

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.

### Step 1 – Download the Mixergy App



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

## Step 2 – Register Your Tank



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.*

## Step 3 – Connect Your Tank

Model code	MX-180-ELE-EXT-550-1-1-A
Total weight	227 kg (wet), 54 kg (dry)
Immersion heater rating	230-240 V~ 2.7-3.0 kW
Immersion heater type	1 ¾" BSP – 400mm Incoloy
Standing heat loss/24 hr	1.8 kWh
Heat exchanger rating	-- kW
Max. supply pressure	1 MPa (10 bar)
Expansion relief pressure	0.6 MPa (6 bar)
Max. operating pressure	0.55 MPa (5.5 bar)
Max. coil pressure	0.35 MPa (3.3 bar)

**MX000000**

Scan the QR code to add your tank to your account or visit [www.mixergy.io/register](http://www.mixergy.io/register)

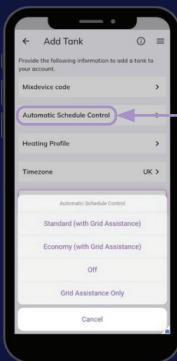
**mixdevice-aaaaa-bbbb-bcccc-ddddd-eeeeee**



Once logged in, you'll be asked to add a tank.

You'll need to enter your Mixdevice number. You can find it on the label attached to your tank. Scan the QR code on the label or type the number in manually.

## 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 (with Grid Assistance)** 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



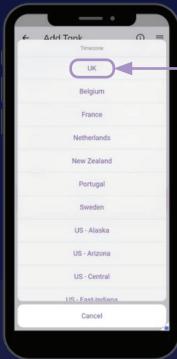
Select your preferred heating source. If you're unsure, please contact your developer, housing provider or installer.

**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**

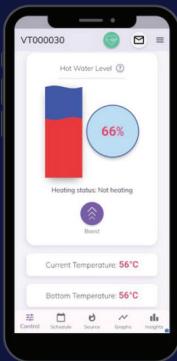
## Step 6 – Timezone



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



Your Mixergy hot water tank is ready to use.

### Automatic vs Manual Schedule

After your initial setup, if you are using the Automatic Schedule, your Mixergy hot water tank will begin to **build a schedule** based on your routine over the first few weeks. While it learns your ideal set up, it will default to a pre-loaded manual schedule.

If you'd like to make changes or set your own preferences, you can also set a your own **Manual Schedule**, where you choose when your tank heats and how much water it heats each time.

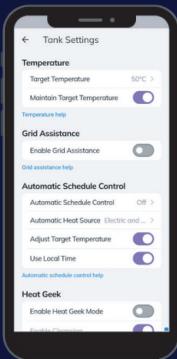
### FIND OUT MORE ABOUT MIXERGY

Our Support Hub gives you a deeper look at how Mixergy works. It's the smartest place to learn how to get the most savings from your system: [support.mixergy.co.uk/homeowners-residents](https://support.mixergy.co.uk/homeowners-residents).

### WARRANTY INFORMATION

Please visit [support.mixergy.co.uk/homeowners-residents](https://support.mixergy.co.uk/homeowners-residents) for our most up to date warranty terms.

## How to Set an Automatic Schedule

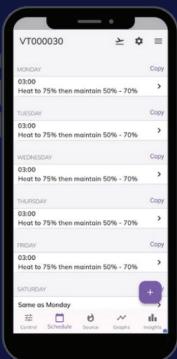


Using the top right menu navigate to 'Automatic Schedule Control' and select from the following options:

- **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.

**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.

## How to Set a Manual Schedule



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.

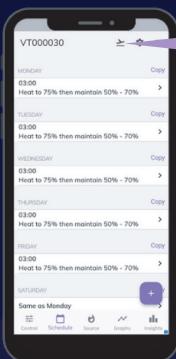
### For Example:

Weekdays: heat to 80% at 6am

Evenings: top up to 40% at 6pm

Weekends: heat to 70% at 8am

## Holiday Mode



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.

## Checking Your Hot Water & Using Boost



Tap the Control section in the app.

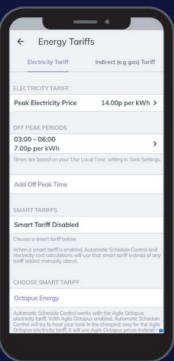
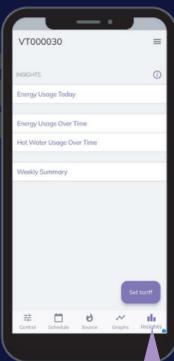
Your app or tank display shows how full your tank is:

- **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.

## Setting Your Energy Tariff



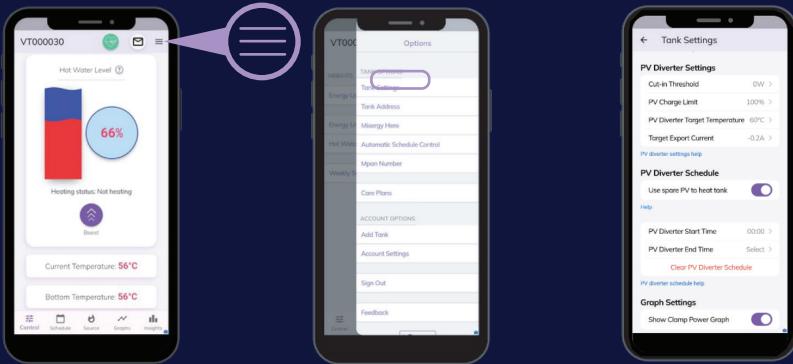
If you have a time of use tariff, you can add your energy tariff in the app, to heat water at the lowest cost times.

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.

## If You Have Solar Panels



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. Make sure **Use Spare PV to Heat Tank** is switched on.
3. Make sure **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.

## Using Your Tank Without the Mixergy app



Your Mixergy tank can also be controlled directly from the **Mixergy Gauge** which is attached to your tank:

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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[www.mixergy.co.uk](http://www.mixergy.co.uk)

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