



PIONEER
WATER TANKS

Owner's Manual and Maintenance Guide

Tank Owner Information:

Name	
Street Address	
City, State, Zip	
Tank Model / Size*	
Serial Number*	
Authorized Dealer	
Installation Date	

**Tank model and serial number can be found on your warranty certificate.*

Sacrificial Anode Replacement Record:

Replacement Date	Replaced by:

Anodes must be replaced every 5 years to meet warranty conditions. Please keep on file any receipts / documentation associated with anode replacement.

Important Safety Notice:

Access to the tank for internal inspection and cleaning is via the access hatch. It is strongly recommended that the access hatch is properly secured or locked at all other times and that the ladder is removed when not in use to prevent unauthorized access into the tank.

Children should be supervised at all times when in the vicinity of the tank, and at no time should children be permitted to enter the tank. You are solely responsible for preventing access to the tank by unauthorized persons or children.

CONTENTS

Owner Information	2
Sacrificial Anode Replacement Record	2
Safety Warning	2
Introduction	4
Owner Inspection	4
Tank Maintenance	4-5
Removable Ladder Operation Procedure	6
Aggregate	6
Warranty Procedure	7
Contact Information	8

Congratulations on your decision to purchase a Pioneer® water tank.

We thank you for choosing Pioneer Water Tanks and want to assure you of our continuing interest in the performance of your water tank and your ongoing satisfaction. Please note that all information, illustrations, and specifications in the Owner's Manual are based on the latest product information available at the time of printing. Pioneer Water Tanks America reserves the right to make changes at any time without notice and without incurring any obligation. It is the owner's responsibility to inspect and maintain your tank regularly. ***It is important to notify us immediately of any suspected problems.*** If you do not comply with our initial instructions, your warranty may be void. Unreported problems can cause further damage and may only be covered by warranty on a pro rata basis.

Owner Inspection:

- A quarterly visual inspection of your water tank either by the owner or their nominated contractor or site personnel.
- The optimum time for inspection is prior to first rains and every 3 months thereafter.
- At all times, due diligence should be taken with regards to personal safety.

Tank Maintenance:

Tank perimeter must be clear of vegetation:

- Treat area with suitable and safe vegetation deterrent.
- Ensure the aggregate is dissipating the run-off water as it should. If the sand base appears to be eroding, back fill immediately and place more aggregate around the tank wall. Continue to check the aggregate is dissipating water run-off.

Leakage:

- For efficient repair, report any signs of leakage immediately.

Cleaning of roof:

- Walking on the tank roof is not recommended. Use a long handled / extendable broom to sweep leaves and debris from the tank roof.

Roof mounted filter basket (if fitted):

- Remove PVC pipe and black cover. Lift out basket and clean out the debris. Ensure cover is replaced correctly.

Rain diverter (if fitted):

- Unscrew the inspection cap, clean out collected debris and replace cap.

Check for evidence of pest / vermin activity in the area:

- Any sign of activity or damage needs to be attended to immediately. Liner damage caused by termites or vermin is not covered by warranty. If necessary, treat perimeter of tank with suitable and safe pest / vermin deterrent, following the advice of a qualified professional.

Sacrificial anode:

- Sacrificial anode is fitted to your tank for additional corrosion protection. They have a life expectancy of 5 years, however, this may be reduced in a more corrosive environment (e.g. coastal / industrial areas). Anodes must be replaced every 5 years to meet warranty conditions. If there are signs of minor corrosion on the tank, immediately treat the affected area and paint over with zinc rich paint. If there is evidence of major corrosion, contact Pioneer Water Tanks America or your local dealer.

Cleaning tank panels:

- Cleaning tank panels is recommended with a garden hose and a soft bristled brush. Hose the tank panels down, and use the brush to remove any dust, grime, and salt spray. If the sand pad or aggregate is disturbed, it must be rectified immediately.

Poly / PVC fittings:

- We recommend poly / PVC fittings and downpipes exposed to sunlight be painted with UV resistant paint to extend their lifespan.

Internal tank cleaning:

- Pioneer Water Tanks America does not recommend accessing the interior of the tank on your own. If your tank needs cleaning, engage a qualified tank cleaner or contact your local dealer. If the liner is accidentally damaged during cleaning, contact your local dealer to arrange repairs.

Tank Insurance:

- Your Pioneer® water tank is a valuable asset. Please consider contacting your insurance provider to include your tank in an insurance policy.

Removable Ladder Operation Procedure:

Your water tank is equipped with a removable ladder, designed to give occasional access to the top of the tank to inspect the water level through the lockable roof hatch or access to the inlet filter basket for cleaning.

To prevent unauthorized access, the ladder should be stored in a secure place away from the tank when not in use.

It is recommended the access hatch be locked with a padlock (not provided) for added precaution.

Walking on the roof is not recommended.

Aggregate:

The aggregate is used to prevent erosion around the tank base from various causes, including weather conditions, animals (e.g. sheep, cattle), and for draining rainwater away from the tank. The aggregate also helps prevent vermin burrowing under the tank.

The placing of aggregate around the tank base is a condition of warranty.

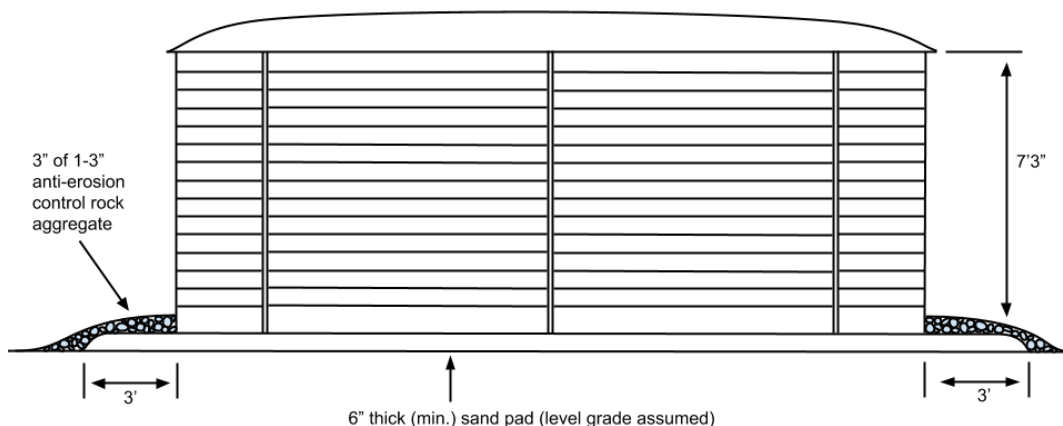
The aggregate should consist of any, but not limited to, the following inert materials or similar:

- Blue metal (25-30mm)
- Rocks (25-30mm)
- Broken and crushed bricks (25-30mm)
- Coarse gravel

Concrete slabs and / or concrete blocks are not recommended.

See illustration below.

Note: Do not use aggregate which may have been used or recycled from any commercial site and / or processing plant. It may contain chemical residues and / or corrosive substances.



Drawing not to scale.

Warranty Procedure

Step 1:

Notify Pioneer Water Tanks America to register the issue. You will be required to provide us with the name of your distributor and installation date.

Step 2:

Either Pioneer Water Tanks America representative or our local Authorized Dealer will contact you to confirm an inspection time. Please note that if the issue is found not to be covered by warranty, a call out fee will apply, as well as charges to remedy the problem.

Step 3:

The issue will be identified and cause ascertained. If covered by warranty, Pioneer Water Tanks America will determine and undertake the necessary actions to resolve the issue. However, if the issue is not covered by warranty, then all costs will be your responsibility.

Step 4:

If covered by our warranty, Pioneer Water Tanks America will either repair immediately or return at a later date with necessary replacement part. This will be treated as a priority and at a time convenient to you.

Step 5:

A report will be made by the on-site representative and sent to Pioneer Water Tanks America for record keeping.

Please contact Pioneer Water Tanks America at 877-223-7784 during normal business hours if you have any questions.

Should you have any questions or concerns with your new water tank,
please follow the prescribed procedure and contact

Pioneer Water Tanks America

Toll Free: 877-223-7784

Email: info@pioneerwatertanksamerica.com

Address: 1600 Clovis R Barker Rd., Suite 209, San Marcos, TX 78666

Website: pioneerwatertanksamerica.com

