



FORAS

TILES • PAVING • GARDEN FEATURES



Caring for your feature

Our water features are 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 it 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.

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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 recommend leaving your water feature running continually, the odd night of frost will not affect it, as long as the daytime temperature is above freezing. If the weather does become extreme and there is a prolonged freeze where the weather doesn't rise above freezing both day and night, you will need to turn off your water feature. Turn off your pump and let any water still flowing return to the reservoir and then, if needed, fill up your reservoir making sure the pump is fully submerged and protected from the ice. Please note, if water has frozen around your water feature this will run back into your reservoir when it starts to defrost and may cause it to overflow.

We get as much enjoyment from our water features in the winter as we do in the summer and when they do freeze they look absolutely stunning.

Summer Care

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:

Remove Debris:

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.

Clean Reservoir:

We recommend cleaning the reservoir annually and you can use your pump to empty it. Turn the flow valve to the left and close it fully (this will now be in a vertical position) – if the flow valve is long enough, you can use this to drain the water out of the reservoir. If the flow valve isn't long

enough, you can use the pipe from your water feature or can purchase a longer length of pipe from us which will allow you to pump the water further away.

Once your reservoir is nearly empty, you may struggle to get the last little bit of water out. We would recommend that you use towels to soak this up, so that there is no dirt or debris left in the reservoir.

Once the reservoir is empty, make sure that the pump is turned off so that it is not running on empty, as this could damage the impellor. This is a good time to now clean your acrylic (please see below) and to do any servicing or maintenance of your feature.

Clean Acrylic Feature:

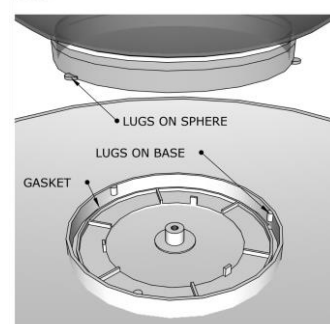
To clean, wipe the inside and outside of the acrylic with a soft, lint free, cloth. Do not use any harsh chemicals – clean water is best. Do not use polishes or anything which could cause the water to repel from the acrylic.

Removing spheres:

If your water feature has a sphere that you wish to remove to clean, follow these instructions:

1. Make sure that the feature is turned off before attempting to remove the sphere. As the water in the sphere will drain back into the reservoir when the feature is turned off, please ensure the water level in the reservoir is as low as possible. If the reservoir is full there will be too much water which will lead to flooding.
2. You will need two people to remove the sphere. The first person needs to hold the dish and steady the feature. Be careful when handling the dish as the slate can be easy to chip. The second person will need to hold the sphere.
3. Press down on the sphere enough to compress the gasket then turn to disengage the lugs, being careful not to snap the lugs. Remove any jewellery when handling the sphere, as they can scratch easily.
4. Lift off the sphere and place on a soft surface, to ensure no scratches.
5. To clean the sphere, wipe inside with a soft, lint free, cloth. Do not use any harsh chemicals - clean water is best. Do not use polishes or anything which could cause the water to repel from the acrylic.

FIG.8



To re-install sphere:

1. Position the sphere over the connector on the water feature base. This step will require two people, one to hold the sphere and one to steady the base.
2. Lower the sphere onto the connector. You will see that there are cutouts in the rim of the sphere, these need to hook over the corresponding 'lugs' on the base.

3. There is a black gasket in the channel on the connector. This must be compressed by applying downward pressure on the sphere.
4. Turn the sphere so that the cut outs are now past the lugs and secure the sphere.

Note: If it is proving difficult to turn the sphere, the gasket can be lubricated with a little washing up liquid. Take care not to snap any of the lugs.

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 is not completely submersed during freezing weather, 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 by checking the table below. 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					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 600 (Pontec)		●			
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>					

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 hoesetail 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	
My water feature is green	Go to www.forus.co.uk and order some Chlorine tablets, if there is extreme algae, you may need a chlorine cleaning kit.
Do I need to turn my water feature off overnight?	We keep our features running for 24 hours a day, 365 days a year. We recommend that you do so, as turning them off and on causes problems with the pump and will invalidate the warranty.
How much does it cost to run my water feature?	<p>The costs are as follows (based on an average energy tariff)</p> <p>300 & 600 Ltr pumps = £1.08 per month</p> <p>1200 & 2000 Ltr pump = £3.26 per month</p> <p>3000 Ltr pump = £5.44 per month</p> <p>5000 Ltr pump = £8.70 per month</p>
Can I buy extra pebbles?	Yes, we sell by the bag all of our pebble options.
Do you have any recommended installers?	We do have landscapers that 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.

Chlorine Tablet Instructions:



Chlorine Tablets

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.

Foras Cleaning Pack Instructions

Natural stone like all materials exposed to the elements will attract dirt and algae over time but unlike man-made materials, natural stone can be cleaned again and again bringing it back to as good as new. Regular treatment of the stone is the best way to stop algae build up and also allows the dosage to be reduced.

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 can also be added to water features to prevent algae build up. If you want to ensure that the chlorine levels are safe for birds and wildlife you can buy a swimming pool tester which will let you know the chlorine levels.

We recommend chlorine granules for cleaning and here are some recommendations for a trouble free application. Please read these instructions before you start the cleaning process.

Our Foras Stone Cleaning Pack contains:

- 1 x container of granules
- 1 x 2 fl.oz measuring cup
- 1 x pair of disposable gloves
- 1 x protective goggles
- 1 x protective mask (if requested)
- You will also need a pressurised spray applicator which are available to buy from a DIY store.

PLEASE NOTE: Care should be taken when using chlorine as it can cause skin irritation and can bleach clothing, please read the safety information attached.

Instructions:

Put on the gloves and eye protection.

Fill the spray applicator with 5 litres of warm water. For badly affected areas add 2 fl.oz of chlorine granules and 1 fl.oz if you are undertaking a regular treatment.

Screw the lid back on the applicator and shake vigorously to ensure all the granules have dissolved, the solution will be milky. Ensure all the granules have dissolved to prevent a nozzle blockage, this may require another shake.



Pressurise the applicator and then apply generously to the affected areas. Wetting the area with clean water before applying the chlorine mix sometimes helps to speed up 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.

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

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 5 but for the second dose only use 25ml of granules in 5 litres of warm water. Unscrew container and pour in the remaining solution.



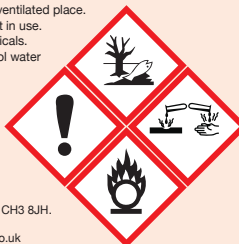
Chemical: Calcium Hypochlorite **UN Number:** 3487
Index No: 017-012-00-7 **EC Number:** 231-908-7 **CAS Number:** 007778-54-3

Danger

May intensify fire; oxidizer.
Harmful if swallowed. Causes severe skin burns and eye damage.
Very toxic to aquatic life. Contact with acids liberates toxic gas.
Warning! Do not use together with other products. May release dangerous gases (chlorine).
Store locked up / Keep out of reach of children.
Wear protective gloves/protective clothing/eye protection/face protection.
IF SWALLOWED: rinse mouth. Do NOT induce vomiting.
IF IN EYES: Rinse cautiously with water for several minutes. Remove contact lenses, if present and easy to do. Continue rinsing.
IF exposed or concerned: Get medical advice/attention.
Avoid release into the environment.

General Health and Safety Information

- Wear suitable gloves and face/eye protection.
- Never mix with other chemicals as dangerous reactions may occur.
- Add chemicals to water and not vice versa.
- Keep in a secure, cool, dry, well ventilated place.
- Keep containers closed when not in use.
- Wash hands after handling chemicals.
- Rinse container thoroughly in pool water prior to disposal or recycling.



Manufactured by:
Total Pool Chemicals Ltd,
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NEED ANY HELP?

If you require additional support, please do not hesitate to
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