

FREQUENTLY ASKED QUESTIONS: AQUAVISTA 500 WALL AQUARIUM

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What is the Aquavista 500?

The Aquavista 500 is an award-winning, self-contained wall-mounted aquarium for tropical fish that hangs like a framed picture. Ideal for most tropical fish and saltwater compatible, the self-contained AquaVista 500 is space-saving and hangs anywhere you can hang a picture. Its sophisticated, patented design and self-contained aquarium technology makes it virtually hassle free (less than 15 minutes of maintenance per month).

The Aquavista 500 measures approximately 26 inches (height) x 26 inches (width) x 4.3 inches (thickness) and holds approximately 25 liters or 6.6 U.S. gallons of freshwater for tropical fish.

What makes the Aquavista 500 special?

The Aquavista 500 is designed for those who want to enjoy live tropical fish without the hassles of owning and maintaining an aquarium. It can be hung anywhere you hang a picture, so it frees up valuable floor and counter space. Most of all, the Aquavista is beautiful and can be easily personalized to match any décor or style. It does not look like a typical fish tank and becomes an instant conversation piece. The AV500's shatterproof construction and advanced, self-contained aquatic technology make it the perfect solution for any busy household or office.

Set up is easy. Just hang, add water and fish.

What does the Aquavista 500 come with?

Each Aquavista 500 comes pre-assembled with advanced dual filtration, heater, overhead lighting system and air pump. The easy-to-use embedded LCD control display panel allows you to control and monitor filtration, temperature, oxygen, and lighting. Each Aquavista 500 includes black or silver contemporary frame of your choice and your choice of one of our 3D submersible backgrounds.

All essential fish care accessories are included such as: Custom steel hanging bracket, water siphon, fish net, algae scraper, aquarium gravel, filtration media, and acrylic glass cleaner.

Aquavista provides other backgrounds and frames that enable you to further personalize your living art, but we want to make your Aquavista experience as easy as possible.

We don't want you to think about anything except for what kind of fish you want to put in there.

What is the purpose of the LCD control panel?

The embedded LCD control panel is the central nervous system of the Aquavista 500 and makes controlling the Aquavista 500 simple. It displays the aquarium temperature and allows you to easily program the aquarium light, filtration, heater settings, and air pump settings.

What makes the Aquavista 500 filter special and so easy?

The Aquavista 500 comes with the most advanced aquatic technology in any wall aquarium. The Aquavista 500 is pre-assembled with dual filtration including biological wet-dry and mechanical filtration. We put in everything you need, so you don't have to.

How much does the Aquavista 500 weigh?

The Aquavista 500 weighs approximately 25 lbs empty and will weigh approximately 75 lbs when filled with water. We recommend securing the Aquavista 500's proprietary easy-to-mount bracket to the studs in the walls and adding water after you have hung the product.

How do I hang the Aquavista 500?

The Aquavista 500 is surface-mounted to the wall, flush like a painting. Most people will do it themselves, since each unit includes a special reinforced steel wall bracket for easy mounting. Just secure the bracket to the studs in the wall, hang the aquarium, add water and fish.

What if I have a larger wall? What should I do?

The Aquavista 500 is designed to be modular. We have customers who will hang them side by side touching or even spaced apart to create a living mural on the wall. Since the backgrounds are interchangeable, you can order different backgrounds to create a panoramic mural or even use our custom backgrounds to create two backgrounds from one panoramic photo. We even have customers who set them up vertically (one above the other) to create a wall of fish.

How is the Aquavista 500 powered? How do I hide the power cord on Aquavista 500?

The Aquavista 500 is completely pre-assembled and powered by one 5 ft grounded plug that is located underneath on the right side of the aquarium when you are facing it. You may not see the cord in some of our photos. Here are the most common ways to hide the cord or disguise the cord:

- (1) Use conduit (wire cover) to hide the cord in a neat fashion on the wall. This is a sheath that covers the wire and can be purchased at a local hardware store for approximately \$5. Wire cover can be easily painted to match wall paper and paint jobs; or
- (2) Hide the cord in the wall and hardwire into electrical source in city or below the aquarium. Using this method, there is no cord visibility. Most customers will hire an electrician to do this (usually costs less than \$60).

How many fish can I keep in the Aquavista 500?

The number of fish you can keep will depend on the type and size of fish that you choose. We recommend that you speak with your local pet store regarding the types of tropical fish that best suit your new aquarium. Be careful not to overcrowd your pet fish.

What kind of fish should I keep in the Aquavista 500?

Below are some recommended fish for Aquavista 500:

Community fish: Platys, Tetras, Mollies, Guppies, Neons

Semi-aggressive fish: Danios, Silver Dollars, Tiger / Green / Gold Barbs

Goldfish: Any fancy goldfish (Oranda, fancy tail gold fish, etc.) or regular goldfish (feeder fish etc.)

After 4 weeks, you can add algae eating fish (Plecostomus, Chinese algae eater) (add after 4 week with other fish)

Can I put salt water fish in the Aquavista 500?

The Aquavista 500 is salt-water compatible but only recommended for experienced aquarists due to the sensitive nature of salt water fish. We have built-in biological and mechanical filtration plus a heater, so Clown fish, damsels, and gobies would be the main recommended fish for the Aquavista 500. Live corals and other invertebrates typically have specific light requirements and are not recommended.

Can I put live plants in the Aquavista 500?

We encourage you to decorate your Aquavista 500. However, we discourage placing any live plants in the Aquavista 500 because most plants need stronger lighting and can sometimes end up clogging the filtration.

How do I clean the Aquavista 500?

The Aquavista 500 is easy to maintain, so that you can spend more time enjoying the aquarium than maintaining it.

Basic maintenance (aside from feeding your fish) involves:

- (1) Replace the filter sponge in the filter tray once every 4-6 weeks. Additional filters are available in our store.
- (2) The water in the aquarium will evaporate, so you should add about 1-2 cups of water per week to maintain the water level.
- (3) Once every 3 months, stir up the bottom with the extendable claw to loosen any waste in the gravel and change approximately 1 gallon of water using the included water siphon.
- (4) Replace 50% of the bio-balls every 6 months.
- (5) Use the algae scraper to wipe down the screen and backdrop as necessary

What is the Aquavista aquarium made of?

The Aquavista 500 is designed and made with shatter-resistant ABS plastic and acrylic materials and top quality electronics. Our frames are made from wood (Classic) or high quality ABS plastic (Modern).

What kind of backgrounds does the Aquavista 500 come with?

Currently, you can select from multiple vivid 3D submersible backgrounds to be included with your Aquavista. Our patented backgrounds are easy to change, so you can easily change your background whenever your mood or décor changes. You can now also create a personalized background for your Aquavista aquarium. [Click here to learn more](#)

Can I change my background? Can I create my own personalized background?

Our patented design allows you to easily swap out your backgrounds. We have a special feature that now allows you to turn your favorite photographs, logos, or images into vibrant customized backgrounds for your Aquavista wall-mounted and desktop aquariums, adding even more personality to your home or office! Strengthen your brand by inserting a logo or company photo into your living art aquarium. It's easy. [Click here](#) for more detail or to get started.

*Please note that Aquavista's backgrounds are patented and printed on a special material that makes them water submersible. You will not be able to use any background you find at the local store unless it is made by Aquavista.

What other frames are available for the Aquavista 500?

We currently offer over 25 different interchangeable picture frames for the Aquavista 500. Each unit will come with a contemporary frame that is black or silver. You can purchase or change your frame at any time. Frames are easily changed in less than 30 seconds. [See more frames](#)

What is your return policy?

We want you to be fully satisfied with your living art. We pride ourselves in providing the best customer experience, so if you are not happy with your Aquavista, you can return it. For more information on our return policy, [click here](#).

What is the Aquavista 500's warranty?

The Aquavista comes with a one year limited warranty on the aquarium body and six months on the electrical parts against any factory defects from the date of purchase that excludes filter sponges and light bulbs. We stand by our product, so even if it is after your warranty period, you should always contact us if you ever need any support. There is usually a simple solution, and we will always do our best to help.

What kind of customer support do you provide?

We are open from M - F 9 a.m. – 5 p.m. PST, so please contact us at 888-627-8284 or by emailing us at info@aquavistainc.com if you have any questions. We are here to make owning your Aquavista as pleasant as possible.

How do I get free filters?

We love to receive photos and testimonials from our customers. Every testimonial we receive is real and a sampling of real customer [testimonials](#). Send us a photo of your aquarium and a testimonial with your mailing address, and we will send you a free pack of filters. We are very protective of our customers' confidentiality and will never share your information.