

## Frequently asked questions

### What is the WaterMark Certification Scheme?

The WaterMark Certification Scheme is a mandatory national scheme for certain plumbing and drainage products that ensures products are safe, fit for purpose and authorised for use.

### How can I tell if a product is certified?

Look for the WaterMark 'W' on products and packaging, or search the online WaterMark product database at **watermark.abcb.gov.au**

All products intended for use in a plumbing and drainage installation must undergo a risk assessment to identify any likely risk of manufacturing faults and installation failures. Products with identified risks that require mitigation through the Scheme are listed on the WaterMark Schedule of Products. Likewise, products that don't require WaterMark certification are listed on the Schedule of Excluded Products. Both schedules can be found on the WaterMark website: **watermark.abcb.gov.au**

### How do I search the online WaterMark database?

To check a product on the WaterMark database, you need to search for it using either the WaterMark licence number, product type, brand name, model name, model ID, or licensee name.

### Am I required to only install WaterMark Certified products?

The National Construction Code requires most plumbing and drainage products to be WaterMark certified prior to installation, however some products are exempt, such as sinks and baths. Check the online Schedule of Products at **watermark.abcb.gov.au** to find out if a plumbing product requires WaterMark certification

### What does it mean if I can't find a WaterMark or licence number on either the product, its packaging or on the WaterMark Product Database?

It could mean one of 3 things:

- Not all plumbing and drainage materials or products require WaterMark certification. Check the Schedule of Excluded Products to see if the product is listed there.
- It could be a new product that has not yet had a risk evaluation undertaken to determine whether it is required to be WaterMark certified or not.
- It has not been WaterMark certified, which means it may not be authorised for use.

### Can I buy, sell or import non-accredited products?

It is legal to buy, sell and import \*non-certified product. However, plumbers can only install WaterMark certified products listed on the Schedule of Products. Check online at **watermark.abcb.gov.au** to find out if a plumbing product requires WaterMark certification.

### What should I do if I think something is wrong with a product or its certification?

If you suspect a product is not WaterMark certified or is labelled incorrectly, report it. The best way to report a product is to visit the reporting page on the Australian WaterMark website at **watermark.abcb.gov.au/consumers/report-product**