

## **Instructions to prevent contamination of Koi Herpes Virus (KHV)**

**When you follow these instructions, KHV positive Koi will most likely not be able to spread the disease to other Koi, any damage occurring from not following these instructions are for the risk of the buyer!**

Ornafish runs an extensive program to only buy Koi from farms that are under the Niigata Government testing program, and all Koi are shipped with health declaration. Ornafish is doing random KHV tests on each breeder and on each shipment. However KHV remains a risk when buying Koi.

Each buyer of Koi is responsible for limiting risk and following strict instructions to prevent cross contamination of KHV, in the unlucky event Koi purchased was contaminated with KHV. As KHV is a very infectious disease, you also have to make sure Koi can not be contaminated with KHV from other outside sources.

### **Instructions for quarantine;**

- All newly purchased fish must be kept in quarantine for a minimum of 14 days. During this period the water temperature must be between 18 and 23 °Celsius.
- Never mix new stocks with old stocks!
- Never mix Japanese Koi with Koi from other countries.
- Never mix Koi purchased from different breeders or farms. Stock each breeder's Koi in separate quarantine tanks for the first 14 days. This means in separate tanks (separate filters & tools) for the first 14 days, and at least until you have the results of KHV testing.
- Furthermore in order to minimize damages, stock new Koi in smaller batches per closed system, try to limit the number of boxes stocked in 1 closed separate system as described to a few boxes. If any problem should occur, only your news stocks are at risk, not your current stocks.
- On arrival of your Koi, please make sure to use separate bowls, nets and other tools for each separate batch of Koi. Do not forget to disinfect again all materials and tools involved, including your hands, when unpacking different stocks for different systems.

### **Further recommendations for quarantine are:**

- Please accommodate your quarantine facility as far away as possible from any other stocks, ponds etc.
- Make sure you maintain a perfect water condition.
- During the quarantine cycle make sure that your quarantine facilities are a strictly no go area for any visitor or customer, instruct all your staff accordingly and do not allow any unnecessary bowling or any other contact of any fish in the quarantine.

KHV is only one of the many health problems you can have with Koi, most Koi get sick due to other causes or bad water quality and technical problems. So please make sure to apply carefully all instructions as given in the Ornafish manual for treatment on the next page!

In the unlucky event of a KHV outbreak always directly contact the Ornafish team, they will be able to inform you about problems other customers might have with the same fish or about the results of the KHV test run on the fish, also they will be ready to support you with advice.

Reducing the risk of KHV outbreak and KHV contamination is the responsibility of each Koi buyer, professional or hobbyist, KHV is part of the Koi hobby, whether we like it or not. So take KHV seriously, take responsibility. Failure to follow these instructions and follow the proper procedure is at your risk, not your supplier's.

## **Instructions for the arrival and treatment of direct import Japanese Koi.**

**Disinfected tanks and materials;** before you import fish you have to disinfect all tanks, filters and materials to make sure that there are no diseases in the system which can attack the new stocks;

**Normal disinfection;** Clean tanks by adding 1.5 litre of Household Chlorine per 1000 litre water volume, let tank and filter system run for a few hours, you could throw materials inside the tank so they will be disinfected at the same time. Then take water out, clean system thoroughly and add fresh water, run the tanks for at least 48 hours with good aeration before arrival of the fish.

**Extreme disinfection;** when the tank has been contaminated with KHV or other serious disease you need to undertake a complete disinfection. You do this by using Twin Oxide, an advanced version of Chloride. Add 300 ML Twin oxide (we can supply this) per 1000 litre water volume and follow the same procedure as with Chlorine! Important as your tank is now complete sterile you will need to put extreme attention to water quality in the first 8 weeks and test daily, add bacteria and do regular water changes to avoid problems.

### **Before arrival of the fish;**

- Make sure you maintain a perfect water condition, tanks and filters should run for several days with fresh water and plenty of oxygen before the fish arrives.
- Test water quality and correct where needed.
- Adjust water temperature to match the temperature of the water the fish are arriving in.
- Lower the pH level with Vitamin C or pH- products to pH 6.
- Add 1 KG salt to each 1000 litre water volume. (Salt level 0,1%)

**Make sure you follow the Instructions to prevent contamination of KHV on previous page!**

### **On arrival of the fish;**

- Try to unpack fish in a darker area, not in clear sunlight so the fish won't suffer stress.
- Avoid temperature and pH shock by checking the transport water and adjust tank values. Use of drip method where you slowly add 50% tank water to the transport water before releasing the fish is advised where possible.
- Carefully release new fish, dispose of transport water as this contaminates the water in your tanks.
- Make sure tanks are well covered against jumping; even the smallest gaps should be closed!

### **After arrival of the fish;**

- Daily test the water quality, adjust or change water where needed.
- On day 1; slowly let pH go up with 0,5 points per day up to the normal area pH water values.
- On day 1; add 2 kg salt per 1000 litre water bringing the salt bring salt level up from 1 kg to 3 kg per 1000 litre water. (salt level 0,3%)
- On Day 1; gradually bring water temperature up to 18-23° Celsius (maximum 3 degrees per day difference) and maintain this temperature for a minimum of 14 days.
- On day 2; add another 3 Kg salt, total salt content is now 6 kg per 1000 litre (salt level 0,3%), maintain this level for 1 week, then slowly decrease.
- On day two, start feeding with light digested food(Hikari Wheat Germ), remove all unconsumed food after 10 minutes. Increase feeding when fish eat well, but check water quality regular for NH3 and NO2 values.
- On day 3; Scrape fish and check under microscope for parasites.
- When treating fish against parasites or others please make sure the medication combines with the salt level.
- Make sure you take the right measures to avoid poisoning of the fish.
- On day 7; Scrape fish and check under microscope for parasites.
- After two weeks at 18-23°Celsius when the fish is healthy and eat well the fish is ready for sale.
- About 10 days after arrival from the fish you will receive a copy of the OrnaFish test results for KHV on each farm to confirm farms where KHV free at time of arrival of the Koi in Europe.

Disclaimer; we gladly provide you with our health advice, however we can never be held responsible for any damages or claims towards this health advice these are bare guidelines to help you looking after your fish. Every stock facility is different and every case of disease outbreak is unique and needs expert advice and consultation.

# GENERAL TERMS AND CONDITIONS OF SALE AND DELIVERY OF JAPANESE KOI FOR AQUADISTRI BV, AQUADISTRI UK LTD AND ORNAFISH JAPAN CO. LTD

1. On all transactions made with Aquadistri B.V., Aquadistri UK Ltd. and Ornafish Japan Co. Ltd. (hereafter called SUPPLIER) our general terms are applicable. Any deviation from these conditions will only apply if agreed in writing.
2. The SUPPLIER general terms of delivery are printed in their pricelist so that every customer will be able to be aware of them before ordering. Also SUPPLIER will provide you with a copy of the general terms on your first request.
3. Any additional contracts concerning buying, sales or general terms of customers, which will contain different arrangements than the ones stated in the general terms of conditions of SUPPLIER are only applicable when SUPPLIER has send a written confirmation signed by an authorised person.

## OFFERS

4. Offers from SUPPLIER are always free of obligations. The prices mentioned are indications and subject to change.
5. SUPPLIER will send an invoice by fax or e mail before every delivery so that customer could pre pay the delivery.

## DELIVERY TERMS

6. All goods, Japanese Koi Prices mentioned are net prices of the breeder, excluded commission, Air-Freight and additional charges as listed in our price list.
7. Air Freight, fuel and security fees will be charged per KG depending on destination, additional charges may apply for small direct consignments. Printed rates are indications, Airlines reserve the right to change their rates at any time, exact rates can be confirmed with our office when ordering.
8. On arrival at the airport fees for handling, health inspection and documentation are applicable; these costs are shared between all arrived buyers, boxes. In case of a direct buyer consignment all charges are to be bared by the named consignee on the invoice.
9. SUPPLIER has a minimum order of 50 boxes for direct consignments to any each destination; below this minimum qty of boxes an additional small shipment fee will be charged.

## TERMS OF PAYMENT

10. All orders must be paid 10 days before shipping on the fish, delay in payment means delay in delivery as the quarantine period of fish and air freight booking could only start once payment was received. Any payment agreement other then pre payment before shipping has to be confirmed in writing. Compensation of debts or deducting invoices from buyer to SUPPLIER is never allowed.

## PAYMENT SECURITY

11. SUPPLIER has the right to ask for a security from its customer to ensure that payment will be made and can hold the delivery of the order until this security is provided.

## DELIVERY

12. All delivery dates are estimates and not of essence of the contract between us. SUPPLIER will never be liable for damage caused by a delay in delivery.

## FORCE MAJEURE

13. SUPPLIER is never liable for not or not in time for filling of her obligations towards its customers in case of events beyond our reasonable control such as: war, threat of war, mobilisation, riots, major strikes, fire, accidents or sickness of employees, company disorders, lack of stock, transport disabilities, sanctions from the government, diseases or epidemics in plants or animals from SUPPLIER or its suppliers etc. In this case SUPPLIER has the right to extend the agreed time of delivery or to cancel the agreement.

## INCREASE IN PRICE

14. If between the time of ordering and the delivery of the goods the price of buying, taxes, waste disposal fee, exchange rate or one of the other components in the price will increase SUPPLIER has the right to charge its customer for this raise in price.

## RISK OF TRANSPORT

15. All goods travel within Japan and while at air for the risk of SUPPLIER, direct after arrival in the air port the risk of goods and transport transfer to the buyer. In case buyer request SUPPLIER to arrange transport from the airport towards the buyers premises the risk during this transport remains with buyer, SUPPLIER is not liable for any costs or damages during this transport.

## LEGAL OWNERSHIP.

16. Legal ownership and title to the Koi shall pass from us to you on the time the goods are paid in full. Until then the buyer holds the Koi as bailey for us and must store them separately from its other Koi. In the event of any dispute or disagreement it shall be presumed that the Koi on the buyers premises are those comprised in any unpaid invoices. During this period we have the right to enter the premises where the Koi are stored and to remove them to dispose of them at our discretion.

## WARRANTY.

17. On livestock, Koi we only guarantee that these will be alive when delivered, this means that they will be without external signs of diseases, as far as this can be determined with the naked eye upon delivery. After delivery the conditions how there Koi are held and taken care fore are out of our control, we can therefore not be held liable for any health problem occurring after arrival.
18. Warranty is only valid for the fish value, shipping and additional cost are for the risk of buyer and never returned.

## CLAIMS

19. When importing Fish a small % of sick or dead fish is normal practice. These small losses are part of the buyers risk as importer of these Koi. There fore losses up to 5% of the value of the shipment, invoice is strictly for the risk of the buyer.
20. In case of any loss bigger the 5% the customer shall send his claim in writing by e mail or fax within 24 hours of arrival of the Koi! Please use the claim form provided in the price list or to be downloaded from our website. Digital pictures must be taken of dead or damaged fish and supplied on request, dead fish has to be kept frozen for inspection for a minimum of 3 weeks after arrival.
21. For Koi damaged on arrival, SUPPLIER can only transfer your claim to the breeder based on pictures you provide, it is on the discretion of the breeder how he will solve this problem, SUPPLIER can not credit any amount others then awarded by the breeder.
22. As SUPPLIER can not control circumstances how Koi was handled and held after arrival we are never liable for any health problems what so ever occurring 24 hours after arrival of Koi.
23. Claims are only valid for the value of the fish, transport and other handling costs are always for the risk of the buyer and can never be credited.
24. Any claim will never be reason to postpone payment. SUPPLIER has, when a complaint is approved, the choice to: To adjust the invoice or to cancel the invoice, or To make a new delivery.
25. SUPPLIER is never liable for any damage following the supply of the Koi, like loss of sales, veterinarian or medication costs, contamination of disease to other fish and others matters, buyer imports fish on his own risk.

## CUSTOMER RESPONSABILITY

26. Buyer is responsible for proper stocking and treatment of Koi.
27. SUPPLIERS instructions on prevention on KHV as printed in their pricelist have to be strictly implemented; SUPPLIER is not liable for any damages following mishandling of the Koi.
28. In the event of any health problem buyer has to undertake all possible treatments to avoid losses without the need of SUPPLIER to give any compensation for labour, treatments and others.

## FAILURE OF THE CUSTOMER

29. When a customer has invoices overdue, SUPPLIER has the right to postpone or cancel all deliveries.
30. All costs in court or at external debt collectors when your account is passed on because of non-payment will be for the account of the customer. The costs made by an external debt collector or at court will be 15% of the amount due excluding tax; SUPPLIER has not to prove that these costs were made.
31. The customer will have to pay interest during the period that the invoice is due.

## LAW

32. All agreements made with SUPPLIER shall be governed by the Laws of the Netherlands only.

## DISPUTES

33. On all disputes between SUPPLIER and its customer will be Governed by the court within the district of Rotterdam in the Netherlands.



**Claim form Ornafish Japan 2010**

Company name : \_\_\_\_\_

Contact person: \_\_\_\_\_

Delivery date: \_\_\_\_/\_\_\_\_/\_\_\_\_ Invoice nr: \_\_\_\_\_

Please send by e mail; [r.devos@ornafish.com](mailto:r.devos@ornafish.com)

<b>Boxnr:</b>	<b>Breeder/Farm:</b>	<b>Description:</b>	<b>Size:</b>	<b>Qty:</b>
<b>Complain:</b>				
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