

WARRANTY CARD



TruckMaster® tank

Warranty card no.

1. Kingspan Environmental Pty Limited with its registered office in 3 Herbert Place Smithfield 2164 NSW Australia, as the warrantor, grants to the buyer:
 - 5 year-warranty for the tank,
 - 1 year-warranty for equipment installed in the tank,under conditions described below.
 2. The warranty period begins on the date of first sale of the product (i.e. on the day Kingspan Environmental Pty Limited issues an invoice to the Purchaser of the product). The warranty card and the purchase document are the only confirmation of the warranty. A loss or destruction of the warranty card and/or the original purchase document will result in the loss of warranty rights. Any additions to, or deletions from, the warranty card will result in its invalidation.
 3. Subject to the provisions of this warranty card, Kingspan Environmental Pty Limited and/or Service Partners repair the product if a defect classified as a warranty defect is revealed and reported within the warranty period (hereinafter referred to as the defect). If a defect occurs, please contact the Service Department, Kingspan Environmental Pty Limited. Defects should be reported to: 1300 736 562 or e-mail: service.au@kingspan.com.
 4. First Purchaser (understood as in sec. 2 above) has the right to report a complaint that is referred to in the next sentence. Complaints regarding mechanical damage, absence of parts or incomplete delivery shall be reported within 3 business days after the date of product delivery, otherwise, the right to report such complaints will be lost. Provision of relevant documentation with accurate description of non-conformities (such as document C.M.R.) is a condition under which the complaint will be accepted.
 5. The liability of Kingspan Environmental Pty Limited under the granted warranty related only to the defects inherent of the product. The warranty excludes, in particular, defects resulting from natural wear and tear of elements of the product, i.e. such wear that does not result from a defect in the material or workmanship.
 6. If it is found that a defect revealed within the warranty period resulted from improper use or installation of the product (see below) or if the defect occurred after the warranty period or if during the verification of the complaint, no defect of the part/product is found, the buyer/the reporting party will be charged with the costs of service and parts used to eliminate the defect.
 7. The Purchaser, by ordering service agrees to be charged by Kingspan authorised service partner (Service Partner) for labour, transport and parts used for the repair not covered by the warranty. Kingspan Environmental Pty Limited verifies the reports sent, supports the Purchaser and the Service Partner in effective repair performance, but, is not a party in settlements between the party ordering service and the party performing the service (Service Partner).
- Warranty claims is not accepted, if the defect occurred as a result of:
- The Purchaser or any third party not being Service Partner of Kingspan Environmental Pty Limited, performed repairs or maintenance work on the given product or in any other way tampered with the product,
 - The product was not used in accordance with its intended use, in particular, when the guidelines described in the product documentation (e.g. in the product manual) on the product exploitation, maintenance and repair were not followed,
 - The product was damaged as a result of external force or force majeure (e.g. an accident, hail, flood, acts of vandalism),
 - An unauthorized entity has made changes to the product structure, which were not accepted in writing by the manufacturer, Kingspan Environmental Pty Limited,
 - The instructions for product use were not followed or the intended use of the product was changed,
 - The Purchaser did not report the complaint immediately after it was revealed or the Purchaser, despite being requested to do so, did make the product available for an immediate repair,
 - Unsuitable consumables were used,
 - The Purchaser did not transport properly the product.



10. The warranty does not cover the cost of regular maintenance of the tank, such as filter cleaning/replacement, replacement of batteries, calibration (accuracy adjustment) of flow meters. If inaccuracies are found in flow meter indications, it is necessary to perform calibration in accordance with the enclosed guidelines.

The list of activities which are not covered by the warranty includes:

- Periodic inspection (recommended: every six months or after dispensing 50,000 litres of oil or as needed),
- Calibration (of flow meters, Mc Cube, TMS, XTrack),
- The first start-up by an authorized service partner,
- Filter cleaning/replacement (recommended: every six months or as needed),
- Cleaning the pump chamber (recommended: every six months or as needed),
- Replacement of mechanically damaged/worn blades in pumps,
- Cleaning/replacement of the by-pass valve in pumps,
- Replacement of the impeller damaged by its seizure in the pump,
- O-ring replacement in the leaking pumps,
- Repair/replacement of a pump damaged as a result of its seizure,
- Elimination of defects caused by rust in pumps, flow meters and other elements of the tank equipment,
- Repair of mechanical damage - cracked housing, broken handle, grip etc., which indicate improper use,
- Cleaning of a nozzle switch off/on sensor,
- Repair of mechanical damage of the nozzle, elimination of result of improper use or vandalism,
- Programming of MU settings, the Xtrack terminal,
- Fuse replacement,
- Short circuit caused by improper wiring to the electrical network,
- Battery replacement,
- Cleaning of the ultrasound level sensor.

Other activities which are not mentioned above shall be treated individually by Kingspan Environmental Pty Limited.

11. Kingspan Environmental Pty Limited shall not be held liable for damages which occurred as a result of improper use of the product, use which is not consistent with the guidelines provided or with the applicable regulation.
12. Kingspan Environmental Pty Limited is liable for its products. The company however, shall bear liability for the loss of profit. Notwithstanding the foregoing, in each case, any liability of Kingspan Environmental Pty Limited is limited only to the amount which is the equivalent of the actual loss, which, however, is not higher than the value of the product.
13. 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.

Tank serial No.: _____

Date of sale: _____

