



## **PHOENIX GAS METER INSTRUCTIONS** **IMPORTANT, PLEASE READ CAREFULLY**

### **HOW TO TRANSFER CREDIT TO THE METER**

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

If you still have credit on the meter the display will be showing "O" (open) with the units of credit still available.

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

If you have no credit on your meter the display screen will be showing "C" (closed) with the word "OFF" flashing

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

**REPLACEMENT CARDS** – Before buying credit on your 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.

### **Has your gas switched off?**

**When your credit reaches 15 units your gas supply will automatically switch off. The display will show 'C' with the word 'OFF' flashing. Therefore do not let the units run less than 20 to ensure you do not switch off**

To release the reserve credit you must:

1. Check all gas appliances are turned off.
2. Remove your card if you keep it in the gas meter.
3. Press and hold the black button 'B' for about 5 seconds until you hear a beep or the display shows 'LET-GO'.
4. 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'. If it doesn't remove the card, wait a minute, re-insert the card and repeat the process.

**Remember you are now in the reserve credit and need to add more credit immediately.**

### **POINTS TO REMEMBER**

1. Check your credit on a regular basis by pressing red button A
2. To transfer credit you don't need to press any buttons. Just make sure your card is the right way up with chip on top on to the front.
3. When the screen display is updating you will see a flashing box
4. 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.
5. The word 'Lo' flashing means you can release your credit reserve before your gas supply switches off at 15 units.
6. A flashing 'c' means your gas supply has switched off. You now need to access your credit reserve.

7. 'O' with 'rES' flashing means that you are in your credit reserve and you need to purchase more credit immediately.
8. 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.

**PHOENIX GAS – TELEPHONE NUMBER 08454 55555**