



**Aqua One®**

Inspiring Excellence in Fish Care!

## 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.
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 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:

<b>Australia</b> Kong's (Aust.) Pty. Limited PO Box 863, Ingleburn 1890 NSW Australia www.aquaone.com.au	<b>Hong Kong</b> 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
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<b>New Zealand</b> Kong's (NZ) Limited PO Box 15 - 183, Tauranga 3015 New Zealand www.aquaone.co.nz
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<b>United Kingdom</b> Kong's (UK) Limited, C/O Aqua Pacific UK Ltd. PO Box 268 Romsey Hampshire, SO51 0WW United Kingdom www.aquaone.co.uk
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Aqua One Heater Guarantee 1 Year 2018



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# ThermoSafe

## Heaters

25W, 50W, 100W, 150W,  
200W, 300W



**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 fishes 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.**



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.



Children should be supervised when using this item.



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.



Don't 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.



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

## SPECIFICATIONS

MODEL/POWER CONSUMPTION	MAX AQUARIUM VOLUME	DIMENSIONS	TEMPERATURE RANGE
25W	25L/6.6G	24H CM	20c°/68F° 34c°/93F°
50W	50L/13.2G	24H CM	
100W	100L/26.4G	30H CM	
150W	150L/39.6G	30H CM	
200W	200L/52.8G	40H CM	
300W	300L/79.2G	40H 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. 35L it is best to use the next size up e.g. 50W.

For example, a 200W heater is required for a 180 to 200L aquarium.



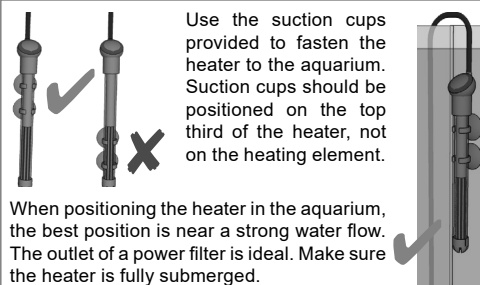
Always disconnect the heater from the power supply prior to working on the aquarium, or removing the heater. Allow 15 minutes for the heater to cool before handling.

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.



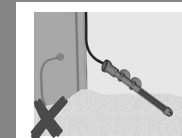
## SETTING UP

### POSITIONING OF THE HEATER



Use the suction cups provided to fasten the heater to the aquarium. Suction cups should be positioned on the top third of the heater, not on the heating element.

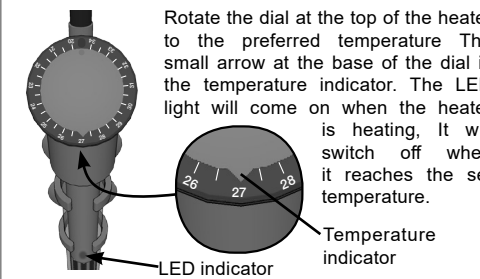
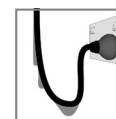
When positioning the heater in the aquarium, the best position is near a strong water flow. The outlet of a power filter is ideal. Make sure the heater is fully submerged.



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 the dial at the top of the heater to the preferred temperature. The small arrow at the base of the dial 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 a solid-state microchipped controlled thermostat. 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.

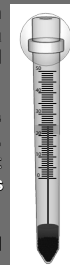
ThermoSafe heaters have a thermal cutoff. If the heater begins to overheat, the thermal cutoff will act as an emergency stop and cut power to the heater.



Monitor your set temperature with an accurate thermometer, Aqua One offer a range of glass and digital thermometers.

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 thermometers reading is normal.

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



If the heater does not work after taking the following troubleshooting steps, and is still under guarantee return it to the place of purchase for further inspection. Other wise cut the cord and dispose of sensibly.

## TROUBLE SHOOTING

### HEATER DOES NOT WORK

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

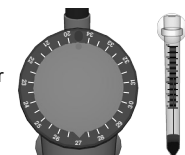
Very carefully check that the heater is warm.



### 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.



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.