

The Gas Hub hot water appliance replacement offer

Terms and conditions

1. Information on how to accept and participate in this Offer forms part of these Terms and Conditions. By accepting the Offer, you agree to be bound by these Terms and Conditions.
2. The Gas Hub, a division of Powerco Limited, is making this Offer.
3. In these Terms and Conditions:
 - o Customer means the person who applies for and accepts the Offer and who owns the property where the replacement appliance will be installed. References to "you" and "your" mean the Customer.
 - o Offer Period means the period between 10 August 2026 to 14 February 2027 or such other period (shorter or longer) as The Gas Hub may, in its absolute discretion, determine.
4. Offer means the appliance replacement offer provided by The Gas Hub under these Terms and Conditions, being either:
 - a) A Rinnai Infinity A26 supplied by The Gas Hub at no charge to an eligible Applicant; or
 - b) A Rinnai Infinity EF26 supplied by The Gas Hub, with the eligible Applicant contributing \$200.00 NZD (including GST).
5. The Offer is limited to available funding and appliance stock. The Gas Hub reserves the right to decline applications once available funding or stock has been exhausted, even if the Offer Period has not ended.
6. Applicants must be New Zealand residents aged 18 years or over.
7. The Gas Hub, its employees and their immediate families, contractors, participating agents and associated agencies are not eligible for the Offer. The Gas Hub reserves the right to verify the validity of any application.

Eligibility

1. To qualify for the Offer, the Customer must:
 - a. Be connected to Powerco's gas distribution network and own the property where the replacement appliance will be installed (Eligible Property);
 - b. Replace an existing and operational gas water heating appliance at the Eligible Property with either a Rinnai Infinity A26 or Rinnai Infinity EF26 supplied through the Offer;
 - c. Obtain approval from The Gas Hub before installation;
 - d. Satisfy all eligibility requirements specified in these Terms and Conditions; and
 - e. Agree to remain connected to Powerco's gas distribution network at the Eligible Property for the Offer Benefit Period.
2. Customers and gasfitters may check whether an address is located within Powerco's network area using the address checker available on The Gas Hub's website. Eligibility remains subject to confirmation by The Gas Hub.
3. The existing appliance being replaced must:
 - a. Have been installed at the property for at least ten (10) years; or
 - b. Be, in the reasonable opinion of The Gas Hub or the installing gasfitter, approaching the end of its useful life or materially less efficient than current equivalent appliances.
4. The Gas Hub may require evidence to verify eligibility, including:
 - a. The approximate age, model or serial number of the existing appliance;
 - b. Photographs of the existing appliance prior to replacement; and
 - c. Any additional information reasonably required by The Gas Hub.
5. Eligibility is determined by The Gas Hub, in its absolute discretion, and it may consider factors such as household size, gas usage, location and other programme criteria.

Offer benefit period requirement

1. By accepting the Offer, the Customer agrees to remain connected to Powerco's gas distribution network at the Eligible Property for a minimum period of three (3) years from the installation date of the replacement appliance (Offer Benefit Period).
2. If the gas connection at the Eligible Property is permanently disconnected, abolished, removed, or otherwise ceases to be connected to Powerco's gas distribution network during the Offer Benefit Period for reasons within the Customer's control, The Gas Hub reserves the right to recover from the Customer all or part of the value of the Offer.
1. The Gas Hub may, at its sole discretion, waive any repayment requirement where the disconnection occurs due to circumstances beyond the Customer's reasonable control.

Installation requirements

1. Installation must be completed during the Offer Period advised by The Gas Hub.
2. The replacement appliance must be installed by a licensed gasfitter.
3. The Customer must ensure a valid Certificate of Compliance is issued for the installation and provided to The Gas Hub upon request.
4. The Customer must comply with any reasonable request from The Gas Hub for information required to verify compliance with these Terms and Conditions.
5. The installation date will be determined by the date shown on the applicable Certificate of Compliance. The Gas Hub reserves the right to investigate or verify the installation date.

Claim limits

1. A Customer may receive only one (1) Offer under this promotion, regardless of the number of properties or gas connections owned by that Customer.
2. Multiple applications by the same Customer are not permitted.
3. Where multiple dwellings are supplied through a single gas connection or meter, the property will be treated as a single eligible property for the purposes of this Offer.

Offer conditions

1. The Offer is not transferable, exchangeable or redeemable for cash.
2. Any installation costs, plumbing work, electrical work, compliance costs, consent costs, labour charges or any other costs associated with the appliance replacement that are not expressly covered by the Offer are the responsibility of the Customer.
3. For customers selecting the Rinnai Infinity EF26 option, the Customer must pay the required customer contribution of NZD \$200.00 (including GST) in addition to any installation costs not covered by the Offer.
4. Any arrangement relating to installation costs is between the Customer and the installing gasfitter. The Gas Hub is not responsible for pricing, workmanship warranties, service levels or disputes relating to installation services.
5. The Gas Hub reserves the right to amend, suspend, extend or cancel the Offer at any time.
6. The Gas Hub may refuse an application if it reasonably believes the Customer has provided false, misleading or incomplete information, or has acted fraudulently.

Liability

1. To the maximum extent permitted by law, The Gas Hub accepts no responsibility for any loss, damage, cost, expense or liability arising directly or indirectly from participation in this Offer.
2. The Gas Hub makes no representation regarding the performance, suitability or fitness for purpose of any appliance supplied under the Offer beyond the provision to the Customer of the applicable manufacturer warranties.
3. The Gas Hub is not responsible for any delays, interruptions, supply shortages, installation delays, technical failures or circumstances outside its reasonable control affecting the administration of the Offer.
4. Nothing in these Terms and Conditions limits any rights or remedies that cannot be excluded under New Zealand law.

Privacy

1. The Gas Hub collects personal information to administer and manage the Offer. If the requested information is not provided, the Customer may not be able to participate in the Offer.
2. By accepting the Offer, the Customer consents to The Gas Hub collecting, holding, using and disclosing personal information for the purposes of administering the Offer and for any other purpose permitted by law.
3. The Applicant may also consent separately to receiving marketing communications from The Gas Hub.
4. All personal information will be collected and stored by The Gas Hub in accordance with the Privacy Act 2020 and The Gas Hub's [privacy policy](#).

Product warranty

1. Rinnai Infinity appliances supplied under this Offer are covered by Rinnai's standard manufacturer's warranty. Any warranty claims or enquiries should be directed to Rinnai (and not The Gas Hub) in accordance with its warranty terms and conditions.

General

1. The Gas Hub's decisions regarding eligibility and administration of the Offer are final.
2. Failure by The Gas Hub to enforce any provision of these Terms and Conditions does not constitute a waiver of that provision.
3. If any provision of these Terms and Conditions is found to be invalid or unenforceable, the remaining provisions will continue in full force and effect.
4. These Terms and Conditions are governed by the laws of New Zealand. The Applicant and The Gas Hub submit to the exclusive jurisdiction of the courts of New Zealand in relation to any dispute arising from or connected with the Offer.

Gasfitter participation terms

1. Participation

The Gasfitter agrees to participate in The Gas Hub Hot Water Appliance Replacement Offer in accordance with these Participation Terms and any instructions issued by The Gas Hub from time to time.

2. Compliance with Customer Offer Terms

The Gasfitter must comply with, and support the administration of, the customer Terms and Conditions where relevant to its role in the Offer.

3. Standard Pricing

The Gasfitter must charge customers its standard pricing for installation and related services.

The Gasfitter must not increase, inflate or otherwise adjust its pricing to reflect the fact that a customer is receiving a subsidised or free appliance through the Offer.

The Gas Hub reserves the right to request evidence that installation pricing is consistent with the Gasfitter's standard pricing practices.

4. Fair and reasonable charges

All installation, labour and ancillary charges must be fair, reasonable and commercially justifiable.

The Gas Hub reserves the right to investigate customer complaints regarding pricing associated with the Offer.

5. Eligibility verification

The Gasfitter must take reasonable steps to verify that:

- The Customer's existing appliance meets the eligibility criteria;

- The appliance being replaced is approaching the end of its useful life or materially less efficient than current equivalent appliances.
- Any information it provides to The Gas Hub is accurate.

6. Approvals

The Gasfitter must not install or represent that an appliance will be supplied under the Offer until eligibility and appliance availability have been confirmed by The Gas Hub.

If, for any reason, the installation does not proceed with the approved customer, the Gasfitter must let The Gas Hub know and, as The Gas Hub directs, the Gasfitter is to return (at The Gas Hub's cost), or reuse as part of this Offer, the Rinnai Infinity A26 or EF26.

7. Compliance with Laws

The Gasfitter must:

- Hold all licences, registrations and authorisations required by law;
- Comply with all applicable legislation, regulations and industry standards;
- Complete all gasfitting work in accordance with New Zealand regulatory requirements.

8. Certificates of Compliance

The Gasfitter must provide all required Certificates of Compliance and any supporting documentation reasonably requested by The Gas Hub.

9. Marketing and representation

The Gasfitter must not make representations about the Offer that are inconsistent with The Gas Hub's published material or Terms and Conditions.

10. Customer complaints

The Gasfitter must promptly notify The Gas Hub of any complaint relating to the Offer and cooperate in resolving the issue.

11. Removal from the Offer programme

The Gas Hub may suspend or remove a Gasfitter from participation in the Offer at any time if it reasonably believes the Gasfitter:

- Has breached these Participation Terms;
- Has provided misleading information;
- Has charged unreasonable prices;
- Has engaged in conduct that may damage the reputation of The Gas Hub or the Offer.