



208 W. Cottage Ave, Sandy UT 84070
info@surewatertanks.com
(800) 797-2207



Handbook

Our Tanks

All our tanks are BPA-free and food-safe, are high-capacity and structurally sound, have two valves for easy use and water rotation, and our 260 gallon tank fits through doorways. We also carry everything else you need to store water at home: from food-safe drinking hoses to long-term water purification systems.

Warranty

We offer a three year warranty on our Sure Water labeled tanks that starts from the date of manufacture. If a tank is found defective in that time, we will ship you a new, equivalent tank to replace it. This warranty only covers the tank itself, not the spigots, fittings, or any accessories. Damage done to the tank during freight is covered by the freight company, not by this warranty. Damage done to the tank by you the owner is not covered.

If a tank is defective, you can pay to ship it back to us and we will inspect it to see if it is covered by the warranty. If it is covered, we'll reimburse you for shipping and send you a new replacement tank.

Tank Installation & Cleaning

It's not necessary, but it can be a good idea to clean your tank before using it. Depending on storage conditions and water quality, you may want to wash the tank out again every few seasons.

We have done our best to vacuum out any leftover shavings or other material. Your tank was made at

700° F, thus the likelihood of any living bacteria is very remote. Cleaning steps are as follows:

1. Lay the tank on its side on a lawn or driveway. Make sure you don't smash the black fittings.
2. Take the lid off and spray water around the inside of the tank until you have a pool of water.
3. Pour a third of a cup of bleach in the tank and roll the tank back and forth to slosh it around to coat the inside.
4. Stand the tank up and let the water and bleach completely drain out.

Installing the Spigots

Each tank comes packaged with two brass spigots that need to be installed into the two black bulkhead fittings near the bottom of the tank (the bottom fitting on the 525 gallon tank is already installed). Sometimes it can be easier to do these steps while the tank is laid on its side.

1. Make sure the black bulkhead fittings are tight. Remember, these fittings tighten counter-clockwise, the opposite of normal. Don't over tighten these. Just get them as tight as you can by hand or with a small wrench. (we do our best to tighten fittings before shipping)
2. Thread the back of brass spigots (the part pre-wrapped in teflon tape) into the bulkhead fittings. **Be very careful not to cross-thread them.** Take it slow until you can feel them threading in properly, then tighten them by hand as much as you can.

Don't over tighten these either. (Installing the bottom valve is best when tank is tipped back or laying down)

Placing and Filling the Tank

Your tank will weigh over 2000 pounds when completely filled. Make sure it is on a level concrete floor with the entire bottom of the tank supported before you fill it. It's not necessary, but if you prefer a barrier between the tank and the floor, we recommend you use a flat piece of plastic, rubber, or plywood. Wooden pallets or structures are usually not strong enough to hold a full tank. Also keep in mind how you plan to drain it if you want to rotate your water in the future.

Once the spigots are installed and the tank is placed properly, you can begin filling your tank.

1. Take off or loosen the black top cap to let the air escape.
2. Fill the tank to just above the top spigot and wait for one hour.
3. Check to make sure that none of the fittings are leaking. If there are drips around a fitting, tighten it a quarter-turn and wait again. Repeat this step until there are no drips.
4. Fill your tank the rest of the way. Keep watch on it while it fills to make sure that it doesn't overflow.
5. Replace the top cap.

Water Treatment and Rotation

Both the FDA and the Red Cross recommend that you rotate your water every 6–12 months, depending on storage conditions. If you live in a dry climate, it will be more on the 12 months side. Water will also keep longer if you keep the tank in a cool, shaded area, like in a garage, shed, or basement.

There are lots of options to treat your water. The best option that we have found is the one we sell on our website. It extends the 6–12 month recommendation to 5 years, which makes things much more convenient.

When it is time to rotate your water, hook a hose up to the bottom spigot and run it to a drain or a place that it can drain out, like a lawn or storm drain. Open the

valve and let it empty. While the tank is empty is a good time to inspect it and decide if you want to clean it. A tank doesn't necessarily need to be cleaned every time you rotate the water.

Terms of Service

Here at Sure Water, we sell water tanks. Where the tank is placed, how it is filled, what it is filled with, and how it is maintained is the responsibility of our customers. We may offer suggestions in regards to its use, but our suggestions are not guaranteed and we expect our customers to conduct their own research and use their own best judgment. Our liability extends only as far as the sale and delivery of an empty water storage tank and its associated parts and accessories.

For example, Sure Water is not liable if a consumer accepts the shipment of a damaged product, if fitting threads are damaged during improper installation, if a tank is overfilled and damages personal property, if a tank freezes and breaks and damages personal property, if a tank falls over for any reason and damages persons or property (including tanks with earthquake restraints), if the water in the tank becomes unusable and causes sickness, or if the flooring under the tank is damaged.

Privacy Policy

We recognize that you have trusted us with your business and we value that relationship. We do not provide, rent, or sell, any of your personal information to third parties. (Personal information refers to facts about you including your name, address, email address, financial information, phone numbers, etc. It does not include your IP address.) We primarily gather personal information during order processing and when customers request information on products and services. We use your personal information to verify orders, bill you for products and services, ship products to you, contact you if necessary in regards to an order, send you company information and promotions, and internally analyze our sales. All electronically stored personal information is secured by reasonably available technology, such as firewalls and data encryption.