

FREQUENTLY ASKED QUESTIONS

How does the HE203e Card Reader work ?

A - The HE203e is hard wired, to utility meters, with a pulsed output, the meters despatch pulses to the HE203e apportionment to consumption. The HE203e decrements each time a pulse is received

Q - Can I set the HE203e to suit my application

A - Yes the HE203e can be programmed to despatch between 1 and 1000 credits per card side.

Q - Are there Audit Facilities ?

A - Yes it is software options, by scrolling the grey button the total number of cards inserted is displayed

Q - Is there an end of session buzzer warning ?

A - Yes this can be set to give a audible warning prior to completion of the timed session eg:- 2 minutes before switch off.
The length of the buzzer warning is programmable

Q - If I put more than card in will it double the credit available?

A - Yes example if you set the HE 203e for 10 units/credits per card side and insert two cards it will give 20 units of credit

Q - What programming security is available?

A - Each HE 203e locks in the software at the programming stage. The operator can purchase a Zapper Reset Tool which will allow access back into the software for re setting the programme and provide a override facility

Q - Does the HE203e have a count down display ?

A - Yes the unit has a LCD display, the credits are displayed and counts each time a full utility unit is used

Q - How do I program the HE203e ?

A - Two buttons on the front panel of the HE 203, which are situated on the front panel of the unit.

Q - What switching capacity has the HE 203e ?

A - A large contactor is located in the unit and a full 100amps can be switched

Q - What sort of material is the case made of ?

A - A heavy quality, highly durable nylon, which conforms to EN50091-2

Q - How much do the cards cost ?

A - 400 Pack 12p ea 2000 Pack 8p ea - Cards are bi encoded (used twice)



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Q - How secure is the card purchasing system ?

A - Security is very important, each HE 203e purchase is registered and we register the owner/building manager with our card bank.

Q - How does the Prepayment Work ?

A - HE203e Card Reader + The Tiny Electric Meter

The Card Reader collects pulses from the Electric apportionate to consumption

These pulses decrement the card reader and at zero credit the contactor in the HE293 closes

Q - What is a tenant runs out of cards during the night ?

A - The HE203e has a Emergency Credit Facility – At Zero Credit press both buttons for 5 seconds and a value of Emergency Credit is given which is taken back when the next card is inserted.

Q - What is needed to change the settings ?

A - When set at installation, once the settings are put in the program locks for security It can be opened with the use of a Zapper reset tool . This is a handheld infra device that opens the software, and the following options are available

- 1 – Reset the software
- 2 – Over ride the card reader – ideal for when maintenance is taking place
- 3 - Zero the credits on the meter

Q - Are they suitable for external installation

A – Yes but only if in a suitable IP65 Enclosure which are available

