

Buyer guide of the informed buyer

Established since 2003 in the greater Montreal area, Espace d'eau does not do landscaping or pool installation; they specialize uniquely on water fountain and bubble walls projects, improving at the same time their techniques to better answer their clientele's needs.

In order to help their clients in the decision making, Espace d'eau has created the "Buyer guide for the informed buyer" allowing their clients to better understand their needs, take the time to properly chose their supplier and be aware of the current regulations.

Choose the perfect supplier

A water fountain is not an ephemeral installation. You must make sure to be surrounded by qualified professionals who will be there every step of the way and during the entire lifetime of the water fountain.

The various steps

Design : It is during the design that the lifetime of the water fountain is decided. It is the choice of components and their use that will make the difference. A lack of experience and a bad choice of components will result in maintenance problems and can also cause malfunction of the product. If a project is poorly designed and implemented, it is likely that if there is a breakage, it will not be able to be fixed.

Execution : The execution of a water fountain that will last years and keep its beauty requires a supplier with many years of experience. Many companies are improvised each year in order to grab their share of the water fountain market in Canada. These companies often close after a year of existence. This makes it difficult to enforce a guarantee from them when troubles with the water fountain start to occur due to poor design or quality. This year, water fountains from China have started to appear on the Canadian market. These water fountains are offered at an abnormally low price because they are executed with lower quality components. These products degrade rapidly and are often offered with overly long warranties that are difficult to enforce.

Maintenance: Make sure that your supplier will be there for the next 10 years to do maintenance on your water fountain. It is important to maintain your installation and there is no one better to do so than the person who designed and installed it. A water fountain is an investment and a good maintenance will ensure its long lifetime.

Questions to ask before ordering a water fountain

- A. Does the supplier have an insurance ? If so, what type of insurance and can they provide you with a proof ?
- B. Has the supplier been the object of a water damage claim ?
- C. Has the supplier been the object of judicial pursuits in the past five (5) years ?
- D. Do the supplier's employees have the General Health and Safety certification on construction sites ?
- E. Are all the materials used in the execution of the water fountain project approved :
-(CSA) CANADIAN STANDARDS ASSOCIATION
-(ULC) Underwriters Laboratories of Canada
- F. Are the photos of the projects on the supplier's website his ? If yes, ask for photos of the manufacturing of these water fountains.
- G. Is the steel used for the manufacturing of the fountain stainless ?
- H. Are the water pumps used really silent ?

I. Will the installation of the water fountain damage the floor ?

J. What is the supplier's specialty ?

- Are they specialized in interior or exterior work ?

- Are they specialized in pool or aquarium installation ?

- Are they landscapers ?

K. Is the fountain's automatic water filling system (reverse osmosis) conceived for interior (electronic floaters) or exterior (water basin floaters - lower quality model) ?

L. Are all the electrical outlets used GFI ?

For further questions concerning our services or our products, do not hesitate to contact us at 514-717-6366

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