

SunPod

Q: How do I get a replacement ballast for my SunPod fixture?
A: Please contact the dealer from whom you purchased the SunPod about getting a replacement ballast. If you need help finding a dealer please contact our customer service for assistance.
Q: Can the SunPod be used on freshwater plant aquariums?
A: Yes, in fact the SunPod can help create beautiful freshwater planted aquaria, however the HQI lamps may be too strong for some plants. Please consult your dealer about using the SunPod for a freshwater planted aquarium.
Q: How long should the lamps be on for?
A: Different species of plants and invertebrates will require varying photoperiods. Please contact the dealer from whom you purchase your livestock to determine how long your particular lights should be left on.
Q: Can the Lunar Lights be left on all the time?
A: Yes, the Lunar Lights have an incredible long life span which allows them to operate 24 hours. It is recommended you turn them on for nighttime viewing, as you will not be able to see them during the day.
Q: Are replacement parts available?
A: Yes. Your dealer can order most replacement parts for all of our products.
Q: Can the SunPod be installed in a canopy?
A: We do not advise the use of the SunPod for canopy installations. Although there are cooling fans installed in the SunPod, canopies are too restrictive and may cause premature ballast and lamp failure. For canopy installations we recommend our SunPaq Retrofits.
Q: Can I hang my SunPod fixture pendant style?
A: For Pendent style applications we offer a hanging kit model # 1093. Fully adjustable, the SunPod Hanging Kit will work with models.....Hanging the SunPod Pendant style will give your aquarium a European look while reducing heat transfer into the aquarium and increase accessibility
Q: Does the fan need to run while the lamps are in operation?
A: It is important that the fan is operational while any of the main lights (excluding LED's) are operational to keep both the lamps and microprocessor driving system cool.
Q: What type of corals can be raised using SunPod fixtures?
A: The SunPod fixtures will support nearly all types of corals and anemones. For detailed lighting information please see the guide listed on the support section of our site.
Q: My SunPod HQI lamps come on and turn off sporadically during the day. Why?
A: This could be caused by a number of different things. The ballast may be overheating from lack of air circulation (check to make sure fixture or external ballast-250w version) is not in an enclosed area. The bulb may have moved during shipping and it is not in the socket all the way. Unplug the fixture, take off the glass and carefully remove the bulb and re-install it into the socket. With 150w units, even flipping the bulb over may help. Check the connections of the bulb for oxidation-this can be removed using steel wool. If your unit is still having problems please contact your dealer about obtaining a replacement bulb.
Q: Can I upgrade my 150w SunPod to a 250w fixture?
A: The 150w fixtures cannot utilize the 250w components due to the difference in the ballast and socket types.
Q: I have a 18" tank. Will your 20" SunPod's docking mounts adjust to fit?
A: The docking mounts are able to slide width wise on a track to adjust for narrower tanks than the fixture itself.. They will not however, extend past 20".
Q: My SunPod's Blue LED lights are not turning on.
A: Please try swapping the LED transformers. If this does not solve the issue please let your retailer know you need a new LED panel. If the problem follows the LED transformer please let your retailer know you need a new transformer.
Q: The HQI lamp has a glass cover of it do I still need my glass top over my tank?
A: Yes. We do not recommend using any of our light fixtures without a glass or acrylic top between the water and the fixture.