

TERMS & CONDITIONS

1. **Promotion:**
Rinnai x Plumbing Plus – National Hot Water Campaign
2. **The Promoter:**
The “Promoter” is Rinnai Australia Pty Ltd (ABN: 74 005 138 769) 82 – 88 Mills Road, Braeside Victoria 3195.
3. **Promotion Type:**
Cashback via physical Mastercard gift card.
4. **Purchase Period:**
Purchase Period commences 7:00am AEST 1 June 2026
Purchase Period concludes 5:00pm AEST 31 July 2026.
5. **Participating Locations:**
Australian Capital Territory (ACT), New South Wales (NSW), South Australia (SA), Victoria (VIC), Northern Territory (NT), Tasmania (TAS), Western Australia (WA) and Queensland (QLD).

Participating Merchants:

The following Merchants within the Plumbing Plus network are deemed Participating Merchants in this Promotion (“Participating Merchants”).

Company Full Name	Suburb	State
Mitchell Building Supplies	Mitchell	ACT
Fyshwick Builders Supplies	Fyshwick	ACT
Southern Plumbing Supplies Pty Ltd	Fyshwick	ACT
Innovations - Retail Showroom	Mitchell	ACT
Southern Plumbing Plus - Trade Store	Mitchell	ACT

Company Full Name	Suburb	State
Ace Gutters	Mortdale	NSW
Ace Gutters	South Nowra	NSW
Cass Brothers	Petersham	NSW
Cass Brothers	Waverley	NSW
CBS Building Supply	Minchinbury	NSW
Cook's Plumbing Supplies	North Rocks	NSW
Cook's Plumbing Supplies	Albion Park	NSW
Home Options Gallery (by appointment only)	Baulkham Hills	NSW
Cook's Plumbing Supplies	Botany	NSW
Cook's Plumbing Supplies	Castle Hill	NSW
Cook's Plumbing Supplies	Moorebank	NSW
Cook's Plumbing Supplies	Windsor	NSW
Cook's Plumbing Supplies	Penrith	NSW
Cook's Plumbing Supplies	Frenchs Forest	NSW
Cook's Plumbing Supplies	Beresfield	NSW
Dahlsens Albury-Wodonga	Albury	NSW
Dahlsens Deniliquin	Deniliquin	NSW

Dahlsens Griffith	Griffith	NSW
Dahlsens Wagga Wagga - Trade & Truss and Frame	Wagga Wagga	NSW
Dahlsens Kirrawee	Kirrawee	NSW
Dahlsens Rydalmere	Rydalmere	NSW
Dahlsens Smeaton Grange	Smeaton Grange	NSW
Dahlsens Smithfield	Smithfield	NSW
Dahlsens Morisset	Morisset	NSW
Dahlsens Wyong - Truss and Frame	Wyong	NSW
Dahlsens Ulladulla - Truss and Frame	Ulladulla	NSW
Dahlsens Alexandria	Alexandria	NSW
Dahlsens Central Coast - Distribution Centre	West Gosford	NSW
Dahlsens Macarthur - Truss and Frame	Smeaton Grange	NSW
Dahlsens Riverstone - Truss and Frame	Riverstone	NSW
DIY Timbers (Dahlsens)	Bomaderry	NSW
Eagles Plumbing Plus - Administration	West Gosford	NSW
Eagles Plumbing Plus	Cessnock	NSW
Eagles Plumbing Plus	Charmhaven	NSW
Eagles Plumbing Plus	Coffs Harbour	NSW
Eagles Plumbing Plus	Forster	NSW
Eagles Plumbing Plus	Long Jetty	NSW
Eagles Plumbing Plus	Bennetts Green	NSW
Eagles Plumbing Plus	Mayfield West	NSW
Renovators Discount Depot	Wallsend	NSW
Eagles Plumbing Plus	Raymond Terrace	NSW
Eagles Plumbing Plus	Rutherford	NSW
Eagles Plumbing Plus	South Lismore	NSW
Eagles Plumbing Plus	West Gosford	NSW
Eagles Plumbing Plus	Woy Woy	NSW
Renovators Discount Depot	Erina	NSW
Eagles Plumbing Plus	Morisset	NSW
Eagles The Plumbing Shop	Prestons	NSW
Eagles The Plumbing Shop	Kings Park	NSW
Eagles The Plumbing Shop	Smeaton Grange	NSW
Fishers Plumbing Plus	Port Macquarie	NSW
Fishers Plumbing Plus	Kempsey	NSW
Gainforts Plumbing Supplies	Mona Vale	NSW
Gainforts Plumbing Supplies	Hornsby	NSW
Hardware & General Supplies Administration	Brookvale	NSW
Hardware & General Supplies Bathroom, Kitchen, Hotwater & Plumbing	Blacktown	NSW
Hardware & General Supplies Bathroom Fittings	Brookvale	NSW
Hardware & General Supplies Drainage, Tanks & Gardening	Brookvale	NSW

Hardware & General Supplies Gutter & Roofing Supplies	Brookvale	NSW
Hardware & General Supplies Home Appliances & Sinks	Brookvale	NSW
Hardware & General Supplies Hot Water & Heating	Brookvale	NSW
Hardware & General Supplies Lighting & Electrical	Brookvale	NSW
Hardware & General Supplies Plumbing Supplies	Brookvale	NSW
Hardware & General Supplies The Tap Shop	Brookvale	NSW
Hardware & General Supplies Tile Centre	Brookvale	NSW
Hardware & General Supplies Renovators Discount Centre	Brookvale	NSW
Hardware & General Supplies	Dural	NSW
Hardware & General Supplies	Hornsby	NSW
Hardware & General Supplies Bathroom, Kitchen, Hotwater & Plumbing	Mona Vale	NSW
Hardware & General Supplies Bathroom, Kitchen, Hotwater & Plumbing	Peakhurst	NSW
Hardware & General Supplies Customer Service Centre	Brookvale	NSW
Hardware & General Supplies**(Not open yet)	Terrey Hills	NSW
Jones's Plumbing Plus	Corowa	NSW
Jones's Plumbing Plus	Albury	NSW
Kents H Hardware	Orange	NSW
Molong H Hardware	Molong	NSW
Poliak Building Supply Company	Enfield	NSW
Southern Plumbing Plus - Trade Store	Albury	NSW
Southern Plumbing Plus - Trade Store	Goulburn	NSW
Southern Plumbing Plus - Trade Store	Wagga Wagga	NSW
Quality Building Supplies	Orange	NSW
Quality Building Supplies	Blayney	NSW
Tate's Plumbing Plus	Orange	NSW
Thrifty Bathrooms & Plumbing Plus	Granville	NSW
Thrifty Plumbing Supplies	Campsie	NSW
The Bathroom Outlet	Campsie	NSW
wc bath + shower	Chatswood	NSW
Thrifty Plumbing Supplies	Seven Hills	NSW
Tweed Heads Plumbing Supplies Pty Ltd	Tweed Heads South	NSW
Watertek Irrigation & Plumbing	Griffith	NSW
Watertek	Wagga Wagga	NSW
Williams Building Supplies	Murwillumbah	NSW
Williams Building Supplies	Ballina	NSW
Williams Building Supplies	Byron Bay	NSW
Williams Building Supplies	Casino	NSW
Williams Building Supplies	Goonellabah	NSW

Williams Building Supplies	Murwillumbah	NSW
Williams Building Supplies	South Grafton	NSW

Company Full Name	Suburb	State
Galvins Plumbing Supplies	Darwin	NT
Galvins Plumbing Supplies	Yarrowonga	NT
Nortruss Hardware	Winnellie	NT
GIS Nhulunbuy	Nhulunbuy	NT
Territory Plumbing Supplies	Pinelands	NT

Company Full Name	Suburb	State
A L Wilshere & Co Plumbing Centre	Ayr	QLD
BMS Mitre 10	Toowoomba	QLD
BMS Mitre 10	Toowoomba	QLD
BMS Mitre 10	Toowoomba	QLD
B P Plumbing Supplies	Nambour	QLD
B P Plumbing Supplies	Beenleigh	QLD
B P Plumbing Supplies	Brendale	QLD
B P Plumbing Supplies	Caboolture	QLD
B P Plumbing Supplies	Slacks Creek	QLD
Bretts Timber & Hardware - Administration	Chermside	QLD
Bretts Timber & Hardware	Raceview	QLD
Bretts Timber & Hardware	Caboolture	QLD
Bretts Timber & Hardware	Coorparoo	QLD
Bretts Timber & Hardware	Geebung	QLD
Bretts Timber & Hardware	Narangba	QLD
Bretts Timber & Hardware T/As Project Hardware & Doors	Cairns	QLD
Cairns Hardware Support Office & Hardware	Cairns	QLD
Tableland Hardware Atherton	Atherton	QLD
Cairns Hardware - Bathroom & Kitchen	Cairns	QLD
Cairns Hardware - Trade Centre	Cairns	QLD
Cooktown Hardware	Cooktown	QLD
Cairns Hardware - Edmonton	Edmonton	QLD
Innisfail Hardware	Innisfail	QLD
Tableland Hardware Mareeba	Mareeba	QLD
Mossman Hardware	Mossman	QLD
Cairns Hardware - Roofing Centre	Cairns	QLD
Cairns Hardware - Smithfield	Cairns	QLD
Townsville Hardware	Garbutt	QLD
Cairns Hardware - Gordonvale	Gordonvale	QLD

Herbert Hall Hardware	Charters Towers	QLD
Cook's Plumbing Supplies	Brendale	QLD
Cook's Plumbing Supplies	Sumner Park	QLD
Cook's Plumbing Supplies	East Brisbane	QLD
Cook's Plumbing Supplies	Burleigh Heads	QLD
Eagles The Plumbing Shop	Upper Coomera	QLD
Brisbane Wholesale Hardware Express	Woolloongabba	QLD
Express Plumbing Supplies	Alderley	QLD
Express Plumbing Supplies	Burleigh Heads	QLD
Express Plumbing Supplies	Labrador	QLD
Express Plumbing Supplies	Woodridge	QLD
K & R Plumbing Supplies	Toowoomba	QLD
K & R Plumbing Supplies	Chinchilla	QLD
K & R Plumbing Supplies	Gatton	QLD
K & R Plumbing Supplies	Ipswich	QLD
K & R Plumbing Supplies	Mt Gravatt	QLD
K & R Plumbing Supplies	Albion	QLD
Ken's Plumbing Supplies	Bundaberg	QLD
Ken's Plumbing Supplies	Emerald	QLD
Ken's Plumbing Supplies	Gladstone	QLD
Ken's Plumbing Supplies	Maryborough	QLD
Ken's Plumbing Supplies	Rockhampton Nth	QLD
Ken's Plumbing Supplies	Rockhampton Sth	QLD
Ken's Plumbing Supplies	Yeppoon	QLD
Ken's Plumbing Supplies	Pialba	QLD
Kingaroy Plumbing Works	Kingaroy	QLD
NCP	Maroochydore	QLD
NCP	Caloundra	QLD
NCP	Gympie	QLD
NCP	Nambour	QLD
NCP	Noosaville	QLD
Porters Mitre10	Whitsunday	QLD
Porters Plumbing Supplies	Mackay	QLD
Porters Mitre10	Marian	QLD
Porters Mitre10	Proserpine	QLD
Porters Mitre10	Sarina	QLD
Porters Mitre 10 Northern Beaches	Rural View	QLD
Roma Home Improvement Centre	Roma	QLD
Specialised Plumbing Centre	Albion	QLD
Specialised Plumbing Centre	Acacia Ridge	QLD
T.G.T. H Hardware	Mareeba	QLD
T.G.T. H Hardware	Dimbulah	QLD

Company Full Name	Suburb	State
Berri Irrigation & Plumbing	Berri	SA
Pickard Building Supplies	Dry Creek	SA
Routleys Bathroom Kitchen Laundry Pty Ltd - Malvern	Malvern	SA
Scott's Plumbing Supplies	Klemzig	SA

Company Full Name	Suburb	State
Burnie Plumbing Supplies	Burnie	TAS
Devenport Plumbing Supplies	Devonport	TAS
Derwent Park Plumbing Supplies	Derwent Park	TAS

Company Full Name	Suburb	State
Ace Gutters	Braeside	VIC
Ace Gutters	Braeside	VIC
Agnews Plumbing Plus	Numurkah	VIC
Agnews Plumbing Plus	Cobram	VIC
Agnews Plumbing Plus	Echuca	VIC
Agnews Plumbing Plus	Kyabram	VIC
Agnews Plumbing Plus	Shepparton	VIC
Allen Dunn Plumbing Supplies	Maryborough	VIC
Ballarat Plumbpro	Ballarat	VIC
Benton's Plumbing Supplies - Registered Office	Keilor East	VIC
Benton's Plumbing Supplies	Bendigo	VIC
Benton's Plumbing Supplies	Campbellfield	VIC
Benton's Plumbing Supplies	Coburg North	VIC
Benton's Plumbing Supplies	Corio	VIC
Benton's Gas Store	Derrimut	VIC
Benton's Plumbing Supplies	Derrimut	VIC
Benton's Plumbing Supplies	New Gisborne	VIC
Benton's Plumbing Supplies	Golden Square	VIC
Benton's Plumbing Supplies	Heatherton	VIC

Benton's Plumbing Supplies	Heidelberg	VIC
Benton's Plumbing Supplies	Hoppers Crossing	VIC
Benton's Plumbing Supplies	Leongatha	VIC
Benton's Plumbing Supplies	Sth Melbourne	VIC
Benton's Plumbing Supplies	Thomastown	VIC
Benton's Plumbing Supplies	Williamstown	VIC
DC Warehouse	Campbellfield	VIC
Benton's Plumbing Supplies	Lynbrook	VIC
Burdens Plumbing Supplies	Dandenong South	VIC
Burdens Plumbing Supplies	Balwyn	VIC
Burdens Plumbing Supplies	Braeside	VIC
Burdens Plumbing Supplies	Ferntree Gully	VIC
Burdens Plumbing Supplies	Glen Waverley	VIC
Burdens Plumbing Supplies	Lilydale	VIC
Burdens Plumbing Supplies	Pakenham	VIC
Burdens Plumbing Supplies	Ringwood	VIC
Burdens Plumbing Supplies	Thomastown	VIC
Burdens Plumbing Supplies	Warragul	VIC
Burdens Plumbing Supplies	Cranbourne	VIC
Burdens Plumbing Supplies	Somerville	VIC
Burdens Plumbing Supplies	Footscray	VIC
Burdens Plumbing Supplies	Murrumbeena	VIC
Burdens Plumbing Supplies	Officer	VIC
Burnett's Plumbing Supplies	Geelong South	VIC
Burnett's Plumbing Supplies	Drysdale	VIC
Burnett's Plumbing Supplies	Grovedale	VIC
Burnett's Plumbing Supplies	Ocean Grove	VIC
Burnett's Plumbing Supplies	North Geelong	VIC
Camerons Plumbing	Ballarat	VIC
Camerons Welding & Industrial	Ballarat Central	VIC

Camerons Steel	Ballarat Central	VIC
Camerons Plumbing	Bendigo	VIC
Camerons Plumbing	Castlemaine	VIC
Camerons Plumbing	Stawell	VIC
Camerons Plumbing	Warrnambool	VIC
Dahlsens Building Centres Pty Ltd - Administration Office	Notting Hill	VIC
Dahlsens Bairnsdale - Trade/Truss and Frame	Bairnsdale	VIC
Dahlsens Ballarat - Truss and Frame	Ballarat	VIC
Dahlsens Ballarat	Ballarat	VIC
Dahlsens Craigieburn - Truss and Frame	Craigieburn	VIC
Dahlsens Cranbourne	Cranbourne	VIC
Dahlsens Echuca	Echuca	VIC
Dahlsens Lakes Entrance	Lakes Entrance	VIC
Dahlsens Laverton	Laverton	VIC
Dahlsens Mildura - Trade/Truss and Frame	Mildura	VIC
Dahlsens Myrtleford - Mitre10	Myrtleford	VIC
Dahlsens Pakenham	Pakenham	VIC
Dahlsens Sale	Sale	VIC
Dahlsens Swan Hill	Swan Hill	VIC
Dahlsens Traralgon - Trade & Truss and Frame	Traralgon	VIC
Dahlsens Warragul	Warragul	VIC
Dahlsens Bayswater	Bayswater	VIC
Dahlsens Bairnsdale - Garden Centre	Bairnsdale	VIC
Dahlsens Sale - Roofing	Sale	VIC
Dahlsens Shepparton - Truss and Frame	Shepparton	VIC
Dahlsens Thomastown	Thomastown	VIC
Harris Trade Plumbing Supplies - Administration	Bayswater	VIC
Harris Trade Plumbing Supplies	Dandenong	VIC
Harris Trade Plumbing Supplies	Eltham	VIC
Harris Trade Plumbing Supplies	Epping	VIC
Harris Trade Plumbing Supplies	Hoppers Crossing	VIC
Harris Trade Plumbing Supplies	Melton	VIC
Harris Trade Plumbing Supplies	Pakenham	VIC
Mildura Plumbing Plus	Mildura	VIC

Mitcham Plumbing Supplies	Mitcham	VIC
Platinum Plumbing Plus	Sale	VIC
Platinum Plumbing Plus	Maffra	VIC
Pro Plumbing Supplies Vermont	Vermont	VIC
Pro Plumbing Supplies Thomastown	Thomastown	VIC
Rainbow Plumbing & Civil	Diamond Creek	VIC
Southern Plumbing Plus - Trade Store	Wodonga	VIC
Todd Plumbing Supplies	Bairnsdale	VIC
Todd Plumbing Supplies	Lakes Entrance	VIC
Universal Plumbing Supplies Seaford	Callum Downs	VIC
Universal Plumbing Supplies Tullamarine	Tullamarine	VIC

Company Full Name	Suburb	State
Beri Plumbing & Hardware	Osborne Park	WA
Colli Timber and Hardware	Malaga	WA
Colli Timber and Hardware	Cardup	WA
Galvins Plumbing Supplies	Osborne Park	WA
Galvins Plumbing Supplies	Bassendean	WA
Galvins Plumbing Supplies	Broome	WA
Galvins Plumbing Supplies	Bunbury	WA
Galvins Plumbing Supplies	Busselton	WA
Galvins Plumbing Supplies	Clarkson	WA
Galvins Plumbing Supplies	Geraldton	WA
Galvins Plumbing Supplies	Karratha	WA
Galvins Plumbing Supplies	Kelmscott	WA
Galvins Plumbing Supplies	Kununurra	WA
Galvins Plumbing Supplies	Mandurah	WA
Galvins Plumbing Supplies	Nedlands	WA
Galvins Plumbing Supplies	Newman	WA
Galvins Plumbing Supplies	Perth	WA
Galvins Plumbing Supplies	Chadwick	WA

Galvins Plumbing Supplies	Port Hedland	WA
Galvins Plumbing Supplies	Rockingham	WA
Galvins Plumbing Supplies	Spearwood	WA
Galvins Plumbing Supplies	Wanneroo	WA
Galvins Plumbing Supplies	Welshpool	WA
Galvins Plumbing Supplies	Willetton	WA
Galvins Plumbing Supplies	Ellenbrook	WA
Galvins Plumbing Supplies	Yanchep	WA
Kimberley Hardware & Trade	Broome	WA
Parkwood Hardware	Canning Vale	WA
Parkwood Plumbing Centre Showroom	Canning Vale	WA
Regal Plumbing Supplies	Malaga	WA
Regal Garden Supplies	Forrestdale	WA
Regal Concept Design	Osborne Park	WA
Tuck Plumbing Fixtures	Osborne Park	WA

6. Eligible Claimants:

a) Eligible Claimants mean individuals who:

- I. Are aged 18 years or older.
- II. Have a registered trade account with Plumbing Plus store (excludes builders and projects)
- III. Are an Australian resident.

For clarity, the Promotion is not open to management and any Employee (as defined below), of the Promoter, its associated companies/subsidiaries, the Participating Merchants and agencies associated with this Promotion and the immediate families of the Employee and Participating Merchants .

- b) "Employee" means any person who is employed by the Promoter or by any agency, supplier, contractor, or company associated with the conduct of the Promotion, whether on a full-time, part-time, temporary, casual, or contract basis. For the purposes of these Terms and Conditions, Employee also includes directors, officers, and immediate family members (including spouse, de-facto partner, parent, child, sibling, or household member) of such persons..
- c) The Promoter is responsible for determining whether a person is an Eligible Claimant in its absolute discretion.

7. **Participating Products:**

Participating Products are defined as any of the following products:

INTEGRATED ELECTRIC HEAT PUMP - AR SERIES	
PRODUCT NAME	ORDER CODE
Enviroflo - 300L Vitreous Enamel with element	EHPA300VM
Enviroflo - 300L Vitreous Enamel with element	EHPA300VMH
Enviroflo - 340L Vitreous Enamel with element	EHPA340VM
Enviroflo - 340L Vitreous Enamel with element	EHPA340VMH
INTEGRATED ELECTRIC HEAT PUMP - GR SERIES	
15 Amp Models	
Enviroflo - 215L Vitreous Enamel with element 15A	EHPG215VM
Enviroflo - 280L Vitreous Enamel with element 15A	EHPG280VM
Enviroflo - 300L Vitreous Enamel with element 15A - RUN OUT	EHPG300VM
10 Amp Models	
Enviroflo - 180L Vitreous Enamel with element 10A	EHPG180VM10
Enviroflo - 265L Vitreous Enamel with element 10A	EHPG265VM10
Enviroflo - 300L Vitreous Enamel with element 10A	EHPG300VM10

7 kW SPLIT ELECTRIC HEAT PUMP KITS	
PRODUCT NAME	ORDER CODE
SHPL70 + 250L Tank Vitreous Enamel with element	KSHP250M24L70

SHPL70 + 250L Tank Vitreous Enamel with element HW	KSHP250M24L70H
SHPL70 + 315L Tank Vitreous Enamel with element	KSHP315M24L70
SHPL70 + 315L Tank Vitreous Enamel with element HW	KSHP315M24L70H
SHPL70 + 400L Tank Vitreous Enamel with element	KSHP400M24L70
SHPL70 + 400L Tank Vitreous Enamel with element HW	KSHP400M24L70H

5kW SPLIT ELECTRIC HEAT PUMP KITS

PRODUCT NAME	ORDER CODE
SHPR50 + 250L Tank Vitreous Enamel with element	KSHP250M24R50
SHPR50 + 250L Tank Vitreous Enamel with element HW	KSHP250M24R50H
SHPR50 + 315L Tank Vitreous Enamel with element	KSHP315M24R50
SHPL70 + 315L Tank Vitreous Enamel with element HW	KSHP315M24L70H
SHPR50 + 315L Tank Vitreous Enamel with element HW	KSHP315M24R50H

HOT WATER - STORAGE TANKS

ELECTRIC STORAGE TANKS	
PRODUCT NAME	ORDER CODE
25 LITRE	
HOTFLO - Vitreous Enamel (Plug In)	EHF25S18P
	EHF25S24P
	EHF25S24HP
HOTFLO - Vitreous Enamel	EHF25S36
	EHF25S36H

50 LITRE	
HOTFLO - Vitreous Enamel (Plug In)	EHF50S18P
	EHF50S24P
	EHF50S24HP
HOTFLO - Vitreous Enamel	EHF50S36
	EHF50S36H
80 LITRE	
HOTFLO - Vitreous Enamel	EHF80S18
	EHF80S24
	EHF80S24H
	EHF80S36
	EHF80S36H
125 LITRE	
HOTFLO - Vitreous Enamel	EHF125S18
	EHF125S24
	EHF125S24H
	EHF125S36
	EHF125S36H
160 LITRE	
HOTFLO - Vitreous Enamel	EHFA160S18
	EHFA160S18H
	EHFA160S24
	EHFA160S24H
	EHFA160S36
	EHFA160S36H
	EHFA160T36
	EHFA160T36H
160 LITRE COMPACT	
HOTFLO - Vitreous Enamel	EHFD160S24
	EHFD160S24H
	EHFD160S36
	EHFD160S36H
250 LITRE	
HOTFLO - Vitreous Enamel	EHFA250S24
	EHFA250S24H
	EHFA250S36

	EHFA250S36H
	EHFA250S48
	EHFA250S48H
	EHFA250T36
	EHFA250T36H
	EHFA250T48
	EHFA250T48H

315 LITRE

HOTFLO - Vitreous Enamel

EHFA315S24
EHFA315S24H
EHFA315S36
EHFA315S36H
EHFA315S48
EHFA315S48H
EHFA315T36
EHFA315T36H
EHFA315T48
EHFA315T48H

400 LITRE

HOTFLO - Vitreous Enamel

EHFA400S36
EHFA400S36H
EHFA400S48
EHFA400S48H
EHFA400T36
EHFA400T36H
EHFA400T48
EHFA400T48H

OPTIONAL EXTRAS

GAS STORAGE TANKS

PRODUCT NAME	ORDER CODE
135 LITRE	
4 Star Gas Tank 135 Lt	GHF4135N
4 Star Gas Tank 135 Lt	GHF4135L
4 Star Gas Tank 135 Lt - Hard Water	GHF4135NH
4 Star Gas Tank 135 Lt - Hard Water	GHF4135LH
170 LITRE	
4 Star Gas Tank 170 Lt	GHF4170N
4 Star Gas Tank 170 Lt	GHF4170L
4 Star Gas Tank 170 Lt - Hard Water	GHF4170NH
4 Star Gas Tank 170 Lt - Hard Water	GHF4170LH

HOT WATER - STORAGE TANKS**ELECTRIC STORAGE TANKS****PRODUCT NAME****ORDER CODE****25 LITRE****HOTFLO PLUS - Vitreous Enamel (Plug In)** EHFP25S24P**HOTFLO PLUS - Vitreous Enamel** EHFP25S36**50 LITRE****HOTFLO PLUS - Vitreous Enamel (Plug In)** EHFP50S24P**HOTFLO PLUS - Vitreous Enamel** EHFP50S36**80 LITRE****HOTFLO PLUS - Vitreous Enamel** EHFP80S24

EHFP80S36

EHFP80S24H

EHFP80S36H

125 LITRE**HOTFLO PLUS - Vitreous Enamel** EHFP125S18

EHFP125S36

EHFP125S18H

EHFP125S36H

160 LITRE**HOTFLO PLUS - Vitreous Enamel** EHFP160S24

EHFP160S36

EHFDP160S24

EHFP160S24H

EHFP160S36H

250 LITRE**HOTFLO PLUS - Vitreous Enamel** EHFP250S36

EHFP250S48

EHFP250S36H

EHFP250S48H

315 LITRE

HOTFLO PLUS - Vitreous Enamel	EHFP315S36
	EHFP315S48
	EHFP315S36H
	EHFP315S48H
400 LITRE	
HOTFLO PLUS - Vitreous Enamel	EHFP400S36
	EHFP400S48
HOTFLO PLUS - Vitreous Enamel	EHFP315S36
	EHFP315S48
	EHFP315S36H
	EHFP315S48H
400 LITRE	
HOTFLO PLUS - Vitreous Enamel	EHFP400S36
	EHFP400S48

**INTEGRATED ELECTRIC HEAT PUMP -
HOTFLO PLUS**

**HOTFLO PLUS – 250L - Vitreous Enamel
with element 15A**

EHPG250VMP

8. How to Participate:

- a) During the Promotion Period, an Eligible Claimant must purchase* any Participating Product from a Participating Merchant, (“Qualifying Purchase”);
- b) All Qualifying purchases must have been recorded in the Eligible Claimants Plumbing Plus trade account during the Promotional Period to be entitled to a reward under this Promotion.
- c) Any Qualifying Purchase, that is recorded outside of the Promotional Period will be invalid.

9. Validation and Notification:

Once the Participating Product has been purchased from a Participating Merchant, the Participating Merchant will contact the Eligible Claimant directly by 31 August 2026 to arrange for the Eligible Claimant to collect any gift cards.

All gift cards will be provided by Participating Merchant to the Eligible Claimants by Friday 11 September 2026.

10. Required Verification/Proof of Purchase:

The following documentation must form part of a valid claim:

- a) Qualifying Purchase Receipt, which must clearly specify:
 - the Participating Product purchased;
 - the price of the Participating Product purchased;
 - the Participating Merchant of purchase;

- the purchase date;
 - the receipt number; and
 - that payment for the Qualifying Purchase has been received in full.
- b) If the Qualifying Purchase receipt is missing any of the above information, or is illegible or indecipherable, it will render the claim invalid.
- c) If requested by the Promoter or a Participating Merchant, Eligible Claimants must produce, within the time requested by the Promoter/ Participating Merchant, at its absolute discretion, appropriate photo identification or other documentation to verify the identity, age, eligibility to participate in the Promotion and claim a reward, information to show compliance with these Terms and Conditions, and/or the Qualifying Purchase receipt/s that correspond to the claim/s submitted in the Promotion.
- d) If the items required by the Promoter/ Participating Merchant are not received or a claimant has not been verified to the satisfaction of the Promoter/ Participating Merchant within the time period required by the Promoter/ Participating Merchant, the claim/s submitted by the claimant may be deemed invalid.
- e) Rewards will only be awarded following all validation and verification requirements of the Promoter/ Participating Merchant being met to its satisfaction. It is the responsibility of the claimant to provide the required information.

11. Rewards:

- a) Each Eligible Claimant will receive a Mastercard gift card of the relevant value corresponding to their Qualifying Purchase of Participating Product, as outlined below:
- (i) \$150 Mastercard gift card per Rinnai Heat Pump unit purchased
 - (ii) \$30 Mastercard gift card per Rinnai electric and gas Hotflo and Hotflo Plus Hot Water Storage unit purchased.

For Participating Product codes, refer to clause 7 above.

The following Prepaid Mastercard terms and conditions will apply.

PHYSICAL PREPAID MASTERCARD GIFT CARD TERMS AND CONDITIONS

These Terms and Conditions apply to the prepaid physical Mastercard gift card ("the Card"). The Card is issued by EML Payment Solutions Limited ABN 30 131 436 532 AFSL 404131 ("EML") pursuant to licence by Mastercard and distributed by TCN Group Pty Ltd ABN 87 626 501 568 ("TCN"). In these Card terms and conditions, "we", "us" or "our" means EML and TCN; and "you", "your" or "user" means the cardholder. If you acquire the Card you will have a contract with us.

Accepting the Card and agreeing to these Conditions of Use

By using the Card, you agree to be bound by these Terms and Conditions. You must give these conditions to the user of the Card if that is not you. The Card remains our property.

How and where you can use the Card

- The Card is a single load prepaid Mastercard that can be used for purchasing goods and services where Mastercard prepaid cards are accepted for electronic transactions (excluding transactions at ATMs or over the counter at financial institutions).
- The Card must be activated prior to use and expiry. To activate the Card, you must follow the activation steps provided on the back of your card.
- If the Card is not activated within 36 months from the date of issue, it will be closed, and the available balance will be forfeited.

- When using the Card at point of sale, if required, press the Credit button to access the available balance.
- The Card does not have cash out capability. You may not use the Card to withdraw cash.
- The Card cannot be cancelled, used to obtain or redeem cash and cannot be used for making direct debit, recurring, or regular instalment payments. Use of the Card may be declined at some merchants (such as gambling merchants or merchants who choose not to accept the Card). We are not liable in any way when authorisation is declined for any particular transaction except where the authorisation has been declined because of an act or omission on our part.
- The Card is not a credit card and nor is it linked to a deposit account with us.
- The contactless (tap-and-go) feature is not available on this Card.

Checking your Card balance and transaction history

- You acknowledge and agree that we do not provide you with paper statements. Card transaction activity and balance information can be found by accessing card.gift/redeem.
- You are responsible for checking your transaction history and knowing the available balance for the Card.
- You are responsible for ensuring the availability of sufficient funds for all transactions. The Card cannot be used to make transactions that exceed the available balance. For such a transaction you need to pay the difference by another method if the merchant agrees.
- In the event the available amount on the Card is less than the purchase amount, some merchants may not allow the Cardholder to combine multiple payment types (such as cash, cheque or another payment card) to complete the transaction.

Validity and Card Expiry

- The Card is valid until the expiry date shown on the Card and cannot be used after expiry. After its expiry, or cancellation for non-activation, any balance will be forfeited and the Card will be declined when presented for use. We will not give you any notice before this happens.
- To check the Card expiry date, go to card.gift/redeem

Your Card, your responsibility

- The Card is like cash and may not be replaced if misused, lost, stolen or damaged. We have no obligation to replace or refund value for misused, lost, stolen or damaged Cards except where we have breached any condition or warranty implied under consumer protection legislation that cannot be excluded in these Terms and Conditions.
- You are responsible for all transactions on the Card, except where there has been fraud or negligence by our staff or agents. If you notice any error relating to the Card, you should notify TCN promptly on 1300 375 346.
- Except to the extent required by law, we are not liable for any loss or damage arising out of or in any way related to the use of the Card, including:
 - a. if authorisation is declined for any transaction, except where the authorisation has been declined because of an act or omission on our part;
 - b. if you permit someone else to use the Card, you will be responsible for any transactions initiated by that person with the Card;
 - c. the availability of merchants who allow the use of the Card as payment;
 - d. reduced levels of service caused by the failure of third-party communications and network providers (except to the extent caused by our fraud, negligence or wilful misconduct (including that of our officers, employees, contractors or agents)).

Changes to these Terms and Conditions

•We reserve the right to change these Terms and Conditions at any time. Except where we are required by a law to do so, or the change is materially adverse to you, you will not receive any advanced notice of such changes. If the change is materially adverse to you, we will notify you at least 14 days before the effective date of the change. However, if the change is made for one or more of the following reasons we can implement such change without prior notice: to comply with any change or anticipated change in any relevant law, code of practice or guidance; to reflect any decision of a court, ombudsman or regulator; or for security reasons where reasonably necessary to address security concerns or vulnerabilities. Any changes to the Terms and Conditions can be viewed at <https://card.gift/terms-and-conditions>.

•Information will be disclosed to third parties about the Card, or transactions made with the Card, whenever allowed by law, and also where necessary to operate the Card and process transactions. A full privacy policy can be viewed at <https://card.gift/privacy-policy>

•EML's full privacy policy can be viewed at <https://www.emlpayments.com/privacy>

12. The Promoter's decision in relation to any aspect of these Term and Conditions and the Promotion is final and binding on every person who participates in the Promotion. No correspondence will be entered into.
13. This Promotion is not valid in conjunction with any other offer.
14. Any values stated in these Terms and Conditions are in AUD/RRP/including GST.
15. The Promotion may be extended at the Promoter's absolute discretion, subject to the written directions of any regulatory authority.
16. Eligible Claimants can only participate in the Promotion in their own name. Eligible Claimants who enter using multiple aliases (e.g. multiple names, addresses and/or email addresses) will be disqualified and will forfeit the right to any reward.
17. If the Promoter learns that a claim has been submitted, by anyone other than an Eligible Claimant, and the reward has already been supplied, the Promoter may request payment from the individual to cover the cost of the reward given.
18. Incomplete, indecipherable or incorrect claims will be deemed invalid. Eligible Claimants are responsible for ensuring their correct personal details are provided and any updated details are notified to the Promoter and Participating Merchant. The Promoter accepts no responsibility should an Eligible Claimant fail to receive their reward because of a failure to notify the Promoter or Participating Merchant of correct details or of a change to their details, or for providing invalid information.
19. Claims are deemed to be received at the time of receipt into the Promoter's/ Participating Merchant's database, not time of transmission by the claimant.
20. The Promoter does not warrant that the claim mechanism will be available, or the Participating Merchants will be open, at all times during the Promotion Period.
21. The Promoter is not responsible for any undelivered emails due to an Eligible Claimant's spam filters or email settings.
22. The Promoter shall not be liable for a reward being lost, deleted, stolen, damaged or tampered with in any way before it reaches a claimant or after it has been released to an Eligible Claimant.
23. Any costs associated with accessing the Promotion or reward provider's website, or associated with redeeming a reward are the Eligible Claimant's responsibility and are dependent on the internet service provider used.
24. The Promoter may, in its sole discretion, declare any claim or claimant invalid if the claimant:

- a) disrupts, annoys, abuses, threatens, harasses or attempts to do any of these things to the Promoter, another claimant or potential claimant of, or anyone else associated with, this Promotion;
 - b) submits a claim that is not in accordance with these Terms and Conditions or who tampers with the claim process; or
 - c) engages in conduct in relation to this Promotion which is misleading, deceptive, fraudulent or damaging to the Promoter's goodwill or reputation.
25. If this Promotion is interfered with in any way or is not capable of being conducted as reasonably anticipated due to any reason beyond the reasonable control of the Promoter, the Promoter reserves the right, in its sole discretion, to the fullest extent permitted by law to modify, suspend, terminate or cancel the Promotion, as appropriate, subject to any directions from any relevant authority.
26. As a condition of claiming a reward, the Eligible Claimant may be required to (at the Promoter's/ Participating Merchant discretion) sign any legal documentation as and in the form required by the Promoter, Participating Merchant and/or reward suppliers in their absolute discretion.
27. The Promoter or Participating Merchant may communicate or advertise this Promotion via Facebook and Instagram. However, the Promotion is in no way sponsored, endorsed or administered by, or associated with, Facebook or Instagram. Individuals are providing their information to the Promoter/ Participating Merchant and not to Facebook or Instagram. Individuals completely release Facebook and Instagram from any and all liability.
28. Rewards must be taken as offered and may not be varied. Rewards are not transferable, exchangeable, or redeemable for cash. If a reward is unavailable for any reason, the Promoter reserves the right to substitute another reward of equal or greater value for that reward, or element of it, subject to the approval of any relevant authority.
29. Except for any liability that cannot be excluded by law, the Promoter (including its officers, employees and agents) excludes all liability (including negligence), for any personal injury; or any loss or damage (including loss of opportunity); whether direct, indirect, special or consequential, arising in any way out of the Promotion, including, but not limited to, where arising out of the following: (a) any technical difficulties or equipment malfunction (whether or not under the Promoter's control); (b) any theft, unauthorised access or third party interference; (c) any claim that is late, lost, altered, damaged or misdirected (whether or not after their receipt by the Promoter) due to any reason beyond the reasonable control of the Promoter; (d) any variation in reward value to that stated in these Terms and Conditions; (e) any tax liability/implications incurred by a claimant; or (f) use of a reward.
30. The:
- a) Promoter, the Promoter's related entities, the Participating Merchants and all agencies associated with the Promotion; and
 - b) the employees, agents, directors and contractors, of all entities referred to in this clause, shall not be liable for any loss or claim, action, demand, liability, damage, cost, expense or personal injury whatsoever (including but not limited to any direct, indirect or consequential loss), incurred, suffered or sustained by any person or entity (without limitation) in connection with, or arising from, the Promotion or acceptance of a reward, except that which cannot be excluded by law (in which case that liability is limited to the maximum extent allowable by law).
31. Eligible Claimants agrees, at the Promoter's/ Participating Merchant request, to participate in any Promotion activity (such as publicity and photography) relating to participating in the Promotion, free of charge, and they consent to the Promoter/ Participating Merchant using their name and image in any future promotional material.
32. CAUTION: Any attempt to deliberately undermine the legitimate operation of this Promotion may be a violation of criminal and civil laws and should such an attempt be made, whether successful or not, the Promoter reserves the right to refer the matter to law enforcement authorities and/or to seek damages or such other civil remedies as the Promoter may determine from time to time to the fullest extent permitted by law.

Personal Information:

33. Immediately upon submission by an Eligible Claimant, their claim becomes the property of the Promoter and Participating Merchant.
34. All information Eligible Claimants provide ("Personal Information") will be used by the Promoter/ Participating Merchant for the purpose of administering this Promotion and awarding the rewards.
35. The Promoter and Participating Merchant may disclose Eligible Claimants' Personal Information to its contractors and agents to assist in conducting this Promotion and as required, to Australian regulatory authorities.
36. The Promoter's privacy policy can be found at <https://www.rinnai.com.au/support-resources/privacy-statement/>.
37. The Participating Merchant's privacy policy can be found at [Privacy Policy - Plumbing Plus](#)
38. The above Privacy Policies contains information on:
 - a) how individuals may access the Personal Information that is held by the Promoter/ Participating Merchant and seek correction of such information; and
 - b) how individuals may complain about a breach of the Australian Privacy Principles, the Privacy Act 1988 (Cth) or a privacy policy that binds the Promoter and Participating Merchant, and how the Promoter will deal with such a complaint.

If an individual has any questions regarding their privacy, they should contact the Promoter/ Participating Merchant using the contact details contained in the Privacy Policies.

39. The Promoter and the Participating Merchant are bound by the Australian Privacy Principles in the Privacy Act 1988 (Cth).
40. Each Eligible Claimant is responsible for ensuring their familiarity with these Terms and Conditions at the time of participation. Participation in this Promotion is deemed acceptance of these Terms and Conditions. The Promoter/ Participating Merchant decision not to enforce a specific restriction (whether communicated to a claimant or not) does not constitute a waiver of that restriction or of these Terms and Conditions generally.
41. **NSW Authority No: TP/04642**