

Water Corporation Regional Showerhead Swap Program

Terms and Conditions 2024-25 program

It's important that you read and understand the terms and conditions before removing your showerhead/(s).

By participating in the Showerhead Swap program, you have accepted these terms and conditions.

To be eligible for free replacement showerhead(s) under the Showerhead Swap program:

1. You must live in one of the towns as identified on the Water Corporation's website – Regional Showerhead Swap program webpage; and
2. If you are a tenant, you and the landlord must agree to participate in the Showerhead Swap program, which includes the replacement of the old showerhead(s) with showerhead(s) provided under the Showerhead Swap program.

The process:

3. You must take your old showerhead(s) and a copy of a recent bill from Water Corporation in your name or a recent waterwise letter, if you have received one, to an exchange point identified on Water Corporation's website at watercorporation.com.au/showerheadswap ("Exchange Point") to exchange it for a new replacement showerhead(s), only while supplies last.
4. A maximum of two old showerheads can be swapped for two replacement showerheads for each household, only while supplies last.
5. At the point in time that your old showerhead is accepted by the Exchange Point, the old showerhead becomes the property of the Water Corporation and cannot be returned to you.

You are responsible for:

6. Removal of the old showerhead(s), including ensuring the removal of the old showerhead is compatible with existing systems, the wall fitting(s) and plumbing. If you are in any doubt or require assistance, we recommend that you ask a licensed Plumber for advice or help.
7. Installation of the replacement showerhead(s), including ensuring the installation is compatible with existing systems, the wall fitting(s) and plumbing. If you need assistance with installing the showerhead(s), we recommend you contact a licensed Plumber. Find a Waterwise Specialist near you.
8. The condition, operation, maintenance, alteration, replacement, and/or removal of the replacement showerhead.

Water Corporation is not responsible for:

9. Removal of the old showerhead(s) or the installation of the replacement showerhead(s) or any costs, damage, loss or risk caused as a result.
10. The installation, maintenance, operation, alteration or replacement of the replacement showerhead; and/or
11. Any associated costs, loss or damage, incurred by participating in the Showerhead Swap program.

Additional terms and conditions:

12. The Water Corporation provides no warranty regarding the condition, capability, performance or suitability of the replacement showerhead for whatever purpose you intend to use the new showerhead(s).
13. The Exchange Point will act as a distribution point only for the showerhead/(s) on behalf of the Water Corporation. The Exchange Point bears no responsibility for any loss, damage, or claim arising out of the Showerhead Swap program, including any loss, damage or claims associated with the removal, installation, plumbing, and/ or manufacturer warranties.
14. For avoidance of doubt, Water Corporation is not the manufacturer of the showerheads provided under the Showerhead Swap program and does not provide any warranty regarding the performance of the showerhead(s).
15. To obtain your warranty and/or if you experience any product faults with your new showerhead(s), you will contact the relevant, manufacturer, directly.
 - a. If you have the Posh Solus Hi Rise shower or Mk3 hand-shower pictured below, you will need to provide details to the Exchange Point you collected your showerhead/s from. The Exchange Point will then email Waterwise.Towns@watercorporation.com.au with fault issues and supporting images. Water Corporation will contact Reece Plumbing Centre. Reece Myaree can be contacted on (08) 9263 1510 or by visiting their website at www.reece.com.au. Please note the warranty for these showerhead models will be void if the showerhead is tampered with.



- b. If you have the Bermuda Flexispray Hi Rise pictured below, you will contact the manufacturer, Methven, on 1300 638 483 or by visiting their website at www.methven.com.



16. The Showerhead Swap program ends 31 May 2025, but limited stock may still be available after this time. Please contact your local Exchange Point to find out if there is any stock remaining after 31 May 2025. Any remaining stock will also be subject to these terms and conditions.

Suitability of Showerheads:

17. The replacement showerheads provided under the Showerhead Swap program are water efficient.
18. The replacement showerheads are not suitable for low pressure, gravity fed (in the roof), and some instantaneous or continuous supply hot water systems. It is your responsibility to ensure the compatibility of your existing hot water system with the replacement showerhead(s). If in doubt, we recommend contacting a licensed Plumber for advice or help.