

FREQUENTLY ASKED QUESTIONS

Q How does Dual Fuel Prepayment work?

A Each utility meter has a pulsed output data cable which is linked into the HE203df Card Reader. This informs the card reader of consumption of each meter. At zero credit, a solenoid valve or contactor cuts off the utility supply (except water see Q5).



Q How is the tariff set?

A The HE203df Card Reader is programmable via two buttons on the front of the case (scroll and accept).

Q How does the card reader calculate the different utility values?

A Each utility cost is programmed into the reader and the HE203df decrements (reduces) the credit in apportion to the consumption.

Q Is there an emergency credit facility?

A Yes - at zero credit- the button on the front can be pressed to give an emergency credit value—which is recovered when the next card is inserted.

Q Can the water be switched off?

A No, its unlawful to switch off a water supply in the UK. However, the primary fuels, electric, gas or heat can be switched off.

Q What happens in the event of a price increase?

A The settings can be changed with our reset Zapper tool.

Q How much credit is on a card?

A This is programmable and is set when programming at the 'setting up' stage. For economy each card can be used twice i.e. if you set up for 50 utility units x 2 gives 100 units per card.

Q How can I tell how many cards have been used?

A Using the front panel programming buttons—an audit facility is available.

Q Can my tenants get into the settings?

A No. When the accept screen is reached and pressed in the programme it locks in the settings. The settings can only be unlocked via our reset Zapper Tool which are only sold to registered landlords and operators.

Q What price are the Dual Fuel Metering Systems and how make a purchase?

A Please contact our sales line 01524 555929. All major credit and debit cards are accepted.