



ORPHEK UNIVERSAL MOUNTING ARM KIT GUIDE

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Orphek Aquarium Light Mounting Arm Kit



We have listened to our clients and have responded with our new Orphek aquarium light mounting arm kit. The major components of this kit are made of high quality thick aluminum strong enough to support the weight of our 24 pound Atlantik V4.

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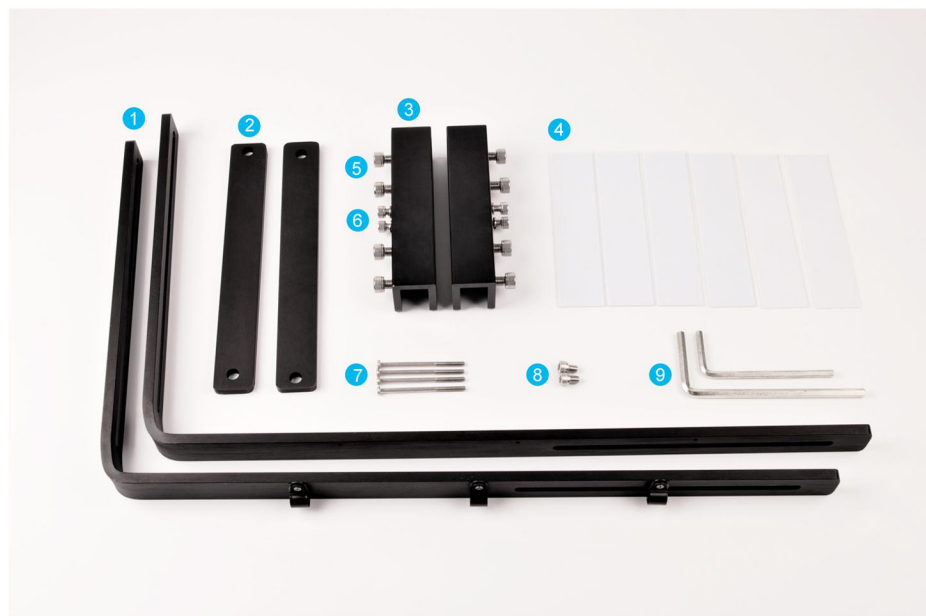


The finish of the aluminum is of highest quality and will not rust. All necessary components are included, even the Allen keys so there is nothing else to buy. This kit will work for both the Atlantik V4 and the Atlantik V4 Compact and easily adaptable to our OR series of LED light bars. This kit will allow a wide range of horizontal and vertical movement to suit any aquarium application.

The tank mount will fit tank thicknesses from 10 to 19mm (.39 to .74 inches).

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Congratulations on your purchase of an Orphek aquarium light mounting arm kit. Before you begin assembly please ensure you have all parts shown in the photo below.



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List of parts

1. 2 x Aluminum alloy vertical tank mount bracket
785mm x 34mm x 8mm / 30.9" x 1.32" x .31"
2. 2 x Aluminum alloy light support bar
230mm x 34mm x 8mm / 8.97" x 1.32" x .31"
3. 2 x Aluminum tank clamps
150mm x 41mm / 5.85" x 1.59"
4. 2 x Plastic glass protector sheet
5. 8 x M8 x 20mm stainless steel socket head screws
6. 4 x M6 x 16mm stainless steel socket head screws
7. 4 x M4 x 66mm stainless steel socket head screws
8. 2 x M6 x 8mm stainless steel socket head screws
9. 2 x Socket head wrench for M6 and M8 screw

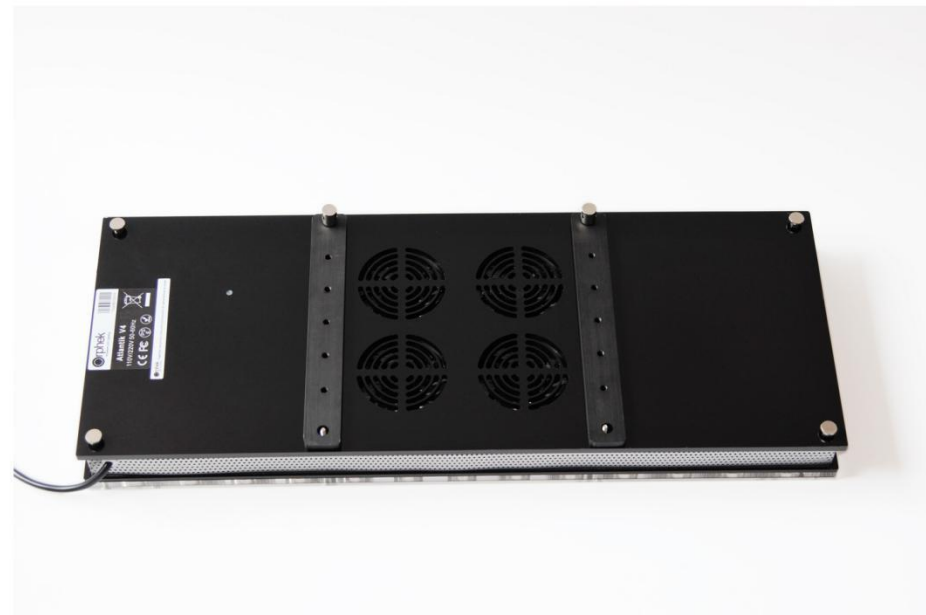
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1. Please make sure your glass or acrylic thickness is at least 10mm thick (.39) or 3/8 of an inch.
2. Remove the four screws in the center of your light and replace them with the 66mm (2.57 inches) length screws.



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3. Mount the two anodized aluminum bars to the top of the light using the four nuts that you removed in step 2.



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4. Mount the height adjustment brackets using the M6 x 8mm screws as shown with red arrows in photo below. (NOTE; some tanks have large overflows which will not allow using the inner set of holes. In this case use the outer set of holes to mount the bars.)
5. Now mount the arms to each of the tank mount brackets using the screws already installed in the brackets.



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6. With the help of a friend, carefully place the light mount assembly onto the rear glass of your tank. Center the fixture on your tank or in the position you want the light to be (when two or more lights are being installed).
7. Install the ABS plastic strips to the inside and outside of your tank wall to avoid any scratching of the glass with the bracket mounting screws.



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Assistance & Warranty for your purchased Orphek Aquarium Light Mounting Arm Kit.

HOW DO I CONTACT ORPHEK TO ASK ABOUT MY ORPHEK AQUARIUM LIGHT MOUNTING ARM KIT(S)?

It is very easy! Just email us at: contact@orphek.com

Orphek is proud to be committed to customer assistance excellence!

If you have any question regarding your Orphek Aquarium Light Mounting Arm kit(s), Orphek provides online Technical Support, answering to inquires from all over the world. From technical details about the product to installation, maintenance and troubleshooting of your Orphek unit (s) we offer you full support. Our consultants, representatives and all professionals involved in the company-customer relationship understand the client's priorities and are trained to provide full support and personal/customized services from the first contact. We are committed to reach successfully all our client's expectations.

I BOUGHT AN ORPHEK PRODUCT AND NOW I HAVE QUESTIONS REGARDING MY UNIT (S). WHAT TO DO?

If you have any questions regarding installation, maintenance or troubleshooting of your purchased Orphek unit, please notice that Orphek has a standard assistance procedure that must be followed by all clients who have purchased our products.

So, before contacting us be prepared to answer a few basic questions about the product you have purchased.

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• **FIRST WE NEED TO KNOW WHO YOU ARE!**

Full name

Full address

Phone number for contact.

• **SECOND, WE NEED TO KNOW EVERYTHING ABOUT THE PRODUCT YOU BOUGHT!**

Date & place of purchase

Model and serial number of your Orphek Ocean Aquarium LED Lighting unit

Proof of purchase

Copy of invoice

Proof of delivery in perfect conditions

Photos or video of the damage (good quality & focus)

Full description of the damage.

WHY DO I NEED TO SEND SO MUCH INFORMATION?

Because Orphek products are submitted to warranty policies like any other product sold in any market any place in the world. Because Orphek sells 1000s of units worldwide and we need to track yours in order to help you!

WHY DO I NEED TO SEND YOU PHOTOS AND VIDEO OF THE DAMAGE IF I AM TELLING YOU MY UNIT HAS A DAMAGE?

The more information we have about your unit easier will be to provide you assistance! Just like your doctor, we will listen to you, but we will also want to come to our own conclusions according to our technical expertise. According to

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our own experience over the years providing support, sometimes clients do not exactly explain or tell us what we need to know in order to help them. A picture usually worth a 1000 words! Because we follow our warranty policies just like everybody else should do!

WHEN I WILL RECEIVE THE SUPPORT I NEED?

Orphek offers technical support 24 hours a day, 365 days of the year. All you need to do is contact us with the information requested above.

WHEN WILL ORPHEK NOT PROVIDE THE SUPPORT I NEED?

Orphek offers all its clients a proper channel to request assistance & support. Only by contacting us through this channel you will receive the support you need. Orphek does not provide support for clients going to forums, facebook pages, public chats, etc... to complain about a defective product or lack of assistance. Unfortunately Orphek does not have a team of social media assistants to follow all and every forum or social media, website or app to try to find clients in need. We can and feel obligated to help you only if you contacted us through the right channel to ask for assistance.

Orphek clients are definitely our most important assets, therefore we are 100% committed to their satisfaction. We invest in customer assistance efficiency because our clients have real value!

I LIVE IN FIJI. DO I GET SUPPORT TOO?

Of course you do! Orphek sells its products worldwide. If you live in Fiji or any other location in the world you are entitled and you will receive support when needed.

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If we have a local support in your region you will get local support. If not, our Client Support & Assistance Center will be more than happy to assist you at any time!

DO I HAVE WARRANTY?

All Orphek products are warranted for 01 year. During this period we will repair or replace the defective unit or part at our option, providing the following conditions have been met:

This limited warranty applies only to the **original purchaser** and is not transferable from the original consumer purchaser. In the event of a limited warranty claim, proof of purchase will be required. If you have purchased your Orphek product from a dealer, local shop or online shop, please contact them directly. This warranty shall not apply:

1. To any damaged Orphek lighting product that has been subjected to accident, misuse, neglect, alteration, improper use or application, improper handling, improper transporting improper storage, improper installation, improper testing or unauthorized repair, operation outside recommended parameters (as described in the applicable product manual, for example, damage from saltwater spray or heat), power fluctuation or failure, subjection to abnormal physical or electrical stress, use of incompatible products, non-approved power supplies/ connections, improper cleaning and use of incompatible cleaning products, or similar circumstances;

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2. To any Orphek lighting product that has been submerged to water; or have any kind of water infiltration.

3. To cosmetic problems or defects that result from normal wear and tear under ordinary use, and do not affect the performance or use of the product.

4. Acts of Nature.

This warranty applies only to a product that is manufactured by or for Orphek and identified by the Orphek trade name or product identification logo affixed to the product.

This warranty shall not apply if repairs have not been attempted by anyone other than our Customer service staff or any authorized agent or dealer, or under the instruction of our customer service staff. Any attempts at self-repair shall void this limited warranty.

This warranty does not confer rights other than those expressly set out above, and does not cover any claims for consequential loss or damage. Orphek shall not be held liable for damage to any aquarium, aquarium life forms, or any other personal objects due to improper use of the device.

This limited warranty does not cover, damage to products incurred in shipping of the product (s). Orphek has chosen carefully its transportation & delivery partners, but sometimes damage may occur for many reasons. In this case you should verify our shipping policies.

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Orphek does not render services of installation of any of its products therefore it will not be held responsible for damage of any kind or cost resulted from installations.

Information necessary to claim your warranty:

If you have purchased your product directly from us, contact contact@orphek.com to provide the following information:

Product info: model and serial number, date of purchase, proof of purchase, copy of invoice, proof of delivery in perfect conditions, photos of the damage (good quality & focus), and full description of the damage.

If you have purchased your product from a dealer, local store or online shop – contact them directly for assistance.

PLEASE NOTICE!

ORPHEK HAS CHOSEN CAREFULLY ITS PARTNERS AND RELIED IN THEIR PROFESSIONALISM TO PROVIDE THE BEST CUSTOMER SERVICE THERE IS, BUT ORPHEK WILL NOT BE RESPONSIBLE FOR MISINFORMATION RECEIVED BY CLIENTS CONCERNING ITS PRODUCTS, IF GIVEN FROM A THIRD PARTY (DEALERS, LOCAL SHOPS, ONLINE SHOPS). IF THE DAMAGE RESULTED FROM THIS MISINFORMATION, CONTACT THE SALESPERSON DIRECTLY.

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ORPHEK PROVIDES CUSTOMIZATION LED RATIOS FOR ALL ITS CLIENTS UPON REQUEST. ANY CUSTOMIZATION MADE FOR THE CLIENT WITH CLIENT'S AUTHORIZATION WILL NOT BE OBJECT OF ANY CLAIM ARISING FROM THE RESULTS OF THE CUSTOMIZATION ITSELF. ANY CUSTOMIZATION ADVISED BY ANY OTHER PARTY RATHER THAN ORPHEK'S CEO WILL NOT BE OBJECT OF ANY KIND OF CLAIM ARISING FROM THE RESULTS OF THE CUSTOMISATION ITSELF.

ORPHEK DISCLAIMS ALL OTHER WARRANTIES, WHETHER ORAL OR WRITTEN, EXPRESS OR IMPLIED, TO THE FULLEST EXTENT ALLOWED BY APPLICABLE LAW. NO IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE OR MERCHANTABILITY SHALL APPLY EXCEPT AS REQUIRED BY APPLICABLE LAW. ORPHEK DOES NOT AUTHORIZE ANY PERSON OR BUSINESS ENTITY, INCLUDING ITS AUTHORIZED DEALERS, TO CREATE FOR IT ANY OBLIGATIONS, LIABILITIES, OR OTHER WARRANTIES IN CONNECTION WITH THIS PRODUCT.

ALL WARRANTIES ARE VOID IF THERE IS DAMAGE TO THE ORPHEK LIGHTING PRODUCT THAT IS NOT A RESULT OF A DEFECT IN THE MATERIALS OR WORKMANSHIP. THE SOLE AND EXCLUSIVE REMEDY FOR ALL CLAIMS THAT YOU MAY HAVE ARISING OUT OF OR IN CONNECTION WITH YOUR USE OF THIS PRODUCT, WHETHER MADE OR SUFFERED BY YOU OR ANOTHER PERSON AND WHETHER BASED IN CONTRACT OR TORT, SHALL BE REPAIR OR REPLACEMENT OF THE PRODUCT. IN NO EVENT WILL ORPHEK BE LIABLE TO YOU OR ANY OTHER PARTY FOR

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ANY DIRECT, INDIRECT, GENERAL, SPECIAL, INCIDENTAL, CONSEQUENTIAL, EXEMPLARY OR OTHER DAMAGES ARISING OUT OF THE USE OR INABILITY OF TO USE THE PRODUCT (INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF BUSINESS PROFITS, BUSINESS INTERRUPTION, LOSS OF INFORMATION OR ANY OTHER PECUNIARY LOSS, DAMAGE TO YOUR AQUARIUM OR ANY AQUARIUM INHABITANTS), OR FROM ANY BREACH OF WARRANTY, EVEN IF ORPHEK HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. IN NO CASE SHALL ORPHEK LIABILITY EXCEED THE AMOUNT YOU PAID FOR THE PRODUCT.

Damages outside the warranty claim period:

If you have purchased your Orphek product from a dealer, local shop or online shop, please contact them directly and check how they can help you.

If you have purchased your product directly from us, contact contact@orphek.com with the same information that should be provided within the valid warranty period and we will be happy to try to help you, by sending you a proposal of assistance price.

For full Orphek Warranty Policies please enter to:

<https://orphek.com/contacts/warranty/>