

Bunded DEF Station (For AdBlue®)

Installation, Operation &
Maintenance Manual



Document Version: June 2026

Polymaster

Contents

About This Product	3
Australian Standards	3
General Health & Safety	4
Transport & Storage	4
Installation & Handling	5
Filling & Dispensing	5
Service & Maintenance	6
Troubleshooting	6
Recommended Care Instructions	7
Components & Models	8
Warranty	9



ABOUT THIS PRODUCT

The Polymaster DEF Station provides safe, static storage and dispensing of diesel exhaust fluid (DEF), compatible with AdBlue®¹, for industrial, commercial and public fleet applications. A bunded “tank-in-tank” construction protects the stored fluid from thermal degradation and gives the station high resistance to mechanical impact, allowing safe outdoor storage at a suitable distance from buildings and hazard zones.

Available in three configurations – Depot, Terminal and Submersible – across a 2,300L to 10,000L capacity range, each delivered as a factory-fitted, plug-and-play system ready for fast on-site installation. Stations are Australian made and manufactured to AS/NZS 4766:2006.

By following the installation requirements in this manual, this product will give you many years of trouble-free service.

KEY FEATURES

- Bunded “tank-in-tank” construction protects stored DEF from heat and provides high resistance to mechanical impact
- 110% bund capacity, with bund alarm and high/low level audible alarms
- Digital tank volume measurement, mechanical overflow protection, and power control panel with emergency stop
- Available in three configurations to suit the application:
 - Depot – 35LPM pump (12V or 240V) with 5m hose, auto shut-off nozzle and holster; suited to general transport operator refuelling
 - Terminal – 35LPM 240V pump with pulse meter, 8m retractable hose reel and a 120-user fuel management system; suited to managed fleet fuel tracking
 - Submersible – Calpeda or Franklin submersible pump with in-cabinet discharge line and flow-regulating globe valve; suited to service stations and remote/POS dispensing
- Capacities from 2,300L to 10,000L
- Lockable cabinet deters unauthorised access
- Manufactured to AS/NZS 4766:2006

MATERIALS USED IN CONSTRUCTION

- PE – UV-stabilised polyethylene resin, protecting temperature-sensitive DEF from degradation
- Made from premium polyethylene resin that meets the material requirements of AS/NZS 4766
- Tanks are designed using engineering methods including finite element analysis (FEA) to ensure structural integrity

AUSTRALIAN STANDARDS

Polymaster is certified to ISO 9001:2015 International Standards and undertakes regular audits from third-party auditors.

Polymaster DEF Stations are manufactured to AS/NZS 4766:2006 – BSI Benchmark certified (Licence BMP 657671).

Every unit is labelled with full manufacturing details, including a serial number, for complete traceability.



PRODUCT CERTIFICATION



BSI Certified Product

AS/NZS 4766:2006 Lic:BMP No 657671
Australian/New Zealand Standards

¹AdBlue® is a registered trademark of the Verband der Automobilindustrie e.V. (VDA) and is not owned by Polymaster. This product is compatible with, but does not manufacture, AdBlue®.

GENERAL HEALTH & SAFETY

IMPORTANT: READ OPERATION MANUAL IN DETAIL BEFORE USE & COMPLY WITH ALL INSTRUCTIONS HEREIN. OPERATION MANUAL SHOULD BE KEPT WITH THE EQUIPMENT AT ALL TIMES.

- This manual contains important information concerning the safe installation and use of this product. Read the manual carefully before installation and use. Pay attention to all safety warnings.
- Installation and use of this product should only be carried out by properly trained and approved personnel.
- Users of this product are responsible for the safe and correct use of this product.
- Any changes to this product, which have been done without consulting the manufacturer, will invalidate all warranties and guarantees.
- The components must not be altered or tampered with, due to potential risks to personnel.
- The manufacturer will not be responsible for any accidents or damages caused by incorrect installation or use of this product.
- This product is only suitable for the storage and dispensing of diesel exhaust fluid (DEF), compatible with AdBlue®.
- The control board contains electrical devices which are not suited for use in areas where there may be risks of explosion.

Important Note: Correct tank installation is the sole responsibility of the purchaser. Any vehicle or machinery affected negatively or positively is not covered by the Bunded DEF Station warranty.

Note: For customised DEF Stations, the above may not apply in full. Polymaster takes no responsibility for the operation, recommendations, maintenance or safety guidance of customised stations outside the standard range.

TRANSPORT & STORAGE

DO NOT TRANSPORT WITH LIQUID INSIDE

- The DEF Station must be protected against mechanical damage during transport and storage.
- Loading and off-loading must be carried out using only professional equipment, e.g. a forklift with extended forks. Covers, sockets or other protruding elements not designed for lifting or moving the station must not be used for that purpose.
- The DEF Station must never be pushed, pulled, dragged or rolled.
- During transport and storage, the door must be tightly closed and secured. The dispensing nozzle must be placed in its holster and the control box shut.
- Loading and transport areas must be smooth and free of sharp edges. The tank must be secured during transport to prevent movement.

INSTALLATION & HANDLING

GENERAL REQUIREMENTS

These instructions should be read in their entirety before commencing installation of the DEF Station. For all tank installation and maintenance, please take into consideration Health & Safety and Local Building Regulations.

BASE & FOUNDATION

Ensure the entire base of the tank is supported with a non-combustible base (minimum 45mm in thickness), extending 300mm on all sides. A concrete or level solid base is recommended for installation; if this is not possible, the station should be installed directly on a level, secure and non-combustible base.

SECURING THE STATION

Determine if the station needs to be secured in place in exposed conditions. Do not drill holes in the tank.

EQUIPMENT SPECIFICATIONS

DEF Stations are supplied with an electronic contents gauge and alarm as standard.

PRE-INSTALLATION INSPECTION

Prior to installing, inspect for damage. If damaged, do not install.

FILL RATE

The station must not be filled at a rate exceeding 250 litres per minute (LPM).

TANK SERIAL NUMBER

The tank serial number must be recorded to validate warranty. This number is usually located on the outside of the tank, by the access hole.

POST-INSTALLATION

After installation, please ensure that this instruction booklet is left with the end user for future reference. For further advice, contact Polymaster on 1800 062 064.

FILLING & DISPENSING

FILLING THE DEF STATION TANK

- During the first fill of the tank, the level indicator may show less volume than has been filled. The level indicator's minimum read point is at the base of the tank. The safe fill level must NOT be exceeded.
- Note: as level gauges can take time to calibrate, the liquid level must be physically checked during initial filling.
- Filling should be performed only under the constant supervision of an authorised person.
- This tank can only be filled by a tanker equipped with a female dry-break coupling.
- Ensure the dispensing nozzle is in the holster.
- Fit the delivery hose to the dry-break coupling. Do not fill the internal tank by any other means.
- Stop filling when the desired amount has been dispensed, or when the overfill alarm is activated.
- Disconnect the delivery hose from the coupling.

DISPENSING FROM DEPOT STATIONS

- Lift the dispensing nozzle from the holster. Ensure the nozzle is clean.
- Turn the pump on and start pumping immediately.
- Dispense DEF into the appropriate tank.
- When the vehicle is full, turn off the pump immediately. Ensure the dispensing nozzle is clean before placing it back in the holster.

DISPENSING FROM TERMINAL STATIONS

- Terminal stations are fitted with a fuel management system supporting up to 120 users — refer to the fuel management system manual in full before use, and ensure all users are fully instructed.
- Lift the dispensing nozzle from the holster. Ensure the nozzle is clean.
- Turn the pump on and start pumping immediately.
- Dispense DEF into the appropriate tank.
- When the vehicle is full, turn off the pump immediately. Ensure the dispensing nozzle is clean before placing it back in the holster.

DISPENSING FROM SUBMERSIBLE INSTALLATIONS

Submersible configurations use a Calpeda or Franklin submersible pump with an in-cabinet discharge line and flow-regulating globe valve, suited to fixed service-station or point-of-sale dispensing rather than nozzle-and-holster operation.

SERVICE & MAINTENANCE

- Keep all station equipment in good, clean working condition.
- The DEF Station should only be serviced by Polymaster-approved qualified personnel. Please contact Polymaster for further details.
- Spare parts must comply with the requirements of the manufacturer.
- A daily check should be carried out of the visual condition of the station, devices and power supply.
- Any faults or alarms should be reported to the station supplier immediately.
- Protect against unauthorised access using the provided door lock.
- The DEF Station should be serviced every 6 months or every 50,000 litres dispensed, depending on which occurs first.
- Transport and store the station so as not to damage the tank walls.

- Ensure no foreign material is entering the DEF Station at all times.
- If the station has not been used for an extended period, run contents through the dispenser for at least 10 seconds and dispose of appropriately.
- For further information, please contact Polymaster on 1800 062 064.

TROUBLESHOOTING

Please refer to the guide below for common issues and solutions. For issues not listed or if problems persist, contact Polymaster on 1800 062 064.

- Bund Alarm Activated: Check for overfilling or a leaking internal tank. Inspect both the cabinet and tank to determine the source, and check the power control panel for fault indication.
- Overfill / High Level Alarm: Overfill detected — dispense DEF until below the alarm level, then check whether the alarm or level parameters are faulty.
- Low Level Alarm: Check tank contents are sufficient, and check the alarm parameters.
- Little or No DEF Dispensing: Clean the nozzle if dirty, check the pump switch is on, and check for kinks or blockages in the hose and pipework.
- Pump Not Running: Check power supply to the station, and check for electrical faults.
- Cabinet Door Not Shutting: Re-level the base so the cabinet door will shut, and confirm the door and latch are not damaged.
- Crystallisation / White Deposits: Caused by DEF drying after exposure to air on nozzle, spout or fittings. Clean with warm water only (no solvents). Check nozzle auto shut-off still functions correctly after cleaning.
- Suspected Contamination: Check for discolouration, odour, or presence of diesel/oil/dirt. Do not dispense if contamination is suspected — quarantine tank and test before further use.
- Nozzle Auto Shut-Off Not Triggering: Check for crystallisation or debris on the sensing tip; clean with warm water and retest.

RECOMMENDED CARE INSTRUCTIONS

ITEM/AREA OF INTEREST	ACTION RECOMMENDED	FREQUENCY
Visual Inspection	Visually inspect the entire unit for any change in condition.	Daily
Cleaning	Keep the cabinet, nozzle and unit clean and free of dust/dirt.	As Used
Nozzle	Check the action of the nozzle to ensure correct operation.	As Used
Foreign Material	Ensure no foreign material is entering the station.	As Used
Full Service	Full service by Polymaster-approved qualified personnel.	6 Months / 50,000L dispensed (whichever first)

COMPONENTS & MODELS

Each Bunded DEF Station includes a bunded tank with 110% secondary containment, a weatherproof lockable dispensing cabinet, electronic contents gauge and alarm, and a stainless steel automatic shut-off nozzle with holster. Key components include:

- Vented access lid
- Digital level indicator
- Tank/fuel management system (optional – standard on Terminal)
- Pump (configuration-dependent – see table below)

- Nozzle holster
- Stainless steel automatic shut-off nozzle
- Dry-break coupling (fill point)
- Retractable hose reel (Terminal configuration)
- Weatherproof, lockable dispensing cabinet
- Bund enclosure (110% capacity)



CONFIGURATION COMPARISON

Feature	Depot	Terminal	Submersible
Pump	35LPM (12V or 240V)	35LPM (240V)	Calpeda / Franklin submersible
Hose / Discharge	5m hose, auto shut-off nozzle & holster	8m retractable hose reel	In-cabinet discharge line, flow-regulating globe valve
Metering	—	Pulse meter	—
User Management	—	Up to 120 users	—
Typical Application	General transport operator refuelling	Managed fleet fuel tracking	Service stations / remote / POS dispensing

WARRANTY

Polymaster Bunded DEF Stations are guaranteed against material or manufacturing defect.

Item	Warranty
Tank	5 years
Accessories / components (pump, nozzle, hose, level indicator, fuel management system)	1 year

WARRANTY CONDITIONS

- The station is installed and commissioned in accordance with the instructions outlined in this manual.
- The station is installed and commissioned by a suitably qualified engineer.
- The station has not been subject to misuse, careless handling or faulty installation. Any repairs have not been attempted or carried out other than by authorised, competent service staff.
- The station has been purchased by the end user and is not for hire purposes.
- The station has not been filled at a rate exceeding 250 litres per minute.
- The station is installed above ground.
- The station is inspected and serviced every 6 months or every 50,000 litres dispensed, depending on which occurs first, by a suitably qualified service engineer.
- Immediately upon discovery of any defect in the tank, steps are taken to mitigate loss by contacting the DEF supplier and, if necessary, arranging for the tank to be drained.
- Immediately upon discovery of any defect, you contact Polymaster and allow a representative to inspect the station and its surroundings, and where necessary carry out any repairs, before any attempt is made to move the station.

WARRANTY EXCLUSIONS

- Mechanical damage caused by the user, dealer or improper maintenance.
- Faults, damage or premature wear caused by improper use.
- Damage caused by third parties.
- Repairs carried out by unauthorised service personnel.

To make a warranty claim, you will need your serial number, proof of purchase, and a photo of the product clearly showing the issue.

Submit a claim at
polymaster.com.au/warranty.



Questions? Contact Polymaster

1800 062 064
polymaster.com.au
sales@polymaster.com.au