

CLEAR WATER GUARANTEE

*C

Clear Water Guarantee conditions from OASE:

OASE guarantees clear water in the pond to all purchasers of an OASE filter system designated with the “*C” suffix, 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 achievement of clear water through the addition of OASE Filter Starter bacteria as defined in the instructions.

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 a preformed pond, with minimum planting of 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). Too much cleaning prevents adequate formation of microorganisms in the filter foam. If not cleaned regularly enough the filter foams cannot absorb any more pollutants. Only if the flow rate is significantly reduced.

The guarantee applies for the period of unlimited operational use in accordance with the provisions of the OASE use instructions, which however is a maximum of 3 years from the date of purchase from the OASE stockist (first purchase, not resale of the new product). 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.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 bring the desired success, 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 to the customer, against submission of the original 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.

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

GUARANTEE

*G Guarantee

For the device designated with the “*G” suffix, OASE GmbH grants a manufacturer’s guarantee under the conditions cited below; the guarantee period is designated on product-specific basis. It is provided in the form of supplemental text with the product.

The designated guarantee period starts with the first-time new product purchase from an OASE stockist. In the event of subsequent sale the guarantee period does not start over again from the beginning. The guarantee period is neither extended nor restarted through guarantee performances.

If the content of the guarantee is not otherwise specified separately, OASE grants a guarantee in the scope of the legal guarantee performance. Defects or damage that are due to faulty installation or operating errors, as well as insufficient care, or for example, due to the use of unsuitable cleaning agents or omitted maintenance, non-intended use, damage, impact, the effects of freezing, etc. cutting off the plug, shortening the cable, calcium deposits or improper repair attempts, do not fall under the protection of the guarantee. With regard to intended use we refer you to the use instructions, compliance with which is the basic prerequisite for a guarantee claim. Parts subject to wear : Bulbs are expressly not part of the guarantees. See the use instructions of the respective product for the wear parts.

We provide guarantee performances at our discretion, through no-charge repair or no-charge delivery of spare

parts or of a replacement device of comparable value. If the type in question is no longer manufactured, we reserve the right, at our discretion to deliver a replacement device from our product line that most nearly approaches the type that is the object of the guarantee claim.

Reimbursement of expenses for removal and installation, inspection, claims for lost profit and compensation for damages are not covered by the guarantee, nor are more extensive claims for damages and losses, regardless of type, that have been caused by the device or its use.

The guarantee only applies for the country in which the product was purchased from an OASE stockist. German law applies for this guarantee; with exclusion of the United Nations Convention on Contracts for the International Sale of Goods (CISG).

The legal rights of the purchaser, particularly from the warranty, continue in effect and are not limited by this guarantee.

If there is a guarantee case please contact your OASE stockist that sold the product to you. If this possibility does not exist, claims arising from the guarantee can also be made binding directly against OASE GmbH & Co. KG Tecklenburger Strasse 161, 48477 Hörstel, Germany, by shipping the device or the parts in question with the original to us at your expense with the purchase receipt of the OASE stockist, the guarantee certificate, as well as written information about the claimed defect.

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FRICITION LOSS IN PIPELINES AND HOSE LINES:

Flow rate (liter/min.)	Clear widths (mm/inch)	Pressure loss per running meter (m/water column)
30 50	20 mm – ¾"	0,12 mWS 0,32 mWS
50 75 100	25 mm – 1"	0,08 mWS 0,19 mWS 0,34 mWS
100 150	32 mm – 1¼"	0,11 mWS 0,21 mWS
100 150 200 250	40 mm – 1½"	0,03 mWS 0,07 mWS 0,12 mWS 0,15 mWS
200 250 300 350 400 450	50 mm – 2"	0,04 mWS 0,06 mWS 0,08 mWS 0,10 mWS 0,14 mWS 0,17 mWS

To get the most out of the pump, select the largest hose diameter possible.

Inadequate hose diameters or angled hose joints and flow-through obstructions through hose connections impact the flow-rate!