

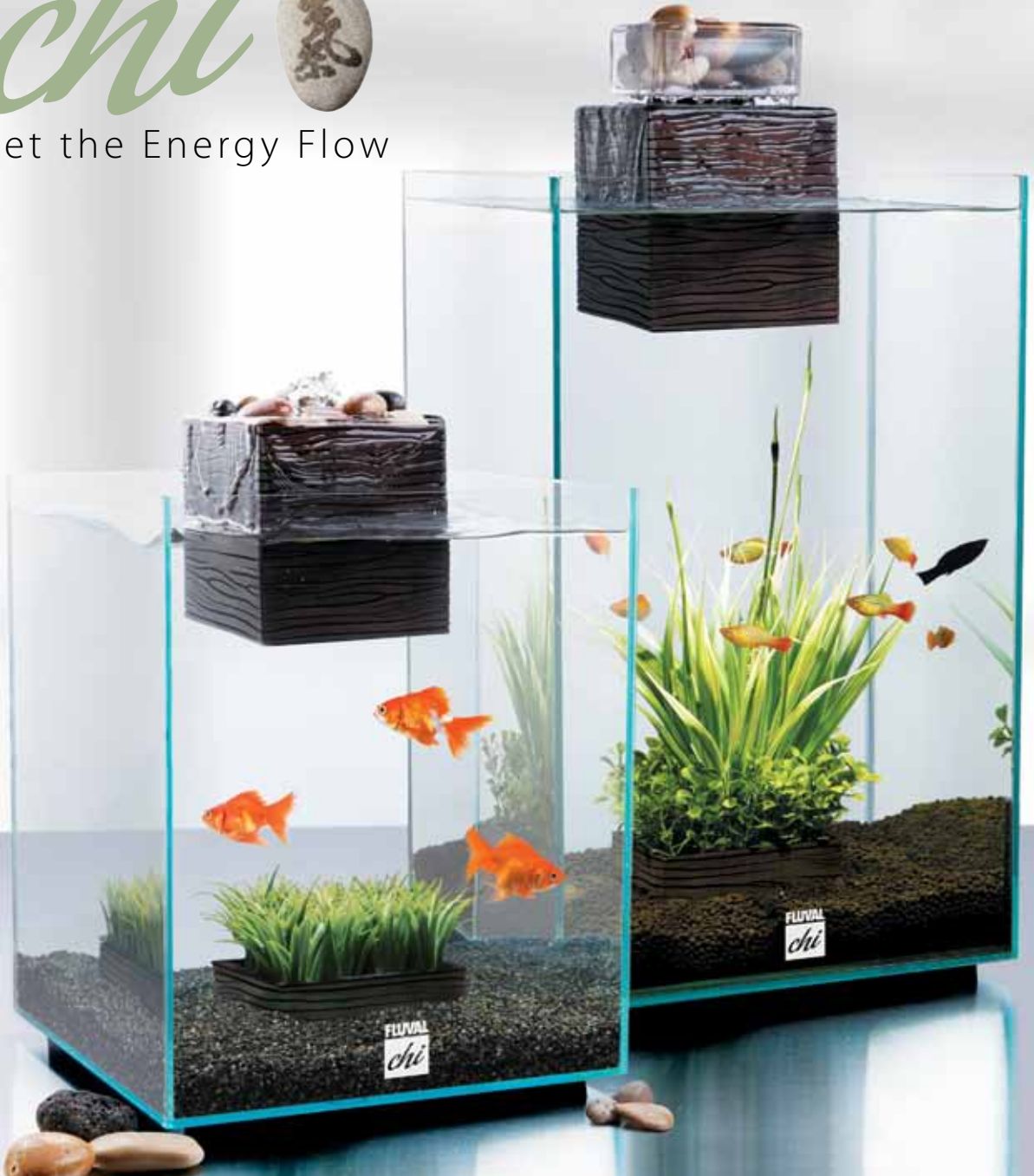
FLUVAL®

chi



Let the Energy Flow

USER GUIDE



Dear Customer,

Congratulations on your purchase. We are pleased that you have decided to explore the aquatic hobby and experience the **Fluval *chi***.

A beautifully decorated aquarium with fish is sure to bring positive energies and good thoughts into your life. Positioned with Feng Shui guidelines in mind, it is believed to bring prosperity and good luck. However, there are certain points that should be taken into consideration.

An aquarium is a living breathing biotope, and as with all living things, care and maintenance must be employed to keep the aquarium clean and not allow the water quality to deteriorate. The **Fluval *chi*** contains an innovative filter and lighting cube that ensures that the aquarium water remains bright, clear and oxygenated, but does require periodic maintenance to ensure proper operation.

To keep the filter system running smoothly, and to keep the fish or inhabitants healthy, please make sure to read the Safety Instructions and proper set-up and maintenance guides in the following pages.

Please keep all packaging in the unlikely event that the unit needs to be returned. If damaged, please contact your dealer immediately before proceeding.

Prosperity Life
Health Quality
Positive energy
Wealth

IMPORTANT SAFETY INSTRUCTIONS

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

1. READ AND FOLLOW ALL SAFETY INSTRUCTIONS

and all the important notices on the appliance before using. Failure to do so may result in loss of fish life and/or damage to this appliance.

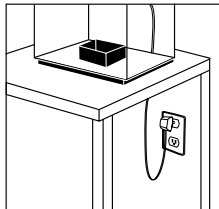
2. DANGER – To avoid possible electric shock, special care should be taken since water is employed in the use of aquarium equipment. For each of the following situations, do not attempt repairs yourself; return the appliance to an authorized service facility for service or discard the appliance.

A. If the appliance shows any sign of abnormal water leakage, immediately unplug it from the power source.

B. Carefully examine the appliance after installation. It should not be plugged in if there is water on parts not intended to be wet. If the appliance or any part of it falls into the water DO NOT reach for it. First unplug the unit before retrieving.

C. Do not operate any appliance if it has a damaged cord or plug. If cord is damaged, the appliance should be destroyed.

D. A “drip loop”, shown in the figure below, should be arranged by the user for each cord connecting an aquarium appliance to the socket. The “drip loop” is the part of the cord below the level of the receptacle, or the connector if an extension cord is in use. This prevents water from traveling along the cord and coming into contact with the socket or power supply. If the plug or socket gets wet, **DO NOT** unplug the cord. Disconnect the fuse or circuit breaker that supplies power to the appliance then unplug and examine for the presence of water in the socket.



E. This appliance is not intended for use by persons (including children) with significantly impaired physical or mental capabilities **or lack of experience or knowledge**, unless they have been given supervision or instruction concerning the use of the appliance by a person responsible for their safety. Children should always be supervised to ensure that they do not play with the appliance.

F. To avoid injury, do not contact moving parts or hot parts such as heaters,

reflectors and the like. Max. water Temperature 35°C.

G. Always unplug the appliance from the outlet when not in use, before putting on or taking off parts, and before cleaning. Never yank the cord to pull the power supply from the outlet. Grasp the power supply and pull to disconnect. The use of attachments not recommended or sold by the appliance manufacturer may cause an unsafe condition.

Do not use this appliance for any purpose other than its intended use.

H. Do not install or store the appliance where it will be exposed to weather or temperatures below freezing.

FOR INDOOR HOUSEHOLD USE ONLY.

I. Make sure the appliance is mounted correctly and securely positioned on the aquarium before operating the appliance.

J. Read and observe all important notices on the appliance.

K. If the use of an extension cord is necessary, an extension cable with the proper electrical rating should be used. An extension cable rated for less amperage or wattage than the appliance rating may overheat. Care should be taken to arrange the cable so that it will not be tripped over or pulled.

3. This is an aquarium filter pump. Do not use this filter pump for other than intended use (i.e.: do not use in

swimming pools, bathrooms, etc.). The use of attachments not recommended or sold by the appliance manufacturer may cause an unsafe condition.

4. Make sure that the filter pump is securely installed before operating it. Do not allow pump to run dry. The filter pump must be immersed in water completely. This filter pump must never operate outside of water.

5. For the complete use and understanding of this product it is recommended that this manual is thoroughly read and understood. Failure to do so may result in damage to this product.

6. WARNING - For North American market only: The transformer supplied with this appliance has polarized receptacle blades (one blade is wider than the other). As a safety feature, this transformer will fit in a polarized outlet only one way. If the transformer does not fit fully into the outlet, turn it 180° and reinsert into outlet.

7. CAUTION:

(For Canada and the USA) Use **ONLY** power adaptor Model: UCA-12-400 or equivalent.

(For 230V Markets) Use **ONLY** power adaptor Model: BHA-12-400 or equivalent

SAVE THESE INSTRUCTIONS

www.hagen.com

Component List



Glass aquarium with base



Low voltage filter and LED lighting system



Safe, low voltage transformer



Pebble basket



Foam pad



Filter pad



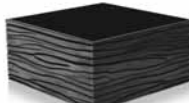
400g natural pebbles



1 fl oz (30 mL)
Nutrafin Cycle Biological
Aquarium Supplement



1 fl oz (30 mL)
Nutrafin Aqua Plus
Water Conditioner



Plant box



Plant basket

STEP 1: Preparing your Aquarium

1. Carefully remove all components from the packaging, and use the component list to ensure that nothing is missing or damaged.

2. Thoroughly clean the aquarium and its components inside and out using fresh water and a damp cloth.

NEVER USE SOAP OR DETERGENTS to clean aquarium equipment as it is toxic to the inhabitants.

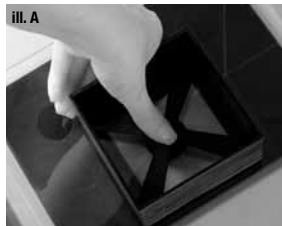
STEP 2: Positioning your aquarium

Once decorated and filled with water, the **Fluval chi** can weigh in excess of 30kg (66lbs). It is very important to choose a **solid, level surface that cannot be damaged by water and can support the weight of 30kg (66Lbs)**. It should be positioned away from any electrical equipment, direct sunlight, drafts, heat sources or high traffic areas.

Hint: Due to Fluval chi's Square/rectangular shape and Feng Shui guidelines, it is suggested to position it in the southeast area of the room in order to attract the positive energies. However, it is not recommended to place an aquarium in your bedroom or kitchen, as this brings unwanted Feng Shui energies to these areas.

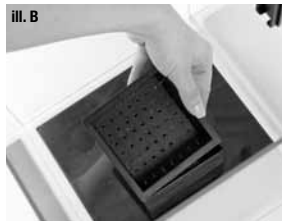
STEP 3: Installing your Plant box

Position the plant box at the bottom of the aquarium. Center it by aligning it with the center of the base below. Press down firmly on the suction cup so that it sticks securely to the glass **(III. A)**. If necessary moisten the bottom of the suction cup for better adhesion.



STEP 4: Filling your Plant Basket

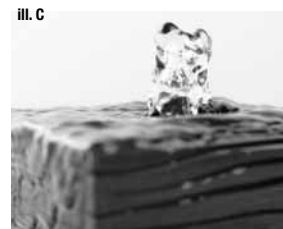
The **Fluval chi's** plant basket can be filled with aquarium safe pebbles, gravel, hold **chi** decor items or natural plants. Once the planting basket is prepared, it easily slides into the plant box **(III. B)**. The plant basket can be easily removed without disturbing the surrounding gravel for maintenance or replacing decor items.



Note: Prior to adding any decorative element (pebbles, gravel, ornament) to the plant basket or aquarium, make sure to thoroughly rinse them under running tap water to remove any dust or debris.

Hint: If a personal selection of decor is desired, please consult with your local retailer to ensure that it is aquarium compatible, and will not harm the fish or inhabitants.

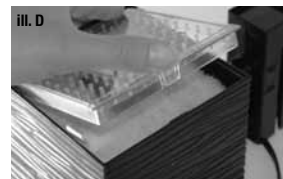
STEP 5: Preparing the Filter Cube Filtration System



Water is drawn up through the bottom filter cover, and is first treated by the double sided filter pad where floating debris, toxins and discolorations are removed. The water then flows through the second porous foam pad where the beneficial bacteria will live and perform nitrification, transforming unsafe ammonia and nitrates into the safe form of nitrates. Once filtered, the pump pushes the water up to the top of the filter cube, where it falls back into the aquarium, bringing purified oxygen to the aquarium; resulting in a clean and healthy environment **(III. C)**.

For proper set-up and installation, please follow each step carefully.

a) Open the filter pad cover on the bottom side of the filter cube **(III. D)** and remove the two filter pads. Rinse both filter pads under running tap water.



b) Once rinsed, replace both pads with the filter pad placed on top of the foam pad, with the polyester layer facing up **(III. E)**.



c) Close filter cover, ensuring that it clicks. If you do not hear a click, then verify that the filter pad and foam pad are correctly positioned.

d) Wipe the filter cube with a damp cloth to remove any dust or debris.

Note: The filter cube is sealed and protected against water penetration, and can safely be washed or submersed in water without concern.

e) Slide the filter cube onto the plastic guide located at the rear of the aquarium **(III. F)**.



Make sure to align power cord within the center channel of the rim adaptor so it follows the contour of the aquarium as the filter cube is being slid onto the aquarium (iii. G).



Note: There is a notched section on the rear of the base which will hold the power cord straight and neat. Tilt the aquarium forward and loop the power cord around the notch. This must be done prior to filling the aquarium with water (iii. H).



DO NOT PLUG THE FILTER CUBE IN YET.

STEP 6: Adding water to your Fluval *chi*

a) Fill the aquarium with room temperature water up to the maximum water level, as indicated on the filter rim adaptor (iii. I).



Hint: To avoid disturbing the gravel bed, slowly pour the water down the sides of the glass.

b) Add the correct dose of **Nutrafin Aqua Plus** to eliminate traces of chlorine or other harmful metals contained in your tap water.

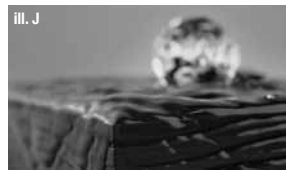
c) Add the correct dose of **Nutrafin Cycle**, a densely concentrated solution of good bacteria which helps the aquarium to mature more quickly.

d) Plug the filter cube's power cord into transformer, and then the transformer into the electrical outlet. If water does not start to flow within 30 seconds, rotate the cube ¼ turn counter clockwise to release air that may be trapped inside the filter. Reposition cube by turning it ¼ turn clockwise. Repeat if water flow does not start.

Note: It will take a few days for the water flow to cover the side surfaces of the filtration cube.

Bright LED Lighting System

The fountain lamp shines upwards through the water coming from the pump, illuminating the fountain and providing added ambience. This lamp remains on at all times (iii. J).



The on/off lever located on the rear of the filter cube activates 11 low voltage LEDs for a diffused light effect that shines brightly into the aquarium to highlight fish and plants.

Moving the lever left to right will turn on or off the lights (iii. K).



Note: The 25 Litre / 6.6 US Gal. Fluval *chi* comes with a convenient remote control switch that replaces the on/off lever. The remote control will switch the 11 LEDs on and off from a distance or it can be placed on the top of the filter mount for safe keeping (iii. L).



ATTENTION: DO NOT MOVE THE FLUVAL *chi* ONCE IT IS FULL OF WATER.

STEP: 7 Introducing Fish

Our recommended *chi* Friendly Species are: Goldfish, Beta Splendens, Guppies, and Danios

Note: Stocking Recommendation

Allow a minimum of 1 gallon (3.78 liters) of water for every 1 inch (2.5 cm) of fish, excluding the tail. Fish are usually sold as juveniles, so you will need to allow some extra space for your fish to grow. Some tropical fish require the use of an aquarium heater. Consult with your fish dealer for species' specific aquarium and heater requirements.

Helping your fish get used to your aquarium is important if your fish are going to remain healthy through this critical period of transition. Fish don't like surprises. They do not react well to rapid changes in temperature, handling or rapid movements. Always make sure you handle them gently and allow them sufficient time to get used to new surroundings. The best way to introduce fish into your tank is as follows:

a) Float the bag containing the fish in the aquarium for about 20 minutes to equalize water temperature.

Hint: Make sure to remove some water from the aquarium so it does not overflow when putting in the fish bag.

b) Open the bag and add a little aquarium water - about 1/3 of the bag's volume.

c) Wait 10 minutes and repeat.

d) Carefully remove the fish with a fish net and place them in the aquarium.

Note: Do not add the fish bag water to the aquarium.

e) Top up the aquarium with water to the maximum level as indicated at the back of the filter mount.

f) If these are the very first fish in the aquarium, wait a full 48 hours before feeding.

Decorating the top of the Filter Cube

With the filter cube now in place, take this opportunity to add decor to the top of the filter cube. Use the included pebbles or choose one of the Fluval *chi* decor pieces that can be purchased separately and placed directly onto the filter cube. The included pebble basket can also be filled with the pebbles and placed on the top of the cube. There are no wrong choices, however do not overload the filter cube with heavy objects as this will cause the filter cube or aquarium glass to break.

Pebble basket with pebbles



Boxwood



Pebble basket with lily pad flower and vines



Grass



Hint: The pebble basket is not only an added décor element, but when in use, it will reduce the sounds of the trickling water. By placing the pebble basket on the top of the filter cube, the basket absorbs the sounds of the fountain.

Aquarium Care and Maintenance

Regular care is essential and caring for your fish means caring for your aquarium. Use the following guidelines to help establish an effective care routine.

You will need to carry out weekly or bi-weekly partial water changes - but never change more than 40% of the water at any given time. Never completely empty your aquarium to clean it, as it will stress your fish and disturb the natural balance of the aquarium.

Note: Depending on your home environment, evaporation will occur at varying rates. Adding tap water will increase water hardness over time, changing the water's chemistry. Rather than adding tap water, add de-mineralized water or perform partial water changes more often.

Change your filter media one half at a time to preserve helpful bacteria. Only use aquarium water to rinse the media - never tap water. Never use soap or detergent on anything that will come into contact with your fish or their water. Take care when cleaning near the gravel - it can scratch the glass.

Only put your hands in the tank when absolutely necessary - the oils on your hands can alarm your fish. Don't use perfume, hand cream etc. before putting your hands in the water.

Feeding your Fish

Once your fish has been introduced to the tank, avoid feeding it for 48 hours.

Thereafter, it is essential that you **DO NOT OVERFEED YOUR FISH.**

The standard rule of thumb is to feed them only as much as they can completely consume in two minutes.

Available separately

NUTRAFIN MAX is a range of complete, highly palatable and balanced fish foods specially prepared with high quality ingredients to meet the feeding requirements of ornamental fish. Nutrafin Max fish food formulations include natural ingredients and multivitamins to support the overall well-being of fish. Advanced Yeast Extract (prebiotics) is also included to help support a healthy digestive system and long term conditioning of fish. Natural color enhancers are used throughout the Nutrafin Max range to target specific common shades, such as red and yellow to bring out the natural colors of fish.

Following a routine maintenance schedule will result in a healthier aquarium.

For best results, please follow our maintenance schedule recommendations.

EVERY DAY:

FEED FISH but do not overfeed
CHECK ALL INHABITANTS for disease, liveliness and normal behavior
CHECK TEMPERATURE and make sure the filter is running smoothly
REMOVE ANY DEBRIS like dead leaves, uneaten food, etc.

EVERY WEEK:

PARTIAL WATER CHANGE
Because wastes accumulate continuously, a partial water change (10 - 20%) is essential to ensure cleanliness and to reduce build-up of unwanted chemical waste (frequency of water change depends on the type of your aquarium set-up). Be sure to replace any water you remove with water conditioned with Nutrafin Aqua Plus, which should be at the same temperature as the aquarium.
CLEANING INSIDE AND OUT
RINSE FILTER PAD - For best results, replace every 2-4 weeks.

IMPORTANT: Do not rinse your filter pads with tap water. Rinse them in a bucket with water taken from your aquarium. This way, you will not kill off the beneficial bacteria that have established on the filter pads. To ensure constant presence of beneficial bacteria, do not replace all filtration media at the same time.

Use a gravel cleaner to remove waste and siphon off water.
Clean inner and outer glass surfaces with specially designed algae scrapers (see images below).



Note: Do not use equipment that has come in contact with soap.

EVERY MONTH:

CHECK YOUR SUPPLIES of food, water conditioners, media and other regularly used items.
RINSE FOAM PAD - For best results, replace every 2-3 months.

Note: Filter Maintenance:

WARNING: ALWAYS DISCONNECT APPLIANCES IN THE AQUARIUM FROM THE ELECTRICAL SUPPLY BEFORE PLACING HANDS IN THE WATER.

How to Replace Filter Pads

- a) Unplug the transformer from the electrical outlet.
- b) Remove pebble basket or décor pieces if any are positioned on top of the filter cube.
- c) Fully rotate cube 180° counter clockwise so that the filter cover is pointing upwards (iii. M).



- d) Lift open filter cover.
- e) Pull tag to remove filter pad (iii. N).



- f) Remove foam pad if necessary (iii. O).



- g) Replace foam pad first then filter pad.

- h) Close filter cover, ensuring that it clicks. If you do not hear a click, then verify that the filter pad and foam are correctly positioned.

How to Care For the Impeller and Motor

It is recommended that you remove the motor and clean the impeller every 6 Months.

Keeping the impeller clean lengthens its life and the life of the motor.

- a) Unplug the transformer from the electrical outlet.
- b) Remove pebble basket or décor tray if any are positioned on top of the filtration cube.

- c) Remove filtration cube from the aquarium.

- d) Remove filter pad and foam pad.



- e) Remove grill housing (iii. P).



- f) Remove impeller cover (iii. Q).



- g) Remove impeller (iii. R).

- h) Rinse it under clean water. **NEVER use soap or detergents, as traces of cleaning products will harm fish.**

Note: The filter cube is sealed and protected against water penetration, and can safely be washed or submersed in water without concern.

- i) To replace, re-install impeller and impeller cover.

- j) Replace grill housing, filter pads and close the cover.

- k) Replace filter cube on aquarium, and plug filter back into power outlet.

Trouble Shooting Water Quality Issues

Note: Most water quality problems are caused by introducing too many inhabitants at one time or over feeding. Add inhabitants 1-2 at a time and feed only what can be consumed within 2 minutes.

Below are some common problems that can arise with some helpful tips to assist you:

Problem	Possible cause	Suggested Solutions
Cloudy tank	This can typically occur during initial set up as a result of the biological balance.	This can typically occur during initial set up as a result of the biological balance trying to establish itself in the aquarium or as a result of overfeeding. <ul style="list-style-type: none"> - Perform a partial water change (up to 25% of the water). - For new aquariums, add in a dose of Nutrafin Aqua Plus Tap Water Conditioner and a dose of Nutrafin Cycle Biological Aquarium Supplement. - For established aquariums use Nutrafin Bio-Clear or Clear Fast to rapidly clear the aquarium water - Reduce your feedings to once every two days until you see positive results. - If this does not work, test your water by bringing a sample of the aquarium water, as well as a sample of the tap water to your local pet store.
Lethargic fish	This often results during initial set up or at other times when the water quality is poor. When there are high levels of ammonia and nitrites, the fish tend to instinctively stay closer to the bottom and conserve their energy by moving less. It is hard for them to breathe in poor water conditions.	<ul style="list-style-type: none"> - Perform a partial water change up to 25% of the water and add in a dose of Nutrafin Aqua Plus Tap Water Conditioner with a dose of Nutrafin Cycle Biological Aquarium Supplement. - Reduce your feedings to once every two days until you see positive results. - If this does not work, test your water by bringing a sample of the aquarium water, as well as a sample of the tap water to your local pet store.
Smelly water	When there are high levels of ammonia, nitrites and nitrates, in addition to cloudy water, a foul smell can result.	<ul style="list-style-type: none"> - Perform a partial water change up to 25% of the water and add in a dose of Nutrafin Aqua Plus Tap Water Conditioner with a dose of Nutrafin Cycle Biological Aquarium Supplement. - Reduce your feedings to once every two days until you see positive results. - If this does not work, test your water by bringing a sample of the aquarium water, as well as a sample of the tap water to your local pet store.
Green water	Green water is caused by the growth of algae. Algae requires light and nutrients to grow. In order to curtail its growth, prevent exposure to natural day light by keeping the aquarium away from windows. If the situation does not remedy itself within 3 weeks, it is possible that the green water is occurring for another reason.	<ul style="list-style-type: none"> - Prevent exposure to natural day light - Perform a 25% water change every 4 days - Cut back on feeding and use high quality Nutrafin Max fish food <p>If you are not sure why you are having a problem with your aquarium, bring a sample of the aquarium water, as well as a sample of the tap water to your pet store so that they can test it to determine the cause and guide you to an appropriate course of action.</p> <p>Thereafter, you can obtain your own Nutrafin Test Kits to test the water at your own convenience.</p>
Filter cube is making noise	Water level is too low.	Fill water to the maximum water level, as indicated on the filter rim adaptor.
Noticeable reduced flow rate	Filter media needs cleaning/replacing.	Verify filter/foam pads. Clean or replace if necessary. To ensure constant presence of beneficial bacteria, do not replace all filtration media at the same time.

FLUVAL *chi* WARRANTY

To register your warranty online or for more information on this and other products go to www.hagen.com

ONE YEAR LIMITED WARRANTY

Your **Fluval *chi*** aquarium is guaranteed for defects in material or workmanship for a period of one year from the date of purchase. This guarantee is valid with proof of purchase only. The guarantee is limited to repair or replacement of the unit only and does not cover consequential loss or damage to animate or inanimate objects. This guarantee is valid provided the aquarium is placed on a surface that is flat and levelled and able to withstand the weight of the aquarium (30Kg / 66Lbs.) when filled with water, gravel and ornaments. Do not lift or move the aquarium while it contains water. This guarantee excludes aquarium breakage due to misuse, chips, stress cracks caused by improper support or other breakage. This guarantee is valid only under normal operating conditions for which the unit is intended. It excludes any damage caused by unreasonable use, improper installation, tampering or abuse of the unit. This guarantee does not affect your statutory rights.

If at sometime in the future you have cause to claim under this guarantee, you will need to provide proof and date of purchase. We recommend that you retain your receipt for this purpose.

Rolf C. Hagen wishes you many hours of enjoyment with your **Fluval *chi*** aquarium.

FOR AUTHORIZED GUARANTEE REPAIR SERVICE

For Authorized Warranty Service please return (well packaged and by registered post) to the address below enclosing dated receipt and reason for return. If you have any queries or comments about the operation of this product, please let us try to help you before you return the product to your retailer. Most queries can be handled promptly with a phone call. When you call (or write), please have all relevant information such as model number, age of product, details of aquarium set-up, as well as the nature of the problem.

CANADA: Hagen Industries, Consumer Repair, 3235 Gu nette, Montr al QC H4S 1N2

Canada only: 1-800-554-2436 between 9:00 a.m. and 4:30 p.m.
Eastern Standard Time. Ask for Customer Service.

U.S.A.: Rolf C. Hagen (U.S.A.) Corp., 305 Forbes Blvd, Mansfield, MA. 02048

U.S.A only: 1-800-724-2436 between 9:00 a.m. and 4:00 p.m.
Eastern Standard Time. Ask for Customer Service.

UK: Rolf C. Hagen (UK) Ltd, Customer Service Department, California Drive, Whitwood Ind Est., Castleford, West Yorkshire WF10 5QH

U.K. only: Helpline Number 01977 556622.
Between 9:00 AM and 5:00 PM, Monday to Friday (excluding Bank Holidays). www.hagen-uk.custhelp.com

RECYCLING



This product bears the selective sorting symbol for waste electrical and electronic equipment (WEEE). This means that this product must be handled pursuant to European Directive 2002/96/EC in order to be recycled or dismantled to minimize its impact on the environment. Check with your local Environmental Agency for possible disposal instructions or take to an official council registered refuse collection point. **Electronic products not included in the selective sorting process are potentially dangerous for the environment and human health due to the presence of hazardous substances.**