

Trouble Shooting

Problem	Solution
Ice in Trough	Check fuses or circuit breakers
	Check all heating elements to make sure they are working and hot
	Check voltage after the thermostat to the fountain with and without electrical load.
Valve freezing	Check that cable heater is installed properly near valve and fastened to water supply line and is working (hot).
Supply line freezing	Check that the cable heater is fastened to supply line and is working (hot).
	Check that supply piping is centered in riser tube and that there is air space between riser tube and supply line. Ritchie Thermal Tubes are recommended as they have optimum inside and outside diameter to maximize insulation.
	Check that riser tube is free of water and mud that may freeze.
Valve won't shut off	Check float adjustment. Check for waterlogged float, or float rubbing on side of valve compartment.
	Disassemble valve and check for sand or scale in valve rubber. Also check valve orifice outlets for wear and damage. A screen or filter may be required with sandy or scaly water
	Turn valve rubber over and re-assemble
	Check for excessive water system pressure (greater than 60 psi). May need to use pressure reducer.
Low water flow	Check that valve inlet is not plugged or supply hose is not kinked
	Check system pressure to unit. A severe pressure drop indicates a restriction or undersized supply system.
	Check that shutoff valves are fully open.

Ritchie Warranty

Effective May 2005

Ritchie Industries, Inc. warrants its products to be free of defective materials and workmanship. Defective part(s) will be repaired or replaced at the option of Ritchie Industries. **This warranty specifically excludes all labor and shipping charges.**

This warranty does not apply to any appearance items, to any product whose exterior has been damaged or defaced, to any product subjected to misuse, abnormal service or handling, and to any products altered or repaired with other than original equipment or manufacturer's parts.

All warranty claims must be processed through an Authorized Ritchie Dealer/Distributor. **Proof of purchase is required.** The period of warranty begins at original date of purchase as follows:

Poly Units

Base, top and ball closures

10 year limited against manufacturing defect. 100% first five years, then declining 20% per year for the remaining five years.

Stainless Steel Units

Stainless trough and stainless valve chamber frame:

Ten years against manufacturing defect or corrosion. 100% all ten years.

Casing and cover:

10 year limited against manufacturing defect. 100% first year, then declining 10% per year for the remaining nine years.

Component Parts

All component parts, such as floats, valves, heating elements:

One year from the date of purchase against manufacturing defect, 100%.

Hydrants

All component parts:

One year from the date of purchase against manufacturing defect, 100%.