



# Laison Prepaid Water User Guide



Laison Prepaid Valve + CIU

HOT/COLD WATER PREPAYMENT METER

SPLIT CIU

## Short codes

- Enter these codes into your CIU followed by enter

Short Code	Description
01	Date & Time
51	Meter Serial Number (13 digits)
12	Credit Remaining (kL)

## Common Problems and Solutions

Problem	Solution
Keypad does not connect to the meter	Try moving the keypad closer to the meter and re-entering the token into the CIU or alternatively replace the batteries in the meter
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 & that the batteries are charged

## CIU Display

Short Code	Description
	Valve Status (Open/Closed)
	Warning - Please contact <a href="mailto:prepaid@livewire.co.za">prepaid@livewire.co.za</a> for assistance
	Low Battery - Please contact <a href="mailto:prepaid@livewire.co.za">prepaid@livewire.co.za</a>

## CIU Feedback & Error Codes

Error Code	Description
<b>EC 82</b>	Incorrect Token Entered
<b>EC 84</b>	The token has already been loaded onto this meter
<b>EC 80</b>	Token is the incorrect number of digits