

## TROUBLESHOOTING GUIDELINES

- Unplug the unit to clean the filter with a clean wet cloth. If needed, add white distilled vinegar to the cloth. Rinse thoroughly.
- If the Bio-Grid is clogged, gently wash with room temperature water treated with AquaSafe® water conditioner to protect beneficial bacteria.
- When medicating fish, remove the carbon from the Bio-Bag® as carbon absorbs most medications.
- To service the impeller yearly, or if the motor is noisy, refer to the "Impeller Removal" guide included in this manual
- When servicing, if you notice any damage to the impeller, please reference the parts list in this manual or the item number for your impeller on the lid of your filter to order a new part.
- It takes a few weeks for new aquarium water to cycle. "Cycling" a fish tank means growing healthy bacteria on a new filtration system so it filters out dangerous toxins. Tetra® SafeStart® aquarium bacteria cycles your aquarium immediately, so you can add fish right away.
- If the motor housing separates from the filter body, refer to Illustration A (below) to reassemble.



Illustration A

18-12605

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1-800-526-0650 • WWW.TETRA-FISH.COM  
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MADE IN CHINA



# Whisper® IQ

## Power Filters



1. Change cartridge monthly
2. **Do not dispose of the Bio-Grid unless it is damaged.** It is a permanent part of the filtration system and not meant to be replaced or disturbed. If your Bio-Grid should ever become clogged as evidenced by restricted water flow, follow the procedure below.
  - a. Remove the Bio-Grid from the aquarium
  - b. Gently rinse under cool water to dislodge clogs. Do not use soap or any other cleaner. Note: Do not remove the beneficial bacteria growing on the Bio-Grid. This bacteria turns toxins into less toxic nitrates.
  - c. Place Bio-Grid back into filter
3. Service impeller yearly.
4. On startup, if you hear rattling, please remove the cover and place it on the filter again. Ensure your aquarium lid or other equipment is not interfering with the filter.

**Thank you for purchasing a Tetra® filter. We take great pride in our products and invite you to call us at 1-800-526-0650 with questions or comments.**

## IMPORTANT SAFETY INSTRUCTIONS

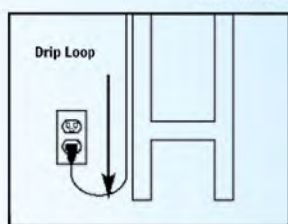
**WARNING** — To guard against injury, basic safety precautions should be observed, including the following:

### READ AND FOLLOW ALL SAFETY INSTRUCTIONS

**DANGER — TO AVOID POSSIBLE ELECTRIC SHOCK**, special care should be taken since water is employed in the use of aquarium equipment. For each of the following situations, do not attempt repairs by yourself; return the appliance to an authorized service facility for service or discard the appliance:

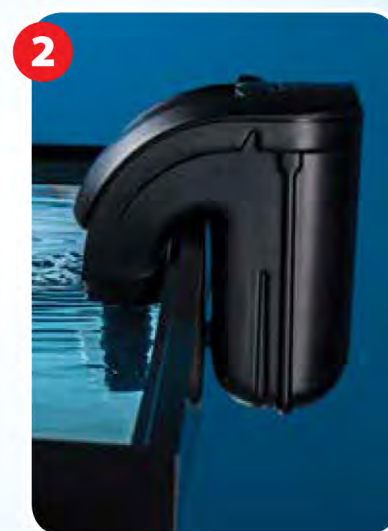
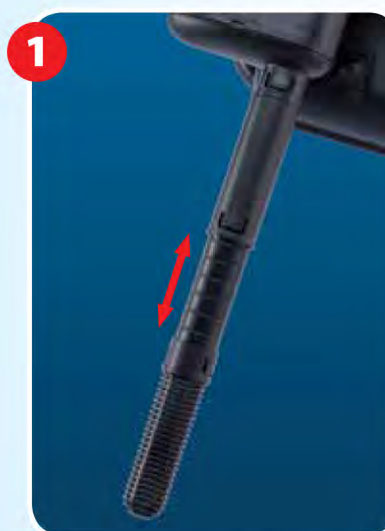
1. If the appliance shows any sign of abnormal water leakage, immediately unplug it from the power source.
2. Carefully examine the appliance after installation. It should not be plugged in if there is water on parts not intended to get wet.
3. Do not operate any appliance if it has a damaged cord or plug, or if it is malfunctioning or has been dropped or damaged in any manner.
4. To avoid the possibility of the appliance plug or receptacle getting wet, position aquarium stand and tank to one side of a wall-mounted receptacle to prevent water from dripping onto the receptacle or plug. A "drip loop," shown in the figure below, should be arranged by the user for each cord connecting an aquarium appliance to a receptacle. The "drip loop" is the part of the cord below the level of the receptacle, or the connector if an extension cord is used, to prevent water traveling along the cord and coming in contact with the receptacle. If the plug or receptacle does get wet, DON'T unplug the cord. Disconnect the fuse or circuit breaker that supplies power to the appliance. Then, unplug and examine for presence of water in the receptacle.
5. Close supervision is necessary when any appliance is used by or near children.
6. To avoid injury, do not contact moving parts or hot parts such as heaters, reflectors, lamp bulbs, and the like.
7. Always unplug an appliance from an outlet when not in use, before putting on or taking off parts, and before cleaning. Never yank cord to pull plug from outlet. Grasp the plug and pull to disconnect.
8. Do not use an appliance for other than intended use. The use of attachments not recommended or sold by the appliance manufacturer may cause an unsafe condition.
9. Do not install or store the appliance where it will be exposed to the weather or to temperatures below freezing.
10. Make sure an appliance mounted on a tank is securely installed before operating it.
11. Read and observe all the important notices on the appliance.
12. If an extension cord is necessary, a cord with a proper rating should be used. A cord rated for less amperes or watts than the appliance rating may overheat. Care should be taken to arrange the cord so that it will not be tripped over or pulled.
13. This appliance has a polarized plug (one blade is wider than the other). As a safety feature, this plug will fit in a polarized outlet only one way. If the plug does not fit fully in the outlet, reverse the plug. If it still does not fit, contact a qualified electrician. Never use with an extension cord unless plug can be fully inserted. Do not attempt to defeat this safety feature.

Illustration A



## SETUP

1. Attach strainer (and extension tubes, if necessary) so the strainer will be no closer than 2" to aquarium gravel once the system is hanging on the aquarium frame
2. Hang system on aquarium frame. Be sure aquarium water is at or above the minimum water level indicated on system's motor assembly.
3. Once system is properly in place, plug filtration system into outlet being sure to arrange a drip loop with the power cord. (See safety instructions.)
4. This filter does not need to be primed. Once plugged in, it will begin to draw water from the aquarium into the filter.
5. Change your cartridge monthly. For convenience, your cartridge size and impeller item number are listed on the inside of your filter lid.



## SAVE THESE INSTRUCTIONS

**TWO YEAR LIMITED WARRANTY:** Spectrum Brands Pet LLC, warrants this Filter against defects in material or workmanship for two years from the date of original purchase, subject to the conditions and exceptions stated below. Your sales receipt is your Proof-of-Date-of-Purchase. If the Filter exhibits such a defect, Spectrum Brands Pet LLC will repair or replace it, our option, without cost for parts or labor. The Filter must be shipped postage paid to Spectrum Brands Pet LLC. Proof-of-Date-of-Purchase is required. You are responsible for proper shipping. Call customer service at 1-800-526-0650 for return authorization and shipping address. This warranty does not cover damage caused by accident, misuse, abuse, or failure to follow the instructions accompanying this Filter. All implied warranties, including any implied warranty of merchantability or fitness for any purpose are limited to two years. Fish and plant loss, personal injury, property loss or damage (direct, incidental or consequential) resulting from the use of the Internal Filter are not covered by this warranty. Because some states/provinces do not allow the exclusion or limitation of incidental or consequential damages, or allow limitations on how long an implied warranty lasts, the above limitations or exclusion may not apply to you. This warranty gives you specific legal rights. You may also have other rights which vary from state/province to state/province.

OPEN

## FLOW RATE

To select maximum flow, pull the flow control dial toward the front of the filter (*toward the "+" symbol*). To lessen flow, push the flow control dial toward the back of the filter (*toward the "-" symbol*). You will know if your filter is running at a reduced flow rate because the dial will turn red.

### IQ Filter lowest flow rates (flow control knob set to lowest setting)

- IQ10: 10 GPH
- IQ20: 10 GPH
- IQ30: 10 GPH
- IQ45: 20 GPH
- IQ60: 110 GPH



Maximum flow



Minimum flow

## WHISPER IQ IMPELLER REMOVAL

### To access impeller for cleaning and replacement:

1. Unplug filter and lift out of the water
2. Remove Strainer and Extension Tube by pulling down from Impeller Cover as shown (fig. 1)
3. Remove Impeller Cover with a screwdriver using the slot provided (fig. 2)
4. Remove the rubber impeller endcap by pulling off impeller shaft (fig. 3)
5. Pull Impeller Assembly out and away from shaft (note: the magnet on the impeller may require some force to remove it from the shaft) (fig. 4)
6. Examine all parts for debris that could cause blockage
7. Remove debris from Strainer, Extension Tubes, and Impeller Cover by rinsing under cool water
8. Remove any material that may have twisted around the Impeller Shaft with a needle or tweezers
9. Rinse and clean Impeller Assembly by rinsing under cool water
10. Reassemble system and place on aquarium (fig. 5)



fig. 1



fig. 2



fig. 3



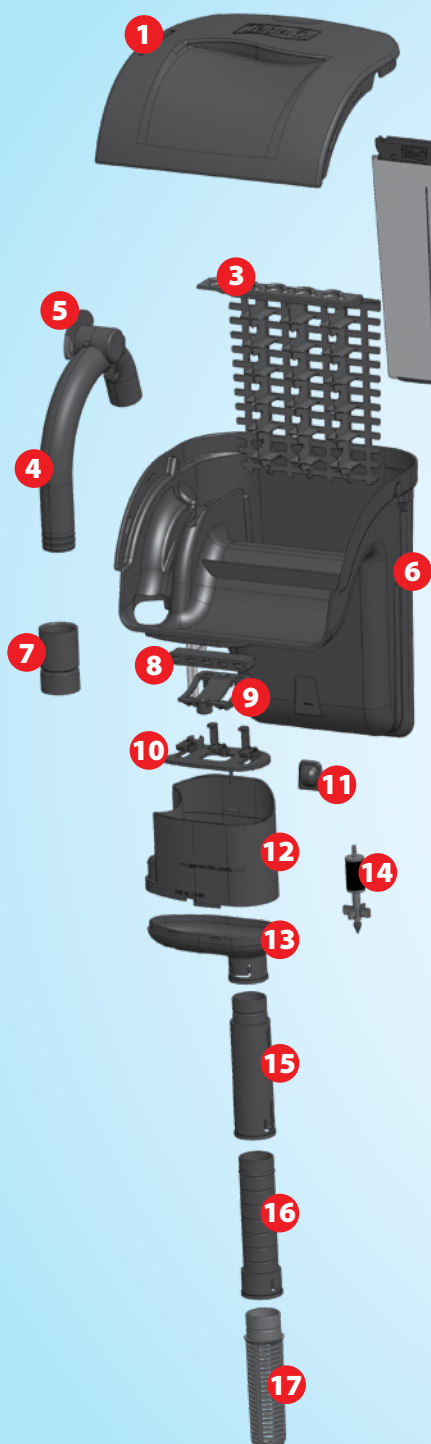
fig. 4



fig. 5

**NOTE: DO NOT OPERATE FILTER WITHOUT IMPELLER**

## PARTS DIAGRAM



1. Filter Lid
2. StayClean Cartridge
3. Bio-Grid
4. Transfer Tube
5. Flow Control
6. Filter Body
7. Transfer Tube Dampener
8. Motor Dampener
9. Dampener Attachment Plate
10. Motor Cover
11. Standoff (removable)
12. Motor Housing
13. Volute
14. Impeller
15. Intake Tube
16. Extension Tube
17. Strainer

## REPLACEMENT PARTS LIST

Key	Description	IQ 10	IQ 20	IQ 30	IQ 45	IQ 60
A	Motor Assembly	AQ-78149	AQ-78152	AQ-78157	AQ-78158	AQ-78154
B	Tube Assembly	AQ-78150	AQ-78153	AQ-78153	AQ-78153	AQ-78155
C	Dampeners	AQ-78151	AQ-78151	AQ-78151	AQ-78151	AQ-78151
D	Impeller Assembly	AQ-78159	AQ-78160	AQ-78161	AQ-78162	AQ-78163
E	Bio-Grid	AQ-78164	AQ-78165	AQ-78166	AQ-78166	AQ-78166

### Questions or Missing Parts?

Call Customer Service at 1-800-526-0650  
Monday through Friday  
8:00 AM to 5:30 PM ET

