



Hexing Prepaid User Guide



HXE110-KP & HXE310-KP

**SINGLE/THREE PHASE
PREPAYMENT METER
BUILT IN CIU**



HXE110-P & HXE310-P

**SINGLE/THREE PHASE
PREPAYMENT METER
SPLIT CIU**

Short codes

- Enter these codes into your CIU followed by enter

Short Code	Description
801	Credits Remaining (kWh)
804	Meter Serial Number (11 digits)
806	Error Code (If the meter does not return 00 please contact Livewire for assistance and provide the error code returned)
812	Cancel Audible Alarm for low credit

Common Problems and Solutions

Problem	Solution
Keypad shows connect and then failed when trying to load a token	Ensure that the CIU is the only device plugged in on that set of plugs
Meter rejects the token that has been entered	Check your slip to ensure you used the correct meter number when purchasing
I have run out of credits but cannot load more	Check that your CIU is fitted with batteries

CIU Display

LCD Display Information	Description
8888.8.8.88	Data display field
CREDIT kVArhz	Unit display field
	Contact switching on
	Contact switching out
	Charge success
	Charge failure

CIU Feedback

1. Communication between meter and CIU failed



2. Incorrect token entered



3. The token has already been loaded onto this meter



4. Token was entered correctly and credit has been recharged

