Frequently Asked Questions

What is a billing date and cycle?
A municipality would typically read your meter on a specific day of the month, to load to your utility bill. This date is your billing date, for example the 25th. A billing cycle starts at 12:00am at night on the 25th of the month up to the 12:00am on the 25th in the next month. If the billing date is set to the 1st, the cycle would start 12:00am on the 1st day of the month, to the 12:00am on the last day of the month.

Why is my totalizer on the CIU not the same as on the mechanical meter?
During installation the totalizer on the PWC300 may or may not be synchronized to the mechanical meter. If it is not synchronized, they will not match, but your billing will not be affected, since you are typically billed on the difference in the totalizer from one month to the other. The end result will be the same.

My CIU indicates a leak. What now?
Find and repair the water leak. Once you repaired the leak, the leak icon will disappear automatically the next day.

How much water do I use?
Press #7# to see how much you used today.
Press #8# to see how much you used for this month.
Press #9# to see how much you used on average over the previous 3 months. (Accurate only after 3 months from installation)
Press #20# to see how much you used last month.

I want to measure how much water my washing machine use?
First press #54# on your CIU to reset your User Totalizer. Run a wash cycle on your washing machine. Do not use water from any other source, such as your toilet or basin. When done, press #53# and the CIU displays how much water your machine used.

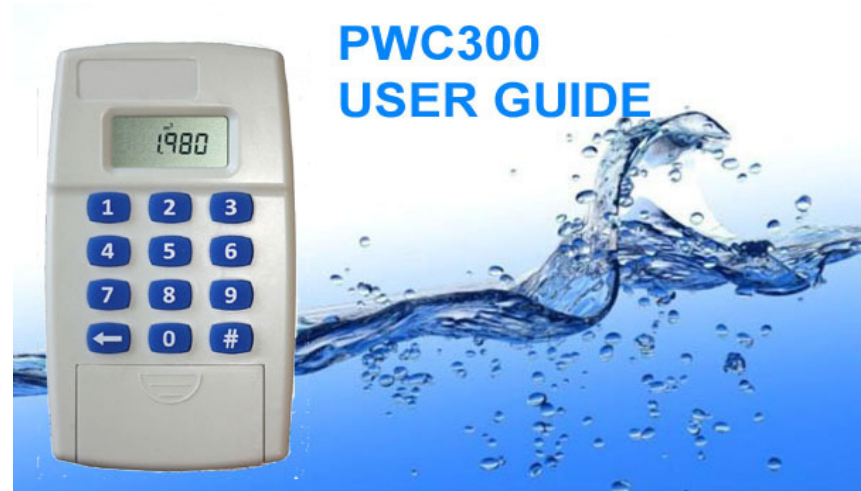**Trouble Shooting**

CIU gives 'FAILED' message
The CIU is unable to communicate with your PWC300. Make sure there is no major obstruction between your meter and your CIU, for example a vehicle parked next to you meter. During installation, the best position for your CIU was selected for the best radio communication. If this problem persists, contact your Installer.

CIU is not switching on
Replace the batteries in your CIU. You can purchase any AA size Alkaline (Penlight) battery at your local store, and fit them. If it still does not work, contact your Installer.

There is an error message on my CIU
Write down the error code and report to contact your Installer.
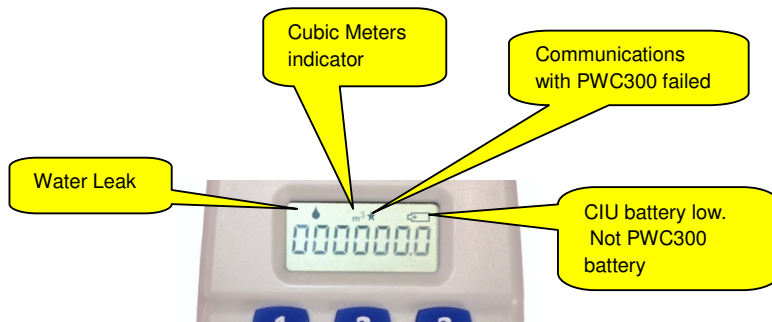
PWC300 USER GUIDE

Your water meter was fitted with a PWC300 electronic pulse counter device. Your CIU (Customer Interface Unit) connects to the PWC300, to help you manage your water usage on your premises. For best results, the CIU should be wall mounted inside your house against the closest wall to your water meter.

What is displayed on the CIU?
The display shows 2 messages with an optional 3rd message, automatically changing over between messages every 10 seconds. Press the left arrow button (<=) to manually change between messages. The CIU refresh automatically every hour or you may refresh manually by pressing the **#** button twice.

1 Totalizer	**000127.5 m³**	This is your electronic meter reading, with a resolution of 0.1m³. This means the totalizer increments every 0.1 m³ or 100Litres.
2 Current month consumption	**U 1.234m³**	The "U" in front stands for Usage and differentiates this reading from the totalizer above. This reading is the current month consumption. The reading is reset to 0 on the day a new billing cycle is started. See #16#. The resolution is 0.001m³, or 1Litre. 1m³ = 1kL = 1000 Litres of water
3 Notifications *(Only if one of these conditions are present)*	**LEAK** **BAtt LO** **Err XX**	Possible leak on property PWC300 battery low. Not CIU battery Error present on the PWC300

What else is displayed on the CIU?

Cubic Meters indicator

Communications with PWC300 failed

Water Leak

CIU battery low. Not PWC300 battery

Short Codes
A number of codes are available to obtain additional information from your meter: Once you entered the short code the CIU display indicates "BUSY 1....2.....3" while communicating with the PWC300. The result flashes for 10 seconds. If the CIU was unable to communicate a '"FAILED' message is flashed.

Short Code	Function	Example
##	Refresh Display	12345.6m^3 / U 5.950m^3
#0#	Serial Number	320028 56379
#7#	Used Today	1.354m^3
#8#	Used This Month	35.287m^3
#9#	Used on Average over last 3 Months	28.600m^3
#10#	Electronic Meter Reading (Totalizer)	12345.6m^3
#11#	Leak Size	0.255m^3
#13#	Total Used to Date	354.722m^3
#16#	Billing Date	1st
#20#	Used Last Month	30.786m^3
#21#	Used 2 Months Ago	31.123m^3
#22#	Used 3 Months Ago	25.777m^3
#25#	Meter Reading Previous month	35.050m^3
#26#	Meter Reading 2 months ago	21.254m^3
#27#	Meter Reading 3 months ago	30.100m^3
#53#	User Totalizer	1.234m^3
#54#	Reset User Totalizer	0.000m^3
#55#	Area Code	255
#78#	Date and Time on PWC300	25_06_17 / 12.15

Additional Water Management Features

A **User Totalizer** is available if you want to measure how much water you used for a specific event, for example watering your garden or to check how much your washing machine is using. On the CIU enter the short code #55# to reset the user totalizer to 0.000 m^3. After using the water, enter the code #54# to read your user totalizer. The total shown is how much water was just used.

Consumption History for the last three months can be viewed on your CIU using #20#, #21# & #22#.

The **Keypad Lock** code locks your CIU from unwanted pressing of buttons. Press and hold #, until LOCKED is displayed. This does not affect your PWC300 at all. Press and hold # to unlock.

PWC300 Error Codes
If an error is present the message ERR xx appears on your CIU.

Code	Description	Action
Err 01	Tamper Mode (Optional)	Contact the Installer
Err 02	Battery Empty	Replace the PWC300
Err 03	No Flow or Meter Pulses	Open a tap and check if the meter rotates and that pulse sensor is attached to meter. Else contact the Installer. Error will go away once pulses are received.
Err 05	Date & Time Reset	Contact Installer to come set the date.
Err 11	Eeprom Memory Failure	Replace the PWC300
Err 13	Flash memory CRC Failure	Replace the PWC300
Err 14	Radio – SPI Failure	Replace the PWC300
Err 15	RTC Failure	Replace the PWC300
Err 16	Crystal Failure	Replace the PWC300
Err 17	Radio – Chip Failure	Replace the PWC300
Err 18	Radio – IRQ shorted	Replace the PWC300

Battery Replacement
The CIU is powered by 2 x AA size alkaline batteries, available from any shop.