

QUESTIONS?

If you have product questions or require replacement parts, please first consult your local Fluval retailer.

Should you require technical support, please contact Fluval before returning the product under the warranty terms.

Most matters can be handled promptly with a phone call, or you can also contact us via www.fluvalaquatics.com.

Our website also features a detailed FAQ section, where you can find helpful answers and how-to videos on common queries.

CANADA

CALL US TOLL-FREE AT:

1-800-554-2436

between 9:00 a.m. and 4:00 p.m.

Eastern Standard Time.

Ask for Customer Service.

FOR AUTHORISED

GUARANTEE

REPAIR SERVICE:

Return with dated receipt to:

Rolf C. Hagen Inc.

Service and Repair

20500 Trans-Canada Hwy

Baie-D'Urfé, Québec H9X 0A2

USA

CALL US TOLL-FREE AT:

1-800-724-2436

between 9:00 a.m. and 4:00 p.m.

Eastern Standard Time.

Ask for Customer Service.

FOR AUTHORISED

GUARANTEE

REPAIR SERVICE:

Return with dated receipt to:

Rolf C. Hagen (USA) Corp

Consumer Repairs

305 Forbes Blvd

Mansfield, MA 02048

UK

CALL US AT:

01977 521015

between 9:00 AM and 5:00 PM,

Monday to Thursday and 9:00 AM

and 4:00 PM on Friday

(excluding Bank Holidays).

Ask for Customer Service.

FOR AUTHORISED

GUARANTEE

REPAIR SERVICE:

Return to your retailer with suitable proof of purchase and reason for return.

Rolf C. Hagen (UK) Ltd

California Drive, Whitwood Ind Est.,

Castleford, West Yorkshire WF10 5QH

For more information on our products, please visit www.fluvalaquatics.com

THREE (3) YEAR WARRANTY

Fluval 07 Series External Filters are warranted against defects in material and workmanship under normal aquarium usage and service for three (3) years from date of purchase. Non-replaceable and non-serviceable parts will be repaired or replaced at Hagen's discretion, free of charge, when the complete filter is returned with all components along with a valid proof of purchase and postage paid. The warranty does not cover wear and tear parts such as the impeller assembly or motor seal ring. The warranty does not cover wear and tear or parts which have not been adequately or correctly maintained. The warranty is limited to repair or replacement only and does not cover consequential loss, loss or damage to livestock, personal property or damage to animate or inanimate objects, irrespective of the cause thereof. This warranty is valid only under normal operating conditions for which the unit is intended. This excludes any damage caused by unreasonable use, negligence, improper installation, tampering, abuse or commercial use. Before returning the filter under warranty terms, please ensure that all setup and maintenance instructions have been followed. If you are in doubt, please contact your local aquatic specialist retailer for further advice before returning the product.

WARRANTY IS ONLY VALID WITH PROOF OF PURCHASE FROM AN AUTHORIZED FLUVAL DEALER.

WARRANTY DOES NOT AFFECT YOUR STATUTORY RIGHTS.

FLUVAL