

Ask The Expert




QUESTION :

My fish are listless at the bottom of the pond. They were eating, but they stopped. One is positioned straight up like an arrow. I'm afraid I'm going to lose them all. What should I do?

ANSWER :

Test your water IMMEDIATELY! Chances are, your pH has "crashed."

This could mean a few things:

-  You have introduced all new water to your pond over a period of time or after a full pond cleaning
-  You have excessive organic matter that is decaying at the bottom of your pond
-  It has recently rained, which can introduce acidic properties into your pond

All three reasons above can cause an imbalance to the water chemistry. But the good news is that you can fix it if you test your water right away and make some adjustments with certain treatments. If you don't have a way to test your alkalinity or pH at home, we can test for \$1 per test and give you advice on what to do. We need to know your gallons in order to help you the best way possible. It is something that can be fixed but you have to act fast!

Winter Maintenance

BOOK YOUR FUTURE APPOINTMENT BY 9/30/25 TO RECEIVE YOUR DISCOUNT

Rates start at \$165/hr with a minimum of an hour. Winter Maintenance is only a 1 hour appointment. Here's what it looks like:

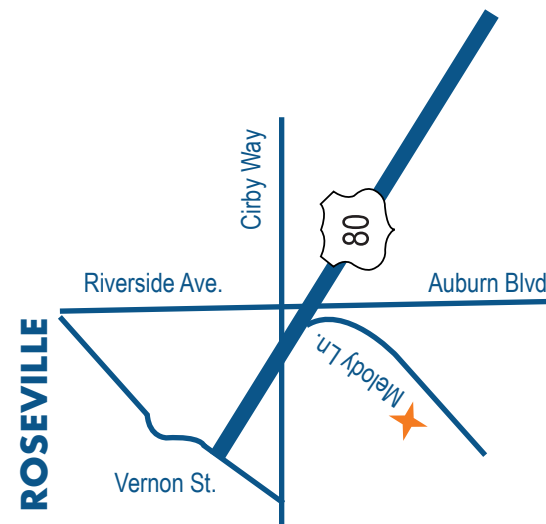
We do not take out your fish, we only drain about 20% of your water, scoop out leaves and debris as best we can, clean out the skimmer and pump and clean/backwash your filters.

If you want a full cleaning and it takes over an hour, we will be happy to honor the 10% off coupon for your first hour of service only.

**10% OFF
WINTER MAINTENANCE**

10% off labor only. Destination fees
are not subject to a discount.
Expiration date: 09/30/25

www.completeponds.com



ROSEVILLE

FALL HOURS:

Monday-Friday: 9:30a - 5p

Saturday: 10a - 4p

Sunday: Closed

UPCOMING CLOSURES:

Nov. 27 - Nov. 28, 2025

Dec. 24 - Jan. 1 - 2026



COMPLETE PONDS

1052 Melody Lane - Roseville, CA 95678

(916) 786-2696 | Lic # 844845

End of Summer Sale

 <p>PLANTS & ACCESSORIES</p> <p>25% OFF</p>	 <p>FISH MEDICATION (use end of Oct/early Nov)</p> <p>15% OFF</p>
 <p>PONDMAX UV FILTERS</p> <p>20% OFF</p>	 <p>THERMOMETERS</p> <p>15% OFF</p>
 <p>POND NETTING</p> <p>15% OFF</p>	 <p>SKIMMING DEBRIS NETS</p> <p>15% OFF</p>
 <p>COMPLETE SPRING & AUTUMN PACKS</p> <p>20% OFF</p>	 <p>FILTER MEDIA BULK</p> <p>15% OFF</p>

While supplies last. Expiration date: 9/30/25

CALL US AT (916) 786-2696

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Did You Know?

The oldest recorded koi fish was named Hanako, who lived to be 226 years old. She was a scarlet koi who lived in Japan and died on July 7, 1977. Her age was determined by examining the growth rings on her scales.

In domestic ponds, koi typically live around 15 to 30 years. True Japanese koi often live 40 years or longer.

- Female koi can lay up to 50,000 eggs in a single spawning.
- Koi can change colors due to water quality, temperature and type of food.
- Koi can get sun burns on hot days without any shade covering.
- Algaecide needs to be applied to your pond in the early morning with lots of aeration flowing. It's best to refrain from using algaecide on days when the temperatures hit over 100 degrees outside.
- Plants may turn yellow and die prematurely if your pH is either too high or too low.
- Pumps can quit on you at any time. It's ALWAYS good to have a back pump or aerator on hand in the event of an emergency.



Refill Program

We now have 10 different products on our shelves that can help you save as much money as possible on your pond and waterfall maintenance. Our packaging may not be perfect, but the products are really great for keeping water clean, clear and healthy for your pond and fish.

Just bring in your Complete Ponds bottles or the container you purchased the products in and start saving 15% - 20% on every purchase, every refill, every time!

 <p>COMPLETE BIO CLEAR</p> <p>15% OFF</p>	 <p>COMPLETE BARLEY EXTRACT</p> <p>15% OFF</p>
 <p>COMPLETE BACTERIA BLOCKS</p> <p>15% OFF</p>	 <p>COMPLETE SPRING & AUTUMN PACKS</p> <p>15% OFF</p>
 <p>OXYPOND CLEANER</p> <p>Available in 2lb, 8lb containers</p> <p>15% OFF</p>	 <p>AQUASCAPE ALGAECIDE</p> <p>15% OFF</p>
 <p>BULK FISH FOOD</p> <p>15% OFF</p> <p>if we put it in our fish bags</p> <p>20% OFF</p> <p>with our container or same size container.</p>	 <p>MICROBE LIFT SINKING FOOD</p> <p>15% OFF</p>
 <p>DETOX DRY DECHLORINATOR</p> <p>15% OFF</p>	 <p>AQUASCAPE BENEFICIAL BACTERIA CONCENTRATE</p> <p>15% OFF</p>

COMPLETE PONDS

Customer Profile

Kevin S. Pioneer, CA.

PROJECT DETAILS: Kevin was referred to us by a friend of his. He wanted a waterfall with two different viewing areas that would be the highlight of his yard.



One from the house and the other from his new hot tub! Placement of rock was key on this build. Kevin wanted the waterfall to look like the side of a mountain with water cascading over large slabs of moss rock. We put a 3,200lb boulder to split the final waterfall drop between the viewing area of the house and hot tub.



PROJECT SPECS:

Pond Size:

Pond 12' x 38' & "L" shaped

Waterfall:

21' stream into upper pond

Filtration:

Bottom Drain & Skimmer

Rock used:

Moss rock (biggest boulder 3,200 lbs.

Pumps:

Pentair 5hp pump

(2) Jets

(1) 120 HO UV Light

(3) 38" waterfall spillways

Plumbing 4"



AFTER PROJECT:

More Details:

Total Rock lbs. 30,000

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