

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

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

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