

Heat Prepayment – Frequently Asked Questions

Q – How does the HE 203 Card Reader work ?

A – The HE203 is hard wired, to utility meters, with a pulsed output, the meters despatch pulses to the HE203 apportionate to consumption. The HE203 decrements each time a pulse is received

Q – Can I set the HE 203 to suit my application

A – Yes the HE203 can be programmed to despatch between 1 and 1000 credits per card side.

Q – Are there Audit Facilities ?

A - Yes it is software options, by scrolling the grey button the total number of cards inserted is displayed



Q – Is there an end of session buzzer warning ?

A – Yes this can be set to give a audible warning prior to completion of the timed session eg:- 2 minutes before switch off. The length of the buzzer warning is programmable

Q – If I put more than card in will it double the credit available?

A – Yes example if you set the HE 203 for 10 units/credits per card side and insert two cards it will give 20 units of credit

Q – What programming security is available?

A – Each HE 203 locks in the software at the programming stage. The operator can purchase a Zapper Reset Tool which will allow access back into the software for re setting the programme and provide a override facility

Q - Does the HE 203 have a count down display ?

A – Yes the unit has a LCD display, the credits are displayed and counts each time a full utility unit is used

Q – How do I program the HE 203 ?

A – Two buttons on the front panel of the HE 203, which are situated on the front panel of the unit.



Q – What switching capacity has the HE 203 ?

A – A Large contactor is located in the unit and a full 100amps can be switched

Q – What sort of material is the case made of ?

A –A heavy quality, highly durable nylon, which conforms to EN50091-2

Q – How much do the cards cost ?

A - 200 Pack 12p ea 2000 Pack 8p ea - Cards are bi encoded (used twice)

Q – How secure is the card purchasing system ?

A -- Security is very important, each HE 203 purchase is registered and we register the owner/building manager with our card bank.

Q – How does the Prepayment Work ?

A – A Heat Calculator Package + Card Reader + 2 Port Valve is installed
The Card Reader collects pulses from the Heat Calculator apportionate to consumption
These pulses decrement the card reader and at zero credit the 2 Port Valve closes

Q – What is a tenant runs out of cards during the night ?

A – The HE203 has a Emergency Credit Facility – press button a value of Emergency Credit is given which is taken back when the next card is inserted.

Q – What is needed to change the settings ?

A – When set at installation, once the settings are put in the program locks for security It can be opened with the use of a zapper reset tool . This is a handheld infra device that opens the software, and the following options are available

1 – Reset the software

2 – Over ride the card reader – ideal for when maintenance is taking place

3 - Zero the credits on the meter

Q – Are they suitable for external installation

A – Yes but only if in a suitable IP67 Enclosure which are available

Q – Are Card Vending Machines available

A – Yes cards are inserted into boxes for easy vending.

Q – Can the Prepayment System work with any Heat Meter

A – No only ones with the right facilities

Q – Why does the Heat Meter Prepayment require a 2 Port Valve

A – A means of closing down the availability of Heat is needed at zero credit

Q – Will the Prepayment System work on Chilled/ Air Conditioning Circuits.

A – Yes no problem – the only difference is the Flow Meter is a different type.

Q – Are there any other options for prepayment other than cards

A – Yes in the case of bulk orders for over 100 units minimum – Cardless prepayment Is an option if the location circumstances are suitable.