



TROUBLESHOOTING YOUR POND/WATERFALL

PROBLEM	MOST COMMON CAUSE(S)	SOLUTION
Water is cloudy	Genesis is occurring in a new pond; storm has introduced dust into the water	Add or increase Beneficial Bacteria. Back off feeding the fish until the water remains clear.
Water is pea-green	Genesis is occurring in a new pond; adding fertilizer to plants; over-feeding the fish	Add or increase Beneficial Bacteria. Back off feeding the fish until the water remains clear.
Water is dark or brownish (tea-colored)	Tannins in the water from the leaves or flowers of a near-by plant or the quality of the water filling the pond; mulch introduction from adding new plants	This is a naturally-occurring phenomenon that is not hazardous to the health of either fish or plants. However, if this is unsightly for you, you can purchase activated charcoal and add it to the media net found in the Biofalls. This may need to be replenished occasionally to continue to clean the tannins out of the water.
Abundant string algae	Water is warming up, but the beneficial bacteria is still in hibernation; or not enough diversity in plant life; or over-feeding the fish; or adding fertilizer to plants; etc.	<ol style="list-style-type: none"> 1. Hand-weed the algae out of the pond; we use it as mulch for tree wells, or in composting operations; and 2. Use String Algae Buster to halt the growth.
Pump is sucking air	Your water level is low; or skimmer basket is full	Empty the skimmer basket more frequently. If the autofill is not functioning, adjust as necessary (see YouTube video in our Help Library for complete instructions).
Auto-level device is running constantly	<ul style="list-style-type: none"> • The device has come loose, become bent, or is malfunctioning; or • There may be a leak around the pond 	<ul style="list-style-type: none"> • Check for leaks along the edge of the waterfall or stream. They will show as a damp area along the outer edge or around the edge of the Biofilter. Remove the obstructions in the stream. • Clean/adjust the device. If you cannot adjust it, turn off the water to the pond and call for service.
Auto level is not coming on at all	The device has become bent, or is plugged	Make sure the control valve is open. Adjust the device (see YouTube video in our Help Library). If you cannot adjust it, call for service.
The pond is flooding or overflowing	<ul style="list-style-type: none"> • The auto-level device has come loose, become bent, or is malfunctioning; or • There may be a leak around the 	<ul style="list-style-type: none"> • Turn off the water source until you can do the following: • Check for leaks along the edge of the waterfall or stream. They will show as a

	pond, or water feature caused by settling or water displacement due to plant growth.	damp area along the outer edge or around the edge of the Biofilter. Remove the obstruction or call for service. <ul style="list-style-type: none"> • Adjust the auto-level device. If you cannot adjust it, turn off the water to the pond and call for service.
The pump is making noise (other than sucking air)	Pump is plugged up; pump is dying	Some pumps may emit a small humming noise. If the noise becomes audible above the waterfall, it is the bearings beginning to give out. It may still function for quite some time, but it is up to you as to when you can't stand it anymore and need it replaced.
Waterfall/Stream is flowing very slowly; low water flow	Pump or plumbing is plugged up	Unplug the pump and clean it out. If that doesn't work, you may have a clog in your plumbing, and this will require professional service.