

# WINTERIZE Your Water Feature



\*Most of these tips apply to a Pondless Waterfall as well

-  Sprinkle OxyPond Cleaner on your stream. Let it sit for 30 min, then pressure wash with your garden hose down the stream into the pond. Use a dedicated pond net to scoop out large debris.\*
-  Use the same net to scoop settled debris off the bottom of the pond.
-  Clean out your skimmer often. Especially after a big wind storm.
-  Make sure your pump is free of debris.\*
-  Change out your filter pads if needed.\*
-  Trim back any dying plant growth on or around the pond. Remove any floating plants.
-  Cover your pond with a net and periodically remove leaves that gather on top of it to prevent sagging into the pond.\*
-  Change out 30-50% of the water, add dechlorinator, and test your water to make sure the alkalinity and pH is balanced.\*
-  Lastly, add winter formulated bacteria to the pond. You just washed out a large amount of it when cleaning out the filters, so to keep the bacteria active through the colder temps. Adding bacteria to the pond makes for a cleaner, healthier environment for your fish.

If winterizing your own pond or pondless waterfall isn't something you want to take on, call the Pond Squad! We can get you on the calendar for a fall or winter cleaning. (Typically takes about an hour depending on pond size)

## 10% OFF WINTER SERVICE

10% off labor only. Destination fees are not subject to a discount.  
Expiration date: 1/31/21

## FEATURED ITEMS!



**COMPLETE SPRING AND AUTUMN PACKS**



**FILTER MEDIA PADS**



**POND NETTING  
(Variety of Sizes)**

## 20% OFF NEWSLETTER ITEM

Not to be combined with 15% refill or other discounts  
Expiration date: 1/31/21

**DON'T FORGET** to bring your empty Complete Ponds brand (excluding Complete Spring & Autumn Packs) bottles for our refill program and receive the newsletter 20% off discount. (Regularly 15% off refill price)



**COMPLETE BIOCLEAR & BARLEY**



**COMPLETE ALL SEASON BACTERIA BLOCKS**



**OXY POND CLEANER**



**THERMOMETERS**



**SKIMMING DEBRIS NETS**

## COMPLETE PONDS Customer Profile



Rod had a vision for an Old West Gold Mining themed swim/fish pond and he sure got it! The project included a mine shaft, a running sluice box at the start of the waterfall, a pump house made to look like a saloon, an underwater bridge and various other decorative pieces throughout the pond area that make it seem like an episode of "Gold Rush." Rod lives on 60 acres and the pond is only a speck (130' x 330' x 16' deep) on his property, but it's definitely "spectacular!" This was a combined effort from our excavation partner, Trickle Creek and our large lake liner installer, Lake Solutions. We've done several projects together, but this is by far the largest to date. You can see more photos of this project on our Facebook page. See our project specs below:



### PROJECT SPECS:

- Rock Used:**  
Moss Rock 1,600,000 lbs
- Pumps:**  
4 variable speed pumps
- Waterfall:**  
20' tall and 40' long
- Pond:**  
130' x 330' x 16'
- Bog Filtration:**  
50'x 50' with 65' stream/ waterfall into pond
- 500'** of retaining walls around the pond (approx.)

**CHECK OUT OUR FACEBOOK STORY ABOUT THIS JOB!**

**CALL US WITH QUESTIONS**

**(916)786-2696**

**WE ARE GOING DIGITAL!**

Give us your email so you can receive exclusive discounts from us!

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**www.completeponds.com**

## FREQUENTLY ASKED QUESTIONS

### Q - MY WATER IS CLEAR BUT HAS A BROWN TINT TO IT. WHAT IS IT?

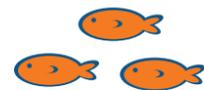
**A** - Usually when water turns brown it's because of decomposing leaves that have settled on the bottom of the pond. It turns the water a "tea" color. This is pretty common. It's best to get the leaves out of the bottom of the pond and put activated carbon into the filter or under the waterfall. Make sure to rinse out the carbon first or it will turn your pond water black. Trust me, I've done it. If you are medicating your pond, be sure to remove the carbon otherwise it will absorb the medication.

### Q - MY WATER IS GREEN. MY ALGAECIDE ISN'T WORKING. HELP!

**A** - Green water is caused by the sun baking down on the pond. Green water is made up of algae cells that can only be sterilized/killed with a UV filtration system. Some biological filters have UV sterilizers built into them or you can get an in-line UV filtration system that is completely separate. Both systems will kill green water as long as they are sized up according to the gallons in your pond. If the UV system is undersized, or you haven't changed your bulb in over a year, the UV system won't clear up your pond. We sell both types of systems so if you want to know more, bring us your pond dimensions and come on in to see what we've got!

### Q - I'VE BEEN USING BACTERIA AND ALGAECIDE BUT MY PONDLESS WATERFALL STILL HAS A TON OF ALGAE. WHY ISN'T IT WORKING?

**A**- First I would say, let's test your Alkalinity and pH. If you have high or low pH or Alkalinity, your water treatments aren't going to work very well if at all. Once we get them balanced your water treatments will begin to work and your pond should look much better!



**CHECK OUT OUR UPCOMING CLASSES**

[www.completeponds.com](http://www.completeponds.com)



#### UPCOMING STORE CLOSURE DATES:

- November 26<sup>th</sup> and 27<sup>th</sup>
- December 24<sup>th</sup> at 2pm through January 4<sup>th</sup>, 2021

#### WINTER HOURS:

- Monday-Friday 9:30a-5p
- Saturday 10a-4p
- Closed Sunday



#### COMPLETE PONDS

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(916) 786-2696 | Lic # 844845

# the Ponderer

Fall/Winter 2020



## COMPLETE PONDS *Update* -

Well this year has been interesting to say the least. Who could have predicted that our world would be going through a seemingly unending pandemic in 2020? Thankfully through it all, we have been healthy and able to remain open to service your ponds and waterfalls. Fish and other live pond animals still need care, so we are doing our best to get our service appointments taken care of as quickly as possible and still get you what you need to service your ponds yourselves through our retail store

As if COVID hasn't been enough to deal with, our extremely hot August was no joke. The heat/sun robs our pond pets of the oxygen that they need to survive. If this has been, or you fear is going to be a problem in the future, come see us for a back up aerator or pond pump. We have been fortunate enough to have plenty of options on our shelves to assist in extra oxygen for the pond!

We are still building ponds and waterfalls. If you follow us on Facebook, (thank you) you will see several posts of jobs we've done so far this year. One job alone took the better part of this year, so now that that's finished, we've moved on to the rest of our scheduled jobs. And we are looking forward to a large swim pond build in the Davis area this fall. We'll be posting our progress on Facebook so be sure to follow us!

As always, please let us know if you have concerns about your pond or fish. We will do our best to help you through it. While we don't know what the future holds, we are committed to doing the best we can to get through the rest of this year together.

*Thank you for your patience and understanding, and stay healthy!*

**We will be closed November 26<sup>th</sup> and 27<sup>th</sup> and December 24<sup>th</sup>, 2020 at 2pm - January 4<sup>th</sup>, 2021**



**CALL US AT (916)786-2696**

[www.completeponds.com](http://www.completeponds.com)