

A tenant's guide to Gas meters

One issue we come across regularly is gas meter credit running out. This in turn then locks the boiler off.

Resetting the boiler with the reset button is the best way to do this (see previous instructions). However, the following checks need to be made.



The meter pictured above is the most common type that we come across. When they have run out of credit, people can put their card back in and assume the credit has gone on instantly.

However, you have to remember that if you remove your card and put it back in, you will be prompted to **HOLD A**, which is the button to the left, until the meter resets itself. You should be able to hear it reset and then beep a couple of times. The meter display will then read with the credit amount and then **ON**.



The other type of meter we have is displayed to the left, these are becoming more and more popular and are called smart meters. These will read **OFF** underneath the credit display when the credit has run out. The screen will then prompt you to either use your emergency credit or use the credit you have reapplied. Press **A** then **B** to reset when prompted.

When the gas to the property has been re-installed, the majority of the time most of our boilers pictured will be locked out and showing a fault. Follow any of the steps above on how to reset the boiler that you have in your property.