

# KINGSPAN RURAL WATER TANK OWNER'S MANUAL **RHINO AND HERITAGE TANKS**



# Congratulations on the purchase of your Kingspan Water Tank!

The team at Kingspan is excited to welcome you to the water tank community and thank you for trusting our brand. Our tanks are used Australia-wide for applications such as rainwater harvesting, irrigation, fire protection, stock, and domestic water storage.

## CONTENTS

Quick Set up Guide .....	3
Overview of a typical tank and accessories .....	4
Care and maintenance .....	4
Water tank warranty - Terms & conditions.....	8

**IMPORTANT: Please fill in your tank's details here:**

Tank model:

Capacity:

Diameter:

Height:

Purchased from:

Install date:

# Quick Set up Guide

## Owner's responsibility

This manual contains important information about your tank and how you should maintain it to maximise its service life. Here are some important first steps before you move on:

- 1) Ensure your tank is always at least 10% full.  
As part of installation, your tank will be filled to 10% capacity. It is crucial that your tank is at least 10% full of water at all times to help maintain its structural integrity.
- 2) Ensure there is sufficient aggregate around your tank per Kingspan's Pad Specification document. Go to page 5 for more information. **Note: not applicable to tanks installed on a concrete pad/ring beam.**
- 3) Fill out your tank's details on page 1. This will make it easier for you in the future when you need maintenance work or servicing.
- 4) Your tank comes with a 20 year conditional warranty as detailed in this document. Whilst we hope you will never need to rely on this warranty, this document will help you to get the assistance you need in a quick and efficient manner. To help with this process, please take a moment to register your tank warranty at: <https://kingspanwatertanks.com.au/rural-tank-warranty-validation/> and advise us should your contact details change.

# Overview of a typical tank and accessories

Our Rural water tanks have the following accessories included:

- Multi-layered Food Grade Tank Liner
- BlueScope Corrugated or Streamline Steel Wall & Roof Sheets
- Hot Dipped Galvanised Roof Trusses
- Tank Inlet (Hi Flow Leaf Filter Basket or 50mm Inlet)
- 50mm Outlet & Ball Valve
- 100mm Bell Mouth Overflow
- Heavy Duty Lockable Hatch
- Removable Internal/External Ladder
- Magnesium Anodes for Corrosion Protection

You may also have some of the following optional accessories installed on your tank:

- Dust & Vermin Proofing Seal
- Water Level Gauge
- Fire Fighting Coupling
- Additional Outlets & Valves (50mm/80mm/100mm)
- Gutter (Heritage Tanks only)
- Additional Inlets (Leaf Basket/50mm/80mm/ 100mm)
- Geo Textile Underlay
- 150mm Overflow
- 50mm Scour Drain

## Care and maintenance

### Owner's responsibility

**IMPORTANT:** Always ensure that your tank is at least 10% full at all times. This helps maintain the structural integrity of your tank.

Regular maintenance is needed to keep your tank in optimal condition.

#### When?

We recommend tanks should be inspected at least every 3 months (every change of season) and after a major rain event.

#### What?

##### Aggregate (blue metal)

**Note:** not applicable to tanks installed on a concrete pad/ring beam.

Check that there is enough aggregate in the exclusion zone around your tank.

As part of installation, an exclusion zone of **20mm** aggregate e.g., blue metal/stone (no clay/concrete) is placed evenly around the base of the tank to stabilise the tank pad, prevent erosion, and deter rodents\*. Erosion of the base can undermine the tank wall and liner which in turn could cause the tank to fail. Therefore, it is important that any roof run off flows away from the exclusion zone.



\*The exclusion zone extends 800mm around the tank perimeter and is 75mm deep (minimum).



The recommended quantity of aggregate for each tank model is listed in the table below:

Heritage CT	CT6 CT9 CT12	CT15 CT20 CT25 CT30	CT35	CT41	CT48 CT54 CT60	CT70 CT80
Volume of Aggregate (20mm) required	1.0m <sup>3</sup>	1.2m <sup>3</sup>	1.6m <sup>3</sup>	1.8m <sup>3</sup>	2.0m <sup>3</sup>	3.0m <sup>3</sup>

Heritage HGT	HGT55	HGT75 HGT90 HGT110 HGT135	HGT160	HGT188	HGT220 HGT250 HGT285
Volume of Aggregate (20mm) required	1.0m <sup>3</sup>	1.2m <sup>3</sup>	1.6m <sup>3</sup>	1.8m <sup>3</sup>	2.0m <sup>3</sup>

Rhino	RT-25 RT-40	RT-60 RT-80	RT-100 RT-130	RT-160 RT-200	RT-230 RT-310	RT-275 RT-365
Volume of Aggregate (20mm) required	0.8m <sup>3</sup>	1.0m <sup>3</sup>	1.2m <sup>3</sup>	1.6m <sup>3</sup>	2.0m <sup>3</sup>	2.1m <sup>3</sup>

**Please only use clean aggregate to prevent any risk of corrosion.**

Check that there is no vegetation growing around the tank and in the aggregate. A suitable weed remover or other safe preventative measures can help with this. We recommend you seek the advice of a qualified professional if necessary.

#### Leaf filter basket

Remove any debris and leaves from your leaf basket. Also, take the basket out and give it a good rinse under running water. Make sure it is placed back correctly once cleaned, preventing any sunlight from entering the tank.

#### Tank roof

Remove any debris and leaves by sweeping with a long-handled broom or by using a blower from the ground.

Warning: **Do not walk on the tank roof.** Please remain on the ground or use a ladder while cleaning the roof.

#### Pests, animals, and vermin

Look for any signs of pests or vermin activity around or on your tank or liner. If you notice any damage, this must be attended to urgently. We recommend you seek the advice of a qualified professional if necessary.

If the tank is located in a paddock with animals, the tank should be fenced off to prevent animals from hitting fittings which may cause leaks and other damages to occur. Large animal traffic can also affect the integrity of the tank pad which may void your tank warranty.

#### External tank walls

Cleaning walls regularly will keep the tank looking and performing at its best. A build-up of surface contaminants can lead to surface corrosion. Use a hose to wash off any surface build up. Use a soft brush or broom to remove any stubborn dirt and grime. Cleaning external tank walls is especially important for tanks in coastal locations to prevent corrosion.

#### Internal tank cleaning

If all tank filters and fittings are working and regularly maintained, then your tank does not need internal cleaning. However, we understand that sludge, build up within the tank, or fire events can warrant a clean. **Kingspan strongly advises that you DO NOT enter your tank for any reason as it is extremely dangerous as it is classified as a confined space and should only be done with a qualified professional. Entering your tank could also result in damage to your tank liner.** If you do need this service, please contact us.

#### Tank capacity

Always ensure that your tank is at least 10% full.

## Our dedicated service team can help you with the whole life cycle of your Kingspan Water tank

In addition to your own regular inspections and maintenance, professionally servicing your tank every 5 years is highly recommended to ensure your tank is in optimal condition and faults do not pass unnoticed. Our service team is here to help you protect your investment in your tank.

Our recommended 5 yearly service includes:

- A complete check of the condition of the tank and surrounds.
- Inspection of all tank components to ensure they are functioning properly.
- the installation of new sacrificial anodes.



Sacrificial anodes are crucial to the longevity of your tank as they effectively protect the tank walls against corrosion for a period of 5 years. **If you choose NOT to have your tank serviced and your tank corrodes it will NOT be covered under warranty.**

You will receive a reminder email from our service team when your anodes are due to be replaced so please ensure we have your correct contact details.

A well-maintained tank can serve you reliably for more than 20 years. However, once it reaches that age, more frequent inspections are recommended to identify signs of fatigue and, in that case, plan for a controlled decommissioning and replacement if deemed necessary.

**Please Note** – Particularly harsh environmental conditions such as proximity to marine environment, industrial processing, or corrosive soil require anodes to be replaced more frequently.

Our service team also specialises in tank, liner, trusses, and roof replacements for all tanks, not just Kingspan water tanks.

**Our service team is here to help you.**

Contact us:

[kingspanwatertanks.com.au](http://kingspanwatertanks.com.au)

[ruralservice@kingspan.com](mailto:ruralservice@kingspan.com)

(08) 6254 5120



# Water tank warranty - Terms & conditions

## Rights of Consumers under the Australian Consumer Law

1. Under the Australian Consumer Law, consumers have certain rights which cannot be excluded, including guarantees as to the acceptable quality and fitness for purpose of goods and services.
2. The Australian Consumer Law will apply to you if:
  - a. the amount paid or payable for the Product did not exceed \$40,000 (except where the Product is not of a kind ordinarily acquired for personal, domestic or household use or consumption, and Kingspan has limited its liability in a manner permitted by the Australian Consumer Law, in which case your rights are limited to that extent); or
  - b. the Product is of a kind ordinarily acquired for personal, domestic or household use or consumption,unless you acquired the Product for the purpose of re-supply or the purpose of using it up or transforming it in trade or commerce.
3. 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.
4. The benefits under these Warranty Terms & Conditions are in addition to other rights and remedies you may have under a law in relation to the Product.

## Warranty

5. Subject to these Warranty Terms & Conditions, Kingspan Water & Energy Pty Limited (Kingspan) provides a limited 20 year pro rata warranty in relation to the Water Tank (including its Liner). This warranty commences from the date of installation and covers the customer against defects in material and/or workmanship resulting in leakage. Minor parts and accessories supplied with the Water Tank are subject to a more limited 1 year warranty.

The pro rata warranty is calculated according to the formula:  $A = (B \times C) / D$

Where:

A = Value of the Warranty

B = Original Sale Price of the Water Tank

C = Years & Months remaining in the Warranty Period

D = Warranty Period

6. Where a Water Tank is repaired or replaced in accordance with this warranty, the warranty shall apply only for the remainder of the original warranty period.



## Conditions, Exclusions & Limitations

7. Subject to these Warranty Terms & Conditions, the warranty will be valid provided the following conditions are met:
  - a. Kingspan is notified within 1 month of the fault being reasonably detectable and the Water Tank still being within its warranty period;
  - b. the Customer can produce reasonable evidence of purchase of the Water Tank and that it was manufactured by Kingspan;
  - c. the Pad on which the Water Tank is installed has been properly prepared in accordance with Kingspan's Pad Preparation Requirements. Note: this includes the correct application of blue metal around the base of the Water Tank subsequent to its installation;
  - d. the Water Tank was installed in its current location by Kingspan or its Contractor;
  - e. the Water Tank has been maintained in accordance with Kingspan Water Tanks Owner's Manual. It is especially important that maintenance procedures are adequate to prevent pad degradation, the tank being empty of water for more than a short period and sacrificial anode depletion. Evidence of anode replacement, including dated invoices or receipts, may be requested by Kingspan when assessing the validity of a warranty claim;
  - f. the Water Tank has always been fitted with an appropriate roof, installed by Kingspan or its Contractor; and
  - g. Kingspan has received the full purchase price for the Water Tank.
  
8. For the avoidance of doubt, the Warranty will **not** apply in the following cases:
  - a. the Water Tank has been used for storage of products other than:
    - i. rainwater or other forms of raw water;
    - ii. bore water; or
    - iii. mains water (with a chlorine content of less than 5PPM).The warranty will specifically be voided if the Water Tank has been used to store treated water – including desalinated/reverse osmosis water – where the Customer has not first obtained Kingspan's written agreement that the water composition is suitable;
  - b. accidental or malicious damage caused by tampering, negligence, abuse or misuse of the Water Tank;
  - c. damage reasonably caused by any additions to, or modifications of, the Water Tank not effected by Kingspan or its Contractor or effected without Kingspan's prior written approval;
  - d. degradation of the tank pad caused by (but not limited to) settlement or erosion;
  - e. damage caused by vegetation, roots, vermin, pest or livestock (and any other animals);
  - f. damage caused by chemical corrosion;
  - g. damage caused by long term unreported leakage;
  - h. a Force Majeure event (e.g. cyclone, flood, fire, earthquake, terrorism); and

- i. cosmetic, superficial or other defects, or dents, marks, scratches or other damage which do not impair the proper functioning of the Water Tank.
9. To the extent permitted by law, Kingspan or any of its employees, officers, contractors, subcontractors or related bodies corporate, do not have any liability to you or any other person for any indirect, consequential, special or economic loss or damage or exemplary damages arising due to a breach of these Warranty Terms & Conditions or in tort (including negligence) in connection with the provision of, or failure to provide, any Product or service including, without limitation, loss of revenue, profits, production or opportunity, increases of operating and financing costs, loss of water or consequential damage caused by leakage, or damage to reputation.
10. This Warranty is subject to the Pro Rata terms and will be limited to, at Kingspan's discretion:
  - a. replacement of the Product or supply of an equivalent product; or
  - b. repair of the Product; or
  - c. the payment of the cost of replacing the Product or acquiring an equivalent Product or having the Product repaired.
11. These Warranty Terms & Conditions only apply to the person or entity who purchased the Water Tank for use (not re-supply or transformation in trade or commerce) unless Kingspan is notified and agrees in writing to extend the application of these Warranty Terms & Conditions to another person or entity (e.g. a new owner of the property on which the Water Tank is located).
12. You may need to arrange for water to be discharged from the Water Tank so as to permit inspection and/repair of the claimed defect. Kingspan will not be liable to replace any water discharged in this process but will advise on how to do so with minimal loss if requested. Upon completion of the inspection and/or repair of any defects (including replacement of the Water Tank), you will need to fill the Water Tank with sufficient water so as to ensure its stability and continued compliance with the Warranty Terms & Conditions.

### **Variations to the Warranty**

13. Certain Water Tanks are sold with a more limited, 10 year pro rata warranty. This clause applies to:
  - a. Water Tanks installed above the Tropic of Capricorn. Other than the varied warranty period, all other Terms & Conditions contained in this document apply fully to such Water Tanks; and
  - b. Water Tanks installed by someone other than Kingspan or its Contractor. In the case of such tanks, the reduced 10 year pro rata warranty provided by Kingspan relates exclusively to manufacturing faults. For the avoidance of doubt, damage or defects resulting from the manner of installation of such Water Tank are not covered by Kingspan's warranty.

## Claiming Under Warranty

14. In order to initiate a warranty claim, you must:
  - a. Inform Kingspan of the apparent defect within 1 month of it becoming reasonably apparent. Our contact details are:
    - Phone (08) 6254 5120
    - Email [ruralservice@kingspan.com](mailto:ruralservice@kingspan.com)
    - Address 54 Collopy Road Perth Airport WA 6105
  - b. Provide reasonable evidence of purchase of the Water Tank and that it was manufactured by Kingspan Water Tanks and installed by Kingspan Water Tanks or one of its Contractors;
  - c. Provide sufficient photographic evidence of the defect and/or permit Kingspan or its Contractor to inspect the Water Tank to satisfy itself, in its discretion, of the validity of the warranty claim.

## Kingspan Water & Energy Pty Limited.



### OUR LOCATIONS

#### Perth

54 Collopy Road  
Perth Airport WA 6105

#### Deniliquin Warehouse/Depot

Lot 22 Wakool Road  
Deniliquin NSW 2710

#### Sydney

3 Herbert Place  
Smithfield NSW 2164

#### Melbourne

55 Ricky Way  
Epping VIC 3076

#### Brisbane

Unit 2/59 Link Drive  
Yatala QLD 413



**Have a service or maintenance problem? Contact us:**  
**[kingspanwatertanks.com.au](https://kingspanwatertanks.com.au) | (08) 6254 5120**  
**[ruralservice@kingspan.com](mailto:ruralservice@kingspan.com)**

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