

Troubleshooting Your Bubble Wall – Bubble Output

Description: Intermittent or low bubble output, bubbles stop or slow in some channels

Please follow the steps below. Check each in order, until the problem is identified.

Important Notes:

- If your air pump is brand new, there will be a break-in period in which the pump will have a decreased air pressure and decreased bubble output for approximately 24-48 hours. Allow the pump to run and after this time the unit will reach maximum bubble output.
- If you have experienced a power loss or turned your air pump off for an extended period of time and upon re-powering the unit you do not have proper bubble output, this is caused by water back feeding into the air lines and will need to be removed. First, check and verify there is no water in the air tubing exiting the pump or coming from the pump body, if so disconnect from power and replace the air pump. If pump is ok, you can leave the pump run for a 24 hour period and in most cases the air pressure will slowly remove the water during this time and normal bubble output will resume. If you need a faster solution, or this method does not work, you will need to remove and drain the tank of the bubble wall completely. Re-assemble the tank and run with the tank empty for about an hour to clear all water from the bubble wand tube and associated air tubing before refilling with water.
- If your unit has been operating normally for a long period of time, and recently the bubble output has slowed or stopped in some channels, clogging in the small outlet holes in the bubble wand tube has occurred from particles in the air collecting over time. In highly humid locations and dusty environments this effect is magnified. It is likely that removing the bubble wand tube, and cleaning or replacing, will result in you bubble wall performing like new again. See below for instructions on how to clean the bubble wand.
- If none of the common solutions solve your issue, please continue to the steps below.

Air Pump & Tubing Operation

- Check all blue tubing lines and connections for possible disconnections and/or leaks leading up to the bubble tank, especially check for kinks or pinched sections of tubing which will restrict air flow to the bubble wand tube. Re-route tubing as necessary, and replace any leaking sections.
- Check for any water present in the air line tubing exiting the pump, or coming from the pump body – if so, disconnect from power and drain the tank. For details on removing the tank from particular models, view the model's instruction manual (also available on our website at: <http://www.bubblewall.com/pages/support>) The air pump and blue one way valve located in-line on the air tubing will need to be replaced.
- Verify the air pump is properly plugged in – it should have a slight vibration and low toned exhaust sound indicating it is powered on.
- If the pump is equipped with an air output control knob, verify the output is turned all the way to the up position.
- Momentarily remove the air tubes from the front of pump, hold finger over the air output(s) and verify the pump is producing air pressure.

- If the pump is making any extremely loud vibrating and/or rattling sounds when held in hand, it has likely experienced an internal mechanical failure and will require replacement.
- Pick up the pump in hand and lightly shake the unit, and listen for a “rattle” sound – this will indicate if there is any mechanical parts which may have failed inside the pump body. If so, the pump will likely need replacement.
- Air pump replacements can be found on our website at: <http://www.bubblewall.com/collections/bubble-wall-parts>
- If you have purchased your bubble wall within the last 90 days, contact us at contact@bubblewall.com for a replacement.

If the pump and air lines appear to be operating properly, move on to the following steps.

Bubble Wand “Tap Method”

- Firmly tap the bubble tank at the position of the bubble wand which has stopped bubbling. If bubbles begin to exit the wand at this point there may have been some surface tension causing the bubbles to stop and the problem is solved. If the problem persists, the wand may require cleaning or replacement. If you notice a small amount of bubbles exit the wand at this time and then stop again, or no bubbles are released, the wand will need to be removed for cleaning or replacement.

Bubble Wand Removal for Cleaning or Replacement

- Disconnect the blue air tubing at the blue one-way valve leading to the tank. Also any lighting connections required to separate the bubble tank from its base, stand, or frame
- Remove the bubble panel from any base, stand, or frame. For details on removing the tank from particular models, view the model’s instruction manual (also available on our website at: <http://www.bubblewall.com/pages/support>)
- Drain the bubble tank by taking the top cap off of the unit and dumping out in a utility sink or outdoor area
- Lay the tank on a soft flat surface, grasp the end of the bubble wand which is sticking out at the bottom corner of your tank, and pull carefully straight away from the tank to remove the bubble wand tube
- The bubble wand tube should be firm to move at first, and will begin to slide more easily out of the tank as you progress
- It is recommended to do a basic tank cleaning at this point to keep the unit from building up deposits, algae etc. Spray out with a hose or flush repeatedly with clean water. Remove blemishes at the top opening of the tank with a small tooth brush or similar tool.

Cleaning the Bubble Wand Tube

- Cleaning of the tube body and small holes in the tube should only be done with a tooth brush or similar soft bristled plastic brush. Alternatively, the tube may be blown out with compressed air where available. The tubing material is fragile, do not use needles, sharp tools, or metal brushes of any kind to attempt to clean the wand or it will be damaged and require replacement.
- Replacement bubble wands can be purchased on our website at: www.bubblewall.com/collections/bubble-wall-parts

Re-inserting the Wand Tube after Cleaning or Replacement

- Take your time and follow directions closely for successful re-installation of the wand tube
- Lubrication may be necessary if significant time has passed since the tank was drained of water and it is now dry. Mild dish or hand soap diluted with water may be applied to the inserting end of the wand tube and inside rubber seal at the bottom of the tank to help the wand slide into the seal. If lubricant has been applied, dry hands fully before trying to grasp the wand tube.
- To re-insert, holding approximately one inch back from the inserting end of the tube, carefully push the end of the tube back in through the rubber seal in the tank. While re-inserting the tube, do not hold any further back than one inch at a time, inserting in small increments until fully seated. Holding further back on the tube while pushing it in may result in the tube bending and/or collapsing from the pressure. Slightly turning, and angling the tube will allow passage through each channel of the bubble tank.

All possible bubble output issues should be resolved by performing these steps. If you continue to experience issues, replacement of the air delivery components is recommended. We offer a special discounted purchase for a replacement air pump and wand combo on our website at:

<http://www.bubblewall.com/collections/bubble-wall-parts>

We can be contacted for additional support at contact@bubblewall.com