

POND PUMP

Troubleshooting

Q~ My pump is barely flowing. What should I do?

A~ If you have an **external pump**, unplug the pump, take the lid off and see if the basket is clogged with debris. Once it's cleaned out, fill it with water, put the lid back on and plug the pump back in. If it fires right up, it just needed a good clean out. If not, see if the check valve is broken or a piece of debris is stuck inside of it.

 If you have a **submersible pump**, (inside a skimmer or in the pond directly) take the screen off of the pump and see if it's clogged with debris. If there is a sponge attached, it may need cleaning out.

 **Clean** out your filter material whether in the **skimmer** or inside of an **external filter**. Whether you have sponge-like material inside your filter or plastic beads, all external filters and skimmer filters need to be cleaned out at minimum, twice a month depending on your fish and leaf load.

 The filter at the top of the waterfall should be cleaned out in spring only. Try not to thoroughly clean out the filter pads because they hold a lot of the good bacteria that keeps the pond healthy. Usually I tell people to shake them out and only use pond water to clean them off if possible.

Q~ Why did my pump suddenly stop?

A~ Check your GFI to see if it just needs to be reset. Also, if your pump is on a timer, make sure the settings didn't get adjusted by accident. Timers do go out eventually. You might just need a new one. A time change will also affect your timer so make sure you reset it after we spring ahead on March 14th so it comes on and turns off when you want it to.

Q~ I have a UV light, why do I have so much algae growth?

A~ UV lights ONLY prevent green water algae. You will likely get a little less algae growth if you have a UV light, but you will still get some. Algaecides like Algaefix and Algaway will get rid of algae growth (string algae) that grows in stream beds and along the sides and bottom of the pond. As long as your UV light is sized properly to the gallons in your pond, you should have crystal clear water, which will help you see the string algae better!

SPRING HOURS:

Monday-Friday: 9:30a-5p

Saturday: 10a-4p

Sunday: Closed

Memorial Day: 10a-2p

Labor Day: 10a-2p



ROSEVILLE



COMPLETE PONDS

1052 Melody Lane - Roseville, CA 95678

(916) 786-2696 | Lic # 844845

the Ponderer

Spring 2021



COMPLETE PONDS Update -

If 2020 taught us anything, it's to be thankful for what we have, especially our family and friends, and to do what we can to keep each other safe and healthy! And so far, it appears that 2021 is shaping up to be an extension of 2020. So while our store remains open for business, we will continue to wear masks and be mindful of keeping our distance while still providing the essentials to keep your water features balanced and your fish healthy.

Construction is still going strong! We have been blessed to have been able to continue building year after year throughout each season. This year is no different. We weren't at the annual home show at Cal Expo this year as it was canceled, like all large gathering events. This allowed us the opportunity to continue on schedule, building ponds and pondless waterfalls.

If this is the year you want some tweaking or reconstruction of your existing water feature, give us a call. We have done many pond rebuilds as well as turning existing ponds into pondless waterfalls. We've had customers tell us that they love their ponds but have decided to turn it into a pondless waterfall. They still get the sound of the waterfall with a beautiful creek bed that just recirculates.

We look forward to serving you the best way we can this year. We have some new faces for you to meet in the store, on service and in construction, so be sure to say hi when you see them!

Thank you for your continued support of our small business. We appreciate you more than you know!

CALL US AT (916)786-2696

www.completeponds.com

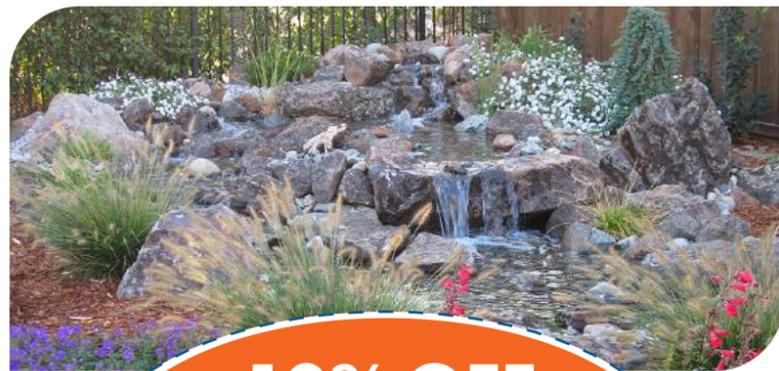
www.completeponds.com

SPRING Cleaning Tips -



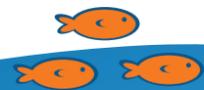
-  Clean out your skimmer weekly (especially after a big wind storm)
-  Check your pump to make sure it's free of debris
-  Lightly clean out your filters (don't thoroughly rinse it) so that you can save some of the good bacteria
-  Scoop out all the excess leaves in the pond so that they don't decompose and release toxins that are harmful to fish
-  Change out 30% of the water, add dechlorinator and test your water to make sure the alkalinity is balanced
-  Last but not least, add new bacteria to the pond to compensate for the bacteria you just washed away. This will help keep the pond cleaner and healthier for the fish

If you would prefer, you can schedule the Pond Squad to come out and do this for you. Rates start at \$115/hour depending on mileage. A destination fee may apply.



**10% OFF
SPRING CLEANING**

10% off labor only. Destination fees are not subject to a discount.
Expiration date: 4/30/21



WATER TREATMENTS

Featured Items!

• LIQUID BACTERIAS

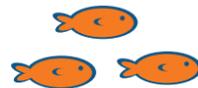
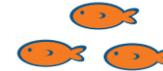
Complete BioClear
Microbe-Lift PL
Real Clear AK

• DRY BACTERIAS

Complete Bacteria Blocks,
Microbe-Lift Spring Cleaner,
Real Clear Bio Clarifier

• ALGAECIDES

Algaefix, Algaway, Fountec,
Algae F 30, Oxy Pond Cleaner



**20% OFF
ABOVE WATER TREATMENTS**

Not to be combined with other discounts.

Expiration date: 4/30/21

Is 2021 the year to put a better filtration system on your pond?

We have tried a lot of different filters over the years and have found that while there is no perfect filter, PondMax is one of the better ones. They're easy to use, they do a great job when sized right, and they have a built-in UV filter, which keeps the pond water from turning green. They also sell parts so that when something breaks down eventually, you can replace it in most cases without having to buy a whole new filter.



**10% OFF
PONDMAX FILTERS**

Not to be combined with additional offers or discounts.

Expiration date: 3/31/21



COMPLETE PONDS

Customer Profile



Marc - Davis, Ca

We started digging out this 300,000 gallon pond last October. On a pond this size the only way to filter it properly is with a plant bog at the top of the waterfall. No manufacturer makes a bead filter anywhere near big enough. Trickle Creek Excavation dug out the pond and placed the boulders in and around the pond and waterfall. We even put stepping stone boulders across the waterfall area so they can walk to the other side! We built 2 beaches, a road base pathway around the bog and brought in 7 truck-loads of moss rock! This project took approximately 3 months to build. Marc wanted to add color lights to the pond and landscape so that will be the last thing in finishing up this pond.



PROJECT SPECS:

Pumps:

(3) 3 hp pumps for the waterfall & (1) 7650gph for the 7 jets around the pond

Bog Size:

20' x 40'

Lighting:

30 low voltage, color lights

Rock:

Approx 416,000 lbs of moss rock

Sand:

40 yards for the beaches

Cobble:

40 yards

Pea Gravel

60 yards

CALL US WITH QUESTIONS

(916)786-2696

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