

Water management system - Prepaid keys

About your key

You have purchased an Avdata Water Management System prepaid key. This key will allow you to access a limited pre-purchased number of litres (or, in some cases, minutes) of water use at locations specified to Avdata by the facility owner(s).

To use your key:

1. Touch the key against the read head on the control panel.
2. If the key is valid and credit is available then the Select Outlet LED will be solidly lit.
3. Press the ON button for the desired outlet.
4. Press the OFF button when finished (or someone else may use your pre-purchased water).
5. To avoid wastage, the water flow will stop after a set volume has been delivered or after a set time with no detected flow. Repeat the steps above to re-start the flow.
6. When you have only a small amount of credit remaining, a light on the access panel will flash.

What to do when your credit is low

- Go to www.avdata.com.au/login and use your credit card to purchase more prepaid water online. Note that the online purchase option may not be available for all facilities.
- Call Avdata on (02) 6262 8111 during business hours to purchase more prepaid water over the phone (administration fee applies).
- It may be possible to purchase credit locally in some cases, either in person or by phone. Please check details with your key issuer.

Is credit available immediately?

- Your new key may have some credit already loaded on it when you buy it. Your key issuer should be able to tell you the amount. This amount is available for use straight away.
- When you purchase additional credit, you will not be able to use this at the facility until contact has been made with the onsite electronic controller. This usually occurs within an hour but can take longer.
- If you have connected your key to your Avdata customer login (by calling us or by purchasing credit online) then you can use our website to check your credit balance(s) online and to confirm before you travel to the facility that new credit has been transferred.

Can a key be used at more than one location?

- Your key issuer may have multiple locations which are run by Avdata controllers. The key issuer will have told Avdata the location(s) which your key should be allowed to access.
- If your key is allowed to access more than one location, then you will have to maintain a separate prepaid credit balance at **each** location that you wish to use. An online Avdata customer login can help you to manage these balances; please call Avdata if you have questions about your access.

Key which is no longer needed

- If your key is no longer required then you can return it to your key issuer. In some cases there may be a refund for returned keys - check with your key issuer.
- If your key has been lost or stolen contact Avdata immediately.