

10 YEAR WATER TANK GUARANTEE

PLEASE READ THIS DOCUMENT IN CONJUNCTION WITH THE CONSUMER PROTECTION ACT

We offer a warranty on our Vertical Water Storage Tanks to full integrity or retention from the date of purchase for a period of 10 (ten) years. All other products carry a 2-year warranty. (Please note that warranties are non-transferable).

The above-mentioned guarantee does not apply in the event of the following:

- Any damage sustained during handling, storage or erection of the tank or any modification thereof, including the drilling of additional holes or cut outs that weakens the structural integrity of the product
- Reaction or soiling of the tanks from chemical agents not compatible with polyethylene (Contact us regarding the SASOL guide).
- Damage, failure or leakage caused as a result of any broken, loose or defective connections to the tanks.
- Iron / metal fittings used on the tank as connections.
- Attachments, alterations of the structure or walls of the tanks including welding and use of adhesives etc.
- Usage of tanks for purpose not intended for.
- Repair work not done by Nel staff members.
- The lids and roof section of tanks are not intended to carry weight or human movement.
- Liquid contents exceeding 40° C.
- All vertical tanks intended for above ground and stationary use only (not underground or transport).
- Sanitation and underground tanks to be used and installed as per our guidelines by a professional installer (Contact us).

This guarantee is subject to the correct installation of the tank, which includes the following:

- Correct use of connections (No steel / iron fittings / connectors).
- Not to use unsupported connections (pipes, etc.) attached to the tank causing the tank to be under stress.
- No vibrating connections.
- The provision of a level, smooth and solid base for the tank that can support the combined weight of the tank and its contents.
- The filling rate of the tank should not exceed the overflow rate.
- Vertical tanks are intended for stationary, above ground use only.
- No overhang of the tank walls over the base allowed.
- Liability in terms of this guarantee shall be limited to claims that arise from loss of integrity of the product. Liability for other losses and / or subsequent damages suffered is excluded.
- All claims for replacement tanks or damages must be submitted during and up to the expiry date of the guarantee period.
- Proof of date of purchase is absolutely necessary.

Important:

- **AS PRO RATA PAYMENT FOR PERIOD OF USE MAY BE EXPECTED IN CASE OF REPLACEMENT calculated on a formula that the buyer will be paying 10% of the replacement tank's value for each year of use. Example: tank is used for 2 years – 20% (2 x 10%) payable for new tank by purchaser – 80% subsidized by Nel Tanks;**
- As we are converters, the warranty is on workmanship only. We have no control over the chemistry of the plastic, which we use in good faith.
- Nel Tanks does not accept responsibility for installation or structural costs in case of repairs or replacements (Including Tank Contents).
- This is the exclusive warranty given by us and no other warrantee or guarantees, expressed or implied shall be of any force and effect.