Weather-Based Irrigation Controller Rebate
Terms and Conditions

It is important that you read and understand these Terms and Conditions before purchasing, installing or applying for the Weather-Based Irrigation Controller Rebate.

Program Overview

Eligible customers may apply for:

- A rebate of **up to $300**, or the cost of the eligible products and services (whichever is less), towards the purchase and installation of an eligible weather-based irrigation controller or approved weather-based controller upgrade module.

Applications for the rebate are open from **19 October 2026** until **31 May 2027**, or until program funds are exhausted or otherwise advised by Aqwest.

By participating in this program and applying for a rebate, you are deemed to have read, understood, and accepted these terms and conditions. Aqwest reserves the right to amend these Terms and Conditions at any time.

Eligibility Requirements

To be eligible for the Weather-Based Irrigation Controller Rebate:

1. You must be an Aqwest property owner i.e. own a property serviced by Aqwest.
2. The premises your application is submitted for must be connected to Aqwest Scheme Water.
3. The weather-based irrigation controller or upgrade module must be supplied, installed and programmed by an Approved Irrigator. Controllers that are self-installed or installed by a non-approved contractor are not eligible for a rebate.
4. The customer must be present at practical completion of the installation to receive instruction on the operation of the controller and sign the Controller Programming Checklist.
5. The weather-based irrigation controller or upgrade module must be purchased and installed during the rebate period.
6. The controller must be operational and configured to automatically adjust irrigation schedules using weather data.
7. You must not have already participated in this rebate; this applies per property and includes prior program versions.
8. The weather-based irrigation controller or upgrade module is intended to remain installed and operational at the property following installation and rebate approval.
9. Aqwest reserves the right to determine whether a controller or upgrade module meets the eligibility requirements of this program.

Eligible Products and Services

10. Eligible products may include:
    - Any certified smart controller, or Wi-Fi module upgrade, that uses local weather data to automatically adjust watering schedules.
11. To be eligible, the controller must:
    - Automatically adjust irrigation schedules based on weather conditions.
    - Utilise weather information obtained through Wi-Fi, internet connectivity or an approved weather station.
    - Be fully programmed, commissioned and operational at the time of application.
12. Eligible services must include:
    - Supply of an eligible controller or approved upgrade module.
    - Installation of the controller or upgrade module.
    - Programming and commissioning of the controller.
    - Wi-Fi setup and connection, where required for weather-based functionality.
    - Customer instruction and handover.

Ineligible Products & Services

13. The following products and services are not eligible:
    - Standard irrigation timers that do not adjust according to weather conditions.
    - Rain sensors installed without a compatible weather-based controller.
    - Electrical works, including services provided by a licensed electrician.
    - General irrigation maintenance or repairs.
    - Landscaping works.
    - Reticulation pipework replacement.
    - Works connected to a bore irrigation supply.
    - Any work unrelated to the installation and operation of an eligible controller.

Application Process

To claim the Rebate:

14. The rebate can only be claimed by completing and submitting the application form found on Aqwest's website – www.aqwest.com.au.
15. Applications must include:
    a. A completed and signed application form.
    b. A copy of the paid invoice or receipt.
    c. A completed installation checklist signed by the approved irrigator.
16. The invoice must clearly show:
    a. Customer name.
    b. Property address.
    c. Installation date.
    d. Controller make and model.
    e. Total amount paid.
17. Applications must be submitted within 30 days of installation.
18. The rebate is non-transferable and can only be claimed during the rebate period.

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Rebate Payment

19. Aqwest will determine eligibility by reviewing the information contained in the application. Aqwest may approve or deny any application at its discretion and all decisions are final.
20. If the rebate is approved by Aqwest, it will be based on the paid invoice value. Payment will be made by crediting the Aqwest account provided by the customer in the application.

Verification and Audit

21. Work undertaken in relation to the rebate may be audited by Aqwest and supporting information may be requested to verify eligibility.

Liability and Warranties

You:

22. Acknowledge that the approved irrigator is responsible for supply, installation, programming and customer service relating to the controller.
23. Are responsible for the ongoing operation, maintenance and management of the controller following installation.
24. Are responsible for ensuring any required Wi-Fi or internet connection is maintained to enable weather-based functionality where applicable.
25. Acknowledge and agree that the relevant businesses that supplied the products and services are responsible for managing all aspects of customer service including but not limited to scheduling, installations, warranty claims and complaints.

Aqwest is not responsible for:

26. Determining the suitability of a product or service for a particular property.
27. The installation, programming, maintenance, operation, alteration or replacement of any controller.
28. The performance or quality of any controller manufacturer, supplier or installer.
29. The availability, functionality or accuracy of weather data services used by the controller.
30. Any matter regarding the performance or quality of the Irrigator.
31. Liability for any damages, claims or loss suffered as a result of the installation of the product or the performance of the irrigator.
32. The eligible products or services may come with guarantees that cannot be excluded under the Australian Consumer Law.
33. For avoidance of doubt, Aqwest is not the manufacturer or supplier of the products or the service provider.
34. Any warranty claims must be directed to the relevant manufacturer, supplier or installer.
35. Aqwest does not provide any warranty regarding the condition, capability, performance or suitability of eligible products.
36. You may be entitled to compensation for reasonably foreseeable loss or damage from the manufacturer, supplier or installer.
37. Aqwest is not responsible for any associated costs, loss or damage incurred through participation in the Weather-Based Irrigation Controller Rebate Program.

Additional Terms and Conditions:

38. Approved Irrigator means a Waterwise Garden Irrigator endorsed by Irrigation Australia and approved by Aqwest to participate in the Weather-Based Irrigation Controller Rebate Program.
39. The rebate program is subject to available funding and may be amended, suspended or closed at any time without notice.
40. Your personal information is collected by Aqwest – Bunbury Water for the purpose of responding to your enquiry or completing your request for service. For further information, please visit https://aqwest.com.au/privacy-policy