

Nu-Tank Warranty Card

Welcome to Nu-Tank

YOUR WARRANTY INFORMATION

Nu-Tank Manufacturer's Warranty

Thank you for choosing a Nu-Tank product. Nu-Tank Pty Ltd (**Nu-Tank**) is a family-owned, proudly Australian company that has operated since 2008. We manufacture and supply polyethylene tanks, feeders and troughs and water tanks, molasses and dunder tanks, diesel storage tanks, transport, industrial tanks, firefighter units, wet and dry lick feeders, water and molasses troughs, pumps and accessories, round steel tanks and self-bunded tanks (**Nu-Tank Products**).

This Manufacturer's Warranty applies to all Customers of Nu-Tank Products.

What This Warranty Covers

This warranty covers physical defects in materials and/or workmanship found to be present in Nu-Tank Products during normal use for the warranty period. This warranty does not cover attached fittings, strainers or outlets.

Warranty Period

The warranty period commences on the date of purchase and lasts for the period specified below:

Nu-Tank Product	Warranty Period
Water Tanks (Round & Slimline): When installed on a concrete pad per installation guide.	20 Years
Water Tanks (Round & Slimline): If not installed on a concrete pad per installation guide.	10 Years
Industrial / Agricultural / Commercial / Molasses Tanks	2 Years
Accessories & Fittings	1 Year

Components not manufactured by Nu-Tank (e.g., pumps, valves) are subject to the warranty of their respective manufacturers.

What This Warranty Does Not Cover

This warranty does not cover any defect or damage resulting from:

- Incorrect installation, failure to follow Nu-Tank installation guides, or failure to maintain the base (except where stated).
- Use of any Nu-Tank Product for any other purpose other than for which it was designed.
- Use of any tank for liquids with a relative density exceeding that which the tank was designed to hold, or for any material which would adversely affect plastic.
- Unauthorised modifications or repairs.
- Relocation of the tank from its original installation without Nu-Tank's prior written consent.
- Damage caused by fire, storm, wind, flood, acts of God, or other insurable occurrences.
- Natural wear, weathering, or cosmetic changes like colour fading.
- Costs relating to the loss of contents, loss of profits, or other consequential losses.

Warranty Conditions

- This warranty is granted to the original Customer only and is not transferable. For the avoidance of doubt, this warranty does not transfer to any subsequent owner of the property where a Nu-Tank Product is installed.
- A minimum of 300mm of flexible hose must be attached to tank outlets to avoid stress.
- Inlet pipes must be equal to or larger than the size of the overflow pipes.
- The warranty is void if identification or serial numbers are removed or altered, or if the tank is subjected to misuse or maltreatment.
- For claims made after the first year, Nu-Tank's liability is calculated on a pro-rata basis. The value is determined by the following pro-rata calculation formula:

Pro-Rata Value = Original Purchase Price × (Years Remaining in Warranty / Total Warranty Period)

How To Make A Claim To make a warranty claim, please follow these steps:

1. Notify Nu-Tank or your authorised reseller in writing as soon as possible.
2. Provide proof of purchase (original tax invoice) and photographic proof of the installation.
3. Allow Nu-Tank the opportunity to inspect the product before any removal action is undertaken.
4. If a return is required, you must include the Return Goods Note provided by Nu-Tank.

Upon validation of the claim, Nu-Tank will, at its sole discretion:

- (a) repair the defect at its own cost; or
- (b) replace the Nu-Tank Product, in which case the Customer will be liable to pay the difference between the current retail price of the replacement product and the Pro-Rata Value of the original product; or
- (c) provide a refund to the Customer equal to the Pro-Rata Value.

Expenses Associated With Claims

The Customer is responsible for all expenses related to making a warranty claim, including costs of freight, product transportation, travel costs, and costs of removal and re-installation.

Contact Details

Phone: 1300 361 110 or (07) 4923 1111

Email: sales@nutank.com.au

Website: <https://nutank.com.au/warranty/>

AUSTRALIAN CONSUMER LAW

If you are a "Consumer" or "Small Business" as defined in the ACL, the following applies to you.

The benefits provided to you under our Manufacturer's Warranty are in addition to other rights and remedies you have under the Australian Consumer Law. Our Manufacturer's Warranty does not limit or exclude your consumer guarantees.

Mandatory Statement Required by the ACL:

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 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.