

Warranty

Please read the information contained carefully, as it outlines your responsibilities and details on our installation and warranty conditions. If you have any questions regarding any of these issues, call the office on 1800 775 000

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.)

To make a warranty claim refer to the final hand over document you will receive on signing for your delivered tank.

Warranty considerations (Installation)

Recommended installation guide for aboveground tanks. Please ensure that all points are taken into consideration, as noncompliance may void your warranty.

a. Ensure that the tank site is flat and level, free from any rocks or stones etc. or any other foreign matter that may damage the tank base.

b. Base Requirements;

Round Tanks

- Firm flat base with no protruding objects
NOTE: If a base is being prepared
- Ensure that the tank site is level and well compacted to eliminate any soft spots.
- A concrete slab must be sufficient to hold the weight of the tank and water. It must be remembered that one litre of water equals one kilogram. (i.e. a 45000lt tank will require a 100mm reinforced concrete slab to support 46 tonne, the weight of the water and tank combined).

Slimline Tanks

- The narrow base of these tanks concentrates enormous pressure over a small area and makes them more susceptible to any movement or compression in their base. As a minimum, a compacted gravel base (i.e. concrete, paving) should be used but any medium that will not compact under the gross weight of the tank can be used.
- c. Ensure the tank site is at least 600mm larger in diameter than the tank, i.e. tank diameter 3.7m, tank site 4.3m.
- d. Ensure an above ground and unrestricted flexible connection (i.e. food grade suction hose) at least 300mm in length is fitted between the tanks isolation valve and the downstream piping or pump. Polyethylene Water Tanks are designed to expand & contract up to 50mm with changing conditions such as ground movement, temperature & the level at which the tank is filled. Flexible suction hose must be used as stated above to avoid voiding the Warranty.
- e. Secure tank on delivery either by tying down with rope or putting at least 100mm of water in bottom.
- f. Tank outlets must not be subjected to any extra force (i.e. over tightened).
- g. Suitable thread sealant (i.e. Teflon tape) must be used on all threaded joints.
- h. Overflow must be connected to the storm water system where available, when there is no storm water connection the overflow must be piped away from base.

- i. The overflow pipe's capacity must be equal to or greater than the number of inlet pipes, their sizes and capacities, in order to avoid hydraulic pressurization of the tank.
- j. Do not allow the tank site to deteriorate after installation due to any form of erosion or site destruction caused by vermin such as rabbits.
- k. If the tank is to be installed partially buried in the ground, ensure the base of the tank is buried no more than 600mm below ground level.
- l. Polyethylene tanks are pliable. This feature is what stops polyethylene tanks from cracking with ground movement and makes them impact resistant. It also means a polyethylene tank will expand and contract as they fill, and empty. This movement is a natural feature of polyethylene and should be allowed for during installation. This movement will not affect the warranty or life of the water tank. A round tank can expand by approximately 3% of its original size. A slimline tank, where all the pressure is on the front and back surfaces, can expand by approximately 50mm each side.
- m. Your installation must comply with State and Local authority requirements. A minimum installation requirement should be to the guidelines stated in Standards Australia handbook HB230. All plumbing must comply with AS/NZS3500. It is the purchasers responsibility to ensure these regulations are achieved. Information relevant to your local requirement should be available from the building department of your local government offices or from Standards Australia.

Important: Non Compliance Will Void Warranty!

- All installations must comply with requirements of AS/NZS 3500 and Australian Standards rainwater tanks installation handbook HB230 (clause m)
- An unrestricted (aboveground) 300mm section of flexible food grade suction pipe must be used to allow for the lateral side movement in the wall of polyethylene water tanks (clause l)
- The overflow capacity must be equal to or greater than the volume of water the inlet can deliver to prevent excessive hydraulic pressure (clause i)



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Diagram of recommended installation method

- a. Inlet from roof.
- b. Overflow capacity must be equal to or greater than the inlet capacity to prevent excessive hydraulic pressure .
- c. Overflow must be piped away from the base of the tank or connected to storm water system.
- d. Firm level bases, no sharp objects that could damage the base of the tank.
- e. Downstream pipe-work or pump.
- f. 300mm flexible suction hose above ground and unrestricted.
- g. Outlet / Isolation valve.



Image shown with optional add on + RIO Filtration System.

Terms

- Product: Tankmasta rainwater tanks are designed for the storage of water with a Specific Gravity (SG) of 1 and ambient temperature up to 55°C or down to 10°C.
- Delivery: Tankmasta will make every effort to deliver by the estimated delivery date. However, we will not be liable for any late deliveries. After evaluation of access and safety requirements, the final delivery site will be at the discretion of the delivery driver. Signing the delivery docket indicates acceptance of the order and the commencement of the warranty period.
- Risk: All matters of risk will transfer to the purchaser upon delivery
- Retention of Title: The title of the tank remains with Tankmasta until the products are paid for in full. Tankmasta reserves the right to retrieve, without liability, goods for which entire payment has not been received.
- Restocking Fee: Tankmasta reserves the right to charge a restocking fee, where at no fault of Tankmasta, distribution costs have been incurred but the delivery has not been completed.
- Force Majeure: Tankmasta is not liable for any loss, claim expense or demand arising from events beyond the reasonable control of Tankmasta.
- Place of Contract : All orders will be accepted & processed at VISCOUNT, Carrum Downs (Tankmasta Head Office). Therefore all agreements will be deemed as being made in Victoria and the conditions of supply will be governed and construed in accordance with the laws in force in Victoria.



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