

TANK DELIVERY INFORMATION

CLEAR ACCESS TO SITE

Please provide a mud map for sites that are difficult to find.

Our water tanks are delivered on a large rigid truck, often with a large trailer attached. The combined vehicle length is **up to 19m**. Please check that the site access will allow the truck to park adjacent and that there is sufficient area to turn around.

If there is not enough access your tank may still be able to be delivered but any access issues must be informed to the team prior to your tank leaving the factory.

CRANE TRUCK

If the access from the road to the tank base is not suitable, a crane may be required. We can coordinate delivery timing to meet your crane truck contractor on site.

WIDE LOADS

Round tanks with a diameter and height over 2500mm will form a wide load when secured on a truck. Restrictions on traveling with a wide load vary from state to state, so each load must be checked and confirmed with our planning or logistics coordinator. In some cases, wide loads may require permits, out of hours travel, or pilot vehicles. Additional costs may be incurred, and this will be quoted prior to acceptance of the order.

UNLOADING TANKS

Our water tanks have an empty weight of between 50kg and 400kg. The weight of a tank can be checked on our website or by calling our office. Our delivery team will be able to unload your water tank from the truck and position it on your base, provided that:

- There is clear and reasonably flat access from the road to the tank base;
- There is fair weather; and
- The base is prepared prior to the tank arriving, and is in good condition.

CLEAR ACCESS ON SITE

To ensure we are able to deliver your tank to slab or tank base without damage, we need to have clear access.

Depending on where your tank is to be located; beside the house or behind the house, there are many considerations. We need space to manoeuvre the tank down the side of a house, so approx. 100mm either side of the tank (height and width) taking into account any obstacles which may be in the way.

Other access concerns would be building site restricted access, narrow steps or a steep sloping block. We would appreciate any dogs or other animals being restrained to prevent a trip hazard.

RE-DELIVERY

In the unfortunate event that your water tank cannot be delivered on the scheduled date due to access issues, a re-delivery will be scheduled for the next available date. A re-delivery charge will apply.

For more information on how to ensure for a successful delivery, read our [delivery guidelines](#).

Please turn over for a checklist to help you get your site ready for delivery.

CHECK LIST

You must ensure that there is enough clearance for the width and height of the tank you ordered on site, and on the way to site. E.g. if you ordered a tank which is 2.4m high and 2m wide, clearance would need to be at least 2.5m high and 2.1m wide. Below is a list of things you should check:

Clear access TO site

- Provide a mud map if site is difficult to locate
- Note any low bridges and an alternative route for over height trucks to follow
- Inform us of any steep hills, descents, streams or other difficult roads to travel
- Inform us of if the path be safe to travel after rain without getting unbogged

Crane truck

- If there is no clear access, contact the team about coordinating a crane delivery

Wide loads

- Have ordered a round tank which has a height or diameter over 2500mm? Inform the team. Some permits may apply. Time of travel is limited.

Unloading tanks

- There is clear and reasonably access from the road to the tank base
- The base is prepared prior to the tank arriving, and is in good condition

Clear access ON site

- 100mm either side of the tank down the side of the house
- Narrow steps or steep sloping block
- Any pets to be restrained

Walk the path from the road to the tank base observing the following:

- Overgrown shrubs – trim them before delivery
- Overhead power / telecommunications lines – measure them safely
- Overhead branches – measure and trim if required
- Measure the gap between gates on the entrance to the property - the gap must offer enough clearance for your tank by 100mm

Also, note any obstacles on the way to the tank slab including:

- Air conditioning units
- Large gas bottles
- Meter boxes
- Gate latches
- Down pipes

If you are unable to rectify any site issues before your tank delivery, please contact the team ASAP on 1300 736 562