

CITIQQ PREPAID METER WARRANTY

CitIQ Prepaid will honour the Warranty of the meter manufacturer within 12 months, starting on the date of meter registration on the CitIQ Prepaid Vending system.

**For more info on the respective meters,
please visit the manufacturer website:**

For **Landis+Gyr** meters: www.landisgyr.com
For **Conlog** meters: www.conlog.com

For **Hexing** meters: www.hxgroup.cn
For **Utility Systems** meters: www.utility-systems.co.za

**How to claim a product
replacement under warranty:**

- ▶ DO NOT DISCONNECT THE METER (to enable correct trouble shooting)
- ▶ Failure to follow this warranty process may result in your claim being rejected
- ▶ Please note the store/wholesaler T&C's may impact your warranty claim



Call **087 55 111 55**
or contact us online
at www.citiqprepaid.co.za
to get help with
your claim.



If the meter is
under warranty,
the Call Centre
**will issue a
reference number.**



The **reference
number, accessories,
meter card and proof
of purchase** must
be returned.



The store/wholesaler
will contact
CitIQ Prepaid to
**validate the return
reference number.**



**If all accessories,
cards, slips and
reference numbers
are in order,
the meter can be
replaced.**

Return reference number does not guarantee replacement



www.citiqprepaid.co.za



087 55 111 55



087 55 11 11 7