



General Installation Instructions and Warranty Against Defects

1. TANK INSTALLATION INSTRUCTIONS

Congratulations on acquiring a top-quality GRAF tank. This is an important first step in saving our precious resource. We will deliver your tank but wish to advise on installation as this is critical to the correct use of the product we supply. Failure to adhere to these recommended instructions may void your warranty.

1.1. PREPARATION

Good preparation is the key to successful installation. If unsure ask for assistance or better still get professional assistance. Are there enough people present to assist? Ensure that the access for the tanks is clear, this includes any obstacles that may be in the way from the road access. Make sure that correct positioning of the tank will not be a problem. Once in position secure that tank from possible wind movement or tipping over.

1.2. PAD

Create a designated pad for the tank. This can be done with a concrete base for Slimline range or a compacted earth ring of some 2" to 3" of fine soil for round tanks. Pad diameter should always be 1m – 2m greater than the diameter of the tank and should be protected from wind/water erosion/degradation. Should the tank be placed on a stand ensure all precautions relating to support of weight and working heights are adhered to. Please refer to "Installation Instructions" for Underground products.

1.3. INLET/OUTLET

A general rule for above ground tanks is that the inlet size should always be matched by the outlet size (or larger). All inlets and outlets should be supported and correctly fixed to the tank. This should ensure that there is no stress between the tank and the pipe entering or leaving the tank. We recommend flexible hose fittings to outlets so that "leverage" factor is removed and fittings are not placed under stress. Water should be piped away from the tank into a soak well or down pipe so that erosion does not occur around the tank. Tanks should also be clear of any sharp objects and branches leaves, etc. Please refer to "Installation Instructions for Underground products.

1.4. FITTINGS

All tanks come with standard fittings such as outlet/inlet fittings, strainer baskets and tap fittings etc. These are fitted in the factory and should not be tampered with. Any additional fittings should be applied by a qualified person as this workmanship cannot be warranted by the company. Fittings supplied and any extra fittings should only be used for their designed purpose. Tank lid should always be fitted in place to prevent UV damage to the leaf basket.

1.5. ASSISTANCE

We will gladly give advice regarding any assistance requirements call us on: 1300 131 971.

GRAF AUSTRALIA PTY LTD AND ITS SUCCESSORS AND ASSIGNS ("GRAF") PROVIDES THE FOLLOWING LIMITED WARRANTY AGAINST DEFECTS TO:

2. TANK WARRANTY

Our aim is to provide quality and durable tanks manufactured under the GRAF Australia brand. Accordingly, the following is a guideline to our Terms and Conditions of Trade (GRF-PER-QMS-GEN-POL-002) subject to your rights under the Competition and Consumer Act 2010 (CCA).

2.1. WHAT THIS WARRANTY RELATES TO

This warranty relates to any manufacturing defect or fails within the warranty period (as evidenced by the date appearing on the original receipt or receipted delivery docket) and agreed by GRAF ("Defect").



2.2. WHAT GRAF WILL DO TO HONOUR THE WARRANTY

2.2.1. GRAF will:

- a) repair of the product. OR, if repair is not possible
- b) a replacement tank, OR,
- c) Pro-rata (partial) refund.

2.2.2. Any works required to be completed in addition to fixing the Defect are the responsibility of the Buyer. Additional works includes but not limited to disassembling, reassembling, plumbing etc.

2.2.3. Warranty is conditional upon the following:

- a) GRAF is not liable to the customer for any indirect or consequential losses including loss of profits, damage to property or act of nature beyond control
- b) Warranty does not include plumbing, installation or fittings of the tanks
- c) Tank has been used for the purpose for which it was designed in Australasia only
- d) Buyer has notified the company of the commencement of the warranty on the attached form (Warranty Activation Form) which accompanied the product – see clause 2.8
- e) The original invoice/receipt must be retained
- f) The guarantee is not transferable
- g) The tank must be positioned as per written instructions
- h) Damage or repair caused by fire, negligent or malicious treatment is specifically excluded from the guarantee
- i) The guarantee applies to the structure of the tank only and does not apply to any fittings or other associated items manufactured by a third party and which was not supplied to Buyer by GRAF. Such items are to be covered by their respective manufacturers' warranties
- j) The guarantee does not apply to defects or faults which have been caused to the product after sale by the customer or a third party arising out of incorrect installation, abnormal or abusive use or treatment of the product, unsound foundation, unauthorized modifications, cross threading or overtightening of fittings
- k) The guarantee will not apply to damage caused to water tanks by the storage of water at high temperatures or bore water which has not been cooled before storage. The water tanks are designed to store cool water
- l) The guarantee will not apply to damage caused to the tanks by the storage of chemicals other than what approved by GRAF. Buyer must provide the technical specifications of the chemical and obtain written approval prior to storing any unidentified chemicals
- m) Adequate preventative measures against wind/water erosion of the tank base must be taken as instability may result in a tank collapsing causing damage. Failure to take these steps will render the guarantee void
- n) Standard tank installation instructions should be followed for all underground tanks
- o) Ordinary wear and tear is excluded
- p) Acts of God, including earth quake, landslides, fire, flood, storm and other natural disasters, ozone depletion, vermin etc. are also excluded

2.3. WHAT THE BUYER MUST DO TO CLAIM THE WARRANTY

2.3.1. To claim the benefit of the warranty, the Buyer will need to:

- q) present the defective Goods/Services to GRAF for inspection, including inspection for defective workmanship, or otherwise provide evidence of the claimed Defect; and
- r) provide evidence of proof of purchase upon request by GRAF.

2.3.2. The claim listed in clause 2.3.1 may be made in person, or the claim may be sent to the address listed on the attached form, including the particulars required under clauses 2.3.1(a) and 2.3.1(b).

2.3.3. The appropriate form for making a claim for warranty is attached and must be used whether the claim is being made in person, or mailed to the address on this form.



2.4. DURATION OF WARRANTY

2.4.1. Unless otherwise stated, this warranty will cease from the date that is:

- a) All above Ground Tanks: 2 years
- b) Eco-Bloc: 25 years
- c) Lilo: 15 years
- d) Platin: 12 years
- e) Carat: 15 years

after the Buyer takes delivery of the Goods/Services in accordance with clause 6 of the Terms and Conditions of Trade.

2.4.2. If a Defect does not materialise in the Goods/Services prior to the date provided in clause 2.4.1, GRAF will have no liability to the Buyer under this Warranty Against Defects and the Buyer releases GRAF from all claims for loss or damage in any way connected with the Goods/Services from that date.

2.5. RESPONSIBILITY FOR COSTS OF CLAIM

2.5.1. GRAF is responsible for the costs directly associated with repairing the Defect only.

2.5.2. Any works required to be completed under clause 2.2.2, which are in addition to those directly related to rectification of a Defect, will be at the cost of the Buyer.

2.6. RIGHTS AT LAW

2.6.1. The benefits given to the Buyer under this warranty are in addition to other rights and remedies of the Buyer at law in relation to the Goods/Services.

2.6.2. GRAF's Goods/Services come with guarantees that cannot be excluded under the Australian Consumer Law. The Buyer is entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. The Buyer is also entitled to have the Goods/Services repaired or replaced if the Goods/Services fail to be of acceptable quality and the failure does not amount to a major failure.

2.7. SLIM LINE TANKS CLAUSE

It should be noted that slim line tanks may deflect under water pressure when tanks are near full. This is aesthetic and not regarded as a warranty issue.

2.8. Warranty Activation

The warranty activation form (see next page) should be filled out and returned to the vendor of the tank for forwarding on to the manufacturer. This will ensure that purchase information can be matched to any future warranty claim.

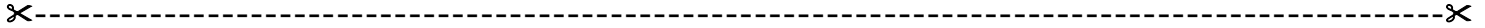
2.9. Claims

Claims should be accompanied by the original receipt or delivery docket and submitted on the Warranty Claim Form (see next page).



Please return to vendor or post /fax/email direct to GRAF Australia. PO Box
1182, Bibra Lake, WA, 6965. FAX: 08 9437 4948
E-mail: info@grafplasticsaustralia.com.au

Warranty Activation Form			
First Name			
Surname			
Telephone No.			
Email			
Address			
Location of Tank (if different from above)			
Tank Description			
Tank Serial No.			
Vendor Details			
Date Purchased		Date Installed	
Installer Details (if different from above)			
Original Invoice No.	Date	Delivery Docket No.	
Signature		Date	



Please return to vendor or post /fax/email direct to GRAF Australia. PO Box
1182, Bibra Lake, WA, 6965. FAX: 08 9437 4948
E-mail: info@grafplasticsaustralia.com.au

Warranty Claim Form			
First Name			
Surname			
Telephone No.			
Email			
Address			
Location of Tank (if different from above)			
Has the tank been moved from the original location?	<input type="checkbox"/> No	<input type="checkbox"/> Yes (new location as above)	
Tank Description			
Tank Serial No.			
Vendor Details			
Date Purchased		Date Installed	
Installer Details (if different from above)			
Original Invoice No.	Date	Delivery Docket No.	
Was tank installed as per installation guidelines?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Not Sure
Nature of Fault			
Date Detected			
Please provide a sketch of the fault or supply photos (if applicable)			
Signature		Date	

Please attach the original recipe/delivery docket to this form