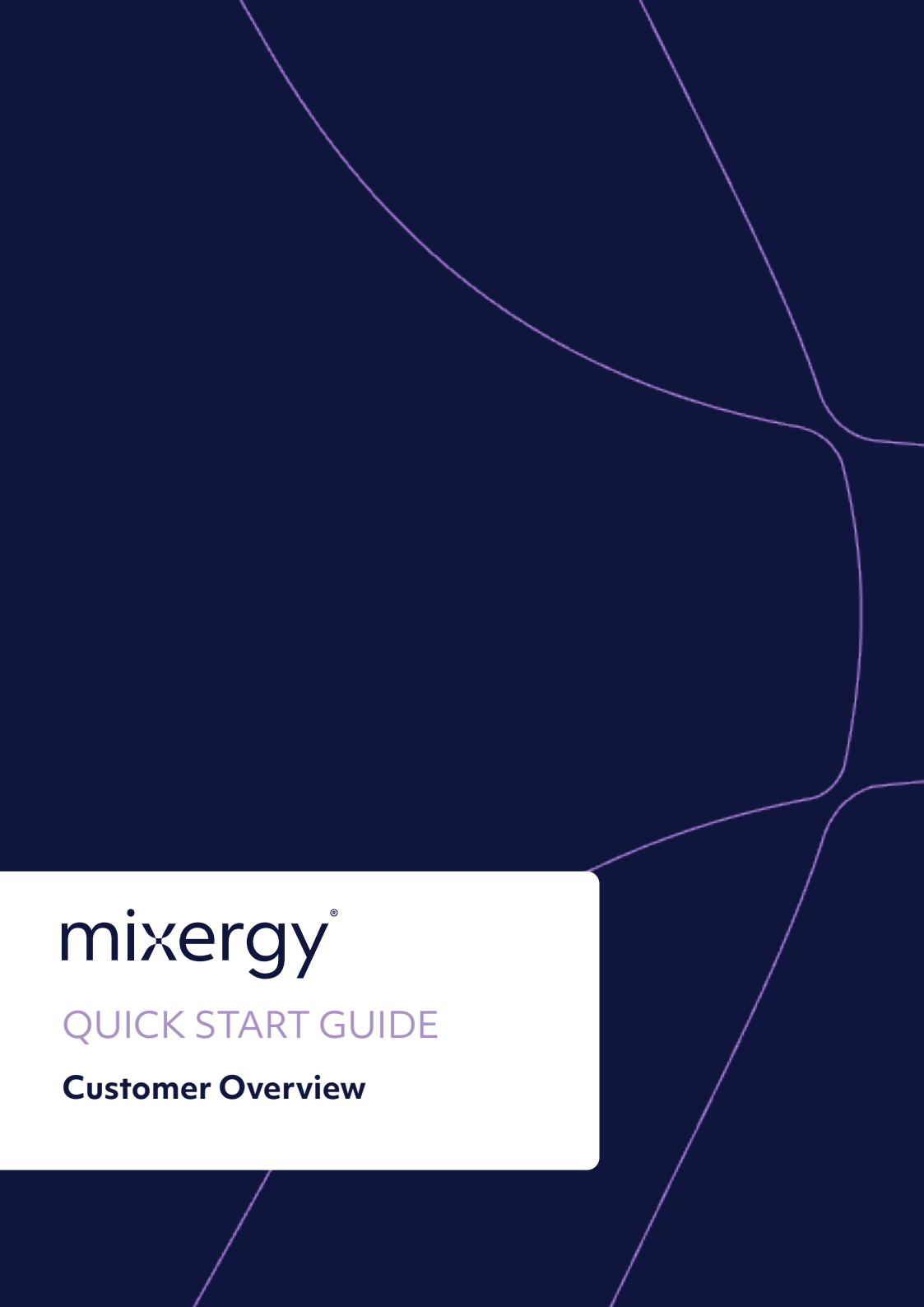




mixergy[®]

QUICK START GUIDE

Customer Overview

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Which Tank do You Have?

All Mixergy tanks work the same way with the Mixergy App or the gauge on your tank. The difference is how your tank heats the water, depending on your home and energy setup.



Mixergy X

Our award winning smart hot water tank that works with almost any heat source.

It's flexible, efficient, and ideal for most homes.



Solar X

Has all the same features as Mixergy X but heats using the energy provided by your solar panels.

It uses your excess solar energy to heat water, with no external solar diverter needed.



iHP X

Our award winning self-contained hot water tank.

It has a small built-in heat pump which heats your water efficiently.



Cube X

Cube X is a compact thermal store.

It's designed for compact spaces, with a smaller footprint.

Welcome to Mixergy

Your Mixergy hot water tank offers smart and easy control over your home's hot water.

It can cut your hot water energy use by up to 40% and deliver hot water up to 10x faster.

With Mixergy you can:

- Heat only the water you need.
- Get usable hot water 10x faster than a conventional tank.
- Control your hot water from your phone, anytime.
- Set smart schedules that match your routine and lower your hot water bill.
- Make the most of smart energy tariffs by heating when electricity is cheaper.
- Track usage and understand where your energy is going.
- Enjoy reliable hot water with less guesswork and less waste.

REGISTER FOR EXTENDED WARRANTY

Your Mixergy tank comes with a 2 year standard warranty on the stainless steel cylinder (parts and labour).

Register within 60 days to extend the stainless steel cylinder cover to 25 years (parts only, not including electronics and auxiliary components) at:
www.mixergy.co.uk/warranty-registration

Your 60 days starts from your installation commissioning date, or your move-in date for new builds. Moved into a home with a Mixergy already installed? The remainder of the standard warranty transfers automatically when you create your account. Tenants don't need to register as the warranty sits with your landlord.

Please visit **support.mixergy.co.uk** for our most up to date warranty terms.

Get Started

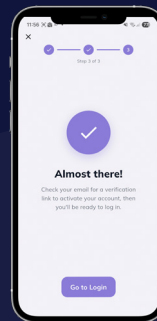
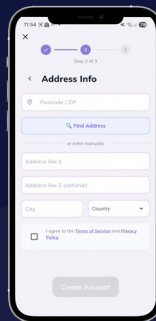
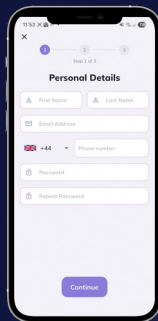
Step 1 – Download the Mixergy App



Google Play

Start by downloading the Mixergy App from the App Store or Google Play.

Step 2 – Create Your Account



1. Open the app and tap **Create Account**.
2. Enter your details and address, then accept the Terms and Conditions.
 - *If your address doesn't appear (common in new developments), please type it in manually.*
3. You'll receive a **verification email**. Open it, click the verification link and return to the Mixergy App to set up your tank.
 - *Didn't get the email? Tap Resend Validation Email and check your junk or spam folder.*

Check What Version Controller You Have

Before you continue, check which controller version you have. This applies whether you've got a Solar X, Mixergy X, iHP X or Cube X.

Compare yours to the photos below to identify it.

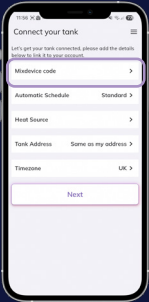


1.0 Controller



2.0 Controller

Step 3 – Enter Your Mixdevice Code



Next, you'll need to enter the Mixdevice code. How you do this depends on your controller version.



1.0 Controller

Model code
Total weight
Immersion heater rating
Immersion heater type
Standing heat loss/24 hr
Heat exchanger rating
Max. supply pressure
Expansion relief pressure
Max. operating pressure
Max. coil pressure

MX-180-ELE-EXT-550-1-1-A
227 kg (wet), 54 kg (dry)
230-240 V~ 2.7-3.0 kW
1 3/4" BSP ~ 400mm Incoloy
1.8 kW/h
-- kW
1 MPa (10 bar)
0.6 MPa (6 bar)
0.55 MPa (5.5 bar)
0.35 MPa (3.3 bar)

MX000000

Scan the QR code to add your tank to your account or visit www.mixergy.io/register

mixdevice-aaaaa-bbbbbb-cccc--ddddd-eeee



Scan the QR code or enter the code manually. You'll find both on the label on the bottom of the controller.



2.0 Controller

MX029542
Scan to connect your cylinder



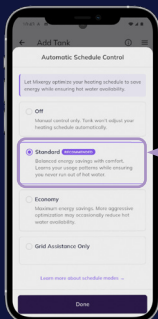
WiFi (WPA)

SSID: MX029542

P/W: a2ny4urk5xecx3tqj3sam4qi5

Scan the QR code, or type in the code shown next to P/W. You'll find the label on the bottom right of the controller.

Step 4 – Set Your Heating Schedule



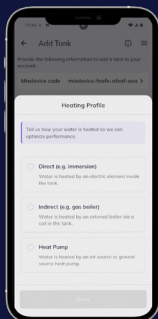
Auto Schedule learns your hot water habits and creates a heating plan for you. It helps make sure you have hot water when you need it while avoiding unnecessary heating.

We recommend **Standard** designed to balance savings with comfort.

You can change these settings at any time or create your own Manual Schedule.

See *Step 8 - Using your Mixergy Tank* for more information

Step 5 – Confirm Your Heating Type



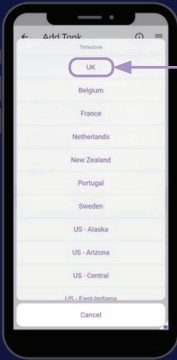
Select your preferred heating source. If you're unsure, please contact your developer, housing provider or installer.

Direct Electric – heats directly using electricity

Indirect – works with your home's gas or oil boiler

Heat Pump – uses an outdoor heat pump OR please choose this option if you have a **Mixergy iHP X**

Step 6 – Timezone



Select the **timezone** where your tank is located.

This ensures your automatic schedule and energy usage are shown correctly. It's set to the **UK timezone by default**.

Start Using Your Tank



If your tank was connected at installation, you're ready to start using it. Go to page 14 for guidance on day-to-day use.

If your tank hasn't been connected yet, which is likely for Wi-Fi setups in new builds, you'll be prompted to connect, follow "Connect Your Tank" for more guidance.

First Time Use

After your initial setup, if you are using the Automatic Schedule, your Mixergy tank will begin to **build a water heating schedule** based on your routine over the first two weeks. While it learns your ideal set up, it will default to a pre-loaded manual schedule. Should you need hot water outside the initial schedules, follow guidance from page 14 on how to Boost.

Connect Your Tank

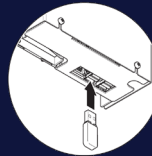
To use the Mixergy app, your tank needs to be connected to the internet. If it hasn't been connected before, follow the steps for your controller version. This usually applies if you've just moved in or you're setting it up with your Installer.



2.0 Controller Connectivity



Ethernet Set up



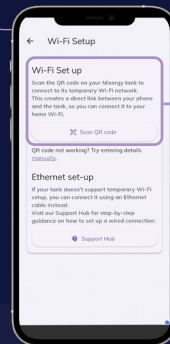
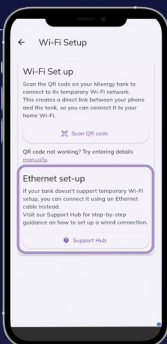
Wi-Fi Set up

If your tank has an Ethernet setup, plug the other end of the cable into your Wi-Fi router. The tank will connect automatically as long as your internet is working.

If your internet is fine but the tank still isn't connecting, contact your installer.

If you have a Wi-Fi setup, follow the steps in the app to connect wirelessly to your Wi-Fi network.

If it's not working, see the troubleshooting guidance on page 11.



2.0 Controller Connectivity Troubleshooting Guidance

First, check the following on your phone:

- ✓ Wi-Fi is enabled
- ✓ Mobile hotspot is turned off
- ✓ VPNs are disconnected during setup

If your phone settings are correct, check the Wi-Fi light on the gauge (on the side of your tank):

White – The tank is ready to connect. Try again.

Blue – The tank is already connected to the internet (this may be via Ethernet). Close the app, log back in, and check if your tank appears.

Other colours – Restart the tank by turning the Gauge off and on, then try again.

No light – Make sure the tank is powered on.

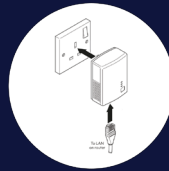


Connect Your Tank



1.0 Controller Connectivity

There are two set ups for the 1.0 Controller. If you are unsure which you have please contact your Installer.

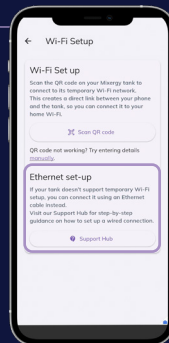
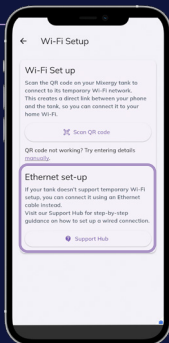


If your tank has an Ethernet setup, plug the other end of the cable into your Wi-Fi router. The tank will connect automatically as long as your internet is working.

If your internet is fine but the tank still isn't connecting, contact your installer.

If you have a TP-Link plug in the wall with a cable running to your controller, this is the TP-Link setup. Your installer should usually set this up, but in some cases you may need to do it yourself.

Visit support.mixergy.co.uk for setup and troubleshooting guidance.





TROUBLESHOOTING AND SUPPORT

For installation or hardware issues, contact your installer.

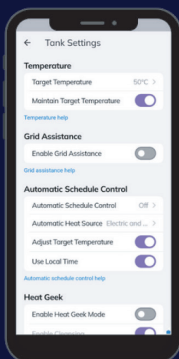
For help with the app, visit our Support Hub. You'll find guides on how to use your tank efficiently and troubleshoot common issues: support.mixergy.co.uk

General Guidance

Your Mixergy tank works automatically out of the box, but a few simple settings let you tailor it to how you live. Pick the schedule that suits your routine, set a tariff if you're on one, and let your tank do the rest. The settings below help you save money, save energy, or just make sure you've got hot water when you need it.

How to Set an Automatic Schedule

The easiest way to run your tank. Tell Mixergy roughly how you live and it works out when to heat and how much. Best for most homes.



Using the top right menu navigate to 'Automatic Schedule Control' and select from the following options:

- **Standard (with Grid Assistance)** - The best all-round option. Saves energy while keeping enough hot water for everyday use.
- **Economy (with Grid Assistance)** - Focuses on maximum savings. This setting is an economy mode which will only heat the minimal amount of hot water, if you think you will use more then we suggest using the Standard schedule.
- **Grid Assistance Only** - You set a manual schedule, but Mixergy may slightly adjust water heating and schedules to help balance the national grid.
- **Automatic Heat Source** - Choose which heating source (electric, boiler, or outdoor heat pump) the tank should use for automatic schedules.
- **Adjust Target Temperature** - Lets Mixergy lower your water temperature slightly when using a boiler or outdoor heat pump to improve efficiency.

How to Set a Manual Schedule

Prefer full control? Manual schedules let you choose exactly when your tank heats and to what level. Good if your routine is consistent.



1. Choose your preferred days and times. On the schedule home screen, you can override the automatic settings and set your own heating times and preferred hot water levels.
2. Set a **minimum** and **maximum** level of hot water. This refers to how much hot water is in your tank. If hot water drops below the minimum, the tank automatically reheats. When it reaches the maximum, it will stop heating.

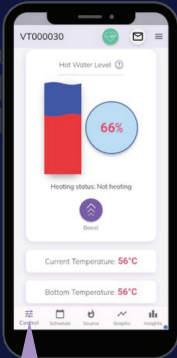
For Example:

Weekdays: heat to 80% at 6am
Evenings: top up to 40% at 6pm
Weekends: heat to 70% at 8am

Note: Grid Assistance is a built-in feature that helps the UK's power grid stay balanced by adjusting hot water heating slightly during peak times. Grid Assistance is required to use the Automatic Schedule and runs quietly in the background, you won't notice any disruption.

Checking Your Hot Water & Using Boost

Your app shows how much hot water you have in real time. If you need more, Boost tops up in minutes rather than heating the whole tank.



Tap the Control section in the app.

Your app or tank display shows how full your tank is:

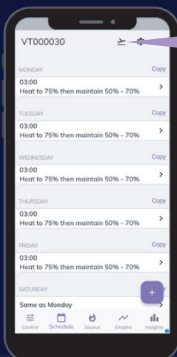
- **Blue** - cold water
- **Red** - hot water ready to use
- **Yellow** - target level your tank is heating to

Need more hot water? Tap **Boost**, choose how much (25%, 50%, etc.), then tap **Set**.

Tip: 20% is usually enough for one shower.

Holiday Mode

Going away? Holiday Mode pauses heating while you're not home, then picks back up automatically the day you return.



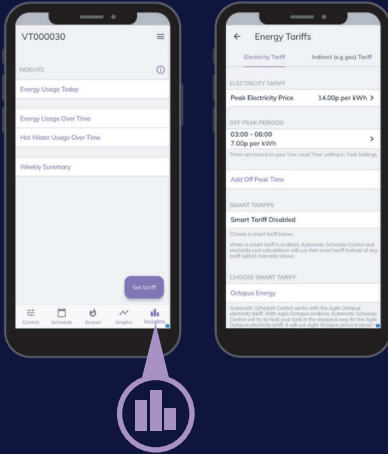
If you're going away, you can set your Mixergy tank to Holiday Mode to save energy while you're not using hot water.

1. Open **Schedule** in the Mixergy App.
2. Tap the **airplane icon** at the top of the screen.
3. Enter your **departure** and return dates.

Your tank will pause its normal heating schedule while you're away and automatically restart when you return home.

Setting Your Energy Tariff

On a time of use tariff like Octopus Agile or Economy 7? Tell Mixergy when your cheap rates are and it'll time heating to match.



If you have a time of use tariff, you can add your energy tariff in the app, to heat water at the lowest cost times.

To do this:

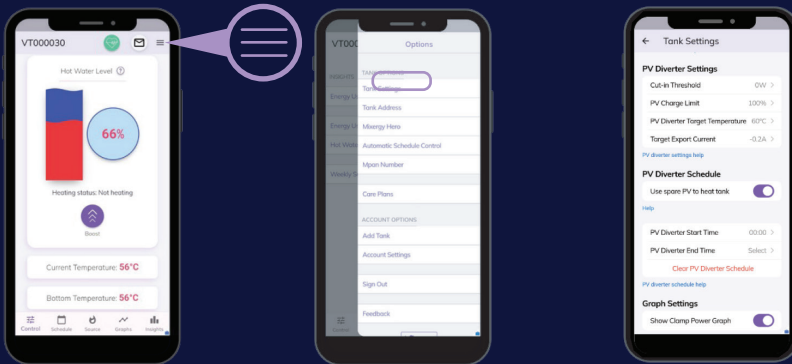
- Go to **Insights - Set Tariff** in the app.
- Enter your **Peak** and **Off Peak** rates.
- If you're on the **Octopus Agile smart tariff** select it from the dropdown menu.

Your Mixergy tank will then automatically heat when energy is cheapest.

Note: Mixergy tanks are designed to heat when it's cheaper, without compromising on your comfort or hot water needs. Visit support.mixergy.co.uk to learn how your tank behaves and to understand the benefits of entering your time of use tariff, if you have one.

If You Have Solar Panels

Mixergy can store excess solar energy as hot water instead of exporting it back to the grid. Here's how to check it's working.



If you have a Mixergy Solar X and you want to see if the Solar PV is working:

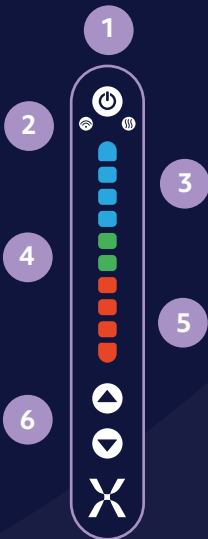
1. Go to **Solar PV Diverter Settings** in the app.
2. **Use Spare PV to Heat Tank** is switched on.
3. **Show Clamp Power Graph** is switched on.
4. Check for activity on the **Graphs or Measurements** tab to see whether solar energy is being used.

Note: If you don't see any activity in the Graphs or Measurements, first check whether there's been sunshine recently. If it has been sunny and your settings match the above, contact your installer or visit support.mixergy.co.uk for further guidance.

Using Your Tank Without the Mixergy app



The Gauge on the side of your tank handles the basics. Useful if your phone's flat, your Wi-Fi's down, or you just want a quick check.



1. Hold the **power button** to turn on/off (don't switch off at the mains).
2. **Wi-Fi light** – blue means it is online and connected to wifi.
3. **Blue bar** – cold water.
4. **Green bar** – heating up.
5. **Red bar** – hot water ready.
6. **Arrows** – press up/down to boost what you need

For more information and troubleshooting
visit **support.mixergy.co.uk**

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