



ABOUT AQUASPIN

- **Did Mars Fishcare / API brand invent the AQUASPIN™ photometer?**
 - Yes and No. We researched the latest and best electronic testing devices available. In our efforts to bring the very best to the ornamental aquatic marketplace we aligned with the LaMotte Company to develop this method for you to use today.
- **Does it have a factory warranty? How long is it? How does it work?**
 - Yes, LaMotte Company warrants the AQUASPIN instrument to be free of defects in parts and workmanship for 2 years from the date of shipment. If it should become necessary to return the instrument for service during or beyond the warranty period, contact LaMotte Company Technical Service Department at 1-800-344-3100, ext. 3 or softwaresupport@lamotte.com for a return authorization number or visit www.lamotte.com for troubleshooting help.

BUYING THE AQUASPIN METER & DISKS

- **How do I reorder AQUASPIN disks?**
 - To purchase more AQUASPIN reagents disks, additional AQUASPIN meters, or the Storage and Carrying Case, shop through the link here: <https://shop.apifishcare.com>
- **Where can I get extra syringe tips?**
 - To purchase spare parts, contact LaMotte Company by calling 1-800-344-3100 ext. 3 or by emailing softwaresupport@lamotte.com.
- **I see LaMotte WaterLink Spin Touch lab meters on the internet. Can I use one of them with API AQUASPIN disks? Why not?**
 - No, as parameters and software are different, the AQUASPIN meters are designed exclusively for the parameters and ranges found in ornamental aquatics.

SETTING UP THE COMPUTER AND THE AQUASPIN METER

- **Do I need a designated computer to run the AQUASPIN meter?**
 - No, you do not need a computer designated solely for the AQUASPIN testing in store, but it is advised to have a designated computer for testing to have it readily available.
- **Can I use a tablet or iPad??**
 - No, tablets of any nature will not work as you need a USB plug-in for your AQUASPIN.



- **Can I use a MAC computer?**
 - No, MAC computers are not compatible with the AQUASPIN programming. A PC computer is needed.
- **What Windows version do I need?**
 - You need Windows 7 or higher to run the AQUASPIN programming.
- **/Would I get updates to the software after purchasing it?**
 - From time to time advances in programming occur to run the AQUASPIN disk more efficiently. We will make continuous improvements in the background to improve the way the AQUASPIN works and updates will automatically appear once available to download on your computer.
- **What do I need to do when there is an update?**
 - You will be prompted as needed just like other computer programs on your computer. You will need to follow the prompts and dedicate the time to have your computer download the software with your AQUASPIN meter attached. DO NOT disrupt the download as this could cause your AQUASPIN meter to malfunction.
- **What browser would you recommend we use for AQUASPIN?**
 - As with any programs, not all programs are compatible with every other browser. The software was written with the specific intent of using Google Chrome, this is to ensure everything is working correctly.
- **Should I leave the AQUASPIN meter plugged in at night?**
 - The battery is designed to be charged overnight and should be charged indoors. You do not need to keep it plugged in 24/7. The battery backup is designed to last for about 150 tests on average when fully charged. More information can be found in your AQUASPIN manual.

SETTING UP AND USING YOUR AQUASPIN ADVISE ACCOUNT

- **Why does the customer need to create an AQUASPIN ADVISE account on the API website?**
 - Creating an AQUASPIN ADVISE account allows the customer to track their tank history and maintain a record of what needs to be corrected based on parameter readings. It also uploads all their testing information at the store to their AQUASPIN ADVISE account. Registering their tank(s) and pond(s) provides a better experience when visiting your store.
- **What if the customer does not have an email?**
 - An email is required to have an AQUASPIN ADVISE account. We'd not recommend using your store email or making up an email address.



- **What do I do if I have forgotten my password?**
 - You can reset your AQUASPIN ADVISE password automatically via the password reset option on the API website.
- **The Password reset is not working – what do I do?**
 - Make sure you have entered your email address correctly and also check your email's junk/spam folder. If you still have not received the email, call API Tech Services at 1-800-847-0659 for assistance and guidance.

Meter Check Disk Troubleshooting

- **Do I need a calibration disk?**
 - The AQUASPIN meter is very stable and does not need calibration. Meters are calibrated at the time of manufacture.
- **What is the Meter Check Disk that came with the meter used for?**
 - This is a disk that allows you or the LaMotte Company support person to check your machine in case of an errant reading. The AQUASPIN meter is very stable and does not need routine calibration. You will only use the Meter Check Disk in the event your readings are extremely out of what you would normally see.
- **How often do I use the Meter Check Disk?**
 - The AQUASPIN meter is very stable and does not need routine calibration. You will only use the Meter Check Disk in the event your readings are extremely out of what you would normally see.
- **How do I use the Meter Check Disk?**
 - In the drop-down box for disk on the AQUASPIN meter screen, you will select "MCD". Then, press the gear symbol on the front display on the machine. Note you will need to unplug the machine from the computer. On the front of the foil packaging with the calibration disks are parameters, use these parameters to match against what the calibration test display shows.
- **I used the Meter Check Disk and it just reads "Out of Calibration" what do I do?**
 - Call LaMotte Company Support for assistance.

USING THE AQUASPIN METER

- **Can I just test one parameter?**
 - No, the AQUASPIN disks are designed for all the parameters on the disk to be tested.



- **Are the disks reusable?**
 - No, AQUASPIN disks are one-time use only.
- **What is the button for on the AQUASPIN meter?**
 - The button turns the meter on and off when not connected to the computer.
- **How long does the test take?**
 - An AQUASPIN test (freshwater or saltwater) takes roughly two minutes.
- **What forms of ammonia does it test for?**
 - It tests for Total Ammonia Nitrogen (TAN).
- **What disk types are available for the AQUASPIN meter?**
 - Today we have two disk types available – one for freshwater (aquariums and ponds) and one for saltwater (fish aquariums, fish only with live rock tanks (FOWLR), and reef aquariums).
- **How do I know which version (disk series) of disk I have?**
 - It is printed on the front of the individually wrapped disk (on the front of the foil packet).
- **Can I use the pool version of disks on the AQUASPIN meter?**
 - No, as parameters and software are different, the AQUASPIN meters are designed exclusively for the parameters and ranges found in ornamental aquatics.
- **Can I use the fish farm/aquaculture version of disks on the AQUASPIN meter?**
 - No, as parameters and software are different, the AQUASPIN meters are designed exclusively for the parameters and ranges found in ornamental aquatics.
- **Once I open a disk, how long do I have to use it?**
 - About 12 hours depending on heat and humidity. If a disk is opened and not used within 12 hours, the chemistry in the disk may be compromised.
- **Once I fill a disk with water, how long do I have to run the test?**
 - The AQUASPIN test should be run within 5 minutes of filling the disk.
- **Can I use the disk past the expiration date?**
 - No, each disk is run through stability to ensure accuracy up to the expiration date. Using a disk past the expiration date may provide readings that are not accurate.
- **If I over-fill the disk can I still use it?**
 - In most cases yes, however filling the disk to within the guidelines is the best way to ensure accuracy. Over-filling can also spin water into the meter. A clean, dry meter is essential for the computer to read results correctly.
- **What happens if I run a test with an under-filled disk? Are the results invalid?**



- Yes, the disk is designed to run with 3ml of water. Lines are located on the disk to assist anyone filling the disk to fill it to the appropriate level. Detailed instructions are provided on the Quick Reference Guide and Instruction Manual.
- **Can I hold the AQUASPIN meter while it is running?**
 - Yes, but it is best to place it on a flat level surface (place it on the included AQUASPIN counter mat).
- **Why does the meter vibrate across the counter?**
 - This is normal. Place the AQUASPIN meter on your included AQUASPIN counter mat as this minimizes the vibration.
- **If I choose the wrong disk type in the AQUASPIN web platform than what disk I am using, will the readings be wrong**
 - Yes, each disk is developed and calibrated for the particular environment, such as freshwater or saltwater.
- **Which setting is used for a brackish tank?**
 - If your salinity is 1.014 or below use the freshwater disk. If your salinity is above 1.014 use the saltwater disk.
- **Once I run the disk and get answers can I run the same disk again?**
 - No, the disk is designed to develop colors within a given amount of time. Running the disk again will double the color development time and, in most cases, provide an answer that is different. Go with the initial, first test only.
- **Are the used disks recyclable?**
 - Not at this time. However, they are safe to dispose of in your normal refuse/garbage.
- **What is the best way to dispose of used disks?**
 - As the disk contains less chemicals than normal/conventional testing kits the disk can be disposed in your normal refuse/garbage.

READING THE RESULTS AND RECOMMENDATIONS

- **How accurate are the results?**
 - Results are highly accurate. Even the best testing devices in the world have a plus/minus factor in the results. The results from the AQUASPIN test help to eliminate human error from testing and provide results regardless of lighting conditions and provide the answers for each parameter when testing shows the results are outside of safe conditions.
- **Which is more accurate the AQUASPIN or API Liquid Test Kits?**
 - Both are accurate, however the AQUASPIN removes human error from the equation. As the disk is read over 3,000 times during the two-minute test and



the chemistry is very controlled you can see why using the AQUASPIN ensures fabulous accuracy.

- **Why when I run the API Liquid Test Kits they do not match exactly with the AQUASPIN test?**
 - All testing is within given parameters. The AQUASPIN will provide more precision than many other testing methods. Any liquid kit or dip strip method require the human to compare colors or count drops to gain answers. In most cases the results will match. In some instances, test may vary but only slightly.

TROUBLESHOOTING

- **My disk leaked water into the meter, what do I do?**
 - Clean the inside of your meter with a dry cloth.
- **I am getting results that make no sense, what do I do?**
 - Check that the disk series selected matches the disk you are using.
 - Check your meter with the calibration disk.
- **If my internet is not working can I still use the AQUASPIN meter?**
 - Yes, you can use the meter separate from the computer and only the testing results will appear on the AQUASPIN meter screen. Keep in mind that the customer will not obtain the full experience of the AQUASPIN and no data or API product recommendations will be sent to the customer.