



AQUA ONE 2 YEAR GUARANTEE



CUSTOMER CARE

Thank you for choosing this Aqua One product.

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

Australia:
www.aquaone.com.au
New Zealand:
www.aquaone.co.nz
United Kingdom:
www.aquaone.co.uk
All other countries:
www.aquaone.com.au

Australian Consumer Law.

In Australia the Aqua 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 Aqua One goods, is collectively known herein as "Aqua One". Please refer to contact details for Aqua One below or on the applicable Aqua 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 Aqua One Guarantee

1. The Aqua One guarantee becomes effective from the date of purchase.
2. You must provide the proof of purchase before any repair or replacement of your Aqua one product is considered when requesting a guarantee claim.
3. All products subject to guarantee claim 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, Aqua One will request reimbursement of all reasonable costs incurred.
6. Where Aqua One determines the products are being used in a manner contrary to the intended purpose/use, instructions, specifications or this guarantee, Aqua One reserves the right to terminate the guarantee and will provide written notice to the purchaser.

What is covered:

1. Aqua 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.

What is not covered

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

1. Product guarantee claims 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. Where the product's factory rating plate has been removed, altered, damaged or is rendered illegible.
4. Where products are not installed, operated or maintained in accordance with Aqua One's product instructions, specifications or this guarantee.
5. Replacement or repair of worn consumables such as: suction cups.
6. Replacement of lost products, parts or components.
7. Costs associated with products transportation, removal, installation, postage or cost of insurance.
8. Any damage incurred whilst installing, transporting or moving the goods.
9. 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 Aqua One, where permitted, will limit liability as follows and at Aqua 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. Aqua 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

Aqua One may be contacted in:

Australia
Kong's (Aust.) Pty. Limited
PO Box 863, Ingleburn
1890 NSW Australia
www.aquaone.com.au

Hong Kong
Kong's Aquarium Supplies Co., Ltd
No 31, 3/F Thriving Industrial Centre
26-38 Sha Tsui Road, Tsuen Wan,
Hong Kong
www.aquaone.co.hk

New Zealand
Kong's (NZ) Limited
PO Box 15 - 183, Tauranga
3015 New Zealand
www.aquaone.co.nz

United Kingdom
Kong's (UK) Limited,
C/O Aqua Pacific UK Ltd.
PO Box 268
Romsey Hampshire, SO51 0WW
United Kingdom
www.aquaone.co.uk



Heaters

50W, 100W, 200W, 300W,
500W



Regular maintenance of this product and components are required in order to keep equipment within guarantee and to maintain fish health.



Before you work on your aquarium, wash your hands and arms. It is very important to remove dirt, moisturiser and other impurities.



All fish have specific requirements for their care. Please seek advice from your Aqua One retailer for correct care requirements and species compatibility.



Read and follow all safety instructions and important notices in these instructions as well as on the product itself.



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



Download the Aqua One App.



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Australia:
www.aquaone.com.au
New Zealand:
www.aquaone.co.nz
United Kingdom:
www.aquaone.co.uk
All other countries:
www.aquaone.com.au



IMPORTANT SAFEGUARDS



Water and electricity can be dangerous. Do not attempt repairs yourself. Return the appliance to an authorised service facility for repair.



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 given supervision 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.



Arrange a drip loop for each cable to stop water entering the power socket. If the plug or the socket does get wet, disconnect the fuse or circuit breaker before unplugging the power plug.



Do not operate the appliance if it has a damaged cord or plug, or if it is malfunctioning, or damaged in any manner.



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



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



Unplug the appliance from the electrical outlet when not in use or before any type of maintenance or cleaning.



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.



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



Do not use the appliance for reasons other than the intended use.



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



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



A G.F.C.I (Ground fault circuit interrupter) & surge protector is recommended for all electrical appliances.

SPECIFICATIONS

MODEL/POWER CONSUMPTION	MAX AQUARIUM VOLUME	DIMENSIONS	TEMPERATURE RANGE
50W	50L/13.2G	24H CM	20c°/68F° 34c°/93F°
100W	100L/26.4G	30H CM	
200W	200L/52.8G	35H CM	
300W	300L/79.2G	41H CM	
500W	500L/132G	46H CM	



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.

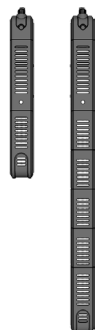
SELECTING THE RIGHT HEATER

Selecting the proper size heater for your aquarium is important for maintaining the temperature of the aquarium.

As a guideline 1 watt will heat 1 litre of water. This will depend on tank shape and local environment.

If your aquarium is between recommended sizes i.e. 65L it is best to use the next size up e.g. 100W.

For example, a 200W heater is recommended for a 151 to 200L aquarium.

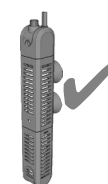


Always disconnect the heater from the power supply prior to working on the aquarium, or removing the heater. Allow 15 minutes for the heater to cool before handling.

Do not plug the heater in unless fully submerged in water. It is important to maintain the water level at a minimal level at all times.

SETTING UP

POSITIONING OF THE HEATER



Use the suction cups provided to fasten the heater to the aquarium.

The heater guard protects your fish from coming into direct contact with the heating element. It also protects the heater from destructive animals such as turtles and large cichlids. Make sure it is firmly attached before positioning.

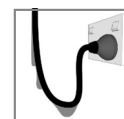
When positioning the heater in the aquarium, the best position is near a strong water flow. The outlet of a power filter is ideal. Make sure the heater is fully submerged.



The heater should not come in contact with the substrate. This may cause a hot spot on the glass and cause the heater to crack.

ADJUSTING THE HEATER

Plug the power cord into the power socket and arrange a "drip loop" Allow the heater to acclimate to the water temperature before switching on.



Rotate purple control knob at the top of the heater to the preferred temperature. The small window at the front of the heater is the temperature indicator. The LED light will come on when the heater is heating. It will switch off when it reaches the set temperature.



LED indicator

Temperature indicator



The Heater has proven thermostat technology. When the water reaches the set temperature the heater will shut off, and when the temperature drops the heater will switch back on.

Aqua One heaters will maintain your aquariums temperature. Even in summer, it is important not to shut off the heater to prevent temperature fluctuations that can be detrimental to the health of your aquarium fish.



Monitor your set temperature with an accurate thermometer*.

The thermometer should be placed at the opposite end of the aquarium to the heater. A small variation between the heater's set temperature and the thermometer's reading is normal.

For trouble shooting purposes it is recommended to have at least two thermometers. *Sold Separately

MAINTENANCE



It is important to periodically clean the heater body and heater guard to maintain proper function.

If you notice a buildup of algae or detritus on the heater guard, use a cloth or brush to clean it off. It is a good idea to remove the heater guard for cleaning. If required, it may be rinsed under a tap.

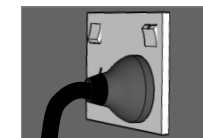
Do not use any chemicals to clean the surfaces.

Remember to unplug the heater at least 15 minutes before removing from the aquarium.

TROUBLE SHOOTING

HEATER DOES NOT WORK

Ensure the plug is inserted correctly and the switch is in the on position.

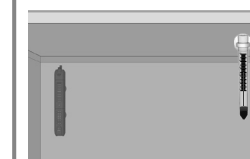


Very carefully check that the heater is warm.

THE LED IS WORKING, BUT THE HEATER IS NOT HEATING THE AQUARIUM

Check that the dial is set to the desired temperature.

Double check that the thermometer is displaying accurately. Use a second thermometer* to confirm.



Ensure the thermometer* is in the correct position at the opposite end of the aquarium and that there is sufficient circulation.

*Sold Separately



Check the ambient temperature of the room. If the room is at the same temperature as the aquarium, the thermostat may have switched off the heater (indicated by the LED) as the aquarium water is at the set temperature or above.