



Warranty Guide

Complete Products



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Kits

Pond Kits

Pondless® Waterfall Kits

Backyard Waterfall
Landscape Fountain Kit

Landscape Fountain Kits



Warranty Reference Guide

PRODUCT NAME		AVAILABLE MODELS	
DIY Backyard Pond Kits, Professional Grade Pond Kits, Deluxe Pond Kits		99763, 99764, 99765, 53033, 53034, 53035, 53036. 53037, 53063, 53066, 53067	
WARRANTY			
Component based warranty. Look at individual products for warranty details.			
LOCATION AND DATE CODE FORMAT			
N/A			
TROUBLESHOOTING			
N/A			

Warranty Reference Guide

PRODUCT NAME		AVAILABLE MODELS	
DIY Backyard Waterfall Kit, Professional Pondless® Waterfall Kit, Deluxe Pondless® Waterfall Kit		83001, 53038, 53039, 53040, 53064, 53041, 53042, 53065, 53068, 53069	
WARRANTY			
Component based warranty. Look at individual products for warranty details.			
LOCATION AND DATE CODE FORMAT			
N/A			
TROUBLESHOOTING			
N/A			

Warranty Reference Guide

PRODUCT NAME		AVAILABLE MODELS	
Backyard Waterfall Landscape Fountain Kit		83013	
WARRANTY			
Component based warranty. Look at individual products for warranty details.			
LOCATION AND DATE CODE FORMAT			
N/A			
TROUBLESHOOTING			
N/A			

Warranty Reference Guide

PRODUCT NAME	AVAILABLE MODELS
Stacked Slate Sphere Landscape Fountain Kit, Stacked Slate Urn Landscape Fountain Kit, Scalloped Urn Landscape Fountain Kit, Spillway Bowl and Basin Landscape Fountain Kit, Stacked Slate Spillway Wall 32" Landscape Fountain Kit, Mongolian Basalt Column 30" Landscape Fountain Kit, Mongolian Basalt Column Set of 3 Landscape Fountain Kit, Faux Basalt Column Set of 3	78249, 78290, 78250, 58090, 78270, 78248, 78427, 58087, 78426, 78269, 78251, 58089, 78366
WARRANTY	
Component based warranty. Look at individual products for warranty details.	
LOCATION AND DATE CODE FORMAT	
N/A	
TROUBLESHOOTING	
N/A	



Filtration

Skimmers

BioFalls®

Pond Waterfall Filter

Add-on Filters

Container Water Garden
Filter

Submersible Pond Filter

UV Filters

UltraKlear®

UltraKlean™

Waterfall Spillway

Pondless® Waterfall Filter

Snorkle®, Centipede®

AquaBlox®, Filter Blox™
Modules

IonGen® System (G2)

Warranty Reference Guide

PRODUCT NAME	AVAILABLE MODELS
Signature Series Pond Skimmers	43020, 43021, 43022

WARRANTY

LIMITED LIFETIME WARRANTY – Aquascape warrants that the Signature Series Skimmer will be free of manufacturing defects for the lifetime of the product if properly installed and maintained. Proof of purchase required. Warranty does not cover damage resulting from negligent handling, misuse or lack of reasonable maintenance or care. If upon Aquascape's inspection, the skimmer shows evidence of a manufacturing defect, Aquascape's liability is limited, at Aquascape's option, to the repair of the defect, replacement of the defective product, or refund of the original purchase price. The warranty excludes costs of labor, removal of product, shipping and expenses related to the installation and re-installation of the product. All products that include plumbing (tubing, pumps, check valves) need to be properly drained and winterized otherwise warranty is null and void. No liability for loss or damage of any nature or kind, whether arising out of or from the use of the product, whether defective or not defective, is assumed by Aquascape, Inc. or its affiliates. Aquascape shall not be liable for any incidental, consequential, or other damages arising under any theory of law whatsoever.

Skimmer internal parts = 1 Year Warranty

LOCATION AND DATE CODE FORMAT

Location:

- Only on the 200 and 400 Skimmer models
- Stamped on the back or side upper lip

Format: It looks like a dial with the year in the center and an arrow pointing to the month (8/16 shown)



TROUBLESHOOTING

Watch video on website

Warranty Reference Guide

PRODUCT NAME	AVAILABLE MODELS
Signature Series BioFalls®	99774, 09020, 29319, 29384
WARRANTY	
LIMITED LIFETIME WARRANTY – Aquascape warrants that the Signature Series BioFalls® will be free of manufacturing defects for the lifetime of the product if properly installed and maintained. Proof of purchase required. Warranty does not cover damage resulting from negligent handling, misuse or lack of reasonable maintenance or care. If upon Aquascape’s inspection, the skimmer shows evidence of a manufacturing defect, Aquascape’s liability is limited, at Aquascape’s option, to the repair of the defect, replacement of the defective product, or refund of the original purchase price. The warranty excludes costs of labor, removal of product, shipping and expenses related to the installation and re-installation of the product. All products that include plumbing (tubing, pumps, check valves) need to be properly drained and winterized otherwise warranty is null and void. No liability for loss or damage of any nature or kind, whether arising out of or from the use of the product, whether defective or not defective, is assumed by Aquascape, Inc. or its affiliates. Aquascape shall not be liable for any incidental, consequential, or other damages arising under any theory of law whatsoever. BioFalls® internal parts = 1 Year Warranty	
LOCATION AND DATE CODE FORMAT Location: Stamped on the back upper lip of BioFalls® Format: It looks like a dial with the year in the center and an arrow pointing to the month (8/16 shown)	
TROUBLESHOOTING	
Watch video on website	

Warranty Reference Guide

PRODUCT NAME	AVAILABLE MODELS
Pond Waterfall Filter	77020
WARRANTY	
5-YEAR LIMITED WARRANTY – Aquascape warrants that the Pond Waterfall Filter will be free of manufacturing defects for five years from date of purchase. Proof of purchase required. Warranty does not cover damage resulting from negligent handling, misuse, or lack of reasonable maintenance for care. Warranty does not cover parts subject to normal wear, such as filter media. This product should only be operated in fresh water without corrosive chemicals like chlorine or bromine. If upon Aquascape’s inspection, the Pond Waterfall Filter shows evidence of a manufacturing defect, Aquascape’s liability is limited, at Aquascape’s option, to the repair of the defect, replacement of the defective product, or refund of the original purchase price. The warranty excludes costs of labor, removal of product, shipping and expenses related to the installation and re-installation of the product. All products that include plumbing (tubing, pumps, check valves) need to be properly drained and winterized otherwise warranty is null and void. No liability for loss or damage of any nature or kind, whether arising out of or from the use of the product, whether defective or not defective, is assumed by Aquascape, Inc. or its affiliates. Aquascape shall not be liable for any incidental, consequential, or other damages arising under any theory of law whatsoever.	
LOCATION AND DATE CODE FORMAT	
Location: Sticker on back of box near UPC code Format: Year/Week of Year	
TROUBLESHOOTING	
Watch video on website	

Warranty Reference Guide

PRODUCT NAME	AVAILABLE MODELS
Container Water Garden Filter	77005

WARRANTY

3-YEAR LIMITED WARRANTY – Aquascape warrants that the Container Water Garden Filter will be free of manufacturing defects for three years from date of purchase. Proof of purchase required. Warranty does not cover damage resulting from electrical supply problems, lightning, negligent handling, misuse or lack of reasonable maintenance or care. Warranty does not cover parts subject to normal wear, such as filter media. This product should only be operated in fresh water without corrosive chemicals like chlorine or bromine. If upon Aquascape's inspection, the filter shows evidence of a manufacturing defect, Aquascape's liability is limited, at Aquascape's option, to the repair of the defect, replacement of the defective product, or refund of the original purchase price. The warranty excludes costs of labor, removal of product, shipping and expenses related to the installation and re-installation of the product. All products that include plumbing (tubing, pumps, check valves) need to be properly drained and winterized otherwise warranty is null and void. No liability for loss or damage of any nature or kind, whether arising out of or from the use of the product, whether defective or not defective, is assumed by Aquascape, Inc. or its affiliates. Aquascape shall not be liable for any incidental, consequential, or other damages arising under any theory of law whatsoever.

LOCATION AND DATE CODE FORMAT

Location:

- Stamped on outer package near bar code
- Bottom of the filter near the cord inlet

Format: Year/Week of Year



TROUBLESHOOTING

Watch video on website

Warranty Reference Guide

PRODUCT NAME	AVAILABLE MODELS
Submersible Pond Filter	95110

WARRANTY

3-YEAR LIMITED WARRANTY – Aquascape warrants that the Submersible Pond Filter will be free of manufacturing defects for three years from date of purchase. Proof of purchase required. Warranty does not cover damage resulting from negligent handling, misuse or lack of reasonable maintenance or care. Warranty does not cover parts subject to normal wear, such as filter media. This product should only be operated in fresh water without corrosive chemicals like chlorine or bromine. If upon Aquascape’s inspection, the Submersible Pond Filter shows evidence of a manufacturing defect, Aquascape’s liability is limited, at Aquascape’s option, to the repair of the defect, replacement of the defective product, or refund of the original purchase price. The warranty excludes costs of labor, removal of product, shipping and expenses related to the installation and re-installation of the product. All products that include plumbing (tubing, pumps, check valves) need to be properly drained and winterized otherwise warranty is null and void. No liability for loss or damage of any nature or kind, whether arising out of or from the use of the product, whether defective or not defective, is assumed by Aquascape, Inc. or its affiliates. Aquascape shall not be liable for any incidental, consequential, or other damages arising under any theory of law whatsoever.

LOCATION AND DATE CODE FORMAT

Location:

- Sticker on back of outer box near UPC code
- Sticker on bottom of unit
- Etched inside the unit under the cover

Format: Year/Week of Year



TROUBLESHOOTING

Watch video on website

Warranty Reference Guide

PRODUCT NAME	AVAILABLE MODELS
UltraKlear® UV Clarifier	95036, 96037, 95038
WARRANTY	
3-YEAR LIMITED WARRANTY – Aquascape warrants that the UltraKlear® UV Clarifier will be free of manufacturing defects for three years from date of purchase. Proof of purchase required. Warranty does not cover damage resulting from negligent handling, misuse or lack of reasonable maintenance or care. Warranty does not cover parts subject to normal wear, such as filter media and U.V. bulbs. This product should only be operated in fresh water without corrosive chemicals like chlorine or bromine. If upon Aquascape’s inspection, the UltraKlear® UV Clarifier shows evidence of a manufacturing defect, Aquascape’s liability is limited, at Aquascape’s option, to the repair of the defect, replacement of the defective product, or refund of the original purchase price. The warranty excludes costs of labor, removal of product, shipping and expenses related to the installation and re-installation of the product. All products that include plumbing (tubing, pumps, check valves) need to be properly drained and winterized otherwise warranty is null and void. No liability for loss or damage of any nature or kind, whether arising out of or from the use of the product, whether defective or not defective, is assumed by Aquascape, Inc. or its affiliates. Aquascape shall not be liable for any incidental, consequential, or other damages arising under any theory of law whatsoever.	
LOCATION AND DATE CODE FORMAT	Location: • Sticker on outer package near bar code • On the end of UltraKlear® body Format: Year/Week of Year  
TROUBLESHOOTING	
Watch video on website	

Warranty Reference Guide

PRODUCT NAME	AVAILABLE MODELS
UltraKlean™ Pond Filter	95053, 95054
WARRANTY	
3-YEAR LIMITED WARRANTY – Aquascape warrants that the UltraKlean™ Pond Filter will be free of manufacturing defects for three years from date of purchase. Proof of purchase required. Warranty does not cover damage resulting from negligent handling, misuse or lack of reasonable maintenance or care. Warranty does not cover parts subject to normal wear, such as filter media and U.V. bulbs. This product should only be operated in fresh water without corrosive chemicals like chlorine or bromine. If upon Aquascape’s inspection, the UltraKlean™ Pond Filter shows evidence of a manufacturing defect, Aquascape’s liability is limited, at Aquascape’s option, to the repair of the defect, replacement of the defective product, or refund of the original purchase price. The warranty excludes costs of labor, removal of product, shipping and expenses related to the installation and re-installation of the product. All products that include plumbing (tubing, pumps, check valves) need to be properly drained and winterized otherwise warranty is null and void. No liability for loss or damage of any nature or kind, whether arising out of or from the use of the product, whether defective or not defective, is assumed by Aquascape, Inc. or its affiliates. Aquascape shall not be liable for any incidental, consequential, or other damages arising under any theory of law whatsoever.	
LOCATION AND DATE CODE FORMAT Location: • Sticker on outer package near bar code • On underside of control panel cover Format: Year/Week of Year	 
TROUBLESHOOTING	
Watch video on website	

Warranty Reference Guide

PRODUCT NAME	AVAILABLE MODELS
Waterfall Spillway	77023, 77000
WARRANTY	
LIMITED LIFETIME WARRANTY – Aquascape warrants that the Waterfall Spillway will be free of manufacturing defects for the lifetime of the product if properly installed and maintained. Proof of purchase required. Warranty does not cover damage resulting from negligent handling, misuse or lack of reasonable maintenance or care. If upon Aquascape’s inspection, the Waterfall Spillway shows evidence of a manufacturing defect, Aquascape’s liability is limited, at Aquascape’s option, to the repair of the defect, replacement of the defective product, or refund of the original purchase price. The warranty excludes costs of labor, removal of product, shipping and expenses related to the installation and re-installation of the product. All products that include plumbing (tubing, pumps, check valves) need to be properly drained and winterized otherwise warranty is null and void. No liability for loss or damage of any nature or kind, whether arising out of or from the use of the product, whether defective or not defective, is assumed by Aquascape, Inc. or its affiliates. Aquascape shall not be liable for any incidental, consequential, or other damages arising under any theory of law whatsoever.	
LOCATION AND DATE CODE FORMAT	Location: Stamped on the back near bulkhead Format: It looks like a dial with the year in the center and an arrow pointing to the month (10/16 shown) 
TROUBLESHOOTING	
N/A	

Warranty Reference Guide

PRODUCT NAME	AVAILABLE MODELS
Pondless® Waterfall Vault and Extension	49000, 49001
WARRANTY	
LIMITED LIFETIME WARRANTY – Aquascape warrants that the Pondless® Waterfall Vault will be free of manufacturing defects for the lifetime of the product if properly installed and maintained. Proof of purchase required. Warranty does not cover damage resulting from negligent handling, misuse or lack of reasonable maintenance or care. If upon Aquascape’s inspection, the part shows evidence of a manufacturing defect, Aquascape’s liability is limited, at Aquascape’s option, to the repair of the defect, replacement of the defective product, or refund of the original purchase price. The warranty excludes costs of labor, removal of product, shipping and expenses related to the installation and re-installation of the product. All products that include plumbing (tubing, pumps, check valves) need to be properly drained and winterized otherwise warranty is null and void. No liability for loss or damage of any nature or kind, whether arising out of or from the use of the product, whether defective or not defective, is assumed by Aquascape, Inc. or its affiliates. Aquascape shall not be liable for any incidental, consequential, or other damages arising under any theory of law whatsoever.	
LOCATION AND DATE CODE FORMAT Location: Stamped on the back of vault near the top Format: It looks like a dial with the year in the center and an arrow pointing to the month (10/16 shown)	
TROUBLESHOOTING	
N/A	

Warranty Reference Guide

PRODUCT NAME		AVAILABLE MODELS	
Before 2026: Large Snorkel® Vault and Cap, Large Snorkel® Vault Extension, Large Centipede® Module, Half Centipede® Module 2026 Product: Snorkel® Vault and Lid, Snorkel® Vault Extension, Centipede Module, Centipede® Module End Cap		29064, 29068, 29065, 29066 51007, 51008, 51010, 51011 (2026 Product)	
WARRANTY			
LIMITED LIFETIME WARRANTY – Aquascape warrants that the Snorkel® and Centipede® will be free of manufacturing defects for the lifetime of the product if properly installed and maintained. Proof of purchase required. Warranty does not cover damage resulting from negligent handling, misuse or lack of reasonable maintenance or care. If upon Aquascape’s inspection, the part shows evidence of a manufacturing defect, Aquascape’s liability is limited, at Aquascape’s option, to the repair of the defect, replacement of the defective product, or refund of the original purchase price. The warranty excludes costs of labor, removal of product, shipping and expenses related to the installation and re-installation of the product. All products that include plumbing (tubing, pumps, check valves) need to be properly drained and winterized otherwise warranty is null and void. No liability for loss or damage of any nature or kind, whether arising out of or from the use of the product, whether defective or not defective, is assumed by Aquascape, Inc. or its affiliates. Aquascape shall not be liable for any incidental, consequential, or other damages arising under any theory of law whatsoever.			
LOCATION AND DATE CODE FORMAT			
Location: • Before 2026 - No date code on product • 2026 and after - date code is stamped on the Snorkel®, Snorkel® Extension, Centipede®, End Cap and Snorkel® Lid (7/25 shown) Format: It looks like a dial with the year in the center and an arrow pointing to the month (7/25 shown)		 	
TROUBLESHOOTING			
N/A			

Warranty Reference Guide

PRODUCT NAME		AVAILABLE MODELS	
AquaBlox® Water Storage Modules, FilterBlox™ Module		29491, 29492, 56016	
WARRANTY			
10-YEAR LIMITED WARRANTY – Aquascape warrants that the AquaBlox®/FilterBlox™ will be free of manufacturing defects for 10 years from date of purchase. Proof of purchase required. Warranty does not cover damage resulting from negligent handling, misapplication, misuse, or lack of reasonable maintenance for care. If upon Aquascape’s inspection, the AquaBlox® or FilterBlox™ shows evidence of a manufacturing defect, Aquascape’s liability is limited, at Aquascape’s option, to the repair of the defect, replacement of the defective product, or refund of the original purchase price. The warranty excludes costs of labor, removal of product, shipping and expenses related to the installation and re-installation of the product. No liability for loss or damage of any nature or kind, whether arising out of or from the use of the product, whether defective or not defective, is assumed by Aquascape, Inc. or its affiliates. Aquascape shall not be liable for any incidental, consequential, or other damages arising under any theory of law whatsoever.			
LOCATION AND DATE CODE FORMAT			
Location: Not located on product – proof of purchase required			
TROUBLESHOOTING			
N/A			

Warranty Reference Guide

PRODUCT NAME	AVAILABLE MODELS
IonGen® System (G2)	95027, 95012 (CAD)
WARRANTY	
3-YEAR LIMITED WARRANTY – Aquascape warrants that the IonGen® System (G2) will be free of manufacturing defects for three years from date of purchase. Proof of purchase required. Warranty does not cover damage resulting from electrical supply problems, lightning, negligent handling, misuse or lack of reasonable maintenance or care. Warranty does not cover parts subject to normal wear, such as the IonGen® Probe. This product should only be operated in fresh water without corrosive chemicals like chlorine or bromine. If upon Aquascape’s inspection, the IonGen® System (G2) shows evidence of a manufacturing defect, Aquascape’s liability is limited, at Aquascape’s option, to the repair of the defect, replacement of the defective product, or refund of the original purchase price. The warranty excludes costs of labor, removal of product, shipping and expenses related to the installation and re-installation of the product. All products that include plumbing (tubing, pumps, check valves) need to be properly drained and winterized otherwise warranty is null and void. No liability for loss or damage of any nature or kind, whether arising out of or from the use of the product, whether defective or not defective, is assumed by Aquascape, Inc. or its affiliates. Aquascape shall not be liable for any incidental, consequential, or other damages arising under any theory of law whatsoever.	
LOCATION AND DATE CODE FORMAT Location: • Stamped on back of probe box • Etched on the control panel near cord entry • Etched on the flow chamber Format: MM/YY	
TROUBLESHOOTING	
N/A	



Pumps

AquaSurge® Pond Pumps

SLD Adjustable Flow Pond Pumps

AquaForce® Pond Pumps

EcoWave® Pond Pumps

Ultra Water Pumps

Statuary Water Pumps

AquaJet® Pond Pumps

EXT Pond Pumps

PL and PN Pumps

LSR Cleanout Pump

AquascapePRO® Pumps

Smart Pump Receivers

Pond Powerhead

Warranty Reference Guide

PRODUCT NAME	AVAILABLE MODELS
AquaSurge® Pond Pumps	91017, 91018, 91019, 91020

WARRANTY

3-YEAR LIMITED WARRANTY – Aquascape warrants that the AquaSurge® Pond Pump will be free of manufacturing defects for three years from date of purchase. Proof of purchase required. Warranty does not cover damage resulting from electrical supply problems, improper wiring, lightning, negligent handling, misapplication, misuse, or lack of reasonable maintenance or care. Warranty does not cover parts subject to normal wear, such as impellers. This product should only be operated in fresh water, completely submerged, without corrosive chemicals like chlorine or bromine. If upon Aquascape's inspection, the pump shows evidence of a manufacturing defect, Aquascape's liability is limited, at Aquascape's option, to the repair of the defect, replacement of the defective product, or refund of the original purchase price. The warranty excludes costs of labor, removal of product, shipping and expenses related to the installation and re-installation of the product. All products that include plumbing (tubing, pumps, check valves) need to be properly drained and winterized otherwise warranty is null and void. No liability for loss or damage of any nature or kind, whether arising out of or from the use of the product, whether defective or not defective, is assumed by Aquascape, Inc. or its affiliates. Aquascape shall not be liable for any incidental, consequential, or other damages arising under any theory of law whatsoever.

LOCATION AND DATE CODE FORMAT

Location:

- Pump body (remove the intake screen on the underside of intake)
- Product packaging/ box (left of the barcode)
- On the power cord label (silver tag)

Format: Year/Week of Year



TROUBLESHOOTING

Watch video on website

Warranty Reference Guide

PRODUCT NAME	AVAILABLE MODELS
AquaSurge® Adjustable Flow Pond Pumps	45009, 45010

WARRANTY

3-YEAR LIMITED WARRANTY – Aquascape warrants that the AquaSurge® Adjustable Flow Pond Pump will be free of manufacturing defects for three years from date of purchase. Proof of purchase required. Warranty does not cover damage resulting from electrical supply problems, improper wiring, lightning, negligent handling, misapplication, misuse, or lack of reasonable maintenance or care. Warranty does not cover parts subject to normal wear, such as impellers. This product should only be operated in fresh water, completely submerged, without corrosive chemicals like chlorine or bromine. If upon Aquascape's inspection, the pump shows evidence of a manufacturing defect, Aquascape's liability is limited, at Aquascape's option, to the repair of the defect, replacement of the defective product, or refund of the original purchase price. The warranty excludes costs of labor, removal of product, shipping and expenses related to the installation and re-installation of the product. All products that include plumbing (tubing, pumps, check valves) need to be properly drained and winterized otherwise warranty is null and void. No liability for loss or damage of any nature or kind, whether arising out of or from the use of the product, whether defective or not defective, is assumed by Aquascape, Inc. or its affiliates. Aquascape shall not be liable for any incidental, consequential, or other damages arising under any theory of law whatsoever.

LOCATION AND DATE CODE FORMAT

Location:

- Pump body (remove the intake screen on the underside of intake)
- Product packaging/ box to the left of the barcode
- On the power cord label (silver tag)
- Smart Receiver – on back

Format: Year/Week of Year



TROUBLESHOOTING

Watch video on website

Warranty Reference Guide

PRODUCT NAME	AVAILABLE MODELS
SLD Adjustable Flow Pond Pumps	45046, 45036, 45037
WARRANTY	
3-YEAR LIMITED WARRANTY – Aquascape warrants that the SLD Adjustable Flow Pond Pump will be free of manufacturing defects for three years from date of purchase. Proof of purchase required. Warranty does not cover damage resulting from electrical supply problems, improper wiring, lightning, negligent handling, misapplication, misuse, or lack of reasonable maintenance or care. Warranty does not cover parts subject to normal wear, such as impellers. This product should only be operated in fresh water, completely submerged, without corrosive chemicals like chlorine or bromine. If upon Aquascape’s inspection, the pump shows evidence of a manufacturing defect, Aquascape’s liability is limited, at Aquascape’s option, to the repair of the defect, replacement of the defective product, or refund of the original purchase price. The warranty excludes costs of labor, removal of product, shipping and expenses related to the installation and re-installation of the product. All products that include plumbing (tubing, pumps, check valves) need to be properly drained and winterized otherwise warranty is null and void. No liability for loss or damage of any nature or kind, whether arising out of or from the use of the product, whether defective or not defective, is assumed by Aquascape, Inc. or its affiliates. Aquascape shall not be liable for any incidental, consequential, or other damages arising under any theory of law whatsoever.	
LOCATION AND DATE CODE FORMAT Location: • Pump body near cord • Product packaging/ box (left of the barcode) • Smart Receiver – on the back Format: Year/Week of Year	
TROUBLESHOOTING	
Watch video on website	

Warranty Reference Guide

PRODUCT NAME	AVAILABLE MODELS
AquaForce® Solids-Handling Pond Pumps, AquaForce® 4000-8000 Adjustable Flow Solids-Handling Pond Pump	91011, 91112, 91012, 91113, 91013, 91104
WARRANTY	
3-YEAR LIMITED WARRANTY – Aquascape warrants that the AquaForce® Pond Pump will be free of manufacturing defects for three years from date of purchase. Proof of purchase required. Warranty does not cover damage resulting from electrical supply problems, improper wiring, lightning, negligent handling, misapplication, misuse, or lack of reasonable maintenance or care. Warranty does not cover parts subject to normal wear, such as impellers. This product should only be operated in fresh water, completely submerged, without corrosive chemicals like chlorine or bromine. If upon Aquascape’s inspection, the pump shows evidence of a manufacturing defect, Aquascape’s liability is limited, at Aquascape’s option, to the repair of the defect, replacement of the defective product, or refund of the original purchase price. The warranty excludes costs of labor, removal of product, shipping and expenses related to the installation and re-installation of the product. All products that include plumbing (tubing, pumps, check valves) need to be properly drained and winterized otherwise warranty is null and void. No liability for loss or damage of any nature or kind, whether arising out of or from the use of the product, whether defective or not defective, is assumed by Aquascape, Inc. or its affiliates. Aquascape shall not be liable for any incidental, consequential, or other damages arising under any theory of law whatsoever.	
LOCATION AND DATE CODE FORMAT Location: • Product packaging/ box (left of the barcode) • On the power cord label (silver tag) • Smart Receiver (on back) Format: Year/Week of Year	
TROUBLESHOOTING	
Watch video on website	

Warranty Reference Guide

PRODUCT NAME	AVAILABLE MODELS
EcoWave® Pond Pumps	91131, 91132, 91133, 91134
WARRANTY	
3-YEAR LIMITED WARRANTY – Aquascape warrants that the EcoWave® Pond Pump will be free of manufacturing defects for three years from date of purchase. Proof of purchase required. Warranty does not cover damage resulting from electrical supply problems, improper wiring, lightning, negligent handling, misapplication, misuse, or lack of reasonable maintenance or care. Warranty does not cover parts subject to normal wear, such as impellers. This product should only be operated in fresh water, completely submerged, without corrosive chemicals like chlorine or bromine. If upon Aquascape’s inspection, the pump shows evidence of a manufacturing defect, Aquascape’s liability is limited, at Aquascape’s option, to the repair of the defect, replacement of the defective product, or refund of the original purchase price. The warranty excludes costs of labor, removal of product, shipping and expenses related to the installation and re-installation of the product. All products that include plumbing (tubing, pumps, check valves) need to be properly drained and winterized otherwise warranty is null and void. No liability for loss or damage of any nature or kind, whether arising out of or from the use of the product, whether defective or not defective, is assumed by Aquascape, Inc. or its affiliates. Aquascape shall not be liable for any incidental, consequential, or other damages arising under any theory of law whatsoever.	
LOCATION AND DATE CODE FORMAT Location: • Back of box near UPC code • Cord Label – Silver tag • Pump body (remove the intake screen look on the underside of intake) Format: Year/Week of Year	
TROUBLESHOOTING	
Watch video on website	

Warranty Reference Guide

PRODUCT NAME	AVAILABLE MODELS
Ultra Water Pumps	91005, 91006, 91007, 91008, 91009, 91010
WARRANTY	
3-YEAR LIMITED WARRANTY – Aquascape warrants that the Ultra Water Pump will be free of manufacturing defects for three years from date of purchase. Proof of purchase required. Warranty does not cover damage resulting from electrical supply problems, improper wiring, lightning, negligent handling, misapplication, misuse, or lack of reasonable maintenance or care. Warranty does not cover parts subject to normal wear, such as impellers. This product should only be operated in fresh water, completely submerged, without corrosive chemicals like chlorine or bromine. If upon Aquascape’s inspection, the pump shows evidence of a manufacturing defect, Aquascape’s liability is limited, at Aquascape’s option, to the repair of the defect, replacement of the defective product, or refund of the original purchase price. The warranty excludes costs of labor, removal of product, shipping and expenses related to the installation and re-installation of the product. All products that include plumbing (tubing, pumps, check valves) need to be properly drained and winterized otherwise warranty is null and void. No liability for loss or damage of any nature or kind, whether arising out of or from the use of the product, whether defective or not defective, is assumed by Aquascape, Inc. or its affiliates. Aquascape shall not be liable for any incidental, consequential, or other damages arising under any theory of law whatsoever.	
LOCATION AND DATE CODE FORMAT Location: • Back of box near UPC code • Cord Label – Silver tag • Pump body (remove the intake screen look on the underside of intake) Format: Year/Week of Year	
TROUBLESHOOTING	
Watch video on website	

Warranty Reference Guide

PRODUCT NAME	AVAILABLE MODELS
Statuary Water Pumps	91023, 91024, 91025, 91026

WARRANTY

3-YEAR LIMITED WARRANTY – Aquascape warrants that the Statuary Water Pump will be free of manufacturing defects for three years from date of purchase. Proof of purchase required. Warranty does not cover damage resulting from electrical supply problems, improper wiring, lightning, negligent handling, misapplication, misuse, or lack of reasonable maintenance or care. Warranty does not cover parts subject to normal wear, such as impellers. This product should only be operated in fresh water, completely submerged, without corrosive chemicals like chlorine or bromine. If upon Aquascape's inspection, the pump shows evidence of a manufacturing defect, Aquascape's liability is limited, at Aquascape's option, to the repair of the defect, replacement of the defective product, or refund of the original purchase price. The warranty excludes costs of labor, removal of product, shipping and expenses related to the installation and re-installation of the product. All products that include plumbing (tubing, pumps, check valves) need to be properly drained and winterized otherwise warranty is null and void. No liability for loss or damage of any nature or kind, whether arising out of or from the use of the product, whether defective or not defective, is assumed by Aquascape, Inc. or its affiliates. Aquascape shall not be liable for any incidental, consequential, or other damages arising under any theory of law whatsoever.

LOCATION AND DATE CODE FORMAT

Location:

- Stamped on box near bar code
- Etched in pump body near cord

Format: MM/YY



TROUBLESHOOTING

Watch video on website

Warranty Reference Guide

PRODUCT NAME	AVAILABLE MODELS
AquaJet® Pond Pumps	91014, 91015, 91016
WARRANTY	
3-YEAR LIMITED WARRANTY – Aquascape warrants that the AquaJet® Pond Pump will be free of manufacturing defects for three years from date of purchase. Proof of purchase required. Warranty does not cover damage resulting from electrical supply problems, improper wiring, lightning, negligent handling, misapplication, misuse, or lack of reasonable maintenance or care. Warranty does not cover parts subject to normal wear, such as impellers. This product should only be operated in fresh water, completely submerged, without corrosive chemicals like chlorine or bromine. If upon Aquascape's inspection, the pump shows evidence of a manufacturing defect, Aquascape's liability is limited, at Aquascape's option, to the repair of the defect, replacement of the defective product, or refund of the original purchase price. The warranty excludes costs of labor, removal of product, shipping and expenses related to the installation and re-installation of the product. All products that include plumbing (tubing, pumps, check valves) need to be properly drained and winterized otherwise warranty is null and void. No liability for loss or damage of any nature or kind, whether arising out of or from the use of the product, whether defective or not defective, is assumed by Aquascape, Inc. or its affiliates. Aquascape shall not be liable for any incidental, consequential, or other damages arising under any theory of law whatsoever.	
LOCATION AND DATE CODE FORMAT	 Location: • Stamped on box near bar code • On cord label (silver label) Format: Year/Week of Year
TROUBLESHOOTING	
Watch video on website	

Warranty Reference Guide

PRODUCT NAME	AVAILABLE MODELS
EXT Pond Pumps	45049, 45051, 45050, 45052
WARRANTY	
5-YEAR LIMITED WARRANTY – Aquascape warrants that the EXT Pond Pump will be free of manufacturing defects for five years from date of purchase. Proof of purchase required. Warranty does not cover damage resulting from electrical supply problems, improper wiring, lightning, negligent handling, damage due to operating the pump without sufficient water supply, misapplication, misuse, or lack of reasonable maintenance or care. Warranty does not cover parts subject to normal wear, such as impellers and mechanical seals. This product should only be operated using fresh water without corrosive chemicals like chlorine or bromine. If upon Aquascape’s inspection, the pump shows evidence of a manufacturing defect, Aquascape’s liability is limited, at Aquascape’s option, to the repair of the defect, replacement of the defective product, or refund of the original purchase price. The warranty excludes costs of labor, removal of product, shipping and expenses related to the installation and re-installation of the product. All products that include plumbing (tubing, pumps, check valves) need to be properly drained and winterized otherwise warranty is null and void. No liability for loss or damage of any nature or kind, whether arising out of or from the use of the product, whether defective or not defective, is assumed by Aquascape, Inc. or its affiliates. Aquascape shall not be liable for any incidental, consequential, or other damages arising under any theory of law whatsoever.	
LOCATION AND DATE CODE FORMAT Location: Sticker on the front of the pump Format: The date code is part of the S/N # Example 2103-197789 (21 Year / 03 Month)	
TROUBLESHOOTING	
Watch video on website	

Warranty Reference Guide

PRODUCT NAME	AVAILABLE MODELS
PL and PN Pumps, LSR Cleanout Pump	29975, 29976, 29977, 29495, 30391, 45063

WARRANTY

2-YEAR LIMITED WARRANTY – Aquascape warrants that the PL/PN Pump will be free of manufacturing defects for two years from date of purchase. Proof of purchase required. Warranty does not cover damage resulting from electrical supply problems, improper wiring, lightning, negligent handling, misapplication, misuse or lack of reasonable maintenance or care. Warranty does not cover parts subject to normal wear, such as impellers. This product should only be operated in fresh water, completely submerged, without corrosive chemicals like chlorine or bromine. If upon Aquascape's inspection, the pump shows evidence of a manufacturing defect, Aquascape's liability is limited, at Aquascape's option, to the repair of the defect, replacement of the defective product, or refund of the original purchase price. The warranty excludes costs of labor, removal of product, shipping and expenses related to the installation and re-installation of the product. All products that include plumbing (tubing, pumps, check valves) need to be properly drained and winterized otherwise warranty is null and void. No liability for loss or damage of any nature or kind, whether arising out of or from the use of the product, whether defective or not defective, is assumed by Aquascape, Inc. or its affiliates. Aquascape shall not be liable for any incidental, consequential, or other damages arising under any theory of law whatsoever.

LOCATION AND DATE CODE FORMAT

Location:

- Pump body on the label
- Product packaging/box

Format:

- Unique Serial Number that must be checked on the Tsurumi website
- <http://serial.tsurumiamerica.com/serial.html>



TROUBLESHOOTING

Watch video on website

Warranty Reference Guide

PRODUCT NAME	AVAILABLE MODELS
AquascapePRO® Pumps	20002, 20003, 20004, 20006

WARRANTY

2-YEAR LIMITED WARRANTY – Aquascape warrants that the AquascapePRO® Pump will be free of manufacturing defects for two years from date of purchase. Proof of purchase required. Warranty does not cover damage resulting from electrical supply problems, improper wiring, lightning, negligent handling, misapplication, misuse or lack of reasonable maintenance or care. Warranty does not cover parts subject to normal wear, such as impellers. This product should only be operated in fresh water, completely submerged, without corrosive chemicals like chlorine or bromine. If upon Aquascape's inspection, the pump shows evidence of a manufacturing defect, Aquascape's liability is limited, at Aquascape's option, to the repair of the defect, replacement of the defective product, or refund of the original purchase price. The warranty excludes costs of labor, removal of product, shipping and expenses related to the installation and re-installation of the product. All products that include plumbing (tubing, pumps, check valves) need to be properly drained and winterized otherwise warranty is null and void. No liability for loss or damage of any nature or kind, whether arising out of or from the use of the product, whether defective or not defective, is assumed by Aquascape, Inc. or its affiliates. Aquascape shall not be liable for any incidental, consequential, or other damages arising under any theory of law whatsoever.

LOCATION AND DATE CODE FORMAT

Location:

An alpha-numerical code or the Date Code will be punched into the body (as shown)

- First character represents the year (Q-2017, R-2018, S-2019 and so on)
- Last two numbers represent the month of manufacture

Example: M-3 means the pump was manufactured March 2013



TROUBLESHOOTING

Watch video on website

Warranty Reference Guide

PRODUCT NAME	AVAILABLE MODELS
Smart Pump Receivers – for Adjustable Flow Pumps	45064, 45065

WARRANTY
3-YEAR LIMITED WARRANTY – Aquascape warrants that the Smart Control Receiver will be free of manufacturing defects for three years from date of purchase. Proof of purchase required. Warranty does not cover damage resulting from electrical supply problems, improper wiring, lightning, negligent handling, misapplication, misuse, or lack of reasonable maintenance or care. Warranty does not cover parts subject to normal wear, such as impellers. This product should only be operated in fresh water, completely submerged, without corrosive chemicals like chlorine or bromine. If upon Aquascape’s inspection, the pump shows evidence of a manufacturing defect, Aquascape’s liability is limited, at Aquascape’s option, to the repair of the defect, replacement of the defective product, or refund of the original purchase price. The warranty excludes costs of labor, removal of product, shipping and expenses related to the installation and re-installation of the product. All products that include plumbing (tubing, pumps, check valves) need to be properly drained and winterized otherwise warranty is null and void. No liability for loss or damage of any nature or kind, whether arising out of or from the use of the product, whether defective or not defective, is assumed by Aquascape, Inc. or its affiliates. Aquascape shall not be liable for any incidental, consequential, or other damages arising under any theory of law whatsoever.

LOCATION AND DATE CODE FORMAT	
Location: - On label near bar code - On back of receiver (small sticker) Format: Year/Week of Year	

TROUBLESHOOTING
Watch video on website

Warranty Reference Guide

PRODUCT NAME	AVAILABLE MODELS
Pond Powerhead	91142

WARRANTY

3-YEAR LIMITED WARRANTY – Aquascape warrants that the Pond Powerhead will be free of manufacturing defects for three years from date of purchase. Proof of purchase required. Warranty does not cover damage resulting from electrical supply problems, improper wiring, lightning, negligent handling, misapplication, misuse, or lack of reasonable maintenance or care. Warranty does not cover parts subject to normal wear, such as impellers. This product should only be operated in fresh water, completely submerged, without corrosive chemicals like chlorine or bromine. If upon Aquascape's inspection, the pump shows evidence of a manufacturing defect, Aquascape's liability is limited, at Aquascape's option, to the repair of the defect, replacement of the defective product, or refund of the original purchase price. The warranty excludes costs of labor, removal of product, shipping and expenses related to the installation and re-installation of the product. All products that include plumbing (tubing, pumps, check valves) need to be properly drained and winterized otherwise warranty is null and void. No liability for loss or damage of any nature or kind, whether arising out of or from the use of the product, whether defective or not defective, is assumed by Aquascape, Inc. or its affiliates. Aquascape shall not be liable for any incidental, consequential, or other damages arising under any theory of law whatsoever.

LOCATION AND DATE CODE FORMAT

Location:

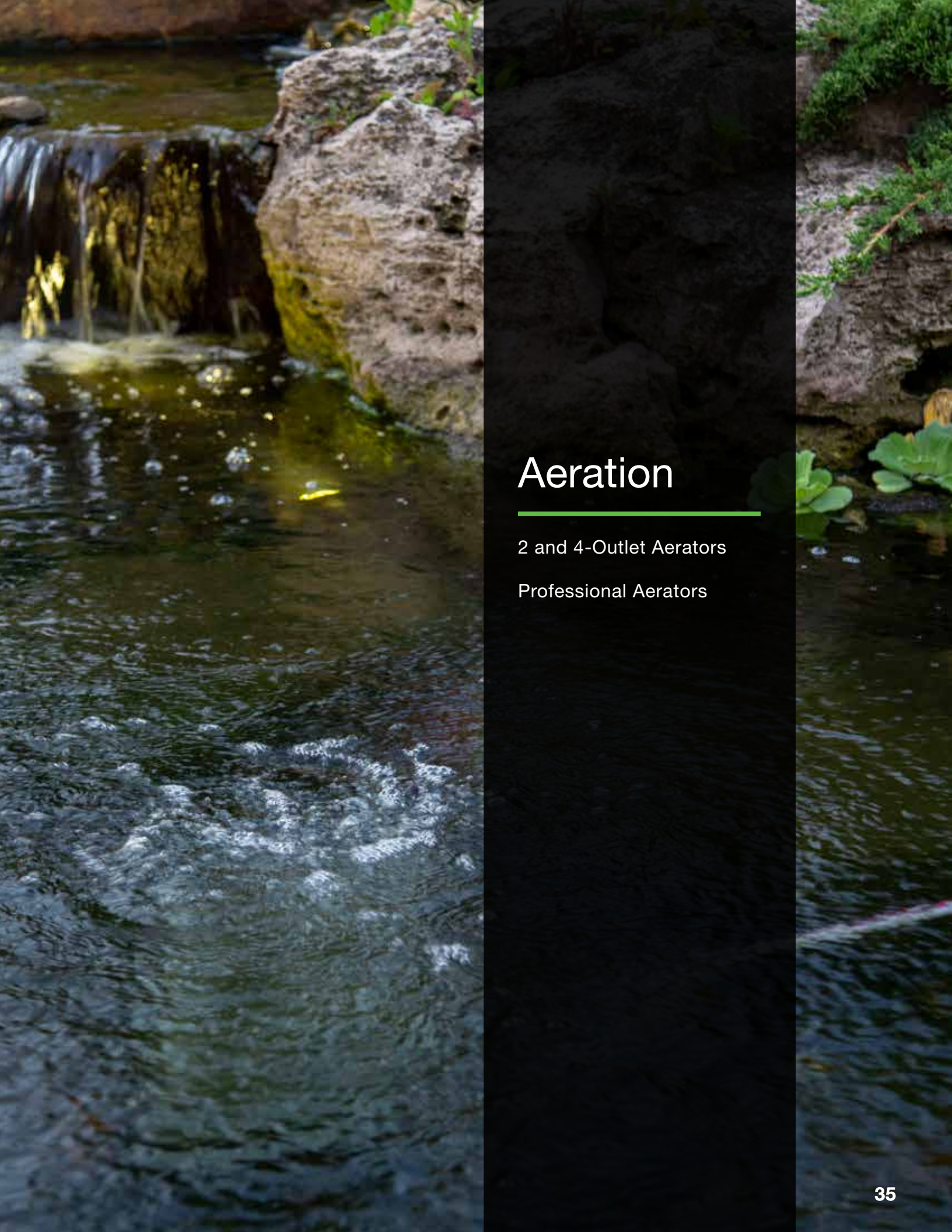
- Back of box near bar code
- Cord label

Format: Year/Week of Year



TROUBLESHOOTING

Watch video on website



Aeration

2 and 4-Outlet Aerators

Professional Aerators

Warranty Reference Guide

PRODUCT NAME	AVAILABLE MODELS
2 and 4-Outlet Aeration Kits	75000, 75001

WARRANTY

3-YEAR LIMITED WARRANTY – Aquascape warrants that the Aeration compressor will be free of manufacturing defects for three years from date of purchase. Proof of purchase required. Warranty does not cover damage resulting from electrical supply problems, lightning, negligent handling, misuse or lack of reasonable maintenance or care. Warranty does not cover parts subject to normal wear, such as air diaphragm cartridges, aeration discs and diffusers. Aerators should only be operated in fresh water without corrosive chemicals like chlorine or bromine. If upon Aquascape's inspection, the compressor shows evidence of a manufacturing defect, Aquascape's liability is limited, at Aquascape's option, to the repair of the defect, replacement of the defective product, or refund of the original purchase price. The warranty excludes costs of labor, removal of product, shipping and expenses related to the installation and re-installation of the product. No liability for loss or damage of any nature or kind, whether arising out of or from the use of the product, whether defective or not defective, is assumed by Aquascape, Inc. or its affiliates. Aquascape shall not be liable for any incidental, consequential, or other damages arising under any theory of law whatsoever.

LOCATION AND DATE CODE FORMAT

Location:

- On bottom of compressor
- On back of box near bar code

Format: DDMMYY

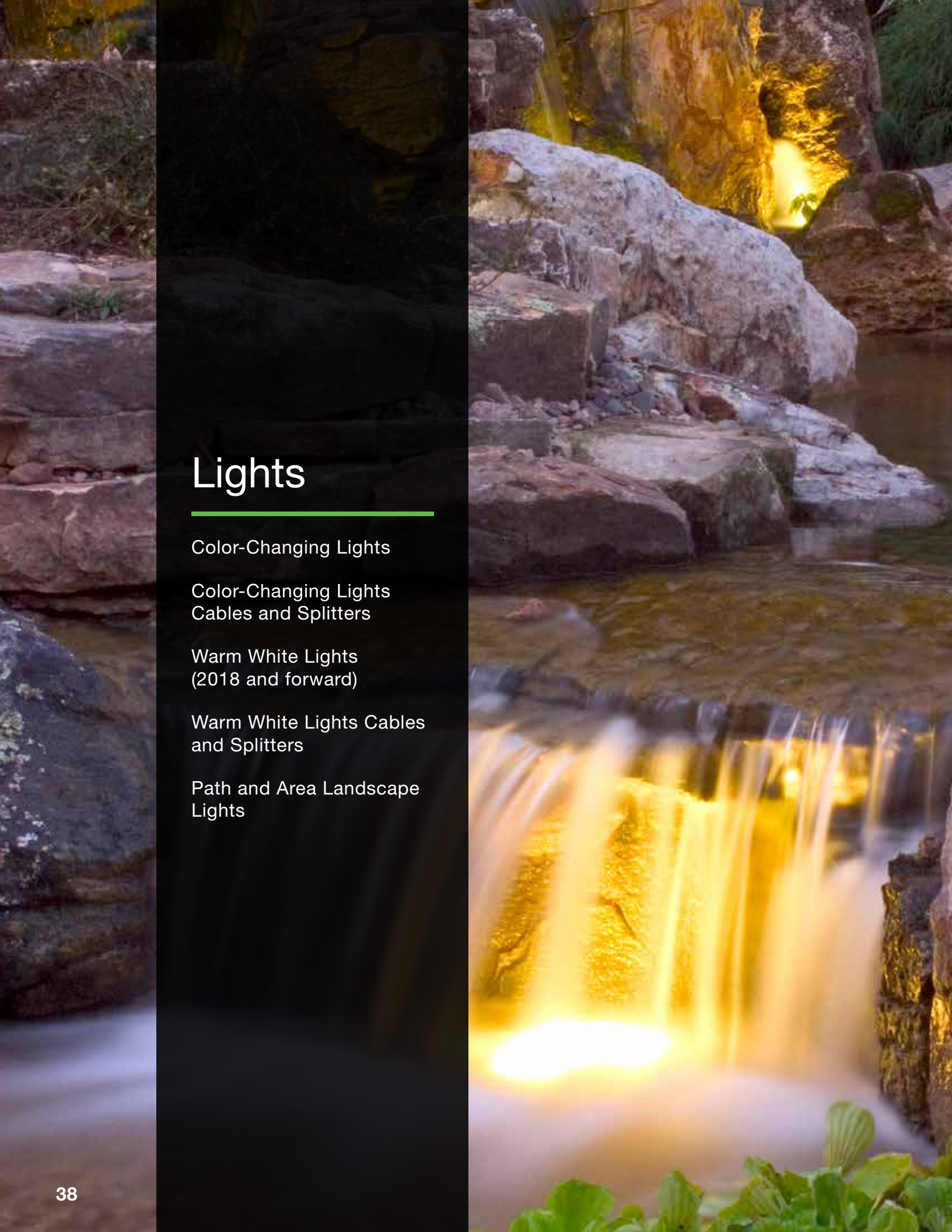


TROUBLESHOOTING

Watch video on website

Warranty Reference Guide

PRODUCT NAME	AVAILABLE MODELS
Pro Air 20 and 60 Kits and Compressors	61009, 61008, 61017, 61016
WARRANTY	
3-YEAR LIMITED WARRANTY – Aquascape warrants that the Aeration compressor will be free of manufacturing defects for three years from date of purchase. Proof of purchase required. Warranty does not cover damage resulting from electrical supply problems, lightning, negligent handling, misuse or lack of reasonable maintenance or care. Warranty does not cover parts subject to normal wear, such as air diaphragm cartridges, aeration discs and diffusers. Aerators should only be operated in fresh water without corrosive chemicals like chlorine or bromine. If upon Aquascape’s inspection, the compressor shows evidence of a manufacturing defect, Aquascape’s liability is limited, at Aquascape’s option, to the repair of the defect, replacement of the defective product, or refund of the original purchase price. The warranty excludes costs of labor, removal of product, shipping and expenses related to the installation and re-installation of the product. No liability for loss or damage of any nature or kind, whether arising out of or from the use of the product, whether defective or not defective, is assumed by Aquascape, Inc. or its affiliates. Aquascape shall not be liable for any incidental, consequential, or other damages arising under any theory of law whatsoever.	
LOCATION AND DATE CODE FORMAT	
Location: • On box near barcode • On compressor on label Format: Year/Week of Year	
TROUBLESHOOTING	
N/A	



Lights

Color-Changing Lights

Color-Changing Lights
Cables and Splitters

Warm White Lights
(2018 and forward)

Warm White Lights Cables
and Splitters

Path and Area Landscape
Lights

Warranty Reference Guide

PRODUCT NAME	AVAILABLE MODELS
Color-Changing Lights, Color-Changing Wide-Angle Light 11-Watt	84055, 84057, 84059, 84060, 84072, 84076
WARRANTY	
5-YEAR LIMITED WARRANTY – Aquascape warrants that the color-changing lights will be free of manufacturing defects for five years after date of purchase. Proof of purchase required. Warranty does not cover damage resulting from electrical supply problems, improper wiring, lightning, negligent handling, misuse, or lack of reasonable maintenance or care. Do not cut or remove the quick-connect fittings or isolation chamber as it will damage the lights and void the warranty. This product should only be operated in fresh water without corrosive chemicals like chlorine or bromine. If upon Aquascape’s inspection, the lights shows evidence of a manufacturing defect, Aquascape’s liability is limited, at Aquascape’s option, to the repair of the defect, or the replacement of the defective product or refund of the original purchase price. The warranty excludes costs of labor, removal of product, shipping and expenses related to the installation and re-installation of the product. No liability for loss or damage of any nature or kind, whether arising out of or from the use of the product, whether defective or not defective, is assumed by Aquascape, Inc. or its affiliates. Aquascape shall not be liable for any incidental, consequential, or other damages arising under any theory of law whatsoever.	
LOCATION AND DATE CODE FORMAT Location: - On back of box near barcode - On cord label - On isolation chamber located 1 foot away from light on cord Format: MM/YY Location for Wide Angle Light: On cord label Format: MM.DD.YYYY	   84076
TROUBLESHOOTING	
N/A	

Warranty Reference Guide

PRODUCT NAME	AVAILABLE MODELS
Color-Changing Light Cables and Splitters	84069, 84070, 84062, 84068
WARRANTY	
5-YEAR LIMITED WARRANTY – Aquascape warrants that the color-changing light accessories will be free of manufacturing defects for five years after date of purchase. Proof of purchase required. Warranty does not cover damage resulting from electrical supply problems, improper wiring, lightning, negligent handling, misuse, or lack of reasonable maintenance or care. Do not cut or remove the quick-connect fittings or isolation chamber as it will damage the lights and void the warranty. This product should only be operated in fresh water without corrosive chemicals like chlorine or bromine. If upon Aquascape’s inspection, the light cables/splitters shows evidence of a manufacturing defect, Aquascape’s liability is limited, at Aquascape’s option, to the repair of the defect, or the replacement of the defective product or refund of the original purchase price. The warranty excludes costs of labor, removal of product, shipping and expenses related to the installation and re-installation of the product. No liability for loss or damage of any nature or kind, whether arising out of or from the use of the product, whether defective or not defective, is assumed by Aquascape, Inc. or its affiliates. Aquascape shall not be liable for any incidental, consequential, or other damages arising under any theory of law whatsoever.	
LOCATION AND DATE CODE FORMAT	
N/A	
TROUBLESHOOTING	
N/A	

Warranty Reference Guide

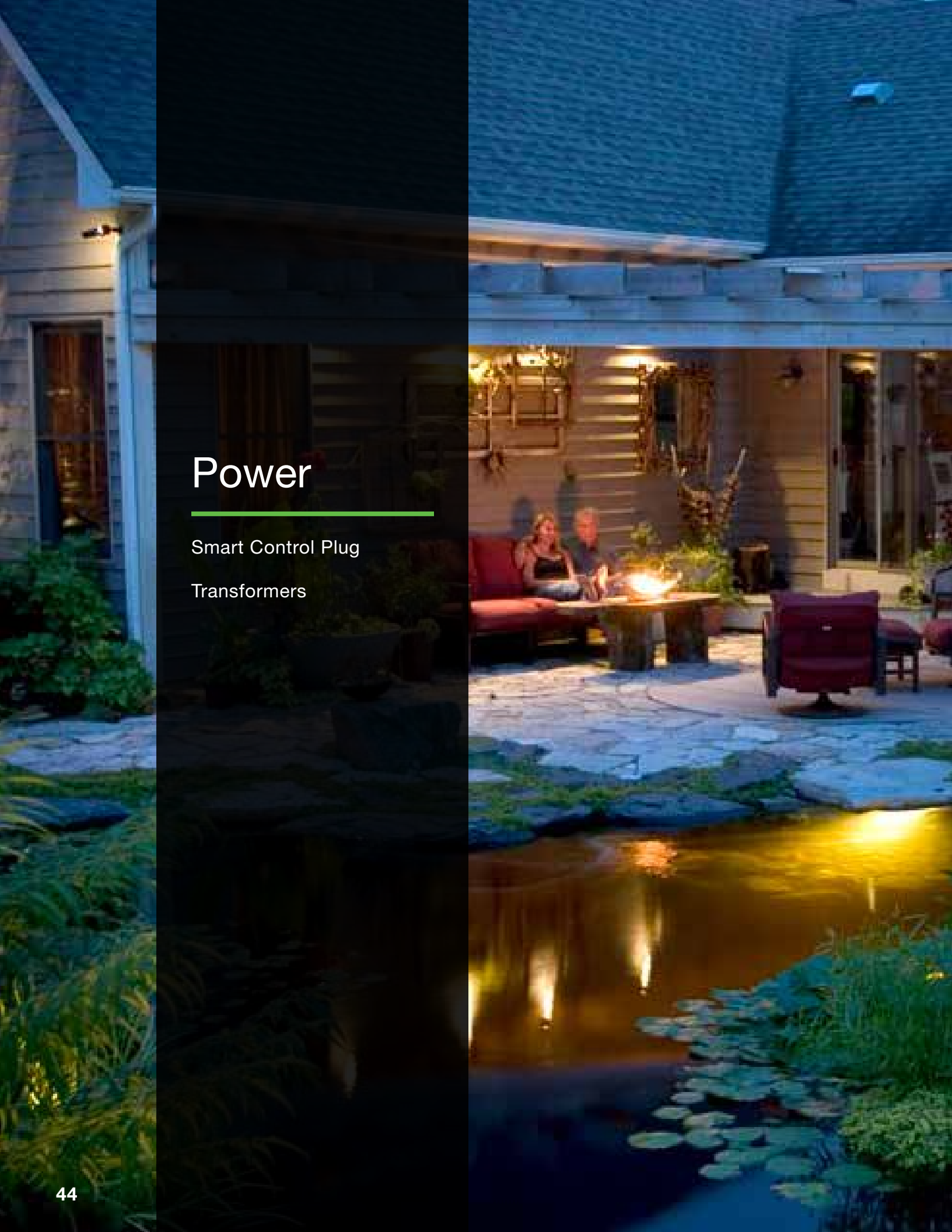
PRODUCT NAME	AVAILABLE MODELS
Warm White Lights (2018 and forward) 8-Watt Warm White Wide-Angle Light, Large Fountain Light	84031, 84032, 84033, 84034, 84008 84009 (Fountain Light Kit), 84030 (3-Light Kit) 84077, 84079
WARRANTY	
5-YEAR LIMITED WARRANTY – Aquascape warrants that the lights will be free of manufacturing defects for five years after date of purchase. Proof of purchase required. Warranty does not cover damage resulting from electrical supply problems, improper wiring, splices made with without UL listed connections rated for outdoor use, lightning, negligent handling, misuse, or lack of reasonable maintenance or care. This product should only be operated in fresh water without corrosive chemicals like chlorine or bromine. If upon Aquascape’s inspection, the lights show evidence of a manufacturing defect, Aquascape’s liability is limited, at Aquascape’s option, to the repair of the defect, or the replacement of the defective product or refund of the original purchase price. The warranty excludes costs of labor, removal of product, shipping and expenses related to the installation and re-installation of the product. No liability for loss or damage of any nature or kind, whether arising out of or from the use of the product, whether defective or not defective, is assumed by Aquascape, Inc. or its affiliates. Aquascape shall not be liable for any incidental, consequential, or other damages arising under any theory of law whatsoever.	
LOCATION AND DATE CODE FORMAT Location: - On cord label - On isolation chamber located 1 foot away from light on cord Format: MM/YY Location for Wide Angle Light: On cord label Format: MM.DD.YYYY	84077
TROUBLESHOOTING	
N/A	

Warranty Reference Guide

PRODUCT NAME		AVAILABLE MODELS	
Warm White Light Cables and Splitters		98998, 84023, 98489, 84022 84039 Photocell	
WARRANTY			
5-YEAR LIMITED WARRANTY – Aquascape warrants that the warm white light accessories will be free of manufacturing defects for five years after date of purchase. Proof of purchase required. Warranty does not cover damage resulting from electrical supply problems, improper wiring, lightning, negligent handling, misuse, or lack of reasonable maintenance or care. Do not cut or remove the quick-connect fittings or isolation chamber as it will damage the lights and void the warranty. This product should only be operated in fresh water without corrosive chemicals like chlorine or bromine. If upon Aquascape’s inspection, the light cables/splitters shows evidence of a manufacturing defect, Aquascape’s liability is limited, at Aquascape’s option, to the repair of the defect, or the replacement of the defective product or refund of the original purchase price. The warranty excludes costs of labor, removal of product, shipping and expenses related to the installation and re-installation of the product. No liability for loss or damage of any nature or kind, whether arising out of or from the use of the product, whether defective or not defective, is assumed by Aquascape, Inc. or its affiliates. Aquascape shall not be liable for any incidental, consequential, or other damages arising under any theory of law whatsoever.			
LOCATION AND DATE CODE FORMAT			
N/A			
TROUBLESHOOTING			
N/A			

Warranty Reference Guide

PRODUCT NAME	AVAILABLE MODELS
Path and Area Landscape Lights	84063, 84064
WARRANTY	
5-YEAR LIMITED WARRANTY – Aquascape warrants that the Path and Area Landscape Lights will be free of manufacturing defects for five years after date of purchase. Proof of purchase required. Warranty does not cover damage resulting from electrical supply problems, improper wiring, lightning, negligent handling, misuse, or lack of reasonable maintenance or care. Do not cut or remove the quick-connect fittings or isolation chamber as it will damage the lights and void the warranty. This product should only be operated in fresh water without corrosive chemicals like chlorine or bromine. If upon Aquascape’s inspection, the lights show evidence of a manufacturing defect, Aquascape’s liability is limited, at Aquascape’s option, to the repair of the defect, or the replacement of the defective product or refund of the original purchase price. The warranty excludes costs of labor, removal of product, shipping and expenses related to the installation and re-installation of the product. No liability for loss or damage of any nature or kind, whether arising out of or from the use of the product, whether defective or not defective, is assumed by Aquascape, Inc. or its affiliates. Aquascape shall not be liable for any incidental, consequential, or other damages arising under any theory of law whatsoever.	
LOCATION AND DATE CODE FORMAT	
Location: On cord label Format: MM/YY	
TROUBLESHOOTING	
N/A	



Power

Smart Control Plug

Transformers

Warranty Reference Guide

PRODUCT NAME	AVAILABLE MODELS
Smart Control Plug	82001

WARRANTY

3-YEAR LIMITED WARRANTY – Aquascape warrants that the Smart Control Plug will be free of manufacturing defects for three years from date of purchase. Proof of purchase required. Warranty does not cover damage resulting from electrical supply problems, lightning, negligent handling, misuse or lack of reasonable maintenance or care. If upon Aquascape's inspection, the Smart Control Plug shows evidence of a manufacturing defect, Aquascape's liability is limited, at Aquascape's option, to the repair of the defect, replacement of the defective product, or refund of the original purchase price. The warranty excludes costs of labor, removal of product, shipping and expenses related to the installation and re-installation of the product. No liability for loss or damage of any nature or kind, whether arising out of or from the use of the product, whether defective or not defective, is assumed by Aquascape, Inc. or its affiliates. Aquascape shall not be liable for any incidental, consequential, or other damages arising under any theory of law whatsoever.

LOCATION AND DATE CODE FORMAT

Location:

- On back of box near barcode
- On cord label

Format: Year/Week of Year



TROUBLESHOOTING

Watch video on website

Warranty Reference Guide

PRODUCT NAME	AVAILABLE MODELS
Low Voltage Transformers	98375, 98485, 98486, 01002, 99070
WARRANTY	
1-YEAR LIMITED WARRANTY – Aquascape warrants that the transformer will be free of manufacturing defects for one year after date of purchase. Proof of purchase required. Warranty does not cover damage resulting from electrical supply problems, improper wiring, lightning, negligent handling, misuse, or lack of reasonable maintenance or care. This product should only be operated in fresh water without corrosive chemicals like chlorine or bromine. If upon Aquascape's inspection, the transformer shows evidence of a manufacturing defect, Aquascape's liability is limited, at Aquascape's option, to the repair of the defect, or the replacement of the defective product or refund of the original purchase price. The warranty excludes costs of labor, removal of product, shipping, and expenses related to the installation and re-installation of the product. No liability for loss or damage of any nature or kind, whether arising out of or from the use of the product, whether defective or not defective, is assumed by Aquascape, Inc. or its affiliates. Aquascape shall not be liable for any incidental, consequential, or other damages arising under any theory of law whatsoever.	
LOCATION AND DATE CODE FORMAT	AC ADAPTOR CLASS 2 TRANSFORMER MODEL: GPU481200500WAOO INPUT: 120 V ~ 60Hz 28 VA OUTPUT: 12 V ~ 500 mA 6VA EFFICIENCY LEVEL VI 115 V UL LISTED Rainproof GANG QI ELECTRONIC CO., LTD MADE IN CHINA 2047 Aquascape PRO MODEL NO: DA-120-12WA-1 INPUT: 120VAC 60Hz OUTPUT: 12VAC 12.5A 150VA "SUITABLE FOR INDOOR OR OUTDOOR USE" THIS PRODUCT WAS MANUFACTURED & USED ON UL (FOR USA) AND CUL (FOR CANADA) REGULATIONS MADE IN CHINA 01 0421R PDC CODE: 202103 Aquascape ©2017 Aquascape, Inc. Made in China / Fabriqué en Chine St. Charles, IL 60174 • Concord, ON L4K 5T2 All Worldwide Rights Reserved Tous droits réservés mondialement
TROUBLESHOOTING	
N/A	

A close-up photograph of a pond. In the foreground, a pink lotus flower with yellow stamens is in bloom. The water is a deep blue. In the background, several large, green lily pads float on the surface. The right side of the image is partially covered by a dark, semi-transparent overlay where the text is located.

Water Treatments

Smart Pond Dosing
System XT

Dosing System SL

Automatic Dosing System

Water Treatments

Warranty Reference Guide

PRODUCT NAME	AVAILABLE MODELS
Smart Pond Dosing System XT	40040

WARRANTY

1-YEAR LIMITED WARRANTY – Aquascape warrants that the Smart Pond Dosing System XT will be free of manufacturing defects for one year from the date of purchase. Proof of purchase required. Warranty does not cover damage resulting from electrical supply problems, lighting, negligent handling, misuse or lack of reasonable maintenance or care. Warranty does not cover parts subject to normal wear, such as replacement pump cartridges. If upon Aquascape's inspection, the system shows evidence of a manufacturing defect, Aquascape's liability is limited, at Aquascape's option, to the repair of the defect, replacement of the defective product, or refund of the original purchase price. The warranty excludes costs of labor, removal of product, shipping and expenses related to the installation and re-installation of the product. All products that include plumbing (tubing, pumps, check valves) need to be properly drained and winterized otherwise warranty is null and void. No liability for loss or damage of any nature or kind, whether arising out of or from the use of the product, whether defective or not defective, is assumed by Aquascape, Inc. or its affiliates. Aquascape shall not be liable for any incidental, consequential, or other damages arising under any theory of law whatsoever.

LOCATION AND DATE CODE FORMAT

Location:

- Back of unit
- Bottom right of packaging

Format: YYYY/MM



TROUBLESHOOTING

Watch video on website

Warranty Reference Guide

PRODUCT NAME	AVAILABLE MODELS
Dosing System SL	96085

WARRANTY
1-YEAR LIMITED WARRANTY – Aquascape warrants that the Dosing System SL will be free of manufacturing defects for one year from the date of purchase. Proof of purchase required. Warranty does not cover damage resulting from electrical supply problems, lighting, negligent handling, misuse or lack of reasonable maintenance or care. Warranty does not cover parts subject to normal wear, such as replacement pump cartridges. If upon Aquascape’s inspection, the system shows evidence of a manufacturing defect, Aquascape’s liability is limited, at Aquascape’s option, to the repair of the defect, replacement of the defective product, or refund of the original purchase price. The warranty excludes costs of labor, removal of product, shipping and expenses related to the installation and re-installation of the product. All products that include plumbing (tubing, pumps, check valves) need to be properly drained and winterized otherwise warranty is null and void. No liability for loss or damage of any nature or kind, whether arising out of or from the use of the product, whether defective or not defective, is assumed by Aquascape, Inc. or its affiliates. Aquascape shall not be liable for any incidental, consequential, or other damages arising under any theory of law whatsoever.

LOCATION AND DATE CODE FORMAT	
Location: • Bottom of unit • Bottom right of packaging near UPC Format: YYYY/MM	

TROUBLESHOOTING
Watch video on website

Warranty Reference Guide

PRODUCT NAME	AVAILABLE MODELS
Automatic Dosing System	96030, 96031

WARRANTY

1-YEAR LIMITED WARRANTY – Aquascape warrants that the Automatic Dosing System will be free of manufacturing defects for one year from the date of purchase. Proof of purchase required. Warranty does not cover damage resulting from electrical supply problems, lighting, negligent handling, misuse or lack of reasonable maintenance or care. Warranty does not cover parts subject to normal wear, such as replacement pump cartridges. If upon Aquascape’s inspection, the Automatic Dosing System shows evidence of a manufacturing defect, Aquascape’s liability is limited, at Aquascape’s option, to the repair of the defect, replacement of the defective product, or refund of the original purchase price. The warranty excludes costs of labor, removal of product, shipping and expenses related to the installation and re-installation of the product. All products that include plumbing (tubing, pumps, check valves) need to be properly drained and winterized otherwise warranty is null and void. No liability for loss or damage of any nature or kind, whether arising out of or from the use of the product, whether defective or not defective, is assumed by Aquascape, Inc. or its affiliates. Aquascape shall not be liable for any incidental, consequential, or other damages arising under any theory of law whatsoever.

LOCATION AND DATE CODE FORMAT

Location: Underside of control panel

Format: MM/YY

TROUBLESHOOTING

Watch video on website

Warranty Reference Guide

PRODUCT NAME	AVAILABLE MODELS
Water Treatments	All

WARRANTY

3-YEAR LIMITED WARRANTY – Water Treatments have a three year expiration date from date of manufacturing.

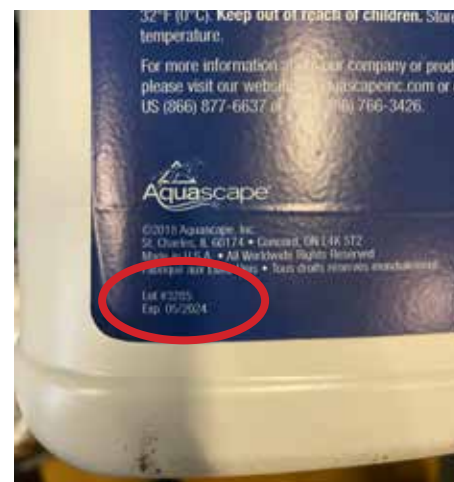
2-YEAR LIMITED WARRANTY – All Bacteria has two year expiration date from date of manufacturing.

LOCATION AND DATE CODE FORMAT

Location:

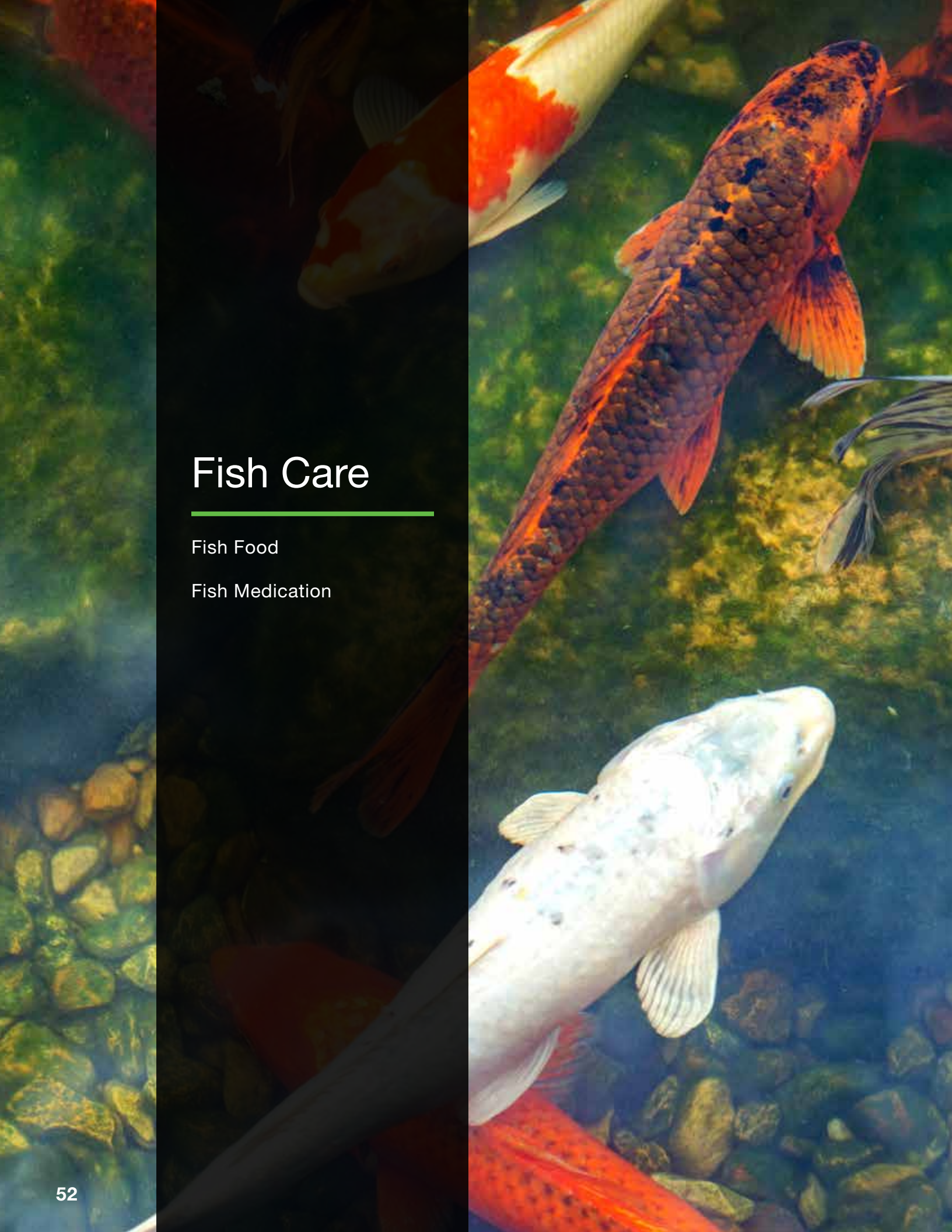
- Back of bottle near Lot # OR
- Bottom of bottle near Lot #

Format: MM/YYYY of Expiration



TROUBLESHOOTING

See product pages on website for more information

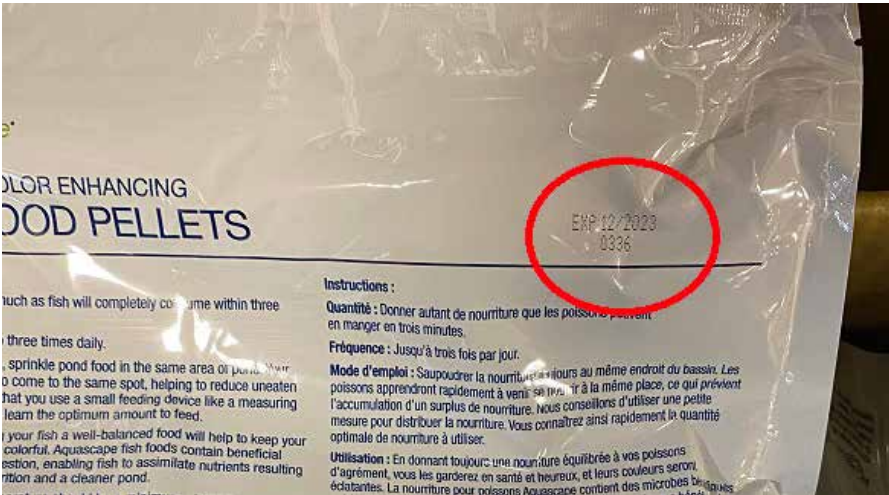


Fish Care

Fish Food

Fish Medication

Warranty Reference Guide

PRODUCT NAME	AVAILABLE MODELS
Fish Food	All
WARRANTY	
Used expiration date	
LOCATION AND DATE CODE FORMAT Location: On front or back near the zip lock seal Format: MM/YYYY	
TROUBLESHOOTING	
N/A	

Warranty Reference Guide

PRODUCT NAME		AVAILABLE MODELS	
Fish Medication		All	
WARRANTY			
2-YEAR LIMITED WARRANTY – Expires two years from manufacture date.			
LOCATION AND DATE CODE FORMAT			
Location: Bottom of treatment			
Format: MM/YYYY			
TROUBLESHOOTING			
N/A			



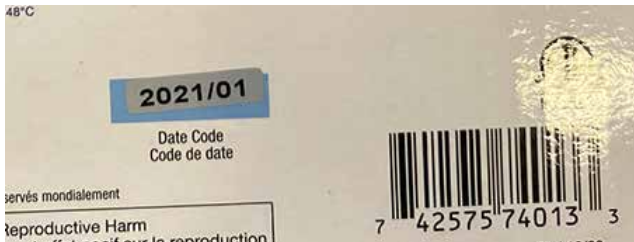
Seasonal

Smart Pond Thermometer

300-Watt Pond De-Icer



Warranty Reference Guide

PRODUCT NAME	AVAILABLE MODELS
Smart Pond Thermometer	74012, 74013 (with Transformer)
WARRANTY	
3-YEAR LIMITED WARRANTY – Aquascape warrants that the Smart Pond Thermometer will be free of manufacturing defects for three years from date of purchase. Proof of purchase required. Warranty does not cover damage resulting from electrical supply problems, lightning, negligent handling, misuse or lack of reasonable maintenance or care. If upon Aquascape’s inspection, the Smart Pond Thermometer shows evidence of a manufacturing defect, Aquascape’s liability is limited, at Aquascape’s option, to the repair of the defect, replacement of the defective product or refund of the original purchase price. The warranty excludes costs of labor, removal of product, shipping and expenses related to the installation and re-installation of the product. No liability for loss or damage of any nature or kind, whether arising out of or from the use of the product, whether defective or not defective, is assumed by Aquascape, Inc. or its affiliates. Aquascape shall not be liable for any incidental, consequential, or other damages arising under any theory of law whatsoever.	
LOCATION AND DATE CODE FORMAT Location: • Back of box near UPC code • Back of thermometer housing Format: Year/Week	 
TROUBLESHOOTING	
N/A	

Warranty Reference Guide

PRODUCT NAME	AVAILABLE MODELS
300-Watt Pond De-icer	39000

WARRANTY
3-YEAR LIMITED WARRANTY – Aquascape warrants that the 300-Watt Pond De-Icer will be free of manufacturing defects for three years from date of purchase. Proof of purchase required. Warranty does not cover damage resulting from electrical supply problems, lightning, negligent handling, misuse or lack of reasonable maintenance or care. This product should only be operated in fresh water without corrosive chemicals like chlorine or bromine. If upon Aquascape’s inspection, the De-icer shows evidence of a manufacturing defect, Aquascape’s liability is limited, at Aquascape’s option, to the repair of the defect, replacement of the defective product or refund of the original purchase price. The warranty excludes costs of labor, removal of product, shipping and expenses related to the installation and re-installation of the product. No liability for loss or damage of any nature or kind, whether arising out of or from the use of the product, whether defective or not defective, is assumed by Aquascape, Inc. or its affiliates. Aquascape shall not be liable for any incidental, consequential, or other damages arising under any theory of law whatsoever.

LOCATION AND DATE CODE FORMAT	
Location: Cord label – silver sticker Format: : MM/YY	

TROUBLESHOOTING
N/A

Decorative

Fire and Water Features

Stainless Steel Fire Pan
Cover

Fire and Water Basalt
Torch System

AquaBasin® 30 and 45

GFRC Decorative Products

Fiber-Resin Decorative
Products

Fountain Bowls

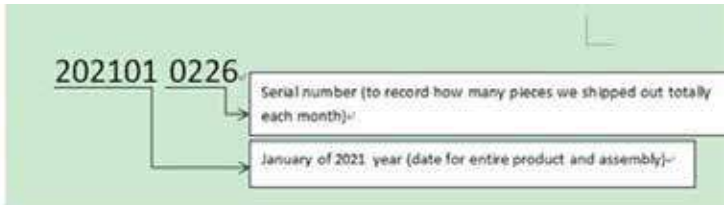
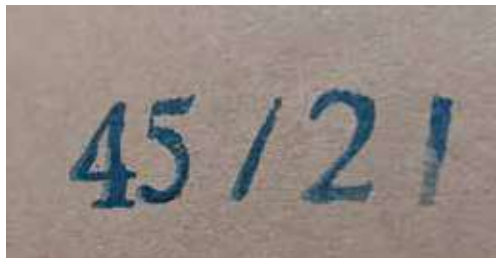
Polyresin Decorative
Products

AquaGarden Kits

Fountain Covers



Warranty Reference Guide

PRODUCT NAME	AVAILABLE MODELS
Fire and Water Features	58091, 58092, 58114, 58116, 58093
WARRANTY	
1-YEAR LIMITED WARRANTY – Aquascape warrants that the fountain will be free of manufacturing defects for one year from date of purchase. Proof of purchase required. Warranty does not cover damage resulting from negligent handling, misuse, or lack of reasonable maintenance or care. Fountains should only be operated in fresh water without corrosive chemicals like chlorine or bromine. If upon Aquascape’s inspection, the product shows evidence of a manufacturing defect, Aquascape’s liability is limited, at Aquascape’s option, to the repair of the defect, replacement of the defective product, or refund of the original purchase price. The warranty excludes costs of labor, removal of product, shipping and expenses related to the installation and re-installation of the product. All products that include plumbing (tubing, pumps, check valves) need to be properly drained and winterized otherwise warranty is null and void. No liability for loss or damage of any nature or kind, whether arising out of or from the use of the product, whether defective or not defective, is assumed by Aquascape, Inc. or its affiliates. Aquascape shall not be liable for any incidental, consequential, or other damages arising under any theory of law whatsoever.	
LOCATION AND DATE CODE FORMAT Location: - On outer box stamped in an upper corner - Under feature attached to the white cable Format: Week of Year/ Year (1st set of #'s) Ignore last set of #'s	  
TROUBLESHOOTING	
See instruction manual	

Warranty Reference Guide

PRODUCT NAME	AVAILABLE MODELS
Stainless Steel Fire Pan Cover	58115
WARRANTY	
1-YEAR LIMITED WARRANTY – Aquascape warrants that the Stainless Steel Fire Pan Cover will be free of manufacturing defects for one year from date of purchase. Proof of purchase required. Warranty does not cover damage resulting from negligent handling, misuse, or lack of reasonable maintenance or care. Fountains should only be operated in fresh water without corrosive chemicals like chlorine or bromine. If upon Aquascape’s inspection, the product shows evidence of a manufacturing defect, Aquascape’s liability is limited, at Aquascape’s option, to the repair of the defect, replacement of the defective product, or refund of the original purchase price. The warranty excludes costs of labor, removal of product, shipping and expenses related to the installation and re-installation of the product. All products that include plumbing (tubing, pumps, check valves) need to be properly drained and winterized otherwise warranty is null and void. No liability for loss or damage of any nature or kind, whether arising out of or from the use of the product, whether defective or not defective, is assumed by Aquascape, Inc. or its affiliates. Aquascape shall not be liable for any incidental, consequential, or other damages arising under any theory of law whatsoever.	
LOCATION AND DATE CODE FORMAT	
TROUBLESHOOTING	
N/A	

Warranty Reference Guide

PRODUCT NAME	AVAILABLE MODELS
Fire and Water 3-Piece Basalt Torch System	58103
WARRANTY	
1-YEAR LIMITED WARRANTY – Aquascape warrants that the Basalt Torches will be free of manufacturing defects for one year from date of purchase. Proof of purchase required. Warranty does not cover damage resulting from negligent handling, misuse, or lack of reasonable maintenance or care. Fountains should only be operated in fresh water without corrosive chemicals like chlorine or bromine. If upon Aquascape’s inspection, the product shows evidence of a manufacturing defect, Aquascape’s liability is limited, at Aquascape’s option, to the repair of the defect, replacement of the defective product, or refund of the original purchase price. The warranty excludes costs of labor, removal of product, shipping and expenses related to the installation and re-installation of the product. All products that include plumbing (tubing, pumps, check valves) need to be properly drained and winterized otherwise warranty is null and void. No liability for loss or damage of any nature or kind, whether arising out of or from the use of the product, whether defective or not defective, is assumed by Aquascape, Inc. or its affiliates. Aquascape shall not be liable for any incidental, consequential, or other damages arising under any theory of law whatsoever.	
LOCATION AND DATE CODE FORMAT	
N/A	
TROUBLESHOOTING	
N/A	

Warranty Reference Guide

PRODUCT NAME	AVAILABLE MODELS
AquaBasin® 30 and 45	78223, 78224

WARRANTY

LIMITED LIFETIME WARRANTY – Aquascape warrants that the AquaBasin® will be free of manufacturing defects for the lifetime of the product if properly installed and maintained. Proof of purchase required. Warranty does not cover damage resulting from negligent handling, misuse or lack of reasonable maintenance or care. If upon Aquascape's inspection, the AquaBasin® shows evidence of a manufacturing defect, Aquascape's liability is limited, at Aquascape's option, to the repair of the defect, replacement of the defective product, or refund of the original purchase price. The warranty excludes costs of labor, removal of product, shipping and expenses related to the installation and re-installation of the product. All products that include plumbing (tubing, pumps, check valves) need to be properly drained and winterized otherwise warranty is null and void. No liability for loss or damage of any nature or kind, whether arising out of or from the use of the product, whether defective or not defective, is assumed by Aquascape, Inc. or its affiliates. Aquascape shall not be liable for any incidental, consequential, or other damages arising under any theory of law whatsoever.

LOCATION AND DATE CODE FORMAT

Location: Stamped near access cover

Format: It looks like a dial with the year in the center and an arrow pointing to the month



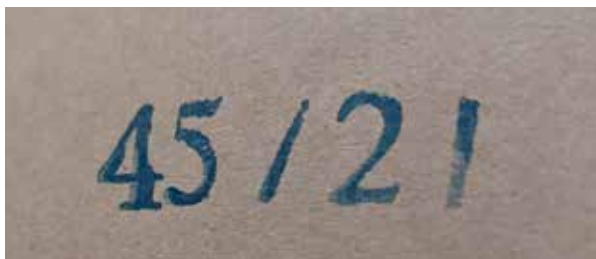
TROUBLESHOOTING

See instruction manual

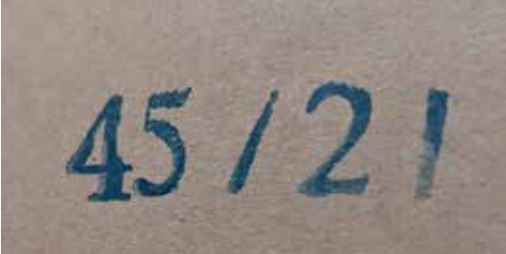
Warranty Reference Guide

PRODUCT NAME	AVAILABLE MODELS
GFRC Decorative Products: Spillway Bowl, Basin, and Stand, Faux Stone Propane Tank Cover, Faux Stump Propane Tank Cover	78422, 78355, 78423, 78356, 78425, 78357, 78248, 78427, 78420, 78204, 78421, 78205, 78424, 78206, 58087, 78426, 78336, 78345
WARRANTY	
1-YEAR LIMITED WARRANTY – Aquascape warrants that the product will be free of manufacturing defects for one year from date of purchase. Proof of purchase required. Warranty does not cover damage resulting from negligent handling, misuse, or lack of reasonable maintenance or care. Fountains should only be operated in fresh water without corrosive chemicals like chlorine or bromine. If upon Aquascape’s inspection, the product shows evidence of a manufacturing defect, Aquascape’s liability is limited, at Aquascape’s option, to the repair of the defect, replacement of the defective product, or refund of the original purchase price. The warranty excludes costs of labor, removal of product, shipping and expenses related to the installation and re-installation of the product. All products that include plumbing (tubing, pumps, check valves) need to be properly drained and winterized otherwise warranty is null and void. No liability for loss or damage of any nature or kind, whether arising out of or from the use of the product, whether defective or not defective, is assumed by Aquascape, Inc. or its affiliates. Aquascape shall not be liable for any incidental, consequential, or other damages arising under any theory of law whatsoever.	
LOCATION AND DATE CODE FORMAT	
Location: • Stamped on outer box • Not located on product – proof of purchase required without original box Format: Week of Year/ Year	
TROUBLESHOOTING	
N/A	

Warranty Reference Guide

PRODUCT NAME	AVAILABLE MODELS
Fountain Bowls	78391, 78392, 78393, 78394, 78395, 78396, 78397, 78398, 78399, 78400, 78401, 78402, 78403, 78404
WARRANTY	
1-YEAR LIMITED WARRANTY – Aquascape warrants that the feature will be free of manufacturing defects for one year from date of purchase. Proof of purchase required. Warranty does not cover damage resulting from negligent handling, misuse, or lack of reasonable maintenance or care. Fountains should only be operated in fresh water without corrosive chemicals like chlorine or bromine. If upon Aquascape’s inspection, the product shows evidence of a manufacturing defect, Aquascape’s liability is limited, at Aquascape’s option, to the repair of the defect, replacement of the defective product, or refund of the original purchase price. The warranty excludes costs of labor, removal of product, shipping and expenses related to the installation and re-installation of the product. All products that include plumbing (tubing, pumps, check valves) need to be properly drained and winterized otherwise warranty is null and void. No liability for loss or damage of any nature or kind, whether arising out of or from the use of the product, whether defective or not defective, is assumed by Aquascape, Inc. or its affiliates. Aquascape shall not be liable for any incidental, consequential, or other damages arising under any theory of law whatsoever.	
LOCATION AND DATE CODE FORMAT	
Location: • Stamped on outer box • Not located on product – proof of purchase required without original box	
Format: Week/Year	
TROUBLESHOOTING	
N/A	

Warranty Reference Guide

PRODUCT NAME	AVAILABLE MODELS	
Fiber-Resin: Scalloped Urns, Stacked Slate Urns, Stacked Slate Spheres, Stacked Slate Wall Toppers and Bases Curved, Stacked Slate Wall Toppers and Bases Straight, Faux Rock Fish Caves and Faux Rock Covers		78238, 78239, 78240, 58014, 78359, 98939, 78207, 98940, 78358, 78287, 78288, 78289, 78284, 78285, 78286, 78283, 78282, 78280, 78281, 78279, 78278, 78418, 78419, 78416, 78417
WARRANTY		
1-YEAR LIMITED WARRANTY – Aquascape warrants that the feature will be free of manufacturing defects for one year from date of purchase. Proof of purchase required. Warranty does not cover damage resulting from negligent handling, misuse, or lack of reasonable maintenance or care. Fountains should only be operated in fresh water without corrosive chemicals like chlorine or bromine. If upon Aquascape’s inspection, the product shows evidence of a manufacturing defect, Aquascape’s liability is limited, at Aquascape’s option, to the repair of the defect, replacement of the defective product, or refund of the original purchase price. The warranty excludes costs of labor, removal of product, shipping and expenses related to the installation and re-installation of the product. All products that include plumbing (tubing, pumps, check valves) need to be properly drained and winterized otherwise warranty is null and void. No liability for loss or damage of any nature or kind, whether arising out of or from the use of the product, whether defective or not defective, is assumed by Aquascape, Inc. or its affiliates. Aquascape shall not be liable for any incidental, consequential, or other damages arising under any theory of law whatsoever.		
LOCATION AND DATE CODE FORMAT Location: • Stamped on outer box • For Large Deco – written in white marker on an inside of the fountain • All other Deco items – on the box Format: Week of Year/ Year		
TROUBLESHOOTING		
See paint instructions Paint swatches included in 2020 fountains going forward		

Warranty Reference Guide

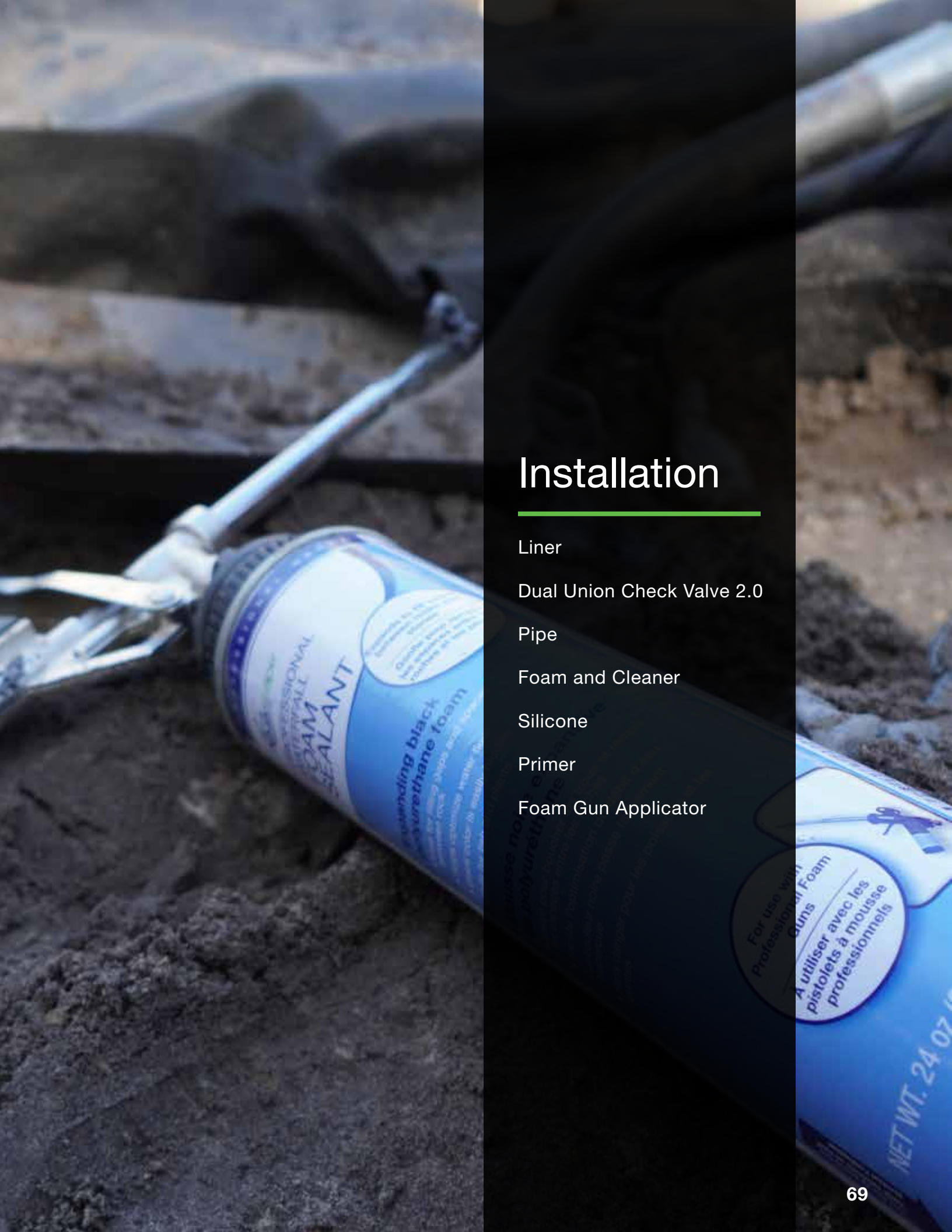
PRODUCT NAME	AVAILABLE MODELS
Polyresin Decorative Products: Fountain Spitters, Faux Driftwood, Faux Log Fish Cave, Faux Oak Stump Cover	78370, 78371, 78372, 78373, 78374, 78309, 78310, 78311, 78315, 78306, 78307, 78308, 78276, 78277, 78324, 78259
WARRANTY	
1-YEAR LIMITED WARRANTY – Aquascape warrants that the feature will be free of manufacturing defects for one year from date of purchase. Proof of purchase required. Warranty does not cover damage resulting from negligent handling, misuse, or lack of reasonable maintenance or care. Fountains should only be operated in fresh water without corrosive chemicals like chlorine or bromine. If upon Aquascape’s inspection, the product shows evidence of a manufacturing defect, Aquascape’s liability is limited, at Aquascape’s option, to the repair of the defect, replacement of the defective product, or refund of the original purchase price. The warranty excludes costs of labor, removal of product, shipping and expenses related to the installation and re-installation of the product. All products that include plumbing (tubing, pumps, check valves) need to be properly drained and winterized otherwise warranty is null and void. No liability for loss or damage of any nature or kind, whether arising out of or from the use of the product, whether defective or not defective, is assumed by Aquascape, Inc. or its affiliates. Aquascape shall not be liable for any incidental, consequential, or other damages arising under any theory of law whatsoever.	
LOCATION AND DATE CODE FORMAT	
Spitters Location: Stamped on outer box or label Format: YYYYMMDD Faux Driftwood, Faux Log Fish Cave, Faux Oak Stump Cover - no date code, proof of purchase required	TROUBLESHOOTING
See paint instructions Paint swatches included in 2020 fountains going forward	

Warranty Reference Guide

PRODUCT NAME	AVAILABLE MODELS
AquaGarden Mini Pond Kits, AquaGarden Tabletop Fountain Kits	78325, 78333, 78346, 78347
WARRANTY	
1-YEAR LIMITED WARRANTY – Aquascape warrants that the feature will be free of manufacturing defects for one year from date of purchase. Proof of purchase required. Warranty does not cover damage resulting from negligent handling, misuse, or lack of reasonable maintenance or care. Fountains should only be operated in fresh water without corrosive chemicals like chlorine or bromine. If upon Aquascape’s inspection, the product shows evidence of a manufacturing defect, Aquascape’s liability is limited, at Aquascape’s option, to the repair of the defect, replacement of the defective product, or refund of the original purchase price. The warranty excludes costs of labor, removal of product, shipping and expenses related to the installation and re-installation of the product. All products that include plumbing (tubing, pumps, check valves) need to be properly drained and winterized otherwise warranty is null and void. No liability for loss or damage of any nature or kind, whether arising out of or from the use of the product, whether defective or not defective, is assumed by Aquascape, Inc. or its affiliates. Aquascape shall not be liable for any incidental, consequential, or other damages arising under any theory of law whatsoever.	
LOCATION AND DATE CODE FORMAT Location: On outer box near bar code – All rocks and grow media are not covered under any warranty Format: Year/Week of Year	
TROUBLESHOOTING	
N/A	

Warranty Reference Guide

PRODUCT NAME	AVAILABLE MODELS
Fountain Covers	78431,78375, 78376, 78377, 78432, 78433, 78381, 78382, 78430, 78378, 78379, 78380, 78438, 78439, 78434, 78435, 78436, 78437
WARRANTY	
5-YEAR LIMITED WARRANTY – The 5-year limited warranty protects against product construction and any material defects; however, it does not cover normal wear that accumulates over time. Proof of purchase is required. Aquascape’s liability is limited, at Aquascape’s option, to the repair of the defect, replacement of the defective product, or refund of the original purchase price. The warranty excludes costs of labor, removal of product, shipping and expenses related to the installation and re-installation of the product. Any changes or modifications made to the cover after purchase will directly negate the warranty. Aquascape covers are made of a waterproof fabric, however standing pools of water on or near a seam could allow moisture to seep through the seams. To avoid this, make sure your cover fits tightly to avoid pooling water from forming. Devices such as inflatable airbags can be used if needed under sunken/low points of the cover to help direct water to run off the surface of the cover. Aquascape covers are manufactured using a fade-resistant fabric and color; the color is warranted for one year. The color may eventually fade after prolonged exposure to direct sunlight, but fading will not affect the performance or durability of the cover.	
LOCATION AND DATE CODE FORMAT	
N/A	
TROUBLESHOOTING	
Cleaning your cover: Covers are NOT machine washable. For light cleaning of your cover, we suggest you use a garden hose or any other form of water, to rinse off any dirt. For more thorough cleaning, use a sponge or soft bristle brush with mild soap and warm water. Let your cover dry completely before folding or storing it in a dry space.	



Installation

Liner

Dual Union Check Valve 2.0

Pipe

Foam and Cleaner

Silicone

Primer

Foam Gun Applicator

Warranty Reference Guide

PRODUCT NAME		AVAILABLE MODELS	
Liner		All Liner Models	
WARRANTY			
See Firestone Warranty – 20 years			
LOCATION AND DATE CODE FORMAT			
N/A			
TROUBLESHOOTING			
N/A			

Warranty Reference Guide



FIRESTONE PONDGARD™ 20 YEAR LIMITED WARRANTY

Firestone Building Products Company, LLC d/b/a Firestone Specialty Products ("Firestone"), located at 250 West 96th Street, Indianapolis, IN 46260, subject to the terms, conditions, and limitations set forth herein, warrants for a period of Twenty (20) Years to the owner ("Owner") named below that the Firestone PondGard membrane (the "PondGard") is fish friendly and that should any area of the Firestone PondGard experience a leak due to normal weathering or a manufacturing defect, Firestone will, at its sole option, repair the membrane or provide on a pro-rata basis sufficient Firestone PondGard to replace the area that leaks.

TERMS, CONDITIONS, AND LIMITATIONS

- 1. What Products are covered by this Limited Warranty.** This Limited Warranty covers your Firestone PondGard so long as the products are correctly installed in accordance with Firestone's Technical Specifications for normal use and in approved applications. This Limited Warranty extends only to the Firestone PondGard and does not cover the installation of the PondGard, any third party fabrication of the PondGard, or any non-Firestone brand materials or accessories furnished or installed in connection with the PondGard.
- 2. What products and services are not Covered by this Limited Warranty.** This Limited Warranty does not cover the installer's workmanship in the installation of the Firestone PondGard, or any materials or accessories not manufactured or supplied by Firestone. This Limited Warranty does not cover any third party adhesives, sealants, or coatings used on the Firestone PondGard.
- 3. Term.** This Twenty (20) year Limited Warranty is pro-rated from the date of initial installation. Within 24 months from the original installation date, PondGard replaced under warranty will be provided free of charge. Thereafter and for the remaining number of months of the warranty period, the Owner may obtain replacement PondGard under warranty upon payment of a pro-rated charge based upon the then current published cost per month using the then published list price of the PondGard multiplied by the number of full months elapsed since the installation date.
- 4. How to Submit a Warranty Claim.** If you believe that you have a warranted claim due to a manufacturing defect in a Firestone PondGard, you must give notice in writing or by telephone to Firestone within thirty (30) days of such occurrence. Written notice may be sent to Firestone at the street address or fax number shown on the reverse side of this Limited Warranty. Evidence of this notice shall be the receipt by Owner of a Firestone Notification Acknowledgement form. The Owner's notice to Firestone will serve as authorization for Firestone or its agent to investigate the claim. Should the required notice not be given, the alleged defect and all further rights under this Limited Warranty shall be deemed waived by the Owner, and this Limited Warranty shall become null and void.
- 5. Investigation of Warranty Claims.** If upon investigation, Firestone determines that the leak is the result of ordinary exposure to the elements or a manufacturing defect and not otherwise excluded by the terms of this Limited Warranty, the Owner's sole and exclusive remedy and Firestone's liability will be limited to Firestone, at its sole option, repairing the PondGard or offering the Owner replacement PondGard on a pro-rata basis based upon the number of months remaining in the original term of the warranty sufficient to replace the area that leaks. Firestone shall not be obligated to perform repairs or replacements under this Limited Warranty unless and until the area to be repaired or replaced is accessible, clean, dry and free from all water, dirt, sludge, animal wastes, residuals and/or liquids of any kind. Should the investigation reveal that the claim is excluded under the Terms, Conditions, and Limitations set forth below, the Owner is responsible for payment of the investigation costs and for any repairs effected during the investigation. Failure by the Owner to pay for these costs shall render this Limited Warranty null and void. To the extent repairs that are the Owner's responsibility are not completed during the investigation, Firestone will advise the Owner of the type and/or extent of repairs required to be made at the Owner's expense that will permit this Limited Warranty to remain in effect for the un-expired portion of its term. Failure by the Owner to properly make these repairs in a reasonable manner and within a reasonable time shall render this Limited Warranty null and void.
- 6. What Claims are Excluded by this Warranty.** Firestone shall have no obligation under this Limited Warranty, or any other liability, now or in the future if a leak or defect in the Firestone PondGard is caused by: (a) Natural forces, disasters, or acts of God including, but not limited to, hurricanes, tornadoes, hail, lightning, earthquakes, atomic radiation, insects, or animals; (b) Act(s), conduct or omission(s) by any person, or act(s) of war, which damages the Firestone PondGard or which impairs the product's ability to perform or resist leaks; (c) Failure by the Owner to use reasonable care in maintaining the Firestone PondGard, said maintenance to include, but not limited to those items listed on the reverse side of this Limited Warranty; (d) Acid, oil, harmful chemicals, or the reactions between them; (e) any atypical atmospheric conditions or weather, which damages the PondGard, or which impairs the PondGard's ability to resist leaks; (f) any penetrations, alterations or repairs to the PondGard not approved in writing by Firestone; (g) improper site preparation or covering materials, or improper application or installation; (h) excessive pressures or stresses from any source; or (i) any product not furnished by Firestone.
- 7. Exclusive Remedy and Non Assignability.** The Limited Warranty on the PondGard herein is given in lieu of all other warranties, either expressed or implied, and by accepting delivery of the PondGard, Owner waives all other warranties and/or remedies, except those specifically granted hereunder. This Limited Warranty is extended to the Owner and is non-transferable and non-assignable and there are no third-party beneficiaries to this Limited Warranty. This Limited Warranty becomes an

Warranty Reference Guide

obligation of Firestone only upon receipt of full and final payment for the PondGard and execution by a duly authorized representative of Firestone.

8. **No Waiver.** Firestone's failure to enforce any of the terms or conditions stated herein shall not be construed as a waiver of such provision or of any other terms and conditions of this Limited Warranty.
9. **Choice of Law.** This Limited Warranty shall be governed and construed in accordance with the laws of the State of Indiana without regard to the conflicts of laws thereof.
10. **Handling of Disputes.** In the event of a dispute, controversy, or claim between the Owner and Firestone concerning this Limited Warranty, the Owner and Firestone agree that neither party will commence or prosecute any suit, proceeding, or claim other than in the courts of Hamilton County in the State of Indiana or the United States District Court, Southern District of Indiana, Indianapolis Division. Each party irrevocably consents to the jurisdiction and venue of the above identified courts and waives any rights to challenge or otherwise raise questions of personal jurisdiction or venue in any action commenced or maintained in such courts.

THIS LIMITED WARRANTY SHALL BE THE OWNER'S SOLE AND EXCLUSIVE REMEDY AGAINST FIRESTONE, AND FIRESTONE SHALL NOT BE LIABLE TO OWNER OR TO ANY THIRD PARTY FOR ANY CONSEQUENTIAL, SPECIAL, INCIDENTAL, EXEMPLARY, PUNITIVE OR OTHER DAMAGES INCLUDING BUT NOT LIMITED TO CLAIMS FOR PERSONAL INJURY OR DEATH, PROPERTY DAMAGE, ENVIRONMENTAL DAMAGE, DAMAGE TO THE SUBSTRATE, OR DAMAGE TO THE CONTENTS OF THE PONDGARD. THIS LIMITED WARRANTY CANNOT BE AMENDED, ALTERED, OR MODIFIED IN ANY WAY EXCEPT IN WRITING SIGNED BY AN AUTHORIZED REPRESENTATIVE OF FIRESTONE. NO OTHER PERSON HAS ANY AUTHORITY TO BIND FIRESTONE WITH ANY REPRESENTATION OR WARRANTY, WHETHER WRITTEN OR ORAL. FIRESTONE SPECIFICALLY DISCLAIMS ALL LIABILITY, UNDER ANY THEORY OF LAW, ARISING OUT OF THE INSTALLATION OR PERFORMANCE OF, OR DAMAGES SUSTAINED BY OR CAUSED BY, MATERIALS NOT FURNISHED BY FIRESTONE. THIS LIMITED WARRANTY SUPERSEDES AND IS IN LIEU OF ALL OTHER WARRANTIES OR GUARANTEES WHETHER WRITTEN, ORAL, OR EXPRESS. FIRESTONE SPECIFICALLY LIMITS ANY IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION, THE WARRANTIES OF MERCHANTABILITY AND/OR FITNESS FOR A PARTICULAR PURPOSE TO THE TERM OF THE LIMITED WARRANTY, UNLESS A SHORTER PERIOD IS PERMITTED BY LAW OR UNLESS A FULL DISCLAIMER IS OTHERWISE PERMITTED BY LAW. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.

Warranty Reference Guide

PRODUCT NAME	AVAILABLE MODELS
Dual Union Check Valve 2.0	48026

WARRANTY
1-YEAR LIMITED WARRANTY – Aquascape warrants that the product will be free of manufacturing defects for one year from date of purchase. Proof of purchase required. Warranty does not cover damage resulting from negligent handling, misuse, or lack of reasonable maintenance or care. Fountains should only be operated in fresh water without corrosive chemicals like chlorine or bromine. If upon Aquascape’s inspection, the product shows evidence of a manufacturing defect, Aquascape’s liability is limited, at Aquascape’s option, to the repair of the defect, replacement of the defective product, or refund of the original purchase price. The warranty excludes costs of labor, removal of product, shipping and expenses related to the installation and re-installation of the product. All products that include plumbing (tubing, pumps, check valves) need to be properly drained and winterized otherwise warranty is null and void. No liability for loss or damage of any nature or kind, whether arising out of or from the use of the product, whether defective or not defective, is assumed by Aquascape, Inc. or its affiliates. Aquascape shall not be liable for any incidental, consequential, or other damages arising under any theory of law whatsoever.

LOCATION AND DATE CODE FORMAT	 
Location: On back of box near barcode and on collar Format: Year/Week of Year	

TROUBLESHOOTING
N/A

Warranty Reference Guide

PRODUCT NAME	AVAILABLE MODELS
Kink-Free Pipe, Pre-Cut Kink-Free Pipe, Black Vinyl Tubing, Corrugated PE Pipe	98288, 94002, 94003, 94001, 94004, 94000, 94005, 94006, 94007, 94008, 94009, 94010, 88070, 88071, 88072, 88074
WARRANTY	
1-YEAR LIMITED WARRANTY – Aquascape warrants that the pipe will be free of manufacturing defects for one year from the date of purchase of the product if properly installed and maintained. Proof of purchase required. This warranty does not apply to damage resulting from misuse, improper installation, the use of non-compatible fittings, excessive bending or kinking, exposure to direct sunlight (UV degradation) when unburied or uncovered, chemical exposures that are not approved, insect damage, punctures from external objects or freezing conditions when water is left inside the pipe. If upon Aquascape’s inspection, the pipe shows evidence of a manufacturing defect, Aquascape’s liability is limited, at Aquascape’s option, to the repair of the defect, replacement of the defective product, or refund of the original purchase price. The warranty excludes costs of labor, removal of product, shipping and expenses related to the installation and re-installation of the product. All products that include plumbing (tubing, pumps, check valves) need to be properly drained and winterized otherwise warranty is null and void. No liability for loss or damage of any nature or kind, whether arising out of or from the use of the product, whether defective or not defective, is assumed by Aquascape, Inc. or its affiliates. Aquascape shall not be liable for any incidental, consequential, or other damages arising under any theory of law whatsoever.	
LOCATION AND DATE CODE FORMAT	
N/A	
TROUBLESHOOTING	
N/A	

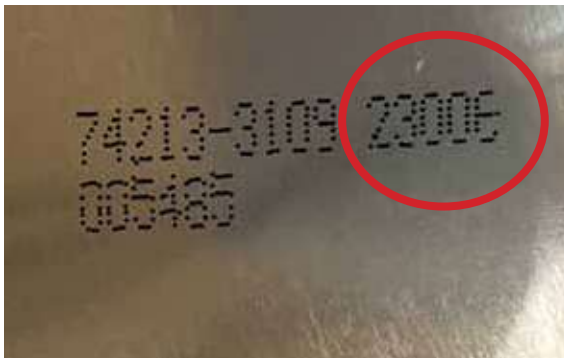
Warranty Reference Guide

PRODUCT NAME	AVAILABLE MODELS
Weighted Aeration Tubing and Water Fill Valve Poly Pipe	61011, 61014, 29350, 29470
WARRANTY	
1-YEAR LIMITED WARRANTY – Aquascape warrants that the pipe will be free of manufacturing defects for one year from the date of purchase of the product if properly installed and maintained. Proof of purchase required. This warranty does not apply to damage resulting from misuse, improper installation, the use of non-compatible fittings, excessive bending or kinking, exposure to direct sunlight (UV degradation) when unburied or uncovered, chemical exposures that are not approved, insect damage, punctures from external objects or freezing conditions when water is left inside the pipe. If upon Aquascape’s inspection, the pipe shows evidence of a manufacturing defect, Aquascape’s liability is limited, at Aquascape’s option, to the repair of the defect, replacement of the defective product, or refund of the original purchase price. The warranty excludes costs of labor, removal of product, shipping and expenses related to the installation and re-installation of the product. All products that include plumbing (tubing, pumps, check valves) need to be properly drained and winterized otherwise warranty is null and void. No liability for loss or damage of any nature or kind, whether arising out of or from the use of the product, whether defective or not defective, is assumed by Aquascape, Inc. or its affiliates. Aquascape shall not be liable for any incidental, consequential, or other damages arising under any theory of law whatsoever.	
LOCATION AND DATE CODE FORMAT	
N/A	
TROUBLESHOOTING	
N/A	

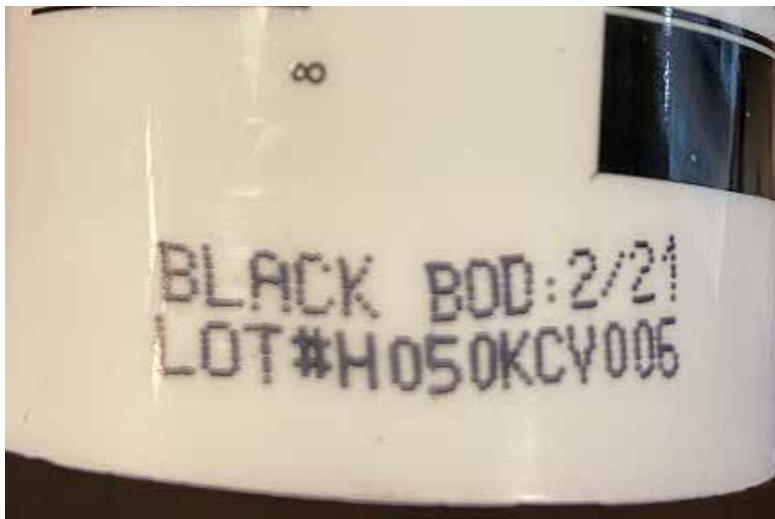
Warranty Reference Guide

PRODUCT NAME	AVAILABLE MODELS	
Flexible PVC Pipe	48015, 29021, 29022, 29023, 29024, 29025, 29026	
WARRANTY		
5-YEAR LIMITED WARRANTY – Aquascape warrants that the Flexible PVC Pipe will be free of manufacturing defects for five years from the date of purchase of the product if properly installed and maintained. Proof of purchase required. This warranty does not apply to damage resulting from misuse, improper installation, the use of non-compatible primers, solvents, and fittings, excessive bending or kinking, exposure to direct sunlight (UV degradation) when unburied or uncovered, chemical exposures that not approved for use with PVC materials, insect damage, punctures from external objects or freezing conditions when water is left inside the pipe. If upon Aquascape’s inspection, the pipe shows evidence of a manufacturing defect, Aquascape’s liability is limited, at Aquascape’s option, to the repair of the defect, replacement of the defective product, or refund of the original purchase price. The warranty excludes costs of labor, removal of product, shipping and expenses related to the installation and re-installation of the product. All products that include plumbing (tubing, pumps, check valves) need to be properly drained and winterized otherwise warranty is null and void. No liability for loss or damage of any nature or kind, whether arising out of or from the use of the product, whether defective or not defective, is assumed by Aquascape, Inc. or its affiliates. Aquascape shall not be liable for any incidental, consequential, or other damages arising under any theory of law whatsoever.		
LOCATION AND DATE CODE FORMAT		
N/A		
TROUBLESHOOTING		
N/A		

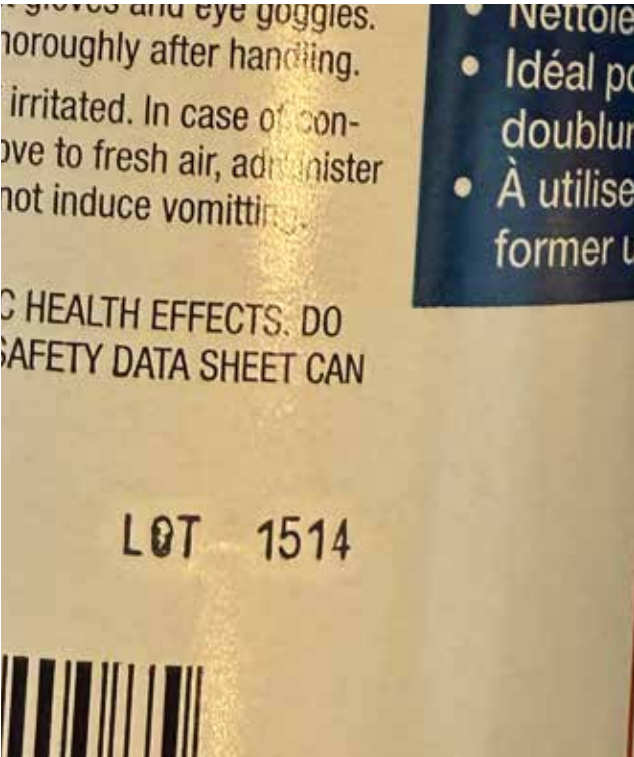
Warranty Reference Guide

PRODUCT NAME		AVAILABLE MODELS	
Professional Black Waterfall Foam, Professional Foam Gun Cleaner, Pond and Waterfall Foam Sealant		30096, 22011, 82002	
WARRANTY			
Listed Born on Date on all cans from 2023 forward. The foam expires 18 months from the BOD. The Cleaner has no expiration date.			
LOCATION AND DATE CODE FORMAT		NEW 2023 CANS 	
In 2023 the factory made a change from expiration date to BOD. The foam expires 18 months from BOD. BOD: Bottom of Can (expires 18 months from product date) Format: YYDDD the 1st two digits are the year. The next three are the day of the year.			
TROUBLESHOOTING			
N/A			

Warranty Reference Guide

PRODUCT NAME		AVAILABLE MODELS	
Silicone		22010, 29186, 82000	
WARRANTY			
Listed Born on Date Recommended shelf life is two years from date of manufacturing More info located on SDS sheet			
LOCATION AND DATE CODE FORMAT			
Location: Back of container near UPC code Format: BOD : MM/YY			
TROUBLESHOOTING			
N/A			

Warranty Reference Guide

PRODUCT NAME	AVAILABLE MODELS
EPDM Tape Primer, EPDM Tape Primer Plus	54008, 54022
WARRANTY	
Recommended shelf life is one year from date of manufacturing More info located on SDS sheet and spec sheet	
LOCATION AND DATE CODE FORMAT	
Location: Side of container Format: DDD/Y	
TROUBLESHOOTING	
N/A	

Warranty Reference Guide

PRODUCT NAME		AVAILABLE MODELS	
Waterfall Foam Gun Applicator		54003	
WARRANTY			
1-YEAR LIMITED WARRANTY – Aquascape warrants that the foam gun applicators will be free of manufacturing defects for one year from date of purchase. Proof of purchase required. Warranty does not cover damage resulting from negligent handling, misuse, or lack of reasonable maintenance for care. If upon Aquascape’s inspection, the product shows evidence of a manufacturing defect, Aquascape’s liability is limited, at Aquascape’s option, to the repair of the defect, replacement of the defective product, or refund of the original purchase price. The warranty excludes costs of labor, removal of product, shipping and expenses related to the installation and re-installation of the product. No liability for loss or damage of any nature or kind, whether arising out of or from the use of the product, whether defective or not defective, is assumed by Aquascape, Inc. or its affiliates. Aquascape shall not be liable for any incidental, consequential, or other damages arising under any theory of law whatsoever.			
LOCATION AND DATE CODE FORMAT			
N/A			
TROUBLESHOOTING			
N/A			

Additional Information and Resources

Aquascape is confident that our products are manufactured to the highest quality and want to ensure our customers are satisfied. If your Aquascape product is defective to the extent that you believe it is covered by our warranty, please complete the Warranty Claim Form, scan the QR code and submit your form now.



If we determine the damage/defect of your item is covered under warranty you may be issued a replacement or a credit for the value of your product as determined by Aquascape, Inc.

WARRANTY REQUIREMENTS AND EXCEPTIONS

The Aquascape Warranty covers only the original/primary owner and does not cover abuse, alteration, theft, loss, or unauthorized and/or unreasonable use of Aquascape products.

The warranty excludes costs of labor, removal of product, shipping and expenses related to the installation and re-installation of the product.

Should your product need to be returned, be sure to choose an insured and trackable delivery service. Aquascape, Inc is not responsible for products that do not arrive in the mail. Please retain your shipment tracking information until we confirm receipt of your warranty product. This warranty covers products purchased through an authorized dealer and proof of purchase is required.

This warranty applies only to products purchased new through an authorized Aquascape dealer or retailer, and proof of purchase is required. Products purchased through online auction sites, online marketplaces, or third-party resale platforms, including eBay, are only eligible for warranty coverage if the seller is an authorized Aquascape dealer or retailer. Purchases from unauthorized sellers, as well as used, refurbished, open-box, or previously owned products, are not covered under this warranty.

Warranty submissions are pending inspection of all returned products. If the product works properly after inspection, the warranty may be denied and a credit/replacement will not be sent. If a warranty is denied you will be charged shipping if you request the product to be returned.

For Customer Service in the US, Canada, and the U.K. visit our website: www.aquascapeinc.com/contact-us

OUTSIDE THE U.S., CANADA, AND U.K.

Replacement and repaired products will only be shipped to addresses within the United States, Canada, and the U.K. To obtain warranty service for products purchased outside of the U.S., Canada, or the U.K., please contact the authorized dealer that supplied the product.

REASONS YOUR ITEM MAY NOT BE COVERED

- **Missing Proof Of Purchase** – Without proof of purchase your warranty claim may be denied.
- **Warranty Expired**
- **Discontinued Items** – If your item has been discontinued and you do not have proof of purchase we will not be able to confirm a satisfactory replacement or compensation for your item.
- **Passed Inspection** – Your returned item was found to be in good working condition.
- **Outside the U.S., Canada, and U.K.**
- **Used or Refurbished Items** – Warranty does not extend to items bought as used or refurbished.



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