

Letter of confirmation

Please read the information contained carefully, as it outlines your responsibilities in assisting us to provide a safe working environment during delivery and details on our installation and warranty conditions.

If you have any questions regarding any of these issues, please raise them when we call to confirm your delivery date or alternatively call 1800 775 000.

Delivery & unloading

Our drivers will attempt to deliver your tank to your preferred location. However if this is not possible due to site conditions, inadequate access, insufficient assistance or breaches of our safety policies, your tank will be unloaded at the closest practical & safe location.

Consideration must be given to:

- Road type and condition (i.e. is the road weather effected, are there low power lines, trees or bridges etc)
- Type of Landscape (flat, undulating, hilly, pot holes etc)
- Landscape features (road/railway bridges and or tunnels must have clearance greater than 5.0m).
- Truck access (turning circle for a fully loaded truck and trailer is 24m or 79ft)
- Trailer access (ground clearance is only 200mm)
- The positions of gates, fences, buildings and trees (minimum gate opening required is 3.5m)
- Assistance available to help unload (as stated below)
- A "Mud Map" to assist the driver in locating your property
- The location of the outlet on urban & rural tanks: On these tanks, the customer can choose the outlet position when the tank is delivered. However, if a customer is unable to decide on the outlets position, the outlet will be installed a 3 o'clock (inlet at 12o'clock) using a clock dial.

People to assist driver:

Table relates to number of physically capable people to assist driver in unloading. Unloading a tank can be physically demanding; our drivers will need your help to unload large tanks. Please ensure the people available to help the driver are physically capable of performing this duty.

Modular	1,000L	1 person	Urban	7,500L - 15,000L	2 people
Slimline	3,000L	2 people	Rural	20,000L - 25,000L	2 people
Domestic	2,000L - 5,200L	1 person	Large Rural	30,000L - 45,000L	3 people

Diagram of recommended installation method

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



Warranty Compliance

Please read all information carefully prior to agreeing on a delivery time & accepting delivery.

VISCOUNT Rotational Mouldings Pty Ltd (VRM) warrants that its Tankmasta tank range is free from defects caused by poor workmanship or faulty material. VRM's warranty applies to the product purchased, VRM is not liable for any consequential losses including plumbing costs, loss of stored water, livestock or damage to property.

Summary of 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 full copy of Tankmasta's installation and warranty policy is available at www.tankmasta.com.au or by calling 1800 775 000.

- 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
 - 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/NZ3500. 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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