

# FISH MATE® 4000 / 5500

Pond Pump · Instructions

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## IMPORTANT SAFETY INSTRUCTIONS

**WARNING - To guard against injury or death, basic safety precautions should be observed, including the following:**

### READ AND FOLLOW ALL SAFETY INSTRUCTIONS

- Register your purchase on-line at [www.pet-mate.com/us](http://www.pet-mate.com/us) (see guarantee below).
- All electrical work must be carried out by a competent electrician.
- Check that the voltage label on the motor (E) conforms with your supply voltage.
- The pump MUST be wired into an R.C.D./G.F.I. circuit breaker (maximum 30mA) and a 10 AMP fuse.
- Connection to the power supply should be made through a double pole switched enclosure with minimum 1/8" (3mm) contact separation in all poles.
- This appliance must be earthed. It is essential that all connections are securely made using the following code:
  - Black - Live
  - White - Common
  - Green - Ground
- Do not carry or pull the pump using the supply cord.
- Disconnect electrical supply from all appliances in the pond including pumps and filters before contact with the pond water or pump.
- Closely supervise children when near to pond or pond equipment.
- Use pump only for ponds - do not use pump in connection with swimming pools, showers, etc.
- Use conduit approved by your electricity authority to protect supply cord where damage from gardening equipment, children and animals may occur.
- Discard pump if motor (E) shows visual defects (e.g. cracks or swelling).
- The supply cord of this appliance cannot be replaced; if the cord is damaged the appliance should be discarded.
- Do not allow the pump to run dry.
- Do not operate the pump in freezing conditions. Remove, disassemble and dry pump if there is a risk of pump being frozen.
- This pump is provided with a thermal cut-out switch that temporarily switches off the pump in case of overheating. The pump may automatically restart when it has cooled.

## SAVE THESE INSTRUCTIONS

## IMPORTANT - READ BEFORE USE

### 1. PUMP INSTALLATION

For convenience the pump should be positioned within reach of the side of the pond on a solid platform (e.g. paving slabs) approximately 12" (300mm) below the pond surface. The pump must be at least 8" (200mm) below water level to avoid problems of freezing and low water levels in summer. Never operate pump unless completely submerged. Avoid positioning the pump at the bottom of the pond where pond debris will accumulate and maintenance will be difficult. A typical installation with filter/ waterfall is shown in Fig. 3.

For use with a pond filter you will often get improved results with the pump sited at the opposite end of the pond to the filter return.

#### A. Waterfall/Filter Only

The pump may be connected to a waterfall or filter using 3/4" (19mm), 1" (25mm), 1 1/4" (32mm) or 1 1/2" (38mm) bore hose with hose adaptor (R). For maximum flow use 1 1/2" (38mm) hose. If using 1" (25mm), 1 1/4" (32mm) or 1 1/2" (38mm) bore hosing, cut the hose adaptor (R) along the appropriate groove removing the smaller diameter section to allow maximum flow (see Fig. 2).

#### B. Fountain (and Waterfall/Filter)

Assemble fountain components as shown in Fig. 1. If using waterfall/filter, connect waterfall/filter to horizontal hose adaptor (K, L or M). Adjust fountain height/width using the flow controls. Turn control (FC) anti-clockwise to increase fountain height. Turn control (WC) anti-clockwise to increase flow to waterfall/filter. The Fountain heads may be disassembled as shown in Fig. 1 for cleaning.

### 2. MAINTENANCE/FAULT FINDING.

#### IMPORTANT SAFETY INSTRUCTIONS

- **Disconnect electrical supply from pump before removing from pond or contacting pond water.**
- **Do not carry or pull the pump by the cable.**

#### A. Annual maintenance in hard water areas:

If you live in a hard water area, the build up of limescale may prevent correct operation of the pump. Pump may initially slow and eventually stop at which point it will be difficult to disassemble.)

We recommend that if you live in a hard water area you run the pump in a lidded container containing water with at least 10% vinegar added for 30 minutes once a year.

#### B. When flow from your pump is noticeably reduced or fountain display has deteriorated:

- Remove strainer covers (A & F) as shown by arrows in Fig.1. Clean covers (A & F) with a brush and hose. Remove any weed or blockage around pump chamber (B).
- If you are using a fountain remove and clean fountain head in water with a brush.
- Reassemble.

If flow is still poor check to see if outlet pipe has become kinked or blocked. If not then refer to section 2.C. below.

#### C. If flow is stopped (check power supply first!):

If the pump fails to start, turn power off for 1 hour and then retry, as the problem may only be temporary. If pump still fails to start or flow is still poor disconnect power and completely disassemble pump to the component parts shown in Fig. 1. (If you live in a hard water area, the build up of limescale may prevent disassembly. In this situation we recommend you stand the pump in a bucket of water containing 50% vinegar to dissolve deposits for 24 hours before attempting restarting or reassembly. If this is not successful please contact our Customer Service.)

Wash all parts in clean water before reassembling the pump.

The recommended disassembly / inspection procedure is as follows:

- Disconnect all items fitted to pump chamber (B).
- Remove strainer covers (A & F) as shown by arrows in Fig. 1.
- Unscrew the 4 screws which hold the pump chamber (B) to the motor (E) and remove.
- Remove impellor assembly (C).
- After cleaning of all components:
  - Check cable and motor (E) for any damage or deterioration and discard pump if suspected faulty.
  - Check for wear or damage of bearings/ impellor.
- Reassemble all parts in reverse sequence. *NOTE: Impellor assembly (C) is keyed to fit properly in one position only and should be rotated 180° if it does not fit.* When refitting 4 screws, screw to finger-tight before tightening evenly using a screwdriver.

If the problem persists after following instructions C i) - vi) above, contact the Pet Mate Customer Helpline.



Pet Mate Ltd. guarantees your product for a period of 3 years from the date of purchase, subject to the registration of your purchase details on our website [www.pet-mate.com/us](http://www.pet-mate.com/us) within 14 days of purchase. (If you do not have access to a computer, please send details of your purchase with copy of receipt along with your name and address.) In the event of a fault developing contact Pet Mate customer services for a returns authorisation number. The guarantee is limited to any defect arising due to faulty materials or manufacture. Any defective item will be repaired or replaced free of charge at the manufacturer's discretion, provided that the defect has not been caused by neglect, misuse or normal wear and tear. The guarantee excludes claims arising from frost, dry-running, accidental damage or loss of fish. Your statutory rights are not affected.

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