

showerhead swap

Frequently Asked Questions

Why is the Water Corporation encouraging the use of water efficient showerheads?

Perth's drying climate means we all need to save water now and in the future. Installing a water efficient showerhead is the best way to save water inside the home – on average 22% of all household water use is in the shower. By switching to high efficiency showerheads, you can still enjoy a good pressure shower and save between 20 and 30 litres of water per person per day.

Why should I change to a water efficient showerhead?

- Keeps your bills low and saves you money
- Saves between 20 and 30 litres of water per person per day
- Reduces the amount of energy required to heat the water thereby reducing greenhouse gas emissions

How do I take advantage of the offer and get my new showerhead/s?

Take up to two of your old showerheads along with your 2011 **water use account**, to the Returns and Exchanges desk at your closest Bunnings location in the Perth Metropolitan area for a free on-the-spot swap. Visit http://www.bunnings.com.au/stores_WA.aspx for metropolitan store locations.

How would a plumber remove my old one and install my new showerhead?

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.

I don't receive my next water use bill until later in the year, but I want to swap now. How can I do this?

As long as you are the owner, managing agent, an authorised person on the property account or a tenant authorised to receive the water use account for the property, we can issue you with a letter that you can take to Bunnings. Simply call the Water Corporation on **1300 133 646**.

If you are renting and are not authorised to receive the water use account for the property, you will need to contact your landlord or managing agent. If they agree to the swap, they can arrange it on your behalf.

What is the Water Efficiency Labelling Standards (WELS) rating of the showerheads on offer?

You will receive a 3-star rated showerhead/s which means they use 9 litres of water per minute.

Do I need to engage a licensed plumber to install the showerheads?

We recommend you contact a licensed Waterwise plumber to install your showerheads.

Can I still swap my showerhead if I have a gravity fed or instantaneous hot water system?

Owners of gravity fed hot water systems are advised **not** to change over their showerheads as part of this program, as these systems generally operate at a low flow. Gravity fed hot water systems already have low water pressure as they are only assisted by gravity making them quite efficient.

Some old instantaneous hot water systems may also be incompatible with a high efficiency showerhead. We recommend you check with a waterwise plumber before exchanging your showerhead/s.

What if damage is done to the wall or new showerhead?

The Water Corporation takes no responsibility for damages incurred as a result of removing or installing the showerhead/s. We recommend you contact a waterwise plumber to install your showerhead/s. Visit our [website to find your local Waterwise plumber](#).

Do I get any costs reimbursed if damage is done to my wall or new showerhead?

No the Water Corporation will not reimburse any costs incurred if damage to property occurs when installing the new showerhead/s.

Where can I find more information about the program?

Your next water use account will contain all the information you need to know about the swap.

What if my showerhead is faulty?

If you believe you have a faulty showerhead call the manufacturer, Methven, on 1300 638 483.

What if I don't like my new showerhead, can I return it?

You will **not** be able to reclaim your old showerhead once you have handed it in at Bunnings. The scrap metal of the old showerheads will be recycled. If you would like to replace it, you will need to purchase and install a new showerhead. The showerhead you receive through the Showerhead Swap Program cannot be exchanged for cash or any other product.

What do I do if the water pressure with my new showerhead is too weak?

If you are not satisfied with the water pressure, remove the showerhead/s and install it again. If you are still not satisfied, visit your local Bunnings warehouse to purchase a showerhead that suits your needs.

Do the showerheads come with a guarantee?

Yes. The manufacturer, Methven, guarantees the showerheads for 25 years. Please call Methven on 1300 638 483 if you have a warranty issue. When you swap your showerhead at Bunnings you will receive a receipt at the end of the transaction. Please retain this receipt as proof of purchase.

If I have bought my own water efficient showerhead will Water Corporation refund my money?

No.

Will my shower quality be affected?

In years gone by, some water efficient showerheads focused more on water saving than comfort. Today, these showerheads must meet rigorous performance standards set by Standards Australia for spray pattern, delivery temperature etc.

Your new showerhead is a Flexispray Bermuda 3 Function Hi Rise and is rated 3-star which means it uses 9 litres of water per minute. Over a year, one new showerhead will save between 7,000 and 11,000 litres of water per person, per year.

I have two (or more) showers. Am I entitled to more than one showerhead?

You can exchange up to two showerheads per household in the one transaction.

What happens to the old showerheads?

Once you have swapped your old showerhead it will be placed in a recycling bin and recycled. You will not be able to reclaim it once you have handed it in.

Do I have a choice in what type of water efficient showerhead I receive? What colours does the showerhead come in?

The showerheads that are part of the swap are Flexispray Bermuda 3 Function Hi Rise and come in one colour – chrome.

What type of showerhead will I receive?

You will receive a new Flexispray Bermuda 3 Function Hi Rise showerhead. The recommended retail price for the showerhead on offer is \$24.95, however it is provided free of charge when you swap your old one.

How did you choose this showerhead? Did you trial it?

Fifteen different types of showerheads were tested by over 90 Water Corporation staff. The results from this trial were collated to determine which the preferred showerhead was. These results were kept in mind when awarding the tender for the purchase of showerheads.

What do I get when I exchange my showerhead?

When you hand in your old showerhead and present your 2011 water use account, you will receive a new, high efficiency showerhead and arm, a flange and tape. The pack you will receive contains everything that will be needed to install the new showerhead. The tools needed are an adjustable spanner, steel wool and a non-slip mat.

What happens if I do not bring either my old showerhead or my water use account to Bunnings?

You will be unable to swap your showerhead if you do not take both of these items to Bunnings. You must present both your 2011 water use account and your old showerhead/s to Bunnings in order to receive your new showerhead/s.

What happens to my water use account when it is presented at the time of the swap? Do I get it back?

When you hand over your water use account at the time of the swap, the barcodes on the account will be scanned during the transaction. Your water use account will be returned to you once the transaction is complete.

I'm renting, can I exchange my showerhead?

If you're renting you require your landlord's permission (verbal or other) before exchanging your showerhead/s. We do not require any documentation to confirm this, however it should be noted that it is your responsibility to obtain approval from your landlord.

Who should I contact if I have concerns before I install my new showerhead/s?

We recommend you contact a Waterwise plumber. Visit our [website to find your local Waterwise plumber](#).

What if I have any problems after my new showerhead/s are installed?

For installation issues we recommend you call a Waterwise plumber. For support with faulty products please call the manufacturer Methven on 1300 638 483.

How do I know if my showerhead/s is already efficient or not?

An efficient showerhead delivers 9 litres of water per minute. Place a 9 litre bucket in the shower to catch the water and turn the taps on for 1 minute. If the bucket overflows (fills before 1 minute expires), your showerhead is not the most efficient available and needs replacing. Make sure you pour the water you catch out onto your garden.

What if I don't receive a water use account?

If you are a Water Corporation customer (property owner, managing agent or an authorised person on the property account) but don't receive a water use account you can call us on **1300 133 646** and we will send you a letter with the information you will need to take to Bunnings to swap your showerhead/s.

If you are renting and **do not** receive the water use account for the property, you will need to contact your landlord or managing agent. If they agree to the swap, they can arrange it on your behalf.

I receive my water use bill electronically. Am I able to print that off and take it to Bunnings?

No, your electronic bill will not contain the barcodes you need. We can issue you with a letter that you can take to Bunnings's. Simply call the Water Corporation on **1300 133 646**.

Can commercial and business customers such as hotels participate in the Showerhead Swap program?

No the program is only available to residential customers at this stage.

Why is this program not available in Regional WA?

The program is just one of many water efficiency initiatives happening right across the State. Each initiative is specifically designed to achieve maximum savings in the region.

Previously we have run showerhead swap or retrofit programs in Nabawa (Mid West), Kalgoorlie-Boulder, Esperance (Goldfields/Agricultural Region), Margaret River, Gracetown, Nannup, Kirup, Mullalyup, Balingup, Greenbushes, (South West Region), Albany, Mt Barker, Cranbrook and Frankland (Great Southern Region).

We have also commenced H2ome Smart, a one-on-one water efficiency coaching and retrofit program, in the West Pilbara, East Pilbara, Kimberley and Great Southern regions.

Visit our [website](#) to find out what water efficiency programs are happening in your local area.

Why is Bunnings participating in the program?

Bunnings was selected as our partner after a competitive and transparent tender process. We were seeking a supplier that provided the most sustainable and cost effective showerhead. Bunnings is committed to sustainability and educating customers on water saving behaviour change so there was a fit with the Water Corporation. Bunnings is supplying the showerheads at a unit cost and are distributing them on behalf of the Water Corporation free of charge.

Will Bunnings use my details for personal marketing?

No. We do not pass on any of your personal details to Bunning's. The barcodes that Bunning's will scan contains your Water Corporation account number only. It does not contain any of your personal details. It will not be possible for Bunnings to use your account number for marketing or promotional purposes.

I'm a Homeswest tenant, how can I participate?

The Water Corporation is liaising with Homeswest to ensure that all Homeswest properties have the opportunity to swap showerheads. For more details, contact your Accommodation Manager.

Is there an expiry date for this program? How long have I got to swap my showerhead?

The program will conclude once all available stock has been swapped. If you wish to swap your showerhead/s, we recommend you get in quick!

Who is funding the showerhead swap?

The Australian Federal Government is providing joint funding of \$2.4 million through its *Water for the Future* initiative. The Water Corporation of Western Australia is matching the funding and the program will be managed by the Water Corporation.