

Aqua Ultraviolet

## Ultima II Filter Instruction Manual

(For Units Up To 30,000 Gallons)



*SEE INSIDE FOR COMPLETE LINE OF FILTERS*

Visit our website at [aquauv.com](http://aquauv.com) to see the Ultima II operation video



Follow us on Facebook  
[www.facebook.com/aquauv](http://www.facebook.com/aquauv)



Follow us on Instagram  
[www.instagram.com/aquauv](http://www.instagram.com/aquauv)



Follow us on You Tube  
[www.facebook.com/aquaultraviolet](http://www.facebook.com/aquaultraviolet)

Register your Ultima II Filter by using the attached warranty card  
or  
go online to [aquauv.com](http://aquauv.com)



***TABLE of CONTENTS***

Introduction ..... 1

Sizing Chart ..... 2

Recommended Pond and Aquarium Layout ..... 3

Ultima II Installation Instructions ..... 4-6

Valve Settings ..... 7

Maintenance ..... 8-11

Correct Installation ..... 12

Frequently Asked Questions ..... 13

Aqua Ultraviolet Product Line ..... 14

Parts List ..... 15

Trouble Shooting ..... 16

Important Info / Warranty ..... 17

Warranty Continued ..... 18

---

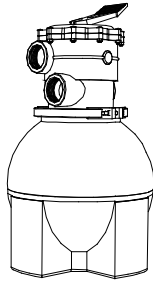
***THIS SECTION CAN BE USED FOR NOTES:***

# ULTIMA II FILTERS 1,000 - 30,000 GALLON UNITS

---

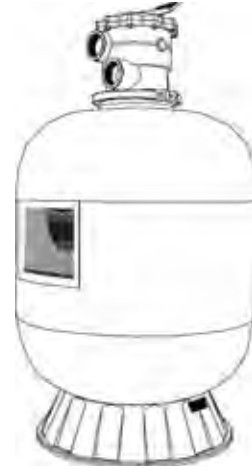
## Ultima II 1,000

14" Dia. x 23-1/2" Tall



## Ultima II 10,000

24 1/2" Dia. x 43-3/4" Tall



## Ultima II 2,000

16 1/2" Dia. x 33" Tall



## Ultima II 20,000

30 1/2" Dia. x 48" Tall



## Ultima II 4,000

20 1/2" Dia. x 38" Tall



## Ultima II 6,000

22 1/2" Dia. x 42-3/4" Tall



## Ultima II 30,000

32 1/2" Dia. x 53" Tall



We at Aqua Ultraviolet would like to take the time to thank you for purchasing the finest filtration system on the market.

For over twenty years, Aqua Ultraviolet has manufactured filtration systems which are in use in many different fields and industries such as aquariums, aquaculture, public and commercial aquariums, educational institutions, government agencies, commercial and research organizations throughout the world.

Aqua Ultraviolet Ultima II Filters were created with our customers comfort in mind. Our patented backwash system takes just a few minutes a week and does not require draining a sludge valve or opening the filter. Within a few short weeks your filters bacterial bed will be fully established, and with our scientifically designed media you can be assured it will be well protected. So sit back and enjoy your pond again, courtesy of Aqua Ultraviolet.

## HOW FILTRATION WORKS

Biological and mechanical filtration are essential to every pond, without it ammonia from the accumulated fish waste would harm your fish. The bacterial bed that builds on filter media will nitrify any ammonia in your pond making it a healthier environment for your aquatic life. Mechanical filtration picks up any debris in the pond, keeping your pond healthier and your fish happier.

## HOW ULTIMA II BIO-MECHANICAL FILTRATION EXCELS

Bio-Mechanical filtration depends on the establishment of a colony of bacteria on the surface of the media that converts dissolved toxic nitrogenous waste to harmless compounds. When the bacteria are given the proper environment, they grow in a thin biofilm on the surface of each piece of media. The larger the surface area, the larger the bacterial colony. Our media surpasses the competition in this area with four to seven times the surface area of any other media available.



In order for the Ultima II filter to perform Bio-Mechanical Filtration the media must first establish itself enough to handle the load of dissolved ammonia presented to it. Depending on the temperature this can take 2-4 weeks for your filter to establish itself in your pond environment (this varies depending on climate, weather conditions, fish load and feed rates). Until the colony has grown large enough, the pond owner **MUST** be responsible for monitoring the levels of ammonia and nitrates in the pond water and take the appropriate measures to correct dangerously high levels.

**CAUTION: READ ALL INSTRUCTIONS CAREFULLY BEFORE BEGINNING INSTALLATION OR OPERATION.**

The following instructions should answer most of the questions that you may have about the installation, operation and use of your new Aqua Ultraviolet Ultima II Filter. If you should need technical support, we offer this service for free by email to [info@aquauv.com](mailto:info@aquauv.com) or by telephone (951) 296-3480, (800) 454-2725, M-F 8:30 am - 3:30 pm Pacific Standard Time except selected holidays. You may reach us through the web at [www.aquauv.com](http://www.aquauv.com). Please view the Ultima instructional video at [www.aquauv.com](http://www.aquauv.com).

# SIZING CHART

Ultima Models	Valve Inlet/Outlet	Pond/Tank Size In Gallons	Min Flow	Max Flow	Optimal Flow Pump Recommendation
Ultima - 1,000	1 1/2" or 2"	500 to 1,000 gals	500 GPH	1,200 GPH	1,000 GPH at 10' of head
Ultima - 2,000	1 1/2" or 2"	1,000 to 2,000 gals	1,000 GPH	2,500 GPH	2,000 GPH at 10' of head
Ultima - 4,000	1 1/2" or 2"	2,000 to 4,000 gals	2,000 GPH	4,500 GPH	4,000 GPH at 10' of head
Ultima - 6,000	2"	4,000 to 6,000 gals	3,000 GPH	7,500 GPH	6,000 GPH at 10' of head
Ultima - 10,000	2"	6,000 to 10,000 gals	5,000 GPH	7,500 GPH	7,500 GPH at 10' of head
Ultima - 20,000	2"	10,000 to 20,000 gals	7,000 GPH	7,500 GPH	7,500 GPH at 10' of head
Ultima - 30,000	2"	20,000 to 30,000 gals	7,000 GPH	7,500 GPH	7,500 GPH at 10' of head

**Note: A gauge reading of 0-10 is normal operating pressure. If the gauge reads over 20, call technical support.**

**Note: Maximum operating pressure for an Ultima 1,000 is 20PSI.**

**Note: Maximum operating pressure for an Ultima 2,000 thru 30,000 Top Mount is 38PSI.**

**\*CAUTION: DO NOT EXCEED MAXIMUM OPERATING PRESSURE OF 20PSI for Ultima 1,000s and 38PSI for 2,000 - 30,000 models.**



## Ultima II Filters 1,000, 2,000, 4,000, and 6,000 Models

Do not proceed with your filter installation if your filter and pump flow don't match, If you choose to oversize your Ultima II Filter you must upgrade the pump to match it.

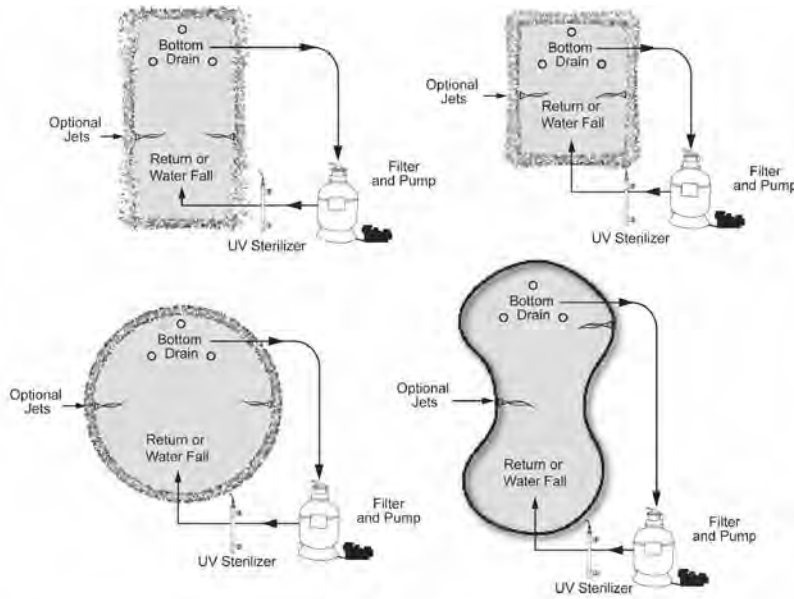
\*For example: If you have a 2,000 gallon pond and are using an Ultima II 4,000 Filter the pump you choose must be rated at 4,000 gallons per hour at 10 feet of head pressure.

## Ultima II Filters 10,000, 20,000, and 30,000 2" Models

On these Ultima II filter 2" Models the pump must be rated at 7,500 gallons per hour at ten feet of head pressure.

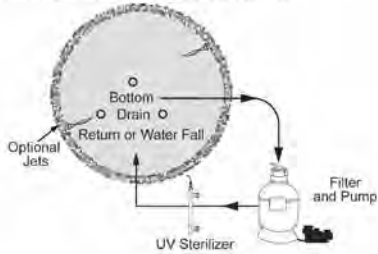
If you have any questions please call technical support toll free (800) 454-2725 or (951) 296-3480 email [info@aquauv.com](mailto:info@aquauv.com)

# RECOMMENDED POND LAYOUTS

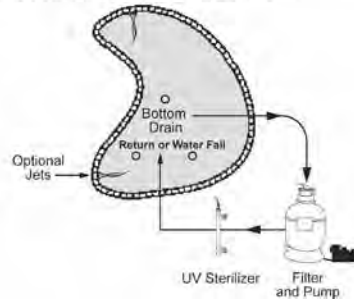


Pickup on the bottom of one end of the pond and return on the opposite end at the top for optimum circulation.

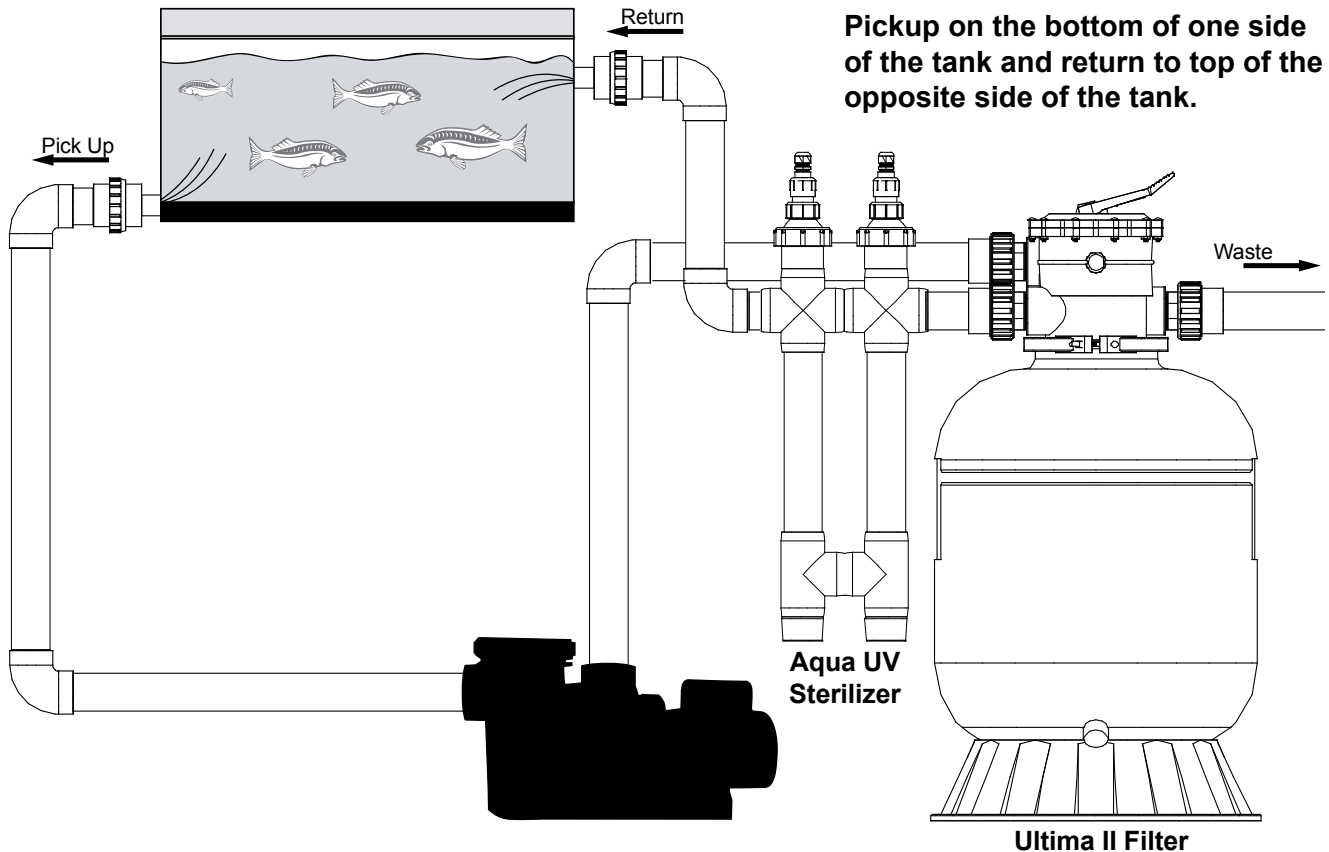
## Incorrect Installation



## Incorrect Installation



# RECOMMENDED AQUARIUM LAYOUT



Pickup on the bottom of one side of the tank and return to top of the opposite side of the tank.

# ULTIMA II INSTALLATION INSTRUCTIONS

**CAUTION:** The filter should be installed no more than 6 feet above pond water level, on a level surface, very firm ground, or equivalent, as recommended by your dealer. Position the filter so that the piping connections, unions, control valve, and winter drain are convenient and accessible for operation, service and winterizing (if needed). Additional teflon tape may be needed on unions.

**NOTE:** For Ultima II 4,000 models and up, pour the media inside the filter, which is loaded through the top opening of the filter.

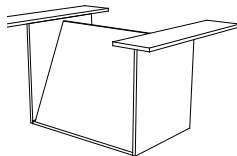
**NOTE:** For 1,000 and 2,000 Filters skip to plumbing the filter, these filters come with media inside.

## 1. Installing The Media

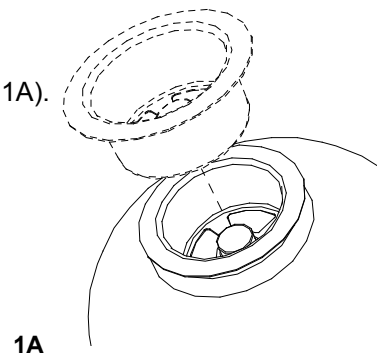
A. Cap internal standpipe with plastic cap to prevent media from entering it (See 1A).

NOTE: Do not pour media into standpipe or filter will fail under operation.

HINT: If you can not find the cap or cardboard for the install you can use a cup to cover the standpipe.

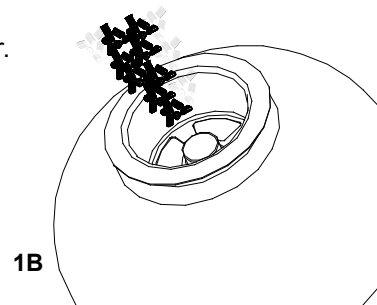


Cardboard Cap (Do Not Discard)



B. Carefully pour in correct amount of media into filter, as supplied. (See 1B)

NOTE: Check to confirm that the standpipe is centered in the opening of the filter.



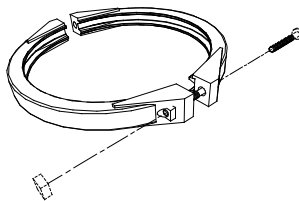
C. Remove cap from stand pipe.

## 2. Assemble Valve to Filter

**CAUTION:** Do not lubricate any part of the Rim, Seals, or O-Ring

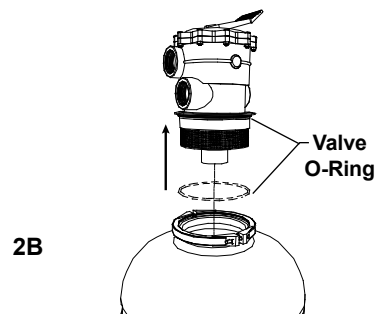
A. Loosely pre-assemble the clamp with one screw and one nut, turning the nut 2 or 3 turns. (See 2A)

2A

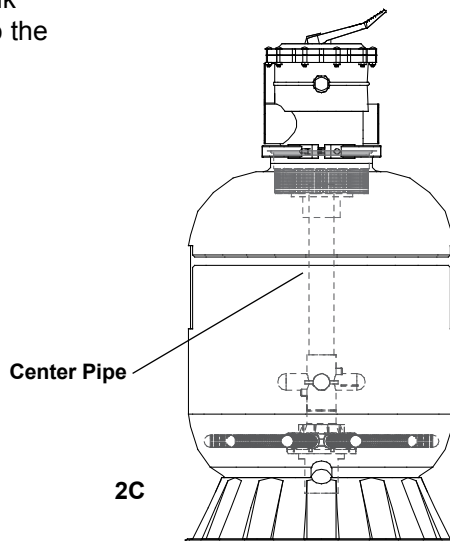


# ULTIMA II INSTALLATION INSTRUCTIONS CONTINUED

B. Place valve O-ring around valve base. (See 2C)



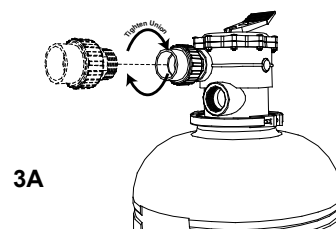
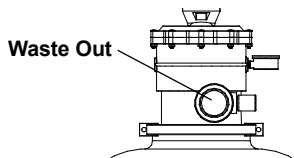
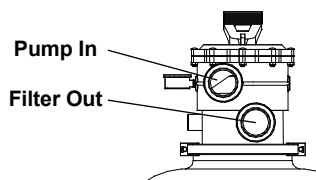
C. Insert Filter valve into the tank neck taking care that the center pipe and bottom of the valve fit together. Place clamp around valve flange and tank flange. Insert second screw and nut into the clamp. Position the valve so the instructions are easily read and the handle is accessible.



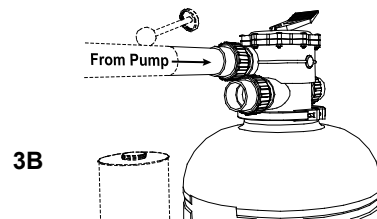
## 3. Plumbing the Filter

**CAUTION: Teflon tape has been applied to the unions for you. It may be necessary to apply more Teflon tape if the valve leaks upon installation. DO NOT attempt to use ANY sealant other than Teflon tape, as this can cause the valve to crack and leak immediately or leak over time. DO NOT over-tighten the unions. HAND TIGHTEN ONLY, DO NOT USE ANY TOOLS. Please be very careful during installation, valves where unions have been over-tightened and/or any sealant or putty of any kind has been used, will not be covered under warranty.**

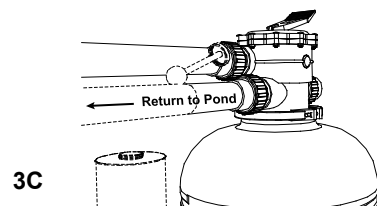
A. Attach unions to valve. (See 3A)



B. Once unions have been attached, glue pipe from pressure side of the pump to slip fitted side of union leading to valve port marked PUMP. (See 3B)



C. Glue return line to pond to slip fitted side of union leading to valve port marked RETURN. (See 3C)

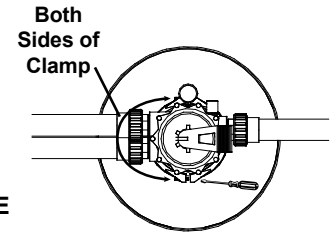
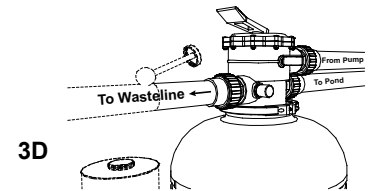




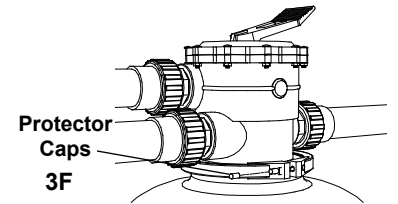
# ULTIMA II INSTALLATION INSTRUCTIONS CONTINUED

D. Glue waste line from filter to slip fitted side of union leading to valve port marked WASTE. (See 3D)

NOTE: Do not reduce size of waste line. Reducing the size of the waste line causes back pressure and prevents the filter from backwashing.



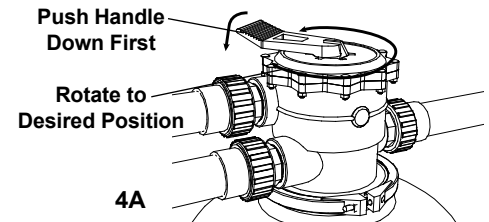
E. Be sure to place vinyl protector caps over ends of screws. (See 3F)



## 4. Initial Startup of Filter

**CAUTION: TO PREVENT DAMAGE TO CONTROL VALVE SEAL, ALWAYS TURN PUMP OFF BEFORE TURNING THE HANDLE.**

A. Depress control valve handle and rotate to filter position. (See 4A)



B. Prime and start pump according to pump instructions. We recommend direct drive self priming pumps with all Ultima filters. (Or check with your dealer for alternative pump, should be high flow.) See Chart on page 2 for pump sizing.

C. Once water flow is steady, check for leaks.

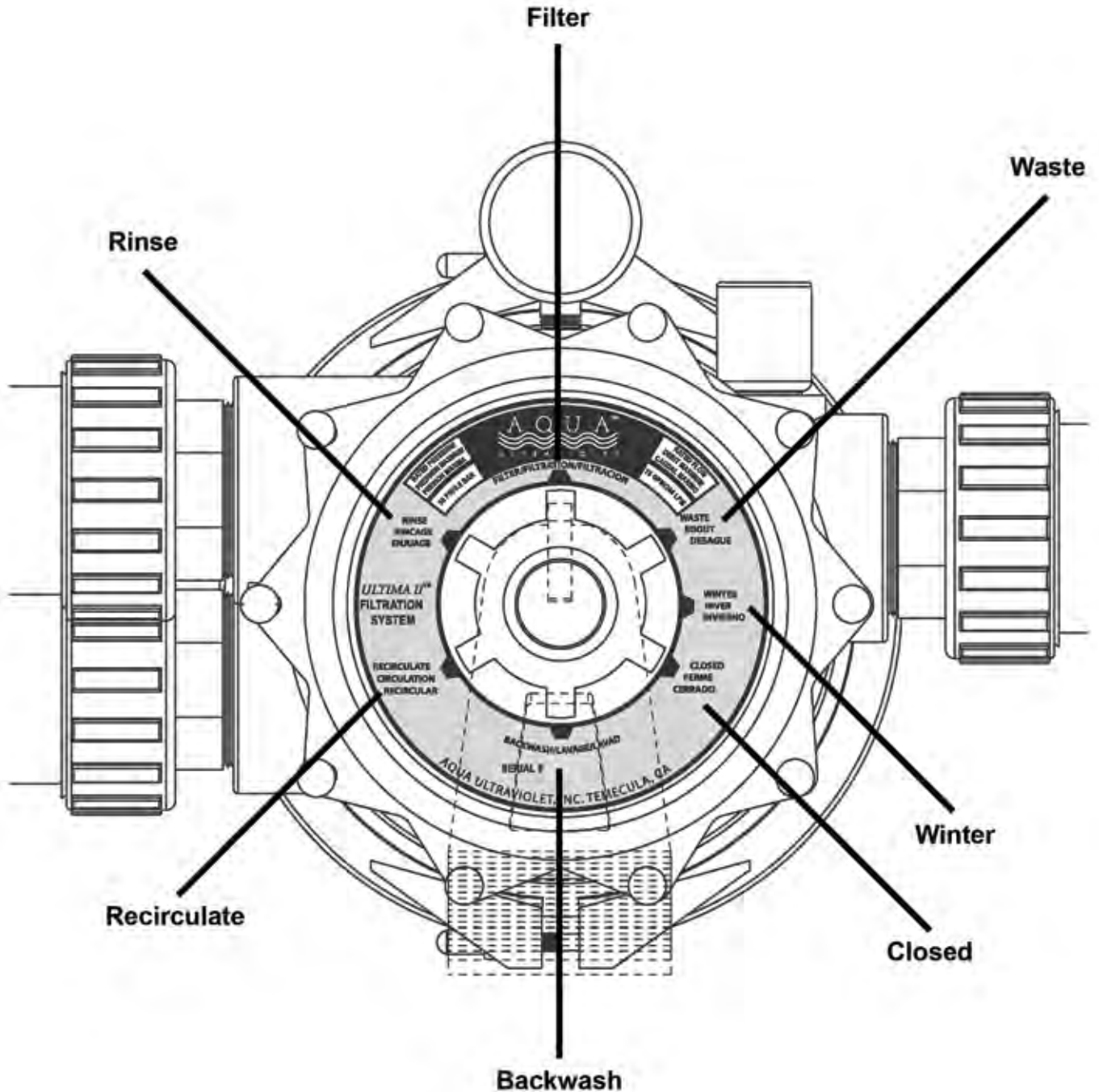
**NOTE: Please use appropriate pump for filter size (i.e. If your pond is 2,000 gallons and you buy a 4,000 gallon filter use 4,000 gallon pump as well).**

**HINT:** Note the initial pressure gauge reading when the filter is clean. (It will vary from pond to pond depending on pump and general piping system.)

**NOTE:** During initial clean up of pond water, it may be necessary to backwash frequently due to unusually heavy initial dirt load in the water. Do not install filter on a pond with heavy algae content (i.e. pea soup). We recommend a water change if the pond is really dirty. Once that is complete let filter establish for 4 to 6 weeks before backwashing.

# VALVE SETTINGS

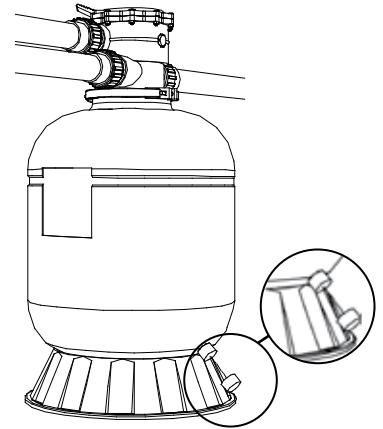
Setting	Description
Filter	For normal filtration of pond
Backwash	For cleaning the filter
Rinse	Second Step in cleaning, also resets filter bed after backwashing
Waste	For lowering or draining pond level
Re-Circulate	For by-passing filter, but circulating water in pond - use when medicating fish
Closed	Shuts off flow from pump - Never use this setting with the pump running
Winter	Leave on this setting throughout winter if not in use.



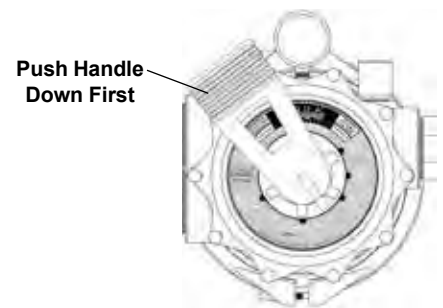
# MAINTENANCE

## Winterizing

1. Turn off pump
2. Completely drain tank by unscrewing drain cap at base of filter tank. Leave cap off during winter.



3. Depress valve handle and rotate to Winter. This will allow the water to drain from the valve. Leave valve in this position when not in operation.



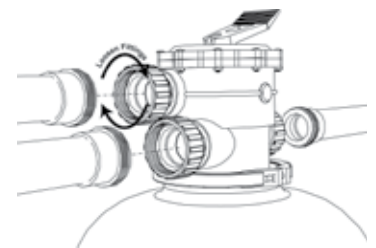
4. Startup after winter, install drain cap, take valve off, stir up media, put valve back on, put handle into backwash position, and turn pump on. Backwash then rinse. Repeat until water runs clear.

### PLEASE REALIZE...

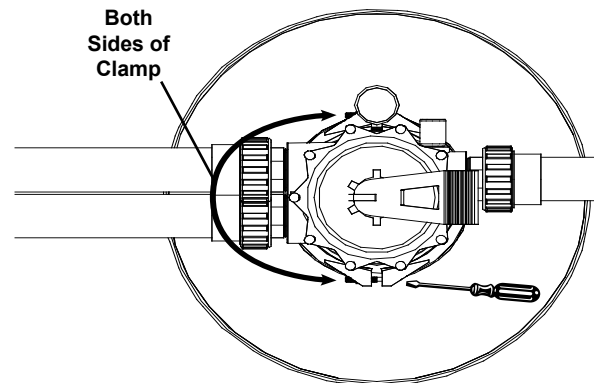
Pure clean pond water is a combination of many factors, one is the proper Aqua Ultraviolet UV system, and another is adequate filtration and proper water flow. Now you can filter any pond, large or small, without a huge expense.

## If Your Filter Is Buried

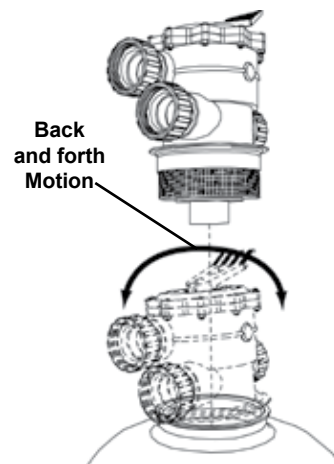
1. Turn off pump
2. Take filter offline by disconnecting unions.



3. Loosen clamp screws and remove clamp.



4. Lift filter valve from body, you may need to loosen the valve by working it in a back and forth motion.



5. Use a Wet/Dry shop Vac with a strainer on the nozzle or submersible pump to remove the water from the filter. DO NOT REMOVE THE MEDIA.



6. Reattach the valve see page 4 & 5.

7. Depress valve handle and rotate to winter. This will allow the water to drain from the valve. Leave valve in this position.

## Backwashing Your Filter

**NOTE:** How often you backwash depends on the number of fish, how frequently you feed them and the season. We recommend cleaning once a week. In heavy fish loads like in aquaculture twice a week or more is necessary.

**WARNING:** Before depressing and turning the valve handle **always** turn off your pump. Leaving the pump running while changing valve positions compromises the seals on your valve and filter. Damage caused by leaving the pump on is not covered under warranty.

1. Turn pump off.
2. Depress valve handle, rotate to backwash.
3. Turn pump on.
4. Backwash 1 to 2 minutes.
5. Turn pump off.
6. Depress valve handle and turn to rinse.
7. Turn pump on.
8. Rinse about 30 seconds to 1 minute or until sight glass is clear.
9. Repeat steps 1 through 8 for a total of 3 or more times, until the water coming out is clear. (Backwash and Rinse at least 3 times)
10. Turn pump off.
11. Depress valve handle and turn back to filter this is the normal operating position.
12. Turn pump on. Filter cleaning is complete.

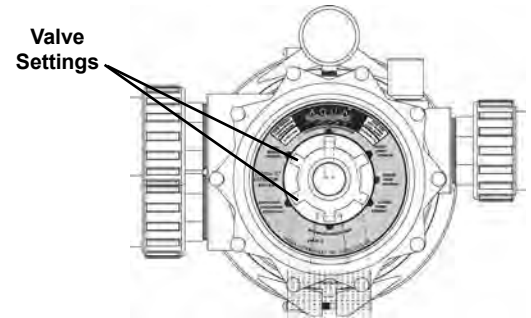
# MAINTENANCE CONTINUED

## How To Clean The Valve

**NOTE:** When the handle becomes hard to turn or water leaks from the waste port during filter mode the valve will need to be cleared of lodged debris.

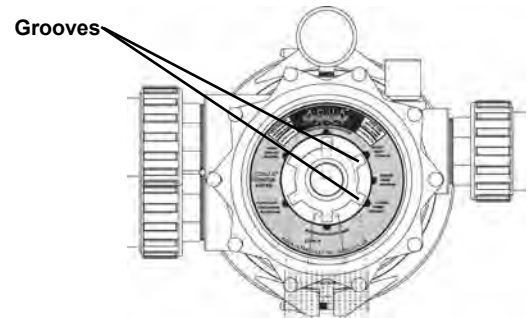
### If The Handle Is Hard To Turn

1. Power wash valve setting grooves located on the top portion of the valve.

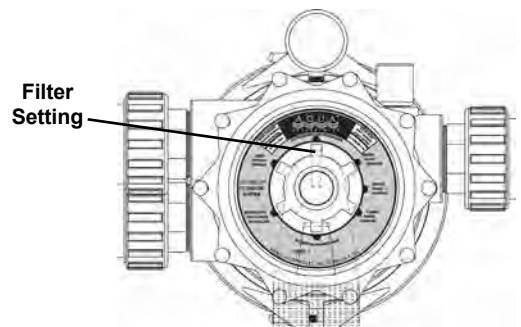


### If Valve Is Leaking From The Waste Port

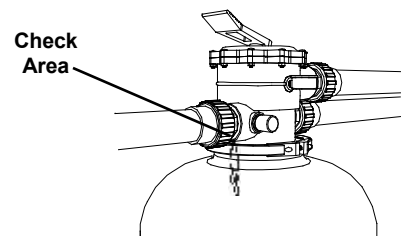
1. Turn pump off.
2. Place handle in between settings. (Do not place in a groove)



3. Turn pump on and run for a few seconds.
4. Turn pump off.
5. Switch handle to filter setting.

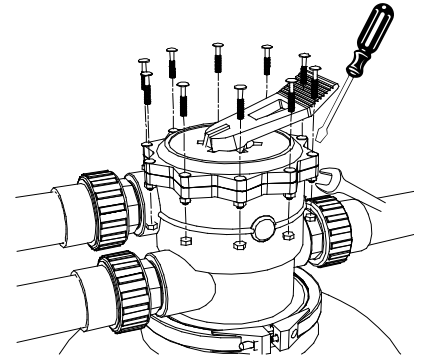


6. Turn pump on. Check if leak has stopped. (If leak continues go to step 7)

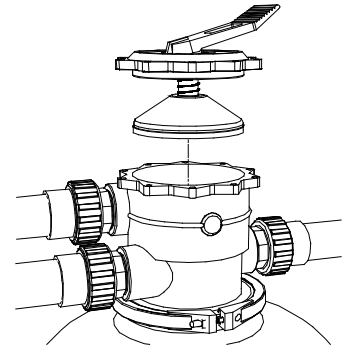


## How To Clean The Valve Continued

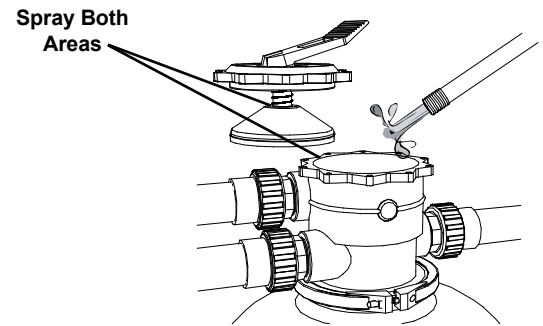
7. Turn pump off. Using a Phillips screwdriver and 7/16" wrench, remove the screws from the top of the valve.



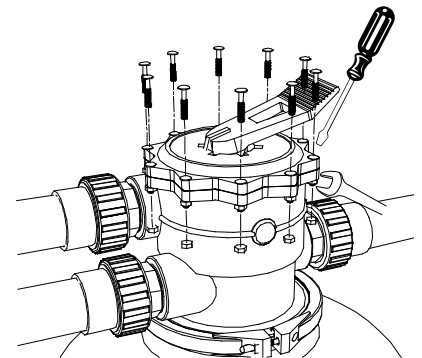
8. Remove key handle assembly from valve.



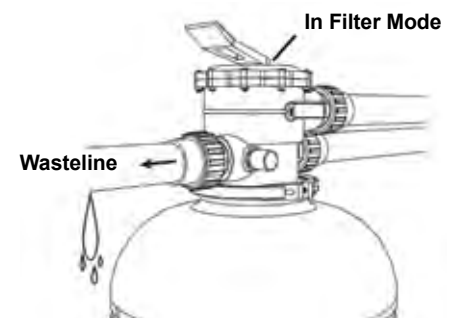
9. Rinse out inside of valve and check for any debris lodged under spider gasket. Be sure spider gasket is seated in the groove properly, reposition if necessary.



10. Reattach key handle assembly.

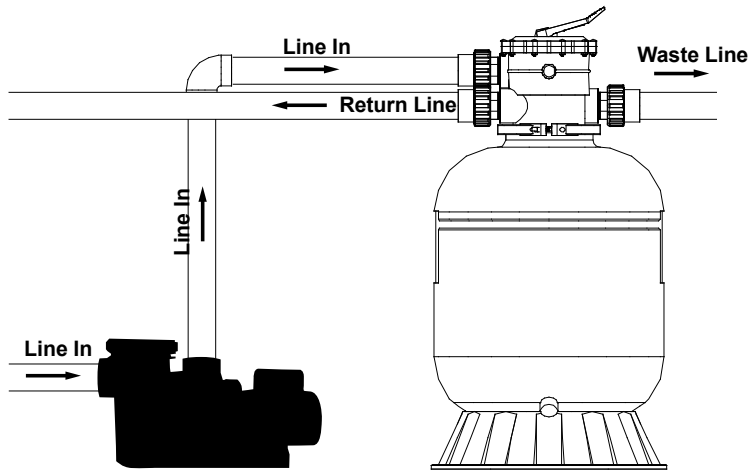


11. Turn pump on. Check if leak has stopped. (If leak continues call customer service 1-800-454-2725 for further assistance)

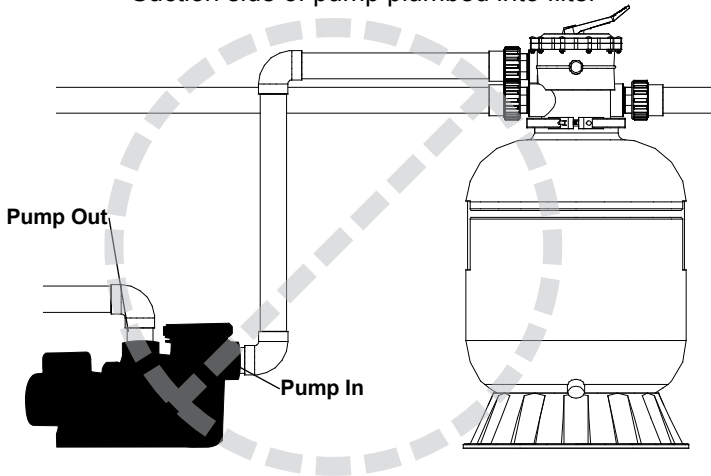


# CORRECT INSTALLATION

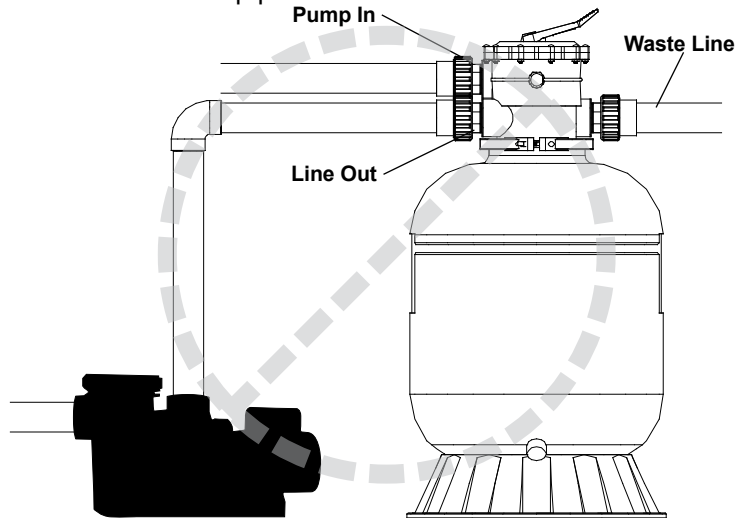
Filter is installed less than 3 feet away from the pump and no more than 6 feet above pond level. Pump line is plumbed into the top union on the valve. The return line to the pond is plumbed into the lower union on the valve. The waste line is plumbed into the union on the opposite side. All pipe used to connect the filter is the same diameter as the unions supplied or larger. Pump is sized according to chart on page 2.



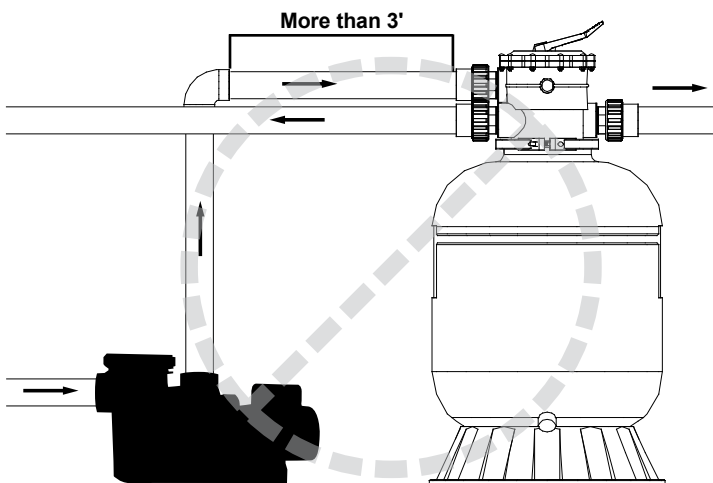
**Incorrect Installation**  
Suction side of pump plumbed into filter



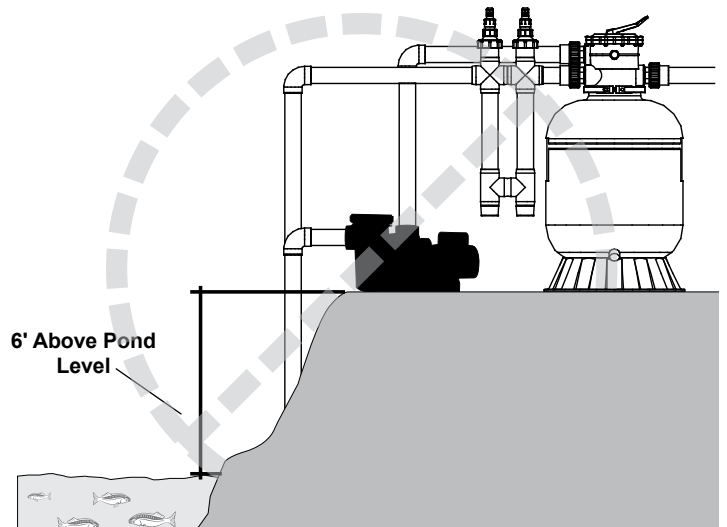
**Incorrect Installation**  
Pump plumbed into return line



**Incorrect Installation**  
Filter too far from pump



**Incorrect Installation**  
Filter mounted more than 6' above pond level



## **Do I need to add any additional bacteria to my pond or my filter?**

No, your Ultima II filter comes pre-seeded with natural bacteria to help the filter establish itself.

## **Do I need to add additional biological or mechanical filtration to my pond?**

Not unless your pond has a lot of large debris (i.e. leaves, pine needles, string algae). If you have large debris in your pond a leaf basket or other pre-filtration system is recommended.

## **Can I bury my filter?**

Yes, you can bury the filter up to the valve head. Please keep in mind that if you need to drain your filter for winter the drain valve will be buried and other means may be necessary to drain the filter.

## **How often do I have to Backwash?**

It is recommended to backwash your filter once a week, however, depending on your fish load and feed rate it may be necessary to backwash more or less often. After a few weeks you will begin to notice how often it is necessary for your own pond.

## **How often do I have to replace the media?**

Under normal circumstances, the media does not need to be replaced.

## **How often do I need to drain out the sludge?**

Due to the exceptional backwashing system exclusive to our filters, all the waste is expelled through the waste line, and thoroughly cleans the filter eliminating the need for a sludge valve.

## **Can I medicate while the filter is running?**

No, due to the non-specific nature of most medications on the market any medication designed to eliminate harmful bacteria in your pond would also destroy any beneficial bacteria inside your filter. If you need to medicate for any reason, you may set the valve to recirculate which will bypass the filter entirely and run through the valve only.

## **What is the maximum flow rate through my filter?**

Please refer to chart on page 2.

## **What size pump should I use?**

Your pump will need to be an external direct drive pump that can pump the volume of your pond within one and a half hours at ten feet of head pressure.

## **What's the flow loss through the filter?**

The filter flow loss ranges from 3-8ft of head, depending on how dirty the filter is.

## **Do I need to oversize my filter?**

No, our filters were designed to handle heavy fish loads and heavy feed rates.

## **Do I need a pre-filter?**

In situations where heavy waste like pine needles, large leaves, etc. are present a pre-filter is recommended.

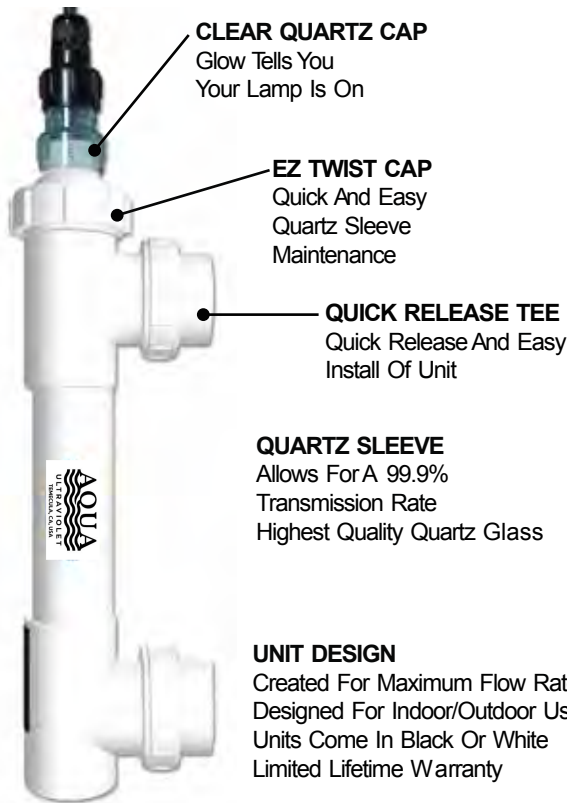
## **Do I need to run my filter 24 hours a day?**

Yes, the filter converts ammonia from fish waste into harmless compounds creating a safe environment for your fish.



# AQUA ULTRAVIOLET PRODUCT LINE

For Easy Care Pond Maintenance Use Aqua Ultraviolet Sterilizers and Ultima II Filters



from **1,000** gallon size to **100,000** gallons

Aqua Ultraviolet media offers the highest surface area for growth of beneficial bacteria



### BIO/MECHANICAL FILTRATION

Easy to Install and Maintain  
Just Minutes each Week for Backwash  
The Internal Jets do all the Work  
No Filter Pads to Scrub  
Your Hands Stay Clean

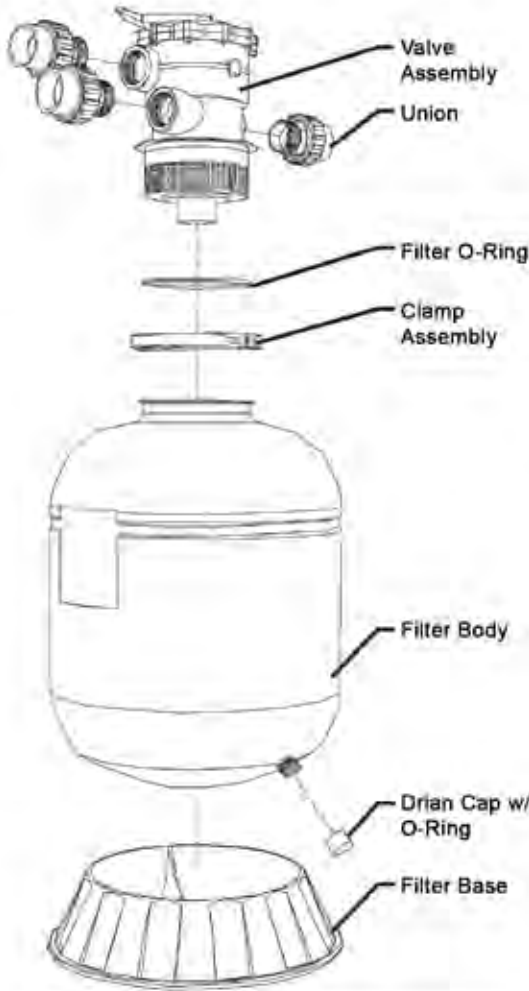
### CLEAR WATER GUARANTEED

Controls the Spread of Fish Disease  
Destroys Harmful Bacteria  
Clears Your Water in 3-5 Days  
Industry's Longest Lamp Life, 14 Months  
Easy to Install and Maintain  
Optional Wiper Keeps Quartz Sleeve Clean

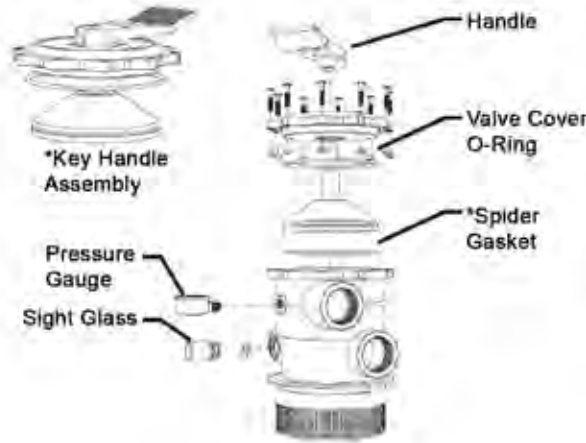
\* If you purchased an Ultima II Filter with a 1 1/2" valve we have included two 1 1/2" reducers to make it convenient to plumb your 2" Classic Sterilizer inline after your filter.

## Fresh Water UV Sizing Chart

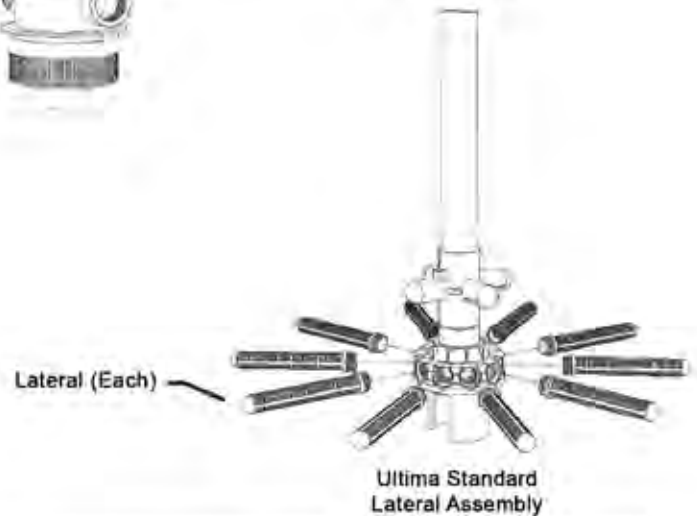
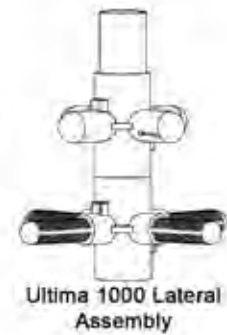
Classic UV Units	Size Fresh Water Sterilizer* in Gallons	30,000 $\mu\text{w}/\text{cm}^2$ (EOL) GPH	Fresh Water Pond Clarifier***	
			Gallons	Max Flow GPH
Classic 8 Watt	5 - 200	642	1,500	1,000
Classic 15 Watt	200 - 500	700	2,000	1,800
Classic 25 Watt	500 - 1,200	1,200	4,000	2,000
Classic 40 Watt	1,200 - 2,000	2,900	6,000	3,000
Classic 57 Watt	1,500 - 3,000	3,200	6,500	3,250
Classic 80 Watt	2,200 - 4,400	3,678	9,000	4,500
Classic 114 Watt	2,200 - 4,400	3,900	9,500	4,500
Classic 120 Watt	4,400 - 6,000	4,080	12,000	6,500
Classic 160 Watt	6,000 - 8,500	5,400	16,000	9,000
Classic 200 Watt	8,500 - 13,000	6,600	20,000	10,000
Classic 240 Watt	13,000 - 17,000	7,200	25,000	12,000
<b>SL Series Units</b>				
SL 100 Watt	8,500 - 13,000	6,600	20,000	10,000
SL 200 Watt	17,000 - 22,000	9,200	30,000	15,000



## 2" Valve Assembly



## Lateral Assembly



\* If you purchased an Ultima II filter with a 1 1/2 inch valve we have included two 1 1/2 inch reducers for use when you plumb your 2 inch Classic UV Sterilizer inline after your filter. The UV, purchased separately, will eliminate algae, green water, and control the spread of fish disease. see page 2. for a chart that will assist in sizing a UV for your pond.

Part #	Description	Part #	Description
		A50068	2" Valve Cover O-Ring
A50052	Filter Base for Ultima II 2,000	A50185	2" Filter Union
A50060	Filter Base for Ultima II 4,000	A50063	Valve Cover O-Ring 1-1/2
A50053	Filter Base for Ultima II 6,000	A50057	Pressure Gauge
A50058	Filter Base for Ultima II 10,000	A50040	Sight Glass
A50054	Filter Base for Ultima II 20,000	A50069	1-3/4" Drain Cap
A50153	Filter Base for Ultima II 30,000	A50064	1 1/2" Handle
A50042	Drain Cap with O-Ring 1"	A50067	2" Handle
A50056	Clamp Assembly 2,000 to 30,000	A50024	Spider Gasket 2" Valve Only
A50055	Filter O-Ring 1,000 to 30,000	A50062	2" Valve Key Handle Assembly
A50184	1 1/2" Filter Union	A50108	Clamp Assembly 1000 Filter
A50061	1 1/2" Valve Key Handle Assembly	A50109	Drain Cap 1000 Filter

\*Spider Gasket comes attached on a 1 1/2" Key Handle Assembly

NOTE: Laterals, Valves, and Media are non Salable items, if you should experience a problem with these items contact our Tech Support toll free at (800) 454-2725

# TROUBLESHOOTING

Problem	Possibilities	Solution
My valve is leaking from the waste port while in filter mode	<ul style="list-style-type: none"> <li>• Handle was moved while pump was on</li> <li>• Debris lodged under spider gasket. (i.e. rocks, sand, etc.</li> </ul>	See how to clean valve section on page 10 and 11
The flow out of the filter is considerably slower, and I have to backwash more frequently .	<ul style="list-style-type: none"> <li>• Pump sized incorrectly</li> <li>• Pump is malfunctioning</li> <li>• Filter basket is clogged with large debris</li> </ul>	<ul style="list-style-type: none"> <li>• Check pumps flow chart, make sure flow over 10ft of head can turn over pond in at least 1 1/2 hours</li> <li>• Check pump for any malfunctions</li> <li>• Check filter basket for large leaves, plant material, etc</li> </ul>
My water is murky/brown	<ul style="list-style-type: none"> <li>• Improper water circulation</li> <li>• Pump is malfunctioning</li> </ul>	<ul style="list-style-type: none"> <li>• Check pump for malfunctions</li> <li>• Check circulation see page 3 for recommended pond layouts</li> <li>• Quartz sleeve in UV unit may need cleaning</li> <li>• UV lamp may need replacing (check manufacturer's suggestion)</li> <li>• A UV unit may be necessary to achieve proper clarity</li> </ul>
My valve handle is difficult to turn	<ul style="list-style-type: none"> <li>• Handle was moved while pump was on.</li> <li>• Debris may be lodged in top valve assembly</li> </ul>	<ul style="list-style-type: none"> <li>• Turn off pump before switching handle</li> <li>• Rinse off top portion of valve assembly</li> <li>• See section on how to clean valve on pages 10 and 11</li> </ul>
My water is still green	<ul style="list-style-type: none"> <li>• Not filter related</li> <li>• A UV system is needed</li> <li>• If you have a UV you may need to: Replace the UV lamp Clean the Quartz sleeve</li> </ul>	<ul style="list-style-type: none"> <li>• If you do not have a UV we recommend purchasing one see pg.14</li> <li>• Clean quartz sleeve per manufacturer's suggestion</li> <li>• Check lamp life and replace if necessary</li> </ul>
My valve is cracked at the ports	<ul style="list-style-type: none"> <li>• A sealant instead of Teflon tape was used</li> <li>• Over-Tightened</li> <li>• Water froze in valve</li> </ul>	• Please call Tech Support at (800) 454-2725 for new valve purchase
My filter leaks from the clamp	<ul style="list-style-type: none"> <li>• The valve is not seated correctly</li> <li>• The O-ring is pinched</li> <li>• The clamp is not tight enough</li> </ul>	<ul style="list-style-type: none"> <li>• Re-seat the valve</li> <li>• Check O-ring</li> <li>• Check Clamp</li> </ul>
My gauge doesn't register any pressure	<ul style="list-style-type: none"> <li>• The filter is new</li> <li>• The pump is not sized correctly</li> </ul>	<ul style="list-style-type: none"> <li>• Wait for the filter to establish</li> <li>• Buy a larger pump</li> <li>• Depending on pump, gauge may never register any pressure, gauge should be used as an indicator only</li> </ul>
There are small particles in my pond	<ul style="list-style-type: none"> <li>• Circulation is bad</li> <li>• Pump picking up from skimmer</li> </ul>	<ul style="list-style-type: none"> <li>• Make sure you are picking up and returning to opposite sides of the pond</li> <li>• Pick up water from bottom of pond</li> </ul>
Media is coming out of my waste port	<ul style="list-style-type: none"> <li>• The internal parts may be damaged</li> <li>• Media may be lodged in standpipe</li> </ul>	<ul style="list-style-type: none"> <li>• Open filter and check for holes in laterals and basket</li> <li>• Please call Tech Support for further assistance (800) 454-2725</li> </ul>



**THANK YOU FOR PURCHASING THE BEST FILTRATION SYSTEM**

**WE CAN HELP YOU**

Returning the product is expensive and time consuming for you, your retailer and for us, the manufacturer. Should you encounter any problems with your product, please call our toll free "HELP" line for assistance. **PLEASE DO NOT** return your product to the store! Your dealer or distributor cannot offer any warranty work on your product.



**In the US Please Call**

**Toll Free (800) 454-2725**

**Outside the U.S. (951) 296-3480**

**Or e-mail [info@aquauv.com](mailto:info@aquauv.com)**

## **WARRANTY**

Ultima II Filtration systems are warranted against failure due to defects in materials and/or workmanship during the warranty period. This warranty covers defects occurring under normal use and applies to the original purchaser at retail and may not be transferred. The warranty and remedies set forth herein are conditional upon proper storage, installation, use, maintenance and conformance with the applicable use. It will be based upon Aqua Ultraviolet's discretion as to whether the defects are of manufacturing origin. Any damages due to shipping and handling, packing, or installation are not covered by this warranty.

This warranty does not apply to appearance or accessory items. This warranty does not include damage due to handling, transportation, unpacking, set up, installation, repair or replacement of parts supplied by any other than Aqua Ultraviolet, improper maintenance, modification, or repairs by the purchaser, abuse, misuse, neglect, accident, fire, flood, or other acts of God.

Any oral statements about product made by the seller, the manufacturer, their representatives or any other parties do not constitute warranties and shall not be relied upon by the user and are not part of this contract.

Neither the seller nor the manufacturer shall be liable for any injury, loss or damages, direct, incidental or consequential including but not limited to incidental or consequential damage for lost profits, lost sales, injury, inability to use the product and the user agrees that no other remedy is available.

**THANK YOU!**

# WARRANTY CONTINUED

---

Before using, the user shall determine the suitability of the product for their intended use and the user shall assume all risk liability whatsoever in connection therewith.

To validate this warranty, mail the enclosed warranty card within 10 days of purchase.

For warranty work, please provide the original receipt.

## Warranty Period:

Complete Unit: One year from the date of purchase or 18 months from manufacturing date.

## Limitations:

Warranty does not cover any malfunction from improper installation (we recommend that an authorized dealer or licensed plumber install your system to the specifications outlined in this owners guide).

Warranty only applies to the original end user and is not transferable.

Warranty does not cover repairs done by anyone other than Aqua Ultraviolet.

Warranty may not be modified by verbal statements by Aqua Ultraviolet, distributors, retailers, their agents or any other party.

Warranty covers the repair or prorated replacement of the Aqua Ultraviolet products. Aqua Ultraviolet shall not be liable for any loss including but not limited to loss of equipment, income, livestock, pets, aquatic life or personal injury.

Warranty is voided by the following:

- Product labels defaced or removed.**
- Housing has been painted.**
- Product is improperly installed or maintained by user or agent.**
- Product abused, misused or damaged by user or their agent.**
- Product damage caused by failing to turn pump off when switching the handle setting.**
- Over tightening the valve.**
- Using any sealant other than Teflon tape on the valve.**
- Using any lubricant on o-ring under the valve.**
- Use of other than genuine Aqua Ultraviolet parts.**

Any implied warranty granted under state law including warranties of merchantability or fitness for a particular purpose are limited to one year from the date of purchase or 18 months from the date of manufacture or as otherwise stated in the above warranty. Aqua Ultraviolet is not responsible for direct, indirect, incidental or consequential damages. Some states do not allow limitations on how long an implied warranty lasts and/or does not allow the exclusions or limitations of incidental damages so the above limitation and exclusion may not apply to you. This warranty gives you special legal rights and you may also have other rights that vary from state to state.

## Warranty Returns or Repair Returns:

Please call Aqua Ultraviolet at (800) 454-2725 for a "Return Merchandise Authorization" number (RMA). You must have a valid RMA from an Aqua Ultraviolet customer service representative before sending any product in for warranty or repair. Please have your serial number, date of purchase and product type available when calling for an RMA number.

All warranty returns or repair returns must come freight prepaid with an RMA number outside clearly marked on the box. All other returns will be refused. Aqua Ultraviolet will not be liable for any shipping cost to return warranty or repair items. Include a note in the box with your RMA number, name, address, daytime phone number and brief description of the reason for return or repair.

Be sure to return product in the same packing or similar packing and insure the package (we recommend sending it UPS). If you do not have or can't locate proper packaging, please call our customer service department and we will be more than happy to send you packaging for a minimal charge.

Aqua Ultraviolet shall not be responsible for damage or loss done by the shipper. Nor shall Aqua Ultraviolet be responsible for merchandise that arrives damaged due to improper packaging. All claims for loss and damage must be filed by the customer with the shipper.



EPA Est 68177-CA-001

**MAILING ADDRESS**

PO Box 2189  
Temecula, CA 92593

**MAIN OFFICE**

42371 Avenida Alvarado  
Temecula, CA 92590  
Toll Free: (800) 454-2725  
Tel: (951) 296-3480  
[www.aquauv.com](http://www.aquauv.com)

Z10175

01012020