

How to change your showerhead

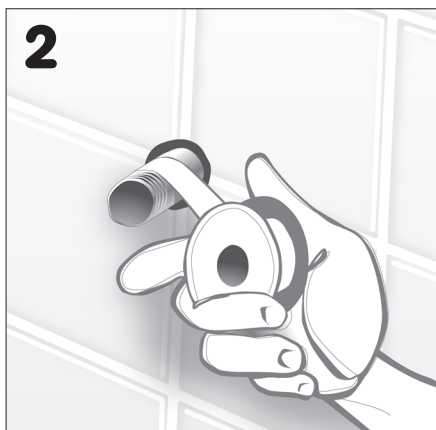
Before you exchange your showerhead, you will of course need to remove your old showerhead using these simple instructions.

You don't need to turn off the mains water supply before installing your showerhead.

1 Make sure shower taps are turned off. Using a spanner or multigrips undo the showerhead arm from the wall turning anti-clockwise. (To avoid scratching or damage use a cloth or place tape in between the spanner and showerhead).

2 Swap your old showerhead for a brand new one. Clean thread with a brush or steel wool. Apply 3-4 rotations of teflon tape (provided) tightly in a clockwise direction. This will help to prevent leaks between the showerhead and water pipe.

3 Install your new water efficient showerhead following the instructions on the back of your showerhead pack.



Answering your questions:

1. Does it matter what type of hot water service I have?

Yes, the type of hot water service you have can impact on the effectiveness of water efficient showerheads. 3 star rated showerheads are not compatible with gravity fed (in the roof) or some instantaneous or older hot water systems.

2. What does 3 star rated mean?

"3 stars" is comparable to "AAA" under the old voluntary national product labelling scheme. The more stars given to a product, the better it is at saving water. 3 stars is currently the highest standard available in showerheads.

3. Is it true that water efficient showerheads provide an unpleasant shower experience?

In years gone by, some water efficient showerheads focused more on water saving than comfort. Today, all 3 star rated showerheads must meet rigorous performance standards set by Standards Australia. These showerheads are designed to use water more efficiently while still giving you a great shower.

4. What type of showerhead will I receive?

South East Water is offering the Interbath Classic II Rainmaker Hi-Lo Showerhead in either chrome or white as your new 3 star water efficient showerhead. This showerhead suits most existing bathrooms.

5. I am a tenant/renter. Am I still eligible for a 3 star rated showerhead?

You can still receive the FREE showerhead provided you have obtained consent from the property owner.

6. Does a 3 star rated showerhead mean I can take a longer shower?

The purpose of 3 star rated showerheads is to use water more efficiently. If you were to lengthen your shower time this would cancel out any potential water savings. Try to keep your shower time to less than four minutes.

7. I have more than one shower, am I entitled to more than one 3 star rated showerhead?

Yes, we will exchange as many showerheads as you have showers, to a maximum of three per household.

Terms and Conditions

South East Water is not responsible for the removal or installation of the showerheads or any damage caused as a result. Should defects develop with the showerhead, please contact South East Water regarding warranties with the manufacturer of the product. South East Water will act as an agent to exchange the defect showerhead. A maximum of three showerheads per household. Not suitable for low pressure hot water systems. South East Water takes no responsibility for plumbing issues relating to your property as a result of this program. The resident must hand over their old showerhead for recycling at the time of the exchange.

By choosing to participate in the showerhead exchange program, you will not be able to get back your original showerhead once exchanged.