

Full Warranty Statement Kingspan Klargester

'...The customer is first. If we haven't met an obligation to a customer in a market for a product and haven't done what we said we were going to do, we fix the issue and we remediate it.'

Extract from Geoff Doherty, Kingspan Chief Finance Officer (February 2021)

Kingspan Klargester are market leading manufacturers of GRP vessels with 65 years' industry experience.

All our products are **third party certified** (where relevant) to the correct BS EN and structural performance standard. Some manufacturers' products, however, are only **designed in accordance with** these performance standards.

The structural integrity of each product is designed with a minimum design life of 20 years under normal operating circumstances in addition to our manufacturer's warranty, which is provided in addition to your statutory rights.

This means that under normal conditions of use, subject to the tank being installed correctly and maintained in accordance with our guidelines, the structural integrity of the tank should not fail and will be free from manufacturing defects*.

Prior to selecting any GRP vessel, it is essential that you consult with a suitably experienced, professional installer**, who can assess ground conditions and determine the optimum installation method and materials which must be used.

Scan to view our
Code of Conduct:



Kingspan Klargester recognise that the purchase of a GRP vessel is a substantial financial commitment. We transact business in an open and ethical manner, as evidenced by our group Code of Conduct Commitment, which is available to view via QR code opposite or online here:

www.kingspan.com/group/commitments/people-and-community/our-code-of-conduct

Our code of conduct works hand in hand with our company values, which we hold ourselves accountable to.

Integrity

Account-
ability

Innovation

Teamwork

Courage

Please contact any Kingspan representative for further information.
To view our full range of GRP products visit www.kingspan.co.uk/klargester
For aftersales enquiries, email: helpingyou@kingspan.com or call:
0844 225 2785

Let's hear from some of our valued customers...

Alistair, RA Dalton Wastewater Specialists, Bishop Auckland

I have worked with Kingspan Klargester as an accredited installer for around 25 years. To this day I still have most if not all my original installations (between 20-25 years old) still in operation and the structural integrity of the tanks is as good today as it was when I installed them. Providing the tank is looked after, serviced and maintained the GRP tank itself is proven to be reliable.

Sam, S+B Services, Devon

We have been an accredited installer for Kingspan Klargester for around 20 years and I have installed their GRP tanks over this same time period. The tanks are easy to install and are extremely reliable and are suitable for most ground conditions; even the most complex of sites! The performance of the tanks over the years is consistently high, with proper service and maintenance. I am personally servicing Kingspan Klargester tanks that are 20/25 years old.

Keith Moore, Kingspan Service domestic customer

Kingspan have maintained my sewage treatment plant for more than twelve years on a Gold level contract. I have been very satisfied with Kingspan throughout this time. The contract is excellent value, the annual servicing reliable and thorough and Kingspan Service engineers respond promptly and efficiently in the event of any problems. I very much appreciate that the company is only a phone call away if I need them and that I am treated as a valued customer if I call.

* Changes in water table levels, implosion caused by hydrostatic, vehicular and lateral loading excluded. It is essential that design loads must not be exceeded.

** Installation of the tank must be planned and carried out by a suitably experienced, professional installer. The GRP tank must be serviced and maintained in accordance with manufacturer's guidelines using only genuine service parts.