

## **TAYLEX WARRANTY STATEMENT TANK WALLS**

### **Warranty Policy**

Taylex Commercial warrants its range of pre-cast concrete Tank Walls for a period of 15 years, provided that the tanks have been installed correctly (please refer to the installation instructions). We highly recommend the use of a Taylex Authorised Installer to guarantee correct installation.

If the Tank Walls are used for retaining purposes, they must be installed as per our retaining recommendations or using methods stipulated by a suitably qualified engineer.

Taylex takes no responsibility for installations that have been installed to a qualified engineers site specific design or application. The engineer in these cases will take responsibility for the installation as per their specification.

Taylex Commercial will guarantee to replace or repair (at its discretion) any of its Tanks Walls that has a fault caused by its manufacturing process.

Taylex Commercial 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 any clean-up of property due to excavation, e.g. replacement of grass, plants, etc.

Taylex Commercial warranty does not include items added to the tank during installation, e.g. Tank fittings, strainers, sealants, or any pipe-work associated with the tank. Independent suppliers guarantee such products.

**If any Tank Walls are buried, they MUST be filled with water to at least 75% capacity of the tank, prior to back filling.**

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.
- If a Tank's structure is modified in any way.
- If a Tank is damaged due to erosion of the supporting base by water, wind, landslides, etc.
- All tanks are to be installed on 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, individually and when combined.
- The sub base must be level and compacted (100kpa), e.g. Road Base, as incorrect compaction can cause subsidence on one end of the tank. Preparation of the base is therefore very important!
- 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 Tank Walls are non-trafficable and have a load rating of 300kg, excluding the weight of the Garden Soil. The Tanks should not be fully buried (underground) under any circumstances.
- If the Tank Walls are used as a retaining wall, where a driveway or vehicle access is above the installed tanks on the retained earth, they will require a site specific engineered design.

Under no circumstances may you drive over, or place the Tank Walls in a position that could be driven over, by you or any future owners of the property.

**Taylex Commercial takes no responsibility for any damage that occurs due to incorrect use of its precast concrete tank range.**

To make a warranty claim, please contact Taylex Commercial directly or the Supplier from which you purchased the product. Contact Taylex 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.