



INSTRUCTION MANUAL

JUWEL SmartCam



www.juwel-aquarium.com

Introduction

Thank you for choosing a JUWEL Aquarium product.

Our products represent over 50 years experience in the manufacturing of aquariums and their accessories applying most modern production techniques bringing together the JUWEL Aquarium system, which is both easy to use and simple to maintain.

Please read this instruction manual carefully and completely to make sure you have received all components before setting up the aquarium. Please observe the safety instructions and maintenance guidelines given in this manual.

This instruction manual has been carefully prepared to provide you with accurate and complete information. All efforts have been made to ensure that the information given is correct. However, we cannot accept responsibility for printing or other errors. Technical details are always approximate and are not warranted characteristics and may be subject to change without notice.

Technical information

Camera angle: approx. 120°

Camera resolution: 1280 x 720

Input voltage:

Input voltage:

a) adapter (voltage/frequency/ current) AC100-240V, 50/60Hz, 0.26A max.

b) USB (voltage/current) DC5V/1A)

Environment temperature of working: 0-40°C

Output Rated load wattage: 5W

Frequency: 2.4GHz, ISM Band 2.4GHz, WiFi Protocols 802.11b/g/n, +17.29dBm output power in 802.11b mode

IPX8 Water level: 1,2m



SAFETY INSTRUCTIONS

- This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge, if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children should not play with the appliance. Cleaning and user maintenance should not be carried out by children without supervision.
- The power plug of the electrical devices must not become wet. Connect the power plug to the power supply at such a height where a loop is created in the power cable from which any water can drip off.
- Only operate with a ground fault circuit interrupter, max. 30 mA.
- In case of damage or malfunction, never open the JUWEL SmartCam or repair the power cable. Always replace the entire device in case of damage.
- The device may contain small parts. Keep these out of reach of small children.
- Never throw the device into fire.
- Disconnect the power plug of all devices operated in water before they come into contact with the water.
- The electrical devices may only be operated indoors.
- Connect the plug-in power supply to proper mains outlets of the public electricity network only.
- The mains outlet for the plug-in power supply must be located near the surveillance camera and must be easily accessible.

The simplified EU declaration of conformity referred to in Article 10(9) shall be provided as follows: Hereby, JUWEL Aquarium AG & Co. KG declares that the radio equipment type HeliLux SmartControl & SmartCam is in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity is available at the following internet address: www.juwel-aquarium.de/en/declaration-of-conformity/

Manufacturer: JUWEL Aquarium AG & CO. KG

Address: Karl-Göx-Str. 1, 27356 Rotenburg Wümme, Germany

Box contents

- 1x JUWEL SmartCam + 240 cm cable
- 1x Network adapter
- 1x Quickstart
- 1x Operation manual on DVD
- 1x user instructions requirements card
- 1x Safety instructions

Function description

The JUWEL SmartCam allows you to comfortably monitor your aquarium from anywhere. Keep an eye on your underwater world at all times.

Implementation of the JUWEL SmartCam

The JUWEL SmartCam is an underwater camera which can be installed in your aquarium with a suction cup. Use the JUWEL Smart App to easily connect the JUWEL SmartCam to your home network and keep an eye on your aquarium while on the road.

1. Fix your JUWEL SmartCam to your aquarium using the suction cup provided. To install the suction cup, please turn the screw on the suction cup until the suction effect takes hold.
2. Connect your underwater camera to a power source.
3. Download the "JUWEL Smart" app to your device (Google Play / App Store). (See section "Installing the JUWEL Smart App")
4. Register in the "JUWEL Smart" app. (See section "Registering in the JUWEL Smart App")
5. Add the JUWEL SmartCam to your user account. (See section "Add JUWEL SmartCam to your user account")



SECURITY WARNING:

Place the JUWEL SmartCam in your aquarium at a distance of at least 10 cm from your heating rod!



NOTE:

The JUWEL SmartCam is also suitable for use in seawater aquariums.

Installing the JUWEL Smart App

1. You need a mobile device (smartphone or tablet).

Please note: In order to make optimal use of the JUWEL Smart App, you need a mobile device with the most recent iOS firmware or most recent Android firmware. You cannot use the app on a PC.

2. Open the app store on your mobile device. (For Android devices, this is the Google Playstore and for iOS devices the App Store)
3. Search for the app "JUWEL Smart".
4. Install the free app on your mobile device.

Registering in the JUWEL Smart App

1. After installing, open the "JUWEL Smart" app.
2. When you first use the app, you will be asked to create a new user account. Click on "Create new account" to register.
3. Read the privacy policy and the service agreement for the JUWEL Smart App and then confirm that you consent by clicking on "Agree".

Please note: If you decline the privacy policy, you will be taken back to the registration page. You cannot use the app without agreeing.

4. Register using your email address. Enter your email address and click on "Send Verification Code".
5. You will then be prompted for a 6-digit confirmation code. You can find this in the email inbox for the email address that you have just entered.
6. After you enter the correct confirmation code, you will be asked for a password. Choose a password. (The password should be 6-20 characters in length and contain both letters and numbers) Then click on "OK".
7. You will be forwarded to the welcome page of the JUWEL Smart App.

Edit profile settings

In the settings for your user account, you can add a profile image and a profile name. You can also change the settings under "Account and security". This is also where you can delete your account altogether.

Edit profile image and profile name

1. Go to the menu item "Profile".
2. Click on your email address at the top.
3. Choose a "Profile name" and enter your desired name.
4. Confirm this by clicking "OK".
5. Click on "Profile picture" and choose the desired image from the image gallery on your mobile device.

Change password

1. Go to the menu item "Profile".
2. Click on your email address at the top.
3. Then select "Account and security".
4. Click on "Change login password".
5. Click on "Send Verification Code".
6. An email with a confirmation code will be sent to your saved email address. Enter the confirmation code from your email in the app.
7. Create a new password and confirm by clicking "OK".
8. You will be logged out. Please log into the JUWEL Smart App again with your new login details.

Protect account with pattern lock against third-party access

1. Go to the menu item "Profile".
2. Click on your email address at the top.
3. Then click on "Account and security".
4. Click on "Unlock with pattern".
5. Choose your pattern lock and enter it a second time.

When you open the app, you will first be asked for your pattern lock.

Info: Edit pattern lock

In order to edit your chosen pattern lock, go to the menu item "Account and security" and click on "Change pattern lock". Follow the instructions in the app.

Delete account in JUWEL Smart App

1. Go to the menu item "Profile".
2. Click on your email address at the top.
3. Then click on "Account and security".
4. Select "Deactivate account".
5. Confirm that you wish to deactivate your account.

Tip: Restore account

If you log into your account again within the next 7 days, you can withdraw the deactivation of your account and your data and account will not be deleted.

Add JUWEL SmartCam to your user account

In order to add your JUWEL SmartCam to your JUWEL Smart App, you must first connect the underwater camera to the power supply. You must then set the camera to connection mode and integrate it into your home network.

1. In the JUWEL Smart App, click on the menu item "My home".
2. Click on the blue button "Add device" or on the "+" symbol on the top right.
3. In the product lists, select the product "JUWEL SmartCam" by clicking on it.
4. Select your WiFi network and enter your password.
 - a. If your end device is already connected to your WiFi network, the app selects this automatically. Enter your WiFi password and click "OK".
 - b. If your end device is not connected to a WiFi network, a notification window opens. In this window, click on "Connect now". You will be forwarded to the WiFi settings for your end device. Select your WiFi network. Go back to the app and enter the password for your home network again. Click "OK".

5. Prepare your device for integration into the app. For this, you need to activate connection mode on your device.

Info: Enable connection mode

Step 1: Connect your underwater camera to a power source.

Step 2: Activate connection mode by holding the Reset button for 5 seconds. The LED status light will light up in blue and the connection process is started.

Step 3: The connection process can take up to 30 seconds. The LED status light on your JUWEL SmartCam turns off and then begins to flash. Your camera is ready to be connected to the JUWEL Smart app.

6. Active the checkbox before "Step 2: Associating" and click on "Continue".
7. You will now be prompted to connect your mobile device to the hotspot "JUWEL Smart_XXX". Click on the "Connect now" button.
8. You will be forwarded to your WiFi settings. Select the hotspot "JUWEL Smart_XXX" as mentioned above by clicking on it. Your mobile device will connect to the hotspot automatically.

Tip: Please wait for a moment. It can take a little while for the hotspot connection to be established. If the "JUWEL Smart_XXX" is still not being displayed after one minute, connection mode did not activate. Please return to the app and click on "Cancel" on the top left. Repeat the instructions from step 3.

9. Once you have successfully connected your mobile device to the hotspot, please return to the JUWEL Smart App.
10. Your JUWEL SmartCam will be connected to the app. Wait for a moment, until the connection process is 100% complete.
11. Your JUWEL SmartCam was successfully added to your user account.
12. You can give your JUWEL SmartCam a different name by clicking on the edit pen. This is advantageous if you want to link several cameras to one user account.

Info: If you use the benefits of home management and have already set up a home with your aquariums (see "Home management"), you can also select the aquarium in which the JUWEL SmartCam is installed.

13. Confirm this by clicking "OK".

Please note: A JUWEL SmartCam can only be linked to one user account. If, after connecting the camera, a message is displayed that the camera is already assigned to a user account, the original user must first remove the camera from their user account (see section "JUWEL SmartCam - Camera settings - Remove device").

Please note: The product is a clear and timely shooting and transmitting image device. When working, it transmits a large amount of data. It is required that the power supply environment of the product should not have strong electromagnetic interference. If the product cannot work normally due to the interference, please return to the device list page from the app video page, and then re-enter to resume normal operation.

JUWEL SmartCam - Camera settings

In the camera settings for your JUWEL SmartCam, you can change various settings.

Share JUWEL SmartCam

You can also share the camera with another user account so that family members or friends can also use the JUWEL SmartCam. (See section "Share JUWEL SmartCam with others")

Rotate camera image

You can rotate the camera image by 180 degrees.

1. Open the JUWEL SmartCam whose camera image you wish to rotate.
2. Open the camera settings by clicking on the edit pen on the top right.
3. Select the section "Basic settings".
4. Move the sliding controller. The camera image rotates.

Set up a link on your welcome screen (only available on IOS devices)

You can also set up a link for your JUWEL SmartCam on the welcome screen of your mobile device for quicker access to your JUWEL SmartCam.

1. Select the menu item "My home".
2. Select the JUWEL SmartCam for which you want to create a link.
3. Open the camera settings by clicking on the edit pen on the top right.
4. Select the settings item "Add to home screen".
5. Follow the further instructions on your mobile device.

Remove device

1. In the "JUWEL Smart" app, click on the menu item "My home".
2. Select the connected JUWEL SmartCam that you wish to remove.
3. Open the camera settings by clicking on the edit pen on the top right.
4. Click on "Remove device" below.

Restart device

1. In the "JUWEL Smart" app, click on the menu item "My home".
2. Select the connected JUWEL SmartCam that you wish to restart.
3. Open the camera settings by clicking on the edit pen on the top right.
4. Click on "Restart device" below.

Tip: Restarting your JUWEL SmartCam can help if your camera has frozen or was offline temporarily.

Share JUWEL SmartCam with others

You can also share your connected camera and allow others to also use the JUWEL SmartCam.

Preparation

1. Ensure that the "JUWEL Smart" app is installed on your mobile device (See the sections "Installing the JUWEL Smart App" and "Registering in the JUWEL Smart App") and that your JUWEL SmartCam was successfully connected. (See section "Add JUWEL SmartCam to your user account")
2. The person that you wish to share your underwater camera with must already have an account in the JUWEL Smart App. (See the sections "Installing the JUWEL Smart App" and then "Registering in the JUWEL Smart App")

Share device

3. Select the connect JUWEL SmartCam on your mobile device under menu item "My home".
4. Open the camera settings by clicking on the edit pen on the top right.
5. Select the section "Share device".
6. Click on "Share device with ..." below.
7. Enter the user account (email address) of the person that you want to share your JUWEL SmartCam with.
8. Click "OK".
9. The other person can now view and use your JUWEL SmartCam under the menu item "My home"

Info: Remove sharing by the person that the camera was shared with

If a JUWEL SmartCam was shared with you and you want to remove it again, simply go to the camera settings for the JUWEL SmartCam and click on "Delete shared item".

Info: Remove sharing by the person that set up sharing

If you want to remove a person from sharing a JUWEL SmartCam, simply go to the camera settings for the JUWEL SmartCam and select the item "Share device". This shows a list of all persons that the camera is shared with. Select the person that you wish to remove and swipe over the user account from right to left. A red "Delete" button is displayed.

Home management

The JUWEL Smart App also gives you the option to create a "Home". Home management in the JUWEL Smart App makes sense if you want to share devices with several family members and if you have several JUWEL SmartCams in different aquariums. To manage your home, change settings such as home name, home location and available aquariums.

Create home

1. In the JUWEL Smart App, click on the menu item "Profile".
2. Open "Home management".
3. Enter your home name (e.g. family name).
4. Set your home location.
5. In the area "Aquariums", you can add the aquariums in your home. By clicking on the checkmark, you can remove aquariums which you do not have at home. If you want to rename your aquarium, you can remove all preselected aquariums by clicking on them and add your aquarium with an individual aquarium name by clicking on "Add aquarium". Then click on "Save" on the top right.

Tip: Second home

By reopening home management, you can set up a second home. This can be useful e.g. if you want to keep an eye on the aquarium of friends, when they are temporarily not at home. Under the menu item "My home", you can switch between the different homes using the dropdown menu in the top left margin.

Info: After you integrate a JUWEL SmartCam into an already created home, you can allocate it to an aquarium created for that home. This means that you can allocate a separate device to each aquarium in your home. (Not yet created your aquarium? Then see section: Home management - Create home)

Aquarium management

This is where you can add new aquariums, delete already created aquariums, rename aquariums, allocate devices to an aquarium and remove devices already allocated from an aquarium.

Add aquarium

Click on "Add aquarium". Enter the name of your aquarium or select one of the suggested names. Save your aquarium.

Delete aquarium

Click on the symbol in the top right corner. To delete an aquarium, click on the red circle. Confirm the deletion by clicking "Delete". If a JUWEL SmartCam is integrated into an aquarium, this is not deleted. It can be allocated to a different aquarium as described in the section "Home management - Aquarium management - Allocate JUWEL SmartCam to an aquarium".

Rename aquarium

Select an aquarium. Aquarium settings open. Click on the aquarium name and rename the aquarium.

Allocate JUWEL SmartCam to an aquarium

Once you have created aquariums and added devices, clicking on an aquarium shows you all devices integrated into the aquarium. Click on the green plus next to an JUWEL SmartCam to allocate a camera to an aquarium. You can remove a camera which has already been allocated to an aquarium by clicking on the red minus.

Manage family members

Allocate members to their home

You can add further family members to your home. These members then also have access to the JUWEL SmartCams added by you without the need to allocate the cameras to each individual family member.

1. In the JUWEL Smart App, click on the menu item "Profile".
2. Open "Home management".
3. Click on the home created by you to select it. (See section "Home management - Create home")
4. In the section "Home members", click on "Add members", then on share with "App account".
5. Enter the name of the family member and their user account into the JUWEL Smart App.

Info: Before you can add a family member, it has to install the JUWEL Smart App (See section "Installing the JUWEL Smart App") and register in the app (See section "Registering in the JUWEL Smart App").

6. You can assign a role to the family member under "Role settings".

Info: The role "Administrator" allows your family member to manage your devices and aquariums and manage general members. The role "General member" can use the devices added by you but cannot change the settings.

7. Click on "Save" on the top right.

Info: The family member added by you will be sent a request in their JUWEL Smart App asking whether they want to join the home. They must confirm this in order to be able to see the devices in the home. (See section "Home management - Manage family members - Confirm joining home")

Please note: Share devices with non-home members

You can share devices with persons without adding them to your home. (See section: "Share device with others")

Confirm joining home

1. In the JUWEL Smart App, click on the menu item "Profile".
2. Open "Home management".
3. You will be shown the name of the home to which you were added. Click on "Waiting for member to join".
4. Click on "Accept invitation".
5. In the JUWEL Smart App, click on the menu item "My home".
6. In the dropdown menu on the top left, select the name of the home that you have joined.
7. You will see all devices already allocated to this home.

Change authorisation of a family member

The home owner can assign a different authorisation to a family member.

1. In the JUWEL Smart App, click on the menu item "Profile".
2. Open "Home management".
3. Select the home in which a member is to be assigned a different authorisation.
4. In the section "Home member", select the member whose authorisation you want to change.
5. Click on the currently assigned authorisation.
6. Select the authorisation that you want to assign to the family member.

Remove family member

The home owner can remove family members.

1. In the JUWEL Smart App, click on the menu item "Profile".
2. Open "Home management".
3. Select the home from which a member is to be removed.
4. In the section "Home member", select the member who you wish to remove.
5. Select "Remove member" below.

Leave or delete home

Every family member can leave the home. Only the home owner is able to delete the home.

1. In the JUWEL Smart App, click on the menu item "Profile".
2. Open "Home management".
3. Select the home that you wish to leave or delete.
4. Click on "Leave home" or "Delete home".
5. Confirm your choice.

Transfer home ownership

The home owner can transfer their authorisation to a different family member.

1. In the JUWEL Smart App, click on the menu item "Profile".
2. Open "Home management".
3. Select the home in which you want to transfer your status as home owner.
4. Click on "Transfer home ownership".
5. Select the family member to whom you want to transfer the status as home owner.
6. Confirm the transfer with "OK". The former home owner automatically becomes an administrator of the home.

Add several JUWEL SmartCams to one user account

Several JUWEL SmartCams can be added to one JUWEL Smart App user account. Useful settings are available so that several JUWEL SmartCams can be used easily at the same time.

Please note: Once you have integrated the second JUWEL SmartCam into your user account, a "home" is created automatically. (See section "Home management")

Edit name

Name JUWEL SmartCam during integration

Once you have successfully integrated a JUWEL SmartCam in a user account or the JUWEL Smart App, the last integration step involves changing the name by clicking on the edit pen. (See section "Add JUWEL SmartCam to your user account - Add device - Section 13")

Change the name of a JUWEL SmartCam later

Click on the camera whose name you want to change to select it. Open the camera settings by clicking on the symbol in the top right corner. Click on the current camera name to open the general camera settings. This is where you can "Name" the camera.

Allocate aquarium

Allocate a JUWEL SmartCam to an aquarium during integration

If you use the benefits of home management and have already set up a home with your aquariums (see "home management"), you can also select the aquarium in which the JUWEL SmartCam is installed after integrating a JUWEL SmartCam. (See section "Add JUWEL SmartCam to your user account - Add device - Section 13")

Allocate a JUWEL SmartCam to an aquarium later

If you use the benefits of home management and have already set up a home with your aquariums (see "home management"), you can also allocate the aquarium or change its allocation under camera settings. Click on the camera that you want to allocate to an aquarium to select it. Open the camera settings by clicking on the symbol in the top right corner. Click on the current camera name to open the general camera settings. Under "Location", you can select the aquarium in which the camera is installed.

Adapt device list under menu item "My home"

Grid view / list view

Under the menu item "My home", you can toggle between two different device list views. If your devices are displayed in a list view, you can click on the three dots next to the aquariums selected by you and switch to a "grid view" where your devices are displayed as small tiles. If you want to switch back to list view, click on the three dots again and then on "List view".

Device arrangement

You can change the arrangement of your devices under the menu item "My home". Click on the three dots next to your chosen aquariums and select "Device arrangement". This is where the current ranking of your devices is displayed. Click and hold the three lines next to the devices that you want to move and pull the device to the desired location. Confirm the change.

Aquarium management

You can edit the aquariums that you have created or change devices that you have allocated. Click on the three dots next to your chosen aquariums and select "Aquarium management". This is where you can add new aquariums, delete already created aquariums, rename aquariums, add devices to an aquarium and remove devices already allocated from an aquarium. (See section "Home management - Aquarium management")

View live screens for all integrated JUWEL SmartCams at the same time

If you have integrated several JUWEL SmartCams into one user account (or home), a camera symbol is displayed at the top under the menu item "My home". Click on this to open a view of all live screens at the same time.

View notifications

The JUWEL App notifies users of its processes by default. These notifications fall into the 3 categories of alarm, home and messages.

1. Go to the menu item "Profile".
2. Select the menu item "Message center".
3. This is where you can view all notifications:

Category: Alarm

The user is sent a notification if an integrated device reports an error. For example if the device is offline.

Category: Home

The user is sent a notification if there is a change inside their home. For example if a new family member is added to the home, if a family member leaves the home or if home ownership is transferred to a different family member.

Category: Messages

The user receives all general notifications about app use. For example, if the account was accessed from a new mobile device.

4. Use the settings symbol on the top right to choose what categories of notifications you want to receive as push notifications on your mobile device. (See section "Settings - Manage notifications")

Settings

Use the settings for your JUWEL Smart App to change general notification settings and access information about the app. This is also where you can log out of the JUWEL Smart App.

Manage notifications

1. Go to the menu item "Profile".
2. Select "Settings".
3. Click on "Message center".
4. By activating and deactivating the sliding controller, you can choose which notifications from the JUWEL Smart App you want to receive as push notifications on your mobile device.

Info / About

1. Go to the menu item "Profile".
2. Select "Settings".
3. Click on "Info" or "About".
4. You have the following options:
 - You can rate the JUWEL Smart App. Go to the section "Rate us".
 - You can find out more about the JUWEL Smart App. Go to the section "About JUWEL Smart".
 - You can reread the privacy policy for using the app. Go to the section "Privacy Policy".
 - You can reread the service agreement for using the app. Go to the section "Conditions for use".
 - You can view the current version of your JUWEL Smart App. You can see the version number next to the section "Current version".
 - You can search for updates for your JUWEL Smart App version. Go to the section "Search for updates".

Log out

1. Go to the menu item "Profile".
2. Select "Settings".
3. Click on "Log out". You will be logged out of your JUWEL Smart App user account and taken back to the registration page.

Button function of JUWEL SmartCam

Activate connection mode

Hold the reset button on the JUWEL SmartCam for 5 seconds. The connection process can take up to 30 seconds. The LED status light on your JUWEL SmartCam turns off and then begins to flash. Your camera is ready to be connected to the JUWEL Smart app.

Reset JUWEL SmartCam

Hold the reset button on the JUWEL SmartCam for 1 seconds. The camera is reset.

Firmware update of the JUWEL Smart App

You can find upgrades and firmware updates for your JUWEL Smart App in either the Google Play Store for your Android device or the Apple Store for iOS devices.

Open the app in your store and click on "Update app".

Service and maintenance of your JUWEL SmartCam

Rinse off the camera in clean water as normal, regular maintenance.

Please note: Please avoid touching the lens with your fingers. Do not use cleaning liquid or cleaning cloths.

Problems and solutions

Why can't I log out of the JUWEL Smart App?

This problem can be caused by a server breakdown, network issue or wrong email settings. We recommend trying again at a later time or in a different network environment. Use a different mobile device and log on again. If the problem persists, make sure that the network environment has a strong and stable signal. Please restart your mobile device and try again. Or reinstall the app and then try again. If the problem still persists, this could be due to compatibility problems between the app and your mobile device. Please contact our JUWEL customer service by email (service@juwel-aquarium.de) or telephone (+49 42619379-32).

How long do I have to wait for the app to be available again after I have tried to log on with incorrect data too many times?

You must wait 24 hours to be able to log on to the JUWEL Smart App again. If you have forgotten your password, you can use the "Forgot password" function.

What do I do if I have forgotten my password for my user account?

In the login view, click on "Forgot password", enter your email address and click on "Send Verification code". You will then be sent a confirmation code by email. Enter the confirmation code in the app and choose a new password. Click "OK".

Not found the right solution for your problem?

In the JUWEL Smart App, go to the menu item "Profile", tab "FAQs & Feedback". More help is available in the section "FAQ".
Want to discuss your problem? Please contact our JUWEL customer service by email (service@juwel-aquarium.de) or telephone (+49 42619379-32).

SmartCam symbols



PLEASE RECYCLE AS REQUIRED!

Please do not hesitate to contact our competent administration if you have any questions.



Proper disposal (electrical waste)

The labelling on the product or on the accompanying literature declares that it must not be disposed of, at the end of its service life, together with household rubbish. Please dispose of this equipment separately from other waste, to protect the environment or public health from damage by unregulated waste disposal.

Recycle the equipment and support the sustained recycling of material resources.

Private users should contact the dealer who sold them the product or the responsible authorities, for a demonstration on how to recycle the equipment in an environmentally friendly way.

Guarantee

We guarantee the performance of the JUWEL-Aquarium product or its accessories to the purchaser for a period of 24 months from the date of purchase according to the following conditions:

§ 1 Extent of the guarantee

(1) This guarantee extends to the JUWEL-Aquarium product and its components excluding items subject to wear and tear such as T5 and T8 light tubes and filter media. It is limited to the product as such and does not cover damage to other property and/or individuals. In addition, the provisions of the product liability law apply. These provisions are not limited by the aforementioned arrangement.

(2) It is the prerogative of JUWEL-Aquarium to decide whether the guarantee is performed by means of repair or replacement. If neither repair nor replacement can ensure the performance of the JUWEL-Aquarium product the purchaser is entitled to demand a reduction in price or to return the product against repayment of the purchase price.

§ 2 Guarantee period and settlement procedure

(1) The guarantee period begins on the day of the purchase of the JUWEL Aquarium product from the retailer. Claims under this guarantee will not be honoured, if

- (a) the damage is caused as a result of improper use or maintenance or nonobservance of the instructions given in this manual
- (b) the product or its components have been maintained by persons or companies not authorised by the manufacturer to do so
- (c) the product or its components have been damaged by mechanical means of whatsoever kind, in particular broken glass

(2) All claims under this guarantee have to be notified to the retailer, from whom the aquarium has been purchased without delay, however, not longer than 2 weeks from the day of first occurrence of defects. Rights under the consumer protection laws will remain unaffected.

(3) Guarantee claims will only be accepted if the validity of the claim is supported by evidence of purchase of the JUWEL-Aquarium product. This declaration of guarantee is a translation only. In case of doubts the original German language version prevails.

We reserve the right to make technical alterations.

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