
 **PALMSPRINGS RESIDENT NOTICE**
 **PREPAID WATER METER – USER GUIDE**
(Customer Interface Unit – CIU)

◆ **HOW TO LOAD WATER (TOKENS)**

1. Enter your **20-digit token**
2. Press **#** to confirm
3. Wait for confirmation on screen

✔ **Success:** Balance will update

✘ **Error:** Re-enter token carefully

◆ **CHECK YOUR WATER BALANCE**

👉 Press#

Your remaining water credit will display on the screen

◆ **IMPORTANT QUICK FIX**

🔥 **NO WATER? DO THIS FIRST:**

ENTER: #51#

✔ This resets the connection to the meter

✔ Resolves most supply issues immediately

◆ **IF WATER STILL DOES NOT RETURN**

Follow these steps:

1. ✔ Check your **remaining balance**
 2. ✔ Replace batteries (**2 x AA alkaline**)
 3. ✔ Enter **#51#** again
 4. ✔ Check for error messages
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◆ **BATTERY INFORMATION**

- Uses **2 x AA Alkaline Batteries**
- Do **NOT** use rechargeable batteries
- Replace if:
 - Screen is blank
 - Device not responding
 - Tokens fail to load
- If batteries have been replaced and LCD screen indicates battery still low, report to management via link below

◆ COMMON ISSUES & SOLUTIONS

Issue	Solution
Screen blank	Replace batteries
Token rejected	Re-enter slowly
Water off but balance shows	Enter #51#
Device not responding	Replace batteries + reset
Still no water	Report to management

◆ IMPORTANT NOTES

- Tokens can only be used **once**
 - Enter tokens carefully
 - Do NOT tamper with the device
 - External meter must not be accessed
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◆ REPORT A FAULT

 If issues persist, please report to Management with:

- Unit Number
- Photo of device
- Error message (if visible)
- Last token used (if applicable)

Submit a maintenance report to: [Report Maintenance Issues](#)

✅ FINAL REMINDER

👉 **Most issues are resolved by entering #51#, as this open and closes the electronic meter (valve reset)**

IMPORTANT: Your main water supply to the unit is controlled by the stop cog next to your front door, always ensure the stop cog is on open.