

## **Taylex<sup>®</sup> Warranty Statement**

### **ABS System (Advanced Blower System) and Septic Tanks – Warranty Policy**

Taylex<sup>®</sup> Industries Pty Ltd warrants it's Taylex<sup>®</sup> Advanced Blower System and Septic Tanks with a full manufacturer's warranty providing the tanks have been installed correctly (please refer to installation instructions). We recommend the use of a Taylex<sup>®</sup> Authorised Distributor (TAD) or Taylex<sup>®</sup> Accredited Service Agent (TASA) to guarantee correct installation. There is a 15 Year warranty on the pre-cast concrete or rotary moulded plastic tanks. This warranty includes the internal compartment walls. The warranty period will begin at commissioning of the system or 3 months after the installation.

Taylex<sup>®</sup> Industries Pty Ltd will guarantee to replace or repair (at its discretion) any of its Taylex<sup>®</sup> ABS and Septic Tanks that has a fault caused by its manufacturing process.

Taylex<sup>®</sup> Industries Pty Ltd will not be liable for any cost other than the cost associated with the repair to the actual tank. Other costs 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 or sewage contamination, property damage, excavation and /or any clean-up of property due to excavation, e.g. Replacement of grass, plants etc.

Taylex<sup>®</sup> Industries Pty Ltd warranty does not include items added to the tank during installation, e.g. irrigation fields or any pipework associated with the tank. Independent suppliers guarantee such products.

### **TAYLEX<sup>®</sup> Electrical Spare Parts - Warranty Policy**

There is a 3 Year\* warranty on all electrical and mechanical components including 80L Nitto Blower, Control Panel, Float Switch and Irrigation Pump. (\*12 months standard manufacturer's warranty and a further 24 months extended warranty if the system is continually serviced every quarter during this time by a Taylex<sup>®</sup> Accredited Service Agent (TASA)). The servicing contract on the system must be up to date financially for the extended warranty to be active. Any labour, call out fees and freight for warranty claims are the responsibility of the TASA, contracted Service Agent, or the homeowner. Any warranty claims must be returned to Taylex<sup>®</sup> for inspection, for the warranty to be claimed against the applicable supplier. Once claims are processed and approved, Taylex<sup>®</sup> will ship the replacement parts at no charge to the TASA or Service Agent.

In the case of a Taylex<sup>®</sup> Blower Retrofit on an older model Taylex<sup>®</sup> System, the standard Warranty of 12 months on the electrical parts will also apply. However, the electrical parts warranty may be extended a further 24 months provided the Blower Retrofit has been installed by a Taylex<sup>®</sup> Accredited Service Agent (TASA), and, the system is continually serviced every quarter during this time by a Taylex<sup>®</sup> Accredited Service Agent (TASA). The servicing contract on the system must be up to date financially for the warranty to be active.

Please refer to your Taylex<sup>®</sup> Distributor or Taylex<sup>®</sup> Accredited Service Agent for more information. This guarantee does not cover damage caused by misuse, neglect, failure to keep the unit clean and functional, accident, use of **incorrect power supply, or repair or attempts to repair by unauthorised personnel.**

**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 benefits conferred by this warranty are in addition to all other rights and remedies under law in relation to the product.

## **Warranty is void for the following reasons:**

- Incorrect Installations including:
  - Failure to fill a Taylex® ABS Concrete System or Septic Tank with water IMMEDIATELY AFTER backfill
  - Failure to fill a Taylex® ABS Poly System or Septic Tank with water PRIOR to backfill
- If a tank's structure is modified in any way.
- If a tank is damaged due to erosion of any of the supporting base by water, wind, landslides etc.
- All tanks are to be installed on 100mm of 5mm gravel – NOT sand or crusher dust only, as the tank base can sink or move using incorrect bedding products.
- Tanks must be installed level.
- Taylex® takes no responsibility for damage caused by tree roots; 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.
- The Taylex® ABS Systems and Septic Tanks are non-trafficable and have a load rating of 300kg.
- The tanks lid must remain 100mm above ground level and landscaping should be installed to make sure the system is not inundated with ground or storm water.
- Taylex® ABS Systems or Septic Tank are not to be used as retaining walls.
- Do not use the system or allow waste water to enter tanks before power services are available to the System and a Taylex® Authorised Distributor has been notified of pending occupancy of the property and has subsequently commissioned (activated) the system.
- Do not position concrete paths or driveways over System, by you or any future owners of the property
- **NEVER** turn the power off to the ABS System.

## **FAILURE TO HAVE THE SYSTEM SERVICED WILL VOID WARRANTIES on Electrical Components.**

### **Taylex® Industries Pty Ltd takes no responsibility for any damage that occurs due to incorrect use of its precast concrete tank range.**

- To make a warranty claim on a Taylex® ABS Tank or Septic Tank, please contact Taylex® Industries Pty Ltd directly or the Supplier / Distributor / Installer from which you purchased the product.
- To make a warranty claim on a Taylex® ABS Systems electrical or mechanical part, please contact Taylex® Industries Pty Ltd directly or the Supplier / Distributor / Service Agent contracted to service the system.

#### Contact Taylex® Industries Pty Ltd:

- By phone on 1300 TAYLEX during business hours (7:00am – 5:00pm Monday – Friday) or
- By email: [info@taylex.com.au](mailto:info@taylex.com.au) .

One of our team will be assigned to manage your warranty claim process.

#### General information required:

- A complete description of the issue;
- Details of the Installer;
- A copy of any engineers design for the installation,
- Photos of the Tanks and any damage.