

Warranty

Thank you for choosing TankBuilder. We are committed to providing high-quality, custom-manufactured vessels. This warranty outlines the conditions under which your tank is protected, the limitations of coverage, and the procedures for making a claim.

1. Warranty Coverage

TankBuilder warrants its tanks to be free from defects in materials and workmanship for a period of two (2) years from the date of purchase.

If a manufacturing defect is confirmed, TankBuilder will, at its sole discretion:

- Repair or replace the defective tank at no cost, or
- Provide a full or partial refund, based on the circumstances.

2. Conditions for Warranty Validity

To maintain the validity of your warranty, the following conditions must be met:

- Inspection

Upon Delivery

You must inspect the tank(s) upon receipt. Any damage, defects, or non-conformities must be reported to TankBuilder within 7 days of delivery. (visual damage that occurred during transport must be reported and documented at time of delivery) :
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- Professional

Installation

The tank must be installed and commissioned by a qualified and competent professional, following all applicable building regulations and TankBuilder's guidelines.
- Service and Maintenance

Records

A detailed maintenance log must be kept, and made available upon request to validate any claim.
- Intended Use

The tank must only be used for its designed purpose. Any modification, misuse, or alternative use will void the warranty.
- Water Quality

Standards

Only potable water with chloride levels not exceeding 200 mg/l may be used. Damage due to poor water quality is excluded.

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3. Warranty Exclusions

The following are not covered by this warranty:

- Damage from External Causes: Including but not limited to wilful damage, accidents, fire, flooding, pests, lightning, power surges, or other acts of God.
- Improper Installation or Maintenance: Including use of unqualified installers, failure to follow TankBuilder’s guidelines, or inadequate inhibitor levels/poor water quality in the system.
- Unauthorised Modifications: Any repair, modification, relocation, or disassembly by anyone other than a qualified technician.
- Effects of Scaling: Any damage or failure caused by limescale buildup.
- Negligence or Misuse: Including neglect, abuse, or use in unsuitable conditions or environments.

4. Warranty Resolution and Compensation

- Labour costs incurred for validated repairs/replacement installation within the first 12 months may be reimbursed up to €1000, subject to approval prior to works being carried out.
- After the first 12 months, TankBuilder’s maximum liability will be limited to the original purchase price of the tank.

5. Limitation of Liability

TankBuilder shall not be liable for:

- Loss of services or operational downtime
- Costs of substitute equipment or services
- Consequential, incidental, or punitive damages
- Loss of profits or third-party claims

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6. Warranty Validation

To activate your warranty, the warranty registration form provided with your tank must be completed and returned to TankBuilder within 30 days of the purchase date.

7. Jurisdiction

All warranty-related disputes shall be governed by the laws of Ireland. Any legal proceedings must take place within the jurisdiction of the Republic of Ireland.

For questions or to initiate a warranty claim, please contact:

Email: admin@tankbuilder.ie

Website: www.tankbuilder.ie