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.

WHAT IS THE WARRANTY ON YOUR TANKS?

The tanks shown in the Water & Waste section of our website carry a three year warranty from 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 a below ground tank you will find the serial number at the "outlet" end of the tank near the edge of the manway. On an above ground tank, you will usually find the serial number near the fill-opening of the tank. 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 MATERIAL IS USED TO MAKE YOUR ABOVE GROUND WATER TANKS & BELOW GROUND CISTERN TANKS?

Norwesco uses a linear, high-density polyethylene resin that provides outstanding environmental stress crack resistance. The resin is UV stabilized but by keeping an above ground tank sheltered or indoors you will prolong the life of your tank. Click on the following link for specific information regarding the resin used to manufacture Norwesco above ground water tanks and below ground cistern tanks. Resin Information

ARE YOUR ABOVE GROUND WATER TANKS & BELOW GROUND CISTERN TANKS FDA APPROVED AND IS IT SAFE TO STORE WATER IN THESE TANKS?

Yes, it is safe to store water in the Norwesco above ground tanks and below ground cistern tanks shown on our website. The resin used to manufacture these tanks meets FDA specifications for safe storage of potable water. Click on the following link for specific information regarding the FDA status of the resin. FDA status of resin

ARE YOUR ABOVE GROUND TANKS & BELOW GROUND CISTERN TANKS NSF APPROVED?

NSF International, founded in 1944 as the National Sanitation Foundation, is known for the development of standards, product testing and certification services in the areas of public health, safety and protection of the environment. Norwesco was the first polyethylene tank producer to receive the NSF certification, where applicable, for our potable water tanks. The NSF certification process is done on a plant by plant basis. We currently have select above ground tanks that are considered NSF approved in our Tooele, UT; Washougal, WA and Hanford, CA manufacturing plants. All below ground cisterns at these facilities are considered NSF approved tanks. For further details, please contact Norwesco Customer Service.

The resin that we use to manufacture our above ground tanks is considered an NSF approved resin. Click on the following link for information regarding the NSF status of the resin. NSF status of resin.

DOES THE COLOR OF A TANK HAVE ANY SIGNIFICANCE?

Generally, colors are used to designate one grade or type of tank from another and is for product identification only except for the Black or Dark Green Water tanks. Our standard color for septic tanks is yellow; bruiser tanks are light blue and below ground cisterns and above ground water tanks are natural or white. We also offer Black or Dark Green Water Only tanks.
WHAT IS THE MAXIMUM TEMPERATURE THAT YOUR TANKS WILL WITHSTAND?

Polyethylene storage tanks have a maximum storage temperature 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.

DO NORWESCO PRODUCTS REQUIRE A MATERIAL SAFETY DATA SHEET (MSDS)?

No, Norwesco products are exempt from the MSDS requirements established in the Hazard Communication section (29 CFR 1910.1200) of the Occupational Safety and Health Administration (OSHA) regulations. Norwesco products are classified as “articles” as referred to in 1910.1200(b)(6)(v) and as defined in 1910.1200(c).

1910.1200(c) “Definitions”

“Article” means a manufactured item other than a fluid or particle: (i) which is formed to a specific shape or design during manufacture; (ii) which has end use function(s) dependent in whole or in part upon its shape or design during end use; and (iii) which under normal conditions of use does not release more than very small quantities, e.g., minute or trace amounts of a hazardous chemical (as determined under paragraph (d) of this section), and does not pose a physical hazard or health risk to employees.

QUESTIONS RELATING SPECIFICALLY TO BELOW GROUND TANKS:

HOW FAR SHOULD THE PIPE EXTEND FROM THE INLET AND OUTLET TEES?

There is no set distance that applies to all tanks or regions. Prior to installing any septic tank, you should check with your local sanitarian for specific lengths for the inlet and outlet tees.

CAN A BELOW GROUND CISTERN BE USED AS A SEPTIC TANK?

Yes. A cistern is produced from the same mold as a septic tank. The difference is that the cistern is produced with approximately 25% more resin to enable it to meet the demands of frequent pumping and emptying. The other noticeable difference is that all Norwesco cisterns are white in color as opposed to the yellow used in our septic tanks. The cisterns are not supplied with septic adapters. You must drill the appropriate holes and install adapters or gaskets.

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 I PUT DRINKING WATER IN A YELLOW SEPTIC TANK?

No, drinking water can only be stored in our below ground white cistern or Bruiser tanks or our above ground tanks.

WHY DO PART NUMBERS DIFFER DEPENDING UPON THE STATE THEY'RE BEING INSTALLED IN?

Our part numbers reflect the different tanks and their plumbing configurations based on state and local health code requirements.

WHAT ARE YOU REFERRING TO WHEN YOU TALK ABOUT A CSA APPROVED TANK?

A "CSA" approved tank means that the tank has been tested according to the "Canadian Standards Association". CSA was the first agency or group in North America to develop standards and requirements that refer specifically to polyethylene septic tanks. Essentially all of the Canadian provinces require CSA approval prior to approving or even evaluating a septic tank.

WHERE CAN I FIND THE INSTALLATION INSTRUCTIONS FOR MY BELOW GROUND TANK?

The installation instructions can be found under the edge of the lid.
YOU REFER TO A SAND/GRAVEL MIXTURE IN YOUR INSTALLATION INSTRUCTIONS. EXACTLY WHAT TYPE OF SAND/GRAVEL MIXTURE DO YOU RECOMMEND FOR BEDDING/BACKFILL?

The sand/gravel mixture we refer to can generically be called a "pea gravel" mixture. It should be 100% smaller than 1-1/2" and approximately 50% smaller than 1/4".

WHY MUST I FILL A YELLOW SEPTIC TANK WITH WATER AS IT'S BEING BACKFILLED?

Filling the tank with water while backfilling equalizes the pressure between the outside and the inside of the tank thus minimizing any possible distortion or movement of the tank. Filling a Bruiser or cistern with water while backfilling is recommended but not required.

CAN I USE A SEPTIC, CISTERN OR BRUISER TANK ABOVE GROUND?

Norwesco's septic, cistern and Bruiser tanks are designed for below ground use only. Using the tanks above ground can result in deformation of the tank. It is far more cost-effective to utilize one of Norwesco's above ground tanks that are specifically designed for above ground use and applications.

TANK CONVERSION - FITTING OPTIONS

For information regarding tank conversion and fitting options, click on the following link, Norwesco Water & Waste Management Tank Uses & Conversion Options.

QUESTIONS RELATING SPECIFICALLY TO ABOVE GROUND TANKS:

CAN I BURY MY ABOVE GROUND TANK?

Tanks specifically designed for above ground use cannot be put underground. If it is put below ground, the weight of the earth around the tank will cause the walls to collapse.

WHAT WILL HAPPEN TO MY TANK IF I LEAVE IT OUTSIDE IN FREEZING TEMPERATURES?

The tank itself does not have a minimum temperature rating. If you plan to keep the liquid in the tank and you know that it will freeze, make sure that you leave room for expansion. The most likely place to crack on the tank is the bulkhead fitting which can be easily replaced.