



BUSSELTON WATER

Showerhead Swap Program 2025-26

Terms and Conditions



The **Showerhead Swap Program** is available to residential property owners who are customers of Busselton Water and connected to scheme water. You can now exchange up to two of your old showerheads for new water efficient WELS 4-star rated models.

The **Showerhead Swap Program** will be open from 1 October 2025 to 31 May 2026, or when supplies are exhausted.

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

Busselton Water offers the **Showerhead Swap Program** in accordance with the following terms and conditions. By participating in the Showerhead Swap Program, you are taken to have accepted these terms and conditions.

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

1. You must be a Busselton Water customer; 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 Busselton Water in your name to Busselton Water Administration at 1 Fairbairn Road, Busselton to exchange it for replacement showerhead(s), only while supplies last. If you are a tenant, you will need to supply proof of your agreement with the landlord to participate in the Showerhead Swap Program and proof of your tenancy in addition to a recent bill from Busselton Water in your name or the landlord's name.
4. A maximum of two (2) old showerheads can be swapped for two (2) replacement showerheads for each household, only while supplies last.
5. Busselton Water may require that you sign an acknowledgement of these terms and conditions in order to exchange your old showerhead(s) for replacement showerhead(s). These terms and conditions will be and remain binding notwithstanding that Busselton Water does not obtain such an acknowledgement.
6. At the point in time that your old showerhead is accepted for exchange by Busselton Water, the old showerhead becomes the property of Busselton Water and cannot be returned to you.

You are responsible for:

7. Removal of the old showerhead(s), including ensuring the removal of the old showerhead is compatible with existing systems, the wall fittings and plumbing. If you are in any doubt or require assistance, we recommend that you ask a licensed plumber for advice or help.
8. Installation of the replacement showerhead(s), including ensuring the installation is compatible with existing systems, the wall fittings and plumbing. If you need assistance with installing the replacement showerhead(s), we recommend you contact a licensed plumber.
9. The condition, operation, maintenance, alteration, replacement, and/or removal of the replacement showerhead.
10. Ensuring compliance with the *Plumbers Licensing and Plumbing Standards Regulations 2000*, as applicable, if any of the above is not or ceases to be minor plumbing work within the meaning of those regulations. If you are in doubt whether that is the case or require assistance, we recommend that you ask a licensed plumber for advice or help.

Busselton Water is not responsible for:

11. 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.
12. The installation, maintenance, operation, alteration or replacement of the replacement showerhead.
13. Any associated costs, loss or damage, incurred by participating in the Showerhead Swap Program.

Additional terms and conditions

14. Busselton Water provides no representation or warranty regarding the condition, capability, performance or suitability of the replacement showerhead for whatever purpose you intend to use the new showerhead/s.

15. For avoidance of doubt, Busselton Water 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.
 - a. You may contact the relevant manufacturer of your new showerhead with enquiries about any warranty for your new showerhead or any product faults or potential defects you encounter. You may also contact Busselton Water about potential defects or faults with your new showerhead by emailing admin@busseltonwater.wa.gov.au with a description of the issues and supporting images.
16. The Showerhead Swap Program ends 31 May 2026, unless Busselton Water's supply of replacement showerheads is exhausted sooner. If any showerheads remain available after this time, Busselton Water may extend the program at its discretion. 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 designed to be water efficient.
18. The replacement showerheads are not suitable for use in 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.