

## XL Otter Family Water Feature



After Sales Support

Call 0871 911 7031

Email

[customerservice@gardengearonline.co.uk](mailto:customerservice@gardengearonline.co.uk)

Product Code: G3956

Thank you for purchasing this product, which has been made to high quality standards and is guaranteed for domestic use against manufacturing faults for a period of 12 months from date of purchase.



## INTRODUCTION

### Congratulations

You have made an excellent choice with the purchase of this quality Serenity water feature.

By doing so you now have the assurance and peace of mind which comes from purchasing a product that has been manufactured to the highest standards, performance and safety.

We want you to be completely satisfied with your purchase, so the Serenity water feature is backed by our full 12 month manufacturer's guarantee and an outstanding after sales service through our dedicated Helpline.

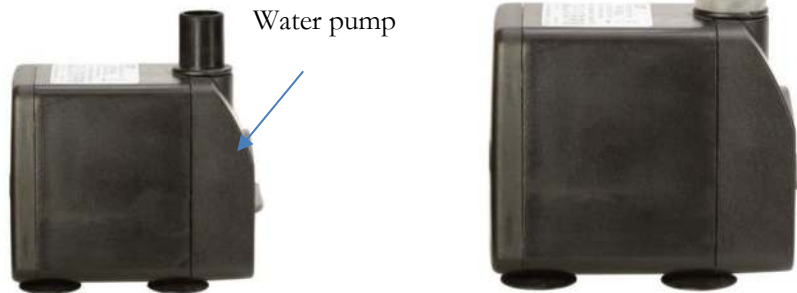
We hope you enjoy using your purchase for many years to come.

## Safety Warnings and General Information

- Use this product only in accordance with the instructions.
- Children should be supervised to ensure that they do not play with product.
- This product is not a toy.
- Keep the product and its power cable out of reach of children.
- Before cleaning and when not in use unplug from the mains supply.
- Do not handle the electrical components with wet hands.
- Do not use the appliance with a damaged power cord or plug.
- To avoid hazards, ensure that any electric cable is safely out of the way of children and pets.
- Where possible ensure all power cables are positioned away from footfall areas.
- It is important that an RCD (Residual Current Device) is present and any product of this type is connected to it.
- When removing re-positioning or replacing the water pump make sure the power is off and the plug is out of the socket.
- Repairs to electrical equipment should only be performed by a qualified electrician. Improper repairs may place user at serious risk.
- Always use the original power cable supplied with the product.
- Make sure the voltage on the rating label matches the mains power supply to be used.
- Do not unplug by pulling the power cable.
- Water temperature must not exceed 35°C. Top the water levels up frequently during hot weather.
- In very low temperatures, drain, dry and protect the water feature from frost, snow and ice.
- This product is designed for outdoor use only and should not be positioned where water spillage may damage carpets or furnishings.
- Always position on a flat level surface.
- The chosen location should be free from overhanging trees and bushes which may shed their leaves in autumn.
- Ensure that the water level is always sufficient; do not allow the pump to run dry.
- To eliminate the possibility of water damage around your water feature, check for leaks and excessive splashing after the initial setup.
- Do not leave your water feature running for extended periods of time unattended.
- Occasionally the water pump may make excessive noise, this may be due to the pump rattling against the side of the reservoir or a small amount of trapped air. Always ensure that the pump is suckered to the base using the rubber feet. Remove any trapped air by gently shaking the water pump.
- This water feature is not suitable for commercial purposes.

## Assembly Instructions:

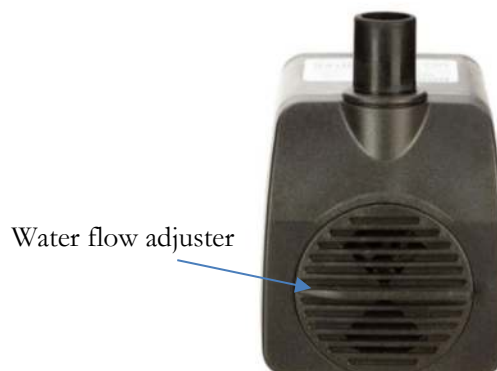
1. Position on a flat level surface away from areas where it is likely to become clogged with leaves or debris, which could damage the pump
2. Remove the water reservoir cover (situated on the back).



3. Connect the water tube to the water pump and position inside the water reservoir, secure to the base of the water reservoir using the suckers to prevent the pump from moving around.



4. Make sure that both LED power cables are connected securely to the power junction.
5. Connect the LED light cable to the plug adaptor.
6. Fill the water reservoir with clean cold water ensuring that the water pump is fully submerged.
7. Connect both the plugs to a suitable power supply and switch on.
8. Once the water starts flowing, add more water to the water reservoir as needed to ensure that the water pump remains fully submerged.
9. If you would like to adjust the flow of the water, turn the flow adjusting dial on the water pump.
10. Replace the water reservoir cover.



### Care and Maintenance:

- Keep water clean and free from debris. If debris gets caught in the pump, disconnect it from any power sources and rinse the pump under clean running water.
- Clean the water feature periodically to prevent build-up of mineral deposits on the sides and base. Use a stiff brush and clean warm water with a little liquid soap. Do not use detergents or abrasives as this will damage the surface of your water feature.
- Frost can cause damage to the pump. The pump must be removed and stored in a frost-free environment if the water is likely to freeze.

## GUARANTEE

### IMPORTANT

**Please do not return this product without first calling the Customer Service number below:**

**0871 911 7031\***

Thank you for purchasing this product, which has been made to demanding high quality standards and is guaranteed for domestic use against manufacturing faults for a period of 12 months from the date of purchase.

This guarantee does not affect your statutory rights. If your product fails due to a defect in material or workmanship during this period, please return it to the place of purchase. Normal wear and tear is not covered under the guarantee.

Any guarantee is invalid if the product has been misused or subject to neglect or an attempted repair other than by our own service centre.

Due to continuous product improvement, we reserve the right to change the product specification without prior notice.

#### **After Sales Customer Service:**

Customer Service Department, Branded Garden Products Ltd, Premier House, Hortonwood 7, Telford, TF1 7GP, UK

Telephone: 0871 911 7031\*

E-mail [customerservice@gardengearonline.co.uk](mailto:customerservice@gardengearonline.co.uk)

Please retain for future reference.

Colours and contents may vary.

Waste electrical products should not be disposed of with household waste. Please recycle where facilities exist. Check with your Local Authority or retailer for recycling advice.

**Please note that all products with the symbol below must be recycled.**



\*Calls cost 13p per minute, plus your phone company's access charge