IF HEATING TIMES ARE MISSED

Tank not heating on schedule

You don't have enough hot water when your schedule says you should. These checks help you find out why.

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.

Use this leaflet if there isn't enough hot water at a time when your tank should have heated. You can check the gauge without the app. Please don't switch the tank off to reset it.

1 Count the red lights on the Mixergy Gauge. They show hot water ready to use. In the app, compare this with your schedule's hot water target.

Has the tank reached its target?

YES

Your tank has done what the schedule asked. If you need more now, press the up arrow on the gauge once. You could also raise the schedule's maximum a little.

NO, OR NOT SURE

2 In the app, check which heating plan is on. Only one can run at a time.

Is Mixergy Flex switched on?

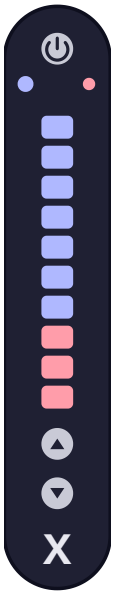
YES

Your manual schedule won't run while Flex is on. Flex plans heating for you and can take about two weeks to learn your routine. To use your own schedule instead, turn Flex off.

NOT SURE

Ask your housing provider before changing anything.

NO, A MANUAL SCHEDULE IS ON



Red lights show hot water ready to use

3 Open Schedules in the app. Check the schedule is switched on, includes today, and has the right times and target. Check Holiday mode (the aeroplane icon) is off.

Is everything set correctly?

NO

Fix the day, time or target, or turn off Holiday mode. Save it, close and reopen the schedule to check it stuck, then go to step 4.

YES

4 Note the red lights just before the next heating time. Leave the tank on and don't change any settings.

Do the red lights rise and reach the target?

YES

The schedule is working. No more checks needed.

NO, OR ONLY PARTLY

Ask for help. If green lights stay on but the water doesn't heat, the tank may be waiting for heat. Note any warning on your boiler or heat pump.

Heating at other times is normal

- A **Boost** from the gauge or the app
- The **cleansing cycle** heats the whole tank at least once every two weeks to keep the water clean
- **Frost protection** starts if the water drops below 5°C
- **Spare solar**, if your home has a compatible setup

Need hot water now?

Press the up arrow on the gauge once, or choose Boost in the app. If you Boost while testing, check a later heating time without it.

When you ask for help, tell them

- When the tank should have heated
- What the gauge lights did
- Any warning on your boiler or heat pump
- A screenshot of the schedule, if you use the app

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.