Centurion
Smart Meter

Guide To Your New
Smart Meter Display

V 1.0

LanTen4U

We wanted to welcome you to your new Centurion Smart Metering system that has been installed in your property.

The Centurion 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 Centurion 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.
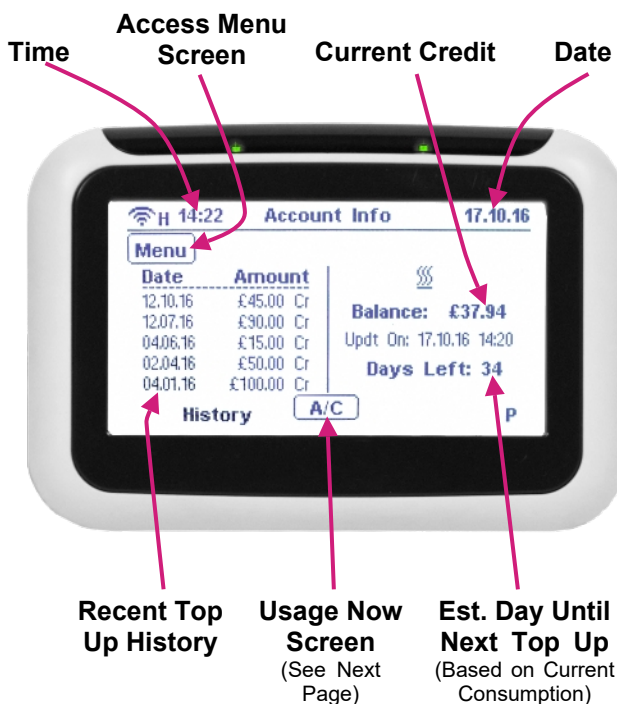
Contents

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 Account Info Screen

The Account Info screen will normally be the first thing that you see on your Centurion display. The diagram below shows some of the main areas of this screen:

Time

Access Menu Screen

Current Credit

Date

Recent Top Up History

Usage Now Screen (See Next Page)

Est. Day Until Next Top Up (Based on Current Consumption)

You can access the Usage Now screen by clicking on the A/C button located in the lower middle of the screen. This will bring up the following screen:

The dial will show your current consumption in the form of a dial. You can choose to view this in kWh, £/hour or CO2.

To change the units simply click the kWh button (shown above in green) until the correct unit is shown.

1.2 The Menu Screen

By selecting the Menu button on the Account Info screen, you will have access to different parts of your display. The areas you can access from the Menu are shown below:

More information about each screen is available in the following sections:

Heat: Account Info Screen   - **Section 1.1**

Message: Message Inbox   **- Section 1.3**

History: Historical Consumption **- Section 1.4**

Tariff: Tariff Information   **- Section 1.5**

Account: Enter Vend Code   **- Section 1.6**

Settings: Smart Display Setting   **- Section 1.7**

1.3 The Message Inbox Screen

The Message Inbox screen shows read and unread messages that have been sent to your meter for your attention.

You will be notified of any new messages on the Account Info screen as a message icon will pop up on the right hand side of the display →

On the messages screen, you will see a list of read and unread messages. Simply click the View button next to the message to read it.

Certain important messages need to be acknowledged, this is done by simply selecting the OK button when you have finished reading the message.
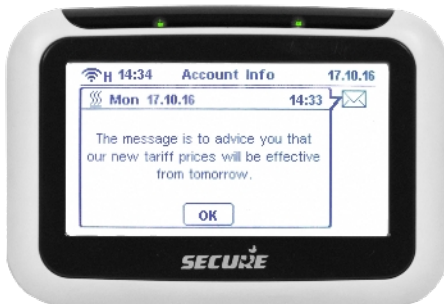
1.4 The Historical Consumption Screen

The Historical Consumption screen shows a range of graphs that allow you to analyse how much heat you have used over certain periods of time.

The graphs showing your historical consumption allow you to easily understand and manage your heat consumption.

You can monitor your consumption by kWh, £ & CO_2. To change the units, simply click the green area highlighted in the diagram above.

The graphs can show your consumption over the last day, week or month. To change this simply click the orange button highlighted above.

To scroll along the information, you can click on the arrow to the right of the screen that is highlighted in red.

1.5 The Tariff Information Screen

The Tariff Information screen shows your unit charge and standing charge for the tariff that you are on. These charges are inclusive of VAT.

The first tariff screen that comes up shows your tariff name and the unit charge in pence/kWh.

In addition to your unit charge, you may also be charged a daily standing charge in pence/day. To review this simply select the arrow button in top right (as highlighted in red above).

1.6 The Account Screen

The Account screen allows you to enter your heat vend code in the event that your top up does not arrive automatically.

A vend code is a 20 digit number (sometimes can be 40 or 60 digits) that is generated for each payment you make.

This code is printed on your PayPoint receipt as your Power Code, emailed to you for online payments or provided over the telephone.

With this code, you simply type in the number into the keypad onscreen, and then press Enter.

If you make a mistake then you can use the delete button to cancel any numbers.

More information is available in Section 3 of this guide.

1.7 The Settings Screen

The Settings screen allows you to change certain parameters of your Centurion display.

Key areas that you can modify include options to turn off Sound, the Backlight and set a daily spend target.

To turn on/off the Sound & Backlight, simply tap the above areas highlighted in green.

To set a daily spend target, simply click on the Target button (highlighted above in red) and tap the value to change to a daily value that you would like to set.

2.0 How To Add Credit

You can add credit to your Centurion Smart 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:

Payment Card Number

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.

Online - Debit/Credit Card & Direct Debit

You can top up online by simply visiting our dedicated LanTen4U website at www.lanten4u.co.uk. You will need your 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 LanTen4U 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 (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 or call us on 0345 4707 222.

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 Account Info screen:

MENU → ACCOUNT → ENTER CODE

TIP: A run through of the above screens is available in Section 1.

From this 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 ENTER.

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

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.

When your balance becomes very low, you will get a low credit alert on the screen with 2 options of OK or E-Credit. To enable Emergency Credit simply tap on E-Credit and this will provide you with a temporary overdraft.

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. So if you have a negative £8 balance then you will need to top up a minimum of £9 to get your heat supply back on.

When you run out of credit, you will get a Supply Off alert on the screen. This will also give you the option to access Emergency Credit by selecting the E-Credit option, or alternatively select ignore.

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.

Your Centurion display will provide you with a Friendly Credit alert to confirm that you are in Friendly Credit mode, and when the Friendly Credit period finishes a second alert will be shown.

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

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/ where you find the latest troubleshooting information.

Alternatively email us at support@lanten4u.co.uk or call us on 0345 4707 222 Open 0900 - 1700 Monday to Friday, excluding national holidays. Our number is mobile friendly (please check call charges with your operator).