

# FAQs for Swap Locations

Regional Showerhead Swap Program 2023-24

*Thank you for your participation in our 2023-24 Regional Showerhead Swap Program. This is a fantastic opportunity for the community to get involved to help save water!*

For more details on the Program please visit [watercorporation.com.au/showerheadswap](https://watercorporation.com.au/showerheadswap) or contact or email [waterwise.towns@watercorporation.com.au](mailto:waterwise.towns@watercorporation.com.au)

## What is the Showerhead Swap program?

It is a waterwise initiative that allows residents in eligible regional towns to swap old inefficient showerheads for up to two new WELS 4 star rated (7.5L/min) efficient showerheads – **for free!** We use a lot of water in the bathroom, and showers make up to 22% of household water use. By simply switching to water efficient showerheads, residents can save up to 20,000 litres of water each year. The program will run from **1 October 2023 to 31 May 2024**, subject to stock availability.

## Who can swap their showerhead/s?

Water Corporation customers who live in the eligible towns listed on the website. List of eligible towns can be found at [watercorporation.com.au/showerheadswap](https://watercorporation.com.au/showerheadswap).

## What showerheads are on offer?

The two showerheads available to residents are as follows:



**Posh Solus Mk3 Hi Rise Shower**

**Box of 12**



**Posh Solus Mk3 Hand-shower**

**Box of 9**

## What is the swap process?

1. The customer will arrive at the swap location with their old showerhead(s) and either a Water Corporation bill or waterwise letter. If the customer doesn't have either, they can still make the swap if they have an Account Number.
2. Ensure the customer reads and understands the terms and conditions and provide them with a copy to take home with the showerhead/s. Full terms and conditions can be found [watercorporation.com.au/showerheadswap](https://watercorporation.com.au/showerheadswap)
3. Swap staff member inputs customer's details via the [online form](#) or records on hard copy for submitting after. Hidden form can be found at <https://www.watercorporation.com.au/showerheadrego>
4. Swap the old showerhead(s) for the new water efficient showerhead(s), recycling the old showerheads where possible (for metal components), where recycling is not possible, the old showerhead will go to landfill.

## How do I record the customers swap?

This is an important part of the Showerhead Swap program to ensure showerheads are recorded accurately and savings are attributed to customer uptake. Swaps can be recorded through the [online form](#). Please ensure you record all details on the form especially customer, account number, number and type of showerheads swapped. If you prefer to use a hardcopy form, I can provide a template so the correct details are captured and can be recorded once the swap has been made. Please [let me know](#) if this is your preference.

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### How do I order more showerheads?

Additional showerheads will only be ordered once you put in a request by emailing [waterwise.towns@watercorporation.com.au](mailto:waterwise.towns@watercorporation.com.au) please allow at least a week for delivery and factor this into your stock levels.

### What do I do with the old showerheads?

Our preference is for the showerheads to be recycled where possible. Investigate if there is a scrap facility near you, and set up a process that works for the swap location. Some scrap locations will also provide a cashback.

### What if the customer doesn't bring their old showerhead into the swap location?

The program is a showerhead swap, this helps ensure that we achieve the water savings required and prevents customers on-selling showerheads provided at no cost. If the customer attends without their showerhead(s) simply explain that Water Corporation is required to obtain the old showerhead(s) in order to exchange it. The customer must present both their old showerhead(s) and bill/letter with evidence of their account number in order to participate in the Program.

### If the customers property is NOT connected to Water Corporation scheme water, can they still swap their showerhead(s)?

Unfortunately, no. To participate in the Program, the customer must occupy a residential property connected to Water Corporation scheme water. The customer will have an account number starting with '90' to confirm they are a Water Corporation customer.

Water Corporation does have older style Bermuda showerheads available to those residents not on scheme water, so if you wish to provide these as part of the program, please [let us know](#).

### Who is responsible for the removal and installation the showerhead(s)?

The customer is responsible for removal of the old showerhead(s) and installation of new showerhead(s), including ensuring the removal of the old showerhead is compatible with existing systems, the wall fitting(s) and plumbing. If the customer needs assistance or advice, we recommend they speak with a licensed plumber. [Find a waterwise specialist](#) near you.

### What if damage is done to the wall or new showerhead(s)?

Water Corporation and Reece Plumbing takes no responsibility for damages incurred as a result of removing or installing the showerhead(s). If the customer needs assistance or advice, we recommend they speak with a licensed plumber.

### Can the customer swap a showerhead if they have a gravity fed or instantaneous hot water system?

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 the customers responsibility to ensure the compatibility of the existing hot water systems with the replacement showerhead(s). If the customer needs assistance or advice, we recommend they speak with a licensed plumber.

### If the customer is renting, can they exchange their showerhead(s)?

For a tenant to participate in the program, they will need their landlord's permission before exchanging their showerhead(s). Water Corporation does not require any documentation to confirm this, however it should be noted that it is the tenant's responsibility to obtain approval from the landlord or property manager in accordance with their Residential Tenancies Agreement.

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### **Who does the customer contact if the showerhead is faulty and how can they obtain their warranty?**

If the customer experiences any product faults, the customer can take the showerhead back to the swap location to be replaced. Because of the cost to send the showerhead back, to obtain warranty for the returned showerhead, photos can be taken of the showerhead so the manufacturer can assess it. Please send an email with photos to [waterwise.towns@watercorporation.com.au](mailto:waterwise.towns@watercorporation.com.au) to provide to the manufacturer, Reece. Please note, warranty will be void if the showerhead models have been tampered with.