

Frequently Asked Questions

What do I need to exchange my showerhead?

To exchange your showerheads you need to bring:

- The old showerhead and arm (or multiple showerheads – you can exchange more than one)
- Your water bill.

How do I take off the old showerhead?

You can view step by step instructions [here](#)

I'm renting, can I exchange my showerhead?

If you're renting you require your landlord's (verbal or other) permission before exchanging your showerhead. CWW does not require any documentation to verify this – however it should be noted that the onus is on you to have received approval from your landlord.

What do I receive when I exchange my old showerhead?

Upon providing the old showerhead you will receive a new, 3-star water-efficient showerhead and arm, a flange and plumbers tape – the pack contains everything that is required to install the new one.

What is the name of the showerheads provided in this program?

You will receive a new 3-star Flexispray Bermuda II Hi Rise showerhead. The showerhead normally retails at around \$30, however it is provided **free** of charge when you exchange your old one. Instructions for installing the showerhead are included in the packaging. The Flexispray Bermuda II Hi-Rise was rated second for overall "satisfaction" in a *CHOICE* magazine trial of water efficient showerheads.

What colours does it come in?

The Flexispray Bermuda II Hi Rise in chrome and white.

What sort of savings will the new showerhead provide?

A 3-star water efficient model can reduce energy and water bills and save up to 13,500 litres of water per person per year for the life of the showerhead.

What happens to the old showerheads?

The old showerheads are collected and recycled as scrap metal. The proceeds are donated to a local charity or council environmental programs (depending on who is running the exchange). It should be noted that after participating in the program you will not be able to get your original showerhead back.

What about gravity fed and instantaneous hot water systems?

It is advised that owners of gravity fed hot water systems do not 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 a very low water pressure due to only being assisted by gravity, and as such the flow rate is normally around 10 litres per minute, making them quite efficient. Some older instantaneous hot water services may also be incompatible with a low flow showerhead – please check with a plumber.