

Red Sea Aquarium Failures Incident Tracker (Responses)

Timestamp	Email Address	Your name or forum username? To help keep track of incidents.	Red Sea tank?	Red Sea tank model?	Aquarium Tank Serial Number (Optional)	Original owner?	Bought Used?	Date tank was set up?	Failure date?	Failure location? (example: front, side, rear?)	Results from filing claim with Red Sea?	Don't see your model in the list above? Which model do you have? I will add to list in next update. Thank you!	Column 13
10/18/2024 14:50:46		SavvyCane		REEFER XL 425 G1		Yes	Yes	4/15/2018	11/21/2022	Front panel separated from right side glass near the top	No assistance offered		
10/18/2024 15:15:08		derek_SR		REEFER XL 525 G1		Yes	No	6/18/2022	10/18/2022	Leaking from the seams beneath the overflow.	Because I purchased the tank and stand separately (wanted to use my own sump) they told me to go fuck off basically.		
10/18/2024 19:06:27				REEFER XXL 625 G1		No	Yes	5/2/2021	6/13/2022	Front left seam	N/a		
10/18/2024 20:02:40		DMG Reef		REEFER XL 425 G1 V3A SUMP		Yes	No	5/29/2019	4/15/2024	Front separated from bottom pane on left side	Did not contact them since warranty had expired		
10/19/2024 21:29:52		ReefwithMee		REEFER 350 G1 V3A SUMP		Yes	No	12/13/2019	4/6/2024		Offer of 33.33% off my next Red Sea aquarium. Needless to say I didn't take them up on that offer!		
10/21/2024 11:06:18		Ryan o		REEFER 350 G1 V3A SUMP		No	Yes	10/1/2023	11/15/2023	Basement	Never offered anything		
10/21/2024 12:23:20		RossBoss		REEFER XXL 625 G1		Yes	No	12/10/2019	5/4/2022	Front seam, middle of tank	Credit amount of \$1253.67 limited to the purchase of another complete G2 Reefer system		
10/21/2024 12:55:11				REEFER 200 G2		Yes	No	7/14/2020	8/31/2024	Front right seam	33% discount on a new G2, which I declined	XL200	
10/21/2024 13:45:21		gmcdc		REEFER E-260		Yes	No	7/15/2019	11/21/2022	Front bottom seal	It was three months out of warranty. They offered a new G2 tank for \$1000 plus shipping. I declined.		
10/24/2024 18:41:17		Gene Plotkin		REEFER E-170		Yes	No	11/29/2020	5/23/2024	Side	No help. Out of warranty		
10/26/2024 11:27:35		Renee		REEFER XL 425 G1 V3A SUMP		No	Yes	3/10/2024	10/20/2024	Bubbles appeared a few weeks ago where the silicone should be flush. Now both sides are showing water and algae is in between the areas. We placed clamps to prevent further problems.	Warranty according LFS does not apply. I have not been able to get a resoponse.	I am not sure about G1 or ?	
10/28/2024 14:59:15		Ayman		REEFER NANO		No	Yes	8/1/2022	10/28/2024	BUBLE IN THE SILICONE, BACK LEFT CORNER	A Replacement was promised/ has not been recived.	Peninsula G1 26GAL	
10/31/2024 7:27:22		crownsbroyal		REEFER 350 G1		No	Yes	3/15/2019	10/15/2024	top right seam	Just email them and have no response yet.		
11/13/2024 11:33:56		RichT		REEFER 3XL 900 G1 WITH V3A SUMP		Yes	No	11/1/2021	10/30/2024	Left side	Full refund as a credit note for original paid amount, but :		
1/3/2025 10:14:39		AngelG		REEFER XL 425 G1		Yes	No	1/15/2022	12/30/2024	Front Side Seal	Havent attempted		
1/6/2025 6:18:36		N/a		REEFER XL 425 G1		Yes	No	5/31/2019	1/6/2025	Front panel seam blew bottom center	None, out of warranty		
1/13/2025 13:54:44		Sanya		REEFER XL 525 G1		Yes	No	10/1/2018	4/15/2023	Front bottom seal	Warranty expired		
1/28/2025 14:47:07		Viper966		REEFER PENINSULA 650 G1		Yes	No	5/9/2018	1/28/2025	Long side over the dooors	1300 dollar "discount" on a replacement model that is nc		
2/4/2025 6:22:50		Reefltx		REEFER 350 G1		Yes	No	6/1/2018	9/15/2020	Top right side silicone	Free tank, plus \$400 shipping		
2/10/2025 8:56:59		Ronweng58		REEFER 350 G1		Yes	No	6/20/2021	2/9/2025	Front	Just file the report this morning		
2/20/2025 7:48:33		Stephen Johnson		REEFER PENINSULA 650 G1		Yes	No	7/20/2018	2/20/2025	Back middle	No assistance		
3/29/2025 6:54:21		Featherweight		REEFER 250 G1 V3A SUMP		No	Yes	12/15/2024	3/15/2025	Front top left	No claim		
4/8/2025 10:19:19		Brian La Belle		REEFER 350 G2		Yes	No	5/1/2017	4/7/2025	front seam	they told me they can't help. i am contacting their ceo, br	reefer 450	
4/22/2025 18:14:58		Smiz		REEFER XL 200 G2		No	Yes	6/4/2024	4/22/2025	Front top right.	Have not filed yet.		
5/3/2025 14:02:22		Design.maddie		REEFER XL 200 G2		Yes	No	3/1/2020	11/1/2023	Front	Offered \$250 off next tank purchase	Reefer XL 200 G1	
5/5/2025 16:34:09		Fin Jackson		REEFER XL 300 G2		Yes	No	5/5/2021	11/25/2023	Middle of the front bottom seal. I had this happen	First time it happened, I recieved a brand new RS 300 G2		
5/8/2025 8:10:09		Nofear		REEFER E-260		Yes	No	10/12/2017	10/22/2018	Front top side	Deny but offer 500\$ credit to by a new tank	Yes	