

## **Product Knowledge**

### **General Basic Operation**

All of our fountains run with the basic operation of the bottom trough being the water reservoir and housing a pump that pumps the water up to the water delivery system, an exclusive technology of Manufacturer. All of our products were originally designed to be fully self contained products. The only utility needed for the fountain to run is an electrical outlet directly behind the piece. The rule of thumb here for placement is as close to center behind the piece as possible. For more exact placement of utilities please refer to the provided shop drawings for each fountain. As our products developed and our customers became more sophisticated we added more utility options to our fountain. Now all customers have the choice as to the level of sophistication that they want in their fountains. We can provide full utilities with automatic water feed lines and drain lines, as well as, dimmers for lights and operation from wall switches. Manufacturer can even fully automate our clients water features by adding timers and electronic solenoids to automatically open and close water and drain lines at pre-arranged times making their fountains almost maintenance free.

### **Materials**

#### **Metals**

Stainless Steel and Copper only. We can finish the products in many different ways but these are the only two base metals we use. We have found that these two metals work the best to provide our customers with a beautiful product that can be finished many different ways but offer the strength to use in our designs. For Stainless Steel we only use 304 Stainless Steel with a furniture grade #4 Finish, this is the highest level of finish you can get in Stainless Steel that still has a grain or brushed look. We use an 18 gauge thickness to create the reservoir and valance pieces, and even thicker 16 gauge material for the structural parts. Copper fountains have to use even thicker material to gain the structural strength of Stainless Steel. We only use pure copper sheets, there is no cladding or plating in our fountains only real, pure copper will do. We use Copper sheets with at least .060" thickness for the trough and valance. The following is a list of possible finishes for both metals. Stainless Steel 304 Stainless Steel with a #4 Finish 304 Stainless Steel with a Powder Coat Finish- Many different colors are available 304 Stainless Steel with Custom Artwork Copper Copper left raw to naturally Patina due to exposure to air Copper with an antique Patina Finish- available in light, medium and dark shades Copper with Custom Patina Artwork

This variety of finishes enables customers and designer many different options to incorporate into the space they are working on. Powder Coating allows designers to match shades from railings and other fixtures that are commonly powder coated. Copper offers so many rich, and elegant shades from Patina Finishing that customers with more traditional homes benefit from this softer option.

All of our slate comes in thicknesses ranging 5/8" to 1" of solid slate. This really increases the value and impressiveness of our products. No other company in the world can produce Wall Fountains in the sizes that we offer.

### **Exclusive Technologies**

Manufacturer has spent close to 1 million dollars in Research and Development for our current product line. We have several technologies for our water features that are exclusive to our products. This is where Manufacturer completely separates itself from any form of competition. The technology we have pioneered is one of the reasons that our products are at the leading edge of the industry.

## **Exclusive Safe-Bracketing System**

Slate is sedimentary stone that has taken centuries and millions of tons of pressure to create. Slate has very distinct layers throughout the stone. All slate slabs can de-laminate between the layers and essentially come apart if not properly tested before use in a fountain. This is the reason that Manufacturer engineered our "Safe Bracketing System". Our competitors put bolts or some kind of fastener into the slate slab with a bracket so the slab itself hangs on the wall. We saw this as not only unsafe but did not look good because you can see directly behind the fountain and all the plumbing and electrical features that make the fountain run. We did not even think about taking the chance of a heavy slate slab coming off the wall and at the very least damaging a home or business. Our "Safe Bracketing System" uses the strength of the fountain structure to hold the weight of the stone on the wall. This is accomplished by a custom area of the trough and a specially designed bracket at the top of the slate that keeps it from tipping forward. This bracketing system allows us to hang fountains almost 1,000 pounds on most wood stud walls with no problem. **NO OTHER MANUFACTURER CAN MAKE THIS CLAIM.** We routinely hang fountains in excess of 500 pounds without any issue whatsoever. The bracketing system creates only shear weight on the wall allowing for huge loads to be used without problem. This bracketing system is an absolutely integral part of our features. It can be scaled to fit almost any size fountain and this platform is not only functional but has the added bonus of allowing us to seal off the back side of the fountain so all the utilities are hidden from view. This innovative design feature is one thing that separates Manufacturer from any competitor claiming to have a high quality product.

## **Exclusive Water Delivery System**

This is the heart of our product. Manufacturer has spent close to \$500,000 to develop a water delivery system that is far superior to any other system currently in the marketplace. We designed a system that not only works flawlessly for many years, but also is able to sheet the entire material being used for the fountain as soon as it is turned on. This is vastly different from many of the products on the market that advise clients to "spray or wipe the material down with water or a damp cloth" so the fountain will sheet the material. This system is so versatile that many different materials can be used without modifying our existing design. This design can just as easily use glass as slate without adjustments. This water delivery design not only works but keeps maintenance to a minimum and allows us to hang fountains in areas where intervention to get the fountain material to sheet properly is impossible. Manufacturer took the time and spent the money to create a completely new innovation in water feature design. We have created the best delivery design in the industry, and adding to the value that our customers receive from our products.

Manufacturer's products is the best in the world for many reasons. The main elements that make are products special are the overall quality of materials, craftsmanship, and design. We take great pride in the products that we produce for our dealers and clients.

## **Product Knowledge Detailed**

This section will give you detailed information about each of our production models and some more insight into the custom work that Manufacturer has done and what we can do to fulfill the specific design challenges and projects customers or designers may have. This section will begin with the smaller of our production models and finish with a section on custom projects and the custom design process.

## **Fountain Requirements**

### **Wall Requirements**

All Manufacturer products are in some way mounted to the wall (with the exception of some custom pieces), therefore certain standards for wall structure are required. These requirements are very easy and any sales person can discuss this with clients, builders, or designers. The basic requirement for any Manufacturer product is that it is mounted on a wall with wood stud construction. The product is engineered in such a way that as long as there are wood studs in the wall we can hit those studs for mounting. Steel Studs (common in commercial construction) can be reinforced either by providing a 3/4" Plywood backing or by sandwiching the steel studs in the wall with 2 wooden ones. This gives the wall enough shear strength to hold any of our products. Knowing the construction of the wall is ABSOLUTELY CRITICAL to a successful installation. This should be one of the first questions that a sales person should ask during the sales process.

### **Electrical Requirements and Options**

The basic electrical configuration that is needed to run one of Manufacturer's products is a normal household electrical outlet on the wall generally in the middle of the area that the fountain will cover. This is usually an easy thing for a home owner or electrician to do. Our system then plugs into that outlet and the fountain is operated by two dime sized switches (one for light(s) and one for pumps) on the side channel of the fountain. This is the basic electrical for any of our products. Customers do have many options for electrical as well. Some clients will be installing their fountains in an art niche or some kind of recessed space that will make activating switches on the side of the fountain impossible. In this instance you need to instruct your clients to wire the outlets to two wall switches to operate the fountain. The switch for the light can also be put on a dimmer switch to dim the lights at night. If the fountain also incorporates a drain pump then another outlet will have to be added for a total of three outlets (lights, pumps, drain pump), this is usually quite a simple procedure.

### **Plumbing Requirements**

All Manufacturer products can be plumber in to allow for automatic filling of the fountain, as well as, a forced drain system for easy draining of the fountain when the client is traveling or for maintenance of the piece. The requirement for automatic filling is a simple 1/4" copper water line to be brought to the wall in about the same position as the electrical outlet, preferably just below the outlets. This water line will have to have a shut off valve somewhere on the line accessible to the client. The client needs to understand that they turn on the water to fill the fountain, and shut it off when the float valve installed in the fountain shuts off the water supply. Having the waterline charged at all times is a bad idea and can cause flooding if the float valve fails. A drain line can also be installed in the wall space. All that is required here is a 1/2" PEX line that is attached to any existing drain in the space. Manufacturer will then install an extra pump in the trough of the system which when activated will pump the water from the trough through the PEX line and down the drain. This is an awesome feature for maintenance and people who travel. An automatic drain is very easy to install, especially with any new construction or renovations. Corporate installations are very challenging in the fact that no one takes care of the fountain. We suggest that all commercial applications have full utilities, so that the maintenance is easy. Full automation can also be attained by selling a system with timers and electronic solenoids that control the opening and closing of the water line at a certain time. This is the ultimate set up for a large commercial water feature. We also recommend that all of our fountain products be run with some kind of soft or de-mineralized water to avoid any kind of calcium build up. Dealers in the US also have access to Pro-Tec Fountain solution, this product also works very well to remove or prevent calcium and mineral build up.

## Frequently Asked Questions

Q: Do I need a power outlet for the fountain or does it plug into the wall with a cord?

A: Yes you will need to have a power outlet installed on the wall about dead center where the fountain will be placed. Not only do cords detract from the look of the piece, it will also impede on the bracketing system for the fountain. Manufacturer will provide a detailed shop drawing for the placement of utilities prior to your fountain being installed

Q: Do I need a waterline to the fountain or can it be filled by hand?

A: It is totally up to you whether you would like to plumb in your fountain or not. The products were originally designed to be a self contained unit. As the product evolved we did add the ability to automatically fill the fountain with a 1/4" copper water line.

Q: Do the fountains need maintenance?

A: Yes the fountains do need regular maintenance but it is very simple to maintain. Please download the fountain maintenance guide available at the following link on our website for the maintenance guide.

Q: These Pieces are very heavy. Do I need to reinforce my wall prior to installation?

A: Manufacturer has designed the many different products we design to be hung on any wall that has regular wood studs in the wall construction. If the installation is for a steel stud application Manufacturer will provide details prior to delivery on how a steel stud wall will have to be finished.

Q: Is Slate the only material I can use for my water feature?

A: Manufacturer's exclusive water delivery system enables our water features to use many different materials to create your ultimate wall fountain. Please refer to our materials section for further information on the latest materials we are using to create some of the best designs in the industry.

Q: Are Manufacturer's products easy to install?

A: Manufacturer has manufactured a product that is both beautiful and simple. Smaller pieces can be installed by one person with larger ones needing at least two people to install. Complete installation instructions will be provided to any products being shipped from our warehouse. If you require Manufacturer technicians to install your piece please contact us about installation rates and times.

Q: Is there a warranty on Manufacturer's products

A: A one year limited warranty is applicable to all of our products. This warranty covers all parts, workmanship, and installation (if done by Manufacturer). Please refer to the warranty section for more specific information.

Q: Will calcium from hard water damage my fountain?

A: We recommend that you use de-mineralized water (i.e. softwater, reverse osmosis water, or distilled water) in your water feature. This will ensure optimum operation of your fountain and reduce maintenance. Should you still use hard tap water in your fountain there are several aftermarket products that can be used to rid your fountain of lime and calcium build-up (Protec Fountain Solution). Please note that Manufacturer is not responsible for calcium related problems, and /or aftermarket products damaging pumps.

Q: How often will I have to fill my fountain with water?

A: The amount of water that your fountain evaporates depends on many factors, the relative humidity of your home or office and the presence of hardwood floors will have significant effect on the amount of water a fountain uses. The product is designed to be filled on average every 7-10 days after it stabilizes in the environment it is installed in.

Q: Is there any way to automate my water feature so that it will fill and drain periodically without me doing anything?

A: Yes, your fountain can have a system of electronic timers and solenoids that will automatically drain and fill your fountain on a specified date and time. This keeps a fresh water supply in the fountain and greatly reduces maintenance. We recommend this type of set up for all commercial jobs and residential placements that are hard to access.

Q: ~~Is there different~~ types of lighting I can get for my fountain?

A: Manufacturer is always looking for different ways to make water features unique. We can use different LED lights and different colored lens to light your fountain.

Q: Are there many different types of slate to pick from?

A: Manufacturer has one of the biggest inventories of slate slabs anywhere. We carry many different colors, shades and textures of slate. Customers in our area can hand pick the slab that they want to use in their feature. Customers out of our area can give us parameters for what color schemes they would like and we can pick out the best possible piece for that customer.

Q: How many different fountains does Manufacturer manufacture?

A: Manufacturer has manufactured thousands of fountains. We currently have designed over 100 different styles of water features and have installed fountains in almost any conceivable place.

### **Installation and Technical Support**

Manufacturer sends with every fountain very detailed installation instructions for the end user or contractor to successfully install the product. We have tried to cover every detail possible in most installations. For custom installations Manufacturer can create a custom installation manual for on-site installation.

## **Warranty Information, Client Responsibilities, and Disclaimers**

All Manufacturer products carry limited warranties on all parts and operation.

### ***One Year Warranty***

Manufacturer honors a one year warranty from shipping or installation date of all pumps and light fixtures. Manufacturer will replace a light fixture or pump in any of our products. We will not be responsible for replacement parts if the parts in question have not been used in accordance with the operational specifications, for example, running a pump with no water in the product and burning it out.

### ***Three Year Warranty***

Manufacturer honors a three year warranty on all slate and metal integrity in our products. Any warranty for slate chipping, cracking, or breaking due to mishandling during the installation process is not covered under warranty.

### ***Client Responsibilities***

The client agrees to have all utilities required for the operation of your fountain completed before an installation is scheduled. Manufacturer is not responsible for deficiencies in the wall structure, (for example a niche not being square or a ceiling that is out of level.), wood studs are required for hanging all wall fountains. Steel stud applications will have to be reinforced, according to Manufacturer's specifications. All Manufacturer products built will be absolutely square. If the water feature needs a water line, the installation of the water line is the client's responsibility.

ALL WATER FOUNTAINS REQUIRE REGULAR MAINTENANCE. WARRANTIES ARE VOID IF THE WATERFALL HAS NOT BEEN PROPERLY MAINTAINED. (See disclaimers below) All mechanical parts are guaranteed for a period of one year from the date of installation. Mechanical parts include pumps, light transformers, and drain pumps (if applicable). Structural parts are guaranteed for a period of 3 years, this includes the steel or copper weld integrity, side channels, and slate de-lamination. Warranty Registration cards will have to be sent to Manufacturer no later than 30 days after installation date, unless your fountain was installed by Manufacturer personnel

### ***Disclaimers***

- 1) Manufacturer will not be liable for damages or malfunctions caused by "Float Valve fill assemblies". Manufacturer strongly recommends that customers install a manual water line shut off valve on the line that the Float Valve Assembly is on and only turn the valve on to fill the fountain and then close the valve.
- 2) Manufacturer will not be liable for damages sustained by the client that are the result of poor or improper maintenance of the fountain, and resulting water damage.