

One-Year Limited Warranty

This consumer warranty extends to the original consumer purchase of any Henri Studio brand product manufactured by Stonecasters LLC (herein referred to as the “product”).

Warranty Duration: This product is warranted to the original consumer purchaser for a period of one (1) year from the date of purchase.

Warranty Coverage: Stonecasters LLC warrants to the original consumer purchaser that any product of its manufacture is free from defects in material and workmanship. This warranty is void if the product has been damaged by accident, unreasonable use, negligence, improper service, failure to follow the instructions provided with the product, or other causes not arising out of defects in material or workmanship. Stonecasters LLC is not responsible for products cracked or damaged due to exposure to freezing temperatures. This warranty shall not apply in any manner to parts or accessories not manufactured by Stonecasters LLC.

Warranty Performance: During the above one year warranty period, Stonecasters LLC shall repair or replace with a comparable model any product, or component thereof, which may prove defective under normal use and proper care, and which our examination shall disclose to our satisfaction to be thus defective when the product is returned, shipping to and from freight prepaid to Stonecasters LLC, 1250 Henri Drive, Wauconda IL 60084. Other than the shipping requirement, no other charge will be made for repair or replacement of in-warranty products. Stonecasters LLC recommends that you insure the product for value prior to shipping. Warranty does not cover product's assembly or disassembling labor costs.

Warranty Disclaimers: Any implied warranties arising out of this sale, including but not limited to the implied warranties of merchantability and fitness for a particular purpose, are limited in duration to the above one year period. Stonecasters LLC shall not be liable for loss of use of the product or other consequential or incidental costs, expenses or damages incurred by the consumer for any other use. Some states do not allow the exclusion or limitation of implied warranties or consequential or incidental damages, so the above limitations or exclusions may not apply to you.

Legal Remedies: This warranty gives you specific legal rights, and you also have other rights which may vary from state to state.

www.fountains.com

Fact Sheet



Thank You . . .

And congratulations on your purchase of an authentic Henri cast stone fountain.

With only simple care and maintenance, your Henri fountain will provide years of pleasure and beauty. The Henri Fact Sheet offers basic guidelines for the seasonal care and maintenance of your fountain. Your local Henri dealer will be glad to help you with further inquiries. You can also visit our web site for product information at www.henristudio.com.

General Maintenance

Each Henri fountain comes complete with pump, connections and specific instructions. Please refer to those separate **fountain instructions** for installation and assembly of your fountain.

All Henri fountains recirculate water using a submersible pump located within the unit. The pump should be plugged into a GFCI receptacle only. To avoid damage to the pump, your fountain should never be allowed to run dry. Please refer to separate **pump instructions** for further information on pump care and maintenance.

Henri fountains are handmade of premium cast stone, and are most often finished with either penetrating stains or sealer-type paints. Often, various relic and antique looks are then created by hand for a rich appearance. Henri Studio offers a wide range of beautiful, trend-setting finishes, which will weather and age gracefully over the years to unique effect. Your fountain may also be in natural, unfinished cast stone.

Should you choose to refinish your fountain after a number of years, use a **Henri Refinishing Kit**. For finishes using matte or clear sealers, **Henri Sealer Spray** is an effective treatment. And, to protect the appearance of products finished in Henri Relic Stains, use **Henri Relic Sealer**. Henri care products are available at www.henristudio.com.

To camouflage minor nicks, dings and scratches, use a dab of virtually any similarly-colored paint. For finishes that have a black or dark antique effect, use black paint; for lighter antiques, use white. Simply dab the paint onto the scratch, and wipe off the excess as you blend it into the surface for a virtually invisible **touch up**.

Henri's Relic Stains create a rich and complex look that is unique to each Henri fountain. These finishes are etched into the cast stone surface. Due to the initial release of salts released from the cast stone by these penetrating stains, your fountain **water may have a yellow or green tinge** when initially filled with water. This will gradually disappear and the water will eventually clear as the fountain water cycles through normal evaporation and refilling.

Depending upon temperature and evaporation, you may encounter a build up of white residue on the surfaces of your fountain. This is unavoidable in areas with high mineral content, especially calcium and lime, in the local water supply. More frequent rinsing of the fountain and replacement of the water will help to minimize this occurrence. Using distilled water, or water from a water softener, will respectively eliminate or reduce mineral buildup.

To help keep fountain water clear from sludge, algae and cloudiness, starting with a clean fountain and clean fresh water, we recommend the use of **Hydrogen Peroxide** at a rate of one tablespoon per gallon. To protect the finish, pumps, and tubing, do **NOT** use chlorine or harsh chemicals such as TSP or CLR to clean or clear the water. Maintain a fountain free of leaves and debris, and clean the pump as often as needed with a 50/50 mix of water/vinegar.

Winter Care

The quality of Henri cast stone is legendary. Henri Studio has been refining its proprietary process and mix for over fifty years, and your Henri fountain or décor item has been manufactured from only the finest materials for resistance to weather, but concrete and ice do not mix.

Extreme and rapid changes in temperature and humidity affect all cast stone adversely. Cast stone has an inherent tendency to expand and contract with climatic conditions, as evidenced by the expansion joints engineered into concrete sidewalks and driveways. Although normal surface shrinkage cracks may occasionally appear, crumbling and cracking can be avoided if you:

- **Do not allow water to collect and freeze in fountain bowls and shells.**
- **Do not allow water to collect and freeze in planters and birdbaths.**
- **Do not allow statuary or pedestals to sit in a pool of ice.**

Cast stone products left exposed to icy conditions may shale or crack due to the mechanical force of water solidifying and expanding against the concrete surface. If indoor storage of your Henri fountain, birdbath, planter, statue or bench during cold-weather winters is not possible, **you must protect it from ice collection and exposure.**

To protect your Henri cast stone fountain for sub-freezing winters cover the entire unit with a **Henri Fountain Cover**, available from your local Henri dealer or from www.henristudio.com. Durable Henri Fountain Covers are shaped and sized for Henri fountains, and feature a convenient bottom draw string to secure the fit. To protect birdbaths and planters that cannot be brought indoors, set the pieces on high ground to avoid their standing in ice, and cover.

Troubleshooting

If your fountain is properly assembled and pump is plugged in, but still not running:

- Is electricity to receptacle activated?
Switch on electricity.
- Is GFCI receptacle switch in the "on" position?
Switch to "on".
- Is there sufficient water in the fountain?
Add water.
- Is restrictor clamp / flow adjustor on tubing too tight?
Loosen flow adjustor to desired level.
- Is tubing kinked at any point?
Straighten tubing for free flowing water.
- Is foreign matter obstructing the pump intake?
Clean pump intake.
- Is an air lock in the pump?
Plug and unplug the pump several times to clear the air lock.

Resources

- Your **Authorized Henri Dealer** From whom you made this purchase.
 - Online product details: <https://fountains.com/products/>
 - Online FAQs: <https://fountains.com/faqs/>
- Contact us: <https://fountains.com/fountains-connect/>