IF YOUR PANELS AREN'T HEATING WATER

Solar not heating the tank

Your solar panels are generating but your hot water doesn't seem to be using it. These checks are safe to do yourself.

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.

Spare solar electricity can heat your tank, but not every day. It depends on the weather and what else your home is using. On dull days it's normal for your tank to use its other heat source instead.

1 Solar panels can't heat your tank on their own. You need a Mixergy Solar X tank, or a Mixergy PV Switch that sends spare electricity to the tank.

Do you have one of these?

NOT SURE

Ask your housing provider, developer or the installer who fitted your panels. They can confirm your setup works with your tank and is switched on.

YES

2 Pick a bright part of the day when the oven, electric shower and other big appliances aren't running, and some hot water has been used.

Is it a good time to check?

NO

Your home uses solar electricity first, and a full tank won't take more heat. Try again later.

YES. TURN OVER



On Solar X, the diverter is the box at the top of the tank, with a solar panel and yellow arrow on its label.

3 In the app, look at the graphs for solar electricity going to the tank. Or watch the red lights on the gauge rise while your boiler isn't heating.

Can you see solar heating the tank?

YES

Your solar setup is working with your tank.

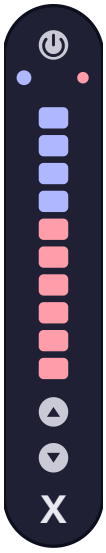
NO

4 Try again on another bright day. If you have a PV Switch, check it's switched on and set to send spare electricity to the tank first.

Still nothing after more than one bright day?

YES

Ask your housing provider, developer or installer to check the setup. Ask them to confirm solar water heating is on and the diverter can see spare solar electricity.



On a sunny day, red lights rising while your boiler is off is a good sign solar is heating your tank.

SAFETY

Please don't open electrical equipment, touch solar cables or move the CT clamp (the sensor clipped around a cable). Only your installer should check these. No hot water at all? Follow the No hot water leaflet instead.

When you ask for help, tell them

- When you checked and whether it was bright
- How much hot water you had
- Whether big appliances were running
- A screenshot of the app's solar graph, if you have one

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.