



Clear Water Guarantee Program - North America

DEFINITION, REGISTRATION AND VALIDITY

Oase guarantees clear water in the pond to all purchasers of a qualified Oase filter system if the system is set up properly in accordance with the installation instructions. A qualified Oase filter system consists of 3 appropriately sized components: a solids-handling AquaMax Pump, an Oase Ultraviolet Clarifier, and an Oase Filter. The sizing chart for these components can be found in our catalog and website.

The guarantee applies for the period of unlimited operational use in accordance with the provisions specified in our operating instructions, which is a maximum of 3 years from the purchase date. Proof of purchase is required to ensure the products were purchased within 3 years of any claim.

The guarantee is invalidated if the installation instructions in the instruction manuals are not complied with, and / or in the case where the wrong components were selected and used, or if pond care products from other manufacturers are used, particularly pond care products containing copper.

WHAT DOES "CLEAR WATER" MEAN?

Clear water means that fish, plants, or rocks on the pond floor are recognizable to a pond depth of 3 feet below the pond surface. Ponds with string algae are not considered to be unclear, as scarcely any suspended substances are formed. However, pond water is not tap water. Fine particles and discoloration are always present and are also natural.

POND DEFINITION

The Clear Water Guarantee is granted exclusively for ponds in the conventional sense of the term. A pond is an artificially created body of water made of liner or in a pond shell with minimum planting of one third of the water surface and is exposed to sunlight for 4 – 6 hours a day. The location of the pond is at least 12 feet away from deciduous trees and / or conifers.

THE SERVICE PERIOD OF THE FILTER SYSTEM

For the first use and every new use in the spring the application of beneficial bacteria (example product: BioMax or BioMax+) is prerequisite. It can take up to 6 weeks until the pond is clear, depending on the burden of the pond. The filter works mechanically and biologically. Settlement of microorganisms is required for biological cleaning. Consequently the Clear Water Guarantee assumes that the pump, and thus the filter system, is in 24-hour operation during the pond season (approximately from March to September).

Too frequent cleaning prevents adequate formation of microorganisms in the filter foam. Conversely, if cleaned too rarely, the filter foams cannot absorb any more pollutants. Filter cleaning is only expedient if the flow rate is clearly reduced (also indicated by the flow vane in the hose connection on the discharge of pressurized filters).

HANDLING A CLEAR WATER GUARANTEE CLAIM

Prior to submitting a Clear Water Guarantee Claim, the customer must contact the Atlantic-Oase Technical Service team. The customer must provide information about the installation of the products, application and the issues they are having. Customers will be required to fill out a form regarding the product application that will include things such as: plumbing sizes/lengths/fittings, dimensions, plant and fish information. Photo and video documentation will be required as well. The Technical Service team will then provide assistance to remedy the issues the customer is having. If no solution is reachable, product will need to be returned to Atlantic-Oase and the customer will receive their money back for the product only. Any other costs such as installation or removal will not be reimbursed.

FREQUENT CAUSES OF UNCLEAR WATER:

- Parts subject to wear, such as UVC bulbs or filter foams are not replaced
- The height difference between the water surface and the highest point in the pressure system is greater than 3 feet (assumed value in the Oase selection tables)
- Pressure losses due to excessive hose lengths or a hose diameter that is too narrow
- Missing inlet barrier (capillary barrier). Surface water flushes mud and/or fertilizer (nitrogen, lawn fertilizer etc.) into the pond from the garden
- Over-intensive feeding of fish generates nutrient loads in the pond
- Incorrect placement of the pond results in imbalance (e.g. excessive sun, excessive shade)

HAVE QUESTIONS CONCERNING THE CLEAR WATER GUARANTEE?

Call our technical service department at:
330-274-8317 ext. 2, 8:30am – 5pm, Monday – Friday