

October 14, 2009



# tideline newsletter tideline aquatics

## Tideline Aquatics Store Hours

Monday – Friday 11am-7pm  
Saturday 10am-6pm  
Sunday 1pm-5pm

## WE SUPPORT COMPANIES THAT SUPPORT US AND YOU – PRODUCT LINE CHANGES AT TIDELINE.... PLEASE READ!!

Tideline Aquatics has and always will make the promise to offer our customers superior customer service not only at the time of the sale but with support of the products and livestock you purchase from us AFTER the sale is complete. Just as many companies have had to do in this recession, we have reduced employee work hours and made changes around the store to save money without sacrificing customer service and customer support. We expect the same from the companies that we purchase from. If you have an issue with a product you purchased from us, we make every effort to correct the issues in a timely manner to ensure your aquarium inhabitants do not suffer from whatever issue may arise. But when a company that we purchase product from does not support Tideline Aquatics with customer service, **the entire system begins to break down. This has been our experience with the company **Central Aquatics** – the manufacturer of products from **Coralife, Kent Marine, All-Glass-Aquarium (AGA), Oceanic****

**and Aequon.** Let me explain further... All of the companies listed above (other than Aequon) were once smaller individual companies that offered excellent service and customer support. If someone needed a part for a product, had a question about a product or had a warranty issue, Tideline Aquatics would simply call them, explain the issue and get the problem resolved quickly and efficiently. Central Aquatics purchased all of these companies and with this buy-out, they set up their own customer support system. This has resulted, in our opinion based on our experience with Central Aquatics, in **POOR customer service and EXTREMELY POOR customer support. Tideline Aquatics has made numerous efforts with complaints and personal interactions with Central Aquatics staff members to bring their attention to their lack of customer support and service yet Central Aquatics has continued to fail us.** For this reason, we have decided to drop their product lines and replace them with lines from companies that we can count on. We will still stock parts (where available) for the products you purchased from us in the past (impellers, cartridges, etc) but we will never stock the product lines in the store from this point forward.

We believe you will be excited with new product lines that will be coming to Tideline Aquatics soon! New water pumps and pond products by Sicce that are manufactured with quality in Italy NOT CHINA. Quality aquariums produced by Perfecto MFG (you have already seen many of the new aquarium sizes in the store now). Lighting systems with quality ballasts that do not fail on a regular basis (Coralife Aqualights have

had problems for many of our customers with ballast failure, Oceanic Biocubes have had ballast issues with many customers and parts too often take months for us to get from Central Aquatics).



It is one thing to produce aquarium products that are inexpensive but when the quality control measures are ignored and the products fail and the problems are not corrected in a timely manner then is that product such a good deal? When customer support from the manufacturer continues to fail, should the company be rewarded? We believe it is time to make a change and to make a stand against Central Aquatics product lines at Tideline Aquatics.....

## UV STERILIZERS FOR THE AQUARIUM

Have you ever considered adding a UV Sterilizer to your aquarium? Here are a few facts you should know about them. UV (ultra-violet) sterilizers can kill bacteria, parasites and algae that are passed through the UV light chamber but the killing ratio is based on the flow rate of water passing through it. Free floating algae spores are easily killed by UV light even with a strong flowing water pump. A UV sterilizer makes an excellent aquarium filtration addition for killing algae. UV sterilizers are also excellent for killing bacteria that pass through the chamber. The flow rate needs to be approximately 30% less for killing bacteria compared with killing algae spores. But in order to kill parasites in the aquarium the water flow would be required to be

so slow the parasites will actually reproduce faster than you can even kill them. So for crystal clear water, less algae growth and bacterial control, a UV makes an excellent filtration component. Just be aware that it will never prevent or cure a parasite outbreak in your aquarium!

## COMING SOON.....

**SICCE Voyager 2-3-4 Power Stream**  
2.39 m³ cubic

- Maximum inclination**  
Its support permits to reach the widest angulations: up to 150° degrees vertically and 360° degrees circularly with endless orientation possibilities!
- Maximum flexibility for a 360° positioning**  
Thanks to the exclusive magnetic support, it can be positioned anywhere on the sides, behind and according the aquarium's corners. Voyager's sensibility is increased and positioning makes it possible to hide it anywhere, always assuring optimal performance.
- Maximum flexibility for a flow as your corals need**  
The rotation of the front ring not allows to regulate the flow, recreating faithfully the effect of marine currents and satisfying even the most particular of your corals' needs.
- Maximum quietness**  
Most durable rotor and shaft! The unique bidirectional design of the rotor assures that the pump always stays in the correct sense, avoiding the annoying noises provoked by an inversion of the sense of circulation.
- Maximum reliability**  
Rotor and shaft are wear-resistant beyond comparison! Long bearing magnetic support. The stainless cups applied in salt water tank become stiff with time, compromising their hold and causing the pump to become inelastic. The exclusive magnetic support is the ideal for glasses of 15 mm of width.
- Maximum safety for your fishes**  
No dangers for your fish: Voyager is equipped with a grill that prevents even the smallest fish to come in contact with the moving rotor.

www.sicce.com  
SICCE Technology for water applications

**QUALITY NEW CIRCULATION PUMPS BY SICCE ARE MADE WITH QUALITY IN ITALY AND WILL SOON BE ON THE SHELVES AT TIDELINE AQUATICS!**

## A SNAIL FOR SNAIL CONTROL IN YOUR FRESHWATER AQUARIUM???

**The Assassin Snail (*Anentome helena*)**



Finally we have obtained the highly sought after Assassin Snails from Asia! This snail cruises the aquarium for other snail species and actually sucks them from their shells – including Malaysian Trumpet Snails!! The Assassin Snail is completely safe with live plants and all other aquarium species except snails. The Assassin Snail will multiply in the aquarium but quite slowly compared with other snail species. Even better, this is also an excellent scavenger for the aquarium consuming detritus and uneaten fish foods along with its regular snail diet.



## TIS THE SEASON TO GET PARASITES FA LA LA LA LA...

You are airing out the house, opening the windows and enjoying this cooler weather but... This time of year is when we encounter more customers with parasite outbreaks in their aquariums. This is mainly due to sudden temperature drops in the aquarium due to either improper setting of the aquarium heater, a defective heater or a heater too small to maintain the aquarium temperature because the house temperature is too cool. Don't let this happen to your aquarium. Check the aquarium water

temperature three times a day for a couple of days in a row. If you see that the temperature is shifting more than 2-3 degrees in a 24 hour period then you need to take action immediately. First try readjusting the aquarium heater. If the problem persists take a look at the wattage of the heater you have and replace with one of a higher wattage so it can handle the shifts in house temperature enough to keep the aquarium water temperature stable. If the problem still persists, then the aquarium may require two heaters to maintain a steady temperature.



Keep your fish safe by maintaining a steady water temperature in the aquarium. Most fish and invertebrates prefer the water temperature between 76 and 80 degrees (but steady). Fish like Discus, Dwarf Cichlids, Angelfish and Uaru required warmer water of 83-85 degrees.

## FRIENDS FOR MANY MANY YEARS!



(LEFT SHAWN, BOTTOM CENTER IS JUSTIN) Tideline staff members Shawn, Justin and I (taking the picture) have been friends since we were all in our 20's. I recently found this picture of a group of us from when we went on a hiking and fish-collecting trip out in the forests in the country near Ehrhardt, SC. We ate termites,

trapped in sinking mud in the swamp, swung from vines from tree to tree like monkeys, collected native fish and mollusks from clear-running creeks in the forest, spooked by a group of wild turkeys and belly aching from eating too many wild blackberries. Thought you'd enjoy the pic!

### **BEFORE AND AFTER...**

So many Tideline Aquatics customers have taken the Charleston Showa Koi Clubs Pond Tour over the last few years. You have visited my own pond and garden and have asked how it was when I first moved into my home in West Ashley. Well here is a before and after pic to give you an idea of how empty my yard was when I first moved into my home years ago...

#### **Before**



#### **Now**



**Man have I created a monster or what!**

### **GERMAN STENDKER DISCUS ARE HERE!!!**



These fish are absolutely stunning! We have an excellent supply of 3"-4" mixed varieties that are all eating well and ready for your home aquarium!

### **COMING SOON TO OUR WEBSITE.... "HOW TO" VIDEOS!**

We are now working on videos for our website that will guide you through common issues you may encounter with your aquarium. Videos on mixing seawater, priming an overflow box u-tube, servicing a canister filter and more will begin to show up on our site. We will let you know when the new vids become available for viewing. This is just another way Tideline

Aquatics supports its customers that support us!  
We thank you for shopping with us!

## SIGN UP!!

Go to [www.twitter.com](http://www.twitter.com) and create your own personal account. It's FREE!!!! Then find us by searching for: TidelineAquatic (notice there is no "s" on the end of aquatic. Sign up to "follow" us and even add the option to receive tweets via text messages to your cell phone. With your twitter account you will receive notifications of livestock shipments, product specials and best of all "twitter only" super specials sent out randomly to our twitter followers.

**Don't forget to show your military ID at the check-out counter! Tideline Aquatics now offers a discount to both active and retired military persons with a military ID!!**

**Also, print off coupons from our website for even more savings when you shop with us!!**

*tideline aquatics*

one of the hardiest of all freshwater fish!

**ZEBRA DANIO**

**3 FOR \$1.00**

OFFER VALID WITH COUPON ONEIC COUPON EXPIRES 03-23-09



*tideline aquatics*

this is the perfect goby for the reef aquarium!  
it remains small making it perfect for even smaller aquariums reef or non-reef!

**GREEN BANDED GOBY**

**\$12.99 each**

OFFER VALID WITH COUPON ONEIC COUPON EXPIRES 03-23-09



*tideline aquatics*

making room for a new vendor!  
includes: lighting, skimmers, pumps, thermometers, etc  
warranty issues must be handled by manufacturer

**ALL CORALIFE PRODUCTS**

**35% OFF**

**ALL SALES FINAL**

OFFER VALID WITH COUPON ONEIC COUPON EXPIRES 03-23-09



*tideline aquatics*

making room for a new vendor!  
includes: buffers, additives, freshwater & saltwater lines

**ALL KENT MARINE PRODUCTS**

**35% OFF**

**ALL SALES FINAL**

OFFER VALID WITH COUPON ONEIC COUPON EXPIRES 03-23-09



Just a few examples of the specials available on our website coupons this week!!

## WHAT'S NEW AT **tideline aquatics?**

### **ON THE MENU THIS WEEK:**

Feeder Guppies, Feeder Ghost Shrimp, Feeder Goldfish, Feeder Rosey Reds, Feeder Black Worms, Feeder Crayfish, Feeder Fiddler Crabs (OUT OF FIDDLERS TEMPORARILY).

### **Freshwater Fish New Arrivals:**

Red Delta Guppies, Gold Neon Guppies, Blue Moscow Guppies, Blue Grass Delta Guppies, Pearl Leeri Gouramis, Turquoise Rainbowfish, Peacock Bass, Surinamensis Earth-Eater Cichlids, Red Fire Queen Peacock Cichlids, Wild Collected Altum Angelfish, Longfin Albino Bushynose Plecostmus, Fourline Pictus Catfish, Spotted Pictus Catfish, Albino Cory Catfish, Reticulatus Corydoras Catfish, Clown Loaches, Bala Sharks, Rainbow Sharks, Redtail Black Sharks, African Butterflyfish, Giant Sleeper Gobies, White Cheek Gobies, Marthae Hatchetfish, Red Serpae Tetras, White Cloud Mountain Minnows, New Kitty Tetras (pretty), Blackberry Japonica Shrimp, Assorted Glo-fish, Assorted Platies, Electric Crowntail Male Bettas, Thai Fighter Bettas, Giant Show Bettas, Halfmoon Twintail Male Bettas, Denisonii Roseline Sharks, Jurupari Eartheater Cichlids, Electric Blue Ahli Males, Demansoni Cichlids, Farlowella Twig Catfish, Siamensis Flying Fox Algae Eaters, Common Plecostomus, Olive Nerite Freshwater Algae Eating Snails, Assassin Snail Eating Snails, Corydoras agassizi Catfish, Golden Dojo Weather Loaches, Banded Kuhli Loaches, Dwarf Peacock Gudgeon Gobies, XL Cardinal Tetras, Large Neon Tetras, Bloodfin Tetras, Rasbora Hengeli, Red Serpae Tetras, Dwarf African Frogs, Riccia Floating Plant.

### **Saltwater Fish New Arrivals:**

African Flameback Pygmy Angelfish, Lyretail Zebra Swallowtail Angelfish, Orange Anglerfish, Bartlett's Anthias, Algae Blennies, Starry Algae Blennies, Canary Blennies, Raccoon Butterflyfish, Black and White Heniochus Butterflyfish, Caribbean Jewel Damsel fish, Bicolor Goatfish, Blue Spotted Watchman Gobies, Steinitz Gobies, Dragon Sifter Gobies,

Gumdrop Goby, Spotted Watchman Gobies, Green Banded Gobies, Clown Gobies, Two Spot Gobies, Blue Dot Sifter Gobies, Janss' Pipefish, Foxface Rabbitfish, Powder Blue Tangs, Thompstoni Tangs, Adult Red Coris Wrasses, Dragon Wrasses, Green Coris Wrasses, Blue & Red Flasher Fairy Wrasses, True Black Ocellaris Clownfish, Yellow Tangs, Pearly Jawfish, Porcupine Pufferfish, Flame Angelfish, Eiblii Angelfish, Majestic Angelfish, Coral Beauty Angelfish, Female Lyretail Anthias, Male Lyretail Anthias, Royal Grammas, Horned Blennies, Ocellaris Clownfish, True Percula Clownfish, Tank Bred Ocellaris Clownfish, Gold Bar Maroon Clownfish, Azure Damsel fish, Blue Devil Damsel fish, Green Mandarin Dragonets, Scooter Dragonets, Ghost Eels, Yellow Watchman Gobies, Clown Gobies, Candy Cane Gobies, Volitan Lionfish, XL Fuzzy Dwarf Lionfish, Diamond Sifter Gobies, Fridmani Pseudochromis, Stars & Stripes Dogface Pufferfish, Blue Spotted Sharpnose Pufferfish, Valentini Sharpnose Pufferfish, Tank Bred Seahorses, Adult Achilles Tang, Lieutenant Tangs, Chevron Tang, Yellow Eye Kole Tang, Naso Tangs, Blue Regal Tangs, Sailfin Tangs, Desjardini Sailfin Tangs, Clown Triggerfish, Niger Triggerfish, McCoskers Fairy Wrasses, Christmas Wrasses, Sixline Wrasses, Harlequin Tuskfish.

## **Live Corals & Invertebrates New**

### **Arrivals:**

Red Button Cynarina Meat Corals, Purple Fungia Plate Corals, Spiny Cup Pectinia Corals, Cultured Acropora Corals, Cultured Montipora Corals, Platygyra Worm Brain Corals, Cultured Green Torch Corals, Green Toadstool Leather Corals, Emerald Crabs, Blue Knuckle Reef Hermits, Tigertail Sifting Cucumbers, Yellow Filter Feeding Cucumbers, Regular Feather Dusters, Pink Feather Dusters, Green Feather Dusters, Reef Lobsters, Yellow Polyps, Lavender Mushroom Rocks, Ricordea Yuma Mushroom Rocks, Pink Ricordea, Bumble Bee Snails, Top Crown Snails, Sifting Crown Conch Snails, Coral Banded Shrimp, Pair Golden Banded Shrimp, Sand Sifting Starfish, Scissortail Shrimp, Orange Linkia Reef Starfish, African Knobby Starfish (not for reefs), Fancy Bubble Anemones, Brown Sebae Anemones, Super Red Velvet Lobophyllia Coral, Super Grade

Wellsophyllia Corals, Sally Lite Foot Crabs, Cultured Mushroom Rocks, Red Tip Reef Hermits, Hard Tube Coco Worms, Shaving Brush Plants, Chaetomorpha Refugium Algae, Green, Yellow and Orange Zoanthid Rocks, Turbin Snails, Red Collar Snails (cooler water only), Chestnut Turbo Snails, Mexican Turbo Snails, Candy Cane Pistol Shrimp, Tiger Pistol Shrimp, Lime Green Mantis Shrimp, Scarlet Red Fire Shrimp, Cleaner Shrimp, Caribbean Peppermint Shrimp (few), Red Fromia Reef Starfish, Pin Cushion Urchins, Live Tigrio Copepods, Live Reef Pods.

**This list consists of new arrivals only – we have a huge selection of fish, corals, invertebrates and live rock from previous shipments now in stock!**