

WaterFix® toilet checklist

Please complete this checklist before you call us about a toilet replacement.

Select a toilet

- | | |
|---|----------------------------------|
| <input type="checkbox"/> Standard model 1 | <input type="checkbox"/> Premium |
| <input type="checkbox"/> Standard model 2 | <input type="checkbox"/> Skew |
| <input type="checkbox"/> Mid-range | |

Location of outlet pipe

- Floor behind toilet [Diagram 1]:
distance between centre of outlet pipe to **wall** _____ cm
- Wall behind toilet [Diagram 2]:
distance between centre of outlet pipe to **floor** _____ cm
 - Does the outlet pipe go into the wall at an angle? (veers left, right, up or down).
- Wall beside toilet [Diagram 3]:
distance between centre of outlet pipe to **wall** _____ cm

Location of water inlet tap

- Higher than toilet seat
- Lower than toilet seat
- Not sure

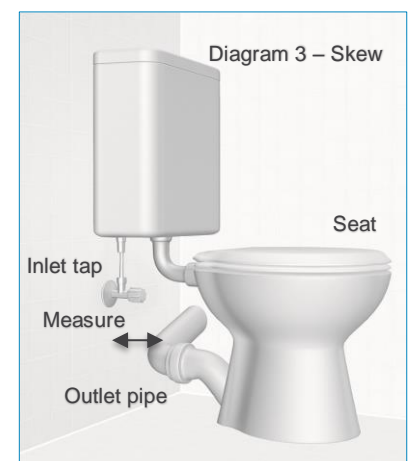
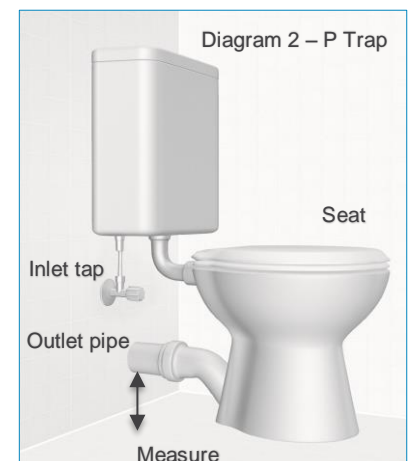
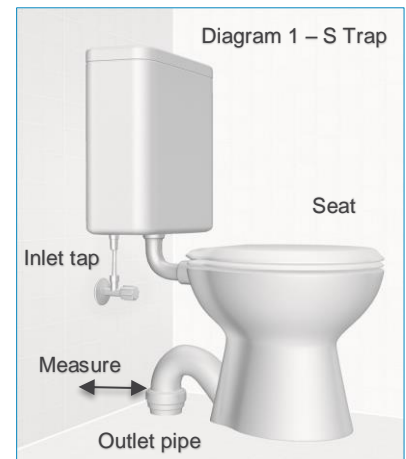
Select your payment option

- Single payment
- Deferred instalments (\$44 administration fee)

If you are a tenant, do you have your landlord's permission to take part in this service?

- Yes
- No
- N/A

Please be aware: once we have installed your new toilet, do not sit or put any weight on it for 24 - 48 hours while the cement hardens.



Unfortunately, not all toilets can be replaced as part of the WaterFix program. Occasionally an existing toilet won't be compatible with a toilet suites we supply. This may be because of one of the reasons below:

The distance and/ or angle of the outlet pipe won't allow the new toilet suite to fit

The distance from a toilet's outlet pipe to the wall or floor can vary. Because of this, toilet suites are made adjustable to fit a range of set outs. Occasionally a toilet suite can't be adjusted to fit the set out of an existing toilet and we are unable to replace the toilet.

If the outlet pipe enters the floor or wall at an angle (veers left/right/up/down) this may mean additional work is needed to fit the toilet.

Major additional work is required

In some cases, additional work will be needed before a toilet can be replaced. Reasons may be:

- unstable floorboards and joists that need to be replaced
- blocked or clogged sewer systems that need to be dug up and repaired or replaced
- stop taps that need to be repositioned behind a wall or tiles
- heritage or rare tiles that are at risk of being damaged during the replacement of your toilet
- under floor heating elements that are at risk of being damaged during the replacement of your toilet.

Replacing the toilet would risk the plumber's health or safety

If the plumber believes there is a risk to their health or safety they may choose to not complete the replacement.

- The plumber cannot complete plumbing work if there is an electric current in your water service. Your electrician will need to fix it before any plumbing work can begin.
- If the plumber believes a building is structurally unsound or believes that it may become unsafe if they removing your existing toilet they may choose to not complete the replacement.

If you have a toilet that can't be replaced as part our service and you wish to discuss this further, please call 1800 807 475.