



Direct Forced Circulation (Pumped)

### 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
Back up heating element switches on outside of pre-set heating times	Clock on the display panel was not set or has lost time	Reset the clock and ensure that pre-set electrical heating timers are set according to hot water requirements, If the clock continues to lose time contact your dealer
Tank not heating during pre-set times	Holiday mode may be on, T2 sensor probe may not be inserted correctly, heating element failure	Ensure holiday mode is turned off, carefully re-insert T2 sensor probe into thermal pocket(all the way in), Contact authorised installer if element failure is suspected
No solar heat contribution	Low solar radiation, T1 sensor probe or T2 sensor probe may not be inserted correctly, Circulation pump failure or one or more isolating valves have been shut	On days with low solar radiation ensure that the backup heating element times are adjusted according to hot water requirements, Carefully re-insert T1 and or T2 sensor probe/s into its/their relevant thermal pocket/s(all the way in), Contact authorised installer if circulation pump failure is suspected, ensure both isolating valves either side of the pump are open.

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