

Delivery Guidelines

Residential Building Sites

Kingspan Water & Energy are dedicated to ensuring the highest level of service for all our customers. We strive for clear communication, enabling us to provide an efficient and no fuss delivery, service, every time.

Our Process

1. Once an order is entered, Kingspan will regularly contact the Supervisor about the progress of the site until a delivery date is agreed.
2. 10 days before the requested delivery date, our Planning team will call the Supervisor and confirm the site will be ready for delivery in 10 days. The tank is sent into production.
3. 3 days before your delivery, we will send the Supervisor an SMS reminder about your tank delivery day. **PLEASE REPLY 'NO'** to the SMS message if your site isn't ready for the tank delivery – we will push out the delivery by a few days and will call you to lock in a new date. If your site is running to schedule and ready – you don't need to do anything.

Redelivery Charge

If we have not received a reply to our SMS or a phone call, and we cannot make a successful delivery due to site conditions, **a redelivery charge of \$120 + GST** will apply.

A successful delivery means that the tank is positioned on the slab ready for installation. If it is in the garage, it will require a second visit from our Logistics team, and thus a redelivery charge.

Ensure your site is ready

Scaffolding

- No scaffolding is up, not only around the tank slab but also access way to the slab

Expansion joints

- Expansion joints are installed and are above and behind the tank

Wall is prepared

- Bricks are acid washed. If necessary, wall is rendered and painted
- Copper pipes and GPO are correctly positioned clear of the tank

Access

- Enough access and no obstacles for the tank to get to the slab
- Check that down pipes, temporary fences and other items allow clear access

Tank Slab

- Slab is ready and is the correct size to fit the tank(s)
- Slab is clean of mortar and other debris

Difficult or unsafe sites

- Please note that tanks are manually handled and a WHS risk assessment needs to be completed prior to delivery. Please contact our Logistics team if you require more information.

Pre-frame delivery

- For sites with tight access, we can coordinate to deliver prior to frame construction. The tank can then be secured at the back of your site.

If you think there is a reasonable chance that your site will not be ready for delivery, please contact the team ASAP on 1300 736 562. For further information, contact your Account Manager.