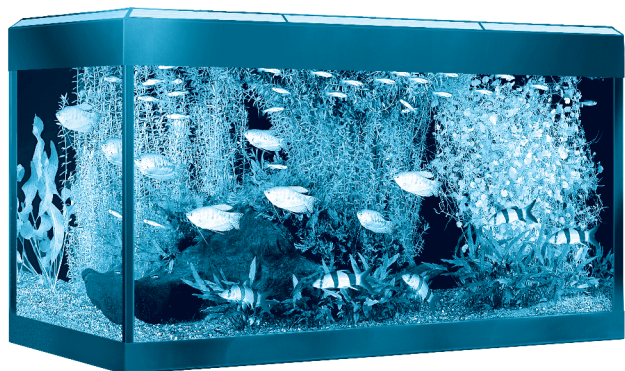


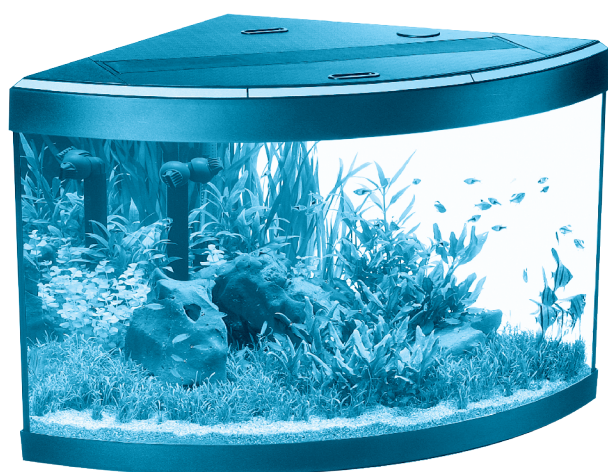
FLUVAL[®]



Roma Aquarium LED



Vicenza Aquarium LED



Venezia Aquarium LED



Bluetooth[®]

Instruction manual: LED Strip Light and Aquarium
Mode d'emploi : Rampe d'éclairage à DEL et bac d'aquarium
Manual de instrucciones: Tanque de acuario con luminaria LED
Gebrauchsanleitung: LED-Strip-Light und Aquarium

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READ THOROUGHLY PRIOR TO INSTALLATION AND OPERATION

FLUVAL AQUARIUM LED: PARTS

A) 1 x TOP FRAME attached to the aquarium

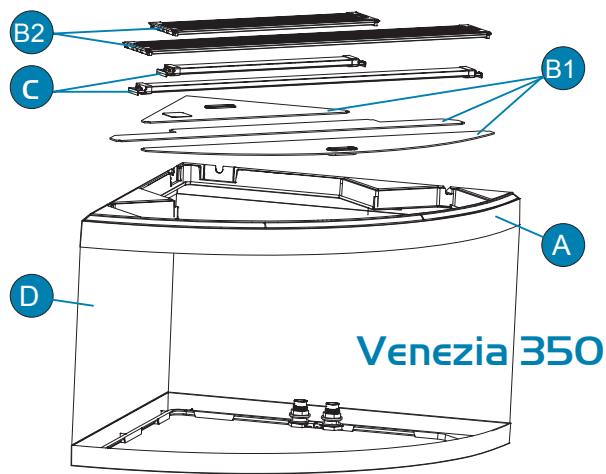
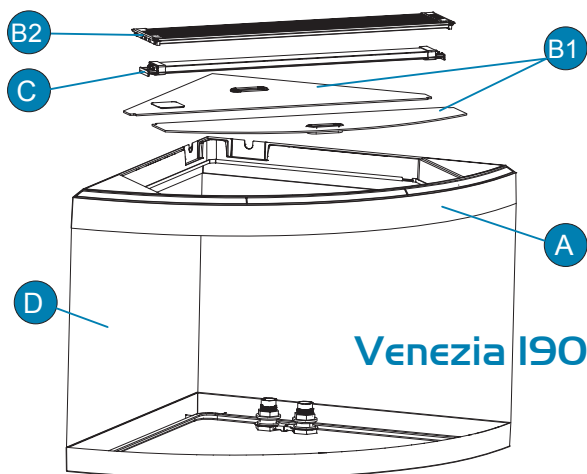
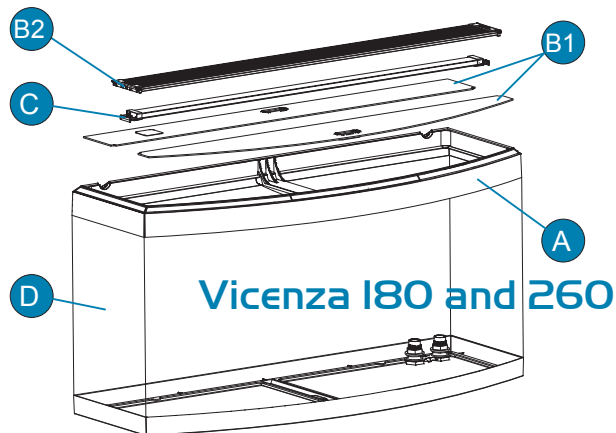
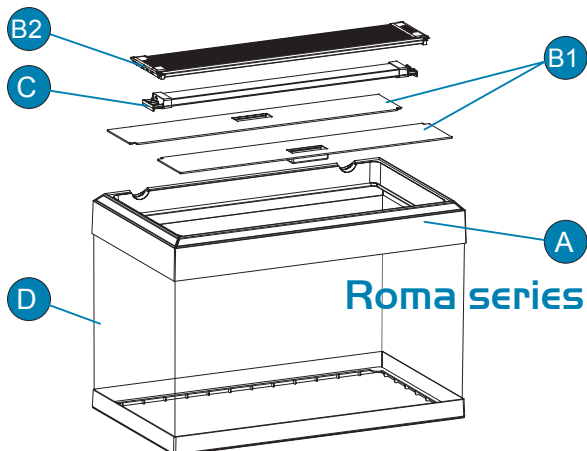
B) CANOPY

- 2 x LIDS for opening and closing the aquarium (B1); 3 x LIDS for Venezia 350

- 1 x black aluminium beam (B2); 2 x Black Aluminium beam for Venezia 350

C) 1 x LED Strip Light + LED driver; 2 x LED Strip Light + LED drivers for Venezia 350


D) GLASS TANK





IMPORTANT SAFETY INSTRUCTIONS


WARNING: To guard against injury, basic safety precautions should be observed when handling the LED Strip Light, including the following:

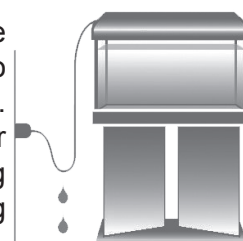
1. For the complete enjoyment, use and understanding of this product, **READ AND FOLLOW ALL SAFETY INSTRUCTIONS** and all important notices on the appliance before using. Failure to do so may result in loss of life and/or injury or damage to the unit.
2. **DANGER** – To avoid possible electrical shock, special care should be taken due to the close proximity of the LED Strip Light to water. 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. (See Customer Service information at the end of this manual).

 If the unit falls into the water, **DON'T** reach for it! First unplug it and then retrieve it. If the electrical components of the appliance get wet, unplug the appliance immediately.

 Carefully examine the appliance after installation. It should not be plugged in if there is water on parts not intended to be wet.

 Do not operate any appliance if it has a damaged cord or plug, or if it is malfunctioning or if it is dropped or damaged in any manner. The power cord of this appliance cannot be replaced; if the cord is damaged, the appliance should be discarded. Never cut the cord.

 To avoid the possibility of the appliance plug or wall socket getting wet, position the unit to one side of a wall mounted wall socket to prevent water from dripping onto the socket or plug. A “drip loop” (see illustration) should be arranged to the socket. The “drip loop” is that part of the cord below the level of the socket (or the connector if an extension cord is used), to prevent water travelling along the cord and coming into contact with the wall socket. If the plug or socket does get wet, DON'T unplug the cord. Disconnect the fuse or circuit breaker that supplies power to the appliance. Then unplug and examine for presence of water in the wall socket.



DRIP LOOP

3. Close supervision is necessary when any appliance is used by or near children. 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 shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision. This product is not a toy.
4. To avoid injury, do not come into contact with moving parts or hot parts such as heaters, LED device, etc.
5. **CAUTION** – Always unplug or disconnect all appliances in the aquarium from electricity supply before placing hands in water, before putting on or taking off parts and whilst this LED Strip Light is being installed, maintained or handled. Never yank cord to pull plug from outlet. Grasp the plug and pull to disconnect. Always unplug an appliance from an outlet when not in use.

 **WARNING: Be sure you unplug the LED driver from the power outlet; just switching off the lights with the APP is NOT enough because it does not stop the power supply.**


Do not use an appliance for other than intended use (i.e. don't use on swimming pools, garden ponds, bathrooms, etc.). The use of attachments not recommended or sold by the appliance manufacturer may result in a dangerous situation. Do not try to repair any product component: in case of damage replace the damaged component with original spare parts.

6. **IMPORTANT:** This LED Strip Light is a non-submersible AQUARIUM LUMINAIRE suitable **FOR INDOOR USE ONLY** designed to be assembled onto FLUVAL Roma, Vicenza and Venezia Top Cover Frames only. For fresh and salt water ornamental aquariums with max 35 °C water temperature. Do not install or store the appliance anywhere where temperatures may drop below freezing.
7. **IMPORTANT:** Make sure that the LED Strip Light is securely and correctly installed before operating it and that the minimum distance of water from the LED Strip Light is 15 mm. This LED Strip Light must never operate in water.

Fill the aquarium up to level indicated on the label situated on the inside of the aquarium's top frame. **IMPORTANT: Do not over fill. Overfilling the aquarium can cause water to pass under the top frame which then runs down the outside of the aquarium.**

max water level - maximum niveau de l'eau - maximale Wasserniveau - nivel del agua máximo - nivel de água máximo massimo livello dell'acqua

 **WARNING:** Do not plug in the LED Strip Light if there is water on parts not intended to be wet.

 **WARNING:** Do not place any object(s) on the LED Strip Light (C) or on the Canopy (B). Ensure sufficient air space around the LED Strip Light. The safety of this appliance is only ensured provided that it has been properly installed.

8. Read and observe all the important notices on the appliance.
9. If an extension cord is necessary, a cord with a proper rating should be used. A cord rated for less amperes or watts than the appliance rating may overheat. Care should be taken to arrange the cord so that it will not be tripped over or pulled.

10. SAVE THESE INSTRUCTIONS


AQUARIUM GLASS TANK INSTRUCTIONS

Read thoroughly prior to installation


The Fluval Aquarium glass tank comes complete with bottom and top plastic frames glued to it. **Do not try to remove top and bottom frames.**


Although the glass tank was manufactured with the maximum care and the most advanced techniques, we still recommend making a simple inspection prior to the installation to verify that unexpected events during handling and transportation have not damaged the tank or impaired its water-tightness.


1. Make an initial visual inspection of the glass tank to check for damage or cracks.
2. If the visual inspection does not show any damage, fill the tank with 5cm (2") of water, wait 10 minutes and check for leaks.
3. Add another 5cm (2") and repeat this process until you are sure there is no sign of any leak.
4. If no leak is detected, proceed with the normal aquarium set up.

 The tank is made of glass, always handle it with the utmost care. Make sure to lift it by the base, never by the top frame.

 Never attempt to move or transport the tank if it is not completely empty of water or any other material.

 Before handling the Aquarium tank and cabinet, ensure you have sufficient manpower to move them without any risk.

 Always take care not to damage the seals at the edges of the glass panels while maintaining your aquarium, ie; with planters or algae scrapers.

 Never use toxic or aggressive substances to clean your aquarium, such as household detergents.

SETTING UP YOUR FLUVAL AQUARIUM

For proper installation and start-up of your aquarium, please follow these guidelines, after thoroughly reading this manual and the ones supplied with the other products included in this aquarium kit:

A. PREPARING THE AQUARIUM KIT FOR START-UP

- | | |
|---|--|
| 1 Assemble the aquarium cabinet | refer to pag. 7 of this instruction manual and to the separate instruction manual which is found in the cabinet box. |
| 2 After verification, place the cabinet and the aquarium tank in their final location | refer to pag. 7 of this instruction manual |
| 3 Install the water intake/output systems (where applicable) | refer to pag. 8 of this instruction manual |
| 4 Set up the filter unit and install it to the aquarium | refer to the Fluval filter instruction manual |
| 5 Position the heater in the tank | refer to the Fluval heater instruction manual |
| 6 Decorate your aquarium with backgrounds, rocks, gravel and plants | |
| 7 Fill the aquarium with water up to "max water level" line | |
| 8 Prepare the LED Strip Light for start-up and place the canopy on the aquarium top | refer to pag. 10 of this instruction manual |

B. AQUARIUM START-UP

- | | |
|--|---|
| 9 Plug in the filter | refer to the Fluval filter instruction manual |
| 10 Plug in the heater | refer to the Fluval heater instruction manual |
| 11 Plug in the LED Strip Light | refer to pag. 10 of this instruction manual |
| 12 Add the fish after the aquarium has matured | |

Maintenance


For LED Strip Light and tank, refer to LED Strip Light and tank maintenance on page 11. For any maintenance of the other devices, please refer to their respective manuals.

AQUARIUM CABINET INSTALLATION AND PREPARATION

Placing the aquarium with its cabinet in the final location

Please refer to the instruction manual of the aquarium cabinet. Do not attempt to set up the cabinet without reading and following the instruction manual. If it is missing or unusable, contact the store or Hagen Customer Service.


Location of the aquarium is very important. Place the aquarium away from direct sunlight. This will reduce the risks of excessive algae build-up and avoid overheating the aquarium by the sun's rays. Keep your Fluval Aquarium away from other sources of heat (air ducts, radiators, etc.) for proper temperature maintenance. Drafts should also be avoided. Do not locate your Fluval Aquarium where water spills will cause damage.


 You **MUST** place the Fluval aquarium on the appropriate Fluval cabinet which was designed with the correct dimensions and structure to bear the weight of the aquarium full of water. The use of different cabinets, articles of furniture, TV stands, etc. **WILL** invalidate your guarantee and will compromise the product safety.

IMPORTANT: Fluval cabinets are designed to support the total weight of the aquarium. The table below shows the approx. height of filling of the tank and approx. weight of the aquarium full of water (rocks, decorations or gravel have not been considered).

FLUVAL ROMA LED			
MODEL	TANK DIMENSIONS	HEIGHT OF FILLING (up to the max water level line)	WEIGHT OF AQUARIUM FULL WITH WATER
Fluval Roma 90	60 x 35 x 45 cm (23.6 x 13.8 x 17.7")	41.5 cm (16.3")	105 kg (231 lb)
Fluval Roma 125	80 x 35 x 45 cm (31.5 x 13.8 x 17.7")	41.5 cm (16.3")	138 kg (304 lb)
Fluval Roma 200	100 x 40 x 50 cm (39.4 x 15.7 x 19.7")	46 cm (18.1")	222 kg (489 lb)
Fluval Roma 240	120 x 40 x 50 cm (47.2 x 15.7 x 19.7")	46 cm (18.1")	265 kg (584 lb)

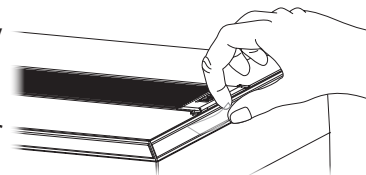
FLUVAL VICENZA and VENEZIA LED			
MODEL	TANK DIMENSIONS	HEIGHT OF FILLING (up to the max water level line)	WEIGHT OF AQUARIUM FULL WITH WATER
Fluval Vicenza 180	92 x 41 x 55 cm (36.2 x 16.1 x 21.6")	45 cm (17.7")	225 kg (495 lb)
Fluval Vicenza 260	121 x 46 x 64 cm (47.6 x 18.1 x 25.1")	54 cm (21.2")	370 kg (815 lb)
Fluval Venezia 190	98 x 70 x 60 cm (38.5 x 27.5 x 23.6")	50 cm (19.6")	265 kg (584 lb)
Fluval Venezia 350	122 x 87 x 65 cm (48 x 34.2 x 25.5")	55 cm (21.6")	440 kg (970 lb)

 **WARNING:** Assure that the selected position has an even and level surface which is able to support the total weight of the aquarium full of water and the cabinet. Place your new Fluval Aquarium and cabinet close to an electrical outlet. After placing the cabinet, assure that it is perfectly level by using an adequate level.

 **IMPORTANT:** Place the aquarium tank directly on the cabinet without any additional support or damper in between. **NEVER** insert any lining (e.g. Polystyrene) between cabinet and aquarium.

 Never attempt to move or transport the cabinet with the glass tank or any other load on top of it.

Peel off the protective film on the decor strip (only applies to gloss black decor strips).




EASY CONNECTION SYSTEM INSTALLATION


This section only applies to Fluval Aquariums with Fluval External filter and “EasyConnect” System. If your Aquarium Kit is equipped with a Fluval Internal filter, go directly to “Fluval Filter installation” chapter.

Installing water intake/output with “EasyConnect” system


(Intake/output fittings are included in the filter packaging)


Some Fluval Aquarium models feature the new and innovative “EasyConnect” system, which allows the direct connection of the tank to the external filter through the bottom glass by means of special fittings. Normally, the same type of connection is achieved through specially-made devices, which are complex and require the intervention of expert technicians. On the contrary, in a few minutes the “EasyConnect” system can be easily and safely installed, giving your aquarium the most professional and clean solution.

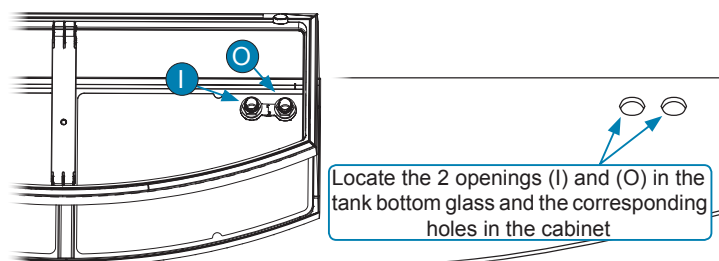
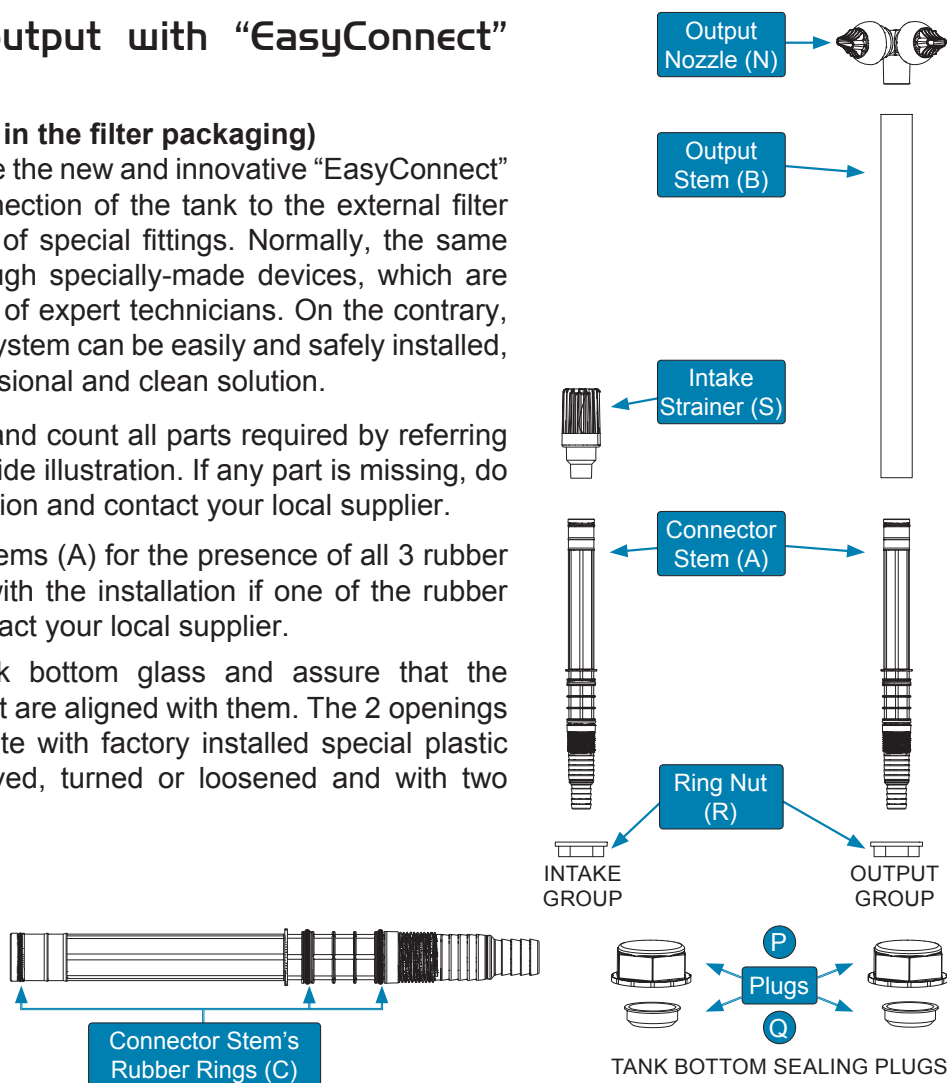
 Before proceeding, identify and count all parts required by referring to the exploded view in the side illustration. If any part is missing, do not proceed with the installation and contact your local supplier.

 Before proceeding, check stems (A) for the presence of all 3 rubber rings (C). Do not proceed with the installation if one of the rubber rings (C) is missing and contact your local supplier.

Locate the 2 openings in the tank bottom glass and assure that the corresponding openings in the cabinet are aligned with them. The 2 openings in the tank bottom glass are complete with factory installed special plastic fittings, which must never be removed, turned or loosened and with two sealing plugs (P) and (Q). The output group should be installed in the opening (O), whereas the intake group should be installed in the opening (I).

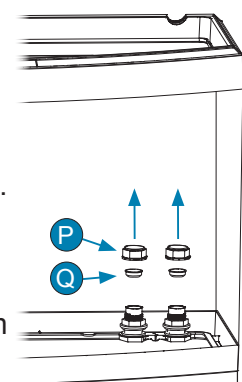
 Once the output/intake groups are installed, do not shift the tank with respect to the cabinet as this may damage the output/intake devices and the glass tank.

 Do not force, loosen or turn the factory-installed special fittings on tank openings (I) and (O).




Output system installation

1. Manually unscrew plug (P) and remove plug (Q) from opening (O) (Pict. 1). **IMPORTANT:** keep plugs (P) and (Q) for any future use.
2. Slip connector stem (A) fully through opening (O) until it stops (Pict. 2).
3. Open the cabinet. Screw and tighten the ring nut (R) onto the bottom end of stem (A) (Pict. 3).
4. Insert the output nozzle (N) into one end of output stem (B).
5. Insert output stem (B) onto connector stem (A) (Pict. 4).
6. Regulate the height of output nozzles according to your requirement by sliding outlet stem (B) along connector stem (A).




Pict. 1


7. The output nozzles (N) can be easily rotated to divert the water flow where desired.

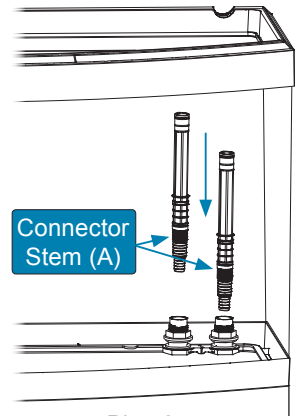
 Direct water jets so as not to let water overflow from the tank. Avoid directing the water jets against the LED Strip Light(s).

Intake system installation

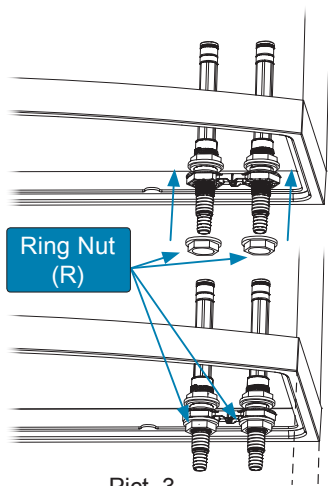
1. Manually unscrew plug (P) and remove plug (Q) from opening (I) (Pict. 1). Important: keep plugs (P) and (Q) for any future use.
2. Slip the second connector stem (A) fully through opening (I) until it stops (Pict. 2).
3. Open the cabinet. Screw and tighten the nut ring (R) onto the bottom end of the second stem (A) (Pict. 3).
4. Insert the intake strainer (S) onto connector stem (A) (Pict. 5). The assembly end result is shown on Pict. 6 and Pict. 7.

 The height of the intake strainer is high enough to suit the most standard aquarium decorations. When decorating the aquarium, ensure it remains at least 5 cm from the gravel bottom at all times to prevent it from sucking gravel or sand and ensure that no decorations block the passage of water. Ornaments and rocks should be positioned while the aquarium is still dry.

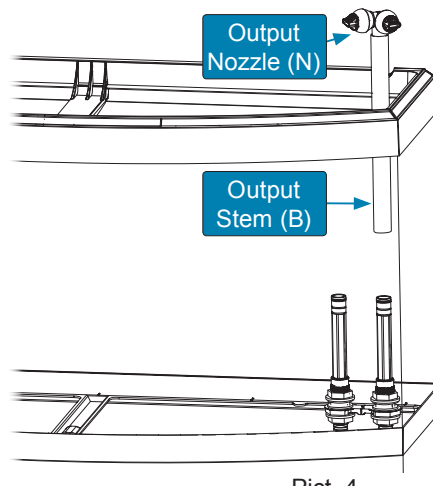
 **CAUTION!** Never force Connector Stems (A) sideways, as this may damage the output/intake systems and the glass tank. If in the event a different filtration system is used, which does not require the Intake/Output systems supplied with this unit (e.g. an internal filter), restore the initial conditions by removing the 2 connector stems (A) and closing openings (O) and (I) with plugs (P) and (Q). Plug (Q) ensures a watertight seal and has to be inserted into its seat by pressing it. Plug (P) is designed to protect plug (Q) and ensure that plug (Q) remains in its seat properly. Screw plug (P) by hand only until it will go without forcing it. **DO NOT USE ANY TOOLS, AS DOING SO MAY DAMAGE THE UNIT.**



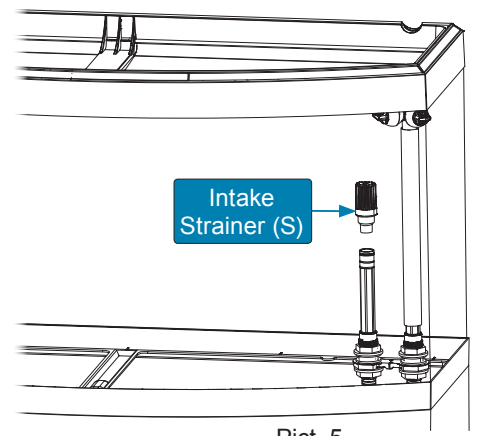
Pict. 2



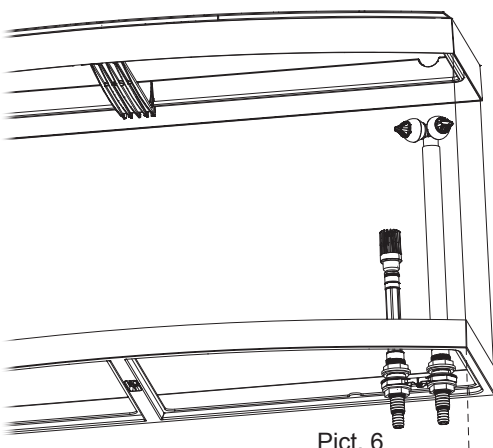
Pict. 3



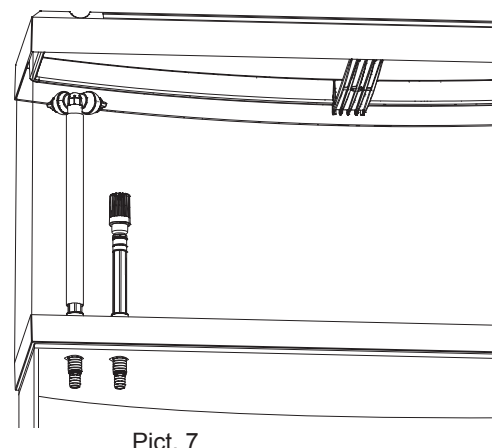
Pict. 4



Pict. 5



Pict. 6



Pict. 7

EXTERNAL/INTERNAL FLUVAL FILTER INSTALLATION, USE AND MAINTENANCE

Please refer to the instruction manual of the Fluval filter. Do not attempt to set up the Fluval filter without reading and following the instruction manual. If it is missing or unusable, contact the store or Hagen Customer Service.

FLUVAL HEATER INSTALLATION AND PREPARATION, USE AND MAINTENANCE

Please refer to the instruction manual of the Fluval heater. Do not attempt to set up the Fluval heater without reading and following the instruction manual. If it is missing or unusable, contact the store or Hagen Customer Service.

LED STRIP LIGHT INSTALLATION INSTRUCTIONS

WARNING: Disconnect the plug of all electrical equipment used for the aquarium, before placing your hands in aquarium water and/or performing any maintenance of any kind.

Features and tips

Access Lids

The canopies are equipped with 2 Access Lids (3 for Venezia 350). This allows easy access to your aquarium.

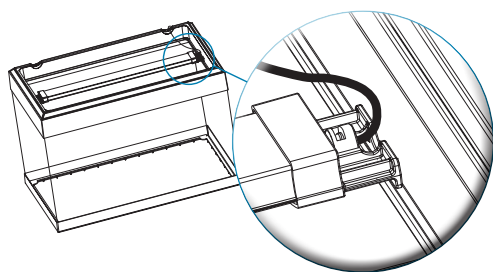
Optional Extra for Roma Aquariums: Opening for the Fluval PF2 Automatic feeder

A replacement canopy rear lid is available including an opening for the use of a Fluval PF2 Automatic feeder. Pull to remove the plastic plug and access the compartment. To close, press the plastic plug in its place. (Visit the replacement parts section on www.fluvalaquatics.com for order codes).

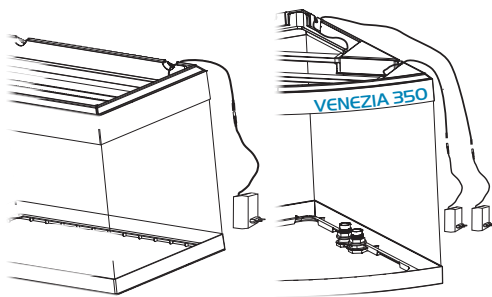
Initial start-up

1. Carefully place the LED Strip Light (C) on the runner of the top frame in the final position (Pict. 8)
2. Hook up the lighting unit to the LED driver with its connector. Pict. 9 also shows the connection of 2 lighting units on a Venezia 350. Only use the supplied drivers for these light units.
3. Place the aluminium beam (B2) and the front and rear access lids (B1) on the aquarium top frame (Pict. 10). Venezia 350 features 2 aluminium beams and 3 access lids. Ensure that the electrical cord and plug does not get wet.

WARNING: Do not plug in the LED Strip Light if there is water on parts not intended to be wet.



Pict. 8



Pict. 9

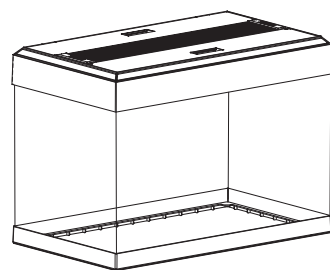


Fig. 10

Switching the LED Strip Light On

Plug in the unit and use a smartphone or tablet with the Fluvalsmart app downloaded to connect to it. Use exclusively the LED driver supplied with the LED Strip Light. In all cases make sure that LED driver specifications conform to LED driver specs indicated in the Roma, Vicenza and Venezia LED Strip Light identification codes tables below.

Maintenance:

For maximum LED performance, it is recommended that the fixture and the LED lens be cleaned on a weekly basis. Unplug the LED driver prior to cleaning the light fixture. Use both hands when manipulating this appliance. Wipe exposed surfaces carefully with a damp cloth to remove any dust or mineral deposits that may collect over time. Do not use detergents or harsh cleaners as it can damage the light fixture. Use Fluval LED Lens Cleaning Non-Aerosol Spray (A3969) to clean the LED portion of the light fixture. Make sure all surfaces are dry before re-connecting the LED driver to the power source.



SCAN HERE to learn more and download the free Fluval Smart app or search 'Fluvalsmart' in app store.

For full instruction manual and video on set up of Bluetooth® application, visit:

fluvalaquatics.com/aquaskybluetooth

Troubleshooting

If the LED Strip Light does not turn on, please proceed as follows:

PROBLEM	CAUSE	SOLUTION
The lighting is not working	Missing connection of the LED Driver to the power outlet	Connect the LED Driver to the power outlet
	Missing connection of the lighting unit to the LED Driver	Connect the lighting unit to the LED Driver with its connector

If the problem is not solved after following the above, please contact your Hagen retailer.

ROMA LED STRIP LIGHT IDENTIFICATION CODES				
AQUARIUM MODEL	ROMA 90	ROMA 125	ROMA 200	ROMA 240
LED STRIP LIGHT UNIT	BT Led Unit Roma 90	BT Led Unit Roma 125	BT Led Unit Roma 200	BT Led Unit Roma 240
LED STRIP LIGHT MODEL	A13291	A13292	A13293	A13294
LUMINAIRE WATTAGE	12.5W	16.5W	21W	24W
LUMENS	1000lm	1300lm	1600lm	1950lm
LUMINAIRE OPERATING VOLTS	24Vdc	24Vdc	24Vdc	24Vdc
LED DRIVER TYPE	S012BE [X] 2400050	S018BA[X] 2400063	S024AM[X] 2400100	S024AM[X] 2400100
LED DRIVER INPUT VOLTS	100-240 Vac	100-240 Vac	100-240 Vac	100-240 Vac

X = B FOR UK PLUG X = V FOR EU PLUG X = U FOR US PLUG

VICENZA and VENEZIA LED STRIP LIGHT IDENTIFICATION CODES				
AQUARIUM MODEL	VICENZA 180	VICENZA 260	VENEZIA 190	VENEZIA 350
LED STRIP LIGHT UNIT	BT Led Unit Vicenza 90	BT Led Unit Vicenza 260	BT Led Unit Venezia 190	BT Led Unit Venezia 350
LED STRIP LIGHT MODEL	A13296	A13297	A13298	A13299 + A13300
LUMINAIRE WATTAGE	26W	48W	26W	16.5W+37W
LUMENS	2200lm	4000lm	2200lm	1300lm + 3100lm
LUMINAIRE OPERATING VOLTS	24Vdc	24Vdc	24Vdc	24 Vdc
LED DRIVER TYPE	S024AM[X] 2400100	S050F[X] 2400200	S024AM[X] 2400100	S018BA[X]2400063 (A13299) + S040Q[X] 2400150 (A13300)
LED DRIVER INPUT VOLTS	100-240Vac	100-240Vac	100-240Vac	100-240Vac

X = B FOR UK PLUG X = V FOR EU PLUG X = U FOR US PLUG

LED STRIP LIGHT AND TANK MAINTENANCE

Cleaning the LED Strip Light

Disconnect the Strip Light from power supply before any maintenance operation.



WARNING: Be sure you unplug the LED driver from the power outlet; just switching off the lights with the APP is NOT enough because it does not stop the power supply. Never place the LED Strip Light under water jets or submerge in water.

No special maintenance is required for the Fluval LED Strip Light and Canopy, other than periodic cleaning with a damp cloth (never use harsh chemical products or detergents). To remove calcareous deposits, it is recommended to use a mild acid such as lemon juice, followed by a thorough wipe down with a damp cloth to remove any residue.

Saltwater aquariums

It is commonly known that salt water is far more corrosive, conductive (of electricity) and generally degrades both plastic and metal parts at an accelerated rate versus fresh water. To minimize salt accumulations on the Fluval Canopy and on the LED Strip Light, it is recommended to take note of the following helpful tips:

1. Make sure filter outputs do not spray above the water surface, position them below the water surface with a slight downward angle, but still allow for surface movement (contributes to oxygenation).
2. If an air pump must be used, frequent removal of salt deposits will be necessary.
3. Keep the water level as constant as possible (regular top-ups due to evaporation). This is beneficial in providing stable salinity and will help protect the canopy.
4. It is recommended to regularly clean all LED Strip Light components and the Canopies that come into contact with salt water at least every 15 days. The cleaning should be carried out with a wet cloth (never use harsh chemical products or detergents). Simple lemon juice may be used to take away salt accumulation. Afterwards rinse carefully to eliminate every residue of acid.

REPLACEMENT PARTS

Always use genuine Fluval Spare Parts to guarantee continued performance and safety.

For a full listing of replacement parts please visit www.fluvalaquatics.com.

RECYCLING

This symbol bears the selective sorting symbol for waste electrical and electronic equipment (WEEE). This means that this product must be handled pursuant to European Directive 2012/19/EU in order to be recycled or dismantled to minimize its impact on the environment. For further information, please contact your local or regional Authorities. 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.



2 YEAR LIMITED WARRANTY

Your Fluval aquarium and LED Strip Light are guaranteed for defective parts and workmanship for a period of two years from the date of purchase. This guarantee is valid with proof of purchase only. The guarantee is limited to repair or replacement only and does not cover consequential loss or damage to animate or inanimate objects. This guarantee is valid provided the aquarium is placed in a suitable location that is flat and level and has been installed in accordance with the installation instructions and care guide. 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, negligence, improper installation, tampering, abuse or commercial use. The warranty does not cover wear and tear or parts which have not been adequately or correctly maintained.

Failure of less than 5% of the total number of LEDs shall not be considered a defect under the terms of this warranty.

THIS 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 Inc. wishes you many hours of enjoyment with your Fluval aquarium.

For authorized guarantee repair service

For Authorized Guarantee Service please return (well packaged and by registered post) to the address listed on the last page 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.

If you have any queries or comments about the operation of this product, please contact your Specialist Aquatic Retailer in the first instance. Most queries can be handled easily at store level. In the unlikely event that it cannot, please return the item to the retailer, with your valid proof of purchase, for repair or replacement under the two year warranty terms.

CUSTOMER SERVICE

CANADA:

Customer Services: Rolf C. Hagen Inc., 20500, Trans Canada Hwy, Baie-D'Urfé (Quebec) H9X 0A2
Help Line Number: 1 800 55HAGEN (1 800 554-2436), between 09:00 and 16:30 (EST), Monday to Friday.

USA:

For authorized guarantee repair service return with dated receipt and \$4.00 for postage and handling to:

Toll-free Helpline: Consumer Repairs, Rolf C. Hagen (USA) Corp, 305 Forbes Blvd, Mansfield, MA 02048
1-800-724-2436 between 8:30 a.m. and 4:00 p.m. Eastern Standard Time. Ask for Customer Service.

UK:

Customer Services: Rolf C. Hagen (UK) Ltd., California Drive, Whitwood Ind Est., Castleford, West Yorkshire, WF10 5QH.
Help Line Number: 01977 521015 between 9:00am and 5:00pm, Monday to Thursday and 9am and 4pm on Friday (excluding Bank Holidays).

SERVICE À LA CLIENTÈLE

CANADA :

Service à la clientèle : Rolf C. Hagen inc., 20500, aut. Transcanadienne, Baie-D'Urfé (Québec) H9X 0A2
Numéro sans frais : 1 800 55HAGEN (1 800 554-2436), entre 9 h et 16 h 30 (HNE), du lundi au vendredi.

SERVICIO A LA CLIENTELA

ESPAÑA:

Servicio a la clientela: Rolf C. Hagen España S.A, Av. de Beniparrel, 11 y 13 – P.I L'Alteró, 46460 Silla - Valencia
Número de ayuda: 961-200-945, de 9.00 a 12.00 y de 14.00 a 17.00 h. De lunes a viernes, de lunes a viernes (excepto los días feriados)

KUNDENDIENST

DEUTSCHLAND:

Kundendienst: HAGEN Deutschland GmbH & Co. KG, Lehmweg 99-105, 25488 Holm
Service-Telefon: +49 4103 960-2000 Montag – Freitag von 9:00 – 16:00 Uhr
E-Mail an: kundenservice@rchagen.com

Distributed by/Distribué par :

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