



# Warranty Certificate

Thank you for purchasing a quality Polymaster Tank!

# Company Profile

## ABOUT POLYMASTER

Polymaster are manufacturers of an extensive range of quality products for industrial, residential and agricultural applications. Since 1994 Polymaster has been at the forefront of industry endorsed, product certified designs that have advanced the life-span and functional capabilities of process vessels, bulk storage, rainwater tanks and animal care products. As an Australian owned, quality assured company, Polymaster delivers every product to specification with confidence through our growing network of distributors.

## MANUFACTURING CAPABILITIES



As a broad based manufacturing company with over 100 employees, our manufacturing operations across Victoria, South Australia and New South Wales cover in excess of 30,000 square metres. Production Management personnel take a streamlined approach to bulk order processing, exercising full use of all facilities when required. Our dedicated Modifications Team works closely with Process & Hydraulic-engineers to achieve customised solutions for specified duties. With tested and proven ability to cope with peak demand for our products, we offer flexible lead times on volume orders to any location.

## ENVIRONMENTAL MANAGEMENT



Polymaster's manufacturing methods embrace environmental considerations as a central philosophy. We implement recycled heat technology; minimizing on the LPG required to manufacture each product, reducing operating costs and most importantly, our CO2 emissions. Excess materials are fully recycled and water re-use programs help to lessen our impact on Australia's natural resources.

## QUALITY ASSURANCE



As a quality certified company, Polymaster's quality assurance regimen is internationally recognised and certified to ISO9001 standards. Our exclusive use of UV stabilized premium resins to AS/NZS 4766 standards, combined with FEA testing and engineering for every mould design assures quality in the manufacture of every Polymaster product. Every tank is independently certified to the AS/NZS 4766:2006 standard and labelled to display manufacturing details and serial number for complete traceability.

# Warranty Terms & Conditions

EXPRESS WARRANTY CONDITIONS  
POLYMASTER TANKS 0119

## 1. TERMS OF WARRANTY

Subject to clauses 2,3 and 4, the

Manufacturer warrants to the original purchaser that this Tank will be free from material defects

caused during the manufacturing process and will at its discretion replace or repair on a pro-rata basis for a period limited to:

**1.1** 20 Years from the date of purchase for all premium round Polymaster above ground tanks (RWT codes).

1.2 15 Years from the date of purchase for all Poly Choice round tanks (PCR codes).

1.3 10 years from the date of purchase for builders slimline tanks (BSLT codes) & underground tanks (URT & ST codes).

1.4 7 years from the date of purchase for all Slimline tanks (PCST codes).

## 2. NON-EXCLUDABLE WARRANTIES

2.1 The Manufacturer acknowledges that State and Federal legislation implies certain conditions and warranties into agreements for the supply and manufacture of goods which cannot be excluded, restricted or modified

(Non Excludable Warranties).

The Manufacturer does not exclude, restrict or modify any Non-Excludable Warranties.

## 3. EXCLUSIONS LIMITATION OF LIABILITY

3.1 Except for the Non-Excludable Warranties, the Manufacturer excludes all other conditions and warranties implied by:

(a) custom; or

(b) the general law (including but without any liability for negligence); or

(c) statute.

3.2 The liability of the Manufacturer under this Warranty is excluded to the extent that any defect has been caused or contributed to by:

(a) any accident, contamination, tampering, wilful damage, improper storage, improper use (including, but without limitation to, the transporting of water) or negligent act of, or omission by, any person other than the Manufacturer; including lifting tank without the use of a spreader bar or correct chain lengths.

(b) the improper installation of the Tank, or deterioration of the base on which it rests;

(c) the use of the Tank for any other purpose than the static storage of "liquid for which it was designed" at ambient temperatures in one fixed position;

(d) any damage to the Tank caused by storm, tempest, snowload, washaway, landslide, mudslide, lightning, or any other natural

phenomenon, vermin or other pests, and any undermining of the base of the Tank through any cause whatsoever;

(e) the repositioning of the Tank from its original installation;

(f) reasonable weathering/degradation over time;

(g) someone walking on or applying any load to the top of the tank;

(h) the serial number or identification marked on your tank is removed, defaced or altered;

(i) the overflow capacity of your tank is less than the inflow, causing excessive hydraulic pressure;

(j) any staining that may occur from trees or ash fall-out from fires or such like;

(k) any bulging of the tank wall either temporary or permanent. This is characteristic of polyethylene tanks, that due to the high temperatures in this country, when tank has been filled some distorting or bulging of the tank wall may occur. This is acceptable and normal.

3.3 This Warranty also:

(a) applies to the one piece polyethylene structure of the tank and does not extend to accessories such as the strainer, outlet, valve, tap, overflow or any other fittings, parts or accessories. This Guarantee also excludes replacement of any tank contents.

(b) does not apply to the tank colour which may in time fade or change.

3.4 Without limiting the generality of clause 3.2 and 3.3:

(a) the Manufacturer will not be liable for any personal injury, incidental damages, consequential losses, loss of water/contents, loss of profit or any like claims whatsoever arising from any use of, or incidental to, the Tank; and

(b) to the extent that any component or material (including, but without limitation the polyethylene) used in the manufacture of the Tank is supplied and/or manufactured by a third party, the liability of the Manufacturer is limited to the Manufacturer's right of redress (if any) against the third party supplier/manufacturer.

### 3.5 MAXIMUM LIABILITY

The maximum liability of the Manufacturer under this warranty is limited to the amount calculated by multiplying the original purchase price by the number of years of the warranty period (including any part thereof) remaining as at the date of your claim and dividing by the applicable warranty period :

\$ Maximum liability = A x B/C

Where:

A = original purchase price of your tank;

B = number of years of the warranty period remaining; and

C = total warranty period for your tank.

In the case of the costs of the repair or replacement of your tank exceeding the limit under this paragraph 3.5, you will not be eligible for the difference.

### HOW TO MAKE A CLAIM

4. To make a warranty claim under this warranty, the warranty must be completed and activated online at [polymaster.com.au](http://polymaster.com.au) within 30 days from delivery date, then you must:

4.1 notify Polymaster in writing by email to [warranty@polymaster.com.au](mailto:warranty@polymaster.com.au) or to the postal address shown at the end of this warranty within fourteen (14) days of the existence of any defect or fault becoming apparent,

4.2 send the original invoice evidencing the purchase of your tank to Polymaster

4.3 Purchaser must bear all expenses of making a claim, whether valid or otherwise, under this warranty.

### 5. DEFINITIONS

- For the purpose of this Warranty the following definitions apply:

(a) Manufacturer means Polymaster.

(b) Purchase Date means the date upon which the Tank was purchased by the original purchaser.

(c) Purchase Price means the actual price paid for the Tank by the original purchaser.

(d) Purchaser means the original purchaser of the Tank.

(e) Tank means the tank manufactured by the Manufacturer and purchased by the Purchaser being the subject matter of this Warranty.

(f) Warranty means this written warranty.

### 6. GOVERNING LAW

This Warranty will be governed by the laws of the jurisdiction in which the Tank is supplied to the Purchaser.

### 7. CONDITIONS APPLY TO REPLACING OR REPAIRING A TANK

Repair work is undertaken at ground level and may be undertaken by Polymaster personnel or, at Polymasters' option, a qualified third party repairer it nominates. Tanks that are located on stands must be brought down to ground level, be completely emptied of contents, and disconnected by the Purchaser before Polymaster can commence replacement or repair work. If Polymaster deem this is not a valid claim and Polymaster have incurred costs they will be payable by the Purchaser, e.g. costs of travelling to and from site, pumping contents out, welding repairs, etc. The Purchaser will be responsible for all costs and expenses associated with bringing tanks down from stands or digging them out of the ground for replacement or repair work. The Purchaser will be responsible for all landscaping, plumbing and electrical works and the cost of the lifting equipment and associated labour hire for any repair or replacements.

### STATUTORY NOTICE TO CONSUMERS\*

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

\* The term "Consumer" is defined in the Australian Consumer Law.

# Installation Instructions



Congratulations on purchasing one of Polymaster's Quality Tanks. If this product is installed correctly and regularly maintained, it should give you trouble-free service for years to come.

## **Correct Tank Installation Is The Sole Responsibility Of The Purchaser (Polymaster Do Not Install Tanks)**

**IMPORTANT:** Did you know that your tank when full of water (depending on size) will weigh up to 52 tonnes? Special attention to a properly constructed and compacted base is most essential. In the rare incidence of trouble with a tank (even with the roof) it mostly can be traced to an unstable base, which in turn can void the Warranty.

A. The tank base must be at least 600mm larger in diameter than the Tank. The base material should be of A grade compactable material and free from any rocks or stones or any sharp or foreign matter that may damage the base of the Tank. This base must be thoroughly compacted and be exactly level and flat in all directions. The outsides of the base must be supported by a retaining wall of some kind to ensure that no erosion can occur through washout, vermin or any other factor. **FAILURE TO PROVIDE A STABLE BASE WILL VOID WARRANTY.**

B. If using equipment to lift the tank by the roof lugs this must be by use of an approved crane and operator. The use of a spreader bar and /or correct chain lengths and shackles must be used at the correct angle (max angle 90° between chains) to avoid damaging the roof or other parts of tank.

C. Flexible hose should be installed immediately after the gate valve at least 300mm in length to avoid strain on the Tank should the pipework move.

D. Upon delivery IT IS THE PURCHASER'S RESPONSIBILITY to secure the tank either by tying down with suitable ropes or by placing approx. 200mm of water inside.

E. Tank outlets must be tight but not over tight as this may cause the washer to bulge resulting in the outlet leaking.

F. Overflow must be installed so that it is piped clear so as not to undermine Tank base. Also

a flexible coupling should be used to allow for movement as tank settles.

G. If Tank is supported by a stand, support pipework off that Stand. Never support pipework of any description off the Tank.

H. Remember that the number, size and capacity of the overflow pipes must be equal that of the inlet pipes or overflowing may occur which in turn could erode the base, Otherwise warranty voided.

I. Further to the overflow pipes as stated in the above clause, removing water from the tank via an outlet whether by gravity or by means of a pump, a breather or vent must be installed in the tank if the Purchaser has chosen not to have a sieve or overflow fitted. This is to ensure the tank doesn't collapse or distort due to vacuum build up in the tank if insufficient air is prevented from entering.

J. Regular checking and maintenance is the Owner's responsibility and is a condition of your Warranty. For example, it is necessary to always check that the base does not subside or allow anything whatsoever to undermine 'the Tank, etc.

K. Your tank is made from food grade non-toxic polyethylene, but the first time it has a little water in it, a taste may be present. It is harmless, but to remedy this, flush out the inside of the tank using a hose and allow it to drain out.

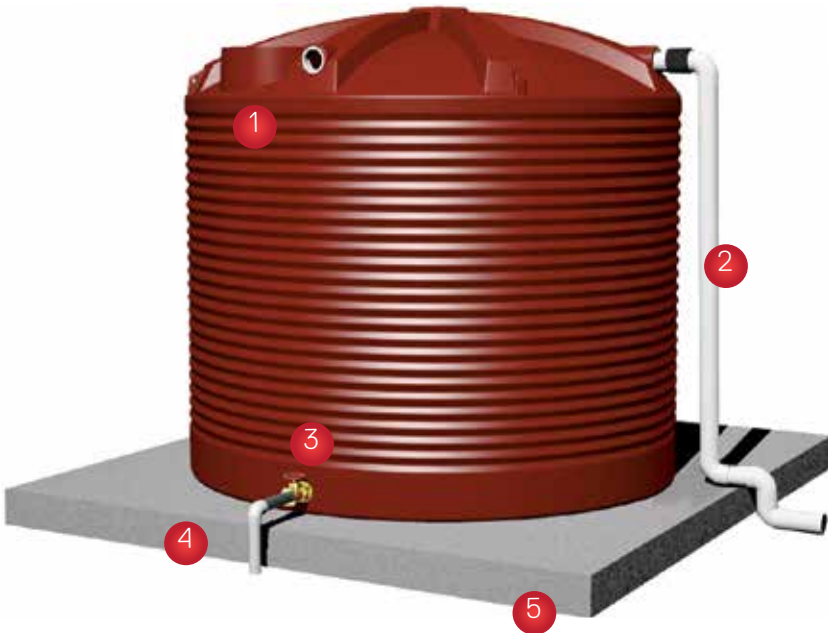
L. There is no reason that this Tank should not always store and deliver quality water but this is reliant on your regular maintenance. Rotting vegetation in gutters will quite quickly contaminate the water. There is nothing in the Polyethylene that could cause any pollution. Regular cleaning attention must also be given to the strainer.

M. Polyethylene has a creep factor depending on external elements. Pipework should not be placed directly against the tank to allow for movement. (See diagram pg.6)

**THIS INSTRUCTION SHEET DOES NOT COVER ALL ASPECTS OF INSTALLATION BUT RATHER POINTS OUT SOME OF THE MOST IMPORTANT POINTS**

# Position Guide

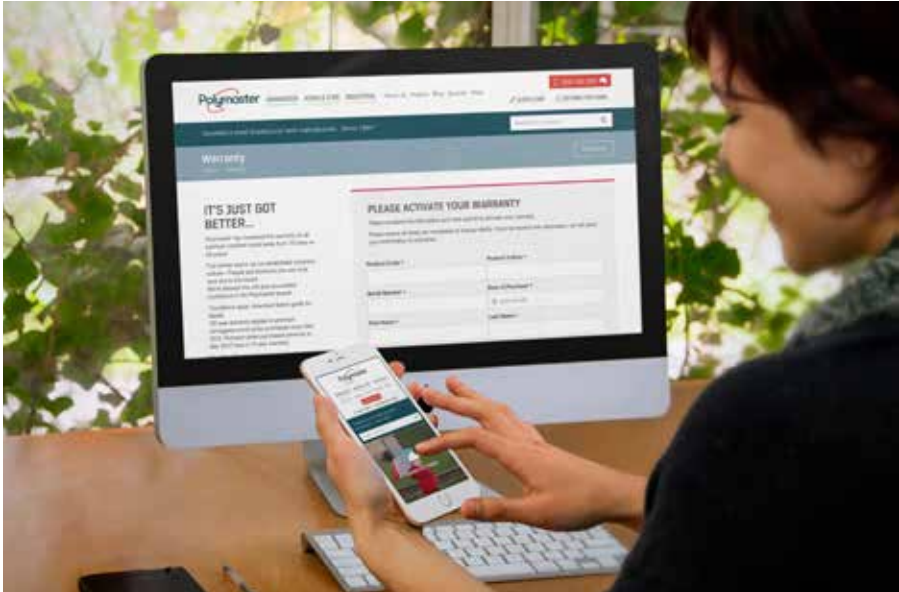
1. Inlet strainer.
2. Tanks overflow must be piped away from tank to avoid undermining tank base.
3. Brass Outlet and Ball Valve.
4. Insert a length of flexible pipe to absorb shocks and movements of pipe fittings from tank. Position pipe directly into ground to avoid running over pipe and damaging fitting and/or tank.
5. 75mm - 100mm Level Sand or equivalent in stable soils 600mm greater than diameter with a covering (eg.Gravel) on exposed sand to prevent erosion by wind or rain.



# Activate your warranty



Please activate your warranty online at [polymaster.com.au](http://polymaster.com.au)



Alternatively, if you do not have access to the online warranty page, contact us on 1800 062 064

We would love to hear about your experience with Polymaster...  
Please share your comments on our facebook page!  
[facebook.com/polymastergroupaust](https://facebook.com/polymastergroupaust)

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Together we  
hold the future

July, 2022

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