Water Corporation Regional Waterwise Showerhead Swap Program

Terms and Conditions

The Waterwise Regional Showerhead Swap Program is available to residential property owners in regional areas of Western Australia who are scheme water customers of Water Corporation.

If you have a residential property in one of the Eligible Areas, then you can attend your local Exchange Point and exchange up to 2 of your old showerheads for 2 new WELS 4-Star Rating showerhead models.

Water Corporation is offering the Program to improve water efficiency. The Program is open from 1 June 2026 until supplies of WELS 4-Star Rating showerhead models run out at local Exchange Points or as otherwise notified by Water Corporation on its website.

It is important that you read and understand the terms and conditions below before you decide to remove your showerheads and participate in the Program.

The Corporation offers the Program in accordance with the following terms and conditions. By participating in Program, you are taken to have accepted these terms and conditions. The Corporation may amend these terms and conditions.

Definitions

The terms in these conditions have the following meaning:

a. **Corporation** means Water Corporation (ABN 28 003 434 917);
b. **Eligible Areas** means one of the regional towns in the State of Western Australia identified in the list published on the Corporation's website;
c. **Exchange Point** means one of the exchange points identified in the Corporation's website;
d. **Licensed Plumber** means a person qualified to carry out water supply, sanitary or drainage plumbing work in Western Australia who hold a current licence issued by the Plumbers Licensing Board;
e. **Previous Program** means a previous Corporation Waterwise Regional Showerhead Swap Program;
f. **Program** means this Waterwise Regional Showerhead Swap Program;
g. **Program Period** means the period from 1 June 2026 until supplies of the WELS 4-Star Rating showerhead models run out at local Exchange Points or as otherwise notified by Water Corporation on its website, whichever occurs first; and
h. **WELS 4-Star Rating** means the product rating determined in accordance with the WELS standard (Australian Standard 6400:2016 Water efficient products - Rating and labelling) as amended from time to time.

Program Eligibility

The following conditions apply to be eligible for this Program:

1. You must own or rent a residential property in an Eligible Area which is connected to the Corporation's scheme water system.

2. You may only exchange up to two (2) old Showerheads for two (2) new Showerheads for each residential property during the Program Period. You are not eligible to apply if, in respect of the same residential premises, you have participated in a Previous Program and have already received two (2) replacement Showerheads.

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Swapping Showerheads

3. You must attend a local Exchange Point to present your old Showerheads with a copy of a recent bill from the Corporation in your name and to collect your new Showerheads.
4. We recommend that you contact the Exchange Point before removing the old Showerheads to ensure that the new Showerheads are still available.
5. Once your old Showerhead is accepted by the Exchange Point, the old Showerhead becomes the property of the Corporation and cannot be returned to you.

Showerhead Faults

6. To obtain your warranty in respect of new Showerheads which have been installed at your property under the current Program or a previous Corporation program, you should contact the Showerhead manufacturer directly.
7. If you have installed the Posh Solus MK 3 Hi Rise or the MK3 Handshower (pictured right) under the current Program or a previous Corporation Showerhead Swap Program and you experience product defects or faults then, provided that the Showerheads are still under warranty:

    a. you can attend the Exchange Point where the Showerhead was collected to obtain a replacement Showerhead. The Exchange Point will be required to email the Corporation with details of the product faults and any supporting images.
    b. If the Exchange Point is unable to provide a replacement Showerhead, then the Exchange Point will email the Corporation with details of the product faults and any supporting images. The Corporation will then liaise with the Reece Plumbing Centre directly to arrange a replacement Showerhead.
    c. If the Exchange Point is no longer operational, then please email the Corporation at Waterwise.Towns@watercorporation.com.au with details of the product faults and any supporting images. The Corporation will then liaise with the Reece Plumbing Centre directly to arrange a replacement Showerhead.
    d. you can also contact Reece Plumbing Centre directly regarding any product faults or warranty claims. Reece Myaree can be contacted on (08) 9263 1510 or via the Contact Us methods detailed on their website at www.reece.com.au.

8. If you have installed the Bermuda Flexispray Hi Rise Showerhead (pictured right) under the current Program or a previous Corporation Showerhead Swap Program and you experience product defects or faults then you will need to contact the manufacturer, Methven, on 1300 638 483 or via the Contact Us methods detailed on their website at www.methven.com.

9. If you have installed Showerhead models other than the:

    a. Posh Solus Hi Rise Showerhead;
    b. Mk3 Hand Showerhead; or
    c. Bermuda Flexispray Hi Rise Showerhead

    under the current Program or a previous Corporation Showerhead Swap Program and you experience any product defects or faults, then you should contact the relevant manufacturer directly.

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Removal and Installation of Showerheads

10. You acknowledge and agree that:

    a. you are responsible for removal of the old Showerheads and installation of the new Showerheads, including ensuring the removal and installation of the Showerheads is compatible with existing systems, the wall fittings and plumbing; and
    b. you are responsible for the operation and any future maintenance of the new Showerheads; and
    c. the new 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 new Showerheads.

11. If you require assistance or advice regarding the above, then we recommend that you contact a Licensed Plumber.

Warranty

12. The Corporation does not warrant or represent:

    a. that the Showerheads are suitable for a particular property;
    b. that the Showerheads are fit for purpose or will function in accordance with the specifications; or
    c. any matter as to the performance or quality of the Showerheads.

13. For avoidance of doubt, the Corporation is not the manufacturer of the Showerheads provided under the Program.

14. You acknowledge and agree that the relevant businesses that supplied the Showerheads and/or the Showerhead manufacturer are ultimately responsible for managing and determining all Showerhead faults, warranty claims and complaints.

Liability

15. The Corporation is not responsible for:

    a. removal of the old Showerheads, the installation of the new Showerheads or any costs, damage, loss or risk caused as a result; and
    b. the operation and any future maintenance or replacement of the new Showerheads.

16. The Corporation will not be liable for any damages, claims or loss whatsoever suffered as a result of your participation in the Program.

17. The Exchange Point will act as a distribution point only for the Showerheads on behalf of the Corporation. The Exchange Point bears no responsibility and will not be liable for any damages, claims or loss whatsoever suffered as a result of your participation in the Program.

Privacy Statement

Personal information provided for the purposes of this Rebate/Program will be collected and used by the Corporation to assess, administer and deliver the Rebate/Program. The Corporation may disclose your personal information to third parties engaged to assist in administering the Rebate/Program, delivering related services and supporting water efficiency programs. Personal information will otherwise be collected, used and disclosed in accordance with the Corporation's Privacy Policy.