



Impact Holdings (PTY) LTD trading as

# Impact Meter

SERVICES  
DIENSTE

REG. NO. 2002/023813/07

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## **PREPAID NOTICE**

*Electricity purchases can be done as follow:*

- You can purchase electricity at any retail outlet / garage where this sign is shown:



Ask for a Unipin electricity / power **rand value voucher** only and follow the steps on the slip to retrieve your token. Do NOT purchase an Eskom or Tshwane voucher but purchase only a Unipin rand **value** voucher.

- Tokens can also be purchased through most Internet banking channels.

**You must always ensure that when you redeem your UniPIN, that you use the correct meter number. Once a UniPIN has been redeemed, the sale is final and the token generated will be for the meter number the request was sent through. Meter numbers that we incorrectly submitted cannot be reversed or refunded.**

- What is my meter number? *Press 804∟ or 804# on your keypad and your 11-digit meter number will be displayed.*
- How do I redeem a Unipin voucher?  
*Simply Dial \*120\*41589\*Pin Number\*Meter Number# and press 'Dial/Call' (remember your Pin number is the 9-digit pin number on the UniPIN voucher, and your meter number is the 11-digit meter number*
- How long does it take for the token to be sent back to me?  
*You should receive your sms within 90 seconds.*
- What do I do if I submitted the wrong meter number?  
*Ensure that you use the correct meter number; once a token has been processed the token cannot be revoked and will only work on the meter number requested. (NO REFUNDS)*
- What denominations are available?  
*Unipin can be bought in the following denominations: R20, R30, R50, R100, R200, R250, R500, R1000 and R2000.00*
- How long is a Unipin valid for?  
*A Unipin is valid for one year*
- What cell network can I use?  
*All cell phone networks in South Africa are supported.*
- How many credits are on my meter? *Press 801 enter or 801 # to get an updated status*

## **TROUBLESHOOTING A KEYPAD WHILE THERE IS POWER:**

- 1) Make sure there are NO batteries inside the keypad.
- 2) Plug the Keypad out of the wall socket so the display can go off.
- 3) Switch all the breakers off from the DB board.
- 4) Plug the Keypad into a plug nearest to the DB board.
- 5) Switch on the Main switch, Earth leakage and the plugs (circuit breakers) from the DB board.
- 6) Punch in 809 enter (a code must display on the keypad now)
- 7) Punch in 801 enter to see remaining credits.
- 8) Load token and enter.

If this does not work, Unplug EVERYTHING in the unit and try again.

## **TROUBLESHOOTING A KEYPAD WITHOUT POWER:**

- 1) Make sure there is NEW BATTERIES inside the Keypad. (Make sure that batteries are installed correctly)
- 2) Unplug the keypad from the wall socket.
- 3) Switch off all breakers from the DB board.
- 4) Plug the Keypad into a plug nearest to the DB board.
- 5) Switch on Main switch and all breakers marked 'Plugs' + Earth leakage.
- 6) Punch in 809 enter (a code must display on keypad now)
- 7) Punch in 801 enter, now you will see remaining credits on keypad.
- 8) Now load the token.

If this does not work, Unplug EVERYTHING in the unit and try again.

## **TROUBLESHOOTING A KEYPAD WHILE CLIENT IS ON SOLAR / INVERTOR**

- 1) If there is a dedicated wall socket, Keypad must be moved to that wall socket.
- 2) If there is a changeover switch - switch from '**Invertor**' to '**ESKOM**'
- 3) If the switch is on 'ESKOM' Load token.
- 4) Once token is loaded, Client can switch back to 'Invertor mode'
- 5) If power is off, ensure that the changeover switch is switched to ESKOM grid in order for the keypad to connect to the meter and retry to load the token.
- 6) 809 Enter
- 7) 801 Enter

***PLEASE MAKE SURE TO RESET THE KEYPAD ONCE A WEEK!***

***809 ENTER***

***801 ENTER***