



Lower Lacon
Caravan Park

Using Pre-Payment Metering System – Adding & Removing credit from the meter

The latest British Standard for the installation of electrical wiring introduced a number of major changes to the design of electrical installations that supply caravans, mobile homes and tents. The major difference is that the socket can no longer be powered unless the plug is connected. So now you will need to reset your trips on arrival.

Arrival set up to add credit to meter

1, Plug the lead into the socket



2, Turn on trips



3, Wait a few seconds for the meter to initialise. 4, Hold the card against the meter until it beeps.



5, Your credit will then be displayed on the meter screen.



When you have uploaded credit to your meter, that meter is locked to your card, so you are the only person who can add or remove credit from your meter. If you buy more credit, repeat steps 4 and 5, Your new credit will be displayed on the meter screen with the credit added to the meter balance total.

Removing your credit from the meter

1, Do not unplug your cable. 2, Hold the card against the meter until you hear a beep



3, Check the credit amount should now display as 0.00.

4, Unplug your lead. **It is not essential to unplug if you turn the trips off.**



If you require additional credit, bring your card to reception where you can buy credit during office hours. At this point meters are set to alarm when you go below £10 with a second alarm again at £2 credit. You have also got the ability to activate a £10 emergency credit, this is done when the meter hits '0.00' you can press either of the 2 buttons on the meter and this will allow the meter to go into the negative up to -£10. We would recommend you always have a minimum of £20 credit on your meter as there is no way for the wardens to top up the meters overnight, as monitoring your balance is your responsibility.

You should treat your cards as cash, the same as if you lost a £50 note, the bank would not replace it. If you lose the card, we cannot tell how much credit was on it. Therefore we cannot refund that credit. If a lost card is returned to the office, it can be read to verify its owner, and if it has a balance. We will not be doing refunds of credit, so a card has no monetary value to anybody, apart from its owner. If you do lose your card the replacement cards are £10. This is the simplest metering system we could find that didn't give an ongoing monthly cost that we would need to pass on to you. If you have any queries do not hesitate to ask. **Also, if there is a power cut the meter will store the relevant user and credit information.**