



**ACTION  
TANKS**  
Water Conservation Solutions

Underground Rainwater Harvesting Systems

# OWNERS MANUAL

BASIX / DIVERSION MASTER



SPLIT MASTER



POOL & GARDEN MATE



***“THUMBS UP! for supporting me  
in the use of Child Safe Tanks”***

Laurie Lawrence



 **Telstra Business Awards**  
2007 QLD  
Panasonic Australia  
Business Award Finalist



[www.actiontanks.com.au](http://www.actiontanks.com.au)

## Australian Standards - Why are they so Important?



They provide the Home Owner, the Builder, the Plumber, the approving authority with the surety that a product approved to carry the standards licence, meets the high standard of quality testing and that it will perform the job it is designed to do.

Compliance with the Australian Standards evidences a commitment to quality and best practice. A failure to provide products to that standard can expose not just the owner, but builders, local authorities and certifiers to legal action in the event that there is any loss or damage suffered by use of a non-compliant product.

Action Tank Industries - Providing peace of mind with Quality Products.

### Important Information:

The Action Rainwater Harvesting System installed at your property consists of an:

- Underground Action Water Cell (either 3000, 4550, 5000 litre or multiples of)
- Leaf Screen/ 1st flush diverter (optional extra for Split Master/ Pool & Garden Mate)
- Submersible pump
- Automatic Mains Water Diversion with testable double check valve for backflow prevention (Split & Diversion Master), or mains water trickle top up with a visible air gap, back flow prevention device (Basix Master).

### Please note ('Basix Master' tank only):

The water level for the 'Basix Master' system will constantly be replenished by town/ mains water to maintain a 20% level in the tank. Some council areas have a low trickle top-up rate. To avoid the tank running dry when irrigating or using outside taps for extended periods, a 'low level cut off switch' is included in your system to turn the power off to the pump. Once the water has been topped up to the 20% level, the system will return to normal operation.

In heavy rain, your system is designed to overflow from the leaf screen/ 1st flush diverter. This is designed to protect the backflow prevention device which is located within the control box attached to the top of the tank.

# Trouble Shooting Guide

## Identifying features of your Action Rainwater Harvesting System:

**NOTE:** Serial #'s are found either on the back of this manual or written inside the control box.

- 'Diversion Master': Control box located on top of the tank, mains water diversion system (Serial # ends "D" )
- 'Split Master': Control box located at house, tank completely underground, mains water diversion (Serial # starts with "SB")
- 'Basix Master': Control box located on top of tank, mains water trickle top up system (serial # ends with "B")
- 'Pool & Garden Mate': Pump controller located at house, tank completely underground (serial # ends with "SS")

Issue	System Type	Solution
<p><b>IMPORTANT: If you are in any doubt that your tank is not functioning correctly:</b></p> <ol style="list-style-type: none"> <li><b>1. Turn the power off</b></li> <li><b>2. Review 'Trouble Shooting Guide &amp; Solutions'</b></li> <li><b>3. If the issue cannot be resolved, contact Action Tanks</b></li> </ol>		
<p>Dirty water in toilets/ taps</p>	<p>Diversion Master Split Master Basix Master Pool &amp; Garden Mate</p>	<ol style="list-style-type: none"> <li>1. Remove and clean leaf screen, reach inside 1<sup>st</sup> flush diverter and remove any residue.</li> <li>2. Check for broken stormwater pipe work that feeds the tank from the house downpipes.</li> <li>3. Check garden mulch is a minimum 10cm below the leaf screen/ 1<sup>st</sup> Flush diverter.</li> <li>4. Desludging of tank may be required if sludge build up on the bottom of the tank is too great, causing pump to take in dirty water.</li> </ol>
<p>Pump coming on when not using water</p>	<p>Diversion Master Split Master Basix Master Pool &amp; Garden Mate</p>	<ol style="list-style-type: none"> <li>1. Check all taps and toilets connected to the rainwater tank for leaks.</li> <li>2. Remove control box lid, check fittings and internal pump pressure hose for leaks. (Does not apply to Pool &amp; Garden Mate, go to step 3)</li> <li>3. Turn power off to tank &amp; contact Action Tanks.</li> </ol>
<p>No water coming out of taps and toilet not filling up</p>	<p>Basix Master</p>	<ol style="list-style-type: none"> <li>1. Rainwater has dropped to minimum level. Tank will now top up with towns/ mains water, this process will take 15mins depending on water top up speed regulations in your area. Check water is flowing into your tank from the inlet.</li> <li>2. If no water is topping up tank, check that mains water is on and connected correctly.</li> </ol>
	<p>Diversion Master Split Master</p>	<ol style="list-style-type: none"> <li>1. Remove control box lid and confirm lights are on inside internal computer.</li> <li>2. If lights are not visible contact Action Tanks.</li> </ol>

## Trouble Shooting Guide continued ...

Issue	System Type	Solution
No water coming out of taps	Pool & Garden Mate	<ol style="list-style-type: none"> <li>1. Check the water level by unscrewing cap and shining torch inside tank.</li> <li>2. Check the hose has not come off the pump.</li> <li>3. If tank is empty and hose is connected, wait for the next rainfall event for pump to continue operation.</li> </ol>
Toilet not filling up but water is available from other outlets supplied by the water tank	Diversion Master Split Master Basix Master	<ol style="list-style-type: none"> <li>1. Check toilet inlet and cistern for blockages.</li> </ol>
Red light flashing on outside of control box	Diversion Master Split Master	<ol style="list-style-type: none"> <li>1. This is an indication that you have RUN OUT OF RAINWATER and <u>you are now using town/ mains water</u>, until it rains sufficiently to top up the tank.</li> </ol>
Flashing indicator light continues to flash when tank is full	Diversion Master Split Master Basix Master Pool & Garden Mate	<ol style="list-style-type: none"> <li>1. Check to see if there are any indicator lights in the action controller.</li> <li>2. If no lights visible, check the fuse. Unscrew the fuse and replace with a 2amp fuse if needed.</li> <li>3. If still not working, contact Action Tanks.</li> </ol>
Water is overflowing from the leaf screen / 1 <sup>st</sup> flush diverter	Diversion Master Split Master	<ol style="list-style-type: none"> <li>1. Clear away any leaf matter from the leaf screen.</li> <li>2. If the problem persists, remove the leaf screen and clean out 1<sup>st</sup> flush diverter.</li> <li>3. If water can still not enter the tank, check that the outlet of the tank is not blocked from overflowing to the street, easement or absorption pit.</li> </ol>
No water coming out of downpipe into leaf screen/ 1 <sup>st</sup> flush diverter during a rain event	Diversion Master Split Master Basix Master Pool & Garden Mate	<ol style="list-style-type: none"> <li>1. Check that the stormwater supply line to the tank has not been blocked</li> <li>2. If it is blocked, clean or arrange for a plumber to clean the stormwater lines and fix any damaged pipe work.</li> </ol>
Water from outside taps is surging every 30 secs	Diversion Master Split Master	<ol style="list-style-type: none"> <li>1. Go to control box and adjust 'Pressure Switch' which is located on black poly tee. Open Pressure Switch housing and tighten the small spring until surge disappears (approx. 2 turns)</li> </ol> <p><b>IMPORTANT!! Shut off tap and make sure that pump light in controller switches off after 30 secs, if not, the small spring has been over tightened and will need to be backed off until pump light turns off.</b></p>

## General Maintenance

- Clean leaf screen/ 1<sup>st</sup> flush diverter as required (once every 3 months).
- Keep garden beds level with the bottom of the control box.
- Keep 'Control Box' air vents clear of dirt and garden mulch (where applicable).
- Test the Testable Double Check Valve upon commissioning and every 12 months thereafter (as per water authority requirements).

The water that goes into your tank will be the water you get out of your tank. By keeping gutters clean, leaf screen maintained, garden beds at the proper height and checking for damaged pipe work, you will ensure your tank water quality will be at its best.

Pumps and consumable items, such as hoses and fittings are covered by their individual manufacturer's warranty. The tank vessel itself is the only item covered by the Action Underground Water Cell Warranty (refer to '10-Year Replace or Repair Warranty').

### RECORD VISUAL INSPECTION OF PUMP VENTS (every 3 months)

Date \_\_\_\_\_

_____	_____	_____
_____	_____	_____
_____	_____	_____

### STRAINERS CLEANED (every 3 months or as required)

Date \_\_\_\_\_

_____	_____	_____
_____	_____	_____
_____	_____	_____

### INSPECT AND CLEAN GUTTERS (if leaf guards are not installed)

Date \_\_\_\_\_

_____	_____	_____
_____	_____	_____
_____	_____	_____

### TESTABLE DOUBLE CHECK VALVE (upon commissioning and every 12 months thereafter, as per water authority requirements)

Date \_\_\_\_\_

_____	_____	_____
_____	_____	_____
_____	_____	_____

### DESLUDGING

(as per regulation recommendations)

# Specifications

- Underground polyethylene rainwater tank, 3000, 4550 or 5000 litre (certified to AS/NZS 1546.1 Collection Well/Underground Water Cell)
- Factory mounted 1<sup>st</sup> flush diverter/ leaf screen (Diversion & Basix Master)
- Remote 1<sup>st</sup> flush diverter (optional extra for Split Master / Pool & Garden Mate)
- Submersible pump and controller (approx. 65ltr/Min - 340kpa)
- Mains water top-up with a 'Visible Air Gap' - backflow prevention (Basix Master) (meet requirements of AS3500.1)
- Automatic mains water diversion (Diversion & Split Master)
- Testable Double Check Valve (backflow prevention) (Diversion & Split Master)

## 10 - Year Warranty

**Action Tank Industries Pty Ltd (hereafter referred to as "Action Tank Industries" or "ATI") warrant the workmanship of Above Ground and Underground Polyethylene Tanks manufactured by them for a period of 10 years, commencing from the date of purchase.**

1. Action Tank Industries Pty Ltd and its associated entities honour their obligations under the Trade Practices Act 1974 and the Fair Trading Act (Qld), however, all other warranties not specifically provided by this contract but otherwise implied by law, are expressly negated and excluded.
  2. ATI warranty is offered to the original purchaser only and is not transferable. Proof of purchase must be supplied with any warranty claims.
  3. This warranty only extends to systems installed correctly and on suitable bases (please refer to installation instructions). Absolutely no responsibility will be taken for tanks physically damaged after they leave our possession and once they have been signed for as being received in good condition. (Where lifting lugs are moulded, lifting must be carried out from horizontal position and lifted by both lugs evenly).
  4. This warranty is limited to repair or replacement of the Underground Water Cell and/or the Above Ground Tank only. This warranty is to cover parts and labour with respect to the underground water cell and/or the aboveground tank. This warranty does not cover other components (such as solenoids, pressure switches and controllers) which are manufactured and provided to Action Tank Industries by another company. These components are to be covered by their own manufacturer's warranty and the warranty attaching to these components is a "parts replacement" warranty and not "parts and labour". The length of warranty attaching to these other components will vary depending upon the manufacturer.
  5. Consumable items such as but not limited to strainers, overflows, brass top-up valves, pipes and floats are not covered by this ATI warranty.
  6. The pump was not manufactured by Action Tank Industries and is not covered by this Warranty but instead is covered by the Pump Manufacturer's Warranty (Please refer to the pump warranty sheet).
  7. This warranty is void in events such as, but not restricted to abuse, improper installation, improper base, improper back filling or unauthorised modification to the tank.
  8. ATI will not be liable for any consequences due to loss, including, but not limited to loss of profits, loss of water or damage to property.
  9. This warranty applies to the storage of water only. Storage of any other materials in the Underground Water Cell/Above Ground Tank will void the warranty.
  10. This warranty is void in the event of war, civil unrest, terrorist activities or any other factors beyond the control of ATI.
  11. This warranty does not apply to the colour of the Underground Water Cell/Above Ground Tank or control box casing, which may in time fade or change.
  12. ATI must be advised in writing of any defect or fault within seven days of it occurring and given the opportunity to inspect the Underground Water Cell/Above Ground Tank within twenty-eight days of such notification.
  13. This warranty does not cover damage to unsecured Underground Water Cells, Above Ground Tanks or Control Boxes, which may be left on-site under the direction of the purchaser.
  14. All tanks must be positioned within three (3) days from time of delivery. If you plan to leave the Above Ground Tank(s) on it's side for a longer period, please make sure the tank is regularly rolled to avoid the wall and lid from folding in. Failure to do so will void the warranty.
  15. Underground Water Cells and pumps must be commissioned within 30 working days. Failure to do so will void this warranty.
- Formit Slimline Tanks (SPT2500) and Formit Rainwater Management Systems (RMS-SPT2500) are covered by a 20 year fix or replace tank guarantee. For warranty information on these products please call (02) 4353 1287.

**Action Tank Industries**  
**Leaders in Water Conservation and Child Safety.**  
**Endorsed by 'Kids Alive' founder Laurie Lawrence.**



PLEASE COMPLETE WARRANTY REGISTRATION &  
PRODUCT WARRANTY FORM AND SEND TO:

Action Tank Industries Pty Ltd  
25 Production Street, Noosaville Q 4566

**ACTION TANKS WARRANTY REGISTRATION FORM**

**IMPORTANT: ALL TANKS MUST BE REGISTERED.**

**This form is to be completed by the Underground Rainwater Harvesting System owner and posted to Action Tank Industries (25 Production St, Noosaville Q 4566).**

**Owner details:** First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Address: \_\_\_\_\_

Suburb: \_\_\_\_\_ P/Code: \_\_\_\_\_

Phone (Daytime): \_\_\_\_\_ Email: \_\_\_\_\_

**Address of installed tank:** \_\_\_\_\_

Suburb: \_\_\_\_\_ P/Code: \_\_\_\_\_

[www.actiontanks.com.au](http://www.actiontanks.com.au)



# ACTION TANKS

Water Conservation Solutions

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25 Production Street, Noosaville Q 4566  
P: (07) 5442 4242 • F: (07) 5442 4240  
E: info@actiontanks.com.au

## Product Warranty Information (Customer Copy)

**Purchased from:** \_\_\_\_\_ Suburb: \_\_\_\_\_ Date: \_\_\_\_\_

**Installed by:** \_\_\_\_\_ Suburb: \_\_\_\_\_ Date: \_\_\_\_\_

### Tank Serial Number(s)

Master: \_\_\_\_\_ Servant(s): \_\_\_\_\_

Tank serial number are located on the underside of the control box lid

**Control box serial number** (Split system): \_\_\_\_\_

Located underside of control box lid



## Product Warranty Information

**IMPORTANT: TO BE COMPLETED BY PLUMBER/ INSTALLER**

**Purchased from:** \_\_\_\_\_ Suburb: \_\_\_\_\_ Date: \_\_\_\_\_

**Installed by:** \_\_\_\_\_ Suburb: \_\_\_\_\_ Date: \_\_\_\_\_

### Tank Serial Number(s)

Master: \_\_\_\_\_ Servant(s): \_\_\_\_\_

Tank serial number are located on the underside of the control box lid

**Control box serial number** (Split system): \_\_\_\_\_

Located underside of control box lid

### PLEASE NOTE:

Master tank includes pump and storage cell; Servant tank includes storage cell only.

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