



**Pond One**<sup>®</sup>

*Vibrant Sparkling Ponds!*

# Pondmaster

## Pond Fountain Pumps

**360, 1300, 1800, 2300, 3300,  
3600, 4900**



**Before you work on your aquarium or pond,**

**wash your hands and arms. It is very important to remove dirt, moisturiser and other impurities.**



**Read and follow all safety instructions and important notices in these**

**instructions as well as on the product itself.**



**Remove the prefilter sponge and rinse before initial use to remove any dust**

**or other contaminants. (not applicable on 360 model)**



**Regular maintenance of this product and components are required in order**

**to keep equipment within Guarantee and to maintain fish health.**



**All fish have specific requirements for their care.**

**Please seek advice from your Pond One retailer for correct care requirements and species compatibility.**

Follow us on Social Media



Download the Aqua One App.



## **CUSTOMER CARE**

Thank you for choosing this Pond One product.

Your Pond One product is covered for parts and labour for 2 years from the date of purchase as detailed in the terms of the Guarantee in this instruction manual. For any inquiries or concerns regarding this product or any of our products, please do not hesitate to contact your local Pond One Retailer or visit Pond One Customer Care online in your country of purchase via the website listed.

Customer Care Online  
[www.pondone.com.au](http://www.pondone.com.au)

# Important Safeguards

## To guard against injury, basic safety precautions should be observed, including the following:

1. Read and follow all safety instructions and important notices in these instructions as well as on the product itself.
2. This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been supervised or instruction concerning use of the appliance by a person responsible for their safety. Children should be supervised to ensure that they do not play with the appliance.

This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities, or lack of experience and knowledge if they have been given supervision or instruction concerning the use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and maintenance shall not be made by children without supervision.

3. To avoid possible electric shocks, special care should be taken since water is employed in the use of aquarium equipment. For each of the following situations do not attempt repairs yourself. Return the appliance to an authorised service facility for service or discard the appliance.

- a. If the appliance or any electrical component of the appliance (non-immersible equipment only) falls into the water or gets wet, do not reach for it. Unplug it and then retrieve it.
- b. If the appliance shows any sign of abnormal water leakage, immediately unplug it from the power source.
- c. Carefully examine the appliance after installation. It should not be plugged in if there is water on parts which are not intended to be wet.
- d. If the supply cord is damaged it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.

4. A "drip loop" (see graphic) should be arranged for each cable connecting an aquarium to a power supply. The drip loop is the part of the cable below the level of the power supply. It prevents water travelling down the cable and coming into contact with the power supply. If the plug or the socket does get wet, do not unplug the appliance. Disconnect the fuse or circuit breaker that supplies the power to the appliance, then unplug and examine for presence of water in the socket.

5. When the appliance is not in use and before cleaning, unplug the appliance from the outlet firstly.

6. Never yank the cable to pull it from the socket. Pull the plug carefully to disconnect.

7. Do not use the appliance for reasons other than the intended use. The use of attachments that are not recommended or sold by the manufacturer may cause the product to be unsafe. This is not recommended.

8. Do not install or store the appliance where it will be exposed to weather or temperatures below freezing.

9. Make sure any component mounted on a tank is securely installed before operating it.

10. Ensure input voltage is the same voltage as your local power supply.

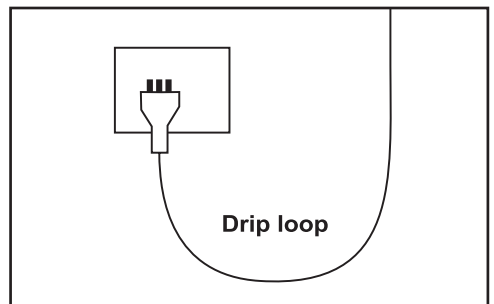
11. If an extension cable is used it should have the proper rating. Care should be taken to arrange the cord so that it will not be tripped or pulled.

12. The pump is to be supplied through a residual current device (RCD) having a rated residual

operating current not exceeding 20 mA. The pump is to be located where flooding cannot occur.

13. Ensure your hands are dry when turning the power switch on/off and when inserting/removing the power cable from the socket.

14. If you are in any doubt about the electrical installation or safety of this product you must consult a qualified electrician.



**For Guarantee Conditions, please refer to the Guarantee form that is enclosed with this product.**

All products are supplied with fitted plugs. This plug should not be tampered with in any way or removed. Removal or tampering with the plug invalidates our guarantee offered with this product.

For UK a 3 pin adaptor is supplied with the product and this must be used.

# Before First Use / Preparation

Read and follow all the instructions, even if you feel you are familiar with the product and find a place to keep the instructions handy for future reference. Your attention is drawn particularly to the sections concerning “**IMPORTANT SAFEGUARDS**” and the “**GUARANTEE CONDITIONS**”. Please ensure you retain your original purchase receipt in the event that guarantee service is required.

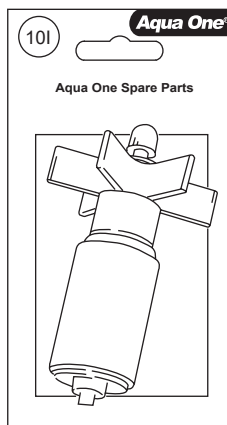
Carefully unpack the product making sure you keep all the packing material until all the parts of the product have been found and the product has been assembled.

This product is shipped to you in a factory sealed carton. Should the product malfunction in any way or if the unit is damaged and requires replacement, contact the retailer where the product was purchased for inspection.

## Replacement Parts & Filter Media

Use Aqua One Genuine Spare Parts Only. See your local Aqua One Dealer and look for the number listed below for the spare part you require. Alternatively you will find these numbers on the silver label located on the product.

PM 360 Impeller	10i
PM 1300 Impeller	12i
PM 1800 Impeller	13i
PM 2300 Impeller	14i
PM 3300 Impeller	16i
PM 3600 Impeller	17i
PM 4900 Impeller	18i
PM1300 Sponge	12s
PM 1800 / 2300 Sponge	13s
PM 3300 Sponge	15s
PM 3600 / 4900 Sponge	17s



Do not dispose of electrical appliances as unsorted municipal waste, use separate collection facilities. Contact your local government for information regarding the collection systems available.

If electrical appliances are disposed of in landfills or dumps, hazardous substances can leak into the groundwater and get into the food chain, damaging your health and wellbeing.

# Connection

## Connecting your appliance to the mains electricity supply

### - Country specific instructions.

Always check local government regulations prior to installing your Pond One product

### United Kingdom

According to government guidelines pond equipment intended for permanent installation outside must be supplied without a fitted plug.

These appliances are intended for connection to or hard wiring to the mains supply by means other than a conventional plug and socket

This means either a suitable specialist weather proof outdoor socket or a hard wired socket indoors must be used. All cables from the appliance to the socket should be led through a suitable approved conduit and buried in the ground or raised above the ground so clearly visible. Thus avoiding accidental damage from actions like digging of the ground or mowing of the grass.

A approved earth leakage circuit breaker (RCCB) or otherwise known as an Residual Circuit Current Device (RCCD) must be fitted in the supply line.

The appliance should be connected to the mains supply using the following colour coding. Refer to Diagram 1

Red or brown wire - to the live connection 'L'

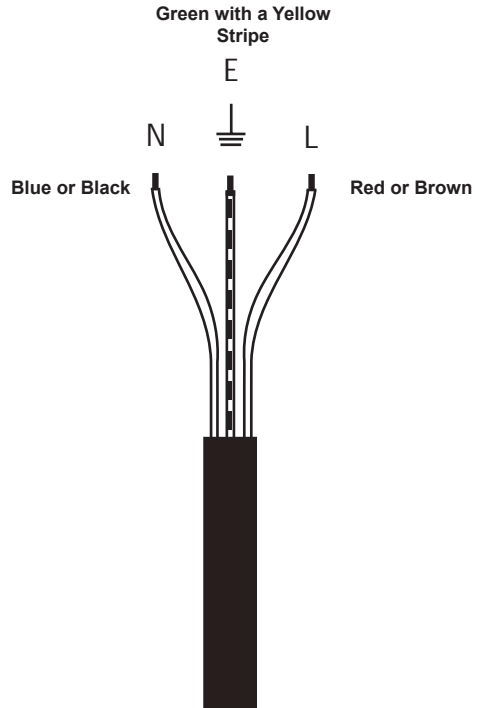
Blue or black wire - to the Neutral connection 'N'

Green with Yellow stripe wire - to the Earth connection 'E'

**IF YOU ARE IN ANY DOUBT ABOUT INSTALLING YOUR APPLIANCE YOU SHOULD CONSULT A QUALIFIED ELECTRICIAN.**

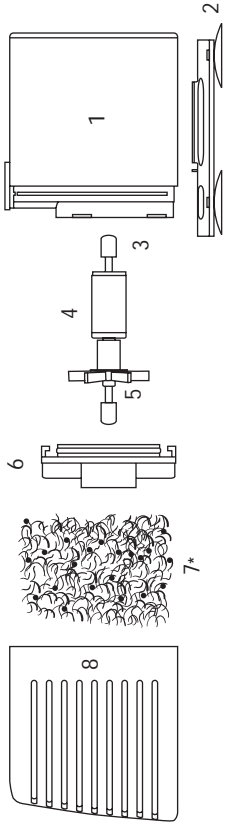
## Australia, New Zealand and Hong Kong

In Australia, New Zealand and Hong Kong all products are supplied with fitted plugs. This plug should NOT be tampered with in any way or removed. Removal or tampering with the plug invalidates our guarantee offered with this product.

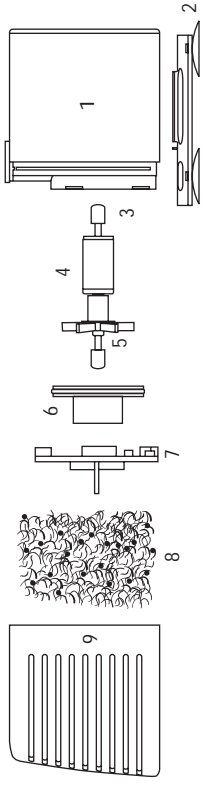


**Diagram 1**

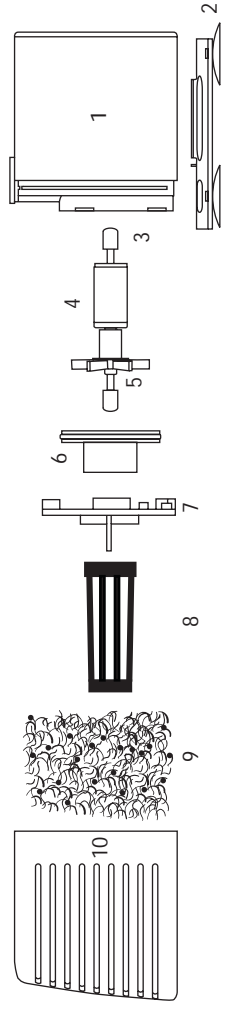
# Know Your Pump



- 360 / 1300**
1. Motor
  2. Base
  3. Rubber end cap
  4. Impeller
  5. Ceramic shaft
  6. Impeller cover/Lock
  7. Sponge (1300 model only)
  8. Strainer



- 1800 / 2300**
1. Motor
  2. Base
  3. Rubber end cap
  4. Impeller
  5. Ceramic shaft
  6. Impeller cover
  7. Impeller cover lock
  8. Sponge
  9. Strainer



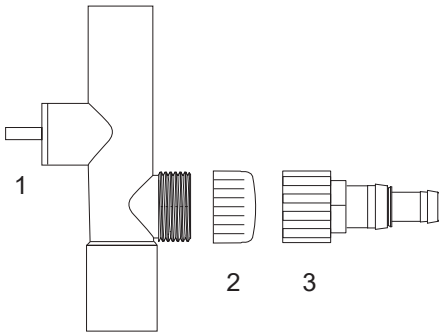
- 3300 / 3600 / 4900**
1. Motor
  2. Base
  3. Rubber end cap
  4. Impeller
  5. Ceramic shaft
  6. Impeller cover
  7. Impeller cover lock
  8. Internal strainer
  9. Sponge
  10. Strainer

# Installation

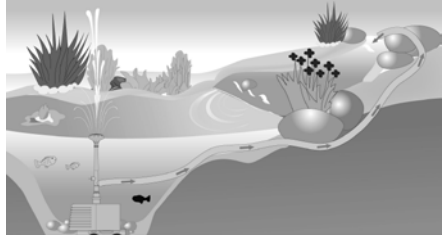
Please refer to the following page for suggested installation of the fountain head fittings which are supplied with your pump.

The pump is supplied with a stepped hose tail which can be attached to the flow control adjuster and used to run a waterfall or second feature. Simply remove the blanking plug and attach the stepped hose tail, then press your selected hose onto the stepped hose tail. It can take a number of different sized hoses. You should always use the largest hose size possible to minimise flow resistance in the pipes through frictional loss. We recommend using 1/2" (13mm) or 3/4" (19mm) hose. PLEASE ENSURE YOU CUT OFF the smaller hose sizes from your stepped hose tail that are not being used. (A hack saw is recommended for this) Failure to do this will result in significant flow loss.

PLEASE NOTE: This pump is primarily a fountain pump. It is only capable of running a small second feature. Consult your pond specialist for further advise.



1. Flow Control Adjuster
2. Blanking Plug
3. Stepped Hose Tail



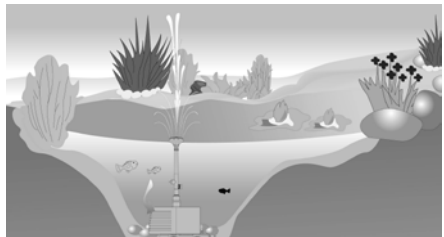
All pumps on the market are affected by loss of flow in the pipe fitted to them. Hence, hose length should be kept to a minimum and size as large as possible to minimise the flow reduction.

Before immersing your pump in the pond make sure the end of the cable (Plug end) never falls into the water.

The pump should be immersed in the pond and left for a few minutes before switching on.

## Positioning of Your Pump

Please observe the maximum immersion depth on the pump model plate! If you wish to raise your pump off of the bottom of the pond this is ok. The minimum water depth above the pump should be 30cm.



The pump should ideally be positioned at the opposite end of the pond from where the water returns to the pond. This helps the circulation of water. However, it is always a good idea to occasionally move the pump around larger ponds to reduce dead spots. (static water)

# Starting Your Pump

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**YOU MUST DISCONNECT THE POWER SUPPLY BEFORE CARRYING OUT ANY MAINTENANCE WORK OR HANDLING THIS PUMP IN ANY WAY.**

## Notes

Under normal circumstances your pump should start immediately. If it does not, then some possible explanations could be:

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Lack of back pressure on the pump. Place a hand over the end of the hose to create back pressure until water flows.

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Occasionally the impeller may stick from new. This is a result of the amount of time the pump has sat in a box since production and is perfectly normal. If this happens ALWAYS switch the pump off from the mains power supply before handling it in any way. Turn the impeller with a tool like a screw driver to release it. Submerge back into position and switch on.

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**DO NOT ATTEMPT TO TURN THE IMPELLER WITH YOUR FINGERS.**

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## Maintaining Your Pump

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To maximise the life of your pump it is recommended to clean the pump casing and the impeller every 4-8 weeks or earlier if flow has decreased significantly.

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Prior to cleaning, disconnect the pump from the electrical power supply.

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The casing of the pump can be cleaned with a firm brush. **DO NOT USE DETERGENTS AS THE USE OF THESE WILL BE POTENTIALLY LETHAL TO POND INHABITANTS.** Leaves, grass and algae should also be removed.

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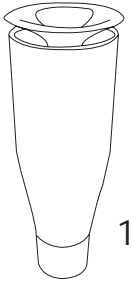
Should you need to access the impeller follow the instructions under the section headed "Accessing the Impeller" in this instruction booklet.

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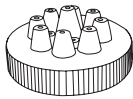
The sponge may need to be cleaned on a more regular basis depending on the environment the pump is situated in. Regular monitoring of the pumps output will give a good indication of when the sponge and or pump requires cleaning.

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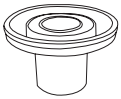
# PM 360 Fountain Setup



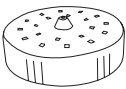
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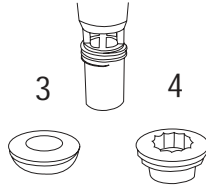
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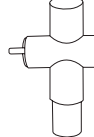
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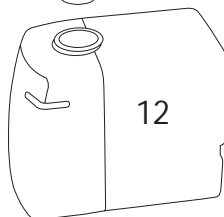
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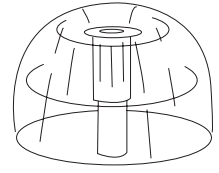
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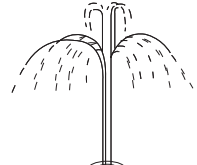
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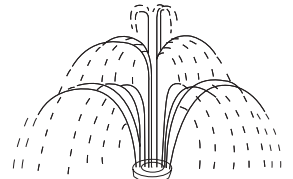
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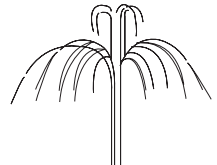
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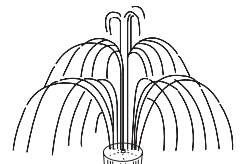
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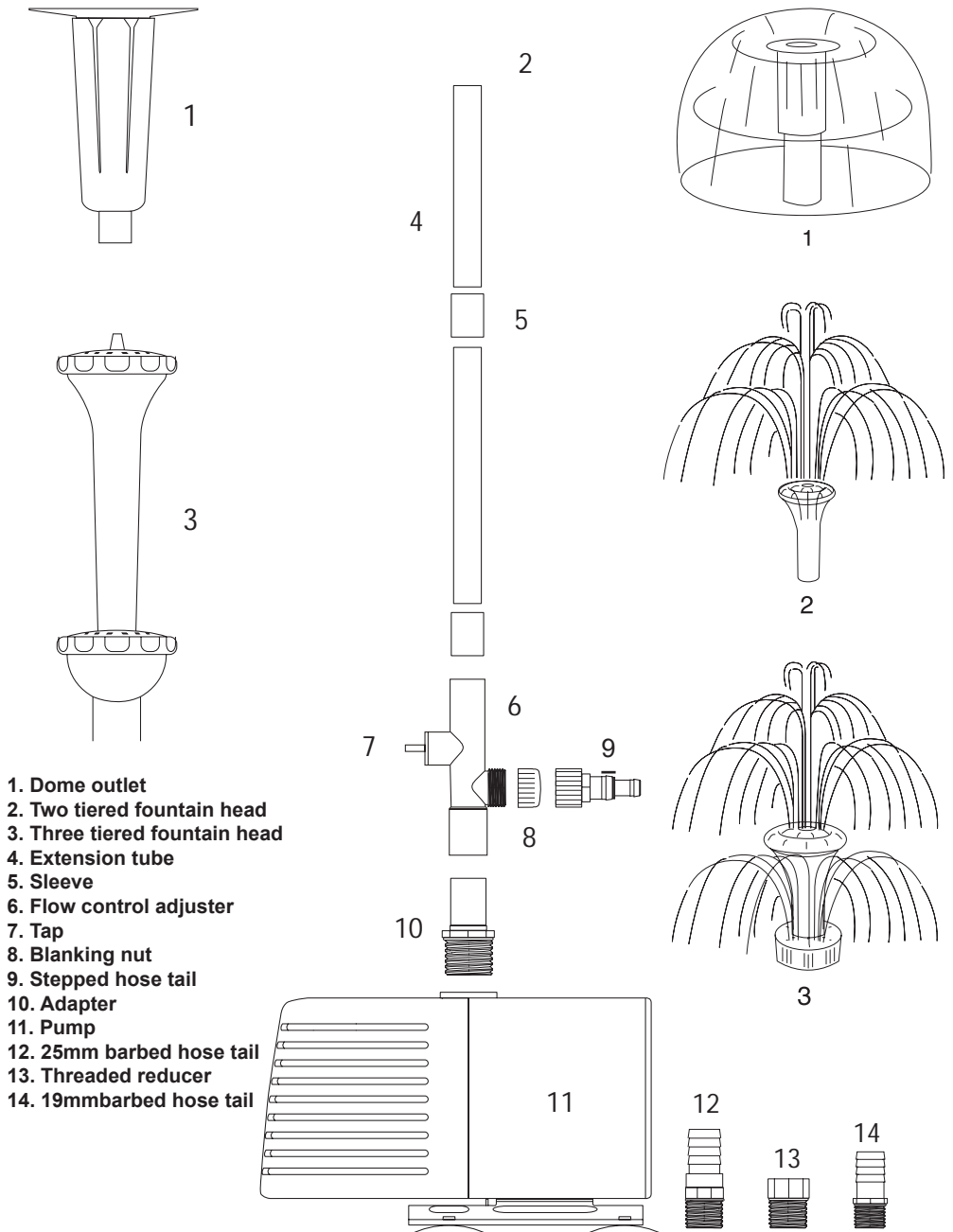
7

1. Dome outlet
2. Center insert
3. Two tiered fine outlet
4. Three tiered fine outlet
5. Adaptation plate
6. Two tiered course outlet
7. Three tiered medium outlet
8. Large sleeve
9. Extension tubes
10. Flow controller
11. Small sleeve
12. Pump

To change between the Two and Three Tiered Fine Outlets hold the Adaptation Plate and turn the Center Insert anti-clockwise, remove it and replace the outer disk.



# PM 1300 - 4900 Fountain Setup

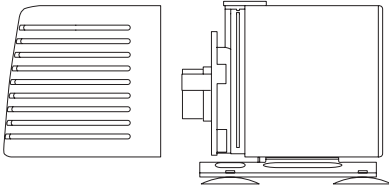


NOTE: items 12 & 13 not included with 1300 series pump

# Accessing The Impeller

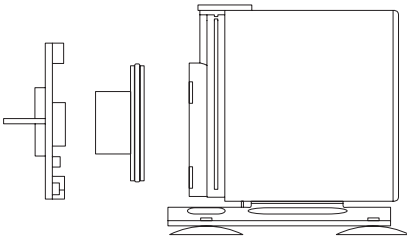
1. Turn the pump off at the main power supply and remove it from the water.

2. Remove the strainer cover from the front of the pump. To do this hold the motor with one hand and simply pull the cover away from the motor.

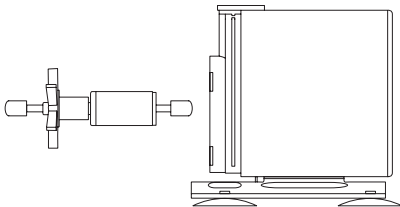


3. Now you must remove the impeller cover. Turn the impeller cover lock anti clockwise and remove.

4. Pull the impeller cover away from the motor. This will be a tight fit.

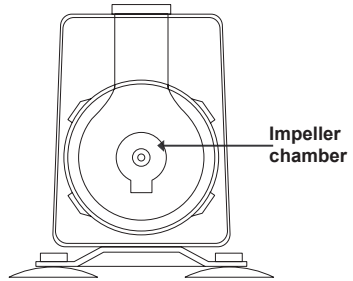


5. Clasp the impeller blades with needle nose pliers and slowly pull the impeller from the impeller chamber.



6. Clean impeller under warm running water. Do not use soap or detergent. Remove the rubber end caps and ceramic shaft and run clean water through the hole in the centre of the impeller.

7. Use an Aqua One double ended pipe brush to clean the impeller chamber thoroughly. (Where the impeller sits in the motor)



8. Please ensure the impeller chamber is free from debris before reassembling the pump, failure to do so could damage your pump.

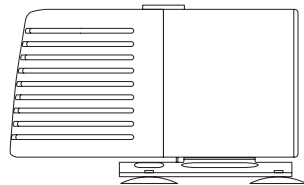
9. Ensure both rubber end caps are in the correct position. If they do not come out when the impeller is removed one should be in the impeller chamber and the other in the impeller cover. Failure to position them correctly will result in your pump being damaged.

10. Do not force the unit back together as the ceramic shaft may break. If it does not reassemble easily check the position of the rubber end caps, ceramic shaft and impeller.

11. Check the sponge. Rinse under tap water to remove any built up which may have accumulated on it. If the sponge shows signs of deterioration replace it. Note: the 360 and 480 series pumps do not include sponges.

12. Reassemble in reverse order; ensure an aquarium safe lubricant is used to lubricate the O-ring on the impeller cover.

13. Prior to reinstalling the unit into your aquarium or filter, ensure your hand is dry and there is no water on any part of the pump which is not intended to have water on it. Plug the pump in and turn on to ensure the pump is working correctly.



2300 - 4900 shown. Other models differ slightly, see Know you pump for further details

# Trouble Shooting

**WARNING: Disconnect electrical supply before commencing any work on the pump.**

## 1. THE PUMP KEEPS SWITCHING OFF.

All pumps are fitted with thermal overload protectors to protect the pump against overheating. If this is activated it is normally due to flow through the pump being restricted. When the pump cools down it will automatically restart.

Clean the pump according to the cleaning instructions ensuring all debris has been removed from the sponge and strainer. Ensure water can enter the pump without restriction.

Check that the impeller rotates freely. If not, clean the impeller as directed. (See Accessing the Impeller)

Check all pipes or hoses from the pump to waterfall, UVC or filter are clear. As restricted flow will have the same effect, reduce pump performance and cause overheating.

## 2. THE FLOW HAS REDUCED.

Check all pipes for kinks. Hoses buried under ground may also be crushed by moving soil.

Clean pump according to cleaning and maintenance instructions.

### Calcium/Limescale.

Pump output can also be reduced by the effects of limestone or calcium build up especially in 'hard water' areas. Pumps should therefore be descaled regularly to maximize life expectancy.

Procedure: Disconnect power supply, remove pump from pond and remove the impeller. The whole motor and impeller should be immersed in a suitable descaling agent like that used for kettles or a specialist pump descaler. Once the calcium has been removed thoroughly wash all parts in freshwater before reassembling to remove any traces of the descaling agent.

## 3. THE PUMP WILL NOT SWITCH ON AGAIN.

Verify the pump is connected to the mains supply. Check all fuses, earth leakage circuit breakers and connections. If this all seems OK try an alternative power source.

## 4. THERE IS POWER TO THE PUMP BUT THE IMPELLER DOES NOT TURN.

Check the impeller moves freely and no small pieces of grit have got caught behind the impeller. (See Accessing The Impeller) DO NOT USE YOUR FINGERS TO MOVE THE IMPELLER.

## Model Specifications

**Pump Model:** PondMaster 360  
**Maximum Flow Rate:** 600L/hr  
**Maximum Head Height:** 0.85m  
**Power Requirements:** 220 ~ 240V  
**Power Consumption:** 8W

**Pump Model:** PondMaster 1300  
**Maximum Flow Rate:** 1100L/hr  
**Maximum Head Height:** 1.40m  
**Power Requirements:** 220 ~ 240V  
**Power Consumption:** 15W

**Pump Model:** PondMaster 1800  
**Maximum Flow Rate:** 1800L/hr  
**Maximum Head Height:** 2.15m  
**Power Requirements:** 220 ~ 240V  
**Power Consumption:** 28W

**Pump Model:** PondMaster 2300  
**Maximum Flow Rate:** 2200L/hr  
**Maximum Head Height:** 2.20m  
**Power Requirements:** 220 ~ 240V  
**Power Consumption:** 28W

**Pump Model:** PondMaster 3300  
**Maximum Flow Rate:** 2800L/hr  
**Maximum Head Height:** 2.50m  
**Power Requirements:** 220 ~ 240V  
**Power Consumption:** 49W

**Pump Model:** PondMaster 3600  
**Maximum Flow Rate:** 3500L/hr  
**Maximum Head Height:** 3.4m  
**Power Requirements:** 220 ~ 240V  
**Power Consumption:** 71W

**Pump Model:** PondMaster 4900  
**Maximum Flow Rate:** 4800L/hr  
**Maximum Head Height:** 3.60m  
**Power Requirements:** 220 ~ 240V  
**Power Consumption:** 81W



# POND ONE 2 YEAR GUARANTEE

### Australian Consumer Law.

**In Australia the Pond One guarantee applies in addition to the guarantees that can not be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.**

### About this Guarantee

The Manufacturer or Distributor, of Pond One goods, is collectively known herein as "Pond One". Please refer to contact details for Pond One below or on the applicable Pond One website. Any product that is covered by its own guarantee (as enclosed with the product) is subject to the conditions of that guarantee.

The benefits given to the purchaser, under guarantee, are in addition to all other statutory rights and remedies which the purchaser has in respect of products under legislation in the applicable country of purchase. This guarantee shall not affect any such rights and should be read subject to such legislation.

### Terms and conditions of your Pond One Guarantee

1. The Pond One guarantee becomes effective from the date of purchase.
2. You must provide the proof of purchase before any repair or replacement of your Pond one product are considered when requesting a guarantee service.
3. All products subject to guarantee service should be prepared for transportation in the original packaging or other comparable packaging which offers the same degree of protection.
4. Where products are repaired or replaced under guarantee, these products are guaranteed for the remainder of the original guarantee period, where permitted by local law.
5. Where claims on inspection reveal goods are in normal working order, Pond One will request reimbursement of all reasonable costs incurred.
6. Where Pond One determines the products are being used in a manner contrary to the intended purpose/use, instructions, specifications or this Guarantee, Pond One reserves the right to terminate the guarantee and will provide written notice to the purchaser.

### What is covered:

1. Pond One warrants to the purchaser, for 2 Years from date of original purchase, to repair or replace products where fault is found due to defective materials or faulty workmanship and where goods do not operate in accordance with the instructions.
2. The guarantee covers any other products as enclosed with the product unless those products are provided with their own guarantee.

### What is not covered

Where permitted by local law, the following exclusions and limitations apply in regard to the guarantee:

1. Product guarantee service where fault is due to, but not limited by a) misuse b) neglect c) abuse d) fire or flood e) normal wear and tear f) accidental breakage g) Acts of God h) mains voltage fluctuation or supply problems i) connection to any voltage other than what is stated on the rating plate j) modification or tampering to electrical cord or plug, k) vermin, insects or foreign objects l) liquid spillage or submersion of goods not designed to sustain such use or duress.
2. Where inspections reveal the products are in normal working order including where noise or vibration is consistent with normal product operation.
3. Attempted repairs or modifications by unauthorised persons.
4. Where the product's factory rating plate has been removed, altered, damaged or is rendered illegible.
5. Where products are not installed, operated or maintained in accordance with Pond One's product instructions, specifications or this guarantee.
6. Replacement or repair of worn consumables such as impellers, impeller shafts, end caps, suction cups and sponges.
7. Replacement of lost products, parts or components.
8. Costs associated with products transportation, removal, installation, postage or cost of insurance.
9. Any damage incurred whilst installing, transporting or moving the goods.
10. Subject to certain local statutory rights and obligations to the contrary, and this guarantee shall not affect those rights or obligations, where, to the full extent permitted by law: 1. all express and implied warranties and conditions under statute or general law, are expressly excluded and Pond One, where permitted, will limit liability as follows and at Pond One's option to: in regard to products either a) the replacement of goods or supply of equivalent goods b) the repair of products or the cost of replacing the products OR of acquiring equivalent products OR in regard to services either c) the re-supply of services d) the cost to re-supply services. 2. Pond One will not be liable for any loss or damage, including consequential loss or damage either directly or indirectly, or for any incidental expenses, of any kind, and in any way whatsoever.

#### Australia

Kong's (Aust.) Pty. Limited  
PO Box 863, Ingleburn  
1890 NSW Australia  
[www.pondone.com.au](http://www.pondone.com.au)

#### Hong Kong

Kong's Aquarium Supplies Co., Ltd  
No 31, 3/F Thriving Industrial Centre  
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