



SUNSYPHON



SUNSTREAM

Direct Thermosyphon

Trouble shooting

Before applying any of the trouble shooting techniques listed below:

- Ensure that the power to the heating element has not been interrupted i.e. all relevant circuit Breakers and or isolator switches are in the on position.
- Ensure that the water supply to the storage tank has not been interrupted and inadvertently drained, for example municipality working on water mains.

Problem	Possible cause	Corrective action
Little to no solar heat contribution	Low solar radiation, Shading, Tempered glass cover is dirty, Air trapped in the collector and or piping to and from collector, Hot water leak	On days with low solar radiation ensure that the backup heating element times are adjusted according to hot water requirements, Always ensure that any trees that may cause shading are pruned regularly, visually inspect collector and clean tempered glass if required, Natural convection will not occur successfully if there is any air trapped in the collector or piping connecting to tank, purge air by opening a connection very slightly at the highest point, this must only be done by a trained professional, Inspect the system for any leaks, if a leak is suspected shut off water supply to system and contact your dealer.

- Contact an authorised installer if after checking the above there is still no hot water.