

Woodstock Water Bell Fountain™

TROUBLESHOOTING GUIDE

PROBLEM	POSSIBLE CAUSE	SOLUTION
FLOATING BELLS		
The floating bells flip	The bell assembly is not properly seated	Reorient the assembly, making sure that each leg sits inside one of the raised circles. The largest bell should sit at “4 o’clock” to the cable-tied pump wire.
	The water level is too low	The top of the floating bell should be even with the stationary bells. IF WATER LEVEL IS TOO LOW, BELLS WILL FLIP
The floating bells move around the bowl but the bells don’t ring or only a few bells ring	The water level is too low or too high	Fill the bowl until the rims of the floating bells are even with the rims of the six fixed bells.
	The floating bells are moving too slowly At the maximum setting, the floating bells should move around the bowl four to five times a minute	Pump adjustment: be sure the pump control is set on MAX. Diverter adjustment: Slowly turn the top bell of the center bell assembly (the entire stem will rotate with it) until the least amount of water is bubbling up through the top. Wait a moment and see if the bells start moving faster.
	The fountain is not level	Measure the distance from the rim of the bowl to the water level at three equidistant points around the bowl. These measurements should not vary by more than ¼”. Adjust by raising the side of the bowl with the shortest measurement. Re-adjust the water level if necessary.
The floating bells do not move around the bowl	The bell assembly is installed incorrectly and is blocking the floating bells	Reorient the assembly, making sure that each leg sits inside one of the raised circles. The largest bell should sit at “4 o’clock” to the cable-tied pump wire.
	The pump is not adjusted properly	See pump adjustment above
	The diverter is not adjusted properly	See diverter adjustment above
	No water is flowing out of the center top bell or the output hose	See pump below
	Output hose spout is not at the proper angle	See pump below
Pump cord tie	Tie holds pump cord in place as the cord could get in the way of the floats	DO NOT CUT THE PUMP CORD TIE
FLOW DIVERTER		
Water spurts out of the flow diverter when the pump is plugged in and the water splashes	The flow diverter is defective	Contact Woodstock Chimes Customer Service for a replacement part at 800-422-4463 or woodstock@chimes.com
PUMP		
No water is flowing out of the center top bell or the output hose	The pump is not plugged in	Plug in the pump
	There is no power to the outlet	Test the fountain on another GFCI outlet or reset the GFCI outlet
	The pump is defective	Contact Woodstock Chimes Customer Service for a replacement part at 800-422-4463 or woodstock@chimes.com