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FT-387 Richmond Hill Fountain Assembly Instructions



Fountain Information:

- Three people are recommended for the installation this fountain!
- This fountain holds approximately 20 gallons of water.
- This fountain uses a medium fountain cover: FTNCOV-MED
- Compatible with #10 Refill Device
- A special stopper is required to use the refill kit for this fountain

Pump Information:

OEMPP525 - 525 GPH Pump (16 ft. cord length)

Tools Required:

Bubble Level
Screwdriver



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Fountain Components			
Image	Item Description	Component Item #	Quantity
	Charleston Fountain Small Bowl	FT-256B	1
	Charleston Fountain Large Bowl	FT-256E	1
	Charleston Fountain Large Pedestal	FT-256F	1
	Richmond Hill Fountain Finial	FT-387A	1
	Richmond Hill Fountain Pump Cover	FT-387C	1
	Richmond Hill Fountain Pump Cover Door	FT-387D	1
	Richmond Hill Fountain Base	FT-387G	1
	Richmond Hill Fountain Base Door	FT-387H	1

Pump Kit Parts List		
Image	Component	Quantity
	PK500 Pump (use adapter indicated)	1
	#10 Stopper	1
#7 Drain Stopper"/>	#7 Drain Stopper	1
	Approx. 2" length of 5/8" clear vinyl tubing	1
	Approx. 24" length of 1/2" black non-kink tubing	1
	Wedges	4
	Hose Clamps	1

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Fountain Set-Up:

Assembly & Installation - A fountain can be difficult to install without knowing and understanding the steps involved. To ensure your fountain is installed properly, please read our instructions and tips before you begin.

- Step 1 - Seek Professional Help:** Check if professional installation is recommended for your fountain.
- Step 2 - Check Foundation:** Place your fountain on a level surface. It is recommended to place your fountain on concrete or a hard packed gravel pad. If the base is level but some components seem off, rotate components or use wedges to level them.
- Step 3 - Create a Drip Loop:** To prevent water from dripping down the cord and damaging the electrical socket, create a drip loop by allowing the pump power cord to fall below the wall outlet.
- Step 4 - Use a GFCI Outlet:** Use only a GFCI outlet when running a fountain.

Assemble your fountain on a level surface capable of holding a minimum of 1035 lbs with an approximate 3 sq. ft. footprint (actual dimensions 20.5" x 20.5").

Step 1 - Place the base (FT-387G) into position where the fountain will be installed, ensuring that it is level.



FT-387G (215 lbs)
20.5"W x 8"H

1a - Note: Check that all components are leveled as the fountain is assembled.



FT-256F (217 lbs)
15.75"W x 28.5"H

Step 2 - Position the large pedestal (FT-256F) over the base (FT-387G).



FT-256E (308 lbs)
46.5"W x 10"H

Step 3 - Center the large bowl (FT-256E) over the large pedestal (FT-256F).

Step 4 - Assemble the fountain plumbing:

- 4a** - Attach the clear end of the tubing assembly to the pump outlet.
- 4b** - Place a hose clamp over the other end of the 1/2" non-kink tubing.
- 4c** - Place the stopper around the pump cord approximately 8" from the pump.

Step 5 - Feed the pump cord all the way through the hole in the large bowl (FT-256E), through the large pedestal (FT-256F), and out of the opening in the bottom of the base (FT-387G).

Step 6 - FIRMLY press the stopper into the hole evenly.

- 6a** - Note: Using the handle of a screwdriver or hammer works best to press the stopper in place.

Step 7 - Insert the #7 Drain Stopper into the small drain hole.

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FT-387C (50 lbs)
10"W x 13"H

Step 8 - Place the pump cover (FT-387C) over the pump.

Step 9 - Feed the tubing connected to the pump through the top of the pump cover (FT-387C).



FT-256B (60 lbs)
22.25"W x 6.25"H

Step 10 - Connect the 1/2" non-kink tubing to the pipe protruding from the bottom of the small bowl (FT-256B) with the hose clamp.

Step 11 - Center the small bowl (FT-256B) on the pump cover (FT-387C).



FT-387A (10 lbs)
5.5"W x 12.25"H

Step 12 - Fit the finial (FT-387A) into the small bowl (FT-256B) by feeding the protruding copper pipe from the bowl into the copper pipe hole in the finial.



FT-387D (2 lbs)
5.75"L x 2"W x 4"H

Step 13 - Place the pump cover door (FT-387D) into the pump cover (FT-387C).

FT-387 Fountain

Assembly Instructions

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FT-387H (7 lbs)
7"L x 2.5"W x 4.5"H

Step 14 - Place the base door (FT-387H) into the base (FT-387G).

Step 15 - Fill the fountain with water.

Maintenance:

Pump Care - The fountain relies heavily on the quality of the pump. A well-maintained pump can last several years.

- Step 1 - Fully submerge:** Ensure the pump is fully submerged at all times to avoid damage.
- Step 2 - Ensure water level is sufficient:** Check water levels regularly as water may evaporate over time, and periodically change water to avoid algae buildup.
- Step 3 - Clean pump:** Use soap and water, or white vinegar and water, with a small, soft brush to clean the pump of debris, dirt, and algae buildup. This should be done every 2-3 months.

Surface Care - Paints and finishes may fade over time due to weathering. By following these tips, you will be able to maintain your fountain's surface.

- Step 1 - Control Algae and White Scale:** Due to water evaporation, you may see white residue on your fountain surface from the mineral content in your water supply. Algaecides and cleansers can help prevent buildup that occurs from minerals and hard water.
- Step 2 - Protect and Refinish:** Depending on the material of your fountain, protectants and sprays may prolong the appearance of the surface. Paint and refinishing kits can be used for touch-up.

Winter Care - Many materials used to produce fountains can expand and contract in different temperatures/humidity levels. If the temperature falls below 32°F or humidity levels change drastically, follow the steps below to protect your fountain.

- Step 1 - Bring inside:** If possible, bring your outdoor fountain inside for the winter.
- Step 2 - Store in dry location:** If unable to bring inside, store your fountain in a dry and covered location.
- Step 3 - Bring components inside:** Move all internal components (stoppers, tubing, lights, pump, etc) inside. *A pump can stay in a fountain for the winter, but if you choose to leave it in, it must be completely dry and insulated with plastic bags and towel to ensure it stays dry. However it is recommended to bring it inside.*
- Step 4 - Completely drain:** It is important to prevent water from accumulating anywhere, as freezing and thawing of water can cause pump damage and cause cracks to form in your fountain. Remove the drain plugs.
- Step 5 - Elevate Fountain:** Fountains may freeze to the ground and cause cracking in the base if left outside in the winter. If unable to store inside or in a dry covered location, try to raise your fountain above ground.
- Step 6 - Cover Fountain:** Make sure to use a breathable material when covering. **DO NOT COVER IN PLASTIC!** Make sure the fountain cover is taut so that no snow or water can pool in the cover. Tie the opening at the bottom of the cover around the fountain.

Troubleshooting:

Pump Not Working - When operating the pump for the first time, it can take a few minutes before water begins to flow properly. If it is still not working after a few minutes, please follow our troubleshooting tips below. **Before troubleshooting, UNPLUG YOUR PUMP.**

- Step 1 - Submerge Pump:** Ensure your pump is fully submerged in water at all times to avoid pump damage.
- Step 2 - Manual Check:** If the pump cover is removable, try removing the cover to access the impeller area. Turn the rotor to ensure it is not broken or jammed.

Pump Noise - Some sound from the pump may be normal, but you can follow these tips to reduce sound or resolve abnormal noises.

- Step 1 - Submerge Pump:** Ensure your pump is fully submerged at all times and clean of debris, dirt and algae buildup.
- Step 2 - Check Location:** You may hear the vibration of the pump touching the side walls of the fountain. Make sure the pump is only touching the bottom.
- Step 3 - Check Flow Rate:** Too low of a flow rate might cause spews or burps.

Water Flow Rate - Some fountains come with a dial or valve to adjust the flow rate, but if you do not have this option or if you are still unsatisfied with your flow rate after changing the settings, check out our tips below.

- Step 1 - Adjust the Water Level:** Insufficient water levels can affect water intake by the pump. Check the fountain instructions to ensure the appropriate water capacity for your fountain.
- Step 2 - Check for Kinks:** Check to make sure the tubing is not kinked. Kinks in the tubing can slow or halt the flow of water.
- Step 3 - Clamp the Hose:** To slow the water flow, try clamping the hose with a hose clamp or zip-tie.

Splashing - Having trouble with splashing? Some splashing is inevitable, especially when you first turn on your fountain, but if you are experiencing excessive splashing, try our troubleshooting tips below.

- Step 1 - Adjust the Water Level:** Ensure the pump is fully submerged, but avoid overfilling your fountain.
- Step 2 - Flow Rate:** If your pump includes a dial or valve to adjust the flow rate, try changing the settings to see if it affects splashing. If your pump is not adjustable, check our Flow Rate section to learn about other ways to change the flow rate.
- Step 3 - Adjust Position:** Try arranging stones or placing a splash guard, at the fountain base. You can also place a screen in the basin.

Leaking - If your fountain is leaking, check these quick tips on how to fix it.

- Step 1 - Adjust the Water Level:** Your fountain may leak if it is too full.
- Step 2 - Check Tubing:** Check that the tubing is attached completely and correctly.
- Step 3 - Check Stopper:** Ensure stopper is completely seated in the fountain. You can also use 100% pure clear silicone to ensure a proper seal is achieved.
- Step 4 - Cracking:** Your fountain may be cracked from improper winter care; see Winter Care in Maintenance Tips.