



EASYFOUNTAIN

# Winchcombe Cascade

User Instructions - Please keep for future reference

44033L



## Technical Information

Pump Power supply: 12V - 50Hz  
Pump Power rating: 17W  
Pump Ingress protection: IPX8  
Dimensions: H755mm x W700mm x D700mm



These instructions form part of this appliance. Please be sure to read them before use and keep for future reference. This product is for domestic use only and should not be used commercially or for contract purposes.

Produced in PRC for The AMES Companies UK Ltd c/o Easy Fountain  
The Old Airfield, Heck & Pollington Lane, Pollington, East Yorkshire, DN14 0BA  
[www.easyfountain.co.uk](http://www.easyfountain.co.uk) Tel: 01285 762060

## Care and safe use guidelines

### SAFETY INFORMATION

- The electrical transformer must always be connected through a portable residual-current device (RCD), or a built-in residual current circuit breaker (RCCB), having a rated residual operating current not exceeding 30mA. (This level of electrical protection was first incorporated into UK homes built after 2001.) If in doubt consult a certified electrician.
- Always isolate the electrical supply before cleaning the pump, or making any adjustments to its flow rate, or interconnected LEDs (where supplied).
- DO NOT route the electrical cable:
  - across any walkways;
  - across any grassed area that requires periodic cutting;
  - over any areas where it could cause a trip hazard;
  - on, or across, rough or sharp surfaces that could sever or cause abrasions to the cable;
  - bury the power cable underground as the cable is not armoured.
- Do not allow children to play with any part of this water feature – neither when it's in operation nor disconnected. This can pose risks of electric shock, drowning or poisoning.
- Never drink from the water reservoir nor its flow.
- The integral mains plug(s) of this product's sub-components must not be cut off nor modified for any purpose including: extending the cable length, wiring directly into an electrical spur, or modification of any type. Doing so may cause electrical safety or fire hazards and thereby invalidate the product warranty.
- Do not move the unit when in use. Wait until drained before moving and check that it has been unplugged from the electrical socket.
- If the pump's electrical cable becomes damaged, it must never be repaired but the complete pump appliance must be replaced with one of identical characteristics.

### MAINTENANCE

- Always isolate the power before cleaning the fountain or pump.
- Replace water and clean components regularly to avoid premature parts failure – please refer to trouble shooting for details on this.
- Never operate the pump before being submersed in water as this will cause it to overheat and burn out.
- Top up the water on a regular basis. For effective pump usage the water level must always cover the pump by at least 5cm.
- Clean the main body only with a soft damp cloth, and mild detergent if necessary. Do not use any abrasive substance or cloth for cleaning as this could damage the surface of the appliance.
- Never submerge the electrical transformer in water nor site it in areas likely to flood or pool with water.
- Any transformers or extension leads should ideally be stored in a weather proof box.
- If connecting your water feature to a mains outlet outside, it must be waterproof to IP56 rating.
- Do not run this product continuously.

### WINTER CARE

- Remove all loose parts and electrical components.
- Empty water from the reservoir. For heavier fountains this can be done using a large sponge or a simple syphon pipe (available to purchase from aquatic supply stores).
- If water freezes within the fountain this can cause damage.
- If possible, bring your water feature indoors for example in a garage or shed during the winter or periods of extreme weather conditions – they should be stored in a clean, dry environment free from moisture and above 0°C.
- Protective covers are available to purchase to cover the entire water feature, however we cannot guarantee that this will protect it from winter damage.

### DISPOSAL



This symbol means that used electrical and electronic equipment (WEEE) should not be mixed with general household waste. For proper treatment, recovery and recycling, please take this product(s) to designated collection points where it will be accepted free of charge. Please contact your local authority for further details of your nearest designated collection point.

## Troubleshooting

### No Functionality (no water flow from the pump and LED's not working):

- Ensure only the pump and LEDs are in contact with water – transformers should not be submerged in water.
- Check the plugs are fully inserted and the mains power is switched on.
- Check the mains power is working from the sockets by plugging in another appliance and checking the functionality.
- Check or replace the fuse in the mains plugs with the same type / colour as the factory original fuse (red = 3A, black = 5A, brown = 13A).

### No water flow but LEDs working correctly:

Disconnect from mains power before attempting any of the below suggestions.

- Check the pipe is fully connected onto the pump.
- Check no kinks in pipes to pump assembly.
- Check the pump is fully submersed in water and has at least 5cm of water above it.
- Check for a pump blockage – see pump cleaning below.

### Poor water flow but LEDs working correctly:

Disconnect from mains power before attempting any of the below suggestions.

- Check and increase the flow rate regulator on the pump. This can be either a mechanical rotary or slider control on the side of the pump (where fitted).
- Check no kinks in pipes to pump assembly.
- Ensure the pump is not positioned directly under a flow of water produced by the fountain, as this can cause surges in the water flow.
- Pump cleaning (basic) – remove pump from the water feature: disconnect water pipe. Immerse pump into a bucket of warm water then brush debris and algae away from the water screen/inlet slots.
- Pump cleaning (full) - remove pump from water and disconnect water pipe. Clean off algae from the water screen/inlet slots then carefully but firmly pull apart the pump's inlet cover (a flat screwdriver or similar tool is useful to help unclip the cover) to reveal the magnetic impeller. Remove the impeller and clean thoroughly; reassemble the pump carefully.

### Poor or no LEDs functionality with water flow working correctly:

Disconnect from mains power before attempting any of the below suggestions.

- Unscrew all the plastic connector joint(s) between the transformer and the LED light cable then pull apart both sides firmly. Clean the exposed metal pins with a scouring pad or wire wool to remove oxidation and restore good electrical contact. Align and push the metal pin(s) back into the connector then screw together to ensure a watertight seal.

## Warranty conditions

### COVERED UNDER WARRANTY

- If it has a crack or leak and has been reported within 30 days from purchase it is under warranty and should be returned complete with electrics and accessories in the original packaging.
- If the paint on the fountain has peeled during normal use and the winter care procedure has been followed, it is under warranty.
- If the fountain has been delivered damaged it must be reported straight away for this to be covered by the warranty.
- If the proof of purchase shows the product was bought within 1 year, a free of charge replacement part can be supplied.
- Please be aware Easy Fountain will ask for proof of purchase. You will be required to provide the following information:
  - Your contact details - name, address, contact number, email.

### NOT COVERED UNDER WARRANTY

- Flickering lights caused by build-up of algae and limescale on the connectors.
- Swelling or blistering on the casing of the pump.
- Pump smells of a burning residue.
- If the pump has a visible algae or limescale build up.
- Any damage to the plug or moulded inserts.
- Any damage caused by misuse or severe weather conditions.
- Cracks / leaks that have formed and not reported within 30 days from purchase.
- Paint and/or surface damage/discolouration due to limescale or frost damage.
- The transformer has a visible build up of dirt and/or debris.

If any of the conditions above are found, it is likely that this is due to incorrect maintenance and the warranty will be void. Do not dispose of any components as further inspection by Easy Fountain may be requested.

Replacement parts are available from Easy Fountain (The AMES Companies UK Ltd), please contact our customer service team at [ukproductsupport@ames.com](mailto:ukproductsupport@ames.com) or call 01285 762 060

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## Parts List

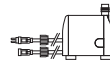
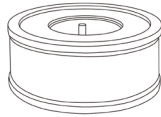
1. Fountain Top

2. Fountain Base

3. Transformer

4. Pump

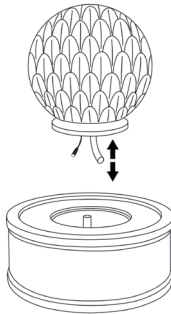
5. LEDs (Pre attached)



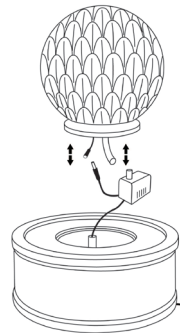
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Prior to assembly, read the instructions carefully. Check all parts against this parts list. Carry out assembly on a soft surface to avoid scratching the product. Please retain this information for future reference.

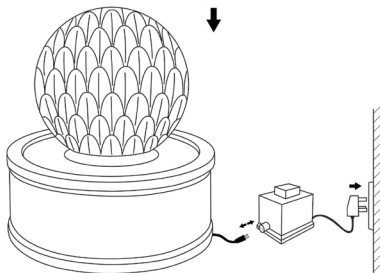
## Assembly Instructions



**Step 1:** Lay out all the components onto a clean, flat, smooth surface. Feed the cable connection from the pump to transformer through the centre tube on the fountain base, making sure there's enough length to connect to the transformer later.



**Step 2:** Connect the pump to the pre attached piping and LEDs from inside the dome. Make sure the pump flow regulator is open (turn clockwise for full flow). Now place the pump in the bottom section of the water feature. Fill the reservoir so the pump is fully submerged.



**Step 3:** Connect the pump to the transformer and connect transformer to mains power. Your water feature is now ready for use.

Always isolate the electrical mains supply before touching or adjusting the pump. The pump flow can be adjusted with the regulator, this is found on the inlet of the pump. We recommend starting with the flow regulator fully open and then adjusting down if required.



Turn...  
**Clockwise for full flow**  
**Anticlockwise for reduced flow**