



# Taylex

## RAINWATER

Taylex Australia Pty Ltd  
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### Taylex Warranty Statement Concrete Rainwater Tanks – Warranty Policy

Taylex Australia warrants its range of pre-cast concrete tanks for a period of 15 years, provided that the tanks have been installed correctly (please refer to installation instructions). Taylex Australia will guarantee to replace or repair (at its discretion) any of its concrete tanks that has a fault caused by its manufacturing process. Taylex Australia will not be liable for any cost other than costs associated with the repair to the actual tank. Other costs may include but are not limited to: Damage caused by the tank in any way, damage caused by truck, transportation and/or crane hire, water loss, property damage, excavation and/or clean-up of property due to excavation, replacement of grass/plant, etc. Taylex Australia warranty does not include tank fittings, pumps, strainers, sealants or any pipe-work associated with the tank, such products will be guaranteed by independent suppliers.

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.

**Any Rainwater tanks that are buried MUST be filled with water to at least 75% capacity of the tank. Failure to do so can result in the tank/s floating. If the tank/s are not filled correctly and the tank/s float, the warranty will be void.**

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

- Incorrect installations
- Tank is modified in any way (i.e. drilling or smashing holes)
- Tank is not used for its intended purpose, i.e. holding rainwater
- Tank is undermined due to erosion of supporting base by water, wind, landslides, etc.
- Tank is used as a retaining wall
- Tank must be installed level
- Tank must be installed on 100mm of 5mm drainage gravel – NOT sand or crusher dust.
- Tank cannot be installed on Fill, as this can damage or crack the tank
- The base pad must be level and compacted. If the base subsides on one side, the tank can crack
- Taylex takes no responsibility for damage caused by tree roots, please ensure correct plant selection when planting around the tank
- The warranty does not cover any damage caused by storm, fire, flood or Act of God

**Taylex Australia 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 Concrete Rainwater Tank, please contact Taylex Australia Pty Ltd directly or the Supplier / Distributor / Installer from which you purchased the product.

Contact Taylex Australia Pty Ltd:

- By phone on 1300 TAYLEX during business hours: (7:00am – 5:00pm Monday – Thursday) (7:00am – 4:00pm Friday)
- 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.

## **Non-Trafficable Lids (Standard)**

A non-trafficable lid has a TOTAL load limit of 300kgs. These lids may NOT be buried under any circumstance. You may NOT build any structures over these tanks i.e. decks, hot tubs, outdoor entertainment areas. When installed, there should always be a total of 450mm (22,500L Tank) & 540mm (31,500L Tank) (including lid) above ground level. UNDER NO CIRCUMSTANCE, can you drive over, or place the tank in a position that it can be driven over. UNDER NO CIRCUMSTANCE can you cover these tanks with soil, bark or any other material. Please refer to installation instructions for further information.

## **Light-Trafficable Lids (Heavy Duty)**

A Light Trafficable lid has a 2 tonne point load capacity; this means the MAXIMUM design load is 2 tonnes static. It is imperative that when putting a load on the lid that it does not exceed engineer specifications. Please refer to your tanks respective engineering drawing or inquire with Taylex for further information.

## **Heavy-Trafficable Lids (W80)**

A Heavy Trafficable Lid (W80) has a 9 tonne wheel load capacity; this means the MAXIMUM design load is 9 tonnes. It is imperative that when putting a load on the lid that it does not exceed engineer specifications. Please refer to your tanks respective engineering drawing or inquire with Taylex for further information.