

Bubble magus in the Uk

Generated by Tom Shane on Wednesday 8 April 2026 at 15:37 UTC

Contains data that you requested from 1 April 2026 at 15:29 to 8 April 2026 at 15:29

Bubble magus in the Uk

Hi Tom, you are welcome to email my boss Emma Simmons. As a footnote we are not members of OATA. Kind regards Phil.

Apr 08, 2026 3:10:08 pm

Tom Shane

Deal*

Apr 08, 2026 3:08:28 pm

Tom Shane

I am about to hit send on the emails to Emma Simmons and the OATA.

However, I'm happy to save everyone the time and administrative headache of a formal investigation. If you can arrange to

have a brand-new, sealed ARF-M G2 replacement unit sent to me this week, I will consider the matter resolved and won't take the escalation further.

This is much easier than explaining to your directors why you're ignoring global brand policy and telling customers you have "no connection" to the manufacturer you represent.

Let me know by 5pm if we have a deal

Apr 08, 2026 3:08:11 pm

Tom Shane

I'm not sure why you've brought up Amazon; I've already stated clearly that I purchased this unit from a physical UK retailer, Hidden Gem Marines,

The fact that you "have no connection" to the official Bubble Magus warranty page is exactly the problem. As the exclusive UK distributor, you are the connection.

Claiming that global brand policies don't apply to the UK distribution arm is a major failure in brand representation.

Your attempt to redirect me to a Chinese email address for a manufacturer defect is a clear refusal to provide the service J&K is contracted to provide for this brand.

I will now be taking this entire thread—including your dismissive comments about the brand's own warranty terms—directly to Emma Simmons

and the Ornamental Aquatic Trade Association (OATA).

Apr 08, 2026 3:05:35 pm

Bubble magus in the Uk

Hi Tom, We have no connection with that page at all. We don't supply Amazon, any product sold on Amazon in the UK will be sold through a third party retailer. You haven't got a receipt to prove what you

purchased, when you purchased it, and how much you paid. There is nothing further we can do for you. To take this matter further you will need to contact Bubble Magus directly, sales@bubble-magus.com Kind regards, Phil.

Apr 08, 2026 3:00:27 pm

Tom Shane

The policy is clearly stated on the official Bubble Magus website here: bubble-magus.net/pages/warranty.

To quote directly: "Without a receipt, we will base the warranty period under the serial number."

Thank you for your support in our product lines, we always working hard to improve and to bring our customers the best products available. There will be time a problem would occurred. Please don't be alarm, we are here to help you get your

equipment back in working condition as quick as possible. T...

<http://bubble-magus.net/pages/warranty>

Apr 08, 2026 2:50:39 pm

Tom Shane

The policy of using serial numbers for warranty verification in the absence of a receipt is standard across Bubble Magus international support and is widely cited in user manuals and official brand literature. As the sole UK distributor, I expect J&K Aquatics to uphold the service standards of the brand you represent.

Whether you personally track the numbers or not, the serial number on this unit confirms it is a Generation 2 model. Since the G2 has not been on the market long enough for its warranty to expire, the unit is clearly within its protected period.

I am not a technician or a retailer; I am a

customer who bought a brand-name product that failed. My request for a refund of £139.99 remains. If you are unable to fulfill this because you are "just the distributor," please provide me with the direct contact details for the Bubble Magus head office or European management so I can escalate the failure of their UK representative to stand behind their products.

I will also be reaching out to OATA to clarify why a UK distributor is refusing to facilitate a resolution for a documented manufacturer defect on a current-line product.

Kind regards,

Tom Baker

Apr 08, 2026 2:48:28 pm

Bubble magus in the Uk

Hi Tom, can you direct me to where

"Without a receipt, we will base the warranty period under the serial number." is written? We in the UK have no records of serial numbers. Kind regards. Phil.

Apr 08, 2026 2:43:30 pm

Tom Shane

I am well aware of my rights under the Consumer Rights Act, but as I have repeatedly explained, the retailer has ceased trading in this sector. Directing a customer to a closed shop for a refund is not a solution—it is a refusal to take responsibility for a faulty product that bears the Bubble Magus name.

Your own company policy specifically states: "Without a receipt, we will base the warranty period under the serial number." I am holding you to that.

The unit is a Generation 2 model, meaning it is current stock and well within its

expected lifespan. It was faulty out-of-the-box. I am not interested in a "discounted" repair for a product that never worked. I want my money back.

I am requesting a full refund of £139.99. If J&K Aquatics is unwilling to stand behind the brands it distributes when a retailer fails, then I will be escalating this as a formal complaint to Trading Standards and the Aquatics Trade Association (ATA).

Please confirm by the end of the week if you will be processing this refund upon return of the faulty unit.

Kind regards,

Tom Baker

Apr 08, 2026 2:38:30 pm

Bubble magus in the Uk

Hi Tom, In that case you need to take it back to the shop for a full refund as it is faulty goods. That is your right. We have

no record of the shop you bought it from actually purchasing one from us. Kind regards, Phil.

Apr 08, 2026 2:35:24 pm

Tom Shane

I appreciate the offer of a discounted motor, but I find it completely unacceptable to be asked to pay £35 to repair a product that was faulty from the moment it was purchased.

As a consumer, I expect a product to be of satisfactory quality and fit for purpose.

This unit failed on both counts.

Furthermore, the delay in your response forced me to purchase a Red Sea ReefMat to protect my aquarium's health. I now have a superior, working product and have no need for a replacement part—certainly not one I have to pay for.

Buying a "fix" for a brand-new, broken unit

is not a solution; it is a further expense for a product I no longer trust.

Because the retailer has exited the marine trade and you are the sole UK distributor for Bubble Magus, I am looking to you to stand by the brand you represent. I am requesting a full refund for the faulty unit. I have the unit and serial number ready to be returned for inspection. Please confirm the return process and how you intend to issue the refund by the end of the week.

Kind regards,

Tom Baker

Apr 08, 2026 2:31:25 pm

Bubble magus in the Uk

My apologies in the delay in getting back to you, we 'J&K Aquatics Ltd' are solely the UK distributor for Bubble Magus, not Bubble Magus themselves. As you have no proof of purchase what we propose is

offering you a new motor for the unit at £35.00 inc VAT and post and packing. If can please phone our sales office 01278 664488 and ask to speak Emma Simmons she will arrange this for you. Best regards, Phil.

Apr 08, 2026 2:22:59 pm

Tom Shane

Hi ?

Apr 08, 2026 2:22:49 pm

Bubble magus in the Uk

Hi Tom,

Apr 08, 2026 2:17:22 pm

Bubble magus in the Uk

Hi, thanks for contacting us. We've received your message and appreciate you reaching out.

Apr 08, 2026 12:20:25 pm

Tom Shane

FINAL NOTICE: Formal complaint and follow-up regarding ARF-M G2 unit

Hi Phil,

I am writing to formally follow up on my message from April 1st. You committed to providing a solution by the 2nd, but I have heard nothing since. To be clear, I didn't expect to be ignored regarding a malfunctioning piece of equipment, especially one that was faulty from the moment it was purchased.

Because my aquarium's health cannot wait indefinitely for a response, I have since switched to Red Sea and purchased a ReefMat 500

. The contrast has been stark; their customer service is responsive and their equipment is reliable—exactly what I expected when I first invested in Bubble Magus.

Under the Consumer Rights Act 2015, goods must be of satisfactory quality, fit for purpose, and as described. This unit has failed on all three counts due to the persistent motor stalling. While my statutory contract is typically with the retailer, your own company policy states that where a receipt is unavailable, you will verify the warranty period via the serial number.

As the retailer has exited the marine trade and you have failed to provide the technical support promised, I am now requesting that you rectify this immediately. Given the unit is unfit for purpose and has caused significant inconvenience, I expect.

A full replacement

A direct refund for the faulty unit, as the

failure occurred within the first 30 days of use.

I have the unit and serial number ready for inspection. Please confirm how you intend to resolve this by the end of the week to avoid this being escalated further.

Kind regards,

Tom Baker

Apr 08, 2026 12:20:14 pm

Tom Shane

"Hi Phil

, unfortunately, that isn't an option. I actually bought the unit from Hidden Gem Marines, but the shop has since changed ownership. The new owner is converting it into a general pet shop and was selling off the remaining marine equipment as 'clearance' to clear old stock. They specifically told me they wouldn't be able

to provide any after-sales support for these items as they are exiting the marine hobby.

Because of this, I'm really relying on your technical expertise to get this G2 unit running. I'm happy to try any troubleshooting steps you find, or even send a video of the stalling if that helps you or your team identify the cause."

Apr 01, 2026 5:53:57 pm

Bubble magus in the Uk

Hi Tom, I will get back to you tomorrow, I am searching for a solution. Is there another Bubble Magus retailer local that you take it to and ask them to take a look?
Regards Phil.

Apr 01, 2026 5:23:12 pm