IF YOUR TAPS RUN COLD

No hot water

Your taps are running cold. Work through these checks in order to find out whether your tank is heating or whether you need a repair.

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.

You don't need the app for these checks. Please don't remove the controller cover, touch wiring, turn valves or try to fix pipes yourself.

1 Turn on a hot tap and let it run for a minute.
Does hot water come out?

YES

Your tank is working. You can stop here.

NO WATER OR WEAK FLOW

Try another hot tap, then a cold tap. If the cold taps aren't working either, check your water supplier's website for a local problem. If only the hot taps fail, contact your housing provider or a plumber.

WATER RUNS BUT STAYS COLD

2 Press the power button at the top of the Mixergy Gauge once to wake it.
Do any lights appear?

NO LIGHTS

Check the tank's electrical switch is on, but only if you can reach it safely. Still no lights? Ask for help.

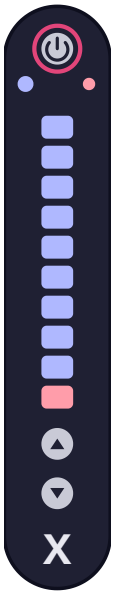
YES, LIGHTS APPEAR

3 Look at the red lights. They show how much hot water is ready.
Are several red lights showing?

YES

Try another hot tap. If all hot taps stay cold, ask for help. The tank thinks hot water is ready, but it may not be reaching your taps.

NONE, OR ONLY 1 OR 2. TURN OVER



The Mixergy Gauge is the slim black panel on your tank

4 Press the up arrow on the gauge once. This is a Boost and asks for more hot water.

Does a green light appear?

NO

Press the power button once to wake the gauge, then try the up arrow again. Still no green light? Ask for help.

YES, A GREEN LIGHT APPEARS

5 Wait for the green light to turn red. Allow about 15 minutes per light, or longer with a heat pump. Don't keep pressing the up arrow.

Does the green light turn red?

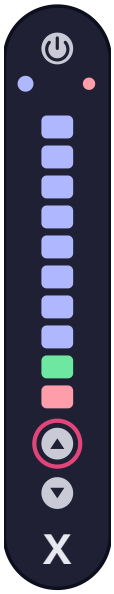
YES

Run the hot tap again. If the water is hot, the problem is solved.

IT STAYS GREEN AND THE WATER IS COLD

6 Your tank has accepted the request but may not be getting the heat it needs.

Ask for help



Green light: extra hot water on its way

When you ask for help, tell them

- Whether your hot taps run normally
- Whether the gauge shows any lights
- How many red lights are showing
- Whether a green light appeared and later turned red
- Any warning on your boiler or heat pump

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.