

FAQ & TROUBLESHOOTING

IMPORTANT: USE FILTERED WATER ONLY!

My waterfall has breaks in the sheeting, it is not a smooth flow.

1. Debris may be caught in the lip. Use the clean out tool or a thin flat tool to clear the lip. DO NOT CUT ANY SUPPORTS
2. Check for burrs on supports in LED waterfalls. A thin hacksaw blade may be used to carefully smooth edges as needed. NO NOT CUT THE SUPPORTS.
3. GPM may be inaccurate. Too little flow or too much flow through waterfall prevent proper water flow. Reference the chart in this installation guide for proper GPM.

Can the lip be cut into a custom shape or radius?

LED, Arch, and Rainfall style waterfalls may not be cut. Natural Wonders waterfalls and Streamfalls from CMP can be custom cut in the field or factor cut. Never cut to within less than 1.5" of the body.

The LED on my waterfall is only red or blue.

1. You may have the incorrect transformer. A DC transformer purchased from CMP is required to activate the controller.
2. Wires may be crossed between the controller and waterfall. Sequence top to bottom should be as follows: White, Black, Green, Red. See detailed wiring diagram on the controller instructions or quick reference card.

Do I always need to use the screen and rock trap that came with the waterfall?

We do not recommend using the screen if possible. Pet hair and other fine debris can build up over time and impede the water flow.

The rock trap is always recommended. Using the rock trap will capture debris in the pipes, and prevent it from building up in the pool. . NOTE: During installation, do not "drag" the pipes along the ground or in the dirt. This fills the pipes with dirt and the waterfall with not work correctly after installation. (Yes, we have seen this happen before!)

How bright are Brilliant Wonders Waterfalls?

Lighting water is extremely difficult. CMP has many examples of how our LED waterfalls look at night. However, each pool setting is very different CMP offers accent lighting for backyard ambiance and can make no guarantee as to how bright the water will appear in each individual pool.

IF YOU HAVE ANY OTHER CONCERNS OR QUESTIONS, CONTACT CS@C-M-P.COM