

# Standard Warranty

Austin Bluewater warrants its range of pre-cast concrete tanks for a period of 10 years, provided that the tanks have been installed correctly (please refer to the installation instructions). All pumps, mechanical and electrical componentry carry a two-year warranty against defective materials and workmanship.

Austin Bluewater tanks are manufactured using welded steel mesh and are precast using a mono lithic type steel mould to form a strong skeleton, incorporating a certified concrete strength of 40-50 mpa giving the tank strength and durability for years to come. Our warranty on mechanical and electrical componentry covers all replacement parts during the 2 year period, including up to 2 hours labour in line with standard market rates, 80km travel and freight costs for the affected part. However our warranty excludes any cost outside of these allowances. The warranty is void if the product has been damaged in transit or damaged caused by a 'third party'.

## Concrete Tanks

Austin Bluewater guarantee to replace or repair (at its discretion) any of its concrete tanks that has a fault caused by its manufacturing process. Austin Bluewater will not be liable for any cost other than the cost associated with the repair to the actual tank. Other costs not covered 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.

### Installation Requirements – General

Austin Bluewater tanks must be installed by a licensed tradesperson, and in accordance with:

- Clause G13 of the New Zealand Building Code (NZBC);
- AS/NZS 3000 Electrical Installations (known as the Australian / New Zealand Wiring Rules); and
- Local authority regulations.

*Note: 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 20,000 litre tank that weighs 10 tonnes with 20 tonnes of water will give a total weight of 30 tonnes. Preparation of the base is therefore very important.*

### Warranty is void for the following reasons:

- Incorrect installations. If a 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 rainwater or septic storage.
- Tank is undermined due to erosion of supporting base by water, wind, landslides, 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 material. 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.
- The warranty does not cover any damage caused by storm, fire, flood or Act of God.
- Austin Bluewater 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.

## Electrical and Mechanical Componentry

Our warranty on mechanical and electrical componentry covers all replacement parts during the 2-year period including up to 2 hours labour, 80km travel and freight costs for the affected part. However, our warranty excludes any cost outside of these allowances.

Austin Bluewater will not be liable for any cost other than the cost associated with the repair or replacement of the actual component. Other costs not covered may include, but are not limited to such things as: Pump trucks, accommodation costs, toilet rental or property damage.

## Pump Stations and Wastewater Treatment Systems

Every Austin Bluewater concrete pump station and/or wastewater treatment system is covered by a 10-year warranty on the tank (as detailed above) and a 2-year warranty on all electrical and mechanical components including pumps.

Aerated treatment systems must be serviced 6 monthly and primary treatment systems annually unless stated differently in the consent conditions by a qualified person with at least two years' experience in the maintenance of such systems. Failure to comply with stated service intervals will void warranty.

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. The benefits conferred by this warranty are in addition to all other rights and remedies in respect of the product, which the consumer has under the Consumers Guarantee Act and other legislations.

### Warranty is void for the following reasons:

- The warranty does not cover any damage caused by storm, fire, flood or Act of God.
- If the pump, electrical or mechanical componentry has been tampered with, altered or serviced by an unauthorised service person.
- The product supplied has not been used for the purpose it was sold.
- Failure to comply with installation requirements
- Failure to comply with all requirements set out in the owner's manual could result in a claim being rejected. The owner's manual is supplied with all wastewater treatment systems outlining operational requirements. These instructions must be followed for this warranty to be valid.