User & Information Guide

Before use please read these instructions carefully

Welcome to your VersionR+ prepayment unit. These instructions are intended to provide information on the operation and “topping-up” of the unit.

Please keep for future reference.

The VersionR+ prepayment unit is designed to assist with the budgeting and payment of your energy supply. The prepayment unit is not an energy meter, it reads the meter installed that measures the amount of energy you consume and deducts the rate per unit from the amount of credit displayed. When you have used all your credit the energy supply will stop until you have added more credit.

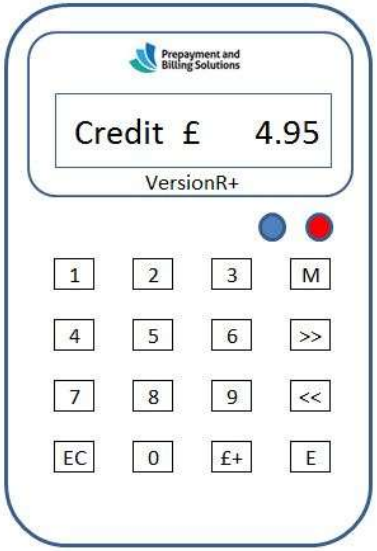
The methods of adding credit are also described, but you need to check with your energy supplier which methods are available for you to use. Similarly, not all of the VersionR+’s features mentioned below may be available on your scheme.

The VersionR+ Unit

The VersionR+ prepayment unit has a numeric keyboard (0 to 9). It has 2 “hot-keys” for short cuts to the adding of credit screen and for accessing emergency credit (if available) together with a **M**enu button, forwards **>>** and backwards **<<** buttons and an **E**nter button.

Each of these buttons and their functionality are described below.
The main display will illuminate when any key is pressed. The first press activates the display the next press of any key will be registered by the unit.

There are also two LED indicators on the front of the unit (BLUE and RED).



When the BLUE light flashes this is a visual warning that the VersionR+ is in a low credit state and acts as a reminder to purchase additional credit to maintain energy supply. When the BLUE light ‘flashes’ you may also be allowed to use the EMERGENCY Credit* (if available).

When the BLUE light is on continually this indicates that no more energy will be supplied until additional credit is added.

The RED light indicates that unauthorised access has been made to the VersionR+ unit. This can only be reset by an authorised person.

If the RED light comes on, you must contact your energy supplier and advise them.

*Some features may not be available on all schemes.

User Operation

Credit amount (£:p or €:c)
In use, the main display will show the amount of remaining 'CREDIT' in £ and p (or Euro's and cents) that you have available to use. As energy is used; the credit value will decrease, as you purchase additional credit (see below) the credit value will increase. If the unit shows a 'DEBT' amount, then credit needs to be added before any additional energy will be supplied.

Adding Credit
When you purchase additional credit (see available methods below) it will be loaded wirelessly to your unit.
In the unlikely event that this does not happen, you can load it manually using the keypad. On the receipt will be a 20 digit PIN code. Pressing the **£+** key or pressing the **M**enu button takes you to the add credit screen. Using the key pad enter the 20 digit PIN code. If you make a mistake, use the << and >> keys to go to locate the error. When all 20 digits are input, press **E**nter.

If the PIN is correct and hasn't been used before, it will be accepted and the display will show the amount of credit entered and the date and reference. If the displayed message has an "E" on the end of the first line, this indicates that the "Emergency Credit*" has been replaced. If the PIN has been entered incorrectly or is not valid, the Unit will display "PIN Incorrect". If the PIN has been used previously, the unit will display "PIN already used".

Occasionally, problems with the mobile networks used for communications may delay purchased credit being loaded onto the unit. If you need to load the credit immediately, please use the PIN entry method described above.

Repeated entry of incorrect PINs will lock the unit for 1 hour.

PINS ARE UNQIUE TO YOUR UNIT. THEY WILL NOT WORK WITH ANY OTHER VersionR+ PREPAYMENT UNITS, ANYWHERE, EVER!

When credit has been added, the 'top-up' is shown on the display, with the Payment ID, the amount added in £ and the date showing until cleared by pressing any key.

Emergency Credit*

When the displayed credit is at or below the "Emergency Credit Availability" level (see below) which can be checked by pressing the M button and then selecting "Information" by pressing E. Using the >> keys to view the "EC Availability".

If Emergency Credit* is available, the unit will display "EC Available" on the display and the BLUE light will flash on the front of the unit.

To load the Emergency Credit* either press the "EC" hot key on the front of the unit and "E". Alternatively, using the M button (pressing 2 times) to the use Emergency Credit* screen.

When the Emergency Credit has been used, the display will show "EC taken" until additional credit has been purchased and the EC replaced.

EMERGENCY CREDIT* IS TO BE USED ONLY WHEN YOU ARE UNABLE TO TOP-UP.

IT IS NOT FOR GENERAL EVERY DAY USE. USE IT CAREFULLY!

Social Hours Disconnect Abatement (SHDA)*

If you have credit on the unit at the time when the SHDA commences you will not be disconnected from your energy supply until the end of the SHDA period. If your unit goes into DEBT during this period, you will have to bring your balance into a CREDIT position before any additional energy will be allowed. The SHDA periods include all day Christmas Day, Boxing Day and New Year's Day. Your scheme operator will advise of the SHDA time periods if used on your system.

Previous Credit

Pressing the **M**enu button 4 times will show the previous credits loaded to the unit. The display will show the payment ID, date and value of the transaction. The list can be reviewed using the **<<** and **>>** keys to view all transactions entered.

Information

Various settings and information can be viewed by pressing the **M**enu button 2 times followed by **E**nter. Additional information can be viewed by pressing **>>**

- Time and date – Current date and time as reported by the unit
- Meter Reading – In certain systems the unit will read the energy meter and report the meter reading on the screen in kWh. In other systems, the unit will display the number of kWh that have been charged by the unit, this may or may not be the same as the current energy meter reading. If the system allows, this will also display the actual demand on the system at the time in kW.
- Total CO_2 based on the meter reading, this is the aggregate amount of CO_2 that the unit will have recorded since the meter was installed.
- CO_2 per hour – if possible by the system, this is the current amount of CO_2 per hour based in the current system demand in kW (see above).
- Unit price – this is the rate per kWh of energy being charged by your energy provider. It is displayed in pence (or cents) per kWh.
- Daily Standing Charge*- this is the daily charge set by your energy provider. The VersionR+ unit will deduct the daily standing charge* in $1/10^{th}$ across the day. The amount shown is in £ and pence (euros and cents).
- Cost per hour – This is the cumulative costs (inc any standing charge) so far in the current hour.
- Emergency Credit* – this is the value of the Emergency Credit* which is available for use when the unit is in a low credit state (BLUE flashing light on display)
- EC Avail level* - this is the value in £ that the units CREDIT must be at or lower than before the EMERGENCY CREDIT* can be loaded. When the unit is in this low credit state, the BLUE light will flash as a reminder to purchase additional credit.

Graphs

Pressing the **M** button 3 times followed by **E**nter will display energy monitoring information on your actual consumption as recorded by the unit.

The unit will display consumption information in kWh in the following ways.

- It reports as a bar graph the consumption today (d) with the consumption yesterday (D) and the number of kWh.
- Next is a bar graph that shows consumption for today (d) against the maximum recorded daily consumption (X) and the number of kWh.
- Next is a graph which shows consumption this week (w) against last week (W) and the kWh.
- Next is a graph that shows consumption this week (w) against the maximum week's consumption (X).
- Finally graphs that show consumption this month (m) against last month (M) and then against the maximum consumption in any month (X) together with the actual kWh.

Set-up (for Installers Only)

The unit's set-up parameters are entered by pressing the **M**enu button 5 times and **E**nter**.** The unit will display "Utilities Menu" and have a Challenge Code (CC and 8 digit number) this will need to be entered into the web based set-up utility, details of which are only available from the supplier).

"Topping Up" Purchasing additional Credit

You can add credit or "top-up" your VersionR+ unit in the following ways*

- Pay Point - Payment at any of the ~28,000 network of outlets using your identifying card.
- Internet – Using the www.energybilling.co.uk web portal
- Telephone payment system: **01623 541401**
- Electronic banking direct payment, or Standing Order arrangements

To buy additional credit you can use:



PayPoint
Take your payment card and cash to any PayPoint outlet. Remember to keep your receipt as proof of payment and for the PIN number.

Telephone
To pay over the automated telephone payment line using a debit or credit card call 01623 541 401.

Internet
Go to www.energybilling.co.uk you will need to register details before your first purchase.
To register follow the on screen instructions (you will need your payment card details). You can pay using a credit or debit card.

Standing Order
If you wish, you can arrange with your bank to pay a standing order so that a fixed amount is paid automatically. Please telephone 01623 675 320 for details.

Contact Details

If you need to contact us about your account or for a replacement card

Please telephone 0114 231 3700