

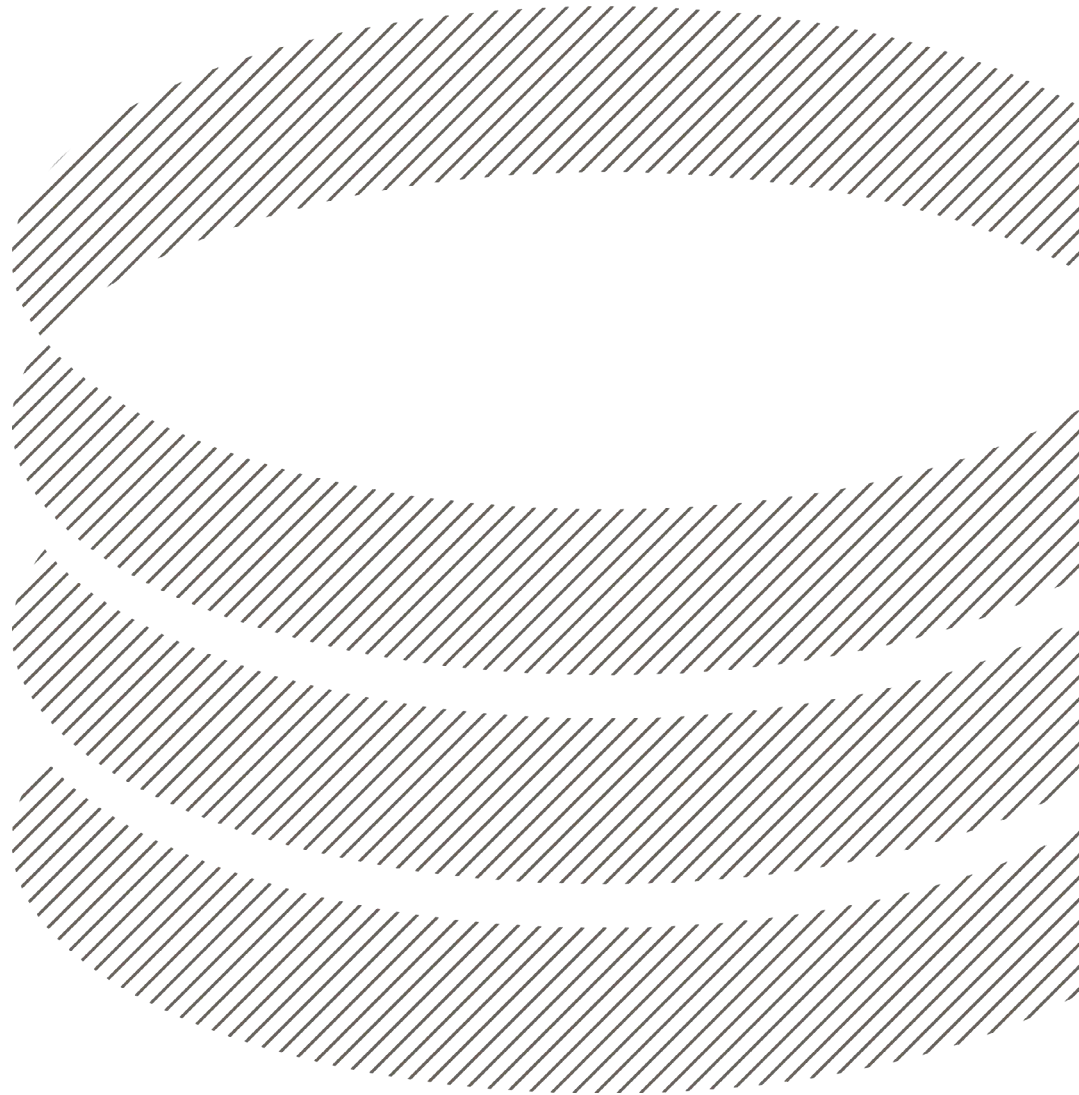
July 2024



**coerco**

OUR PROMISE

# Warranty Guarantee



Engineered Poly Products



# Thank You

At Coerco, we know that success involves much more than a superior product. It requires a deep awareness and understanding of the needs and desires of the people within the target markets we work with.

We realize that durability and reliability are important and that forces of nature and passage of time must be factored in during development and manufacturing. Listening to what you want has enabled us to engineer and create products using industry-leading technology, uncompromising quality and unsurpassed performance.

At Coerco we stand behind our products. We believe that our reputation is built on the long-term satisfaction of our customers and know that a warranty is only as good as the company that stands behind it. Because of this, we strive to give everyone the prompt and courteous service they deserve.

Coerco has set the standard of excellence in poly product performance. There is an inherent sense of commitment to quality in all that we do, thereby guaranteeing durability and reliability with every product we make.

Since 2008 Coerco has been certified to global standard ISO 9001. We inspect our products throughout the manufacturing process including a final inspection before they leave our premises, and we conduct regular audits and reviews to identify and correct any issues.

It wasn't just a product transaction when you decided to buy a Coerco product, most importantly you bought peace of mind. It's a decision for which you will be thankful for many years.

You will soon discover how your Coerco product is designed and built to perform and in the unlikely event that it doesn't, we will make it right. Be assured that Coerco has your back.

Thank you for choosing Coerco, we appreciate having you as a valued customer.

# Your Warranty

## Our Promise

Attention to detail and developing poly products that go the distance is a promise we make to every customer. To back this commitment, Coerco takes every measure possible to make sure you are getting the very best.

We conduct regular feedback surveys with our customers to help us further understand how we can serve you better. We also involve independent certification and regulation bodies to audit and assess our practices, processes and products which guarantees conformance to applicable certifications and standards of quality.

## Warranties

The following list contains information outlining the length of warranty given for each product group. You may have purchased products from different groups which can have different lengths of cover so please check carefully.

Your warranty gives you guaranteed manufacturer support of your product purchase for the period stated. This means that the product is warranted against defect or fault caused by poor workmanship or inferior quality. Deliberate misuse, negligence, abuse or failure to install, use and maintain the product in accordance with manufacturer's recommendations will render this offer of guaranteed warranty null and void.

Coerco will repair or replace (at its discretion) the product affected as soon as possible within reasonable terms & conditions to facilitate the least possible inconvenience to you. Depending on the product concerned and the type of warranty claim this time may vary although we promise to keep regular and open communication throughout the process.

This warranty does not apply to products which have been manufactured by someone other than Coerco such as an engine or pump, or to any of Coerco's products which have been modified or altered by any party other than Coerco.

Overall 100% customer satisfaction is our highest goal and desired outcomes so we strive to eliminate the need for you to have to claim warranty support by creating and delivering great products to you. In the unlikely/unfortunate that you may have to make a warranty claim we will work overtime on effort and service to 'get it right' and ensure your complete satisfaction in our dealings.

Please contact us on 1800 646 277 or [warranty@coerco.com.au](mailto:warranty@coerco.com.au) if you have any questions or need help with any warranty claim.

# Warranty Period

Product Group	Product Sub-Group	Warranty (Years)
<b>WATER STORAGE TANKS</b>	Premium Corrugated Tanks	• 20 Year Tank Warranty
	Premium Flat Walled Tanks	• 20 Year Tank Warranty
	Slimline Tanks	• 20 Year Tank Warranty
<b>INDUSTRIAL PROCESS TANKS</b>	Corrugated Industrial Tanks	• 5 Year Tank Warranty
	Flat Walled Industrial Tanks	• 5 Year Tank Warranty
	Conical Based Process Tanks	• 5 Year Tank Warranty
	Self-Bunded Chemical Tanks	• 5 Year Tank Warranty
<b>LIQUID FERTILISER PRODUCTS</b>	Liquid Fertiliser Storage Tanks	• 15 Year Tank Warranty
	Free-Standing Liquid Fertiliser Transport Tanks	• 10 Year Tank Warranty
	Sump-Based Liquid Fertiliser Transport Tanks	• 10 Year Tank Warranty
<b>DIESEL PRODUCTS</b>	Diesel Storage Tanks	• 5 Year Tank Warranty • Manufacturer's Pump Warranty
	Free-Standing Diesel Transport Tanks	• 10 Year Tank Warranty
	Diesel Transport Units	• 10 Year Tank Warranty • 5 Year Skid Warranty • Manufacturer's Pump Warranty
	Trailed Diesel Transport Equipment	• 10 Year Tank Warranty • 5 Year Skid Warranty • Manufacturer's Pump Warranty
	Diesel Transfer Products	• Manufacturer's Warranty
<b>FIRE FIGHTING EQUIPMENT</b>	Compact Fire Fighting Units	• 10 Year Tank Warranty • 5 Year Skid Warranty • Manufacturer's Pump Warranty
	Skid Mount Fire Fighting Units	• 10 Year Tank Warranty • 5 Year Skid Warranty • Manufacturer's Pump Warranty
	Trailed Fire Fighting Equipment	• 10 Year Tank Warranty • 5 Year Chassis Warranty • Manufacturer's Pump Warranty
	Hose Reels	• 1 Year Product Warranty
<b>ANIMAL PRODUCTS</b>	All Poly Stock Troughs	• 5 Year Product Warranty
	Steel Frame Longline Troughs	• 5 Year Product Warranty
	M Series Troughs	• 5 Year Product Warranty
	Ultra Tub Troughs	• 5 Year Product Warranty
	Cup and Saucer Tanks	• 5 Year Product Warranty
<b>TRANSPORT TANKS</b>	Free-Standing Transport Tanks	• 10 Year Tank Warranty
	Sump-Based Transport Tanks	• 10 Year Tank Warranty
<b>ABLUTION WASTE TANKS</b>	Ablution Waste Tanks	• 1 Year Product Warranty
	Stairs	• 1 Year Product Warranty

# Warranty Period

Product Group	Product Sub-Group	Warranty (Years)
<b>PORTABLE TANK SYSTEMS</b>	Potable Tank Systems	<ul style="list-style-type: none"> <li>• 20 Year Tank Warranty</li> <li>• 5 Year Skid Warranty</li> <li>• Manufacturer's Pump Warranty</li> </ul>
	Portable Greywater Tank Systems	<ul style="list-style-type: none"> <li>• 20 Year Tank Warranty</li> <li>• 5 Year Skid Warranty</li> </ul>
<b>WASTEWATER SYSTEMS</b>	Septic Tanks	<ul style="list-style-type: none"> <li>• 15 Year Tank Warranty</li> </ul>
	Above Ground Aerobic Treatment Units	<ul style="list-style-type: none"> <li>• 15 Year Tank Warranty</li> <li>• 1 Year Pump Warranty (or Manufacturer's Warranty if longer)</li> <li>• 1 Year Electrical &amp; Ozonator Components Warranty (or Manufacturer's Warranty if longer)</li> </ul>
	Below Ground Aerobic Treatment Units	<ul style="list-style-type: none"> <li>• 15 Year Tank Warranty</li> <li>• 1 Year Pump Warranty (or Manufacturer's Warranty if longer)</li> <li>• 1 Year Electrical &amp; Ozonator Components Warranty (or Manufacturer's Warranty if longer)</li> </ul>
<b>EFFLUENT DISPOSAL SYSTEMS</b>	Modular Leach Drains	<ul style="list-style-type: none"> <li>• 5 Year Product Warranty</li> </ul>
	Flatbed Leach Drains	<ul style="list-style-type: none"> <li>• 5 Year Product Warranty</li> </ul>
	Spray and Drip Irrigation Systems	<ul style="list-style-type: none"> <li>• Manufacturer's Warranty</li> </ul>
<b>UNDERGROUND STORAGE TANKS</b>	Horizontal Underground Storage Tanks	<ul style="list-style-type: none"> <li>• 5 Year Tank Warranty</li> </ul>
	Vertical Underground Storage Tanks	<ul style="list-style-type: none"> <li>• 5 Year Tank Warranty</li> </ul>
<b>TRANSFER PUMP STATIONS</b>	Packaged Pump Stations	<ul style="list-style-type: none"> <li>• 5 Year Tank Warranty</li> <li>• Manufacturer's Pump Warranty</li> </ul>
<b>STORMWATER MANAGEMENT</b>	Flo-Vault	<ul style="list-style-type: none"> <li>• Manufacturer's Warranty</li> </ul>
	Flo-Cell	<ul style="list-style-type: none"> <li>• Manufacturer's Warranty</li> </ul>
<b>GREASE ARRESTORS</b>	Grease Arrestors	<ul style="list-style-type: none"> <li>• 15 Year Tank Warranty</li> </ul>
<b>PRESSURE WASHER EQUIPMENT</b>	Trailed Pressure Washer Equipment	<ul style="list-style-type: none"> <li>• 10 Year Tank Warranty</li> <li>• Manufacturer's Pump Warranty</li> </ul>
<b>WATER CARTS</b>	Skid Mount Water Carts	<ul style="list-style-type: none"> <li>• 10 Year Tank Warranty</li> <li>• Manufacturer's Pump Warranty</li> </ul>
<b>HOSE AND CABLE FLOATS</b>	Hose and Cable Floats	<ul style="list-style-type: none"> <li>• 1 Year Product Warranty</li> </ul>
<b>PONTOONS</b>	Heavy Duty Pontoons	<ul style="list-style-type: none"> <li>• 1 Year Product Warranty</li> </ul>
	Poly Pontoons	<ul style="list-style-type: none"> <li>• 1 Year Product Warranty</li> </ul>
	Donut Pontoons	<ul style="list-style-type: none"> <li>• 1 Year Product Warranty</li> </ul>
	Modular Pontoons	<ul style="list-style-type: none"> <li>• 1 Year Product Warranty</li> </ul>
<b>ACCESS WALKWAYS</b>	Floating Walkway	<ul style="list-style-type: none"> <li>• 1 Year Product Warranty</li> </ul>
	Gangways	<ul style="list-style-type: none"> <li>• 1 Year Product Warranty</li> </ul>
<b>INDUSTRIAL PUMP ACCESSORIES</b>	Strainers	<ul style="list-style-type: none"> <li>• 1 Year Product Warranty</li> </ul>
	Foot Valves	<ul style="list-style-type: none"> <li>• 1 Year Product Warranty</li> </ul>







Coerco Pty Ltd  
ABN 54 145 356 565

9 Huggett Drive  
Dalwallinu  
Western Australia 6609  
PO BOX 319 Dalwallinu  
Western Australia 6609

Freecall 1800 646 277  
Phone 08 9661 0610  
Fax 08 9661 1515  
info@coerco.com.au  
www.coerco.com.au