



WARRANTY POLICY

SlabTank™ Warranty Policy

Effective Date: 25/2/2026

Product: SlabTank™ Modular Stormwater Attenuation Tank by QPOD™

The Manufacturer: Polymer Systems International Ltd T/AS QPOD™.

Warranty Duration: 15-to 50 Years from Date of Installation as detailed below and noting that full replacement or full replacement value only applies for 20 years, with limited cover between 21-50 years. This manufacturer warranty applies to all purchases.

Other rights not affected

If you are a consumer acquiring the Product for household use, to the extent you have rights under the Consumer Guarantees Act 1993 (CGA), these continue to apply automatically and are not limited by this warranty, which operates alongside the CGA. This warranty is also in addition to any contractual rights you may have.

1. Duration

Where the Product is installed within concrete house foundations or other fully protected structural slabs, the Warranty is provided for 50 years from the date of installation, provided the Product is installed within [3] months of the Product leaving our premises.

Where the Product is installed in partially exposed environments (for example, under a deck), or installed more than [3] months after the Product has left our premises, the warranty is limited to 15 years UV and material stability, due to elevated environmental exposure.

2. Warranty

Where the Product is installed within concrete house foundations or other fully protected structural slabs, the Warranty is provided for 50 years from the date of installation, provided the Product is installed within [3] months of the Product leaving our premises.

Where the Product is installed in partially exposed environments (for example, under a deck), or installed more than [3] months after the Product has left our premises, the warranty is limited to 15 years UV and material stability, due to elevated environmental exposure.

3. What the warranty does not cover

The Warranty applies for installation in New Zealand. It applies only to the SlabTank Product. Where SlabTank™ is used within building foundations or incorporated into any concrete or steel structure, the warranty does not extend to the surrounding components.

4. Conditions

This warranty applies only if the following conditions are met:

1. Warranty activation (registration); the Warranty must be registered within 90 days of installation with owner and site details provided;
2. Where a change of ownership occurs, the validly registered Warranty is transferable and remains valid if re-registered within 90 days of ownership change under the name of the new owner and evidence of the transfer is provided.

4. Conditions Cont'

3. The Product must be installed according to QPOD™ guidelines and installation requirements by a licensed plumber.
4. The owner must follow a routine maintenance schedule, including inspection and cleaning of the system at intervals recommended by QPOD™ specific for potable and non-potable water attenuation applications. Failure to maintain the system will void the warranty.
5. If the Product is installed under a concrete driveway, the design and installation must comply with QPOD™ stated surcharge and backfill requirements. Installations exceeding published load conditions are excluded from this warranty.

5. Claims Process and Defect Resolution

You must notify us of a claim under this warranty as soon as you become aware of it (and within 30 days of identifying an issue or suspected issue) and provide:

- Proof of purchase, installation, and registration;
- Photos and a description of the issue; and
- Prompt access for QPOD™ or its agents to inspect the product within 15 days of request.

Failure to notify the claim in accordance with the above timeframes, or to allow access within the stated timeframes will void the warranty.

In response to a valid claim in accordance with clause 4, if it is determined that any of the Warranties in section 2 above are contravened, QPOD™ will, in its absolute discretion either::

- Provide a repair or replacement of the defective Product; or
- Offer a prorated refund based on the remaining warranty duration.

Where repair is opted for, you must make the Product available for us to carry out the Repair.

Remediation of the defective Product does not extend to removal of and/or installation in any concrete structures but is limited to the supply of the repaired or replaced Product.

6. Prorated Refund Structure

Refund value decreases over time. If a defect is confirmed and a refund is chosen by the Manufacturer, the refund will be calculated as follows:

- Years 0–5: 100% of product value.
- Years 6–20: 50% of product value (noting that for Products with a 15-year limit, there is no claim after 15 years)
- Years 21–50: 10% of product value.

7. Limitations of Liability

To the maximum extent permitted by law:

- QPOD™ is not liable for incidental or consequential losses
- Costs related to removal, reinstallation, or site restoration are excluded under this manufacturer warranty