

HOW TO MAINTAIN YOUR WARRANTY

Purpose

The purpose of this document is to ensure that the new owner of an INFRAPIPE product is fully aware of how to maintain the warranty for the product.

Design Life

Depending on the application and product, the product warranty is either for 50 or 100 years from the date of delivery. Recycled product has a 50 year warranty, all other products are 100 years.

Appropriate Guides:

For Krah spiral-wound pipe: [Read Pipe Handling & Installation Guide](#)

For tanks, manholes and wetwells: [Fabricated Structures Installation Guide](#)

For pressure pipes:
brochure [Pipe delivery Guide](#) & [Pressure Pipe](#)

For corrugated pipes: [Pipe delivery Guide](#) & [SN8 Ezyflow Culvert](#)
or [SN16 Ezy pipe](#) brochure

Lifting, storage, movement & installation

If at any time the pipe has been lifted, stored, moved, or installed in a fashion other than that dictated by the appropriate guides then the warranty is no longer valid to the extent that the product may have been affected by this unauthorized lifting, storing, moving or installing. In the event of any doubt as to the cause of a product failure then should any unauthorised lifting, storing, moving or installing have taken place this shall be deemed to be the cause.

Crushing prior to installation or accidental damage

In the event of any top-loading (other than storage as authorised) or crushing after delivery then the warranty is no longer valid. In the event of any doubt as to the cause of a product failure then should any crushing, accidental damage or unauthorized top-loading have taken place this shall be deemed to be the cause.

Site preparation, installation and backfilling

- The site must be prepared in accordance with the appropriate guides.
- The product must be installed in accordance with the appropriate guides.
- The product must be backfilled in accordance with the appropriate guides.

Junctions

Junctions must be installed in accordance with the relevant AS/NZS standard and the manufacturers instructions. Photographic evidence must be taken throughout the installation process to prove that the pipe was unaffected by the installation.

Modifications

Any modifications must not permit water entry into the core tubes or in the case of CPR profiles, the void space. This can weaken the tank and will invalidate the warranty, as will modifications which reduce the structural integrity of the product.

Repairs

Any repairs to the product must be conducted by an appropriately qualified plastics welder using the correct equipment under the supervision of an appropriately qualified engineer. Repairs must be conducted in accordance with the relevant AS/NZS standard and photographic evidence taken throughout the repair process. Failure to comply with the above will invalidate the warranty.

Crushing in situ

Your product has a designed strength expressed as stiffness for the pipe. Changing its load to exceed the stiffness (by increasing the cover height or parking vehicles above for instance) will invalidate the warranty.

Heat & Pressure

If by some means the product is subjected to pressures beyond its designed capability or exposed to excessive heat this will invalidate the warranty.

Water table

If a client has not specified a maximum water table height or has specified it incorrectly or should the water table change this can cause damage to the product and will invalidate the warranty.

Biological attack

Tree root ingress in excess of that envisaged by the standard which applies will invalidate the warranty. Animals and bacteria do not typically choose to dine on plastics, however the unusual event of attack on the pipe by a living being of whatever size must be prevented in order to preserve the warranty.

Chemicals

Polyethylene and polypropylene are very inert. Nevertheless, certain concentrations of some chemicals can be harmful to the product. Refer to the chemicals list see below for the acceptable concentrations which can be used to preserve the warranty.

References

- [Read Infrapipe Chemical Resistance Charts](#)
- [Read Infrapipe Terms and Conditions](#)
- [Read Project Terms and Conditions](#)

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