

Site Access & Your Responsibility

Delivery Requirements

Truck size & access:

In order to deliver your tank, our drivers and contractors will need clear access through gates, along roads, over crossings and under trees on your property.

When considering site access always consider that our truck and trailer combination can be up to 19 meters (63') long, that the load can be 5.1 metres (16.75') high and 3.5 meters (11.5') wide. Please work to this worst case scenario when assessing your access, because even though your tank may be relatively small, the next tank being delivered could be the largest we manufacture.

The turning circle of our larger truck and trailer combinations is 24 metres (80') and ground clearance can be as low as 150mm (6"). We also advise that it is very difficult to unload a tank on a sloping site.

Tankmasta drivers are instructed to avoid any risk to personal safety or property damage. The final decision on whether it is safe to deliver to your preferred chosen site will be at the discretion of the driver delivering the tank.

In the event the tank cannot be delivered to preferred site, the tank will be positioned in the nearest practical location. Crane hire or any other equipment hire is at the expense of the purchaser.

Site location, condition & accessibility

It is important that Tankmasta is aware of any potential problem in relation to site access. When reviewing access, questions such as turning circle, clearance between gates, road condition, location of trees and whether the site is flat or on a hill are all important, but variables such as weather conditions, if the ground will be dry or boggy should also be noted.

Prior to the delivery of your tank, we will contact you to confirm the delivery details. At that time you will be asked to confirm that you have received and read this document.

Special Circumstances - Truck only delivery

Where access is difficult, we can arrange for the trailer to be "unhitched" and a truck only delivery to be made for tanks up to 25000litres.

To arrange a truck only delivery, Tankmasta must know of this requirement before the delivery is scheduled as the tank must be loaded onto the truck and provisions made for the storage of the trailer when "unhitched".

Note: 30,000Ltr. and 45,000Ltr. (10,000gal) tanks can only be transported on a special low loading trailer. RTA transport regulations often limit us to one tank per delivery and often restrict the geographic area we can deliver to. All deliveries of 30,000Ltr. and 45,000Ltr. tanks are subject to the receipt of the appropriate RTA permit.

Conditions of Sale

A summary of the key points are listed below:

- **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.
- **Pricing:** The applicable list or promotional price at the time the order is placed will apply to all orders. In situations where the delivery period extends over multiple published price increases, Tankmasta reserves the right to renegotiate the purchase price with the purchaser prior to delivery.
- **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 unpaid for goods.
- **Restocking Fee:** Tankmasta reserves the right to charge a restocking fee. Where through no fault of Tankmasta's, 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.

Warranty

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, excluding GST.
- (*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.

The Final Word

A signed delivery docket confirms that you, the customer, have received your tank and associated fittings in total and in good condition. We recommend that you inspect the tank before signing the delivery docket as your signature represents your recognition that you have accepted the tank in good order and that the warranty period begins. If you have any concerns or queries please note them on the delivery docket before signing.



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