



Manufacturing Tanks Since 1969

Taylex[®]
Tanks

Wastewater & Rainwater Specialists

TAYLEX INDUSTRIES

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TAYLEX WARRANTY CONCRETE RAINWATER TANKS

Buyers Beware

Your warranty is only as good as the company that you purchase from. In other words, you should only deal with a reputable long term company that will be around long enough to fix your tank if there is a problem. Taylex was established in 1969 and all we do is manufacture tanks. And if we have a problem we fix it.

Warranty Policy

Taylex Industries warrants its range of pre-cast concrete rainwater tanks for a period of 15 years, provided that the tanks have been installed correctly (please refer to the installation instructions).

Taylex Industries will guarantee to replace or repair (at its discretion) any of its concrete tanks that has a fault caused by its manufacturing process.

Taylex Industries will not be liable for any cost other than the cost associated with the repair to the actual tank. Other cost may include, but are not limited to such things as:

Damage caused by the tank in any way, truck and/or crane hire, water loss, property damage, excavation and/or clean up of property due to excavation, replacement of grass, plants, etc.

Taylex Industries warranty does not include tank fittings, strainers, sealants, or any pipe-work associated with the tank. Such products will be guaranteed by independent suppliers.

Any rainwater tanks that are buried MUST be filled with water to at least 75% capacity of the tank while installation is in progress. Installation is only complete after stormwater and overflow pipes are fully connected and hole has been backfilled.

Failure to do so can result in the tanks floating. For any one reading this who does not know what we mean - think of an ocean liner. It floats but weighs a massive amount. A tank that weighs 14 tonnes will float with no water in it.

Your warranty is void if the tank floats. And the cost of any rectification works will be substantial - So fill them with water !!

Warranty is void for the following reasons:

- Incorrect installations.
- Tank is modified in any way (i.e. drilling or smashing holes in tank can weaken the structural integrity of the tank).
- Tank is not used for its intended purpose, i.e. holding rain water.
- Tank is undermined due to erosion of supporting base by water, wind, land slides, etc.
- Under no circumstance can a rainwater tank be used as a retaining wall. Rainwater tanks are engineered to hold water. External pressures must be evenly distributed around the tank, and NOT ON ONE SIDE!
- All tanks must be installed on natural ground, NOT ON FILL! Putting tanks on fill can cause tanks to crack as the ground can move with the weight of the tank and water.
- All tanks to be installed on 5mm gravel – NOT sand or crusher dust, as the tank base can sink or move using incorrect bedding products.
- Tanks must be installed perfectly level.
- The base of the pad must be level and compacted. If the base subsides on one side, making the tank out of level, this can cause the tank to crack.
- One litre of water weighs 1kg, so a 22,000 litre tank that weighs 10 tonnes with 22 tonnes of water will give a total weight of 32 tonnes. Preparation of the base is therefore very important!
- Taylex takes no responsibility for damage caused by tree roots that get in between the lid and the tank on buried tanks. Please ensure correct plant selection when planting around tanks.
- The warranty does not cover any damage caused by storm, fire, flood or Act of God.

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