

# PAYEASY GAS METER INSTRUCTIONS

## HOW TO TRANSFER CREDIT TO YOUR METER

Your new meter is very simple to use. Just follow these simple steps. You must obtain credit from a PayPoint outlet before you can transfer this to the meter.

If you still have credit on your meter...

The display will be showing 'o' or 'on' (open) with the units of credit still available.

- Insert your PAYEASY card into the slot/gold chip first, with blue arrow showing as in fig.1 for about 5 seconds until you hear a beep.
- Check the display screen to check that the new credit has been accepted
- Remove the PAYEASY card.

If you have no credit on your meter...

The display screen will be showing 'c' or 'no credit' (closed) with the word 'OFF' flashing.

- Check your gas appliances are all turned off
- Insert your PAYEASY card into the slot/gold chip first, with blue arrow showing as in fig.1 for about 5 seconds until you hear a beep.
- Check the display screen to check that the new credit has been accepted.
- Press and hold the black button 'B' for about 5 seconds until you hear a beep or the display shows 'LET-go' or 'Release B'.
- Release the black button 'B' and remove your card.
- The valve will open after about 30 seconds and the display will change to 'o' or 'on' (open) with the units of credit available.

**REPLACEMENT CARDS** — You can purchase a replacement PAYEASY card at any of the PayPoint outlets on the back of this leaflet. Before buying credit on your new PAYEASY card you must return to your meter and register the card. Do this by simply inserting the card into the meter for one minute to ensure the meter details are registered onto the card and you can then buy gas at your local PayPoint outlet.

## USING YOUR CREDIT RESERVE

If your gas supply is still on...

Avoid your gas supply switching off if your credit is between 30-15 units by releasing your 'Credit Reserve' facility.

The display will be showing 'o' or 'Reverse avail' with 'on' with the number of units still available and the word 'Lo' flashing or 'Low'.

- Remove your PAYEASY card if you keep it in your meter.
- Insert the card into the meter.
- Press and hold the red button A for about 5 seconds until you hear a beep.
- Release the red button A and remove your card.

Once your credit goes below 15 units the display will show 'o' or 'on' with 'RES' or 'Reserve in use' (Credit Reserve). You should now purchase more credit as soon as possible.

If your gas supply has switched off...

When your credit reaches 15 units your gas supply will automatically switch off unless you have released the credit reserve.

The display will show 'c' with the word 'OFF' flashing, or 'OFF'.

- Check your gas appliances are all turned off.
- Remove your card if you keep it in your meter
- Insert the card into the meter
- Press and hold the black button 'B' for about 5 seconds until you hear a beep or the display shows 'LET-go', or 'Release B'.
- Release the black button 'B' and remove the card.

Your gas supply will now switch back on after about 30 seconds and the display will change from 'c' to 'o' or 'OFF' to 'ON'. If it doesn't, remove the card, wait a minute, re-insert the card and repeat the process.

Remember you are now using your reserve facility and need to purchase more gas as soon as possible.

## POINTS TO REMEMBER

- Check your credit on a regular basis by pressing red button 'A'.
- To transfer credit you don't need to press any buttons. Insert your PAYEASY card into the slot/gold chip first, with blue arrow showing as in fig.1 for about 5 seconds until you hear a beep.
- When your screen display is updating you will see a flashing box, or 'Please wait'
- The red button 'A' is used to release your 'Credit reserve'. The black button 'B' is only used to switch the gas supply back on
- The word 'Lo' flashing or 'Reverse avail' means you can release your 'Credit Reserve' before your gas supply switches off at 15 units. (See previous page)
- A flashing 'c' or 'OFF' means your gas supply has switched off. Don't worry, all you have to do is access your 'Credit Reserve' (see previous page).
- 'O' with 'RES' flashing or 'ON' with 'Reverse in use' means you are using your Credit Reserve. Purchase more credit as soon as possible.
- If you leave your card in the meter for more than a minute, you will need to remove it and re-insert it before attempting any of the previous instructions.
- If you smell gas or are concerned about safety call 0800 002 001.



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The above instructions are from Phoenix Gas for the operation of their pay as you go card meters.

The majority of our properties would be supplied with phoenix gas and use the PAYEASY card system.

You should always keep your meter above 15 units so that it does not shut off unexpectedly.

If this happens the boiler may require resetting.

Please ensure you have sufficient credit on your gas meter before reporting a problem with your heating to us. It may be that you just have run out of credit.