

10-year Warranty

Please read this document in conjunction with the consumer protection act.

Warranty of Quality

We offer a warranty on the tanks in normal applications to full integrity or retention from the date of purchase for a period of ten (10) years (please note that warranties are non-transferable).

The above-mentioned warranty does not apply in the event of the following:

- Any damage sustained during handling, storage or erection of the tank, or subsequent modification.
- Reaction or soiling of the tanks from chemical agents not compatible with polyethylene (contact your nearest JoJo branch for more detail).
- Damage, failure or leakage caused as a result of any broken, loose or defective connections to the tanks.
- Iron/metal fittings used on the tank as connections.
- Attachments, alterations of the structure or walls of the tanks including welding and use of adhesives etc.
- Usage of tanks for purpose not intended to.
- Repair work done not by JoJo personnel.
- The lids and roof section of tanks are not intended to carry weight or human movement.
- Liquid contents exceeding 40° C.
- All vertical tanks intended for stationary use only.
- Septic, conservancy and underground tanks to be used and installed as per installation instructions (refer to our website for detailed guidelines).

This warranty is subject to the correct installation of the tank, which includes the following:

- Correct use of connections (no steel/iron fittings/connectors).
- No steel pipes/fittings (it is recommended to use flexible pipes between tanks and fixed pipes).
- Not to use unsupported connections (pipes, etc.) attached to the tank causing the tank to be under stress.
- No vibrating connections.
- The provision of a level, smooth and robust base for the tank, in case of beam support not further than 5 centimetres apart.
- The filling rate should not exceed the overflow rate.
- No overhang of the tank walls over the base allowed.

Important

- Liability in terms of this guarantee shall be limited to claims that arise from loss of integrity of the product. Liability for other losses and/or subsequent damages suffered is excluded.
- All claims for replacement tanks or damages must be submitted during and up to the expiry date of the warranty period. Proof of date of purchase is absolutely necessary (refer to our website for our claim form). This warranty is limited to our roto-moulded LLDPE tanks/products.
- JoJo does not accept responsibility for installation or structural costs in case of repairs or replacements.
- This is the exclusive warranty given by us and no other warranty or guarantees, expressed or implied shall be of any force and effect.