

# Warranty and How to Order

## How to Order Saint-Gobain Tanks and Accessories

Saint-Gobain Performance Plastics tanks and other products are available from authorized Saint-Gobain Performance Plastics Distributors throughout the U.S., Canada and Puerto Rico.

Always order by complete catalog number (first four or five digits) and size code (last four digits). Be sure to include a brief product description and drawing showing the location of installed fittings, where necessary. For example: one each 11100-0005 cylindrical tank and one each 93857-0050 nipple installed through side.

**Drawings are required when fittings are to be factory installed.**

- **Covers:** Covers are included with tanks, and are sold as part of a complete package—TANK/COVER COMBINATION.
- **Freight:** All shipments are F.O.B. Reading, Pennsylvania; Garrett, Indiana; or other distribution points.
- **Applications:** Saint-Gobain Performance Plastics records application details for all bulk tank orders. This information

ensures correct usage of bulk tanks and supports the Saint-Gobain warranty. Please submit the following with all bulk tank orders:

- Chemicals and concentration
- Service temperatures
- Specific gravity of contents

**NOTE:** Many Saint-Gobain Performance Plastics Distributors stock Saint-Gobain Performance Plastics tanks. Please check with the Saint-Gobain Performance Plastics Distributor in your area for potential freight savings.

For assistance, call your nearest Saint-Gobain Performance Plastics Distributor or Saint-Gobain at (800) 451-0770.

- **Delivery:** Standard tanks are generally available for prompt delivery from stock. If your order is unusual in quantity, size or fittings required, or if it involves a major installation, please contact Saint-Gobain Performance Plastics for delivery information.

- **Return Goods Procedure:** No material will be accepted for return without written authorization. Authorized returns must carry a Saint-Gobain Performance Plastics “Authorized Return” label on the outside of the carton. These labels are available from Saint-Gobain Performance Plastics. A certificate of safe handling is also required. **Specially fabricated or factory-modified tanks may not be returned for credit.**

**NOTE:** Plastic tanks which are subject to chemical, physical and/or thermal exposure should be inspected on a routine basis for any signs of leaking, cracking, discoloration, bulging or other deviations from the “as new” condition. The frequency of inspection will be highly dependent upon actual use conditions, as well as the age of the tank. Specific guidelines must be determined by the user dependent upon actual use conditions. Saint-Gobain cannot provide specific guidelines due to the wide variety of applications and their effects on plastic tanks. Please consult this catalog or contact Saint-Gobain for more information.

## Limited Warranty

1. Saint-Gobain Performance Plastics hereby warrants that its products are free from defects in material and workmanship and that the products, provided they are installed in accordance with printed instructions and used with chemicals listed as satisfactory in the chemical resistance chart at the temperatures noted in the Catalog, will perform satisfactorily under normal use and service in the hands of the original user.

2. The above warranty by Saint-Gobain Performance Plastics shall expire one (1) year from the date the product is shipped to the buyer from the factory for all products except those listed below for which the duration of Saint-Gobain Performance Plastics’ warranty shall be two (2) years from the date the product is shipped to the buyer from the factory:

- All vertical storage tanks-550 through 6,500 gallons
- All conical-bottom tanks-1,575 through 4,200 gallons

**NOTE:** If these tanks are used to store the following: acetic acid, amyl alcohol, benzene sulfonic acid, ethylene glycol, formaldehyde, glycol, nitric acid, pickling baths with sulfuric and

nitric, plating solutions, sulfuric acid, sodium hypochlorite, calcium hypochlorite, chromic acid (1% to 50% concentration), or chromic acid/sulfuric acid-50%, the warranty is only one year.

3. All products that are customized or structurally modified at the factory by customer request have a one (1) year warranty period from the date the product is shipped to the buyer from the factory, except those products for which a longer warranty period is specifically provided in writing by Saint-Gobain at time of shipment. This warranty is void if the customer or someone other than Saint-Gobain Performance Plastics modifies Saint-Gobain Performance Plastics products.

4. Hardware, fittings and steel accessories have a one (1) year warranty period from the date the product is shipped to the buyer from the factory. The warranty does not extend to products installed by the customer.

5. THE WARRANTY STATED HEREIN IS THE SOLE WARRANTY APPLICABLE TO SAINT-GOBAIN PERFORMANCE PLASTICS PRODUCTS. SAINT-GOBAIN EXPRESSLY DISCLAIMS ANY AND ALL OTHER WARRANTIES EXPRESSED OR IMPLIED, INCLUDING WARRANTIES OF

MERCHANTABILITY OR FITNESS FOR A PARTICULAR USE.

6. In the event of a breach by Saint-Gobain Performance Plastics of its warranty, Saint-Gobain Performance Plastics will, at its option, either repair or replace the product (FOB factory) or refund its purchase price. Tanks over 500 gallons must be inspected on site by an authorized Saint-Gobain Performance Plastics representative before Saint-Gobain can be required to honor any warranty claim. Saint-Gobain Performance Plastics shall provide written instructions on the handling of any other warranty claim.

7. SAINT-GOBAIN PERFORMANCE PLASTICS LIABILITY WITH RESPECT TO ITS PRODUCTS IS EXPRESSLY LIMITED TO THE REMEDIES SET FORTH ABOVE. THE REMEDIES ARE THE BUYER’S EXCLUSIVE REMEDIES. SAINT-GOBAIN PERFORMANCE PLASTICS SHALL UNDER NO CIRCUMSTANCES BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES.

**WARNING:** All Saint-Gobain Performance Plastics tanks are designed for atmospheric storage of chemicals and should not be used for pressure, vacuum or direct burial applications.