# FAQ Sheet

**Why has my pump stopped working?**

Check the impeller - if there are strands of pondweed in the pump, this may stop the impeller from turning correctly. Check the electricity supply i.e. the fuse, or connect to an alternative power supply. If the unit still fails to operate and it is within the guarantee period, you should return it to your retailer who will be able to assist you further.

**Why has the flow rate from my pump decreased?**

Check the impeller - if there are strands of pondweed in the pump, this may stop the impeller from turning correctly. Also, check the fountain if there is one - if the holes are blocked, the water flow will be reduced. Ensure the pipework is not blocked, leaking or is laid so that it gets crushed/kinked. Remove hosing directly from the pump outlet to check the flow rate, as it may not be the pump.

**Do I need to turn my pond pump off during the winter?**

No, pump and filtration systems work best if they are kept running throughout the year. This will maintain the life support system the pond needs during the seasons. In winter it is best to lift the pump off the bottom and onto the marginal shelf as this allows the lower layer of water in the pond to remain still for the fish. Waterfalls should be bypassed in winter to avoid excessive chilling of the pond water.

**What can I do to prevent my pond from freezing over in winter?**

Adding a pond heater, such as the Blagdon Affinity Ice Vent Pond Heater, will keep an ice-free area at the surface.

As well as this, adding an air pump can prevent it freezing, as can keeping a powerful fountain running. However, in extreme weather, a pond heater is the best solution.

**My pump has poor water flow, what should I do?**

There are several actions which can be taken if the pump is blocking up or delivering a poor water flow:

1. Ensure that the pre-filter foam, if there is one, is clean
2. Ensure that the bearings are free from debris. Soak in kettle descaler, if limescale may be present
3. Ensure that the motor surface is thoroughly clean.
4. Vacuum debris from the pond on a regular basis using a Pond Vac
5. Use Blagdon Sludge Buster to reduce the sludge level in the pond
6. Check impellor for wear and tear

**My pump did not come with a plug what should I do?**

We are sorry to inform you that we no longer supply plugs with our outdoor units, due to a change in legislation. In the UK it is illegal for manufacturers to supply an indoor use 3-pin plug with a fixed outdoor product for safety reasons. Please see Blagdon Powersafe Switch Boxes or Outdoor Connectors for safe and easy-to-use outdoor power solutions.

Please be aware that it is extremely important that the socket from which the pump is supplied should be protected by an RCD. Failing that, an adaptor containing an RCD should be fitted at the socket.

**I cannot remove the impeller from my pump what should I do?**

If you are struggling to remove the impeller, it may be covered in Limescale and we would recommend that you soak the complete pump unit in Limescale Remover.
Soak in freshwater once limescale is removed before putting back into your pond or water feature.