

# CLEAR WATER GUARANTEE



## Clear Water Guarantee from OASE: Definition, registration and validity

OASE guarantees clear water in the pond to all purchasers of an OASE filter system if purchased in accordance with the selection table, if the system is set up properly in accordance with the installation instructions.

The clear water guarantee is obtained by registering with OASE within 3 months from the purchase date. Registration is executed by sending the registration card to OASE together with a copy of the purchase receipt (date/stockist name), or alternatively via the Internet ([www.oase-livingwater.com](http://www.oase-livingwater.com)).

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.

The guarantee is invalidated if the installation instructions in the operating instructions are not complied with, and/or in the case of wrong system selection, or if pond care products from other manufacturers are used, particularly if pond care products containing copper are used.

### What does »clear water« mean?

Clear water means that fish, plants, or rocks on the pond floor are recognizable to a pond depth of 1.00 metre 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 discolouration 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 4 m 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 OASE BioKick CWS Filter Starter bacteria 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. 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 pressurised filters).

### Handling a Clear Water Guarantee claim

Prior to submitting a guarantee claim the customer is obligated to report the deficiencies determined on the OASE Service Hotline. After recording the error, OASE will provide assistance for correction of the error. If help cannot be provided on-site, or if the help does not bring the desired success, the customer must then inform the Hotline of this situation. If OASE cannot suggest any other remedy possibility that should be particularly attempted, the customer has a claim for processing of the guarantee through the stockist, if the other stockist determines the other prerequisites of the guarantee. Otherwise the stockist has a last opportunity to attempt to implement the consulting. In the case of a guarantee claim the stockist refunds the purchase price to the customer, against submission of the purchase receipt, if OASE has previously accepted the guarantee claim. More extensive claims arising from the Clear Water Guarantee do not exist. The legal guarantee rights of the purchaser remain unaffected through the Clear Water Guarantee.

### 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 1 m (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 fertiliser (nitrogen, lawn fertiliser 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)

### Information concerning the Clear Water Guarantee

Information is available through the OASE Hotline at: 0 18 05/70 07 55 – Not in the UK

(14 cents/min. from the German landline network, 42 cents/min from a mobile phone)

or directly from your dealer.