Owner's Manual



Tower

Model #AT5-1/4-10



Owner Support Videos





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Introducing the Aquatree® Tower

Welcome to the Aquatree® family! We are thrilled that you have joined our team on a journey to provide nutritional food solutions to your home, community and the world.

The Aquatree® Tower was invented by our team and contains a multi-level Aquatree designed to fit into homes and produce 100 heads of lettuce and 120 oz of microgreens per month. Using our patented technology, we have made growing nutrient-dense food simple and fast.

Why Microgreens?

Microgreens provide the nutritional power necessary for daily health. They are also an amazing source of nutrients, such as vitamins, C, E, and K, lutein, and beta-carotene, over 10-fold more than the mature leaves of the same plants.

Important Safety Instructions

The Aquatree® Tower is a simple pureponics system designed to grow abundant, nutritional food quickly. By incorporating the Aquatree® technology into your home, substantial food can be produced to feed your family throughout the year.

Since the Tower produces food for human consumption, there are many food safety requirements that must be followed.

When fully operational, the Aquatree Tower cycles 3-4 gallons of water every minute providing minerals and nutrients to your choice of seeds.

All components used in the Aquatree Tower are food grade compliant. Most Aquatree® parts are all made from High Quality BPA and BPS Free Zylar Resin which is a medical grade material.



There are several electrical components required to operate the Tower: a pump and multiple grow lights.



Warning: Water and electricity do not mix.

Please use caution with electrically powered equipment as there is a lot of water flowing.

Plug the Tower system into a GFCI circuit.

The safety of produce begins with the grower!

- Wash your hands
- Keep the area around the system clean

Home Preparation

Home Placement

As you consider the available spaces in your home for your Aquatree[®] Tower, the distance from GFCI electrical outlets and water are both very important

The Aquatree® Tower dimensions are 24" x 19" x 79.5" weighing approximately 80 pounds dry. The system is on wheels so that you can easily move it from the determined location in your home to your sink for planting, harvesting and maintenance. The system will also fit through standard doorways over 20" wide and 80" tall.

The system must be level for water to flow properly. Check the level of the floor where you intend to place the Aquatree Tower.

Electricity



The Aquatree® Tower requires one 15-amp 120-volt GFCI circuit. The Grow Light and Pump will be plugged into a splash resistent power strip which will be plugged into the determined GFCI circuit. The system comes with two Kasa Smart Plugs to schedule when the Grow Lights are "on" each day and to easily turn "off" the pump before harvesting or maintenance with a phone app.

Water

Water access should be considered as you place your Aquatree® Tower in order to easily fill the water tank.

Requirements:

- Tap water is adequate to grow most produce in the Tower
- Optimal pH is 5.5 7.0
 - If you would like to optimize growing efficiency, you may want to consider a pH monitor and chemicals to manage your pH.
- Maintain room temperature water

Soft vs Hard Water

Naturally soft water is good and contains the minerals necessary for growing healthy plants. However, hard water that has been softened by a water softener contains salts that as they build up can be harmful to plants. Small amounts of salt will be ignored by your plants, but as the water is absorbed by the plants the concentration of salt in the system will increase over time.

To prevent salt build up, replace the water more frequently

Hard water contains calcium, magnesium and other minerals that are good for your plants.

However, hard water often has higher pH than soft water. Plants in the Aquatree like to grow between a pH of 5.0 - 7.0. If you decide to use unsoftened hard water, you may want to purchase a pH control kit. The other concern with hard water is calcium deposits on your Aquatree and keeping the system clean. The best cleaning solutions we have found is CLR (Calcium, Lime Rust). After a harvest spray



the parts with CLR (with 15 min soak) and then run them through the dish washer.

Other Options if you have Hard Water

- Consider reverse osmosis filtering
- Consider buying distilled water
- Consider collecting rainwater

Site Consumables

A steady source of seeds, nutrients and growfoam® will be required for producing crops using the Aquatree® Tower. These consumables can be purchased through our website and delivered directly to your home.

Tools, Supplies and Parts List

Recommended Tool List

Assembly Item #	Tool Description	Image
1	Crescent Wrench	III NO SOUGH 1 10
2	Screw Driver	
3	Scissors	20
4	Rubber Mallet	



Aquatree® Tower Parts List

Qty	Description	Image	Qty	Description	Image
5	Spouts		1	Gray Tank	
25	Trays		1	Bottom Shelf	
5	Micro Lids	Allie	2	Solid Shelves	and the second s
20	Garden Lids		4	Growfoam (25 pack)	
6	Extensions		1	Power Supply	
5	Light Hubs		1	Power Strip	
1	Сар		1	Wire Harness	
5	Grow Lights		2	Kasa Wi-Fi Smart Plug	County (in 1935) Face from the Fing day (in 1) (in 1) (in 1) (in 2) (in 2
1	Funnel		4	Zip Ties - 10 inches	



8	Stand Posts		1	Pump	
24	Shelf Clips	1	1	Pump Tube	
1	Female Quick Connect		4	4" Casters	
2	Male Quick Connect		3	½" Hose Clamps	
1	Drain Chain	portion of	1	Drain Tube	
1	Plug Adapter		1	Scoop	<u> </u>
1	Brush		10	Velcro Straps	
1	Bottom Nest		1	Top Nest	0
6	Straws		100	Garden Cones	
2	Lettuce Seeds Packages 250mg	LETTILE INX	1	Nutrients 32oz	LOUID PLANT FOOD



Seeds -Radish Microgreens 4oz

1



1 Mini Carabiner





Assembly Instructions

- 1. Remove all parts from the boxes, ensuring all parts are present (reference Parts List above)
- 2. Remove the leveling feet from the 4 Bottom Stand Posts that have leveling feet.
- 3. Attach the 4 casters to each of the 4 Bottom Stand Posts using the threads from the leveling feet.
 - a. NOTE: Tighten with wrench





- 4. Connect one pair of Shelf Clips on each of the posts directly above the casters.

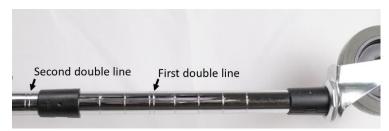
 There should not be a gap between the Shelf Clips and the caster.
 - a. NOTE: There is an up arrow on each Shelf Clip. Looking closely, you will notice that when two clips are connected, the top circumference will be smaller than the bottom circumference to support locking the shelf at specific heights.



- 5. Insert each of the 4 Bottom Stand Posts with casters into the 4 holes on the bottom side of the Bottom Shelf.
- 6. Set the assembly on the ground, allowing the casters to roll.



- 7. Tap the corners of the Bottom Shelf using a Rubber Mallet to lock it in place with the Shelf Clips.
- 8. Connect another pair of Shelf Clips on each post just below the second double mark from the bottom.
 - a. NOTE: Make sure the line marks inside the Shelf Clips match up with the marks on the post to secure the Shelf Clip in place.
 - **b. NOTE:** There is an up arrow on each Shelf Clip. Looking closely, you will notice that when two clips are connected, the top circumference will be smaller than the bottom circumference to support locking the shelf at specific heights.







- 9. Lower one of the Solid Shelfs over the 4 corner posts and down to the Shelf Clips.
 - **a. NOTE:** You may need to adjust the angle of the post to get the Solid Shelf over each pair of Shelf Clips.
- 10. Tap the corners of the Solid Shelf using a Rubber Mallet to lock it in place with the Shelf Clips.
- 11. Assemble the four remaining posts onto each of the four corner post of the assembly using the threaded fastener already attached.
 - a. NOTE: Hand tighten



12. Connect another pair of Shelf Clips on each post just below the double mark at the top of each of the 4 Posts.



- **a. NOTE:** Make sure the line marks inside the Shelf Clips match up with the marks on the post to secure the Shelf Clip in place.
- **b. NOTE:** There is an up arrow on each Shelf Clip. Looking closely, you will notice that when two clips are connected, the top circumference will be smaller than the bottom circumference to support locking the shelf at specific heights.





- 13. Lower the remaining Solid Shelf over the 4 corner posts and down to the Shelf Clips.
 - **a. NOTE:** You may need to adjust the angle of the post to get the Solid Shelf over each pair of Shelf Clips.
- 14. Tap the corners of the Solid Shelf using a Rubber Mallet to lock it in place with the Shelf Clips.
- 15. Insert the Tank through the side of the Aquatree Tower, on the Bottom Shelf.



16. Using a Hose Clamp, fasten the male hose barb side of one of the Male Quick Connects onto the Pump Hose.





17. Using a Hose Clamp, fasten the other end of the Pump Hose to the Bottom Nest - 90° elbow.



- 18. Apply pipe tape to the male threads on the Female Quick Connect.
- Thread the Female Quick Connect onto the top of the Pump. Tighten with a crescent wrench
 a. NOTE: Do not overly tighten.



- 20. Using a Hose Clamp, fasten the remaining Male Quick Connect with a hose barb onto the Drain Hose
 - **a. NOTE:** Connect the Drain Hose to the Pump whenever you want to drain the tank. Make sure to have the fittings well connected and the end of the Drain Hose in sink drain before turning on the pump.
- 21. Insert one end of the Drain Chain into each of the two drains of the Bottom Nest.
 - a. NOTE: The chain provides a path for the water to fall and reduce splashing noise into the Tank



- 22. Connect Carabiner to the two ends of the chain to create a loop with the Bottom Nest.
 - **a. NOTE:** The Carabiner will prevent the chain from falling out of the holes





- 23. Insert the Drain Chain, Pump Tube, Carabiner and Bottom Nest through the hole in the top of the Lower Solid Shelf and confirm the flange is sitting on the Shelf.
 - **a. NOTE:** The Pump Hose should be directed to one of the long ends of the Tank



- 24. Pull the tank toward the side where the Pump Tube is pointing.
- 25. Using the suction cups on the pump, fix the pump to the tank.
- 26. Sliding the Female Quick Connect sleeve toward the pump, insert the Pump Hose Quick Connect into the Pump Quick Connect and then release the sleeve.
 - **a. NOTE:** The Quick Connects should lock together.





- 27. Slide the Tank back under the Bottom Solid Shelf.
- 28. Insert the Top Nest into the Top Solid Shelf from the bottom side of the shelf. The nest will snap into place.
 - **a. NOTE:** To remove the nest, you will need to squeeze the two notches on the top side of the nest.

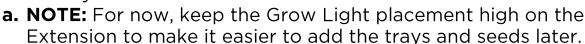




29. Insert Spout into the Bottom Nest.



- 30. Insert Extension into the Spout.
- 31. Insert a Straw into the Extension.
 - **a. NOTE:** If a straw is not inserted, water will not flow to the top of the tower.
- 32. Insert a Light HUB onto one of the Grow Lights.
 - **a. NOTE:** The Light Hub is on the side with the LEDs
 - **b. NOTE:** Keep the Grow Light power cord on the top side without the LEDs
- 33. Pay attention to the pegs on the Extension and the slots on the Light Hub and lower the Grow Light Assembly onto the Extension.



34. Repeat Steps 28 - 32 four more times





- 35. Slide the 6th Extension through the top of the Top Nest and then lower it to connect to the 5th Extension.
 - **a. NOTE:** Pay attention to the pegs on the Extension and the slots on the Top Nest



- 36. Place 5 trays on the lip of each spout
 - **a. NOTE:** As you hold the rounded side of the Tray, angle the tray slightly downward as you rest the base of the tray on the lip of the spout. Lower the tray to engage the spout
- 37. Zip tie the Power Supply to the back side of the Bottom Shelf using the Zip Ties.



38. Plug the Plug Adapter into the Power Supply





- 39. Connect the Wire Harness to one of the back side posts, using the Velcro Straps. Use a strap near every plug
 - **a. NOTE:** The female end of the Wire Harness should be toward the bottom of the Tower.
- 40. Connect each Grow Light into the Wire Harness.



- 41. Plug the Wire Harness into the Power Supply Adapter.
- 42. Plug the Kasa Smart Plug into the Power Strip.
- 43. Attach the Power Strip to the back side of the Bottom Shelf using Zip Ties.
- 44. Plug both the Power Supply and Pump into each of the Kasa Smart Plug.
- 45. Add water to the Tank before plugging the Power Strip to power.
 - **a. NOTE:** Use the Kasa Smart Plug Instructions to install the App and program a schedule for the lights.
 - **b. NOTE:** The Pumps typically runs 24/7, but you may use the App to turn it off as needed.









System Operation

- Add water to the Tank up to 2 inches below the top of the tank.
- 2. Plug in the Power Strip
- 3. Following the instructions for the Kasa Smart Plug to connect the plug to your Wi-Fi and schedule the Grow Lights per the seeds you will be growing with the App.
- 4. The system is designed to operate without much manual intervention, but there are a few things to watch out for:
 - a. Ensure water is flowing to each to each Irrigation Tray
 - b. If the water level is less in top level trays compared to lower level trays, your spouts or extension might not be fully seated on each other.
 - c. Make sure the system is on level ground
 - d. If the water levels in the trays are not similar around one level of trays, your Tower is not level.
 - e. When the water level is low, top off and add more nutrients as necessary depending on your seed types.

5. Planting Microgreens

- a. Using a scrub brush with warm, soapy water, clean all Micro Lids before planting
- b. Scoop seeds into each Micro Lid (0.5 2 tbsp depending on seed - see Aquatree seed product pages for details -Example Radish:
 - https://aquatreegarden.com/product/radish-seeds/)
- c. Rinse the seeds in the Micro Lid using it like a strainer
- d. Place the Micro Lid in an open Irrigation Tray on the Tower



e. After seeds germinate, schedule Grow Light times for 8-10 hours per day – Use the Kasa Smart Outlet to create a daily schedule

6. Planting Lettuce (Leafy Greens)

- a. Place Garden Lids onto the Irrigation Trays.
- b. Insert Garden Cones into the Garden Lids
- c. Soak growfoam and squeeze dry before adding seeds.
- d. Insert growfoam into Garden Cones.
 - NOTE: Make sure growfoams are fully seated on Irrigation Tray.
- e. Place 2-3 seeds into each growfoam.
- f. Insert one Dam into the Irrigation Tray
- g. Remove Dam after 1 week
- h. Schedule Grow Light times for 12-16 hours per day Use the Kasa Smart Outlet to create a daily schedule
 - i. **NOTE:** Start Grow Lights after germination
- i. Add Plant Nutrients per bottle instructions (Ongoing)
- j. Important: Do not let plant roots grow down the channels of the Tray and into the Spout. This may clog the drain holes and cause spillage.
 - i. Once your plants are about 3 weeks old, start trimming the roots back so they are not traveling down the side channels of the Tray.



Harvesting Process

- Unplug the Aquatree Tower to turn off the Pump and Grow Lights
- 2. Let water drain for 30 minutes prior to harvest
- 3. Move the Aquatree Tower to your harvest area near a sink
- 4. Place container near the harvest area to fill with produce

5. Microgreen Harvesting

- a. Remove Micro Lid from an Irrigation Tray
- b. Hold Micro Lid over compost bin [or the disposer side of the sink] and cut off the roots on the bottom of the Micro Lid with a sharp knife in a motion away from your other hand.
- c. Using one hand to hold the Micro Lid, use your other hand to grab the microgreens from the top of the Micro Lid.
- d. Place Microgreens in a serving dish or storage container
- e. Set Micro Lid aside for cleaning
- f. Repeat steps for the remainder of the Micro Lids requiring harvest.

6. Lettuce Harvesting

- a. Remove a lettuce tray from your Aquatree Tower
- b. For Immediate Consumptions: Use scissors to cut off the lettuce leaves about 1 inch above the growfoam.



- c. For Storage: Remove the head of lettuce with growfoam and roots.
 - i. NOTE: Keep the roots attached will increase storage life of the lettuce.
 - ii. NOTE: Remove moisture before storing using the dry paper towel. Moisture will speed up decomposition.
- d. Remove and discard the growfoam
- e. Set aside Garden Lid, Cones and Tray for cleaning
- f. Repeat steps for the remainder of the Trays requiring harvest.



Tips and Tricks

- Moving the Aquatree Tower
 - The Aquatree Tower comes with 4 casters to make it easy to move around.
 - b. When stationary, we recommend keeping the two <u>Casters</u> with brakes locked
 - c. Before moving the Tower, check to see how much water is in the tank.
 - i. If the tank is quite full, you will need to use caution when moving to prevent spillage.
 - d. Before moving the Tower, unplug the Power Strip
 - e. Make sure to unlock the "Brakes" before moving the Tower.
 - f. Hold onto the vertical posts to gently move the Tower
- 2. Track your Crops
 - a. Use masking tape or Chalk Marker to write planting date and crop name on each tray. You may forget what and when you planted.



- 3. Draining the Tank
 - a. See above for instruction on Moving the Aquatree Tower
 - b. Move the Tower close to a sink or drain
 - c. Disconnect the Pump from the Tower using the Quick Connect Fitting
 - d. Connect the 5-foot Drain hose supplied with your Tower using the Quick Connect Fitting
 - e. Aim the end of the Drain Hose into the sink or drain
 - f. Plug in the pump.
 - g. Unplug the pump when complete
 - h. Remove the tank and wash
- 4. Refilling the Tower Tank



- a. If you tank needs more water, there are several options to add more water.
 - i. Use a pitcher to collect water and pour into the Tank
 - 1. Fill Tank to the 2nd Ridge
 - a. **CRITICAL:** If the system is running as you fill it with water, do not add more than recommended because if the pump loses power, the water in the trays will drain and then overflow the Tank. We recommend refilling the tank with the pump "off".
 - ii. Use the Drain Hose
 - See above for instruction on Moving the Aquatree Tower
 - 2. Move the Tower close to a sink
 - 3. Place the Quick Connect end of the Drain hose in the Tank
 - 4. Place the Funnel in the opposite end of the Drain Hose
 - 5. Turn "ON" water and allow to pour into the Funnel
 - 6. Fill Tank to the 2nd Ridge
 - a. **CRITICAL:** If the system is running as you fill it with water, do not add more than recommended because if the pump loses power, the water in the trays will drain and then overflow the Tank. We recommend refilling the tank with the pump "off".
- 5. Maximizing Yield
 - a. The Aquatree Grow Lights were designed to be positioned on the Extension. Keep the light close to the produce to maximize energy transfer
 - b. Manage pH of the water according to the crops you are growing. Experts may consider purchasing a pH probe to understand the pH of the water and adjust as necessary
 - c. Maintain nutrient concentration in the water. Experts may consider purchasing an EC (Conductivity) Meter to



understand the concentration of nutrients in the water and adjust as necessary

Food Safety

Growing germinated protein beans, sprouts, microgreens, leafy greens and herbs carries inherent risks related to contamination, which can arise from various local or environmental sources. For instance, contamination can occur if a home grower handles seeds with contaminated hands or fails to clean the Irrigation Trays, Lids, Pods, or Tank properly. Additionally, mold can stem from seed contamination, but it might also be caused by environmental factors, such as mold spores in the air settling on the crop during growth.

It's important to understand that there are numerous variants of pathogens like E. coli, and not all of them are equally dangerous. The risk associated with consuming contaminated produce depends on the dose received. Many of the foods we consume contain trace pathogens, but our immune response can usually handle them. It's only when the pathogen dose is substantial enough to overwhelm the common immune response that it becomes a significant health concern.

While our seed supplier takes the precaution of testing our seeds for pathogens, it's crucial to recognize that this testing cannot provide an absolute guarantee of safety due to the diverse contamination sources mentioned above.

To enhance safety during sprouting, we recommend changing water frequently and considering using Aquatabs to treat any questionable water. Moreover, conducting a final post-harvest rinse with water treated with vinegar or H_2O_2 (hydrogen peroxide) can provide an additional layer of protection against potential contaminants. These measures, combined with our efforts to ensure clean and uncontaminated seeds, aim to minimize risks and deliver safer produce for consumption.



Cleaning the Aquatree Tower

It is recommended that the Aquatree system is cleaned regularly. This means that your Aquatree should be checked every day for functionality, cleanliness, odor, overcrowding, and overgrowth.

TIP

Hardwater: If your water source is high in calcium, we recommend spraying all plastic parts with CLR, let sit for 15 minutes, then place in a dishwasher.

- 1. Cleaning Micro Lids
 - a. Frequency: After every harvest of the Micro Lid
 - b. Dishwasher Safe
 - c. Use a cleaning brush to scrub all sides of the Micro Lid
- 2. Cleaning Trays
 - a. Frequency: We recommend cleaning after 3 microgreen harvests or each leafy green harvest
 - b. Dishwasher Safe
 - c. Use Aquatree supplied bristle brush to scrub hard to reach area of the Tray.
- 3. Cleaning Spouts
 - a. Frequency: We recommend every 2 months
 - b. Dishwasher Safe
 - c. Use Aquatree supplied bristle brush to scrub hard to reach area of the Tray.
- 4. Cleaning Extensions
 - a. Frequency: We recommend every 2 months
 - b. Dishwasher Safe
 - c. Use Aquatree supplied bristle brush to scrub hard to reach area of the Tray.
- 5. Cleaning the whole Aquatree Stand



- a. Frequency: As needed for aesthetics
- b. Use paper towels and sanitizing, cleaning agent
- 6. Cleaning Tank
 - a. Frequency: We recommend every 2 months
 - b. Use dish cloth and dish soap to clean tank

Other Tower Configurations

- 1. Tall Crops
 - a. 2 or 3 Levels
 - i. Best for crops like tomatoes, peppers, cucumbers
 - ii. Use the provided grow lights from germination through seedling.
 - iii. Add Corner post lights as the plants grow taller
 - iv. Add garden twine or soft string between the posts to create a trellis for the plants to remain upright.
- 2. Vining Crops
 - a. 2-3 Levels
 - i. Best for crops like vining cherry tomatoes, strawberries, and
 - ii. Keep the 2-3 levels high and allow for the growth to vine downward.
 - iii. Use the provided grow lights from germination through seedling.
 - iv. Add Corner post lights as the plants vine downward
 - v. Add a light facing upward connecting the Light Hub upside down.
 - vi. Add garden twine or soft string between the posts to create a trellis for the plants to remain upright.
- 3. Large Bushing Plants
 - a. 3-5 Levels



- i. Best for crops that grow outward and need more space.
- ii. Instead of installing all 5 Trays on a level, just add 2 or 3
- iii. Add Corner post lights as the plants grow tall
- iv. Add garden twine or soft string between the posts to create a trellis for the plants to remain upright.

Preventative Maintenance

The following table is a list of recommended actions to maintain the most efficient function of your Aquatree® Tower. Please take a moment to review each of the actions and develop a notification strategy that will help you to follow these recommendations. Failure to maintain your Aquatree® Tower will void your warranty.

Why preventative maintenance is important

- 1. To increase the lifetime of your purchase
- 2. To decrease the chances of costly repairs
- 3. To ensure you grow the highest quality produce
- 4. To get the most bang for your buck

Task	Action if necessary	Frequency
Inspect system for leaks	Confirm all parts are seated properly Check for cracks in any parts. Use warranty if available	Weekly
Inspect system for signs of build up – brown / green	Clean system – Thoroughly wash individual parts or run water/3% hydrogen peroxide mixture through the system without crops. Ratio 1 gallon of	Weekly



	water to 1 cup of hydrogen peroxide (or vinegar)	
Clean Pump	Run water/3% hydrogen peroxide mixture through the system without crops. Ratio 1 gallon of water to 1 cup of hydrogen peroxide (or vinegar)	Every 2 months
Clean Micro Lids	Scrub with warm soapy water	After every harvest
Clean Trays	Scrub with soapy water	Every month
Clean Aquatree System	Clean with warm soapy water	2 months
Clean Tower Stand	Wash with a paper towel and cleaning agent - do not spray produce	As needed for aesthetics
Listen to the Pump	If the pump is making grinding of	Weekly

Trouble Shooting

Problem	Possible Causes/Action
There is no water	The pump is not running
flowing through	The pump tube is not connected, or the
the system	clamp is not connected tightly
	A Straw is missing inside one of the
	Extensions
	The Spouts and Extensions are not fully
	seated on one another
Water is leaking	Follow leak to the source and look for cracks
from the water	and root dams that may cause water to
supply system	overflow.
	Action: Remove root dam or replace part
Water is not	Most likely, there is a straw missing from one
flowing to the top	of the extensions.
level of the system	



Water is leaking out of a Spout, Tray or the Base of the system Grow Lights are not working	There may be a kink in the pump tube reducing pressure required to get water to the top One of the spouts and extensions are not fully connected. Look for a gap between the parts. Not all the spouts and extensions are fully seated on one another. When roots grow through long enough, they have the ability to clog drain holes in the Tray, Spout or Bottom Nest. If you find an unexplained leak, check the roots and trim back as necessary. Check to make sure the Wi-Fi smart plug is programmed correctly. To make sure it works, just press the button on the side of the smart plug. One of the connections between the power supply, pig tails of connections and the lights themselves is loose.
Pump is making strange noises	If the noise is consistent, it may be one of two things – either the suction cups are not engaged to prevent additional vibrations or the impellor on the pump shaft is worn. Contact info@aquatreegarden.com for support

For live support, please schedule a time using the link below: https://link.axeplatform.com/widget/bookings/aquatree-live-support



Aquatree Tower Safety Information

- Operating electrical devices near water can be dangerous. Always unplug the Aquatree from the electrical outlet prior to cleaning or moving the device, adding or removing water, or while changing or adding new components to the system.
- This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules.
- Do not look directly into Grow Lights.
- Nutrients are not meant for drinking
- Use Aquatree only for its intended use as described in the instructions. Do not use attachments not recommended by the manufacturer. A list of approved attachments and components can be found in the Assembly Section of this User Guide.
- Never operate the Aquatree if it has a damaged cord or plug. If it is not working properly or has been dropped/damaged, contact customer service.
- Keep cord away from heated surfaces.
- Never operate with unit over-filled. Utilize water Fill Line guides as instructed.
- Never drop or insert any object into any electrical openings.
- Do not operate where aerosol (spray) products are being used or where oxygen is being administered.
- Do not touch moving parts or hot parts such as pumps, lights, reflective surfaces, and the like.
- Do not place or submerge adapter, controller, cord, plug, or Grow Light in water or other liquid to clean it. Use only approved and supplied parts and accessories.
- Use only Aquatree Grow Lights with this Aquatree model. Use of any other kind of accessory is not recommended. The use of non-approved accessories will also void the warranties set forth herein.
- Do not use Aquatree for anything other than its intended purposes.
- This product is intended for household, residential, and educational use only.
- If any part of the Aquatree is damaged, it must be replaced by the manufacturer or the manufacturer's approved service agent.
- Aquatree makes no representations or warranties and is not responsible for the
 outlet and electrical wiring into which that the device will be plugged. The user is
 responsible for ensuring that the outlet the Aquatree is plugged into is properly
 wired in accordance with all applicable standards and regulations. Aquatree
 expressly disclaims any liability for damages resulting from faulty, deficient, or
 improper electrical sources.
- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities.
- This product features components with potentially sharp edges. Please handle with care and exercise caution during assembly, use and maintenance.



Aquatree Tower Limited Warranty

Limited Warranty Coverage: The Aquatree, when properly installed, used, and maintained according to the product instructions, is warranted for a period of one year from the date of purchase against improper materials or workmanship used in the manufacturing of the product. Aquatree reserves the right to inspect and verify any warranty claims to determine whether such claim falls within the scope of this warranty. The sole and exclusive remedy provided by this warranty shall be repair and/or replacement of the affected product, or pieces thereof. Failure to comply with the instructions set forth herein and the terms and conditions of this warranty renders the Limited Warranty void and unenforceable. This limited warranty states the entire liability of Aquatree / Grow Local with respect to the products described herein.

Repair or Replacement: During the Warranty Period, Aquatree will replace manufacturer defective Products or repair the portion of the Product that is defective, if applicable, at no charge to the Purchaser. If deficiencies arise in Products as described above as a result of improper Installation Services, Aquatree may provide additional Provisional Services to correct the deficiencies in the installation at no charge to the Purchaser

Exclusions: THE LIMITED WARRANTY IS SUBJECT TO THE FOLLOWING GENERAL PROVISIONS AND LIMITATIONS. This Limited Warranty does not cover any problem that is caused by: any damage to Products resulting from abuse, misuse, modification, negligence, or accident, damage or deterioration to Products due to non-normal use, wear and tear, exposure, abnormal physical stress or abnormal environmental conditions, maintenance services, replacement or repair of Products by third parties; damage resulting from operation of Products contrary to instructions or specifications provided by Aquatree; defects or failures resulting from Purchaser's specifications or designs or otherwise caused by Purchaser or the end-user; or any Products repaired. altered or modified without prior written approval by Aquatree. Unless Aquatree is contracted to provide the Installation Services, it is not responsible for any labor costs incurred by Purchaser in connection with the installation, removal or replacement of Products covered by this Limited Warranty or for any consequential damages resulting from deficiencies in the operation of Products. Unless Aquatree provides the Installation Services, it further reserves the right to refuse to honor the above Limited Warranty for any Products altered, improperly installed or used for purposes for which the Products are not intended. In no event and under no circumstances shall Aquatree be liable to Purchaser or to any other person for any indirect, special, consequential or incidental losses or damages. This Limited Warranty does not apply to Products not marketed or sold by Aquatree.

Warranty Usage: To obtain warranty service, please email info@aquatreegarden.com. Claims must be made within 60 days of discovery of the problem. Aquatree must be given a reasonable opportunity to inspect and verify the claim. We will diagnose your problem and work with you to resolve it.

DISCLAIMER: EXCEPT FOR THE EXPRESS WARRANTIES SET FORTH ABOVE, AQUATREE MAKES NO WARRANTY WHATSOEVER WITH RESPECT TO THE PRODUCTS, INCLUDING ANY (A) WARRANTY OR CONDITION OF MERCHANTABILITY; OR (B) WARRANTY OR CONDITION OF FITNESS FOR A PARTICULAR PURPOSE WHETHER EXPRESS OR IMPLIED AND WHETHER ARISING BY



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Aquatree Tower Return Policy

Grow Local, the parent company of Aquatree products, offers a 30-day money back guarantee return. It is incumbent upon the buyer to pay for the return shipment and a full refund will be extended.

- 1. How do I return?
 - a. **Online marketplace Purchase:** Visit our returns center at https://aquatreegarden.com/returns
 - i. Enter your order number and email address to start the process
 - ii. Follow the instructions and select the items you want to return
 - b. **Direct Sales Purchase:** Contact <u>info@aquatreegarden.com</u> and request return
 - c. Complete within 60 days from your date of purchase
- 2. What items are non-refundable?
 - a. The following items cannot be returned:
 - i. Gift cards
 - ii. Seeds
- 3. The item I received is damaged!
 - a. If the purchased product is faulty, reach out to us at info@aquatreegarden.com within the one (1) year warranty period of the delivered date and our team will work with you to get the item replaced. You can find your Aquatree warranty information in this manual.
- 4. What are the refund options?
 - a. The following refund options are supported:
 - i. Refund to the original payment method
- 5. How do I ship back the items?
 - All you have to do is pack the returned item/system and ship to the following address:

Aquatree Global

232 Main Street

Fort Mill, SC 29715

- 6. How soon will I get my refund?
 - a. Once your returned item is received and inspected, you will be notified via an email. The refund request will be processed within 5 7 working days.
- 7. My question is not addressed...
 - a. If you have any queries regarding return or refund, reach out to us at info@aquatreegarden.com



THANK YOU!

As you embark on this exciting journey with the Aquatree Tower, we can't help but burst with gratitude and joy! We owe this incredible launch to our amazing supporters like PDQ South, True Leaf, and Brand V, but most importantly, we are absolutely thrilled to have YOU as part of our cherished family.

The Aquatree Team

