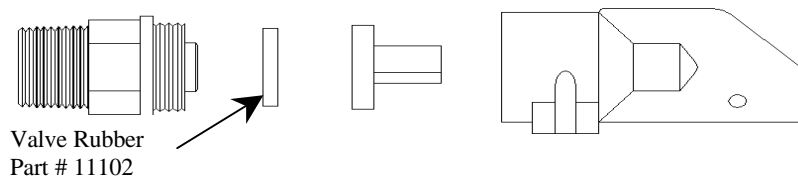


Trouble Shooting

Problem	Solution
Water Freezing in the Valve or Supply Line	Make sure the fountain is sealed from wind between the concrete platform and bottom of unit
	Make sure water seal groove is filled with liquid
	Make sure supply line is properly installed: <ul style="list-style-type: none"> ◆ Riser tube with supply line centered, and air space between riser tube and supply line. Ritchie Thermal Tubes are recommended as they have optimum inside and outside diameter to maximize insulation ◆ Horizontal supply line is at least 1 foot below frost line
	If freezing continues, use supplemental heat or constant flow below freezing temperatures.
Low Water Flow	Check that valve inlet is not plugged or supply hose is not kinked.
	Check system pressure from supply hose by installing a tee and pressure gauge in front of the valve to check pressure drop when valve is open. A severe pressure drop indicates a restriction or undersized supply system.
	Check that shut off valves are fully open.
Valve won't stop dripping	Check float adjustment. Ensure float moves freely.
	Take valve apart and check for sand or scale in valve rubber See below.
	Turn valve rubber over and re-assemble. See below.
	Check for excessive water system pressure.
	Change to higher-pressure valve.



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%.