

# All-in-One Pump



## Submersible Pond Pump, Filter & UVC

Model	Power Rating	Max Flow LPH	Max. Head	Suitable for Max Pond Size	Outlet Size mm	Dimensions mm (wxl)	UVC Watts
PHALL01000	28W	1000	1.4m	2000 Litres	12/20/25	100x350	13W
PHALL02000	45W	2000	2.0m	4000 Litres	12/20/25	118x360	9W

Comes complete with 10m electrical cable. Rated voltage 220-240V, 50Hz

### Introduction

Congratulations on the purchase of your PondHero combination unit. This unit is submersible and no additional filtration is required. By attaching 12-25mm hose the outlet can also power a waterfall or feature. A fountain kit is also supplied – a ‘T’ Piece connector allows flow to be split between fountain and hosetail.

Filtration is achieved in three ways:

- 1) Foam situated inside the unit offers mechanical filtration by removing solids.
- 2) Filter stones inside front chamber achieve biological filtration.
- 3) UV forces microscopic green algae to clump together ready for collection.

**Your unit must always be immersed in fresh water before it is switched on.**

The UV is connected to a weatherproof transformer – this transformer can be left outdoors but **it must never be submerged.**

### Important



Your pump has 2 foam filters. The small ‘doughnut’ shaped will block with dirt quickly on initial use (this means it is doing its job). If you notice your pump flow rate reducing then switch off unit, open up the pump, remove and clean ‘doughnut’ foam filter and replace. As pond clears maintenance will reduce.

## General safety Instructions

Read and observe all of the instructions clearly before installing, connecting and operating the unit. Make sure the pump is securely and correctly installed before switching on.

Always disconnect the unit when not in use and when carrying out maintenance.

Always disconnect all equipment in the pond before starting to handle, maintain, repair or install any pond equipment.

The appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety. Children should be supervised to ensure that they do not play with the appliance.

For safety reasons, servicing or repair of this item should only be carried out by PondHero.

Never hang or carry the pump by the power cord.

Do not operate the pump with a damaged cord or plug. The supply cord of the appliance cannot be replaced.

**If the electrical cord is damaged the product should be scrapped.**

## Safety and Electrical Connections

This unit is designed for outdoor use only. It is waterproof and should be situated safely under the pond water. Ideally the pump should be situated at the bottom of the pond as this is where fish waste and debris collects. Take care to ensure that you can easily lift your pump out of the water for routine maintenance. If this is necessary do not pick your pump up by the electrical cable but by the main body/ cage of the pump.

Always disconnect all equipment in the pond before starting to handle, maintain, repair or install any pond equipment. Direct exposure to UVC light can damage the eyes and skin. NEVER look directly at the UV when switched on

The unit is electrically operated so great care must be taken during installation and operation. The following electrical and safety guidelines must be carefully followed.


Each unit has a pump that is supplied with a 10 metre length of 3 core electrical cable which is permanently connected to the pump.



The wires in the mains electrical lead are coloured in accordance with the following code:

BLUE – Neutral (marked with an “N” in most terminal connections)

BROWN – LIVE (marked with an “L” in most terminal connections)

GREEN/YELLOW – EARTH (marked “E” or  in most terminal connections)

1<sup>st</sup> January 2005 revised Building Regulations for England and Wales  
Installing this product in the garden is classified as ‘notifiable’. The Regulations now require you to tell your local authority building control department that you intend to install this product before installation. Your local authority will let you know how you can get your installation approved

The termination to the mains supply should be permanent, inside a dry weatherproof enclosure, through a double pole switched fused spur with a minimum contact gap of 3mm – (disconnected) to BS 3676 – and fitted with a 3 or 5 amp fuse.

Exposed cable runs should be sensibly positioned, and protected if necessary by armoured conduit. A 10mA or 30mA Residual Current Circuit Breaker (RCD) MUST be fitted to the mains supply. Permanent installations to the mains supply (hard wiring) must comply with the regulations of the local electricity authority which may stipulate the use of metal or plastic conduit to protect the cable. If in any doubt about wiring to the mains supply contact a qualified electrician or your local electricity authority.

## **Directions for use**

### **Installation**

Place unit at bottom of pond – preferably on a level surface raised approx. 10cm from floor (eg, upturned plant pot or clay brick) with outlet facing upwards.

Once installed the pond water will flow through the pump as the pump's impellor draws in water. It is always best to position your pump at the opposite end to where the water returns to the pond to provide maximum circulation.

Your unit is supplied with a hose-tail. Pond hose size 12-25mm (1/2" to 1") can be attached to the inlet hose-tail. Cut the inlet hose to the size appropriate to the size of hose you are using.

Then connect the hose from your pump to your filter system or position it where you want the water to return. Ensure a watertight seal by the use of hose clips.

### **Maintenance**

Occasionally large solids may block the holes in the filter cage surrounding the pump – these should be carefully wiped away. A clogged or dirty intake will put a strain on the motor and greatly reduce its performance. If the area where the pump is stood is very dirty, raising its position slightly will assist flow. To clean the pump, remove the impellor housing and impellor. Use clean water and a small brush to remove debris.

### **Changing the UV Bulb / Maintenance of the unit**

A UV indicator around the body of the unit lights up to shown UV is working.

If it doesn't light up, or if the bulb has been used for over 6 months you will need to change the UV bulb inside the unit.

To open the unit up, first disconnect from power supply and lift clear of water.

Remove backing plate with a cross head screwdriver then around the middle of the unit there are two push clips – hold these in then pull the main body apart. The foam is now accessible and can be cleaned if required. Access the impellor by again pressing the two clips around the top in and pulling the top case away from the main unit. Turn the impellor guard to gain access to the impellor and clean if required. The UV bulb can be accessed by unscrewing the screw located in the base of the remaining black casing. Turn the casing as indicated by the two arrows on the casing

Further information and images are shown on following pages

## General Maintenance

**Main filter housing** - can be removed by unscrewing single screw fixing located on base plate and gently depressing the push clips located on either side.



**Impeller** - can be accessed by removing the front filter guide. Simply depress the push-clips located on either side.

Rotate the impeller cover in anti clock direction.

The impeller can then be gently pulled away from the housing and inspected.

Ensure that the plastic propeller part of the impeller is attached to the magnetic part and that they have not come apart or split. If this is the case you need to replace your impeller.



**Remove and clean filter sponges and biomechanical media** - the bigger filter foam is placed within the back filter guard. To access it you'll need to depress the push clips located on either side.

To replace or clean maifan stones, carefully prise the media casing free from main filter housing by releasing the connecting clip whilst gently pulling the media cover at the same time. Rinse in pond water to prevent damaging the beneficial bacteria which help maintain a healthy pond.



**Quartz sleeve & UV bulb** - to access UV bulb unscrew single screw fixing located on underside of protruding tubular quartz sleeve housing. Gently rotate the housing to remove it.



To access quartz sleeve, unscrew the two screw fixings (as shown in the image below). Gently pull it out to remove it.



The quartz sleeve can be coated in limescale build up in hard water areas. This should be carefully removed from the quartz sleeve and cleaned with a soft cloth.

**Clean body and all attachments. Reassemble.**

## Replacing the UV Bulb

**NEVER** look directly at the UV light.

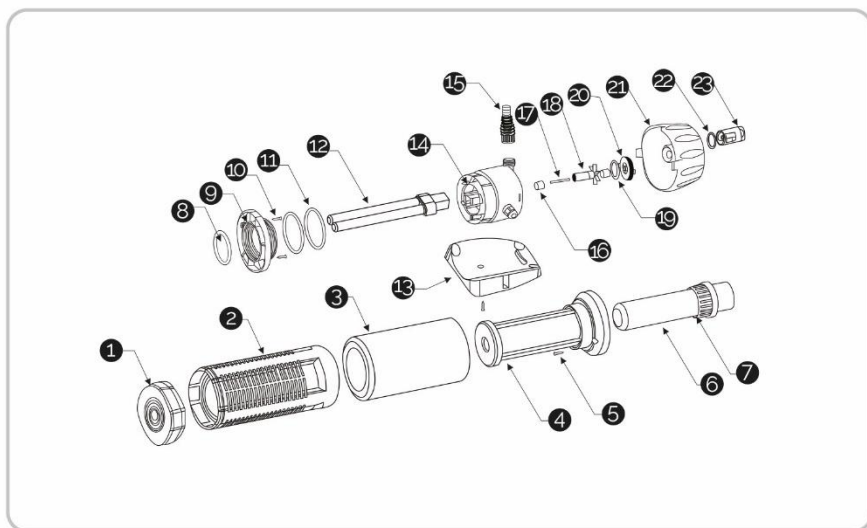
When replacing your UV bulb, use this time to clean your quartz sleeve and carefully examine for any damage or cracks. Take care when handling the quartz sleeve and UV bulb to avoid any damage to the glass.

1. Unscrew single screw fixing located on underside of quartz sleeve housing.
2. Gently rotate housing to remove it. Once cooled, UV bulb can be safely removed by gently moving it from side to side and pulling free of unit.
3. You can now replace your UV bulb. Re-insert the UV quartz and screw on the fixing to lock it in place.



**IMPORTANT!** Check regularly that your UV light is operational by looking at the UV light indicator located around the body of the unit. Always change your UV bulb every twelve months regardless of it working or not, as its performance will lessen by this stage. We recommend to replace your bulb every 6 months

## PARTS DIAGRAM



1	MEDIA COVER
2	FILTER GUARD
3	FILTER SPONGE
4	QUARTZ COVER
5	QUARTZ COVER SCREW
6	UV QUARTZ TUBE
7	UV QUARTZ SCREW
8	Ø 45 X 4 O-RING
9	UV BASE PLATE
10	BASE SCREW
11	Ø 53 X 3.1 O-RING

12	UV LAMP
13	BASE PLATE
14	CENTRE BODY CASE
15	HOSETAIL
16	RUBBER BEARING
17	SHAFT
18	IMPELLER
19	Ø 30 X 1.8 O-RING
20	IMPELLER COVER
21	FRONT FILTER GUIDE
22	Ø 20 X 1.8 O-RING
23	FLOW RATE ADJUSTER

## TROUBLESHOOTING

### UV Indicator is not Lighting Up

If the UV indicator around the body of the unit is not lighting up follow these troubleshooting steps:

1. Clean the UV indicator.
2. If you find that the UV light is still not operational, check that you have power from the mains supply.
3. If you do have power from the mains supply, try performing a safety override. Locate the safety override switch on the ballast end next to the UV bulb fitting (as shown in the image on the right).

**IMPORTANT! NEVER** look directly at the UV light. Press and hold the small thin silver switch when the power is on and the bulb should ignite. Please test in a dark/ shadowed place and do not look directly at the bulb – we recommend covering the bulb with kitchen roll or similar. You should still be able to see the glow of the bulb through this.



4. If the above does not solve the issue replace the UV bulb.
5. Please check for signs of damage or water ingress to quartz sleeve and bulb area. You might need to replace your quartz sleeve and/or O-Ring if that's the case.
6. If you find that the UV light is still not operational after the bulb replacement, the UV ballast may have developed a fault and you will need to contact the supplier of your unit to obtain replacement parts.

Please remember that UV bulbs for use in ponds should be replaced every 12 months.

### Slow Flow Rate

1. Rinse both of the foams in the unit; you can also remove the smaller foam to free the flow up a little, for a short period of time. For optimum function of the unit, we highly recommend the filter is positioned on a brick, so it is not resting directly on the bottom on the pond. This is to prevent large clumps of debris blocking the inlets and restricting the flow.
2. Locate the impeller and shaft in the pump and inspect for damage and clear the fittings and parts of any waste build-up.
3. Ensure that the plastic propeller part of the impeller is attached to the magnetic part and that they have not come apart or split. If these parts look fine and there are two rubber grommets fitted on each end of the shaft, or already inside the fittings, then re-assemble the unit.

## Limited Warranty

This product is guaranteed for a period of 12 months (excluding rotor assembly) from the date of purchase for material or manufacturing defects. The guarantee covers the substitution of defective parts. However, the guarantee is considered null and void in the case of improper use, improper handling or negligence on the part of the buyer. If your PondHero pump fails please take it back to the retail outlet from where it was purchased. You will be required to take your receipt/proof of purchase with you. This does not affect your statutory rights.

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Your appliance contains valuable materials which can be recovered or recycled. Leave it at a local civic waste collection point.