

Warranty

Tankmasta offers a fix, replace or a pro-rata* money back warranty.

*pro-rata being the purchase price less the years of service.

Your VISCOUNT Rotational Mouldings Pty Ltd TANKMASTA™ above ground water storage tank is warranted for a period of ten years against faulty workmanship and/or material fault, provided installation is carried out in the correct method VISCOUNT cannot take any responsibility whatsoever for the preparation of tank sites or the installation of its products after delivery. Correct tank site preparation, as well as preservation of tank sites, and the installation of its products is the sole responsibility of the purchaser. We recommend you consult your local plumber for advice and assistance. Conformance with State and Local Government regulations, the application for planning permits where applicable is the responsibility of the purchaser. All rainwater storage tanks are low maintenance not no maintenance. An appropriate maintenance program should be developed in line with your local environment. Cleaning of gutters and inspection of the tank and pipe work should be performed regularly. More detailed information on the formation of a maintenance plan can be found in Standards Australia's HB 230 or ARID's (Australian Rainwater Industry Development Groups) consumer handbook available on www.arid.asn.au.

Tankmasta Water Tank Warranty Conditions

1. VISCOUNT Rotational Mouldings Pty Ltd warrants that its tanks are free from defects caused by poor workmanship or faulty material.
2. VISCOUNT Rotational Mouldings Pty Ltd warrants that its tanks will be fit for the purpose for which they were designed, namely storing water, for a period of ten years from the date of purchase, subject to the following exceptions: This warranty will not apply where:
 - The tank is damaged on site or during any movement or relocation.
 - Upon request the purchaser fails to retain or produce the original receipt or delivery document as proof of purchase.
 - Where prior repairs have been conducted without the prior knowledge or consent of Tankmasta.
 - Where the appropriate maintenance is not conducted according to the guidelines previously stated.
 - Where the tank was not installed correctly according to the guidelines previously stated.
3. As well as proof of purchase the purchaser will be requested to advise the serial number (where applicable). Deliberate defacing or removal of this serial number from the tank ID plate will render this warranty invalid.
4. VISCOUNT Rotational Mouldings Pty Ltd will not be liable for any consequential losses including plumbing costs, loss of stored water, livestock or damage to property.
5. This warranty is only binding upon VISCOUNT Rotational Mouldings Pty Ltd, if notified of the defect or fault in writing within seven (7) days of it occurring, and where the manufacturer has been given the opportunity to inspect the product within twenty-eight (28) days of such notification.
6. In the event the purchaser has cause to rely upon this warranty, VISCOUNT Rotational Mouldings Pty Ltd will at its discretion:
 - a. Have the tank repaired by one of our personnel or by a qualified repairer nominated or approved by us.
 - b. Replace the tank.
 - c. Reimburse the purchaser on a pro-rata* basis to the original value of the tank only,(*pro-rata being purchase price less the years of service.)