

PORTATANK WARRANTY





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TEL: +27 43 7436736 FAX: 086 608 5860

WEB: www.portatank.co.za

1. We offer a warranty on the bladder of the tank in the normal application of bladder from the date of purchase for a period of 5 years. (Please note that warranties are non-transferable) The above-mentioned warranty does not apply in the event of the following:

- Any damage sustained during handling, storage or erection of the bladder of the tank or subsequent modification by the customer.
 - Reaction or damage caused to the bladder of the tank by chemical agents that are not compatible with PVC (contact your nearest Portatank distributor for more detail).
 - Damage, failure or leakage caused as a result of the customers mishandling of the connections to the bladder of the tank.
 - Iron metal fittings are used on the bladder's connections instead of the recommended fittings required by Portatank.
 - Attachments to the bladder and/or alterations made to the structure or walls of the tank, such as but no limited to, welding and use of adhesives etc. by the customer.
 - Usage of for purpose not intended for.
 - Repair work done by any other parties other than Portatank personnel.
 - The lid and roof section of the bladder of the tank are used for purposes other than their intended use. For example, supporting weight that the bladder is not intended to support.
 - Liquid contents exceeding 40°C are placed in the bladder.
 - The tank(s) are not stationary during use.
 - The bladder is not installed and used as indicated in the installation instructions manual provided for on our website www.portatank.co.za.
- This warranty is subject to the correct installation of the tank, which includes the following:**
- Correct use of connections (no steel/iron/connectors) as per the installation instructions manual.
 - No steel pipes and/or fittings are used (it is recommended to use flexible pipes between tank and fixed pipes).
 - Not to use any other unsupported connections (pipes etc.) attached to the bladder causing the bladder to be under stress.
 - No vibrating connections are installed and/or installed by the customer without prior consent by Portatank.
 - The provision of a level, smooth and robust base for the tank, in case of beam support not further than 5cm apart.
 - No overhang of the tank wall over the base allowed.
 - The filling rate should not exceed the overflow rate.
 - The tank is primarily intended for stationary use.

- Portatank shall not be liable to the customer for a bladder delivered in good order and thereafter damaged in the possession of the customer due to improper care or storage, use or application, contrary to any instructions and/or warnings provided for the bladder or any other direct or indirect act or omission by the customer its agents or employees resulting in the portatank being damaged or causing harm to any person or to any property.
- All claims for replacement bladders or damages must be submitted during and up to the expiry date of the warranty period. Proof of date of purchase is absolutely necessary. AFTER 6 MONTHS FROM DATE OF PURCHASE A PRO RATA PAYMENT FOR THE REMAINING PERIOD OF USE MAY BE EXPECTED IN CASE OF REPLACEMENT FOR A BLADDER which is calculated on a formula whereby the customer will be paying 20% of the replacement bladder's value for the remaining time

period that the tank is used. E.g.: A bladder used for 3 years – 60% (3 x 20%) is payable for the replaced bladder by the customer and 40% is subsidized by Portatank the remaining time period that the bladder is used. E.g.: A bladder used for 4 years – 80 % (4 x 20%) is payable for the replaced bladder by the customer and 20% is subsidized by Portatank

- Portatank does not accept responsibility for instructions provided or structural costs incurred in the case of repairs or replacements done by a third party other than Portatank personnel.
- This is the exclusive warranty given by us and no other warranty or guarantee, expressed or implied shall be of any force and effect.

2. We offer a warranty on the wire mesh of the tank in the normal application of the wire mesh from the date of purchase for a period of 1 year. (Please note that warranties are non-transferable) The above-mentioned warranty does not apply in the event of the following:

- Any damage sustained during handling, storage or erection of the wire mesh or subsequent modification by the customer.
- Damage and/or failure caused as a result of the customers mishandling of the connections to the wire mesh of the tank.
- Iron metal fittings are used on the wire mesh's connections instead of the recommended fittings required by Portatank.
- Attachments to the wire mesh and/or alterations made to the structure or walls of the wire mesh, such as but no limited to, welding and use of adhesives etc. by the customer.
- Usage of for purpose not intended for.
- Repair work done by any other parties other than Portatank personnel.
- The wire mesh of the tank is used for purposes other than their intended use. For example, supporting weight that the tank is not intended to support.

- The tank(s) are not stationary during use.
- The wire mesh is not installed and used as indicated in the installation instructions manual provided for on our website www.portatank.co.za.

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

- Correct use of connections (no steel/iron/connectors) as per the installation instructions manual.
- No steel pipes and/or fittings are used (it is recommended to use flexible pipes between tank and fixed pipes).
- Not to use any other unsupported connections (pipes etc.) attached to the tank causing the wire mesh to be under stress.
- No vibrating connections are installed and/or installed by the customer without prior consent by Portatank.

- The provision of a level, smooth and robust base for the wire mesh, in case of beam support not further than 5cm apart.
- No overhang of the tank wall over the base allowed.
- The tank is primarily intended for stationary use.
- Portatank shall not be liable to the customer for a wire mesh delivered in good order and thereafter damaged in the possession of the customer due to improper care or storage, use or application, contrary to any instructions and/or warnings provided for the wire mesh or any other direct or indirect act or omission by the customer its agents or employees resulting in the portatank being damaged or causing harm to any person or to any property.
- All claims for replacement of a wire mesh or damages must be submitted during and up to the expiry date of the warranty period. Proof of date of purchase is absolutely necessary.
AFTER 6 MONTHS FROM DATE OF PURCHASE A PRO RATA PAYMENT FOR THE REMAINING PERIOD OF USE MAY BE EXPECTED IN CASE OF REPLACEMENT FOR THE WIRE MESH OF

Portatank STRICTLY advise that these chemicals and/or solvents are **NOT** used on the product:
Common uses for organic solvents are (e.g. tetrachloroethylene), as paint thinners (e.g. **toluene**, **turpentine**), as nail polish removers and glue solvents (**acetone**, **methyl acetate**, **ethyl acetate**), in spot removers (e.g. **hexane**, petrol **ether**), in detergents (citrus terpenes) and in perfumes (**ethanol**).

- Hydrocarbon solvents (aliphatic and aromatic)
- Oxygenated solvents (alcohols, ketones, aldehydes, glycol ethers, esters, glycol ether esters)
- Halogenated solvents (chlorinated and brominated hydrocarbons)

THE TANK which is calculated on a formula whereby the customer will be paying 8.33% per month of the replacement wire mesh's value for the remaining time period that the wire mesh is used. E.g.: A wire mesh used for 8 months – 66.64% (8 x 8.33%) is payable for the replaced wire mesh by the customer and 33.36% is subsidized by Portatank the remaining time period that the wire mesh is used. E.g.: A wire mesh used for 10 months – 83.30 % (10 x 8.33%) is payable for the replaced tank by the customer and 16.7% is subsidized by Portatank

- Portatank does not accept responsibility for instructions provided or structural costs incurred in the case of repairs or replacements done by a third party other than Portatank personnel.
- This is the exclusive warranty given by us and no other warranty or guarantee, expressed or implied shall be of any force and effect.

NB: In order for this warrantee to become effective, the customer is required to provide proof of correct installation by providing clear photographs(as per below) to portatank of the following - 1 x lid of tank, 1 x full view of tank incl base, 1 x mesh join to info@portatank.co.za. Each set of photographs must clearly mention the location where the tank has been installed.

Without these photographs being provided, the warrantee shall not apply.

