



**Citiq  
Prepaid**

A photograph of four utility workers wearing hard hats and work clothes, standing in front of an electrical panel. The image is overlaid with a green tint.

# Easy vending for sub-metering

**Citiq Prepaid Products  
Pocketbook for installers**



**Citiq  
Installation  
Club**



## EMPOWERING YOU

Through the Citiq Installation Club (CIC)

The CIC rewards installers for buying, installing and registering Citiq Prepaid meters.

Join the CIC:  
South Africa's largest loyalty programme  
for prepaid sub-meter installers.

## JOIN NOW

Sign up in-store, call **087 55 111 87** or go to  
[www.citiqprepaid.co.za](http://www.citiqprepaid.co.za)





# Letter from our Managing Director

**MICHAEL FRANZE**

We are delighted to share this third edition of the Citiq Prepaid Pocketbook with you. Our initial hope that this pocketbook would become an indispensable tool to help you work faster and better has been borne out by your continuous requests for an update and reprints.

We have resisted the temptation to move with the times and rather provide you with an electronic version of this book. Our feeling is that this book best serves you in a paper format, kept in your toolbox or the cubby of your car - ever ready to assist with the little details of the next job. We still provide space for notes too!

We are proud to include the relevant information for our first Citiq Prepaid branded meter that has seen massive acceptance and support by yourselves and the market. The meter is very functional, visually striking and reliable - all the attributes you would expect from Citiq Prepaid.

We are already planning the next version of this pocket book and would appreciate all your feedback on how we could improve on this book for you: content, layout, etc. We appreciate all suggestions and criticism: [talktomichael@citiqprepaid.co.za](mailto:talktomichael@citiqprepaid.co.za)

*Michael Franze*

**MICHAEL FRANZE**  
**MANAGING DIRECTOR**

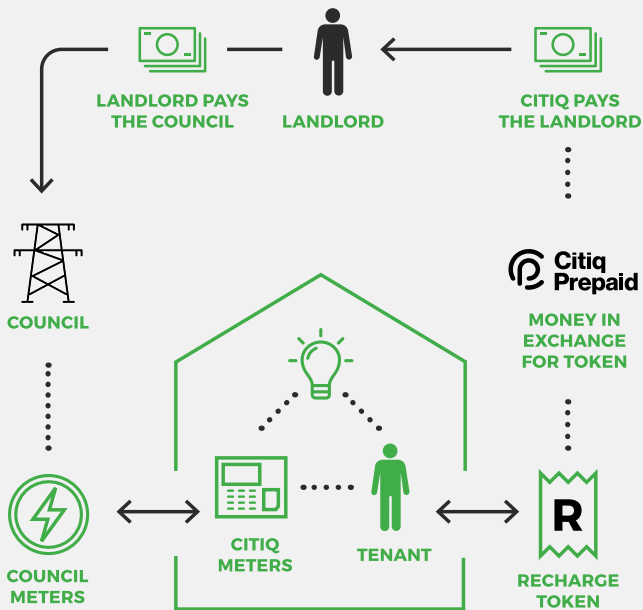
## About Citiq Prepaid

Started in 2010, Citiq Prepaid has become the biggest and fastest growing prepaid meter and utility vending system provider for landlords, property managers and developers. To date, the company has sold 850 GWh of electricity (equivalent to 25 years of the output of one 4MWh power station) through hundreds of thousands of active meters across South Africa.

An ongoing pioneer in the prepaid sub-metering vending industry, Citiq Prepaid's proprietary vending system enables property owners and landlords, as well as their tenants, to access detailed reports to efficiently track and manage electricity and water consumption.

This helps eliminate unexpected costs, quickly resolve disputes, and take the hassle out of payments, so utilities can stay on.

# How it works



# Why Sub-Metering?

Landlords, managing agents, developers and body corporates face ever-increasing exposure to utilities. Utility suppliers (such as Eskom or local municipalities) demand payment based on usage, while tenants dispute these amounts and refuse to pay their electricity accounts. This can result in a serious problem for you.

**Citiq Prepaid can offer a real solution to this problem.**

As an electricity and water sub-metering company, Citiq Prepaid assists with the collection of utilities. By removing the payment gap between utility suppliers and tenants, Citiq Prepaid simplifies the relationship between landlords and their tenants.

Once Citiq Prepaid's meters are installed, your tenants will be able to buy prepaid electricity and water recharge tokens for their specific residential units both online and at a large number of different stores. Tenants using electricity on a 'pay as you go' basis dramatically reduces your exposure to electricity utilities. Furthermore, all funds collected on your behalf are held in a trust account. At the beginning of each month these funds will be paid over to the account that you have specified.

## **OUR PREPAID METERS ARE SUITED FOR:**

- + Apartment blocks**
- + Residential sub-let buildings**
- + Sectional title developments**
- + Workers accommodation**
- + Light industrial parks**
- + Commercial offices**

# What does Citiq Prepaid do?

We bring convenience, innovation and reliability to utility submetering by solving the problem of recovering monthly water and electricity costs from tenants. We offer more than just a clever device, we connect owners and tenants to a Meter Management System, which includes access to the largest network of online and real world token recharge points in the country and an online portal to understand and manage usage.

The online portal demonstrates our commitment to transparency in all areas of our business as you can access your properties' utility information and your tenant can check on past purchases as well. Costs are disclosed upfront so there are never any hidden surprises whether you are installing a meter or buying a token.

## Citiq Prepaid benefits

- No more arguing with tenants – tenants pay for their electricity usage upfront
- Minimise unexpected post-payment issues
- Reduced admin costs; no need to distribute bills
- Reduced risk for owners – upfront money collection
- Conveniently recharge 24 hours a day, country-wide
- More than one meter can be installed per property
- More control/transparency for developers, landlords, managing agents and tenants
- Reduced risk to uncollected utilities
- Call centre assistance for consumers' queries
- Dedicated account manager for large key accounts

# Installation

## **CITIQ PREPAID REGISTERED METERS MUST BE:**

- used for sub-metering only (these are not Council/Eskom meters)
- connected after or “down-stream” of a Council/Eskom meter
- must be protected by a distribution board
- must be installed by a technically competent person according to wiring codes

**NOTE: THESE SUB-METERS ARE CODED FOR USE ON THE CITIQ PREPAID NETWORK ONLY**

# Registration

## **QUICK AND EASY WITH NO APPLICATION FORMS!**

Citiq Prepaid registers each meter to the owner of the property where it is installed. Join thousands of property owners that register sub-meters with us every month. Registration can be done telephonically with our Help Desk in as little as 10 minutes!

## **WHAT YOU'LL NEED:**

- the property address
- property owner's name, ID and contact numbers
- nominated bank account
- a copy of a recent council bill



# Installation options

## **A SINGLE TENANT INSTALLATION**

If you have a single tenant in a building, house or a sectional title unit a meter can be installed. The prepaid meter needs to be installed between the municipal bulk meter and the distribution board of the building, house or sectional title scheme.

## **A HOUSE WITH A COTTAGE**

A prepaid meter can be installed inside the cottage separate from your main house. There needs to be an isolator switch for the cottage and the prepaid meter will be installed in-between the isolator switch and the cottage distribution board.

## **SECTIONAL TITLE INSTALLATION**

If you have an existing sectional title scheme or new development (building, complex or sub-divided erven) prepaid meters can be installed in the sectional title scheme. The prepaid meters will be installed in close proximity to each unit, preferably after an isolator switch per unit. It's not a problem if you want to keep your existing meters, because our prepaid meters are installed after the existing analogue meters. No analogue meters are required for new developments.

## **AN OFFICE OR APARTMENT BLOCK**

If you have an office block or building, the prepaid meters can be installed per floor or office. An isolator switch will be needed for each floor or office space.

# Citiq Prepaid meter Installation Guide

Citiq Prepaid meters should only be installed by a qualified electrician according to wiring codes. Registered meters must be installed after or “down-stream” of a Council/Eskom meter (either prepaid or monthly account) and must be protected by overload and earth leakage.



## STEP 1

Finalise position and mount the meter on the wall.



## STEP 2

Unscrew and open the lid to do the wiring.



## STEP 3

Wire the meter and ensure screws are tightened correctly to **prevent hot connections.**



## STEP 4

Close and tighten tamper cover to **prevent the meter going into tamper mode.**



## STEP 5

Seal the meter and introduce power to the meter **from utility company or main house**

## NEED HELP? GET IN TOUCH

[www.citiqprepaid.co.za](http://www.citiqprepaid.co.za) | 087 55 111 55 | [help@citiqprepaid.co.za](mailto:help@citiqprepaid.co.za)

Should the meter not supply power to the unit, please contact the Citiq Prepaid call centre on 087 55 111 55 and one of our consultants can assist with troubleshooting. They can provide you with a tamper token or advise on the warranty procedure (also found at the back of the Pocketbook).

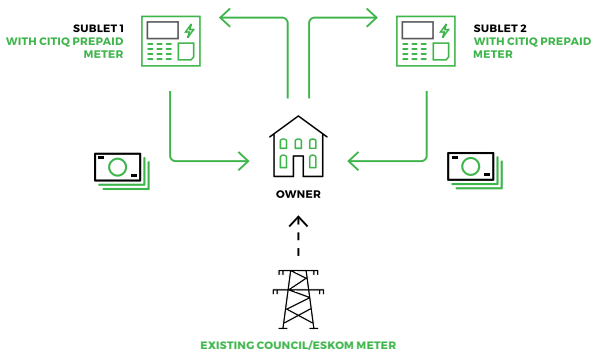
### CALL CENTRE HOURS:

Monday to Friday: 7:00am to 19:00pm

Weekends and Public Holidays: 8:00am to 17:00pm

## INSTALLATION INFOGRAPHIC

Install as many sub-meters as you require per property, whilst retaining your Council meter to pay for your main supply. Meters can be installed by any technically competent person according to codes. Citiq Prepaid registered meters must be installed after or “down-stream” of a Council meter (either prepaid or monthly account) and must be protected by overload and earth leakage.



# The perfect utility management solution for student accommodation

**Students never spend more than they budgeted:**

No unexpected bills turn up at the end of the month.

**Perfect utility collection and payment:** Property owners and managers always receive exactly what was used.

**No Admin:** No need to split bills, distribute invoices, chase payment and work with disputes.

**Easy allocation of monthly utility allowance:** Our system enables property owners and managers to allocate utility allowances and distribute voucher codes to students.

**Easy cost tracking:** In addition to the detailed statements which are emailed each month, the online portal offers 24/7 access to real-time payment and usage information.

**National network of recharge points:** Citiq Prepaid has the largest national network of over 80 000 recharge points.

**Mobile recharge options:** Students can purchase tokens online via many mobile options such as online banking apps and the Citiq Prepaid portal.

**Call centre support:** Citiq Prepaid's call centre agents are available seven days a week to support students with any utility issues they have.

# Where can I buy tokens?

**Electricity purchasing needs to be quick, easy and instant.**

Our network of real world and digital recharge points means you can buy tokens any time of the day or night, anywhere in SA.

Merchant fees apply to a maximum of 3.45% plus VAT.

## CARDS



DEBIT OR  
CREDIT CARD

## TENANT APP



USE YOUR  
MOBILE PHONE

Visit our website for  
up to date purchasing  
options and instructions

## RETAIL STORES, KIOSKS AND PETROL STATIONS



Checkers

SHOPRITE

ClicknPay

BOXER

OH Foods



CALTEX

ENGEN



SASOL

TOTAL



UnIPIN

onecell

KAZANG

Top it Up

Convenience at your fingertips

EasyPay

The better way to pay™

## ATM BANKING



NEDBANK

## USSD CELLPHONE BANKING



Standard Bank



NEDBANK

CAPITEC BANK

## YOUR ONLINE OR MOBILE BANKING APP



Standard Bank



NEDBANK



Investec

**ENTER YOUR 20 DIGIT CODE FROM YOUR  
SLIP/SMS TO RECHARGE YOUR METER**

# Our contact details

**WE'RE COMMITTED TO SERVING  
OUR CLIENTS!**

## CALL CENTRE DETAILS

 087 55 111 55

 086 111 5566

Our call centre assists clients on weekdays between 7:00am and 19:00pm, and weekends and public holidays between 8:00am and 17:00pm.

## EMAIL SUPPORT

[help@citiqprepaid.co.za](mailto:help@citiqprepaid.co.za)

**FOR NEWS &  
TIPS, VISIT US  
ON FACEBOOK:**



**[WWW.CITIQPREPAID.CO.ZA](http://WWW.CITIQPREPAID.CO.ZA)**

# How we supply

Citiq Prepaid meters can be purchased at most wholesalers, hardware stores, DIY stores and retail outlets across South Africa.



## SALES CHANNELS



Wholesalers



Hardware  
Stores



DIY  
Suppliers



Retail  
Outlets





# Our Products

## Clou

CITIQ PREPAID  
SINGLE PHASE METER



## Landis+Gyr

- GEM LITE
- GEMINI HMI
- DIN RAIL
- THREE PHASE



## Hexing

- HXE115-KP
- DIN RAIL PLC (HXP100DI)
- THREE PHASE PLC (HXE310-P)
- THREE PHASE (HXE310-KP)



## Conlog

- BEC66
- WBEC44 (09) TU230
- BEC 23 (09) PLT + WB



## Utility Systems

- AMANZI WATER METER
- USER INTERFACE UNIT  
(KEYPAD)



## SECTION 2: CLOU SINGLE PHASE METER



**THE CITIQ PREPAID METER IS A SINGLE PHASE INTEGRATED METER PRODUCED IN PARTNERSHIP WITH CLOU ELECTRONICS.**

**THIS METER IS USED AS AN INTEGRATED METER AND IS STS COMPLIANT.**

**PRODUCT CODE: C018**

## 2.1 Short codes

The following information can be viewed by entering these digit codes on the unit's keypad, followed by Enter:

Short code	FUNCTION
065 + ↵	Meter Number
12345 + ↵	Commissioning Meter
070 + ↵	SGC Number
007 + ↵	Credit Balance Check
018 + ↵	Current 30-Day Consumption
019 + ↵	Previous 30-Day Consumption
031 + ↵	Total Credits Consumed
008 + ↵	Instantaneous Power
230-234 + ↵	Last 1-5 Token Number (Only available on certain versions)



















# SECTION 3: LANDIS+GYR

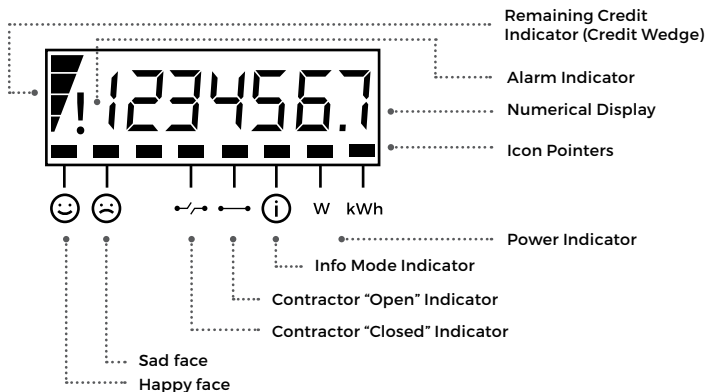
Landis  
|Gyr<sup>+</sup>

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## 3.0.1 ERROR CODES

- 

Normal operating mode (includes zero credit and supply disconnected)
- 

Number not recognised by meter
- 

Number already used
- 

Not enough digits entered (30 sec timeout)
- 

Meter tampered - call for service
- 

Call for service
- 





Number expired - call for service



## 3.0.2 METER INFORMATION REGISTER CODES

Press [i] and identify:

### FUNCTION

<b>000</b>	Meter number
<b>001</b>	Instantaneous power
<b>015</b>	3 phase Instantaneous power (Red phase)
<b>016</b>	3 phase Instantaneous power (Yellow/White phase)
<b>017</b>	3 phase Instantaneous power (Blue phase)
<b>002</b>	Current credit register (Avail. Units on meter)
<b>003</b>	Total units counter (Units since meter started)
<b>006</b>	Current 24 hour consumption
<b>007</b>	Previous 24 hour consumption
<b>008</b>	Current 30 day consumption
<b>009</b>	Previous 30 day consumption
<b>012</b>	Low credit level
<b>013</b>	High credit level
<b>014</b>	Power limit level
<b>024</b>	Extended meter number (STS only)
<b>025</b>	Scrolling meter number
<b>031</b>	Meter status checker
<b>048</b>	Software version number
<b>050</b>	Power-fail counter
<b>053</b>	Last token ID in time format (STS only)
<b>054</b>	Last token ID in date format (STS only)
<b>055</b>	Last credit token ID
<b>056</b>	Value of last credit token entered
<b>057</b>	Key revision and key type
<b>058</b>	Tariff index

**060**  
**301-350**

SGC register (STS only)  
Last to 50th last, 20 digit voucher entered into meter (Only available on certain versions)

### 3.0.3 FOR PLC & WIRED METERS

Press [i] 037  
and identify:

#### FUNCTION

**1000 0000**

Tamper button on meter is in and correct,  
**meter WILL WORK**

**1001 0000**

Tamper switch on meter is out and incorrect,  
**meter WON'T WORK**

Press [i] 031  
and identify:

#### FUNCTION

**0000 0000**

Meter status clear, correct working order.

**1000 0000**

Power limit Lockout (Power limit exceeded several times, **meter locked**)

**0100 0000**

Significant reverse energy (SRE) detected,  
**Live and Neutral connected incorrectly.**

**0010 0000**

**N/A on this test**

**0001 0000**

Meter in sleep mode, **requires Commissioning Token: 1268 2136 5508 1001 3746**

**0000 1000**

Meter on a Default Supply Group code (SGC 999907); key change required to correct SGC.

**0000 0100**

In power limit trip (Power limit exceeded),  
**Decrease load.**

**0000 0010**

Out of credit. **Recharge with new voucher.**

**0000 0001**

Meter in tamper mode. **Use tamper reset code.**

## 3.0.4 TESTS TO CONFIRM CORRECT INSTALLATION

Press [i] 037 and identify:

### FUNCTION

---

1000

Tamper button on meter is in and correct, **meter WILL WORK**

1001

Tamper switch on meter is out and incorrect, **meter WON'T WORK**

Press [i] 031 and identify:

### FUNCTION

---

0000

Meter status clear, **correct working order.**

1000

Power limit Lockout (**Power limit exceeded several times, meter locked**)

0100

Significant reverse energy (SRE) detected, **Live and Neutral connected incorrectly.**

0010

**N/A on this test**

0001

Meter in sleep mode, **requires Commissioning Token: 1268 2136 5508 1001 3746**

Then press 031 & check screen:

---

0000

Meter status clear, **correct working order.**

0000

Meter is on a Default Supply Group code (SGC 999907). Key change required - **contact service provider.**

0100

Limit exceeded, **Decrease load.**

0010

No credit, **recharge with new voucher.**

0001

Meter in tamper mode; reset code required- **contact service provider.**



## 3.1 Landis+Gyr Gem Lite

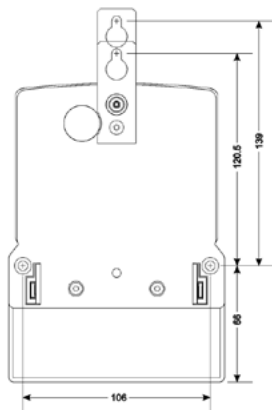
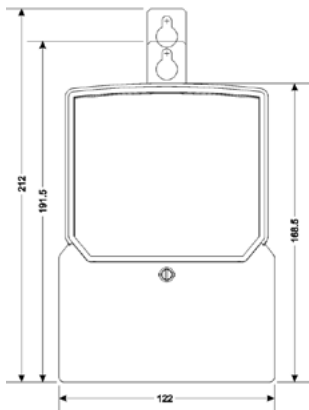
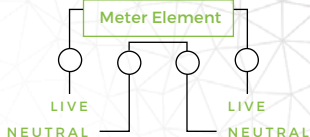
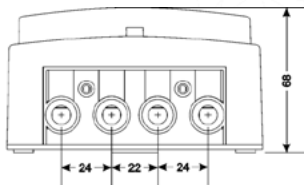


**THE GEM LITE IS A SINGLE PHASE  
INTEGRATED METER WITH KEYPAD.**

**THIS 80A METER IS USED AS AN INTEGRATED  
METER AND IS STS COMPLIANT.**

**PRODUCT CODE: G009**

# GEM LITE SINGLE PHASE DIMENSIONS



## 3.2 Landis+Gyr Gemini HMI

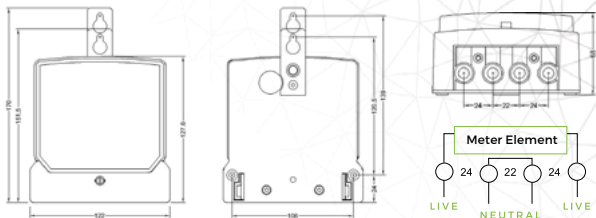


THE GEMINI HMI IS A SINGLE PHASE INTEGRATED METER WITH ADDITIONAL OPTIONAL KEYPAD.

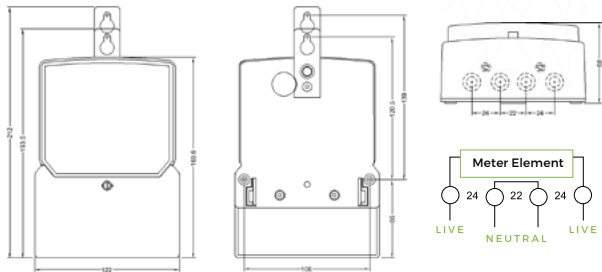
THIS 80A METER IS USED AS AN INTEGRATED OR SPLIT METER, IS STS COMPLIANT AND FEATURES TAMPER PROTECTION.

**PRODUCT CODE: G003**  
**OPTIONAL KEYPAD: K001**

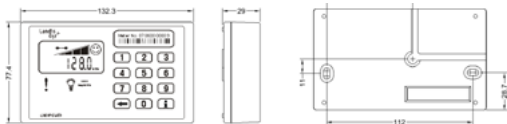
## GEMINI HMI METER DIMENSIONS SHORT COVER



## METER DIMENSIONS LONG COVER



## METER DIMENSIONS INTERFACE UNIT



### 3.3 Landis+Gyr Din Rail

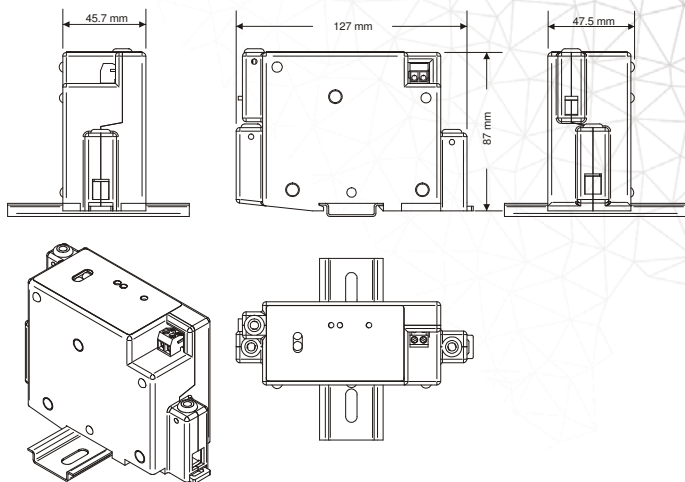


**THE DIN RAIL IS A SINGLE PHASE WIRED SPLIT METER THAT WORKS WITH THE CIU WIRED KEYPAD.**

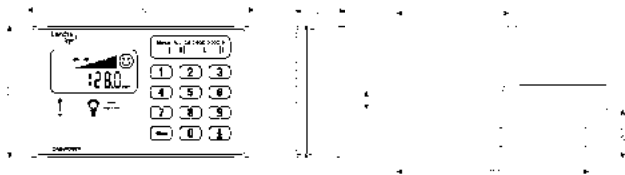
**THIS 80A METER IS USED AS A SPLIT METER, IS MOUNTED ON A DIN RAIL, IS STS COMPLIANT AND FEATURES EXTENSIVE TAMPER PROTECTION.**

**PRODUCT CODE: G002  
OPTIONAL KEYPAD: K001**

## POWER RAIL DIMENSIONS



## INTERFACE UNIT DIMENSIONS



## 3.4 Landis+Gyr Three Phase

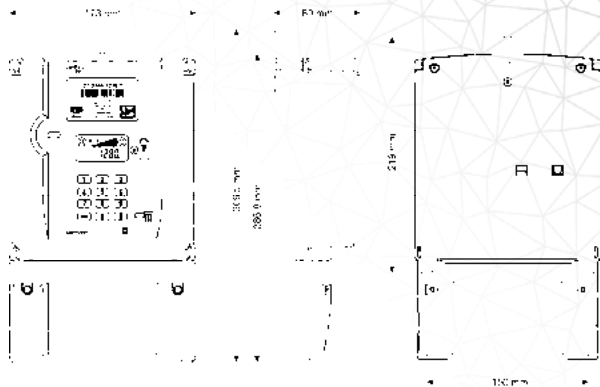


**THE THREE PHASE IS AN INTEGRATED METER  
WITH OPTIONAL KEYPAD.**

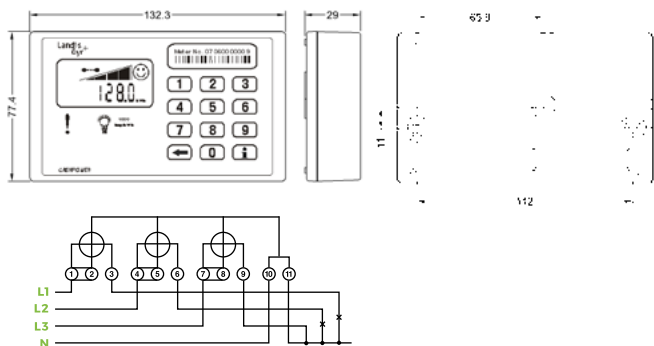
**THIS 100A METER IS USED AS AN INTEGRATED  
OR SPLIT METER, IS STS COMPLIANT AND  
FEATURES TAMPER PROTECTION.**

**PRODUCT CODE: G005  
OPTIONAL KEYPAD: K001**

## THREE PHASE METER DIMENSIONS



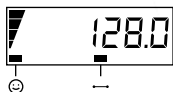
## INTERFACE UNIT DIMENSIONS



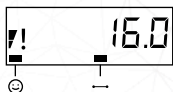
TECHNICAL INFORMATION SUPPLIED BY LANDIS+GYR



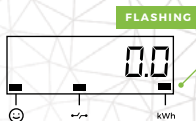
# Useful Information



Full with many electricity units remaining.



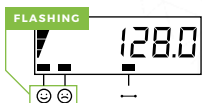
Low units left with alarm indicator.



No units left with the unit disconnected.



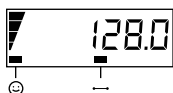
Sad face flashing: code error, please re-enter code.



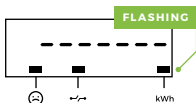
Happy and sad flashing: code has been used before.



Sad permanent: fault/meter error; contact for help.



Happy face permanently on: normal condition.



Over using power: meter will disconnect for 30 minutes.

## INFORMATION CODES

Press **①** to enter information mode to enter the codes below:

- ① **009** Display electricity units used in the last 30 days (in kWh)
- ① **001** Display amount of power used right now (in W), one unit translates to using 1 000W for 1 hour
- ① **014** Display remaining power before being disconnected (in W)
- ① **301** Check which vouchers have been entered (will display a 20 digit code as well as the date and time entered)

# SECTION 4: HEXING

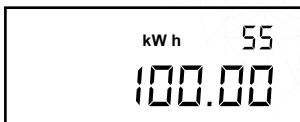
# HEXING

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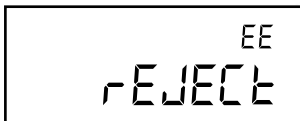
- 4.0**      **ERROR CODES**
  - Prepaid meters**
  - 4.0.1**    **Meter installation instructions**
  - 4.0.2**    **LCD Display**
  - 4.0.3**    **Energy status**
  - 4.0.4**    **Short code**
  - 4.0.5**    **How to recharge**
  
  - Customer Interface Unit**
  - 4.0.6**    **LCD Display**
  - 4.0.7**    **Installation**
  - 4.0.8**    **Credit status**
  - 4.0.9**    **Charging the meter**
  - 4.0.10**   **Communication & Pairing**
  
- 4.1**      **Hexing HXE115-KP**
- 4.2**      **Hexing Din Rail PLC (HXP100DI)**
- 4.3**      **Hexing Three Phase PLC (HXE310-P)**
- 4.4**      **Hexing Three phase (HXE310-KP)**

## 4.0 ERROR CODES

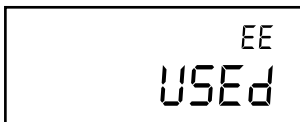
### PREPAID METERS



Successfully key in  
20 digit number  
on meter.



Key in wrong 20 digit  
number on meter.



Key in previously  
used 20 digit number  
on meter.

### 4.0.1 Meter installation

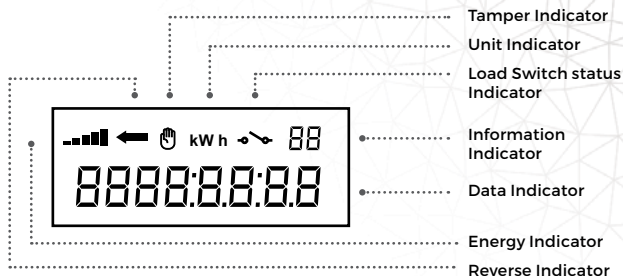
- 1) Position meter in required position
- 2) Use 3 x 8mm mounting screws to mount the meter
- 3) Complete wiring, insert front clear terminal cover
- 4) Secure cover with terminal cover screw until sealed
- 5) Commission meter: Insert short code 865# to activate meter and ensure anti-tampering is activated

#### WARNING:



- INSTALL WITH **QUALIFIED ELECTRICIAN**
- **ENERGISE AFTER TERMINAL COVER IS SEALED**
- **ENSURE TAMPER IS ACTIVATED**

## 4.0.2 LCD Display



## 4.0.3 Energy status

STATUS INDICATOR	DESCRIPTION	VALUES (PROGRAMMABLE)
Green LED on	Sufficient energy	More than 30kWh
Red LED on	Energy low (1st alarm)	Between 30kWh and 15kWh
Red LED flashing	Energy low (2nd alarm)	Less than 15kWh
Buzzer alarm	Energy too low (3rd alarm)	Less than 5kWh

## 4.0.4 Short codes

The following information can be viewed by entering these 3-digit codes on the unit's keypad, followed by ENTER ↵

<b>804</b>	Meter Number	<b>808</b>	Total Instantaneous Power
<b>805</b>	SGC Number	<b>816</b>	Last Token Time
<b>865</b>	Commissioning Meter	<b>815</b>	Last Token Date
<b>801</b>	Credit Balance Check	<b>817</b>	Last token Value
<b>813</b>	Total Active Energy of Yesterday	<b>830-839</b>	Last 10 Token Numbers
<b>814</b>	Total Active Energy of Current Month	<b>807</b>	Meter Status
<b>800</b>	Total Active Forward Energy	<b>812</b>	Cancel Alarm

## 4.0.5 How to recharge

- Customer pays for energy at a point-of-sale outlet
- Energy information is encrypted into a 20 digit number, typically printed on a voucher
- Customer enters the 20 digit number into meter and then presses ENTER ↵
- Energy is transferred into the meter and shown on the unit's display
- When the unit's energy runs out, the meter will disconnect the power to the dwelling
- Customers must recharge the unit with a new 20 digit voucher

## 4.0.6 LCD Display

### CUSTOMER INTERFACE UNIT

#### ON DISPLAY

8888:8.8:8.8

CREDIT  
kVArhz



#### DESCRIPTION

Data display field

Unit display field

Contact switching on

Contact switching out

Charge success

Charge failure

## 4.0.7 Installation

- Fix mounting clip to wall with suitable sized screws
- Slide Customer Interface Unit (CIU) onto clip
- Insert the connector of the Mbus cable connected to meter into the receptacle of the CIU

## 4.0.8 Credit status

#### INDICATOR

#### DESCRIPTION

#### VALUES

**Green**  
**LED on**

**Sufficient**  
**credit**

Balance credit is more  
than 30kWh

INDICATOR	DESCRIPTION	VALUES
Red LED on	Low credit warning ALARM LEVEL 1	Balance credit is under 30kWh but over 15 kWh
Red LED flashing	Low credit warning ALARM LEVEL 2	Balance credit is under 15kWh but over 5 kWh
Red LED flashing with alarm	Low credit warning ALARM LEVEL 3	Balance credit is less than 5 kWh

## 4.0.9 Charging the meter

- User notices the credit balance indicator alarm informing of a low credit balance
- A recharge voucher code is bought from a point-of-sale and needs to be loaded to the unit
- If successful, the unit's display will recharge with an "SS" symbol in the top left corner
- If a token is entered incorrectly, the reason will be shown on the display:



ENTERED INCORRECTLY



PREUSED CODE

## 4.0.10 Communication & Pairing

Entering a token or short code will make the CIU communicate with the meter:

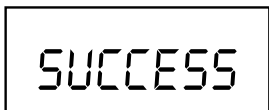


LED IF SUCCESSFUL



LED IF UNSUCCESSFUL

To pair the MCU and CIU, input the 11 digit meter number and press enter. Once success is shown, enter 865 to commission the meter.



IF SUCCESSFULLY  
PAIRED



IF UNSUCCESSFULLY  
PAIRED



## 4.1 Hexing HXE115-KP



**THE HXE115-KP IS A SINGLE PHASE INTEGRATED METER WITH A KEYPAD.**

**THIS 80A METER IS USED AS AN INTEGRATED METER AND IS STS COMPLIANT.**

**PRODUCT CODE: H007**

## ACCURACY

## NOMINAL VOLTAGE

Nominal voltage 220V, 230V, 240V

## NOMINAL CURRENT

I<sub>b/ref</sub> 5A, 10A

I<sub>max</sub> 60A, 80A

≤0.4% I<sub>b</sub>

## STARTING CURRENT

FREQUENCY 50Hz or 60Hz

## TEMPERATURE RANGE

Operation range -25°C to +55°C

Limit range for storage and transport -40°C to +70°C

HUMIDITY Up to 95%

## POWER CONSUMPTION

Power consumption in voltage circuit (active) ≤2 W

Power consumption in voltage circuit (apparent) ≤10 VA

Power consumption in current circuit ≤1 VA

## INSULATION STRENGTH

AC voltage test 4kV during 1min

Impulse voltage test 1.2/50µs mains connections 6kV

## EMC

Electrostatic discharges(Contact discharges) 8kV

Electrostatic discharges(Air discharges) 15kV

Surge immunity test 4kV

Fast transient burst test 4kV

Electromagnetic RF fields (80MHz to 2000MHz) 10V/m(with current), 30V/m(without current)

∅ 8mm

## CONNECTION TERMINALS

## HOUSING

Protection degree IP54

Meter cover Transparent PC

Terminal cover Opaque PC+ fiber glass

## DISPLAY

Digit size 8.0mm x 4.0mm

Number of digits 8

## COMMUNICATION INTERFACE

Optical port DLMS/COMSE, IEC62056-21 C mode alternative

## WEIGHT

Net weight Approx.0.51kg

Package approx.0.04kg

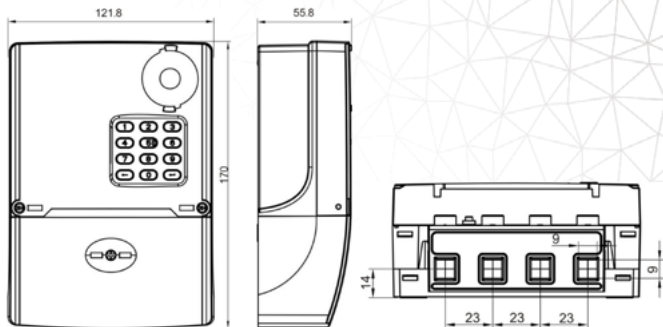
## DIMENSION

186mm×126mm×57mm

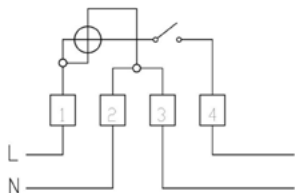
## STANDARD

IEC 62052-11	Electricity metering equipment (a.c.) General requirements, tests and test conditions – Part 11: Metering equipment
IEC 62053-21	Electricity metering equipment (a.c.) Particular requirements –Part 21:Static meters for active energy(classes 1 and 2)
IEC 62055-41	Electricity metering - Payment systems - Part 41: Standard transfer specification (STS) - Application layer protocol for one-way token carrier systems
IEC 62055-51	Electricity metering - Payment systems - Part 51: Standard transfer specification (STS) - Physical layer protocol for one-way numeric and magnetic card token carriers
IEC 62056-21	Electricity metering – Data exchange for meter reading, tariff and load control – Part 21:Direct local data exchange
IEC 62056-53	Electricity metering – Data exchange for meter reading, tariff and load control – Part 53:COSEM Application layer
IEC 62056-61	Electricity metering – Data exchange for meter reading, tariff and load control – Part 61:OBIS Object identification system
IEC 62056-62	Electricity metering – Data exchange for meter reading, tariff and load control – Part 62:Interface classes
EN 50470-1	Electricity metering equipment (a.c.) —Part 1: General requirements, tests and test conditions — Metering equipment(class indexes A, B and C)
EN 50470-3	Electricity metering equipment (a.c.) —Part 3: Particular requirements —Static meters for active energy (class indexes A, B and C)

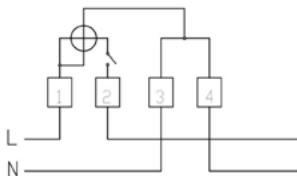
## HXE115-KP DIMENSIONS



## CONNECTION DIAGRAM



**SYMMETRIC  
CONNECTION**



**ASYMMETRIC  
CONNECTION**

## 4.2 Hexing Din Rail PLC (HXP100DI)



THE DIN RAIL PLC HXP100DI IS A SPLIT PLC METER WITH A KEYPAD.

THIS 80A METER IS USED AS A SPLIT METER, IS MOUNTED ON A DIN RAIL, IS STS COMPLIANT AND FEATURES EXTENSIVE TAMPER PROTECTION.

**PRODUCT CODE: H001**  
**REQUIRED KEYPAD: H006**

## DIMENSIONS

138mm × 83mm × 48mm for MCU  
158mm x 110mm x 55mm for UIU

## STANDARDS COMPLY

IEC62053-21, IEC62053-31

## RATED VOLTAGE

230V

## RATED FREQUENCY

50Hz

## ACCURACY CLASS

CL1.0

## BASIC CURRENT (I<sub>B</sub>)

5A

## MAX CURRENT (I<sub>MAX</sub>)

80A

## STARTING CURRENT

0.4%I<sub>B</sub>

## VOLTAGE CIRCUIT

< 2W/10VA per phase

## USER INTERFACE

LCD display on UIU

## LOW CREDIT ALARM

LED, buzzer

## RATE INDICATOR LED

1000 pulses/kWh

## COMMUNICATION

Optical Port with IEC62056-21  
PLC/M-BUS

## TEMPERATURE RANGE

-25C to + 55C

## STORAGE TEMPERATURE

-40C to + 80C

## HUMIDITY RANGE

95% RH

## DEGREE OF PROTECTION

IP51

## WEIGHT

0.39kg (MCU)

0.56kg (UIU)

## OVER VOLTAGE

48 hours under 420V

## METER CASE MATERIAL

UV stable/Reinforced polycarbonate

## TERMINAL MATERIAL

UV stable/Radiation resistant polycarbonate

## CONTACTOR

Internal latch relay

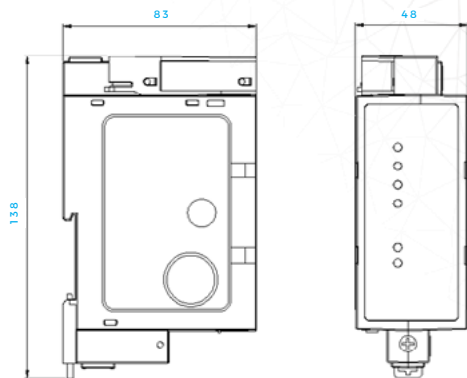
## DATA TRANSFER

STS compliant, Numeric token

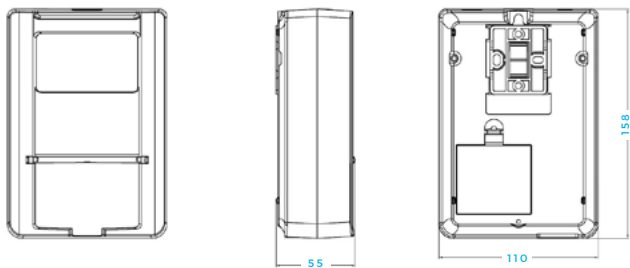
## DATA RETENTION

>15 years

## MCU DIMENSIONS



## UIU DIMENSIONS



## 4.3 Hexing Three Phase PLC (HXE310-P)



**THE THREE PHASE METER IS A SPLIT PLC METER WITH KEYPAD.**

**THIS 100A METER IS USED AS A SPLIT METER, IS STS COMPLIANT AND FEATURES EXTENSIVE TAMPER PROTECTION.**

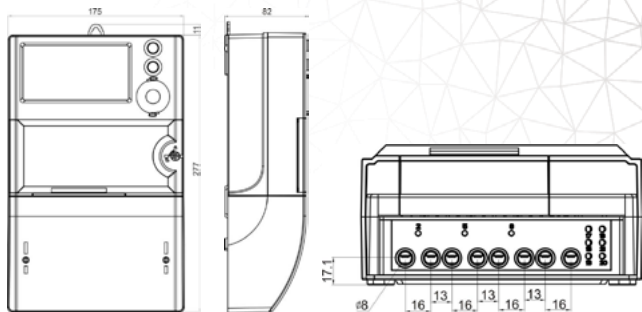
**PRODUCT CODE: H003  
REQUIRED KEYPAD: H006**



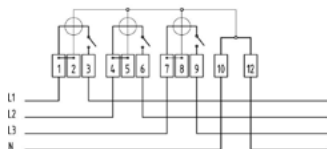
<b>ACCURACY</b>	Class 1 or 2 (IEC), Class A or B (MID)
<b>VOLTAGE</b>	
Reference voltage	3×220/380V-3×240/415V
Operating voltage range	70%-120%Un
<b>CURRENT</b>	
Basic current	5A,10A
Maximum current	40A, 60A, 80A, 100A
Starting current	≤ 0.4%Ib
<b>FREQUENCY</b>	
	50Hz or 60Hz
<b>TEMPERATURE</b>	
Operation range	-25℃ to +60℃
Limit range for storage and transport	-40℃ to +75℃
Humidity	Up to 95%
<b>POWER CONSUMPTION</b>	
Power consumption in voltage circuit (active)	≤2 W
Power consumption in voltage circuit (apparent)	≤10 VA
Power consumption in current circuit	≤1 VA
<b>INSULATION STRENGTH</b>	
AC voltage test	4kV during 1min
Impulse voltage test	1.2/50µs mains connections 6kV
<b>EMC</b>	
Electrostatic discharges(Contact discharges)	8kV
Electrostatic discharges(Air discharges)	15kV
Surge immunity test	4kV
Fast transient burst test	4kV
Electromagnetic RF fields (80MHz to 2000MHz)	10V/m(with current), 30V/m(without current)
<b>HOUSING</b>	
Protection degree	IP54 (with long terminal cover)
Meter cove	Opaque PC+ fiber glass with a transparent window
Meter base	Opaque PC+ fiber glass
Terminal cover	Opaque PC+ fiber glass
<b>DISPLAY</b>	
Digit size	4.5mm x 8.8mm
Number of digits	8
<b>COMMUNICATION INTERFACE</b>	
Optical communication	DLMS/COSEM
PLC/MBUS alternative	
<b>WEIGHT</b>	
	Approx.1.61kg ( Extended terminal cover)
	Approx.1.57kg( Short terminal cover)
<b>DIMENSION</b>	
	277mm x 175mm x 82mm (Extended terminal cover)
	224mm x 175mm x 82mm (Short terminal cover)

**TECHNICAL INFORMATION SUPPLIED BY HEXING**

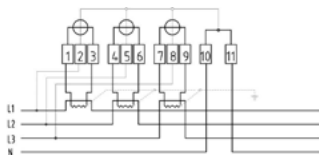
## HXE310-P DIMENSIONS



## CONNECTION DIAGRAM



**SYMMETRIC  
CONNECTION**



**ASYMMETRIC  
CONNECTION**

## 4.4 Hexing Three Phase (HXE310-KP)



**THE THREE PHASE HXE310-KP IS AN INTEGRATED METER WITH OPTIONAL KEYPAD.**

**THIS 100A METER IS USED AS AN INTEGRATED OR SPLIT METER, IS STS COMPLIANT AND FEATURES TAMPER PROTECTION.**

**PRODUCT CODE: H010**

**PARAMATER****Specification****REFERENCE VOLTAGE**

3x230/400V

**WORKING VOLTAGE**

70% Un ~ 120% Un

**REFERENCE CURRENT**

5A

**MAXIUMUM CURRENT**

100A

**ACCURACY CLASS**

Class 1 (Active)

**PULSE CONSTANT**

Active : 1000 imp/kWh

**FREQUENCY**

(50±5)Hz

**TEMPERATURE**Working temperature range -25°C- +60°C  
Store temperature: -40°C- +70°C**HUMIDITY**

≤95%

**VOLTAGE CIRCUIT  
CONSUMPTION**

≤2W 10VA

**CURRENT CIRCUIT  
CONSUMPTION**

≤1VA

**STARTING CURRENT**

4%Ib

**PROTECTION CLASS**

IP54

**FAST TRANSIENT BURST**

4kV

**ELECTROSTATIC  
DISCHARGE (ESD)**Contact discharge ±8 kV.  
Air-gap discharge ±15 kV

INSULATION

4kV, 50Hz, 1min.

IMPULSE VOLTAGE

6kV

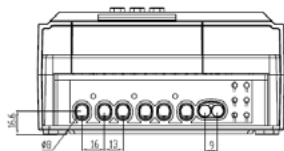
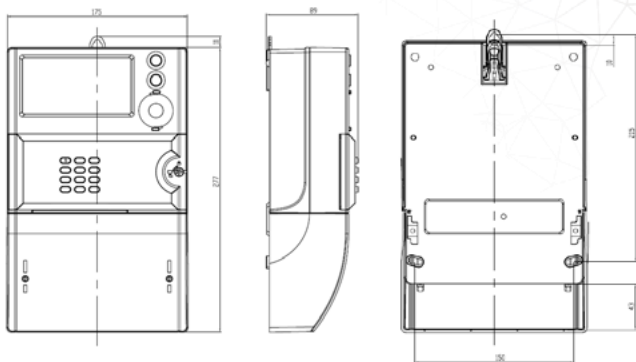
SURGE

4kV

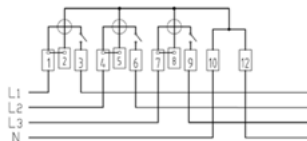
OVER VOLTAGE

440VAC, 48hrs

## HXE310-KP DIMENSIONS



**TERMINAL  
BLOCK**



**CONNECTION  
DIAGRAM**

# SECTION 5: CONLOG



## Table of Contents

- 5.0**      **ERROR CODES**
- 5.1**      **Conlog Nano Meter**
- 5.2**      **Conlog wBEC44 (09)**
- 5.3**      **Conlog BEC 23 (09) PLT + WB**

## 5.0 ERROR CODES

**Meter  
Error Code**

**DESCRIPTION**

<b>E03</b>	Internal error - contact Conlog
<b>E04</b>	No supply voltage present
<b>E07</b>	Communication error between meter and the UIU
<b>E08</b>	Wireless user interface error - contact Conlog
<b>E09</b>	Incompatibility between the meter and the UIU
<b>E20</b>	Remote disconnection initiated

# Token errors

## INVALID TOKEN

This occurs when authentication of a token fails



## TOKEN PROCESSING FAILED

The token is accepted by the meter but cannot be processed



## EXPIRED TOKEN

The entered token is older than the oldest token loaded on the meter



## DUPLICATE OR USED TOKEN

This occurs when a token has the same ID as a token entered previously



## 5.1 Conlog Nano Meter



**THE BEC66 IS A THREE PHASE SPLIT METER THAT WORKS WITH UIU OR WUIU KEYPAD.**

**THIS 250A METER IS USED IN BOTH A WIRED OR RADIO FREQUENCY WIRELESS ENABLED ENVIRONMENT AND FEATURES EXTENSIVE TAMPER PROTECTION.**

**PRODUCT CODE: C014**



# Features & Interface

- Active power measurement
- Power overload protection
- Current overload protection
- Thermal overload protection
- Configurable tamper detection
- Pre-paid and Post-paid mode
- Under and over voltage protection
- Reverse line/load protection
- Configurable low credit alarm threshold
- Operates in extreme supply conditions

# Product Specifications

## VOLTAGE RATINGS

Nominal voltage (-20% +±5%)	110VAC - 127VAC	220VAC - 240VAC
Supply frequency (±5%)	60Hz	50Hz

## CURRENT RATINGS

Base current ( $I_b$ )	5A
Max current ( $I_{max}$ )	60A
Min starting current Class 1	20mA
Utilisation category	UC2
Transient Current ( $I_{tr}$ )	0.5A

## NOMINAL POWER CONSUMPTION

2W/10VA

## ACCURACY

Class 1 (maintained throughout life cycle of product)

## OVER VOLTAGE RATING

440VAC for 48 hours

**SHORT CIRCUIT RATING**

Short-circuit withstand 2.5 KVA

**PULSE VOLTAGE PROTECTION**

6kV

**PROTECTION**Power overload  
Current overload  
Over / under voltage  
Delayed reconnectionThermal overload  
Line / load reversal**ENVIRONMENTAL**

Operating temperature	-10°C to +55°C
Storage temperature	-25°C to +70°C
Humidity	95% non-condensing
IP rating	IP 54
RF immunity	30V/m

**STATUS INDICATORS**Load / power status  
Rate LED (1000 pulses / kWh)**INSTALLATION**

Footprint	DIN rail mounted (35mm)
Insulation class	Double insulation

**TERMINALS**Type  
Maximum size

Live	Neutral	Load
Cage clamp	Cage clamp	Cage clamp
16mm <sup>2</sup>	16mm <sup>2</sup>	16mm <sup>2</sup>

**INTERROGATION**

Type (Optional)      Radio frequency

**SECURITY**

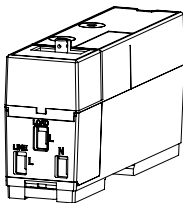
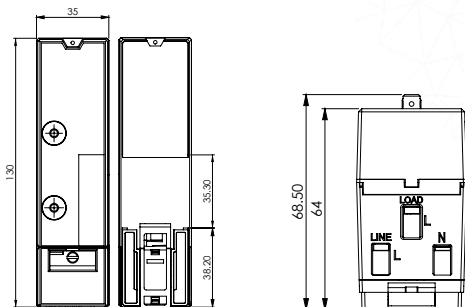
Meter housing	Security seals
Tamper protection	Tamper terminal cover
	Load disconnection on tamper detection

## TESTED STANDARDS

IEC 62052-11	IEC 62055-52
IEC 62053-21	IEC 62056-21
IEC 62055-21	SANS 1524-1
IEC 62055-31	SANS 15417
IEC 62055-41	ISO 9001:2008
IEC 62055-51	ISO 14001:2004

## UNIT PACKAGING

Units per carton	10
Packed weight (incl. box)	2.2kg
Packing box dimensions	225mm x 150mm x 145mm



## 5.2 Conlog wBEC 44 (09)



**THE DIN RAIL RADIO FREQUENCY (RF) WIRELESS WBEC44 IS A SINGLE PHASE SPLIT METER THAT WORKS WITH THE WUIU KEYPAD.**

**THIS 100A ELECTRICITY METER IS USED AS A SPLIT RF METER, IS MOUNTED ON A DIN RAIL, IS STS COMPLIANT AND FEATURES EXTENSIVE TAMPER PROTECTION.**

**PRODUCT CODE: C005**

# Security & features

## **Remote and manual disconnect/reconnect:**

- Detection of bypass and illegal connections
- Management of unpaid post paid accounts
- Activate and test meter disconnection device

## **Entry lockout: Protection against fraudulent entry**

**Delayed reconnection** protects appliances from surges due to loadshedding

## **METER FEATURES**

- Active power measurement
- Renewable energy management
- Power overload protection
- Current overload protection
- Thermal overload protection
- Configurable tamper detection
- Prepaid and post-paid mode
- Under and over voltage protection
- Reverse line/load protection
- Emergency and lifeline support
- Configurable low credit alarm threshold
- Operates in extreme supply conditions
- Communication status LED

## VOLTAGE RATINGS

Nominal voltage (-20% +15%)	110VAC - 127VAC	220VAC - 240VAC
Supply frequency (±5%)	60Hz	50Hz

## CURRENT RATINGS

Base current ( $I_b$ )	5A
Max current ( $I_{max}$ )	100A
Min starting current	
Class 1	20mA
Class 2	25mA
Utilisation category	UC2
Transient Current ( $I_{tr}$ )	0.5A

## NOMINAL POWER CONSUMPTION

1.2W / 9VA

## ACCURACY

Class 1 and 2 (maintained throughout life cycle of product)

## OVER VOLTAGE RATING

440VAC for 48 hours

## SHORT CIRCUIT RATING

Short-circuit withstand 3.0kA

## PULSE VOLTAGE PROTECTION

6kV

## PROTECTION

Power overload	Thermal overload
Current overload	Line / load reversal
Over / under voltage	
Delayed reconnection	

## ENVIRONMENTAL

Operating temperature	-10°C to +55°C
Storage temperature	-25°C to +70°C
Humidity	95% non-condensing
IP rating	IP 54 (Meter and user interface unit)
RF immunity	30V/m

## STATUS INDICATORS

Load / power status  
Rate LED (1000 pulses / kWh)  
Communication

## INSTALLATIONS

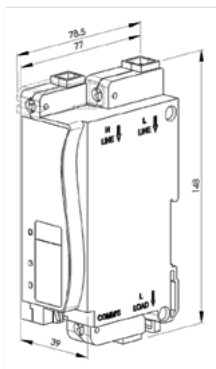
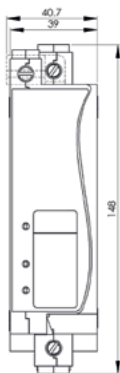
Footprint           DIN rail mounted (35mm)  
Insulation class    Double insulation

## TERMINALS

Type  
Maximum size

Live  
Cage clamp  
25mm<sup>2</sup>

Neutral  
Cage clamp  
16mm<sup>2</sup>



## **5.3 Conlog BEC 23 (09) PLT + WB**



**THE BEC23 IS A SINGLE PHASE (WITH KEYPAD)  
METER WITH A REMOVABLE WALLBASE.**

**THIS 80A ELECTRICITY METER IS USED AS AN  
INTEGRATED METER AND IS STS COMPLIANT.**

**PRODUCT CODE: C008**



# Security & features

**Token Entry lockout:** Protection against fraudulent token entries

## METER FEATURES

- Active power measurement
- Power factor measurement
- Renewable energy management
- Power overload protection
- Current overload protection
- Prepaid and postpaid modes
- Under and over voltage protection
- Reverse line/load protection
- Configurable tamper protection
- Low base current measurement
- Programmable overload
- List of last 10 meter specific tokens
- Common wallbase mounting
- Configurable low credit alarm threshold

## VOLTAGE RATINGS

Nominal voltage (-20% +15%)	220VAC - 240VAC
Supply frequency ( $\pm 2\%$ )	50Hz

## CURRENT RATINGS

Base current ( $I_b$ )	5A
Max current ( $I_{max}$ )	80A
Min starting current Class 2	25mA
Utilisation category	UC2

## NOMINAL POWER CONSUMPTION

1.6W / 9VA

## ACCURACY

Class 2 (maintained throughout life cycle of product)

## OVER VOLTAGE RATING

420VAC for 48 hours

## SHORT CIRCUIT RATING

Short-circuit withstand 2.5kA

## PROTECTION

Power overload  
Current overload

Over / under voltage  
Line / load reversal

## ENVIRONMENTAL

Operating temperature	-10°C to +55°C
Storage temperature	-25°C to +70°C
Humidity	95% non-condensing
IP rating	PL - IP54
RF immunity	30V/m

## STATUS INDICATORS

Rate LED (1000 pulses / kWh)

## INSTALLATIONS

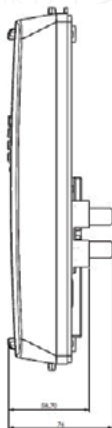
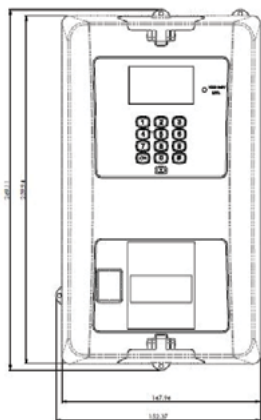
Footprint	Common wallbase
Insulation class	Double insulation

## TERMINALS

Type

Live  
Bus bars

Neutral  
Bus bars



# SECTION 6: UTILITY SYSTEMS



## Table of Contents

- 6.0.1 ERROR CODES
- 6.0.2 Installation
  
- 6.1 Prepaid water meter
- 6.2 Cold water meter
- 6.3 User Interface Unit

### 6.0.1 ERROR CODES



If there's beeping, this indicates that there is water running: if taps are closed there's a leak



Indicates the unit's battery life

250.00<sup>L</sup>

Indicates how much water is available

000000.1457<sup>m<sup>3</sup></sup>

Indicates how much water was used in Kiloliters

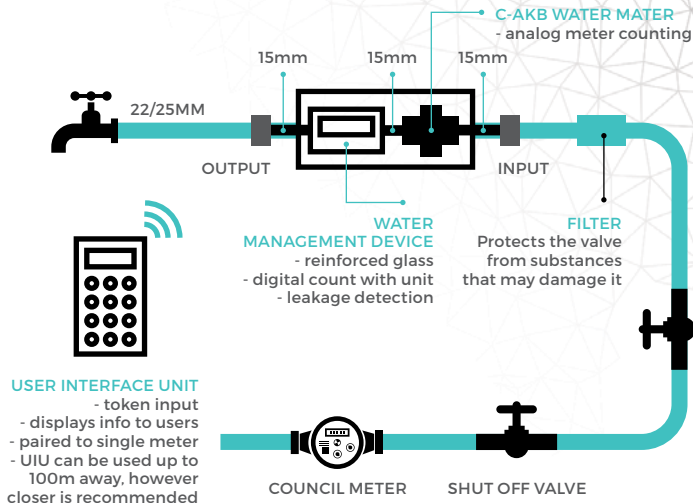
CLOSE 1254<sup>L</sup>

Indicates that **water is available**; valve is closed


CLOSE 0000<sup>L</sup>

Indicates **no water is available**; valve is closed

## 6.0.2 Installation



### PAIRING PROCEDURE

- Step 1: Select  to power the UIU on
- Step 2: #999#
- Step 3: Enter the 11 digit serial number  
(Eg: #999#41142356847)
- Step 4: Select #
- Step 5: Select ##

Please note that this operation must be done for full functionality of the UIU.

## 6.1 Prepaid Water Meter



**THE UTILITY SYSTEMS WATER MANAGEMENT DEVICE, THE WMD, IS THE ORIGINAL, REMOTE COMMUNICATING ELECTRONIC WATER CONTROL VALVE AND STANDARD TRANSFER SPECIFICATION (STS) PREPAYMENT WATER DEVICE.**

**PRODUCT CODE: W005**

## METROLOGICAL & MECHANICAL DATA

Nominal Diameters	DN20mm, DN25mm
Connection Thread	BSP
Material	PA6 Glass Filled Nylon / EPDM Valve components
Maximum Flow Rate	3000L/hr* Dependant on external meter specification
Minimal Flow Rate	Dependant on external meter specification
Protection Class	IP68

## TEMPERATURE AND PRESSURE

Storage Temperature Range	-10°C to +60°C
Water Temperature Range (Operation)	1°C to +60°C (Unfrozen Water)
Nominal Water Pressure	16 Bar (PN16)
Normal Working Water Pressure	3-9 Bar

## VALVE OPERATION

Minimum Valve operating Pressure	0.25Bar @ 15L/hr
Maximum Valve operating Pressure	16 Bar

## COMMUNICATION

Radio Frequency	433MHz, bi-birectional, ISM free band
Infrared	Using Utility Systems IR Probe
Protocol	USC Proprietary Protocol

## BATTERY & DISPLAY

Battery Life	433MHz - Up to 10 years dependant on use (With in-field replaceable slimline battery pack (IP68 Sealed))
Display	LCD

## CONFORMITY

STS, ICASA, CE, NRCS, JASWIC

## 6.2 Cold Water Meter

TECHNICAL COMPONENT





## 6.3 User Interface Unit

### UIU OPERATIONAL MODES

The UIU can be used in 1 of 5 operating modes:

- Active
- Sleep
- Menu
- Interrogation
- Housekeeping

### OPERATIONS

**Status & Alarms:** The UIU supports the following STATUS and ALARM displays which are active in the STANDBY, INTERROGATION and MENU modes:

#### DESCRIPTION

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#### ON DISPLAY

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VALVE OPEN

Water drop permanently displayed

VALVE CLOSED

Water drop not displayed

POSSIBLE LEAK

Water drop flashes

ALLOCATION BELOW  
THRESHOLD

Entire display flashes

## MENU

UIU supports a menu structure based on a numeric key entry:

- Initiate menu mode by pressing the # key.  
The cursor will start flashing at the 1st digit to confirm menu mode
- Enter the corresponding code of the desired menu item

### CODE

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### DESCRIPTION

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986

#### **User Pin Update:**

- Enter the change WMD PIN command #986#
- You will not be prompted to enter the existing PIN
- You will not be prompted to enter the new PIN
- You will not be prompted to confirm the new PIN
- If the PINs entered match, the UIU will display a tick mark indicating success

994

#### **Display Serial Number**

From the home screen enter command #994#

The serial number of the WMD that the unit is paired with will be displayed and scrolled across the screen. Once the whole serial number passes through the display it will wrap around. This will continue for 60 seconds. The UIU can be taken out of this mode simply by pressing the  $\bar{i}$  key.

This feature can be used when a user needs to know the serial number of the WMD that it is paired with so that credit can be bought.

## CODE

## DESCRIPTION

995

### **Valve Toggle Function**

#### VALVE CURRENTLY IN OPEN STATE

From the home screen enter command #995#. Once this is done a number representing the duration that the valve should remain in its open state after an allocation time has been reached will be displayed.

The default value is 1 minute although this can vary between 1 to 59 minutes. If you are happy with the default value, simply input the # key afterwards.

995

#### VALVE CURRENTLY IN CLOSED STATE

If the Valve is already in a closed state, this command can be used to open the valve again. From the home screen enter command #995#

Once it has successfully opened, a 'S' will now be displayed.

## EMERGENCY WATER ENABLE/DISABLE

911

### **Enable Emergency Water**

- From the home screen enter command #911#
- Emergency Water may be invoked on a WMD with emergency water feature enabled. The emergency water allocation is only used when the normal free allocation has run out.
- Initiate emergency water using command #911#
- Disable emergency water using command #911# again

## CODE

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## DESCRIPTION

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### LIFELINE WATER DISPLAY

971

**Request Lifeline Credit**

From the home screen enter command #971# to request Lifeline Water.

006

**Total Lifeline Allocation:** Use command #006# to display the total lifeline allocation. Press back to exit, or wait for the display to time out.

007

**Lifeline Remaining Days:** Use command #007# to display the lifeline remaining days. Press back to exit, or wait for the display to time out.

008

**Lifeline Daily Limit:** User command #008# to display total to date. Press back to exit, or wait for the display to time out.

## **CITIQ 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 information on the respective meters, please visit the manufacturer website:**

For **Landis+Gyr** meters: [www.landisgyr.com](http://www.landisgyr.com)

For **Hexing** meters: [www.hxgroup.cn](http://www.hxgroup.cn)

For **Conlog** meters: [www.conlog.com](http://www.conlog.com)

For **Utility Systems** meters: [www.utility-systems.co.za](http://www.utility-systems.co.za)

For **Clou** meters: [www.clouglobal.com](http://www.clouglobal.com)

### **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](http://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](http://www.citiqprepaid.co.za)



**087 55 111 55**



**087 55 11 11 7**



**087 55 111 11**



[help@citiqprepaid.co.za](mailto:help@citiqprepaid.co.za)  
[www.citiqprepaid.co.za](http://www.citiqprepaid.co.za)