

March 2019



OUR PROMISE  
**Warranty Guarantee**

Engineered Poly Products



# Thank You

At Coerco, we know that success involves much more than a superior product. It requires a deep awareness and understanding of the needs and desires of the people within the target markets we work with.

We realize that durability and reliability are important and that forces of nature and passage of time must be factored in during development and manufacturing. Listening to what you want has enabled us to engineer and create products using industry-leading technology, uncompromising quality and unsurpassed performance.

At Coerco we stand behind our products. We believe that our reputation is built on the long-term satisfaction of our customers and know that a warranty is only as good as the company that stands behind it. Because of this we strive to give everyone the prompt and courteous service they deserve.

Coerco has set the standard of excellence in poly product performance. There is an inherent sense of commitment to quality in all that we do, thereby guaranteeing durability and reliability with every product we make.

Since 2008 Coerco has been certified to global standard ISO9001. We inspect our products throughout the manufacturing process including a final inspection before they leave our premises, and we conduct regular audits and reviews to identify and correct any issues.

It wasn't just a product transaction when you decided to buy a Coerco product, most importantly you bought peace of mind. It's a decision for which you will be thankful for many years.

You will soon discover how your Coerco product is designed and built to perform and in the unlikely event that it doesn't, we will make it right. Be assured that Coerco has your back.

Thank you for choosing Coerco, we appreciate having you as a valued customer.

# Your Warranty

## Our Promise

Attention to detail and developing poly products that go the distance is a promise we make to every customer. To back this commitment, Coerco takes every measure possible to make sure you are getting the very best.

We conduct regular feedback surveys with our customers to help us further understand how we can serve you better. We also involve independent certification and regulation bodies to audit and assess our practices, processes and products which guarantees conformance to applicable certifications and standards of quality.

## Product Registration

It is important you complete the registering of your newly purchased Coerco product with us as soon as you can after receiving it. You can do this with the **Product Warranty Registration** form at end of this document or visit [www.coerco.com.au/warranty](http://www.coerco.com.au/warranty)

This process puts your product onto our warranty record database and allows us to send you any important information regarding product care and maintenance and any recall details should they ever become necessary.

Please contact us on 1800 646 277 or [warranty@coerco.com.au](mailto:warranty@coerco.com.au) if you have any questions or need help completing this process.

## Warranties

The following list contains information outlining the length of warranty given for each product group. You may have purchased products from different groups which can have different lengths of cover so please check carefully.

Your warranty gives you guaranteed manufacturer support of your product purchase for the period stated. This means that the product is warranted against defect or fault caused by poor workmanship or inferior quality. Deliberate misuse, negligence, abuse or failure to install, use and maintain the product in accordance with manufacturer's recommendations will render this offer of guaranteed warranty null and void.

Coerco will repair or replace (at its discretion) the product affected as soon as possible within reasonable terms & conditions to facilitate the least possible inconvenience to you. Depending on the product concerned and the type of warranty claim this time may vary although we promise to keep regular and open communication throughout the process.

If the product has been manufactured by someone other than Coerco such as an engine or pump this is subject to the warranty and conditions of the concerned product's manufacturer.

Overall 100% customer satisfaction is our highest goal and desired outcome so we strive to eliminate the need for you to have to claim warranty support by creating and delivering great products to you. In the unlikely/unfortunate that you may have to make a warranty claim we will work overtime on effort and service to 'get it right' and ensure your complete satisfaction in our dealings.

# Warranty Period

<b>Product Group</b>	<b>Product Sub-Group</b>	<b>Warranty (Years)</b>
Water Tanks	Premium Corrugated Tanks	20
	Premium Flat Walled Tanks	20
	Slimline Tanks	10
	Underground Water Tanks	5
Tank Modifications, Fittings & Accessories	Tank Modifications, Fittings & Accessories	5
Tank Stands	Domestic Tank Stands	5
Drilling	Mud Tubs	5
Livestock Products	All Poly Stock Troughs	5
	Steel Frame Longline Troughs	5
	M Series Troughs	5
	Round Troughs	5
	Ultra Tub Troughs	5
	Cup & Saucer Tanks	5
	Livestock Care	5
Handling Products	Poly Handy Steps	5
	Poly Wheel Chocks	5
Liquid Fertiliser Storage & Transport	Liquid Fertiliser Storage Tanks	15
	Free Standing Liquid Fertiliser Transport Tanks	5
	Sump Based Liquid Fertiliser Transport Tanks	5
Industrial Process Tanks	Corrugated Walled Process Tanks	5
	Flat Walled Process Tanks	5
	Conical Based Process Tank Systems	5
	Clarifiers	5
	Self Bunded Chemical Tanks	5
	Insulated Tanks	5
	Agitated Tanks	5
	Container Tank Systems	5
Liquid Transportation	Free Standing Liquid Transport Tanks	5
	Sump Based Liquid Transport Tanks	5
	Heavy Duty Skid Mounted Liquid Transport Units	5
	Skid Mounted Liquid Delivery Units	5
	Skid Mounted Dust Suppression Units	5
	Liquid Transport Accessories	5
Fire Fighting Equipment	Skid Mount Fire Fighter Units	5
	Compact Fire Fighter Units	5
	Trailed Fire Fighting Equipment	5
	Poly Firefighter Pump Units	5

<b>Product Group</b>	<b>Product Sub-Group</b>	<b>Warranty (Years)</b>
Water Delivery Equipment	Skid Mount Water Delivery Units	5
	Trailed Water Delivery Units	5
	Water Delivery Accessories	5
Pressure Washer Equipment	Skid Mount Pressure Washer Units	5
	Compact Pressure Washer Units	5
	Trailed Pressure Washer Units	5
	Pressure Washer Accessories	5
Diesel Storage & Transport	Diesel Storage Tanks	5
	Trailed Diesel Transport Equipment	5
	Free Standing Diesel Transport Tanks	5
	Sump Base Diesel Transport Tanks	5
	Diesel Transfer Products	5
	Self Contained Diesel Transport Tanks	5
Trailer Equipment Accessories	Trailer Equipment Accessories	5
Aquaculture Products	Aquaculture Tubs	10
Septic Systems	Septic Tanks	5
	Leach Drain Systems	5
Under Cabin Tanks	Standard Profile	1
	Custom Skids/Tanks	1
	Fabricated Steps to Cabin	1
Portable Pressure Tank Systems	Portable Pressure Tank Systems	1
Hose & Cable Floats	Cable Floats	1
	Hose & Pipe Floats	1
	Hose & Pipe Float Accessories	1
Pontoons	Heavy Duty Pontoon	1
	Donut Pontoon - with Pump Cradle	1
	Donut Pontoon - suits suspended pump	1
	Poly Pontoons	1
	Modular Pontoons	1
Access Walkways	Floating Walkways	1
	Gangways	1
Pump Pits	Pump Pits	1
Lift Stations	Lift Stations	1
Industrial Pump Accessories	Poly Strainers	1

# Product Warranty Registration Form

## CONTACT DETAILS

Name\*                      First Name                                      Last Name

Address\*                      Address where Coerco product is primarily located

   Suburb                                      State                                      Postcode

## POSTAL ADDRESS (if different to above)

   Address where Coerco product is primarily located

Postal Address

   Suburb                                      State                                      Postcode

## CONTACT DETAILS

   Mobile is usually the best contact number

Mobile\*

   Landline

Phone

   Email Address

Email\*

## PRODUCT DETAILS

   eg. Water Tank, Cartage Tank, Firefighter, Septic Tank

Product Type\*

   Serial Number

Serial Number\*

   Product Code - If known                                      Capacity - If known (Litres)

Code & Capacity

   Date of Purchase

Date of Purchase\*

## DEALER DETAILS

   Trading Name

Dealer Name

   Contact person you dealt with

Contact Name

## FORM SUBMISSION

You can submit your product warranty registration online [www.coerco.com.au/warranty](http://www.coerco.com.au/warranty) or by completing this form and returning to us via below:

Email to [warranty@coerco.com.au](mailto:warranty@coerco.com.au)

Fax to (08) 9661 1515

Post to PO Box 319, Dalwallinu WA 6609

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