <ul style="list-style-type: none"> • Periodic maintenance, the repair or replacement of parts due to wear and tear. • Consumables • Damage caused by use or treatment of the product inconsistent with normal use. • Damage or changes to the product as a result of: <ul style="list-style-type: none"> • Misuse, including – treatment resulting in physical, cosmetic or surface damage or changes to the product failure to install or use the product for its normal purpose or in accordance with the installation guidelines provided by Foras. • Installation or use of the product in a manner inconsistent with the technical or safety laws or standards in the country where it is installed or used. • Use of the product with accessories, peripheral equipment and or other products of a type, condition and standard other than those recommended by Foras. • Repair or attempted repair by persons will invalidate the guarantee. • Accident, fire, liquids, chemicals, other substances, flooding, vibrations, excessive heat, improper ventilation, power surges, excess or incorrect supply or input voltage, radiation and other external forces and impacts.
Pump 1200 (Pontec)			●		
Pump 2000 (Pontec)			●		
Pump 3000 (Pontec)			●		
Pump 5000 (Pontec)			●		
RESERVOIRS					
Reservoir 114cm / Internal 112cm with Grid and Insert	●				
Reservoir 87cm External Diameter with Grid and Insert	●				
Reservoir 70cm External Diameter with Grid and Insert	●				
<p>The prerequisite for claiming any guarantee, is that in the case of parts replacement / repair, the customer must have properly installed spare parts exclusively for any repair or remediation. Any guarantee is invalidated if products from other manufacturers are used. If the pump or fountain type in question is no longer manufactured, we reserve the right, at our discretion to deliver a replacement device from our product line that most nearly approaches the type that is the object of the guarantee claim. Guarantee does not cover reimbursement of expenses for removal and installation, inspection, claims for lost profit and compensation for damages.</p> <p>More extensive claims for damages and losses, regardless of type, that have been caused by the device or its use. Defects or damage that are due to faulty installation or operating errors, as well as insufficient care, or for example, due to the use of unsuitable cleaning agents or neglected maintenance, non-intended use, damage, impact, the effects of freezing, etc. cutting off the plug, shortening the cable, calcium deposits or improper repair attempts, do not fall under the protection of the guarantee.</p> <p>If there is a guarantee case customer will contact Foras office or the stockist that sold the product to the customer. If this possibility does not exist, then claims arising from the guarantee can be made binding by shipping the device or the parts in question to the manufacturer at the customer's expense, together with the original purchase receipt from Foras or our stockist, the guarantee certificate, as well as written information about the claimed defect.</p>					

Cleaning Birdbaths and Stone Benches

All our stone products can be cleaned and returned to a new condition.

Stone can be discoloured with algae, black moulds, or calcium deposits in hard water areas.

Regular maintenance is always the best way to prevent stone discolouration.

For Birdbaths: Once every 6 weeks.

Simply clean out the bird bath with fresh water and use a stiff brush to remove any dirt on the bottom of the bowl and any algae build up. Please note you can use a very mild solution of chlorine/bleach. Filling a plastic rose sprayer bottle with a **10ml -25ml capsule of chlorine and the remainder of the bottled filled with water.

Please only apply on a dry day where the solution can be left, and the wind is minimal.

Although this is a very mild solution, please be mindful of nearby planting and soft landscaping.

Rinse the solution off with a hose pipe or watering can.

If discoloration has built up over a long period of time, you may use a jet washer to remove very stubborn stains.

To help remove green algae or black mould we recommend a chlorine solution. (Cleaning kits are available on our web site, <https://foras.co.uk/product/chlorine-cleaning-kit/>) This should be applied to the affected areas by following the instructions provided with the kit. We do recommend leaving on the solution longer for black mould and extreme build-up of algae.

When the stains are removed, thoroughly clean the bird bath bowl with clean water to remove any chlorine residue. Take care to protect your skin and clothes as chlorine is a very powerful bleach which could damage clothes, burn skin, or damage any planting touching the stone.

For removal of calcium deposits, we recommend using phosphoric acid. Phosphoric Acid is a fast-acting chemical, very effective and not harmful to the stone. We are happy to raise an order with written instructions on application of this chemical.

For health and safety reasons and for the protection of the stone itself, we request you to send the images of the calcium build up in the first instance to sales@foras.co.uk.

For Stone Benches: Once a year

Please follow the same method recommended for birdbaths.

TROUBLESHOOTING

PROBLEM

SOLUTION

PUMPS

My pump is noisy.	Turn the pump off. Check that the inlet is clear of debris, bath the pump in clean, fresh water. Restart pump. If it is still noisy, you may need to replace the impeller. Please call Foras for advice.
My water pressure is too high/too low.	Use your flow valve to control your water pressure and flow rate.
I have turned my pump on for the first time and my fuse has tripped.	This can happen with more modern fuse boards, if ever in doubt when wiring in electrical products always seek the advice of a qualified electrician.
The speed adjuster on my pump will not turn.	Sometimes these can be a little stiff to turn, do not apply heavy pressure, the flow adjuster will not need electricity to run.
My pump is running too slowly, despite the flow valve being fully open.	Reach down into your reservoir, through the access hatch, and check that the pump inlet is clear and free from debris and is on it's highest setting.
My pump is not working.	Call Foras if it is less than 2 years old as it may be covered under warranty. Your pump will only be covered if it has not stopped working due to misuse or maltreatment. We offer two routes to return a pump, either send us the pump and allow us to send it in turn to the manufacturer for inspection and wait for the outcome or buy a new pump, then send back the non-working one for return and inspection. If the pump is found to be faulty the cost of your new pump will be refunded. Details of the guarantee scheme are shown above.
My hose does not fit my pump.	The pump comes with several adaptors in the box, use these to connect your pipe to your pump.
Do you supply Solar powered pumps?	We do not supply solar powered pumps as they do not have enough power or reliability to successfully work with our features. We are always developing our products and may be able to use a solar pump in the future.

LIGHTS

My LED light has stopped working.	Check the light and transformer for damage. Ensure that the light and transformer are properly connected. If the problem persists, call Foras.
How do I change my light?	Ensure that the light is accessible, in the case of Fusion/Hebe/Athena/Neptune remove the globe before attempting to remove the light and remove the jubilee clip on the hose beneath the light. Unplug the light from the transformer. Disconnect the pipe from the pump. Pull the light upward and away from the feature, you may need another person to guide the pipe/cable through the feature via the access hatch in the reservoir grate. To install the new light, repeat the removal procedure in reverse.
One of my individual LEDs has failed, can it be replaced?	The light module comes as one piece, unfortunately individual LEDs cannot be replaced.
How do I fit my pipe to my light?	We supply 2 sizes of pipe with our water features, 16mm and 19mm. The 16mm pipe fits up the inside of the light (this is a very tight fit and it can help to chamfer the end of the pipe as well as twisting anti-clockwise). The 19mm pipe fits over the hosetail of the light.
Do your lights switch on and off automatically?	No, the lights are connected to the mains via a standard 240V connection. There is no timer.
Can the light be off when the water is on?	The light and the pump have separate plugs so can be used independently of each other.
Do I need two outdoor plug sockets to run a light and a pump?	Yes, the pump and the light will each require a standard 3 pin plug point.
How long is the light cable and can this be extended?	The standard cable on the light is 5m. This can be increased with an extension cable; we do sell these separately. They are 6m long.
Do you have the option of a solar powered light?	We do not offer a solar powered light for our water features.

RESERVOIRS

My reservoir is leaking/losing water.	Check that the water is not migrating across your pebbles. Move the pebbles so that none are in contact with the feature stone. If the problem persists, check that your green mesh has been trimmed properly and is not extending beyond the inside edge of the reservoir tub itself. Ensure there are no leaves or debris on the pebbles, they can prevent water from going back into the tub. It is extremely rare for a correctly installed reservoir tub to leak.
What are the dimensions of your reservoirs?	Our reservoirs come in 3 sizes, 70cm, 87cm and 114cm. The dimensions of each reservoir are as follows: 70cm = 70cm top diameter x 36cm deep (holds 90 litres) 87cm = 87cm top diameter x 32cm deep (holds 180 litres) 114cm = 114cm top diameter x 35cm deep (holds 330 litres).
How do I install my reservoir?	We supply an instruction sheet with each water feature. The basic procedure is to dig a hole, install a concrete base (leave to dry min 24hrs) insert the reservoir tub, fill the up with water and then backfill around the tub with concrete. ALWAYS allow all concrete to dry thoroughly before installing the water feature.
How much space do I need to leave around my reservoir when I dig the hole?	As a guide allow 12cm deeper than the depth of the reservoir tub, then approximately 10cm extra all the way around the tub.
Are your reservoirs freestanding?	Our reservoirs are not designed to stand alone, they must be concreted in, they are not strong enough to stand alone with a water feature on top and support the weight.
What if I don't want to dig?	If you are unable to dig down or to build a permanent raised surround, we sell a product called a waterbox. These are designed as freestanding water feature supports and are made from a decorative porcelain. These are not 'off the shelf' products and are hand built to order. More information is available on our website www.foras.co.uk
What concrete mix is the base made of?	The base must be made from a building sand mix, do not use sharp sand on the base as the reservoir could be punctured by and sharp stones. If you do have to use sharp sand (no other option) in your mix, ensure a thin bed of building sand is placed between the reservoir and the concrete footing.
Why do I need to backfill around the reservoir with concrete, can I use sand or earth?	We always advise that the backfill be concrete as this will provide the most stable structure for your water feature. Earth or loose sand could move, and the reservoir could potentially collapse. We are confident of our water features, however failure to follow the correct installation method will invalidate any warranty and absolve us of any liability.
My metal grid looks different from the picture/different from the description in the instructions.	We have various suppliers of our metal grids, there are two different styles which may be supplied dependant on our availability. One sits inside the tub and one sits on top. Both perform in the same way and will support your water feature.
Where do I put my support pipe?	Once the water features reach a certain weight threshold a support pipe will be supplied with the kit. This will either be made from black plastic pipe or from stainless steel. Please place your support pipe inside the reservoir, underneath the metal grid.
What is the difference between a stand and a support pipe?	A stand is part of the water feature and will sit on top of the metal grid, a support pipe fits inside the reservoir and cannot be seen when the feature is running. As a guide a support pipe will have a cut out for pipe access and, if made from stainless steel, a square base.
What shape is the reservoir?	All of our reservoirs are round.

FUSION/NEPTUNE/GLASS

My Fusion ball is leaking during installation.	This is common, wait for the ball to fill completely, if need be helping the pump by filling the ball from the top with a hosepipe. Once the ball is full it should seat on the gasket and form a seal.
My Fusion ball will not lock into place.	Use washing up liquid (pot provided) to lubricate the gasket.
The water in my sphere is cloudy.	Upon first running the feature the water will appear to be cloudy. This will settle down after a day or so.
Does the light in the Fusion run all day and all night?	The light has it's own separate plug which can be turned on and off as you wish or can be kept running.

GENERAL

<p>My stone looks different to the one online.</p>	<p>Each Rainbow stone is completely unique, if you choose a stone from our garden, the stone you have chosen is what you will receive. However, a stone from stock will have random colouration and markings.</p>
<p>My stone is scratched/cracked.</p>	<p>Please inspect your water feature as soon as you receive it. Any damages or missing items must be reported with 14 days, please provide proof of damages via email with photographs. Some superficial scratches can be easily removed with wet and dry sandpaper. This will not affect the appearance of the sphere when the water feature is running. Sometimes a stone may appear to be cracked, however due the nature of sandstone there may be quartz and strata lines present. These are a natural feature of the stone and are not faults or damage. Please test the line by touching it, if you can catch your fingernail in the line and are still concerned please email Foras pictures for assessment.</p>
<p>My water feature is green.</p>	<p>Go to www.foras.co.uk and order some Chlorine tablets, if the stone has extreme algae grown you may need a Chlorine cleaning kit.</p>
<p>How do I manoeuvre my heavy stone into position?</p>	<p>The best way to move our products into place is by using a sack barrow (always wrap items with something protective i.e. cardboard to protect their edges). If you have purchased a product which is sphere shaped, you can roll them into position, but you must protect them. The surface you roll them on needs to be a) secure b) protected. NEVER roll or drag stone products over any hard surface without protecting any vulnerable sharp edges or surfaces such as the bases, rims, or edges. We recommend laying ply or cardboard on the ground surface before moving the stone into place. Please allow yourself plenty of time to open and place your new purchase as most issues occur due to inadequate preparation. You can of course employ a tradesman from a building or landscape company to do the placing for you!</p>
<p>Can I choose the piece of stone I will receive?</p>	<p>Yes. If you are able to come to visit us in store you will be able to choose your water feature stone. If you are unable to visit us, please ask your salesperson for pictures of available stones for you to choose. The personal touch is a Foras quality which sets us apart from our competitors.</p>
<p>I live in a very hard water area; how do I remove limescale from my stone?</p>	<p>Should your stone develop limescale markings we can supply an agent to remove them. Please call us.</p>
<p>Do I need to turn my water feature off overnight?</p>	<p>We keep our own features running for 24 hours a day 365 days a year, you can turn them off and on again, but this will increase the risk of algae forming or the water becoming cloudy.</p>
<p>How much does it cost to run my water feature?</p>	<p>The costs are as follows (based on an average energy tariff) – 300 & 600 Ltr pump = £1.08 per month 1200 & 2000 Ltr pump = £3.26 per month 3000 Ltr pump = £5.44 per month 5000 Ltr pump = £8.70 per month</p>
<p>Can I buy extra pebbles?</p>	<p>Yes, we sell all of our pebble options by the bag for you to purchase.</p>
<p>Do you have any recommended installers?</p>	<p>We do have landscapers we work with; however, they are all based locally to us in Norfolk. Some may travel further afield in East Anglia; we do not have contacts in other areas of the country. Our features are simple to install and any reputable landscaper, builder or handyman should be able to tackle the job.</p>

DELIVERIES

<p>When will my delivery be and can I specify a time?</p>	<p>You will be contacted within 3-5 working days from point of order to arrange a mutually convenient delivery date but circumstances beyond our control may, on occasion delay this. We shall endeavour to have your order delivered to the delivery address on the delivery date. We use an independent delivery company for which we are not responsible so cannot guarantee delivery times. We can offer a timed delivery however an additional charge will be incurred, please enquire directly when placing your order.</p>
<p>Will the delivery driver unload the product from the pallet? Will they install it for me?</p>	<p>Our haulage companies are not contracted to place product or install products, the driver is instructed to leave your items in a safe place within your property and he will not unpack, place or remove the packaging including the pallet. The driver will not take the product down steps, through houses or into back gardens as the driver is not insured to do so.</p>
<p>Will the delivery driver remove the pallet from my property?</p>	<p>The delivery company is not contracted to remove the pallet or packaging from your premises. You can ask the driver if they will take it away and they indeed may, however we cannot guarantee this.</p>
<p>How do I dispose of a pallet?</p>	<p>A pallet can be cut up and burnt, or perhaps a neighbour may want it. Many people can find a use for a pallet, they can even be recycled into furniture!</p>
<p>How do I un-crate large water feature stones?</p>	<p>Opening the nailed boxes does require a steel leverage bar. We have made this process easier by already taking off the lid and re-securing it for transportation with plastic strapping. Cut this strapping which will allow you easy access to your Foras goods for checking and also allowing you to undo the other sides of the box. We ALWAYS recommend removing the top panel of the box first to access your product.</p>
<p>What do I do if my goods are damaged on arrival?</p>	<p>Your products will be delivered boxed and palletised for secure delivery. There is only the option to sign for the delivery as CLEAN or DAMAGED. Clean: This means that you are accepting that parcel/crate is in good order. Damaged: You can still sign for the delivery and receive what might be a potentially damaged item. Indicators to look for are fork marks, or something on appearance about the crate which might indicate a damage - please SIGN for the pallet as Damaged. We will then be able to process a claim in the event of damage to the actual contents.</p>
<p>I have just unpacked my goods and they are damaged, what do I do?</p>	<p>Goods are quality inspected before being boxed, claims for damaged goods will only be considered if reported within 24 hours of the delivery and unpacked according to the guide provided. All goods should be checked by giving an inspection when opening the top panel of the box first and BEFORE being removed from the box. Claims procedure - If you are NOT going to check your order within 24 hours of the goods arriving, please ensure you notify Foras by email to info@foras.co.uk failure to do so may affect your right to refund or replacement.</p>
<p>How large will the lorry be? Can I request a smaller one?</p>	<p>A tail lift lorry can be as big as an 18 tonne vehicle (i.e. bin lorry size). Please ensure you make us aware of any difficult delivery conditions as soon as possible so that we may check with our handler that we can make the delivery. We can change the nominated vehicle to a 7.5 tonne lorry but we will need to know in advance, so that you do not incur a re-delivery charge if the standard vehicle cannot gain access. In some cases we can deliver on a dedicated vehicle however the cost will be determined by the delivery region / depot.</p>
<p>Does the smaller lorry have a weight limit?</p>	<p>The smaller vehicle option is a 7.5 tonne lorry, which has a tail-lift. The weight on this lift is limited to 750KG. If in doubt at the time of purchase, please ask for the total weight of your order.</p>
<p>Do I have to sign for my delivery, what happens if I need to go out?</p>	<p>We always prefer goods to be signed for, however if you request your goods to be left unsigned please note this is at your own risk and you may not be protected by the terms and conditions of the delivery.</p>

Do you provide tracking for my pallet and can I re-schedule my delivery?	We do not provide a courier style tracking number. We can call the haulier directly to attempt to tie the delivery down to AM or PM, it is an all-day service. You can re-schedule your delivery up to 48 hours before your confirmed date.
Do you offer international delivery?	We do, international deliveries will incur costs based on the final weight and size of the packaged order, these are quoted on case by case basis. If you order goods for delivery outside the UK they may be subject to import duties and taxes which are levied when the delivery reaches the specified destination. You will be responsible for payment of any such import duties and taxes. Please note that we have no control over these charges and cannot predict their amount. Please contact your local customs office for further information.
Is it a 1 or 2 man delivery?	Please note that this is not a two man delivery service and so we ask that a responsible person is available to sign for the delivery/ acceptance of product(s) between 9.00am-5.00pm.
What do I need to inform Foras about which may impede my delivery from taking place?	To move a Foras product to a safe place the delivery surface ideally needs to be a hard, flat surface such as tarmac, concrete or stone to allow the pallet truck to move your delivery away from the lorry. If you have gravel or an uneven surface it is difficult with a pallet truck to move very far as it has small wheels. In a gravel driveway the driver will only be able to move it a short distance. If the point of delivery is unsuitable for delivery by pallet truck, the order will be off-loaded at the nearest accessible point to the delivery address at the discretion of the driver, which may be kerbside. The driver will not handle the goods further.
I have been notified that my delivery has failed, what do I do and will there be any re-delivery charges?	A delivery will be marked as failed if it did not go ahead on the designated day. You will be liable for a re-delivery charge if the driver was unable to contact you on the number provided, was unable to access your property or was unable to unload due to unstable ground. You will not be charged if the lorry breaks down or the delivery fails through the fault of the haulier.
Will the driver contact me before making the delivery?	The haulage company is not contracted to phone ahead to say they are on their way, although we do request they call an hour prior to arrival, it is NOT in their contract and NOT guaranteed.
I live in a restricted postcode; how long will my delivery take?	Deliveries to restricted postcodes can vary between 3-5 days, please ask at the time of ordering. Any deliveries which have to include a ferry crossing will not have a guaranteed delivery date.
When should I book my landscaper/builder?	Do not book any tradesmen until after you have received your water feature. Deliveries can be delayed, or breakdowns can happen. Foras will not be liable for any costs incurred by tradesmen waiting for a delivery.
What size access is needed for the delivery lorry?	If the lorry has to fit through a gateway the opening must be a minimum of 3 metres.
Where can I find your delivery criteria and terms and conditions?	Our delivery criteria will be sent to you by the sales team when you book your delivery date. If you have not received this document, please ensure you ask for a copy. All our terms and conditions are available to read on our website.
Is the delivery made by Foras themselves?	We employ a third-party national haulage network and do not provide a white glove or direct delivery service. The delivery is a curbside drop only, we do not install, unpack, or site any goods.
Can I call the haulier directly?	In exceptional circumstances we can sometimes provide the direct number of the depot which will be making your delivery. As a general rule you may not contact our hauliers yourself.

Chlorine Tablet Instructions:



25 x 20g Chlorine Tablets Supplied Free Of Charge With Every New Water Feature Kit Purchased From 17.08.22 To Kick Start Your Maintenance Program (Approx. 18 months – 2 years supply)

Regular Treatment:

Add 1 chlorine tablet to the reservoir once a month. If the algae re-occurs (most likely during the warmer summer months) you can add an additional tablet to combat this.

Shock Treatment:

If your feature has lots of algae covering it, you can 'shock' the water by adding three chlorine tablets to the reservoir. To do this, simply move a few of the pebbles that sit atop the grill and drop the chlorine tablets in.

Leave for a few days and the algae will disappear. You can then move on to the regular treatment.

Always read and abide by the warnings on the chlorine packaging. Keep away from children and animals.

Cleaning Foras Stone with the Foras Cleaning Pack.

Natural stone like all materials exposed to the elements will attract dirt and algae over time, unlike man made materials natural stone can be cleaned again and again bringing back as good as new.

We recommend chlorine granules for cleaning and here are some recommendations for a trouble free application.

The kit will include a container of chlorine granules, a pair of disposable gloves and eye protection and a mask. Care should be taken when using chlorine as it can cause skin irritation and bleach clothing please read chemical labelling.



You will need a pressurised spray applicator available from any DIY store.

1: Put on the gloves and eye protection.



2: Fill the applicator with 3 litres of warm water and add the full container of chlorine granules. (1 cap full of granules per 3lts of water for badly affected areas, reduce the chlorine granules by half on regular treatments or for dosing water features).



3: Screw the lid back on the applicator and shake vigorously to insure all the granules have dissolved. The solution will be milky. In sure all the granules have dissolved to prevent a nozzle blockage, this may require another shake.



4: Pressurise the applicator and apply generously to the affected areas, wetting the area with clean water before the chlorine mix sometimes helps to speed the chlorine reaction time.

The chlorine solution will start to act immediately; care should be taken around plants and grass especially if any wind is blowing.

Leave for at least one hour, badly affected areas may need another dose. Regular treatments are the best way to stop algae builds up. Regular treatments allow the dosage rate to be reduced.

Cont:-



5: When the cleaning process is complete we recommend washing the treated area with clean water.

6: Clean out the applicator with clean water to prevent any damage to the seals.

If you have a water feature that is suffering from a build up of algae we recommend simply repeating steps 1 to 3 remembering to half the dosage of granules in a 3 litres of warm water, then unscrew container and pour in solution.



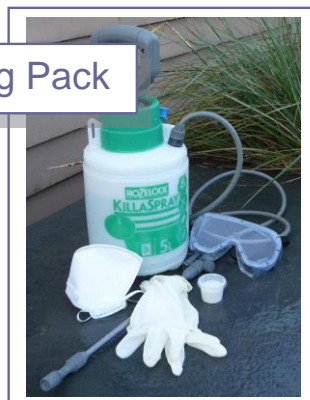
Chlorine has been tested on rainbow, teak, beige, fossil and king stone we recommend a trial on all other stones before application.

Chlorine can be used as a patio cleaner and to running water features to prevent algae build up. Tester kits for swimming pools are available to check the chlorine levels in water features which will insure the levels are completely safe for birds.

Foras Stone Cleaning Pack

Our Foras Stone Cleaning Pack contains:-

- 1 x container of chlorine granules
- 1 x pair of protective gloves
- 1 x pair of protective goggles
- 1 x protective mask.



Packs can be ordered from us direct.

For further information, help or ordering contact us.

Foras
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 Oxidizing OXIDISING	Chlorine Shock Granules 65% (Calcium Hypochlorite) 20 grams
 CORROSIVE	CONTAINS CALCIUM HYPOCHLORITE 65% UN 2880 CONTACT WITH COMBUSTIBLE MATERIAL MAY CAUSE FIRE. HARMFUL IF SWALLOWED. CONTACT WITH ACIDS LIBERATES TOXIC GAS. CAUSES BURNS. VERY TOXIC TO AQUATIC ORGANISMS. KEEP LOCKED UP AND OUT OF REACH OF CHILDREN. IN CASE OF CONTACT WITH EYES, RINSE IMMEDIATELY WITH PLENTY OF WATER AND SEEK MEDICAL ADVICE. WEAR SUITABLE PROTECTIVE CLOTHING, GLOVES AND EYE/FACE PROTECTION. DO NOT EMPTY INTO DRAINS. AVOID RELEASING TO THE ENVIRONMENT. REFER TO SPECIAL INSTRUCTIONS/SAFELY DATA SHEET. IN CASE OF ACCIDENT OR IF YOU FEEL UNWELL, SEEK MEDICAL ADVICE IMMEDIATELY (SHOW THE LABEL WHENEVER POSSIBLE).
 DANGEROUS FOR THE ENVIRONMENT	In Emergency dial 999 Chemical Emergency 01865 407333
231-908-7 EC LABEL	

Please ensure you read and understand the safety labelling provided on this document and on the container of granules.

WARNING! Take advice before lifting heavy products or consult a specialist

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