

AS/NZS 3500.4:2025



Australian/New Zealand Standard™

Plumbing and drainage

Part 4: Heated water services



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AS/NZS 3500.4:2025

This Joint Australian/New Zealand Standard™ was prepared by Joint Technical Committee WS-014, Plumbing and Drainage. It was approved on behalf of Standards Australia's Standards Development and Accreditation Committee on 28 March 2025 and by the New Zealand Standards Approval Board on 05 June 2024.

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Australian Gas Association
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Plastics New Zealand
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Australian/New Zealand Standard™

Plumbing and drainage

Part 4: Heated water services

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How to read this Standard

This page explains the meaning of the language and structure of this Standard.

Refer to Standards Australia's Standardisation Guide 006 for more details about drafting rules.

Australian and Australian/New Zealand Standards are voluntary unless they are referenced in legislation or called up in contracts.

Requirements

To conform to a Standard, all requirements in the Standard need to be met.

A requirement is any statement in the Standard which uses the word "shall".

Recommendations, permissions and possibilities

The following words are commonly used in Standards, but statements using them do not have to be followed to conform to the Standard:

- (a) "should" means that something is recommended.
- (b) "may" means that something is permitted.
- (c) "can" means that something is possible.

Structure of Standards

A Standard always has the following parts:

- (i) The Preface states who developed the Standard, what the Standard is aiming to do, and how it relates to other documents.
- (ii) The Scope states what the Standard is about, what it covers and what it does not cover.
- (iii) The Normative references clause lists other documents that are referenced in the Standard as part of requirements.
- (iv) The Terms and definitions clause defines important terms to help with understanding the Standard.

A Standard may also include other parts, such as the following:

- (1) A normative appendix sets additional requirements that need to be conformed to.
- (2) An informative appendix provides additional information or guidance. They usually do not contain requirements. If an informative appendix does contain requirements, the Standard will explain when those requirements apply.
- (3) A Bibliography lists documents referenced in the Standard but not as part of requirements.

Many Standards include notes. Notes provide recommendations and/or guidance only. They never contain requirements.

Preface

This Standard was prepared by the Joint Standards Australia/Standards New Zealand Committee WS-014, Plumbing and Drainage, to supersede AS/NZS 3500.4:2021.

The objective of this document is to provide deemed to satisfy solutions to comply with —

- (a) the National Construction Code (NCC) Volume Three, Plumbing Code of Australia (PCA), and
- (b) the New Zealand Building Code (NZBC), Clause G12 Water Supplies.

A list of all parts in the AS/NZS 3500 series for plumbing and drainage can be found in the Standards Australia and Standards New Zealand online catalogues.

The major changes in this revision are as follows:

- (i) New requirements specifying the use of certain classes of flexible hose assemblies in heated water applications, see [Clause 2.3](#).
- (ii) New requirement for an isolating valve to be installed immediately before each flexible hose assembly connected to a mixer valve or tap outlet, see [Clause 10.10](#).

Notes or footnotes to tables or figures that are expressed in mandatory terms are deemed to be requirements of this document.

Notes to clauses in this document are informative only and do not include requirements.

The terms “normative” and “informative” are used in Standards to define the application of the appendices to which they apply. A “normative” appendix is an integral part of a Standard, whereas an “informative” appendix is only for information and guidance.

This document includes commentary on some of the clauses. The commentary directly follows the relevant clause, is designated by “C” preceding the clause number and is printed in italics in a box. The commentary is for information and guidance and does not form part of the document.

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Australian/New Zealand Standard

Plumbing and drainage

Part 4: Heated water services

Section 1 Scope and general

1.1 Scope

This document specifies requirements for the design, installation and commissioning of heated water services using drinking water or rainwater or a combination of both. It includes aspects of the installation from and including any valves on the cold-water inlet to any cold-water storage tank or water heater and the downstream fixtures and fittings.

This document applies to new installations as well as alterations, additions and repairs to existing installations.

It also applies to the installation of the following types of water heaters:

- (a) Storage water heaters with a rated delivery or capacity of up to 700 L per heater.
- (b) Heat exchange water heaters.

NOTE 1 Electric heat exchange water heaters are covered in AS 1361. Other fuel sources are covered in applicable Standards, such as AS/NZS 2712 and AS/NZS 5263.1.2.

- (c) Instantaneous, continuous flow water heaters.

NOTE 2 [Appendix M](#) provides guidelines for the operation and maintenance of heated water services.

1.2 Application

1.2.1 Australia

This document shall be read in conjunction with the relevant mandatory requirements for heated water services under the National Construction Code (NCC), primarily Volume Three, Plumbing Code of Australia (PCA).

If alternative Australian or New Zealand Standards are referenced, the Australian Standard shall be used for Australia only.

1.2.2 New Zealand

This document shall be read in conjunction with the New Zealand Building Code. It may be used to demonstrate compliance with the New Zealand Building Code, Clause G12 Water Supplies.

If alternative New Zealand Standards are referenced, the New Zealand Standard shall be used for New Zealand only.

1.3 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements of this document.

NOTE Documents referenced for informative purposes are listed in the Bibliography.

AS 1432, *Copper tubes for plumbing, gasfitting and drainage applications*