PIONEER
WATER TANKS

Owner's Manual

Rural/Domestic/Light Industrial Water Tanks

TANK OWNER INFORMATION

Name:

Address:

Town:

State: Post Code:

Tank Dealer/Installer:

Contact details/stamp:

Date installed: Anode replacement date:

Serial Number: Tank model/size:

Thank you for purchasing a Pioneer Water Tank, which comes with a manufacturer's warranty. We hope you never need this warranty but if you do, our goal is provide prompt, efficient and effective service. To help us deliver the expected level of service we ask that you please register your warranty by completing the online registration at https://pioneerwatertanks.com.au/

Tank insurance is recommended. Your water tank is a valuable asset. Please consider contacting your insurance provider to include your tank in an insurance policy.

CONTENTS

Regular Maintenance of your Tank 4
Important Safety Notice 6
Base Aggregate 7
Removable Ladder Operation Procedure 8
Water (AQUALINER Fresh®) 9
Internal Bellmouth/Overflow 10
Fitting Downpipes to Your Tank 11
Preventative Measures 12
Warranty Procedure 12
Contact Details ..... Back

REGULAR MAINTENANCE OF YOUR TANK

Frequency of inspections

- We recommend a quarterly visual external inspection (as described below) of your water tank either by the owner or their nominated contractor or site personnel. The optimum time for inspection is prior to first rain and every 3 months thereafter. At all times due diligence should be taken with regards to personal safety.

Tank perimeter must be clear of vegetation

- Treat the area around your tank with a suitable and safe vegetation deterrent (please refer to Preventative Measures on Page 11 for further information).
- Ensure the aggregate around the perimeter is dissipating the roof 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 (please refer to Base Aggregate on page 7 for further information).

Cleaning the tank roof

Use a long handled or extendable broom to sweep leaves and debris from the tank roof, if possible from ground level. Walking on the tank roof is not recommended.

Roof mounted filter basket (if fitted)

Remove the downpipe and black filter basket cover then lift out the filter basket to clean out any debris. Ensure the basket and cover are replaced correctly to prevent sunlight entering the tank as sunlight will encourage the growth of algae. It is important to conduct this task before the first rain and every time after it rains.

Rain first flush diverter (if fitted)

Unscrew the inspection cap to clean out any collected debris and replace the cap.

Pest or vermin activity

Check for any signs of pest or vermin activity, burrowing or damage around the tank. Any concerns need to be attended to immediately. Damage to the tank or tank liner caused by pests, vermin or other animals is not covered by the warranty.

If necessary, treat the perimeter of the tank with a suitable and safe pest or vermin deterrent. Ensure you follow the advice of a qualified professional (please refer to Preventative Measures on Page 11 for further information).

Sacrificial magnesium anodes are fitted to your tank for additional corrosion protection and they must be replaced every 5 years to meet warranty conditions. They may need to be replaced earlier and more frequently if the tank is located in a more corrosive environment, for example coastal plains, industrial areas, or where soils are more highly acidic or alkaline. Please immediately contact your local Dealer if there are signs of corrosion on the tank. Your local dealer can also assist in replacing the anodes at the 5 year interval or earlier if required.

Cleaning tank walls (external)

To keep your tank looking good and to prevent the build-up of surface contaminants, which can lead to surface corrosion, we recommend periodically washing the outside of your tank with clean water and a soft bristled brush or broom.

Hose the tank panels down and use the soft brush to remove any dust, dirt or salt spray. If the sand pad or aggregate is disturbed, it must be rectified immediately.

Please refer to the BlueScope Steel Technical Bulletins for further information on the correct care of Zincalume® and Colorbond® steel surfaces. http://steelproducts.bluescopesteel.com.au/category/technical-bulletins

Poly and PVC tank fittings

We recommend all external poly and PVC fittings and down pipes exposed to sunlight be painted with UV resistant paint to extend their lifespan.

Internal tank cleaning

Ensuring you have a well-designed and maintained water supply system is the key to avoiding the need to clean the inside of your water tank. If your water catchment surfaces (roof) and gutters, along with your tank pre-filtration systems such as leaf catcher, first flush diverter and leaf filter basket are kept clean and well maintained, then your tank should not require internal cleaning.

Our strong advice is to avoid the need to enter your tank to eliminate the associated risk to your personal safety and the potential for accidental damage to the internal tank liner, which may compromise the water holding ability of your tank.

Pioneer strongly recommends contacting your local Pioneer Dealer for advice on engaging a trained and experienced tank cleaner. Before you enter the tank for any reason, please contact Pioneer Water Tanks or your local Pioneer Dealer for further guidance.

IMPORTANT SAFETY NOTICE

THE DANGERS OF CONFINED SPACES

Access to the tank for visual inspection of the internals (as observed from the outside of the tank) is provided via the ladder and roof access hatch. Pioneer strongly recommends that the access hatch is properly secured and padlocked at all other times and that the ladder is removed when not in use to prevent unauthorised 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 unauthorised persons or children.

The inside of a water tank is considered a confined space. The internal environment of a confined space may not support human life. Never use a petrol powered pump or cleaning device inside a water tank.

Any confined space poses a potentially life-threatening hazard, because the threat may not be apparent until it is too late. Water tanks and other enclosed structures can suffocate a person with vapours, toxic gases or low oxygen levels.

Inexperienced or untrained rescuers coming to the aid of someone who has collapsed inside a confined space are usually exposed to the risk too. There have been occurrences for other members of the same family to suffer a serious injury or death in a single confined space accident.

Advice on managing safe access to a confined space is available from Safe Work Australia or from the safety regulator in your state or territory. If in doubt, you should also contact Pioneer Water Tanks or your local Pioneer Dealer for further guidance.

WARNING

The safest approach is to avoid entering the confined space within the tank.

When fitting a valve or pipework to the external outlet fittings on your tank, hold the tank outlet fitting securely to avoid it rotating as you tighten the connection. Failure to do so will allow the tank outlet to rotate which may result in leakage occurring.

Base Aggregate

It is the owner's responsibility to ensure sufficient coarse aggregate is immediately placed around the outside perimeter of the tank to prevent erosion of the sand pad and around the tank base. Causes of erosion can include roof water run-off, extreme weather conditions, stock animals, burrowing native animals, pests and vermin.

The initial placement and maintenance of sufficient coarse aggregate around the tank base to prevent erosion is a condition of warranty. Additional aggregate may need to be added around the tank perimeter during the service life of the tank to replace any aggregate that subsides or is otherwise removed during service.

The aggregate can consist of any combination of the following inert materials:

- Blue metal (25-30mm)
- Rocks or gravel (25-30mm)
- Broken & crushed bricks or masonry (25-30mm)
- Other hard and inert natural material (25-30mm)

Pre-cast concrete slabs, concrete blocks or full bricks are not suitable for use.

NOTE: Do not use aggregate, which may have been used or recycled from any commercial site, mining operation or industrial processing plant. It may contain chemical residues and corrosive substances that can damage your tank and void the warranty.

PLEASE REFER TO THE ILLUSTRATION ON PAGE 8

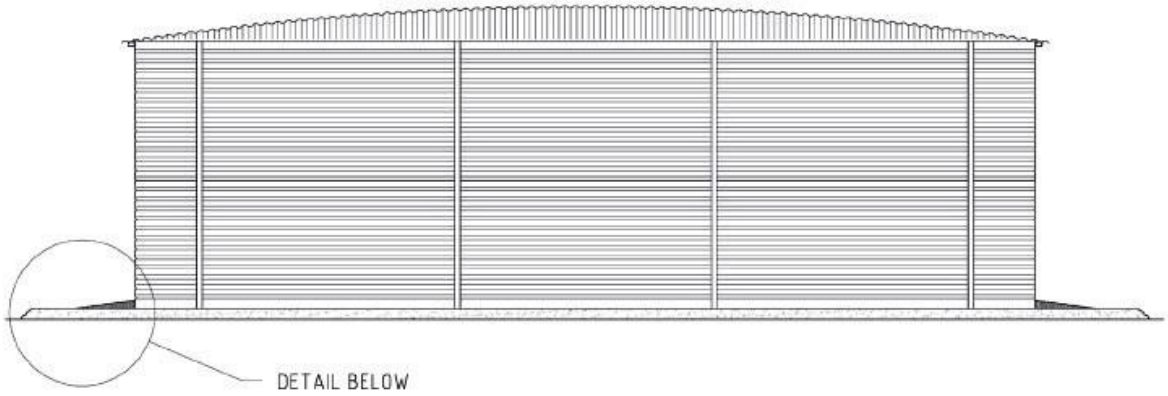
Removable Ladder Operation Procedure

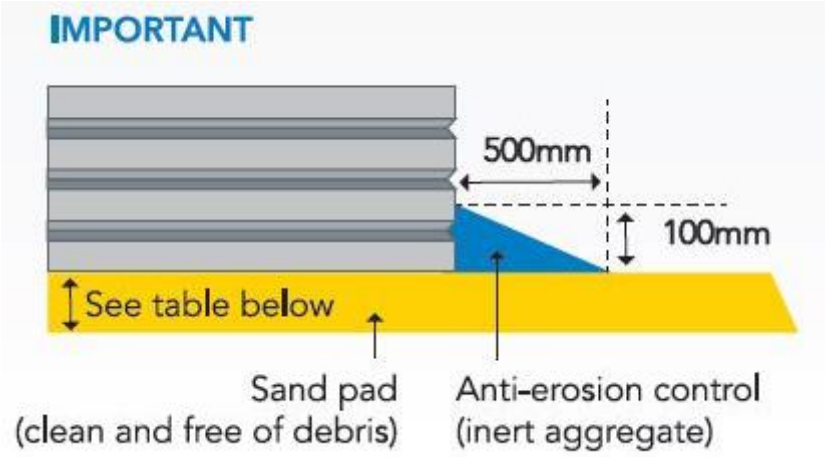
Your water tank is supplied with a removable (hook-on/hook-off) ladder, designed to give occasional access to the top of the tank to inspect the water level through the lockable roof hatch or access to the inlet filter basket for cleaning.

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

Pioneer also recommends that the access hatch be padlocked and the key stored in a secure location away from children for added precaution.

Walking on the roof is NOT recommended.





Water

Immediately after your tank is built, a minimum level of 300mm of water must be placed in the tank to fix the tank liner firmly in place. This must happen on the day of installation to prevent the tank liner from moving around or billowing up due to wind or other conditions. The supply of water on the day of installation is the sole responsibility of the purchaser. If water is not immediately added to the tank then this may void your warranty.

Tank owners need to advise all water tanker operators to take **EXTREME CAUTION** when pumping water into the tank to prevent any damage to the liner. Unrestrained hoses with metal end fittings will create irreparable damage to a tank liner.

AQUALINER Fresh® Potable Water Tank Liner – Design Life

AQUALINER Fresh® is certified to AS/NZS 4020:2019 and NSF/ANSI/CAN 61, a premium Australian-made liner designed for potable water storage. It uses UV-stabilised, reinforced materials that provide strength, flexibility, and resistance to cracking, tearing, and chemical leaching.

It is certified for safe drinking water use and, under suitable conditions, is expected to last over 25 years.

The liner is designed to operate within a temperature range of -30°C to +70°C, with chlorine exposure limited to ≤ 5 ppm (pre-diluted), and is intended for systems operating under low flow rates with small diameter outlet nozzles, where the tank is subject to lower mechanical and hydraulic loads than commercial applications. However, its lifespan depends on several factors, including water quality, environmental conditions, installation, tank design, and exposure to chemicals or abrasion.

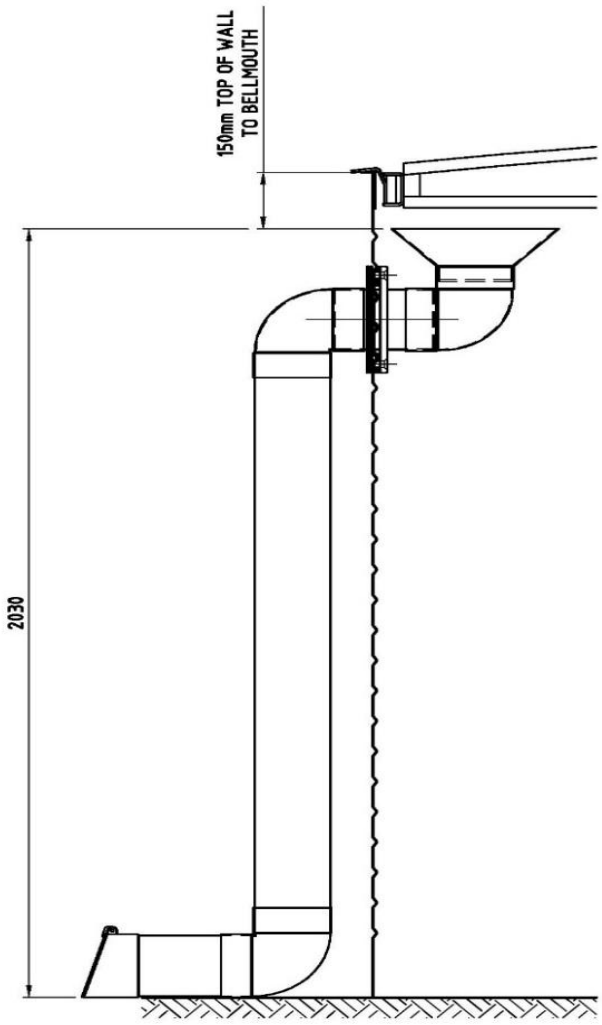
Important:

- It is designed specifically for potable water use
- Exposure to harsh conditions, chemicals, or non-potable water can reduce its lifespan
- This design life is a **guide only, not a guarantee**

Internal Bellmouth/Overflow

The overflow on your Pioneer Water Tank is fitted with an internal elbow and bellmouth which allows the maximum height of the water to reach 2030mm.

See illustration:



ELEVATION OF OVERFLOW

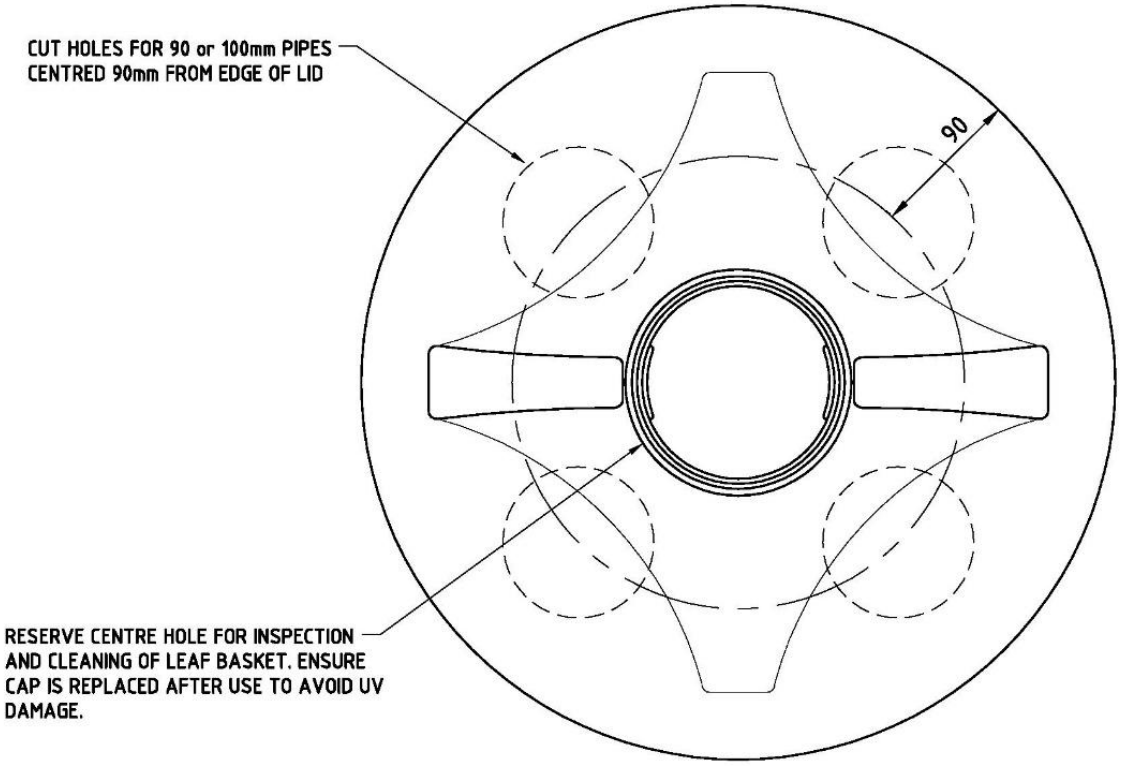
Fitting Downpipes to Your Tank

Where tanks are top-filled through downpipes via the filter basket, holes must be cut into the lid covering the filter basket to allow the insertion of the down pipes. The center point of any holes cut for 90mm or 100mm diameter downpipes must be at least 90mm from the outer edge of the lid.

The center hole should be reserved for inspection and cleaning of the leaf basket. Please ensure the lid and the center cap are always replaced after removal to avoid UV damage to the basket. The ingress of UV light into the tank will also promote the growth of algae inside the tank, so always prevent sunlight from entering the tank.

The installation of downpipes and all associated pipework must be completed in accordance with the relevant regulations and standards.

See illustration:



PLAN VIEW OF LEAF FILTER BASKET

Preventative Measures

As clearly stated in our warranty terms and conditions, root intrusion, ant invasions and pest or vermin attacks are not covered by the warranty in any circumstances.

The below information is only a recommendation for preventative measures. Please take into account that every situation is different.

Root Intrusion

- Remove all trees and plants within 5 to 10 metres of the tank. Totally remove any plants on the property with invasive root systems such as running bamboo or genus ficus plants.
- Where trees with invasive root systems cannot be removed or the owner does not wish to remove then it is recommended that trenching around the tank to disturb the root systems be undertaken on an annual.
- If in doubt, seek professional advice from a local horticulturalist on vegetation in your area.

Pests

- Seek professional advice from a local licensed pest exterminator.
- Ensure all openings into the tank are covered or closed to prevent pests and vermin from entering.
- Ensure aggregate is placed at the base of the tank as per our warranty document to prevent rodents and other native animals from burrowing underneath the tank.

Warranty Procedure

To initiate a claim under this warranty you will be required to complete and submit a warranty claim form available on our website at www.pioneerwatertanks.com.au or by verbal request by contacting us on 1800 999 599 or by email at:

warranty@pioneerwatertanks.com.au.

PIONEER
WATER TANKS

Should you have any questions or concerns with your new water tank please follow the prescribed procedure and contact our Warranty and Service Department.

Australia Contact Details:

Toll Free: 1800 999 599

Phone: (08) 9274 4577

Fax: (08) 9274 4588

Email: warranty@pioneerwatertanks.com.au

Address: 23 Clayton Street, Bellevue, Western Australia 6056

Mailing: PO Box 1874, Midland, Western Australia 6936

www.pioneerwatertanks.com.au