IF THE APP SAYS OFFLINE

Tank offline

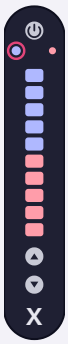
The app says your tank is offline. That usually means the internet connection has dropped, not that your hot water has stopped.

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.

When your tank is offline, the app can't show live information or send changes. Your tank normally keeps heating water and your saved schedules keep running. You can still check and boost hot water on the gauge.

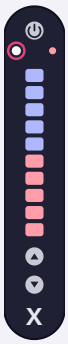
1 Find the small Wi-Fi symbol near the top of the Mixergy Gauge.
What colour is it?



BLUE

Online. Go to A

The tank is connected. The problem is likely your phone or the app.



WHITE

Offline. Go to B

The tank is on but not connected. A new router or Wi-Fi password is the most likely cause.



NOT LIT

No lights. Go to C

The gauge may be asleep or the tank may have no power.

A · BLUE

Check your phone and app

1. Check your phone is connected to the internet.
2. Close the Mixergy app fully, then open it again.
3. Update the app and sign in again if asked.
4. Check you're looking at the right tank.

App says the tank belongs to another account? Don't reset it. Contact your housing provider.

C · NOT LIT

Wake the gauge

1. Press the power button on the gauge once.
2. Check the tank's electrical switch is on, if you can reach it safely.
3. Still no lights? Ask for help, see the last page.

White symbol? Check your home internet works on another device, then turn over to find your setup.

B · White symbol. Which setup do you have?



1.0 · TP-LINK

Adapter by the router

Plastic controller with a large X, and a white plug-in adapter by your router

Page 2



1.0 OR 2.0 · CABLE

Cable to the router

A network cable runs from your router to the tank

Page 4



2.0 · WI-FI

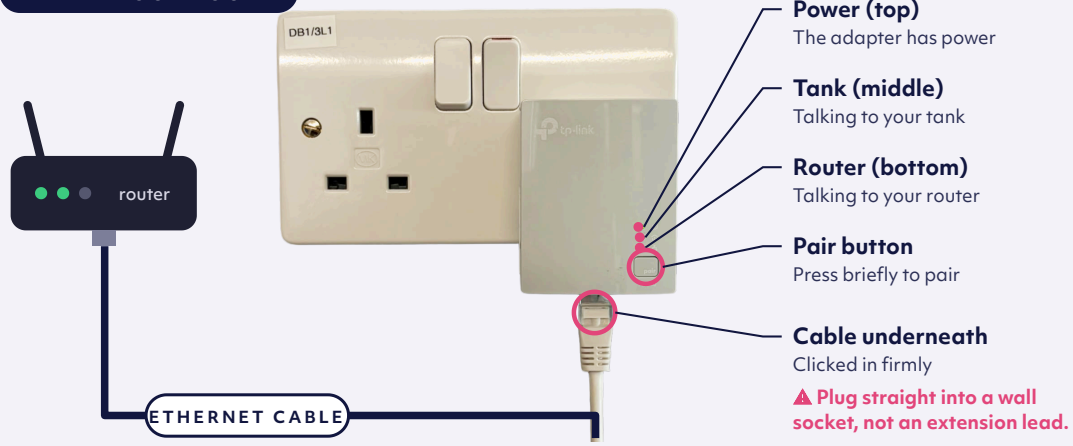
Wi-Fi dongle

Metal controller with 'Smart controller' on the front and a small black dongle underneath

Page 5

Setup 1 · 1.0 controller with a TP-Link adapter

1 · NEAR YOUR ROUTER



Power (top)
The adapter has power

Tank (middle)
Talking to your tank

Router (bottom)
Talking to your router

Pair button
Press briefly to pair

Cable underneath
Clicked in firmly

⚠ **Plug straight into a wall socket, not an extension lead.**

The connection travels through your home's electrical wiring

2 · ON YOUR TANK



1.0 controller
The other half of the TP-Link is built into the controller.

Wi-Fi symbol on the gauge
Blue when your tank is online, white when it's offline.

WORKING



All three lights on and the Wi-Fi symbol is blue. You're online, nothing else to do.

NOT CONNECTED YET



A light is off, or the Wi-Fi symbol is white. Turn over to pair and connect your adapter.

SETUP 1 CONTINUED

Pair your TP-Link adapter and tank

Pairing links the TP-Link adapter with your tank, so it can carry your internet connection through to the controller. Try pairing it where it is first. If it won't pair there, you can pair it closer to your tank and then move it back.

BEFORE YOU START

Plug the adapter straight into a wall socket, not an extension lead, and make sure the socket is on the same electrical circuit as your tank. If you're not sure, ask your installer, or your landlord or housing provider if you rent.

PAIR Pair the TP-Link with your tank



1 Briefly press Pair on the adapter. Don't hold it.



2 Within 2 minutes, press the Pair pinhole on the side of the controller with a pen or paperclip.



3 Wait up to 2 minutes.



4 All three lights on and a blue Wi-Fi symbol on the gauge means you're online.

NOT PAIRING? Try it closer to your tank



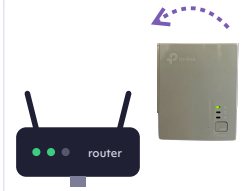
1 Unplug the network cable from the adapter.



2 Plug the adapter into a wall socket near your tank.



3 Pair it as above. The top two lights on means it's paired.



4 Move it back to a wall socket near your router.



5 Plug the router cable back in. Wait up to 5 minutes for all three lights.

Still not connected?

- Try pairing again, up to three times.
- After three failed tries, reset both. Hold Pair on the adapter for 10 seconds, then hold the controller's pinhole for 10 seconds. Wait a couple of minutes, then pair again.
- Paired but the bottom light stays off by the router? Check the cable is clicked in at both ends and try another socket on the router.

STILL NOT WORKING? IT COULD BE YOUR FUSE BOX

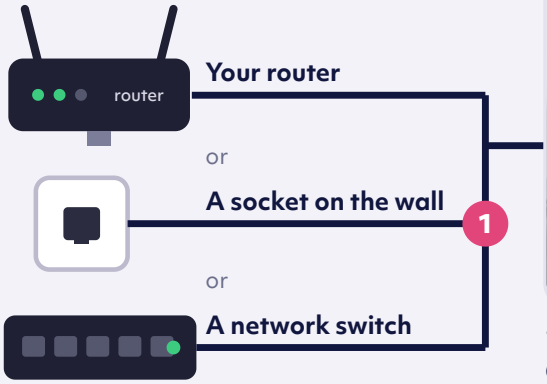
Some fuse boxes have surge protection built in, which can block the signal between the adapter and your tank. If nothing above has worked, and you're sure the adapter is plugged straight into a wall socket on the same electrical circuit as your tank, ask your installer, or your landlord or housing provider if you rent, to check your fuse box. Please don't check it yourself.

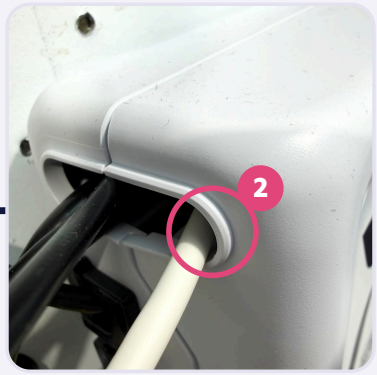
SETUP 2

1.0 or 2.0 controller with a cable

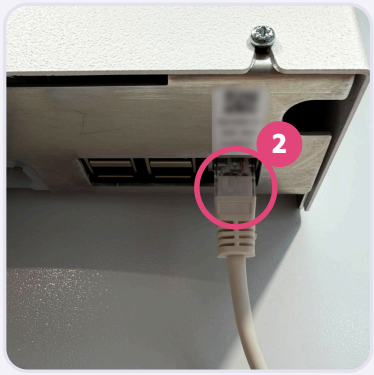
A network cable runs from your home network straight into the controller on your tank.

ONE END GOES INTO





1.0 controller
Cable goes in on the left-hand side



2.0 controller
Clicks into the socket underneath

1. Find the other end of the cable. It goes into your router, a socket on the wall or a network switch, and in some homes it runs all the way to the tank. Push it in until it clicks.
2. **2.0 controller.** Push the cable firmly into the socket underneath the controller too.
3. **1.0 controller.** You can only check the router end. Look for the cable going into the left-hand side of the controller, but don't push or pull it. Think it's loose inside? Ask your installer, or your landlord if you rent.
4. Check the internet works on another device, and try another numbered socket on the router. Then wait up to five minutes for the symbol to turn blue.

Is it working?

Give it up to five minutes, then check the Wi-Fi symbol on the gauge. Just moved in? Make sure the cable goes into your own router, not one left by the previous owner.



WORKING

Wi-Fi symbol is blue
Your tank is online.
Nothing else to do.



NOT CONNECTED YET

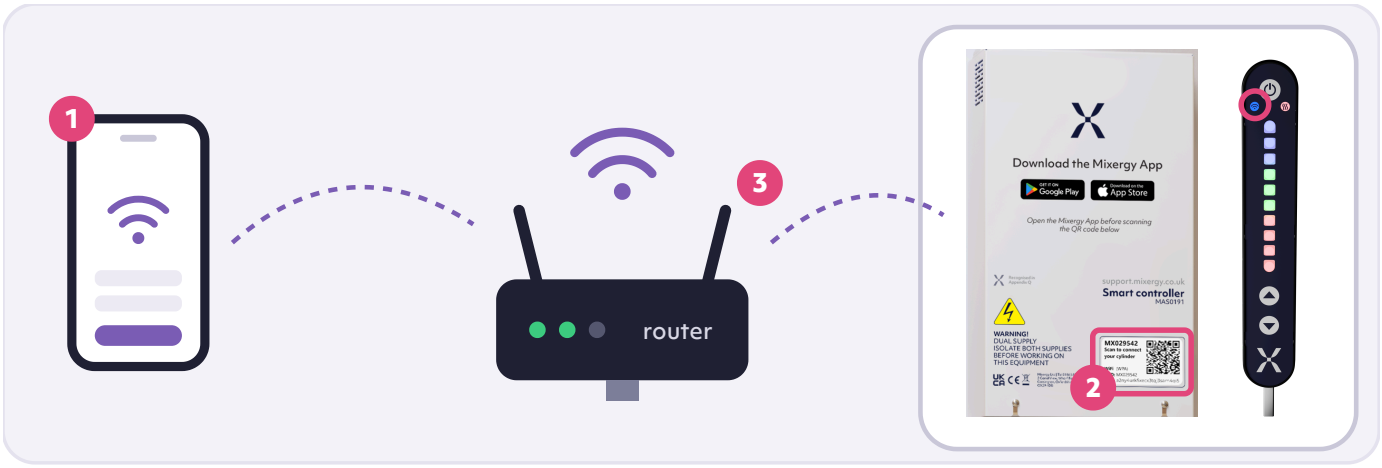
Wi-Fi symbol is white
Still white after five minutes? Try the safe restart at the end of the Wi-Fi page.



Have a Solar X?

Some Solar X tanks have two network cables running from a double wall socket, one for your internet and one for the solar diverter. If you're still not online, scan the code or go to **support.mixergy.co.uk/my-mixergy/tank-wont-hardwire-connect-solar-x** for the extra checks.

Setup 3 · 2.0 controller on Wi-Fi



1. Turn on Wi-Fi on your phone and turn off any hotspot or VPN. In the app, choose to add or reconnect a tank.
2. Scan the QR code on the controller label, or type the code next to P/W.
3. Choose your home Wi-Fi and type the password carefully. Stay near the tank while it connects.



Check for the Wi-Fi dongle

A 2.0 controller connects to Wi-Fi through a small black USB dongle, plugged in underneath the controller (left). Can't see one? Look for its box (right), which may have been left in the home, and plug the dongle into the same slot.

Any setup still white? Restart safely



1. Restart your router and wait until your Wi-Fi works.
2. Press the gauge's power button once to put the tank on standby.
3. Wait about 20 seconds, then press it again.
4. Wait a few minutes for the symbol to turn blue.

Don't switch the tank off at the mains unless your installer tells you to.

When you ask for help, tell them

Your controller (1.0 or 2.0) and setup, the colour of the Wi-Fi symbol, and whether your router changed recently.

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.