

## SITE ACCESS

We use a van or truck with a large trailer attached to deliver our tanks. The combined vehicle length is up to 19 metres. Please check that the site access will allow the vehicle to park adjacent to the tank base. If you are not sure about this, please contact us to discuss.

## CLEAR ACCESS

To ensure we can deliver your water tank to a concrete slab or tank base without damage, we will need to have clear access.

To manoeuvre down the side of a house we need approximately 100mm on either side of the tank (height and width) to account for any obstacles, such as air conditioning units, large gas bottles, meter boxes and downpipes.

Other considerations include building site restricted access, narrow steps, or a steep sloping section. We appreciate dogs or any other animals being restrained to prevent tripping hazards.

## CRANE ASSISTANCE

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.

## 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 the office. Our delivery driver will help unload your water tanks 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 a fair-weather base.
- The base is prepared before the tank arrives and is in good condition.
- People to help unload the tank off the trailer are present.

## WIDE LOADS

Round tanks with a diameter and height over 2500mm will form a wide load when secured on a truck. Wide loads may require permits, out-of-hours travel, or pilot vehicles. Any additional costs will be quoted before acceptance of the order.

## RE-DELIVERY

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