

Built Onsite Tank Warranty Policy

Panthers Concrete Tanks (PCT) warrants all built onsite tanks and guarantee to repair any faults caused through the construction process.

Warranty Exclusions

The warranty excludes the following but not limited to:

- a) Damage caused as a result of an act of nature which may include situations such as earthquakes, ground movement, storms, ground water or flood;
- b) PCT will not be liable for any cost other than the cost associated with the repair to the tank. Other costs may include, but are not limited to:
 - o Damage which the tank causes such as water loss, damage to property, excavation or clean up of the area around the tank or replacement of the garden around the area
- c) Faults from misuse, abuse, improper use, wilful damage, neglect which may include incorrect water chemistry;
- d) Emptying the level of water below the recommended amount of 25% without written consent of the licenced manufacturer of the tank;
- e) The manufacturer will not be liable in any way for the consequential losses or damages whatsoever whether direct or indirect to any person or property, arising from (including but not limited to) loss of profits, loss of time, or inconvenience suffered or damage to property;
- f) The warranty is exclusive, and the manufacturer makes no other warranties, either written, oral, or implied about or in connection with the tank;
- g) Incorrect Installation (must be installed on natural level ground not on filled ground) on level gravel sub base. Tank must be backfilled no more than 25% uneven. Tanks are not designed for more than 25% uneven backfill loads;
- h) Tank is modified in any way (e.g. drilling or breaking holes in tank);
- i) Damage caused by backfilling (e.g. excavator hitting tank or backfilling with large rocks);
- j) Erosion of the base under the tank;
- k) The tank floating;
- l) Any pipes, fittings, or pumps provided with the tank. The warranty for these products are covered by the suppliers

Concrete and other products are inherently subject to cracking, discolouring, staining and lack of uniformity of colour. These conditions are not considered defective, rising or settling which results from expansive or pre-existing insufficiently compacted soils is not warranted.

The tank must maintain a level of at least 25% of water to ensure it does not float through the installation process. The installation process is defined as the connection to the downpipes and the hole being backfilled. This level must be maintained throughout this time. If the minimum level is not maintained, the warranty is void. All repair costs will be incurred by you.

The warranty may not be altered in any manner by any person without the written consent of Panthers Concrete Tanks. Warranty is valid as per the certificate. A certificate can be requested by emailing enquiries@panthersconcretetanks.com.au. The tank is covered under warranty in the timeframes outlined in the certificate. All warranty claims must be made in writing to enquiries@panthersconcretetanks.com.au.