

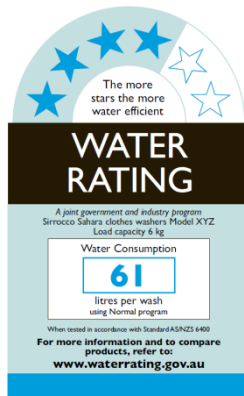


## Supplying WELS products online - Frequently asked questions

This document provides information relating to the supply of WELS products online.

### 1. What is WELS?

Since 2005, WELS has been the national instrument for encouraging more efficient domestic water use. Labelling products with their water consumption changes purchasing decisions of water-using products and has driven both reductions in demand for water and competition amongst suppliers to reduce the water consumption of their products. Reductions in urban water demand have a positive effect on the environment through reductions in extractions from rivers and storages and decreasing emissions from energy production.



### 2. What are WELS products?

WELS products are new water-using products for sale or supply to the Australian market. WELS products include:

- lavatory equipment (toilet pans, cisterns, flushing mechanisms & suites)
- urinal equipment
- taps intended for use over a basin, sink or tub (excluding over a bath)
- showers for personal bathing
- flow controllers
- washing machines, including combination washer/dryers
- the dryer function of combination washer/dryers and
- dishwasher

### 3. What do I need to do to comply?

WELS is a mandatory scheme which requires registration and labelling of all WELS products. WELS products must be registered to be legal for sale in Australia, including advertising for sale on Australian websites. For more information about registering products see:

- Registering products: <http://waterrating.gov.au/industry/registering-products>

### 4. Why is compliance action being taken?

WELS is conducting an ongoing compliance and enforcement programme on the online supply of WELS products. Any products which are not supplied in accordance with the WELS requirements will be assessed and WELS may take enforcement action. A WELS product must be labelled and supplied consistent with its registration. High rates of compliance by industry ensures consumers confidence in the WELS scheme.

## 5. How do I check if my product is registered?

You can check if your WELS product is registered on the WELS product database. You can search for products by entering the WELS model name for the product or by searching using the brand, water rating information or model code. If you cannot find a registration for the WELS product the next steps are:

1. Contact the supplier of the WELS product and request the WELS information.
2. If your supplier is unable to provide the information or the information provided by your supplier is incorrect contact WELS compliance and provide the model details of the product and an image of the product and packaging.

## 6. How do I supply WELS products online?

For information on how to supply a WELS product online see:

- Supplying WELS products online: <http://www.waterrating.gov.au/industry/online-supply>

## 7. What happens if I do not comply with the WELS Act?

The WELS Act includes a broad range of measures for managing suspected or confirmed instances of non-compliance. These range from administrative measures, civil remedies and criminal penalties. For more information on the compliance and enforcement section of the WELS website see:

- WELS compliance and enforcement: <http://www.waterrating.gov.au/industry/compliance-enforcement>

### Helpful links:

<b>WELS standard AS/NZS 6400:2005</b>	For a free download of the Standard see: <a href="http://infostore.saiglobal.com/store/Details.aspx?productID=1636802">http://infostore.saiglobal.com/store/Details.aspx?productID=1636802</a>  You will need to register to obtain a copy.
<b>Registration information</b>	<a href="http://www.waterrating.gov.au/industry/registering-products">http://www.waterrating.gov.au/industry/registering-products</a>
<b>WELS product database</b>	<a href="https://apps5a.ris.environment.gov.au/wels-public/search-product-load.do;jsessionid=54890060ED4F2B4DF685E44D5F6100ED?src=menu">https://apps5a.ris.environment.gov.au/wels-public/search-product-load.do;jsessionid=54890060ED4F2B4DF685E44D5F6100ED?src=menu</a>
<b>WELS regulations and standards</b>	<a href="http://www.waterrating.gov.au/industry/regulations-standards">http://www.waterrating.gov.au/industry/regulations-standards</a>
<b>Guidance - Labelling of WELS products in advertising materials</b>	<a href="http://www.waterrating.gov.au/industry/online-supply">http://www.waterrating.gov.au/industry/online-supply</a>
<b>WELS contact information</b>	<b>Email:</b> <a href="mailto:welscompliance@agriculture.gov.au">welscompliance@agriculture.gov.au</a> <b>Phone:</b> free call within Australia on 1800 372 746 or +61 2 6272 5232 (international) 8:30am-5:00pm (Mon-Fri) AEDST <b>Fax:</b> 02 6272 3027 <b>Post:</b> WELS Section Water Division Department of Agriculture and Water Resources GPO Box 858 CANBERRA ACT 2601

## 8. What is Watermark™?

WELS plumbing and sanitary products need to have a Watermark™ to be registered with the WELS scheme. WaterMark™ is a product quality certification mark provided by independent certifying authorities. It confirms the product complies with the Plumbing Code of Australia and the relevant Australian Standards, which relate to product quality, including health and safety, and warrant that it is fit for purpose.

WaterMark™ certification is mandatory for products to be legally installed in accordance with state and territory plumbing regulations. Products required to be certified are listed in the Plumbing Code of Australia (PCA) and AS3500.000. Watermark™ is only required for products specified as plumbing products in the PCA (showers, taps, toilets, urinals, flow controllers) and not for whitegoods (dishwashers and washing machines).



For more information on Watermark™ see the Australian Building Codes Board (ABCB) website: <http://www.abcb.gov.au/product-certification.aspx>