



EML-TU (EMA1.TOPUP) Smart Prepayment Meter Installation & Commissioning Guide

1. Standard Installation (Single Phase, 2-Wire)

- Connect the following terminals:
 - Live (L)
 - Neutral (N)
 - Neutral (N)
 - Live (L)
 - **Terminal Torque Setting:** Ensure terminals are tightened to **3 Nm**, up to **3.5Nm**.
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2. Pre-Installation Requirements

If the following details are not provided prior to installation, the installer must collect them to activate the meter. **Failure to do so may result in the tenant/resident having no power.**

- **Landlord Contact Details:**
 - Name
 - Phone number
 - Email
- **Site Address:** Include meter serial number and property identification, e.g., Flat 1, Office 2, Garden Flat.
- **Tariff Information:**
 - Tariff rate, standing charges, and emergency credit settings
 - Any starting credit (particularly if replacing an existing prepayment meter, as credit can be transferred)
- Please email sales@pjwmeters.com or orders@topupmeters.co.uk with this information.

- For assistance, please call PJW Meters on 01626 36 85 95, or Topupmeters on 0330 223 4419.
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3. Post-Installation Commissioning

- **Terminal Cover Security:**
Thread and crimp a security seal through the terminal cover to prevent tampering.
 - **Emergency Credit Activation:**
Press the **B button 3 times** to activate the default **£3 emergency credit**, ensuring the property has power while the meter gets activated.
 - **Tenant Top-Up Capability:**
 - Tenants can still make top-ups during the activation process by entering the 20-digit code found on their email receipt.
 - Inform the landlord/primary billpayer to provide the meter details/ activate the meters with Topupmeters before installation to avoid power loss.
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4. Manual Reset & Emergency Credit Usage

- If emergency credit runs out and the meter remains inactivated:
 - Tenants can still manually top up by entering a 20-digit code.
 - **Manual Reset:** If a reset message appears, tenants need to **press the A button** to turn the power back on.
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5. Tenant Hand-Off

Ensure tenants receive a **physical or digital copy** of the **‘QuickStart Guide for Residents’** with detailed instructions on using the meter.

6. Additional Meter Types

- For the installation of gas, water, heat, or oil meters, refer to the **EML-SENDER Guide**.