



Global Poly Water Tanks – Pre-Delivery Guide

Thank you for choosing Global Poly Water Tanks. To ensure a smooth and successful delivery, please review this guide carefully and ensure your site is properly prepared before your scheduled delivery day.

Use this guide to help plan for a safe and efficient delivery of your water tank.

Water tanks are large, bulky items that can be difficult to manoeuvre once on site. By planning your tank location and access in advance, you'll help ensure a smoother, faster delivery experience.

For tank installation guidelines please check our [TANK INSTALLATION INSTRUCTIONS](#).

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1. Delivery Methods

The Global Poly Water Tank delivery driver is responsible for safely delivering the tank to your property. Depending on the delivery type selected, final positioning of the tank is the customer's responsibility and may require lifting equipment or machinery arranged at the customer's expense.

Standard Delivery (Roll Off Only)

Our most common delivery method – simple, fast, and efficient.

Your tank will be delivered and placed on its side at an accessible location on your property. Some smaller tanks may be placed upright where safe and practical. **Final placement onto the tank pad is the customer's responsibility.**



Inclusions:

- Delivery to safe location on your property
- The truck (and trailer) must be able to park and safely unload at the intended delivery location
- Inlet strainer and outlet pre-fitted. Overflow and ball valve supplied separately

How your tank will be unloaded:

- **Poly tanks (5,000L – 22,700L):** Rolled off and left on their side
- **Smaller tanks (490L – 4,800L):** May be placed upright or on their side (driver's discretion)
- **Slim Line tanks:** Lifted off and laid on their side (cannot be rolled)
- **Septic tanks:** Lifted off and placed upright on their base

Customer Responsibilities:

- Provide delivery access, a clear unloading zone and be ready to guide the driver to a suitable drop-off location (*see 3. Delivery Access Requirements*)
- **Move the tank into its final position on your prepared base**
- Use appropriate lifting equipment if needed e.g. slings/strops — never lift from tank roof
- Ensure the site is clear, firm, safely accessible and maintain a clear exclusion zone
- Secure tank if storing temporarily (*see 6. How to Secure Your Tank After Delivery*)

Position on Pad

For customers who need help placing the tank onto its base.

Tank is rolled off, flipped upright, and positioned onto prepared pad with assistance from customer.

Inclusions:

- Tank flipped onto base
- Positioned on prepared pad with customer assistance
- Inlet strainer and outlet pre-fitted. Overflow and ball valve supplied separately



Customer Responsibilities:

- Customer must provide the required number of physically capable people to assist (*see 2. On-site Assistance Requirements*)
- A suitably prepared tank pad
- Provide delivery access and clear unloading zone (*see 3. Delivery Access Requirements*)
- Maintain a clear exclusion zone (*see 4. Delivery Safety – Exclusion Zone*)
- Secure tank if storing empty (*see 6. How to Secure Your Tank After Delivery*)

Conditions:

- Site access must be suitable
- Longer lead times may apply
- If unsafe, tank will be left in safe location, or delivery may revert to Roll Off Only
- Tanks will only be rolled or moved a short distance from truck to pad e.g. 10 meters

2. On-Site Assistance Requirements

Delivery Method	Assistance Needed
Standard Delivery (Roll off only)	No help required, guidance only, customer responsible for positioning
Position on Pad	Yes — physical help required (see below)
Lift Off Only	No help required, guidance only, customer responsible for positioning

Helpers Required (Position on Pad Only):

- **490 L – 10,000 L tanks:** 1 person
- **10,000 L Fire Tanks:** 2 people
- **11,000 L - 22,700 L Poly Tanks:** 3 people

Important:

- Helpers must be physically capable
- Drivers will not install tanks or place in stands or in-ground
- If help isn't available, delivery will revert to Roll Off Only or be rescheduled
- **Final call on safety and on-site requirements is at the Global delivery drivers' discretion.**



For safety reasons, anyone assisting with tank positioning must be **fit, able-bodied, and confident with heavy manual handling.**

Please ensure helpers are:

- Adults (not children or elderly individuals)
- In good physical condition (able to push, guide, or steady a large tank)
- Wearing enclosed footwear

If the required assistance is not available at the time of delivery, we may need to leave the tank in a safe location or reschedule your delivery (additional fees may apply).

3. Delivery Access Requirements

Our delivery vehicles are long, high and carry a lot of weight over the front axle and therefore have restrictions on where they can travel. Our trucks are designed for **on road use only** and will not travel off road or over paddocks where they will likely become stuck.

To ensure safe and efficient delivery:

- **Truck Size:** Allow for 19 m long × 3.5 m wide × 5 m high vehicle
- **Unloading Area:** Hardstand, Clear, flat 5 m × 5 m area required
- **Notify us in advance** if access is limited (tight turns, trees, etc.)
- **Truck-only delivery** (no trailer) is available upon request for tight sites

Unload Area Must Be Free Of:

- Overhead wires or trees
- Vehicles, tools, materials, or loose debris
- Steep slopes, soft or unstable surfaces
- Unload area may be the side or back of the truck dependant on the tank size, site and position.
- An exclusion zone will be set by the delivery driver and must be adhered to



4. Delivery Safety – Exclusion Zone

To protect people, property, and our driver, a 5 m **exclusion zone** must be enforced during delivery. The exclusion zone will be used when unloading tanks and when applicable, flipping tanks onto their base.

No One May Enter the Zone:

- No people (including children)
- No pets or livestock
- No vehicles or equipment

If unsafe:

- The tank will be left at a safe nearby location
- Or delivery may be rescheduled at customer cost – re-delivery fees apply, this will be discussed with you if necessary
- Final call on safety and on-site requirements is at the Global delivery driver's discretion.



Note: The Unloading Area and Exclusion area may be the back or either side of the truck/trailer dependant on tank size, its position on the truck and the available unloading area.

5. Fittings & Installation

Global Poly Water Tanks come standard with basic fittings: inlet strainer, overflow, outlet, and ball valve. Installation is the customer's responsibility.

- **Pre-fitted:** Inlet strainer and outlet
- **Supplied separately:** Overflow and ball valve
- These must be installed **after** the tank is on its final pad
- **Global does not:**
 - Install tanks
 - Prepare bases
 - Perform plumbing or connections
 - Install overflow or ball valve



Overflow - Supplied



Leaf Strainer - Pre-fitted



Ball Valve - Supplied



Outlet - Pre-fitted

Tanks may be fitted with plastic or brass outlets

6. How to Secure Your Tank After Delivery

Once delivered, **the tank becomes the customer's responsibility and must be stored correctly.** You must take the necessary actions to secure the tank. Global Poly Water Tanks is not liable for any damage resulting from improper storage or unsecured tanks.

If Stored on Its Side (Roll Off / Lift Off):

- Place on flat ground — not a slope
- Chock both ends
- Strap to fixed object (post, fence, etc.)
- Avoid storing in wind-exposed areas
- Tanks are not designed to be stored on their side for excessive periods of time



If Stored Upright on Base:

- Pad must be stable, level, and oversized by 400 mm as per Installation Instructions
- Use water as ballast if not yet plumbed in
- Strap to fixed object (post, fence, etc.)
- Avoid storing in wind-exposed areas
- Don't install fittings until tank is stable



7. Important Lifting Information

Lifting the tank into position is **not the responsibility of Global Poly Water Tanks and must be arranged by the customer** after delivery of the tank.

If using machinery to lift your tank (e.g. crane, Hi-Ab or other machinery):

- **Global trucks are not equipped with cranes or hi-ab's and not capable of lifting product**
- Only use lifting slings or strops
- Never lift from the tank roof or support ribs
- Lifting is the customer's responsibility
- Operators must follow Safe Operating Procedures (SOPs)
- Global does not supply lifting equipment



If you're unsure of your requirements, please contact your Global Poly Water tanks Sales Representative or our Delivery Team for assistance with your tank delivery.