

CITIQQ PREPAID METER WARRANTY

CitIQ Prepaid will honour the Warranty of the meter manufacturer within 12 months, starting on the date of meter registration on the CitIQ Prepaid Vending system.

**For more info on the respective meters,
please visit the manufacturer website:**

For **Landis+Gyr** meters:
www.landisgyr.com

For **Hexing** meters:
www.hxgroup.cn

For **Conlog** meters:
www.conlog.com

For **Utility Systems** meters:
www.utility-systems.co.za

For **Clou** meters:
www.clouglobal.com

For **CitIQ Prepaid
DDSD101-J6** meters:
LIFETIME WARRANTY

**How to claim a product
replacement under warranty:**

- ▶ **DO NOT DISCONNECT THE METER**
(to enable correct trouble shooting)
 - ▶ Failure to follow this warranty process may result in your claim being rejected
- ▶ Please note the store/wholesaler T&C's may impact your warranty claim



Call **087 55 111 55**
or contact us online
at www.citiqprepaid.co.za
to get help with
your claim.



If the meter is
under warranty,
the Call Centre
will issue a
reference number.



The **reference
number, accessories,
meter card and proof
of purchase** must
be returned.



The store/wholesaler
will contact
CitIQ Prepaid to
**validate the return
reference number.**



**If all accessories,
cards, slips and
reference numbers
are in order,
the meter can be
replaced.**

Return reference number does not guarantee replacement



www.citiqprepaid.co.za



087 55 111 55



087 55 11 11 7