

CLEAR WATER GUARANTEE

Clear Water Guarantee conditions from OASE:

OASE guarantees clear water in the pond to all purchasers of an OASE filter system, based on proper system use in accordance with the selection table, if the system is set up properly in accordance with the set-up instructions, and in compliance with the instructions in the operating manual, and in compliance with the instructions for achieving clear water in the pond through the addition of OASE Filter Starter bacteria in the defined scope.

Clear water means that fish, plants, or rocks on the pond floor are recognizable to a pond depth of 1 m below the pond surface. Ponds with string algae are not considered to be unclear, as scarcely any suspended substances are formed. Pond water is not tap water. Turbidity and colouration are always present and are also natural, and these conditions exclude a guarantee case.

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 is a preformed pond with minimum planting of $\frac{1}{3}$ of the water surface and is exposed to sunlight for 4 to 6 hours a day. The location of the pond is 4 m away from deciduous trees and/or conifers.

For the first use and every new use in the spring, the application of OASE 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). Excessive cleaning prevents adequate formation of microorganisms in the filter foam. If cleaned too infrequently the filter sponges cannot absorb any more pollutants, or they can only do so if the flow-through rate is significantly reduced.

The guarantee applies for a maximum of 3 years within the scope of the Clear Water Guarantee conditions, starting from the date of purchase from the authorised OASE stockist (initial purchase, not for resale of the new product), if the provisions of the OASE instructions for use are complied with and the products are used as intended. A directory of OASE stockists is available at www.oase-livingwater.com.

The Clear Water Guarantee is obtained by registering with OASE within 3 months from the initial 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).

Prior to submitting a guarantee claim the customer is obligated to report the deficiencies determined on the OASE Service Hotline (see below). After logging the fault, OASE will provide assistance for correction of the fault. If help cannot be provided on site, or if the help does not achieve the desired plans, the customer must then inform the Hotline specified above 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 in all other aspects the stockist affirms/determines that prerequisites of the guarantee are satisfied. 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 paid for the product to the customer, only against submission of the original purchase receipt and return of the defective product, 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.

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, or if the customer's behaviour otherwise is in violation of the customer's obligations.

Other frequent causes for unclear water

- Failure to replace parts subject to wear, e. g. UVC bulbs or filter foams
- 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)
- Faulty mixing of the pond water, i.e. deficient circulation

Information concerning the Clear Water Guarantee

Information is available through the OASE Hotline at: **05 41 - 9 33 99 98 00** (At the standard rate from the German landline network.) or directly from your stockist.