

Warranty policy

Aussie Water Savers warrants that new products sold by it will be free from defects in materials and workmanship. Aussie Water Savers will assess all written claims and repair or replace the product at its own discretion, on the basis set out in these Warranty terms and conditions. For further enquiries, please contact us via info@aussiewatersavers.com.au

1. Approval from Aussie Water Savers must be obtained before any rectification is taken or the warranty claim will be rejected.
2. Repairs or works carried out on Aussie Water Savers products and installations without the consent of Aussie Water Savers during the warranty period will constitute abuse, misuse and mistreatment of the product's intended purpose and will not be covered under warranty.
3. The warranty applies to the original end user/purchaser only and is not transferable should the tank be moved to another location
4. To the extent permitted by law, Aussie Water Savers liability is limited to these Warranty Terms and Conditions, in particular the cost of repair and replacement of the product, at Aussie Water Savers discretion.
5. Aussie Water Savers is not liable for any consequential losses or liability arising from manufactured and assembled product faults including loss of profits or the cost of transport installation, removal or replacement of tank contents or any other loss except where permitted by law.
6. Products installed in remote and or locations not easily accessible will need to be returned to an Aussie Water Savers agent's premises or other location as required by Aussie Water Savers at the purchaser's expense to enable inspection and/or repair.
7. Aussie Water Savers water tanks sizes 750 Litres to 10,000 Litres have a 10 year repair or replace warranty.
8. Warranty is automatically extended to lifetime (25 years) warranty when the Aussie Water Savers products have been serviced at least 2 times per year by Aussie Water Savers.
9. Aussie Water Savers warrants its tanks will perform the function for which they are designed for, namely to hold potable water at ambient rainwater temperature.
10. The warranty will start from the date of purchase. The original receipt must be kept as proof of purchase to validate the warranty.
11. Should the tank fail to perform its function for which it is made due to a manufacturing fault during the 10 year warranty period, Aussie Water Savers at its discretion may repair or replace the tank at no cost to the customer.
12. Warranty will be null and void if damage is caused by acts of God such as floods, earthquakes, landslides, ozone depletion or natural disasters.
13. Aussie Water Savers accepts no responsibility for any damage or injury caused by products that have not been secured properly. This includes tanks – they should not move or fall over whether the tank is empty or contains water. Should this be the case, contact your installer immediately and do not allow young children, pets, frail, or elderly to go near the tank. If you cannot reach your installer, contact Aussie Water Savers to obtain advice.
14. Aussie Water Savers products are not load bearing products and are not designed to carry weight including that of a person or any other weight. Damage or faults arising from such activity is not covered under warranty. Seek advice from Aussie Water Savers first regarding load bearing properties of underground tanks first before covering with soil, concrete or any other material.
15. Wear and tear are not covered by warranty

16. This warranty will be null and void if:
 - Aussie Water Savers products are not installed in accordance with the company's installation procedures.
 - Aussie Water Savers products have been subjected to any form of misuse or any form of willful or accidental damage.
 - Aussie Water Savers products have been used for any other means than the collection of potable water.
17. The purchaser is responsible for which tank they choose and for suitability of the purpose they wish to use it for. This warranty does not apply where the purchaser installs or uses a tank for a purpose for which it was not fit.
18. Where any provisions of this warranty are inconsistent with the provisions of any statute, rule or regulation under the common law, that provision shall be treated as exercised only to the extent of the inconsistency and leaving in so far as possible the balance of the provisions of this warranty unaffected.
19. All liabilities, conditions, warranties and obligations of any kind, which are or may be imposed or implied to the contrary by any statute, rule or regulation, or under the common law and whether arising from the negligence of the company, its employees or otherwise are hereby excluded except to the extent that the company may be prevented from doing so by any statute, rule or regulation under the common law.
20. The purchaser is responsible to return goods to the original place of purchase for any issue related to warranty to determine whether it is an issue which can be rectified under warranty. In order to minimise cost for the end user / client, Aussie Water Savers recommends photos / video be sent electronically to Aussie Water Savers in order to gather information regarding the fault. Once this information is assessed, Aussie Water Savers will advise the end user / client of further action to be undertaken under warranty, if any.
21. 25mm BSP outlet fittings are provided in Aussie Water Savers Rainwater Tanks. Holes that are drilled into the tank will void the warranty unless Aussie Water Savers has given written permission to do so or Aussie Water Savers has agreed to install extra outlets to a maximum 50mm at the customer's request (this applies only to round tanks)
22. All outlets are provided with a water tight BSP fittings. It is the customer's responsibility to make sure that the fittings and accessories are not over tightened and that fittings are not used to lift tanks. Aussie Water Savers does not provide warranty for ball valves, overflow fittings or outlet fittings.

YOUR WARRANTY DETAILS

Name: _____ Date of Purchase: _____

Address: _____ Phone: _____

Email address: _____

Pump Serial #: _____ Tank Size: _____ Colour: _____

Please post back your warranty details to the address below, or email your completed form to the email address below:

23 Charles Street ST MARYS NSW 2760 Ph: (02) 9623 4700

E: support@aussiewatersavers.com.au

W: www.aussiewatersavers.com.au

Troubleshooting for your Aussie Water Savers Rainwater Tank System

<u>Leaks</u>	<u>Cause</u>	<u>Solution</u>
The tank is leaking from the outlet fitting	The fitting may be loose	Tighten the fitting SLOWLY , and assess if any further water is leaking from the outlet as the fitting is tightened
The tank is leaking at the overflow adapter	The tank may be carrying a full capacity of water	Water is supposed to leak from the overflow adapter to prevent a tank rupture. Use some of the tank water to reduce its capacity
<i>(Applies to slim tanks only and after 1 year)</i> Water is leaking between each module	The tank may require servicing	Fill out the contact us form on Aussie Water Savers website. This is not a fault and is an indication that the tank requires a service
<u>No water entering tank</u>		
It's raining but the water does not go into my tank	You may have a blockage in your gutters or at the tank filter basket	Lift off the tank filter basket and clean it with water. The mesh should be relatively clean before it is returned to the tank inlet. If the filter basket is clean, you may require tank maintenance. Contact Aussie Water Savers for further instruction.
<u>Pump issues</u>		
Pump not using tank water	The tank may be empty or not have enough water in it.	Wait for rain to fill your tank, or fill your tank with a garden hose not connected to the pump to fill the tank up to your desired capacity. You can also turn off your pump and you will be able use mains water.
My tanks are full but the pump is not using tank water	Inline filter may be blocked	The inline filter lasts for 2 years. If within 2 years, disassemble the filter and clean with tap water. Ensure that the ball valve on the tank is OFF before you disassemble and that your pump is switched OFF. Replace filter. If after 2 years from installation, contact Aussie Water Savers to book tank maintenance.
Pump is on but no water is coming out	Pump would need to be primed	Pump needs to be primed in order to be using water. Check that all fittings connecting pump to the tank are tight and in good working order. Ensure that tanks have at least 50 cm of water and that water enters the pump from the tank and prime pump. Contact Aussie Water Savers for tank maintenance.