

# 2025-26 Showerhead Swap Program

## Customer FAQs

### Why should I swap my showerhead?

Water efficient showerheads will;

1. Reduce your water use, reducing your bills and saving you money
2. Reduce energy used to heat the water, reducing your electricity or gas costs and greenhouse emissions
3. Help you save up to 20,000 litres of water each year

### Am I eligible to swap my showerhead?

Eligible towns are listed on our website [watercorporation.com.au/showerheadswap](http://watercorporation.com.au/showerheadswap). If you live in these towns and you're a Water Corporation customer, connected to scheme water you can swap your showerhead/s. You can swap up to two showerheads per household. We recommend calling ahead to confirm stock at your swap location. If you have participated in the program in previous financial years, you are not eligible to participate in the program this financial year.

### Why isn't my town included in the program?

Towns selected for the Showerhead Swap program are based on our water supply scheme and are available to help reduce water use in that community. Being waterwise is important for all communities, but unfortunately not all towns within the LGA are included. Towns are prioritised each year, for a number of reasons. Check our waterwise offers page on the website to see if your town is included in the future.

### Can I swap if I am not a Water Corporation customer?

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

### I don't own the house I live in, can I still swap?

Tenants can swap their showerheads but require the owner's permission and are responsible for securing any permissions required. You can swap a maximum of two showerheads per household.

### I have multiple properties that I would like new showerheads for, can I swap for all of them?

If you own or manage multiple properties with different Corporation account numbers, the Showerhead Swap will be available for a maximum of two showerheads per property.

### Who is responsible for the removal and installation of the showerheads?

You are responsible for the 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 you need assistance or advice, we recommend you speak with a licensed plumber. [Find a waterwise specialist near you.](#)

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### How to remove my old showerhead and install my new one?

#### Removing the old showerhead

**Step 1:** Place a non-slip mat in the shower area to stand on. Ensure the shower taps are turned off.

**Step 2:** Remove the existing showerhead and arm by turning it anti-clockwise, using an adjustable spanner. Do not use excessive force, as you may damage the wall. To avoid damage or scratching use a cloth or place tape in between the spanner and showerhead.

**Step 3:** Remove the flange from the supply outlet. Clean the thread of the supply outlet with steel wool or a stiff brush and dry thoroughly.

#### Installing the new showerhead

**Step 1:** Wind about six rotations of Teflon tape (which is provided with your new showerhead) around the supply outlet. Keep the outermost thread clear of the tape and place the new flange over the supply outlet.

**Step 2:** Screw the new showerhead and arm on to the supply outlet, turning clockwise to tighten. To avoid damage or scratching use a cloth or place tape between the showerhead and spanner. Do not use excessive force as you may damage the wall.

**Step 3:** Check that the shower does not leak, if it does remove the showerhead, replace the Teflon tape and refit the showerhead.

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

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

### Can I swap a showerhead if I 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 your responsibility to ensure the compatibility of the existing hot water systems with the replacement showerhead(s). If you need assistance or advice, we recommend you speak with a licensed plumber.

### Who do I contact if the showerhead is faulty and is there a warranty on the showerhead?

If you experience any product faults, you can take the showerhead back to the swap location to be replaced. Please provide photos of the fault to [Waterwise.Towns@watercorporation.com.au](mailto:Waterwise.Towns@watercorporation.com.au) and we will send this to the manufacturer, Reece. Please note, the warranty will be void if the showerhead models have been tampered with. There is a 10-year warranty on the showerheads for domestic use, and a 1-year spare parts and labour warranty. Full warranty information is included with your showerhead.