



Delivery & Installation Guide



- ✓ Preparing for your delivery
- ✓ What to expect on delivery day
- ✓ Safety requirements
- ✓ Installation and tank base preparation requirements
- ✓ Certificate of Warranty



Australian
Made in SA



Certified to
Australian Standards
AS/NZS 4766:2020
Certificate # 7088-2834



Quality Management
Systems
ISO 9001:2025
Certificate # 5703-3065



Recyclable
Multi-use
Resource



Manufactured from
100% Food Grade
Polyethylene



31 Standard
Colours



UV20
Protection

Our team will contact you in the coming weeks to schedule a delivery date. Should circumstances change and you need to reschedule your delivery, please call us 1300 658 961. Any delay in communicating your requirement to rescheduling has a heavy impact on our team, we ask that you do not delay contacting us. Failing to communicate your requirement to reschedule could result in a cancellation/re-stocking fee of up to 15% (pending circumstances).

Please ensure you have completed your Pre-Delivery Checklist which has been provided to you at the time of order. This questionnaire will ensure seamless and safe delivery, as you and your delivery driver will be well prepared.

Preparing for Delivery

Review your order to ensure it is correct

Please check your order carefully including colour, dimensions, fittings size, contact and address information.

Check there is suitable and safe site access

Our delivery trucks are large and require ample space for maneuvering. Please check gates, roads, roundabouts, crossings, power lines and low-hanging branches that might obstruct the truck's path.

Our truck and trailer combination is 5m high, 3.5m wide and 19.5m long (25m turning circle required). With a majority of our tank models, we can unhitch the trailer to complete a delivery by truck only, which will reduce the length to 10m. Please notify our dispatch team should you require this.

Prepare your tank pad(s)

See adjoining page for requirements to ensure the Warranty Conditions are met.

Organising a plumber (if required)

We strongly suggest that any trades are organised for the day post-delivery.

Organising help to unload

Our solo driver will need help to unload your tank. Please ensure you have enough able-bodied people (or machinery) available to assist with unloading and positioning of your tank. If assistance is unable to be provided, it is your responsibility to organise machinery hire, which is at your cost.

All Slimline Tanks	3 people + driver	
Round Tanks 1000L – 10000L	2 people + driver	
Round Tanks 10001L – 25000L	3 people + driver	
Round Tanks 25001L upwards	4 people + driver	
Round Tanks 40000L – 50000L	4 people + driver OR 2 people + driver + machinery	 OR 

Day of Delivery

The following is the series of events that will take place on the day of delivery at your property. This material must be read and understood and you will be asked on the day of delivery to sign to say you have done so.

- The driver will ring on the morning of your delivery and advise their expected time of arrival at the delivery address.
- In advance of the delivery you will already have received details of the assistance we require, and you are to provide, to safely unload and position the tank. Failure to supply adequate assistance on the day of delivery will result in the delivery being rescheduled and a fee being charged. Anyone involved in the delivery process must have read and understood these instructions.
- The driver will issue instructions to the people helping unload the tank(s).
- It is extremely important that anyone else on site that is not involved in the unloading process is isolated at least 20 metres away from the site – it is the customers responsibility to ensure people, pets etc are all secured away from the unloading area.
- Witches hats will be placed on the ground on the side of the truck that the tank will be unloaded on to mark an exclusion zone which no one must enter during the delivery process.
- When the tank is being unloaded, all persons on site must stay on the passenger side of the truck and not behind or in front of it. Anyone else on site must be kept well clear of the “drop zone” – at least 20 metres from the truck/trailer.
- Ultimately, our driver has the final say on delivery to the area of your choice. If our driver is not satisfied that the area is safe, they will unload the tank(s) in the safest area closest to where you wanted them.

Immediately After Delivery

It is essential that the tank is installed immediately, with at least 2.5cm of water put into the tank, or having the tank securely tied down to prevent it from being blown away or damaged.

INSTALLATION & TANK BASE PREPARATION REQUIREMENTS



There is no substitute for correct site preparation.

Correct site preparation is essential to ensure a long and trouble-free life for your tank. It is essential to have your tank on a **FLAT LEVEL COMPACTED BASE**. The base of your tank must be fully supported at all times.

Tanks are designed to expand and contract as water levels rise and fall, ensure tanks are positioned with a minimum of 150mm clearance from fixed objects.

Each water outlet must also have a flexible hose (300mm in length) connected and placed between the ball valve and other plumbing (poly pipe is not suitable to use as a flexible hose).

Ensure all plumbing from the fittings are well supported to reduce strain, potentially causing damage.

All stub flanges must have a bellow/expansion joint installed to reduce strain and undue pressure on the tank wall.

Water volume entering the inlet must equal the water volume of the overflow, e.g.: 2 x 90mm inlets = 2 x 90mm overflows or equivalent.

Overflows are to be piped away from bases to prevent undermining.

When installing charged drain downpipes, ensure the line is positioned at least 150mm away from the tank wall to allow for natural expansion and contraction.

Tank Bases

Slimline bases must be 100mm wider and round tank bases must be 300mm wider than the diameter of the tank and prepared as follows:

e.g. Slimline Tank width 1080 + 100mm = 1180mm
minimum require for tank pad

e.g. Round Tank diameter 3690mm + 300mm = 3990mm
minimum require for tank pad

Crusher Dust (contained)

Crusher dust (very fine road base) must be granular and have a grain size less than 5mm and shored (for example with garden sleepers) to protect against erosion. It must be compacted prior to tank delivery, and the surface of the material must be flat, level, and larger than the base of the tank. **NOTE: SAND IS NOT ACCEPTABLE**

1. Remove at least 100mm of natural earth, ensuring the base is flat and level, free of stone, tree roots etc.
2. Create retaining box and refill with at least 75mm of crusher dust, you can also mix in dry cement powder.
3. Once spread, thoroughly compact the crusher dust with suitable compacting equipment.
4. Thoroughly screed the surface and ensure the finished surface is perfectly **FLAT & LEVEL**.

Concrete Slab

Slabs need to be screeded flat and level with no high or low spots. The finished surface should have a trowelled finish.

- Slimline Tanks & Round Tanks under 40000L
Concrete slab must be at least 25mpa & 100mm (4") thick with F62 mesh halfway through the mix.
- Round Tanks over 40000L and Industrial Tanks.
Slab must be 32 mpa concrete mix

Slab must be at least 150mm thick with 2 layers of F82 mesh 75mm apart and a thickening of 200mm wide & 200mm deep with Y16 reo bar at the bottom of the thickening around the edge of the slab.

Tank Stands

Tank stands must be constructed to hold the weight of a full tank (e.g.: 40000L of water is about 40 tonnes). We recommend a hardwood timber decking which is **FLAT AND LEVEL**, with boards spaced no wider than 10mm apart.

1. Prepare a stand that has a hardwood decking with gaps no greater than 10mm. Decking should be supported structurally by bearers strong enough to prevent sagging of decking when the tank is full.
2. Tank must be lifted into place by a crane (hire at customer's expense). Tank must then be secured to the stand.

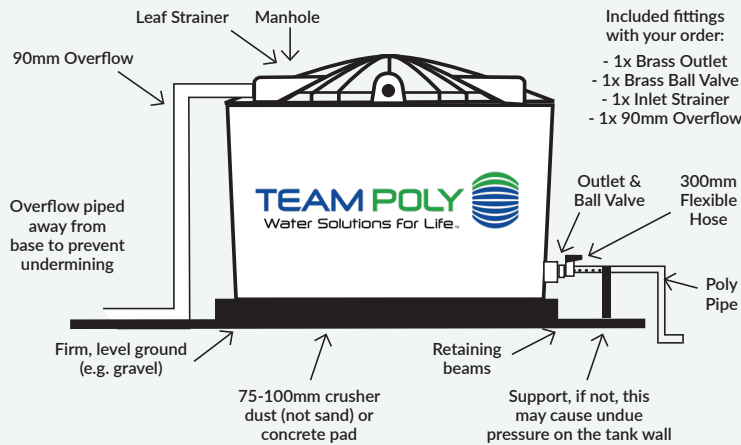
Water inlet - we recommend water be directed into the tank through the strainer. Fixed inlets must be supported and have flexible hose fitted. Inlet pipe must be supported by stand.

Inspect Regularly

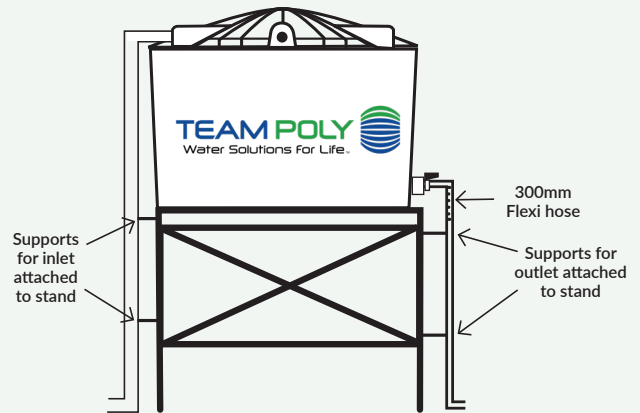
The pad must be inspected regularly for any signs of erosion, subsidence, or animal burrowing, as any of these things may cause undue stress on the tank wall which will result in voiding your warranty. Inlet & Overflow strainers should be regularly checked and remove any build up or obstructions.

TEAM POLY accepts no responsibility for negligence or otherwise, for loss or damage to tanks installed by the customer notwithstanding that the customer has relied upon and followed the recommendations contained herein. These recommendations are a guide only and we do not warrant that the recommendations are accurate or suitable for use by any particular customer or for any particular tank sold.

INSTALLATION & TANK BASE PREPARATION REQUIREMENTS

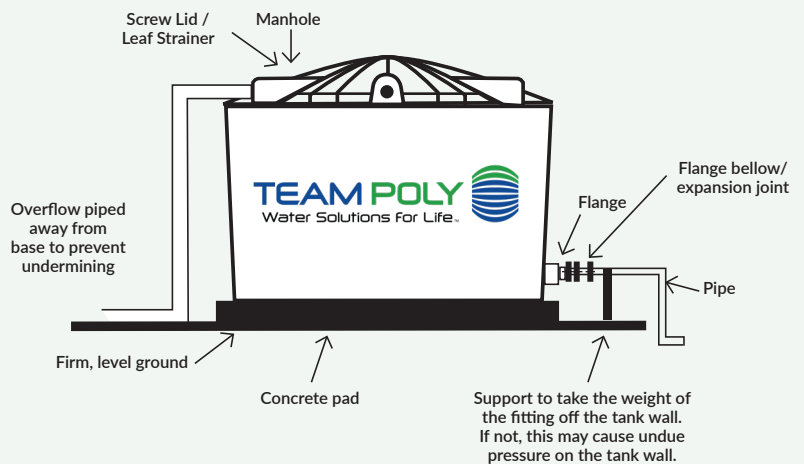


Crusher Dust or Concrete Pad



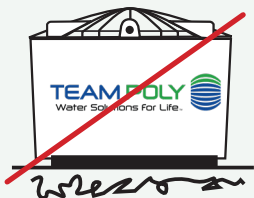
Pipe work for tanks on stands must be supported by the stand, not the tank, with flexible hose to allow for any movement.

Tanks used for non-residential, commercial, industrial, or agricultural purposes and/or installed with fittings, accessories, or modifications that are additional to or exceed the Manufacturer's standard inclusions.

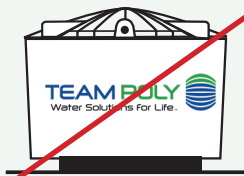


Examples of Poor Pads

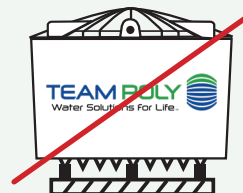
These examples will void your tank(s) warranty due to the undue stress and pressure that will be put onto the tank(s) wall, base and or outlet(s).



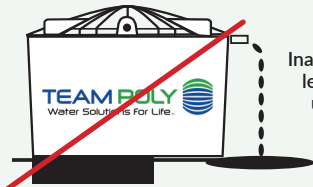
Rocky or uneven ground with minimal preparation can undermine the tank base, and sharp objects may puncture or damage the tank.



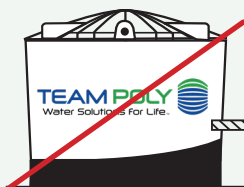
Must not have undersized base, circumference of tank must be supported.



Corrugated iron decking, timber sleepers and bricks are NOT ALLOWED. This type of decking should not be used under any circumstances as it is unstable.



Inadequate overflow length may cause undermining of tank base.



Unsupported pipe puts excess strain on the fitting and tank wall.

This is to certify that **TEAM POLY TANKS PTY LIMITED ABN 79 162 065 778** trading as **TEAM POLY (Manufacturer)** guarantees to replace or repair (at its sole discretion) any defect or fault in the products listed below (**Products**) that is solely attributable to defects in materials or workmanship (**Defect**).

Products and associated Warranty Periods:

- **Polyethylene Storage Tanks:** Warranty Period is determined by the Product's specific gravity (SG) rating (as specified by the Manufacturer and/or marked on the Product):
 - o **Round Tanks SG $\leq$ 1.0:** 25 years
 - o **Slimline Tanks, SG $\leq$ 1.0:** 10 years
 - o **Tanks, SG $>$ 1.0 and $\leq$ 1.5:** 5 years
 - o **Tanks, SG $>$ 1.5:** 3 years
- **Polycraft Boats:**
 - o **Recreational use:** 4 years
 - o **Commercial use:** 1 year
- **Agricultural Products (Troughs and Feeders):** 5 years
- **Ancillary Products** (including pumps, fittings, accessories and any Product not otherwise specified above): 1 year unless otherwise specified by the Manufacturer in writing.

Notwithstanding the above, where Polyethylene Storage Tanks with a specific gravity (SG) rating $\leq$ 1.0 are used for non-residential, commercial, industrial, or agricultural purposes and/or installed with fittings, accessories, or modifications that are additional to or exceed the Manufacturer's standard inclusions as published on the Manufacturer's website at the time of purchase, the applicable Warranty Period for such Products will be limited to five (5) years from the date of purchase.

The Warranty Period commences from the date of purchase by the original purchaser (**Purchaser**).

Conditions of Warranty

1. **Proof of Purchase:** the Purchaser must provide proof of purchase (tax invoice or receipt) when making a claim.
2. **Intended Use:**
 - o **Tanks, SG $\leq$ 1.0:** designed solely for the storage of potable water at temperatures not exceeding 40 °C.
 - o **Tanks, SG $>$ 1.0 and $\leq$ 1.5:** designed for the storage of certain liquids (as specified by the Manufacturer in writing) such as diesel or molasses.
 - o **Tanks, SG $>$ 1.5:** designed for storage of certain chemicals (as specified by the Manufacturer in writing).
 - o **Polycraft Boats:**
 - > Recreational warranty applies only to private, non-commercial use.
 - > Commercial warranty applies to boats used for any business or income-producing purpose.
3. All Products must be installed, used and maintained strictly in accordance with the Manufacturer's written instructions.
4. This Warranty will not apply, and the Manufacturer will have no liability (to the extent permitted by law), if a Defect arises because:
 - o the Product has been used to store, contain or transport a substance that exceeds the SG rating or temperature rating of that Product (as specified by the Manufacturer), or that is otherwise incompatible with the Product's material;
 - o contamination, damage or leakage is caused or contributed to by the Purchaser;
 - o the Product has been relocated without prior written consent from the Manufacturer;
 - o the Product has not been installed, used or maintained using the Manufacturer's recommended instructions;
 - o damage to the Product is caused by an act of God, war, storm, fire, flood, hail, tree roots, or wind;

- o the serial number or identification marked on the Product is removed, altered or rendered illegible;
- o damage to the Product has resulted from inadequate or incorrect site preparation;
- o damage to the Product has been caused by someone walking on or applying any load to the top of the Product. In the case of Products specifically designed for underground installations, the trafficable load exceeds the manufacturers specifications;
- o the overflow capacity of the Product has been less than the inflow, causing excessive hydraulic pressure;
- o the Product has been modified, repaired or refurbished without written approval from the Manufacturer;
- o the Product has been improperly stored, handled, or transported following delivery. This includes, but is not limited to, exposure to unsuitable environmental conditions, physical impact, or failure to adhere to the storage and transport guidelines issued by the Manufacturer; or
- o damage to the windscreen, windshield or other water ingress has resulted in leakage.

Warranty Eligibility: The warranty is granted to the original purchaser only and is not transferable.

Manufacturer's Remedy

Repair or replacement: the Manufacturer's liability under this Warranty is limited, at the Manufacturer's option, to repairing the Product or supplying a replacement Product of comparable specification.

Warranty Calculation: where a replacement is supplied, the amount payable by the Manufacturer is calculated on a pro-rata basis, as follows:

$$\text{Amount Payable} = (A \times B) \div C$$

Where: (A) = Original purchase price of the Product
 (B) = Number of years left in the Warranty Period
 (C) = Total Warranty Period for the Product

Exclusions and Limitations

Exclusions: This Warranty does not cover:

- normal wear and tear associated with the Product;
- changes to the colour or appearance of the Product (including weathering or fading);
- bulging of a tank wall, whether temporary or permanent, as this is a characteristic of polyethylene tanks, particularly in high temperatures and some distortion or bulging is normal; or
- any defects or failure arising where a Product is manufactured in accordance with a custom design or specification supplied by the Purchaser.

The Purchaser will bear the reasonable, direct costs of making a claim under this Warranty (including freight or delivery charges to return the Product) but will be reimbursed by the Manufacturer if the Product is found to have a Defect covered by this Warranty or the Australian Consumer Law.

Liability: to the extent permitted by law, the Manufacturer is not responsible for any indirect or consequential losses, including machinery hire, landscaping, liquid replacement, cartage of liquid, loss of income or profits, or any damage or loss sustained through the escape of liquid.

Warranty Claim Procedure

Notification: The Manufacturer must be notified within seven (7) days of any fault or defect occurring and must be given the opportunity to inspect the Product within 28 days of such occurrence.

How to claim: Purchaser must complete a warranty claim form which can be found on the Manufacturer's website.

Assessment of claim: once the Manufacturer has received a notice of a Defect, a representative of the Manufacturer will assess the Warranty claim. The Purchaser may be required to provide the Manufacturer with additional information of the Defect (including photographs) if requested by the Manufacturer to assess the Warranty claim.

Costs of claim: the Purchaser is responsible for bearing the reasonable, direct costs of making a claim under this Warranty.

Australian Consumer Law

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 for 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.

General

Governing Law: this Warranty is governed by the laws of New South Wales and the Commonwealth of Australia.

Severability: if any provision of this Warranty is void, illegal, or unenforceable, the remaining provisions remain in force.



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TEAM POLY 
Water Solutions For Life™

www.teampoly.com.au

Our Terms of Sale can be found at teampoly.com.au