IF EXTRA HOT WATER DOESN'T ARRIVE

Boost not working

You've asked for more hot water but it isn't arriving. These checks explain what the lights mean and when to ask for help.

STOP FIRST IF SOMETHING LOOKS UNSAFE

Leaking water, smoke, a burning smell, an unusual electrical noise, or water running non-stop from a pipe near the tank? Stop using the hot water, don't touch the tank, and get help straight away. Renting? Call your landlord or housing provider's **urgent repairs** number. Own your home? Call your installer.

A Boost asks your tank to heat extra hot water. Start with the gauge on the tank rather than the app.

- **Red** hot water ready to use
- **Green** extra hot water you've asked for, still heating
- **Blue** water that isn't hot yet

1 Press the up arrow on the Mixergy Gauge once.
Does a green light appear above the red lights?

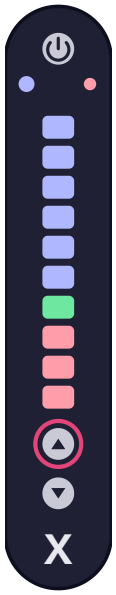
NO

Check these in order.

- **All ten lights red?** The tank is full and can't add more.
- **Gauge asleep?** Press the power button once, then try again.
- **Cleansing cycle running?** Boost may not work until it finishes. The app may show this.
- **No lights at all?** Check the tank's electrical switch is on, if you can reach it safely.

Still no green light? Ask for help. Please don't keep pressing the up arrow.

YES, A GREEN LIGHT APPEARS



Press the up arrow once

2 Wait. Green means the tank is heating, not that the water is ready. Allow about 15 minutes per light. A bigger Boost, or a heat pump, takes longer.

Does the green light turn red?

YES

Your extra hot water is ready. Go to step 3.

IT STAYS GREEN MUCH LONGER THAN USUAL

Check your boiler or heat pump for a warning, if you have one. If your tank's electricity only comes on at certain times, it may be waiting for it. Still green? Ask for help and say how long you waited.

IT TURNED RED

3 Run a hot tap. Keep your hands out of the water until you know how hot it is.

Is the water hot?

YES

Boost is working.

RED LIGHTS, BUT ALL HOT TAPS STAY COLD

This may be a problem with the pipes rather than Boost. Follow the No hot water leaflet or ask for help.

Boost only fails in the app?

Use the up arrow on the gauge for now. Then check the Wi-Fi symbol on the gauge. **White** means the tank is offline, so follow the Tank offline leaflet. **Blue** means it's online, so check your phone's internet, close and reopen the app and install any update.

Asked for too much?

Press the down arrow to remove green lights. One press may not be enough for a shower, as it depends on your tank and how your home uses water.

When you ask for help, tell them

- Whether you used the gauge or the app
- What the lights did
- How long a green light stayed on
- Any app message, or boiler or heat pump warning

Who to contact

Renting? Contact your landlord or housing provider. They manage your tank and repairs.

Own your home? Contact the installer who fitted your tank.

NEED MORE HELP?

Scan the code or go to support.mixergy.co.uk

You'll find step-by-step guides for every part of your tank, from the gauge to the app.