

# HeatPlus Smart Meter Manual

Detailed Information  
On How To Use Your  
New In Home Display

V 1.0



# Welcome to HeatPlus

We wanted to welcome you to your new HeatPlus system that has been installed in your property.

The HeatPlus system is a smart metering solution that monitors the usage of your heating and/or hot water consumption. It gives you immediate information on your In Home Display about the usage and the amount of money you are spending on heat energy.

This will allow you to check how much heat energy you use on a regular basis and give you immediate control on how you use your heating and/or hot water system and how much you spend.

This user guide will show you all the main screens on your touchscreen In Home Display so that you can get the most out of it.

Please ensure you have a payment card for your HeatPlus system to allow you to add credit to the meter.

Note: Heat Energy is the energy used to supply heating and/or hot water services to your property.

# Contents

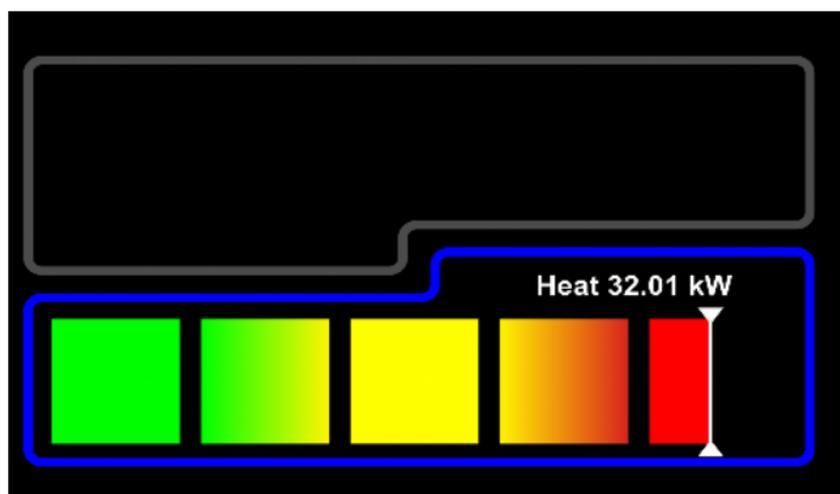
|          |  |           |
|----------|--|-----------|
| <b>1</b> | <b>Using Your In Home Display</b>        | <b>3</b>  |
| 1.1      | The Screensaver                          | 3         |
| 1.2      | The Home Screen                          | 4         |
| 1.3      | Your Consumption & Spend Pattern         | 5         |
| 1.4      | Your Heat Tariff                         | 9         |
| 1.5      | Your Carbon Emissions (CO <sub>2</sub> ) | 10        |
| 1.6      | The Message Screen                       | 11        |
| <b>2</b> | <b>How To Add Credit</b>                 | <b>12</b> |
| <b>3</b> | <b>Entering A Vend Code</b>              | <b>14</b> |
| <b>4</b> | <b>Running Out Of Credit?</b>            | <b>17</b> |
| 4.1      | Emergency Credit Feature                 | 17        |
| 4.2      | Friendly Credit Feature                  | 18        |
| 4.3      | Low Credit Alarms & Alerts               | 18        |

# 1.0 Using Your In Home Display

You will find a detailed guide of the main screens of your In Home Display within this section.

## 1.1 The Screensaver

The screensaver is most likely the first screen that you will see on your In Home Display. The screensaver shows your latest consumption of heat as a bar graph with a value in kW (kilowatts) and updates every 15 minutes.

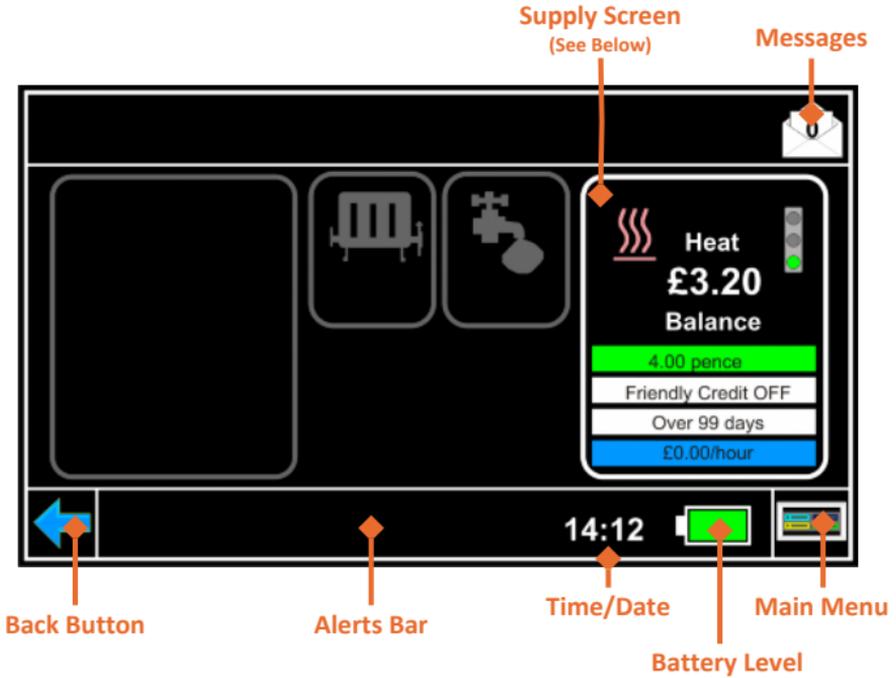


To access The Home Screen just tap anywhere on the touchscreen.

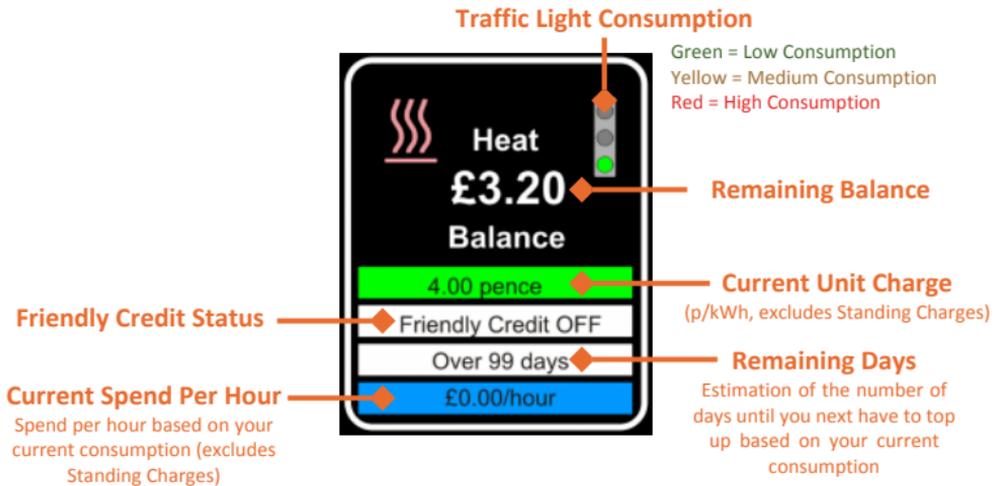
When the display has not been used for 30 seconds, the screen will revert to the screensaver.

## 1.2 The Home Screen

The home screen shows all the main information about your heat energy consumption. The diagram below shows the main areas of the home screen:



Below we have shown further detail of the supply screen:

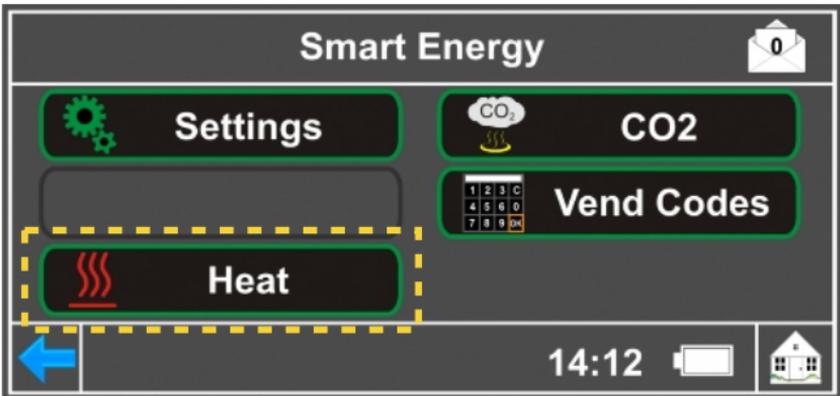


## 1.3 Your Consumption & Spend Pattern

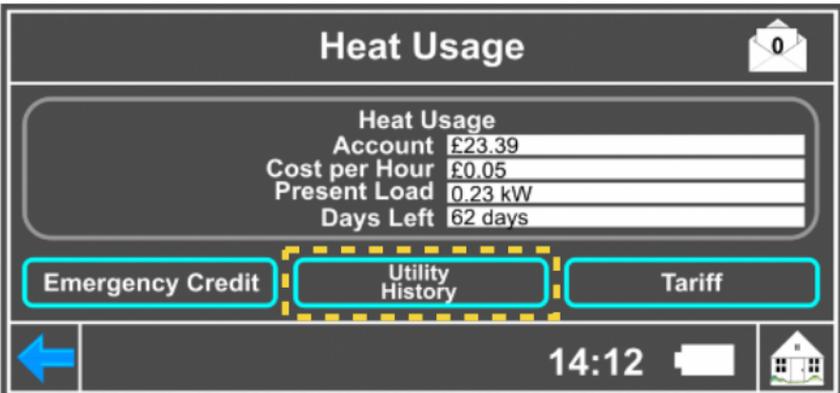
Your In Home Display shows you a wide variety of information to allow you to understand, monitor and control your heat energy consumption and spend.

From the Home Screen, select the **Main Menu** button in the bottom right hand side of the display -  .

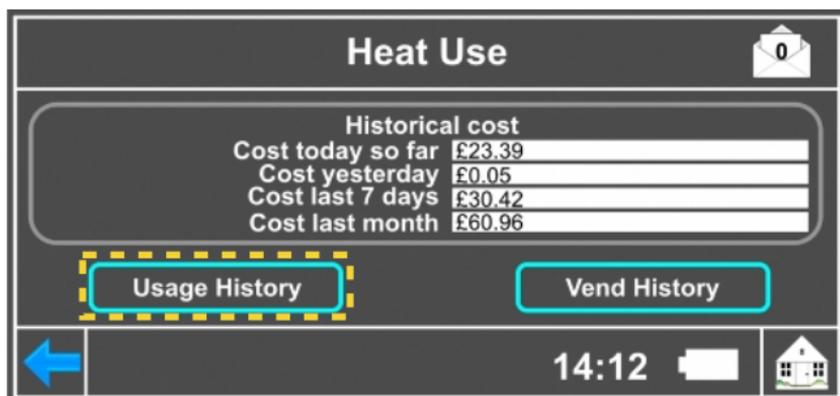
This will bring up the Main Menu, from here select the **Heat** button.



The Heat Usage screen will be displayed. This screen gives you instant information about your current heat status:

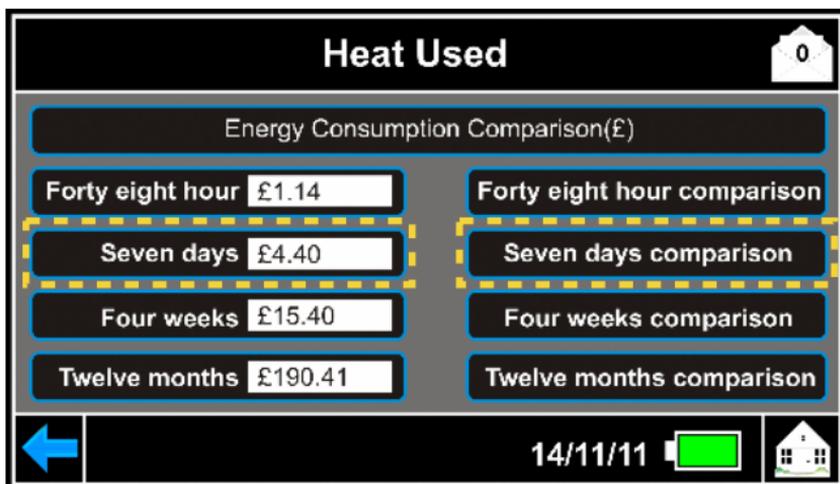


From the Heat Usage screen, tap the **Utility History** button which will show the Heat Use screen. The Heat Use screen provides information on the amount of money that has been spent on your heat energy today, yesterday, previous 7 days and previous month.

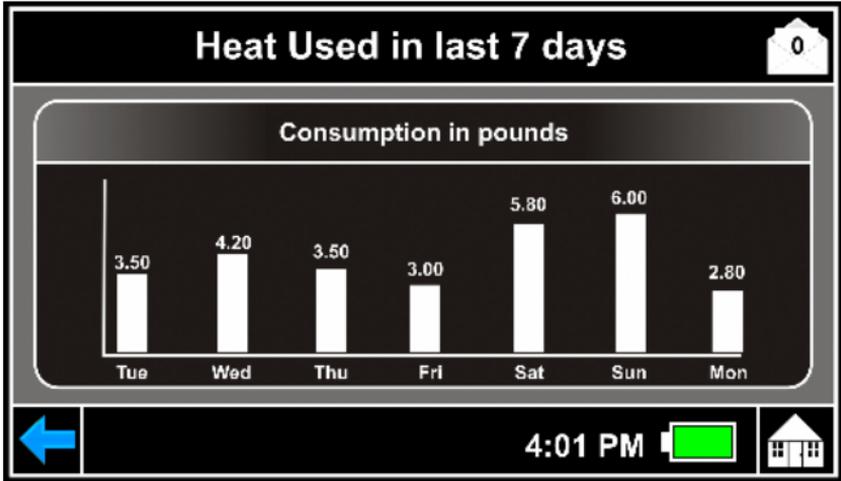


By selecting the **Usage History** button a new Heat Used screen will appear that shows the energy consumption over the last 48 hours, 7 days, 4 weeks and 12 months.

TIP: You change the comparison between the amount of money spent (£) and the consumption (kWh, kilowatt-hour) by tapping the Energy Consumption Comparison button at the top.

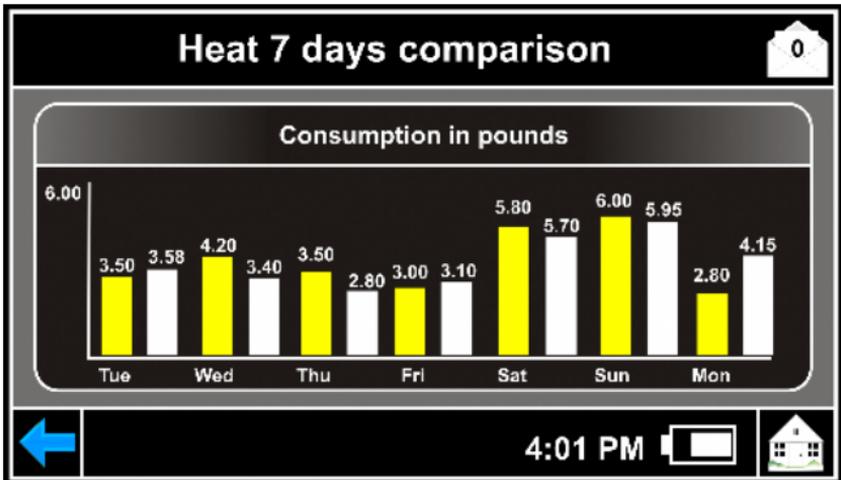


To view a graph of the spend over the last 7 days, just tap on the **Seven Days** button on the left hand side of the display which will bring up a graphical screen similar to:



TIP: Select any of the time periods on the left hand side of the Heat Used screen to show a graphical screen for the time period chosen.

You can also view a comparison graph over the current and last time period to understand your trend patterns. To perform this just select the **Seven Days Comparison** button from the Right Hand Side of the Heat Used Screen.

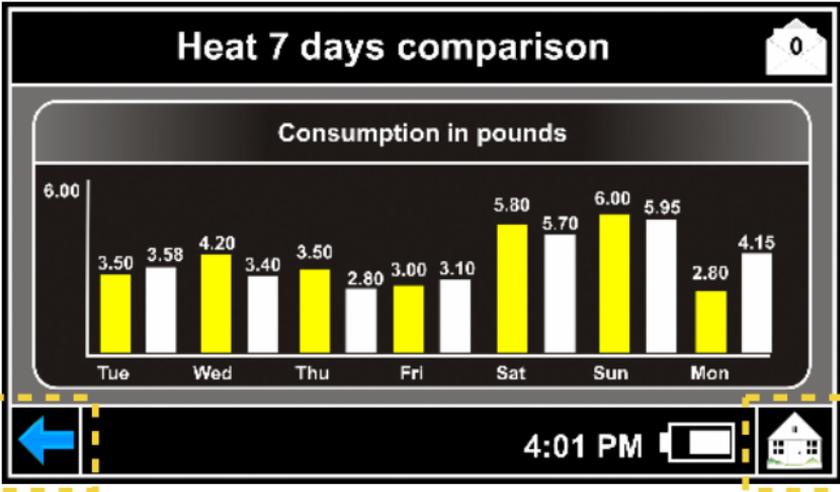


TIP: Select any of the time periods on the right hand side of the Heat Used screen to show a graphical screen of the comparison performance for the time period chosen.

As a summary, to get to the graphical display from the Home Screen, use the following buttons:



To get back to the Home Screen, select the **Home** button on the bottom right hand side of the screen or use the **Back** button on the bottom left hand side of the screen to go back one screen at a time.



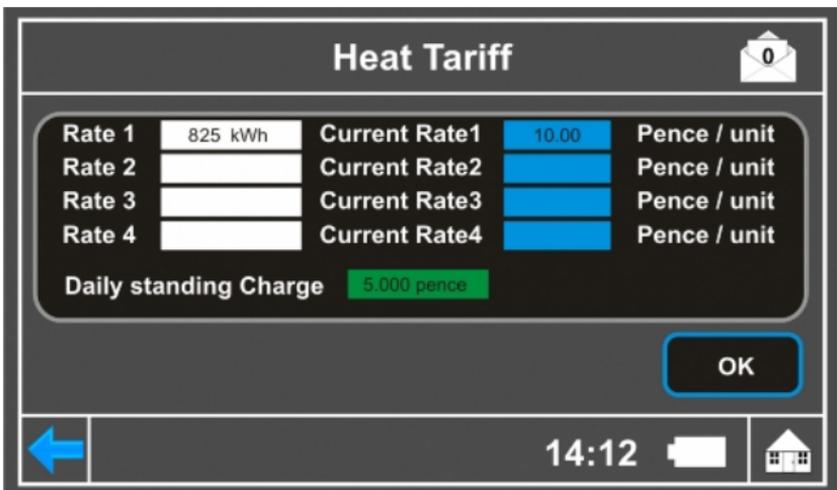
## 1.4 Your Heat Tariff

To get to your Heat Tariff screen, tap the following buttons on your display from the Home Screen:



TIP: A run through of the above screens is available in Section 1.3.

The Heat Tariff screen shows the current tariff that you are being charged. The right hand side of the screen shows the Unit Charge which is the value that you are charged every time you consume a kWh (kilowatt-hour) of heat energy. You may also have a standing charge as part of your tariff (usually charged on a daily basis) and this is displayed towards the bottom of the screen in the green box.

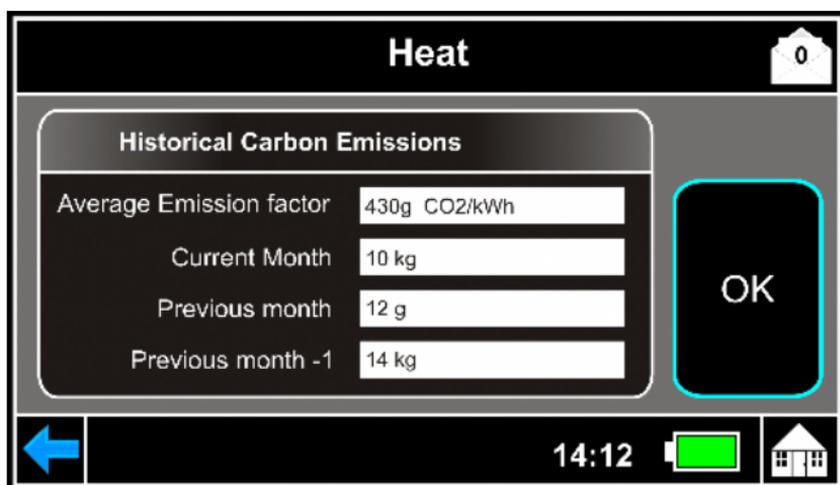


## 1.5 Your Carbon Emissions (CO<sub>2</sub>)

To get to your Carbon Emissions (CO<sub>2</sub>) screen, tap the button below on your display from the Home Screen:

Select "MAIN MENU"   
↓  
Select "CO<sub>2</sub>"  
↓  
Select "HEAT"

TIP: A run through of the above screens is available in Section 1.3. The Carbon Emissions screen provides information on how much Carbon Dioxide (CO<sub>2</sub>) has been emitted based on your consumption of heat energy.

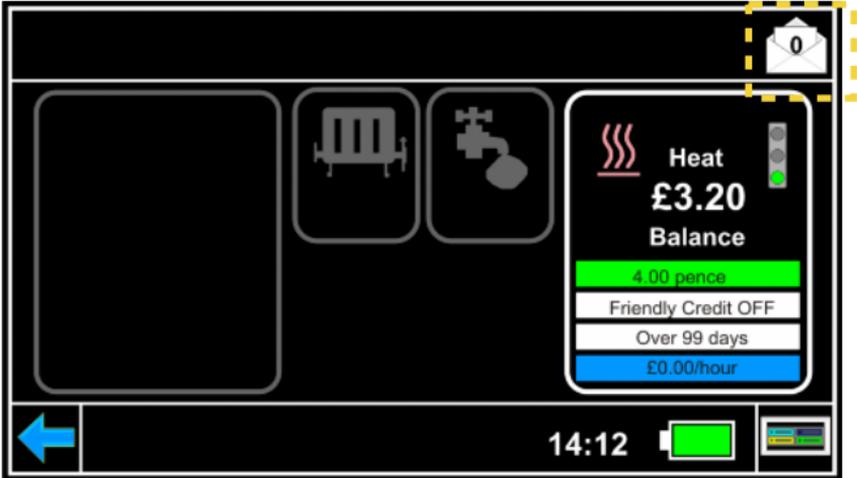


The Average Emission Factor is an estimation of the amount of CO<sub>2</sub> that is emitted for every kWh of heat energy consumed. This value varies depending on the equipment generating your heat energy. Based on this, the display calculates the CO<sub>2</sub> emitted over the displayed time periods.

TIP: More information on Carbon Reduction is available at <http://www.energysavingtrust.org.uk/domestic>

## 1.6 Messages

To get to your Messages screen, select the **Envelope** icon in the top right of the Home screen:



The number within the envelope icon will show the number of unopened messages. Once the Message screen is displayed, the messages are shown on the left hand side of the screen with the body of the message on the right hand side of the screen.



To move between messages just tap the **Up** and **Down** arrows in the centre of the screen.

## 2.0 How To Add Credit

You can add credit to your HeatPlus meter through a wide variety of payment options. To make a payment it is critical you have your payment card or your 19 digit payment card number:

**HEAT**



**1234 1234 1096 1234 123**

HeatPlus Payment  
Card Number

 [www.lanten4u.co.uk](http://www.lanten4u.co.uk)  
Get info and make payments online...



## PayPoint - Cash

You can top up at any PayPoint store across the UK. Simply hand your payment card and the cash value that you want to top up to the cashier. The barcode on the back of your card can be scanned by the cashier.

You will be provided with a payment receipt - it is important that you retain this receipt.

TIP: Your payment will generally arrive onto your meter automatically within 15 minutes of the payment.

You can find your local PayPoint outlet at [www.lanten4u.co.uk/paypoint](http://www.lanten4u.co.uk/paypoint).



## Online - Debit/Credit Card & Direct Debit

You can top up online by simply visiting our dedicated HeatPlus website at [www.lanten4u.co.uk](http://www.lanten4u.co.uk). You will need your HeatPlus Payment Card Number and your payment details.

On our website you can top up using your debit card, credit card or set up a monthly direct debit from your bank account. All the options are easy to use and remember, our website is mobile friendly.

TIP: Provide your mobile number when you top up your heat credit and we will text you the vend code as a backup.



On the LanTen4U website you will also get key information about our HeatPlus service including FAQs, energy saving information and training videos.

## Phone - Debit/Credit Card & Direct Debit

You can top up over the telephone by debit/credit card or direct debit. Simply call our customer service team on [0345 4707 222](tel:03454707222) (mobile friendly number).

TIP: There is a minimum £25 top up per fuel when you top up over the phone.

## 3.0 Entering A Vend Code

When you make a payment, we generate a vend code that is sent to your meter. This means your meter is normally topped up without you needing to do anything.

However, sometimes the vend code cannot be automatically received by the meter and so you won't see the heat credit added to your meter. For these scenarios, you can manually enter the vend code directly into your In Home Display.

### Where Can I Find My Vend Code?

If you purchased your credit through PayPoint, your vend code is the 20 digit number printed on your receipt as the Power Code.

Alternatively you can subscribe to our mobile service where we will text you the vend code after each payment (this is a free service). You can subscribe at [www.lanten4u.co.uk](http://www.lanten4u.co.uk) or call us on [0345 4707 222](tel:03454707222).

Otherwise you can email or call us to obtain your Vend Code.

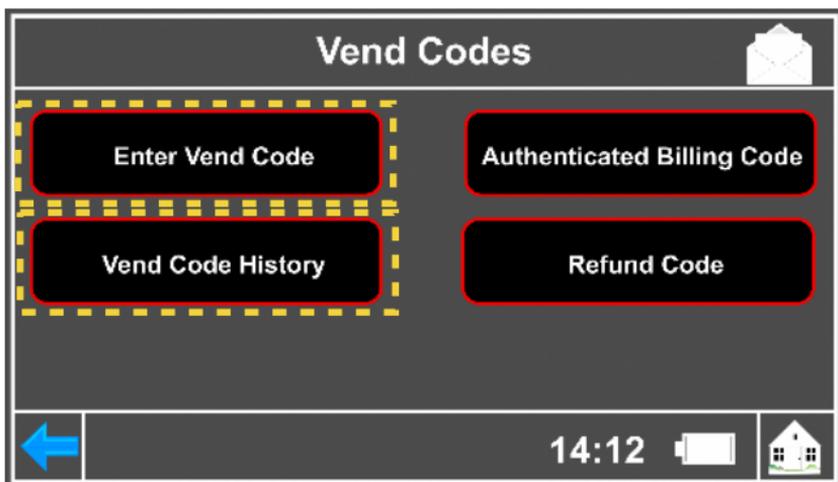
TIP: Sometimes the 20 digit vend code can be 40 or 60 digits. This is normal, please enter the longer code as normal. Please also ensure the codes are entered in sequence.

## How To Enter The Vend Code

To enter the vend code into your In Home Display, please navigate to the Vend Codes screen by selecting the following buttons from the Home screen:

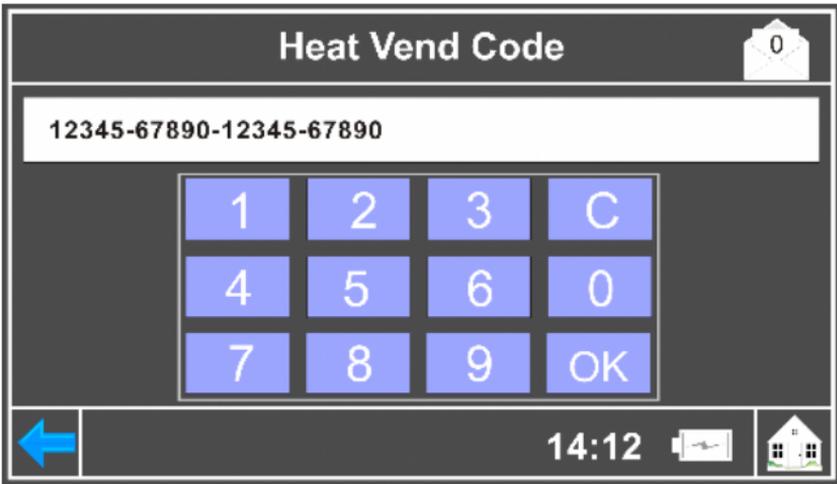
Select "MAIN MENU"   
↓  
Select "VEND CODES"

TIP: A run through of the above screens is available in Section 1.3.



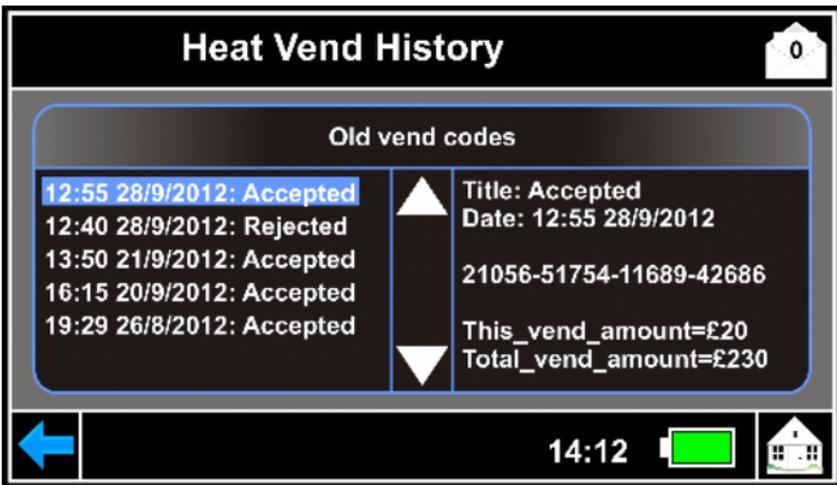
From this screen, select the **Enter Vend Code** button and then select the **Heat** button which will bring you to Vend Code entry screen. Simply type in the 20 digit vend code (may occasionally be 40 or 60 digits, please enter these as one long code) onto the screen and select **OK**.

You will receive a confirmation that your credit has been applied on the screen itself.



## Checking Your Vend Code History

You can check the previous vend codes that have been accepted and/or rejected on your HeatPlus meter.



To see your Heat Vend History follow the button sequence below from the Vend Codes screen (please see previous page):

Select "VEND CODE HISTORY"  
 ↓  
 Select "VEND CODES"  
 ↓  
 Select "HEAT"

TIP: Scroll through the previous vend codes using the arrows.

## 4.0 Running Out Of Credit

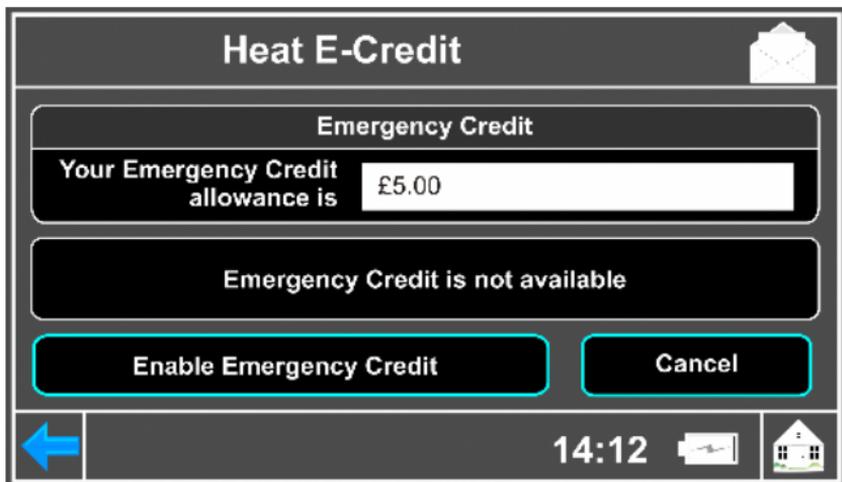
### 4.1 Emergency Credit

Emergency Credit is a temporary amount of credit that is provided to cover emergency scenarios. The amount of emergency credit is set by your heat energy supplier and can be seen on the Heat E-Credit screen.

To enable your Heat Emergency Credit, follow the button sequence below from the Home screen:



TIP: The next time you top up, you will have to pay your emergency credit off as well and bring your balance to a minimum of £1 positive.



## 4.2 Friendly Credit

Friendly Credit periods are specific time periods where your heat supply won't be turned off if you run out of credit. However you must have a positive credit when the Friendly Credit period starts for this feature to work.

Once the Friendly Credit period ends, if you do not have credit then your heat energy supply will be turned off. Your heat energy supply won't come back on again until you bring your balance to £1 positive.

NOTE: Friendly credit times are set by your heat energy supplier.

## 4.3 Low Credit Alarms & Alerts

Your In Home Display will automatically alert you when your balance drops below £1 and again at £0.

You can also set your own alert which will warn you when you have used a specific amount of kWh in a day. Please follow the button sequence below from the Home Screen:



TIP: You can mute the sound of your display by selecting the Sound On button until it reads Mute All under Display & Sound.

**Payment Card Number:**

---

**My Heat Energy Supplier:**

---

**Heat Maintenance Team Contact Number:**

---

## Troubleshooting or Issues?

If you have any issues, check out our website [www.lanten4u.co.uk/heatplus](http://www.lanten4u.co.uk/heatplus) where you find the latest troubleshooting information.

Alternatively email us at [support@lanten4u.co.uk](mailto:support@lanten4u.co.uk) or call us on **0345 4707 222**

Open 0830 - 1700 Monday to Friday, excluding national holidays. Our number is mobile friendly (please check call charges with your operator).

**LanTen Metering Services**  
Unit J & K Maybrook Industrial Estate  
Maybrook Road, Brownhills  
West Midlands  
WS8 7DG