

Water management system - Prepaid keys

Your Avdata prepaid key will allow you to access a limited pre-purchased number of litres of water at locations specified to Avdata by the facility owner(s).

How do I buy water credit?

- Go to www.avdata.com.au/login and use your credit card to buy prepaid water online. Note that online purchase options 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.

How do I use my prepaid key?

Before you can use your key, you will need to have bought credit for the location you want to use.

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 may 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 to warn you that you need to buy more credit.

Is credit available immediately?

- When you buy credit, you will not be able to use it at the facility until our system has contacted the electronic controller. This usually occurs within an hour but can take longer.
- If you have connected your key to your Avdata customer login (by purchasing credit online) then you can use our website to check your credit balance(s) and confirm before you travel to the facility that your new credit is available.

Where can I use my prepaid key?

- 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.
- Use is also subject to any local terms and conditions set by the owner/operator of the facility.
- Key access for a given facility is programmed by Avdata according to instructions from the facility owner. Changes to access permission may occur without notice.

What should I do with a key which I no longer need?

- 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.