



## Trouble Shooting Guide

### Issue - Low Flow is displayed.

#### Possible causes.

##### 1. Pre Filter is clogged

- Remove, clean thoroughly with G Filter brush provided. Ideally, have a spare Pre Filter so that the clogged one can be removed, allowed to dry and brushed thoroughly once dried.

Note – It may be necessary to change or clean the prefilter every day, especially when the filter has just been set up, or where the tank is heavily stocked, frozen food is fed, or where “foraging” species are kept.



##### 2. Filter is taking in air

- Ensure both the motor seal ring and the groove in which it sits are scrupulously clean and free of debris, grit or sand. Check the seal for any breaks or signs of perishing. Seal should be lubricated with either water or aquarium silicone lubricant. DO NOT USE VASELINE.

- Ensure that there are no air sources or outlets from other filters within 3 feet of the G Filter intake.

- Check that the two small black O rings on the intake rim connector are in place, intact, clean and lubricated with either water or aquarium silicone lubricant only.



- Check to see if the primer button is sticking or stiff. If so, the primer needs to be cleaned, or the O ring needs to be re-positioned, or both. To do this, detach the pre-filter strainer and remove the two Phillips screws, pull apart the valve. The inner O ring and all the parts that are greasy should be washed in warm soapy water and rinsed thoroughly.

The O ring and the part that slides in and out can be lubricated with silicone lubricant or a very small amount of vegetable oil.



- If the low flow persists and is accompanied by a low humming noise, then the impeller may need to be replaced- Impeller for G6 Art# A20262/ Impeller for G3 Art# A20260.

## Issue 2 – Filter is noisy

### Possible causes.

#### 1. Impeller

- Impeller may be clogged, worn or damaged. Remove, Inspect and clean as necessary. Clean the well in which the impeller sits. Ensure that the small ceramic washer that sits in the base of the impeller well is present and intact.

If the impeller is worn or damaged it may need to be replaced



Impeller for G6 Art# A20262

Impeller for G3 Art# A20260

(Impeller is NOT covered by warranty)

#### 2. Air Lock

- First, eliminate possible causes of air intake as above. Gently rock canister back and forth to dispel air. Prime well using primer button (if primer button is sticking please see above) Check pipes for blockages and check O rings. Pipes may need to be removed from rim connectors to allow air lock to escape. Ensure canister seal ring is in place, clean and un-damaged. Do not lubricate with Vaseline. If new, ensure filter cartridges have been removed from the plastic bags.

## Issue 3 – Conductivity alert

#### 1. Keeps flashing

- Perform water tests to confirm whether or not there is a reason for the conductivity alert. The conductivity alert is in place as an indicator that something may be amiss in the set up. If the aquarium is fine, reset the conductivity parameters to the desired settings as per instructions.

#### Other useful tips for a healthy G Filter:

- ☐ Don't in-line any equipment such as a UV Clarifier or heater as this will cause back pressure, which will cause Low Flow and may result in leakage or failure of the filter.
- ☐ Take care when changing media, as water which is spilled over the rim of the filter can seep into the clamp recesses, in between the two canister "skins" and cause leakage from the bottom of the canister. This will only be temporary until the water drains.
- ☐ Keep inside pipework and rim connectors clean. Protein slime build up can lead to a reduction in flow.