Norwesco – FAQ for Rochester Product Line Tanks

Rochester Product Line
Frequently Asked Questions

**CAN I PURCHASE TANKS DIRECTLY FROM NORWESCO?**

Our tanks are sold through Norwesco distributors. To find a distributor in your area, click on the Locate A Distributor tab at upper right of this screen or click on the menu bar at left.

**WHAT DOES IT TAKE TO BECOME A DISTRIBUTOR?**

You must purchase tanks in full truckload quantities. Contact Norwesco Customer Service and we can put you in contact with a manufacturer’s rep who can give you all of the details.

**CAN I COMBINE ADDITIONAL NORWESCO TANKS ALONG WITH THE ROCHESTER PRODUCT LINE TO FILL OUT A TRUCKLOAD ORDER?**

Currently we are not able to combine the standard Norwesco Water & Waste Management line with the Rochester septic and pump tanks.

**WHAT IS THE WARRANTY ON YOUR TANKS?**

The Rochester Product Line tanks carry a three year warranty from the date of manufacture. Should a defect appear within the warranty period, Norwesco will supply a new, equivalent tank in replacement thereof. Norwesco’s liability is limited to the value of the tank itself and specifically excludes the cost of installation and/or removal or consequential damages.

**WHERE CAN I LOCATE THE SERIAL NUMBER ON MY TANK AND HOW CAN I TELL IF MY TANK IS UNDER WARRANTY?**

All Norwesco tanks are embossed with a serial number that is 1/2” in height. On the Rochester below ground tank, you will find the serial number at the “outlet” end of the tank on the right side of the manway. To get a general idea of when your tank was manufactured, click on the following link. Understanding Norwesco serial numbers. If you need a specific manufacture date, please contact your Norwesco distributor.

**WHAT IS THE MAXIMUM TEMPERATURE THAT YOUR TANKS WILL WITHSTAND?**

Polyethylene tanks have a maximum temperature rating of 120 degrees F. Contents with a temperature in excess of 120 degrees F - even for a short period of time can weaken the tank’s structural integrity and make it susceptible to deformation and failure.
IS THERE A DIRECT CORRELATION BETWEEN THE NUMBER OF BEDROOMS AND THE SIZE OF THE SEPTIC TANK?

In most state and county regulations or codes there is a direct correlation between the number of bedrooms and the size of the septic tank required. Please check with your local sanitarian or health department prior to purchasing any septic tank.

CAN A SEPTIC TANK BE USED FOR POTABLE WATER?

No, the septic tanks are manufactured with pigments that do not meet the requirements specified by the FDA for use with potable water.

CAN I USE A SEPTIC TANK ABOVE GROUND?

Norwesco’s septic tanks are designed for below ground use only. Using the tanks above ground can result in deformation of the tank.

IS IT A REQUIREMENT TO FILL THE ROCHESTER TANK WITH WATER DURING THE INSTALLATION PROCESS?

No, it is not a requirement. As stated in the Rochester installation instructions, if the tank is being installed and there is no water or heavy clay present within the excavated hole, the tank can be installed without being filled with water.

DO YOU HAVE TO USE SPECIAL BACKFILL MATERIAL FOR USE WITH THE ROCHESTER LINE OF TANKS?

It is not a requirement to use sand or pea gravel for installation of this product when free flowing backfill material is excavated from the site. We do, however, recommend that in cases of heavy "clumpy" clay, that a free flowing backfill material be used as a replacement of the clay.

DOES THE ROCHESTER TANK MEET THE VACUUM TESTING REQUIREMENTS TALKED ABOUT BY OTHER MANUFACTURERS?

Yes, the Rochester tank meets both the Florida class 3 and class 4 vacuum testing for structural proofing. As well, the product has been tested and complies with the requirements set forth in ASTM 1227.

CAN THE ROCHESTER TANK BE INSTALLED BENEATH DRIVEWAYS OR VEHICULAR TRAFFIC AREAS?

No, the tanks have not been manufactured or tested for use in vehicular traffic areas. Thus, the use of this product in such conditions is prohibited.