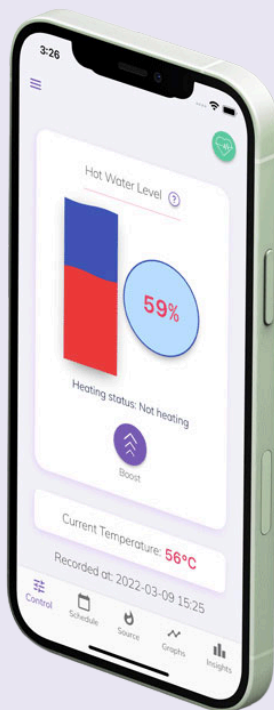# mixergy®

Homeowner Quick Start Guide

It's easy to start saving...

Mixergy designs innovative, smart hot water solutions for the home. Our heating technology provides hot water faster, uses less energy and saves you more money when compared to traditional systems. The first step to start using your Mixergy tank is to download the Mixergy App.

Step 1
Download the Mixergy app

Download on the
App Store

GET IT ON
Google Play

Support Hub

Our Support Hub is the best place to check for the latest user guides and homeowner FAQs.

support.mixergy.co.uk/homeowners
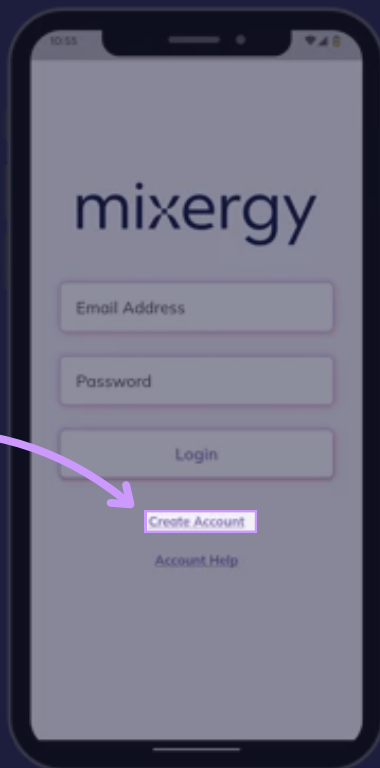
Step 2
Register your tank

Create an account

When you open the App, you'll be asked to log in

If you don't have an account, you'll need to create one.

- Click 'Create Account'
- Complete the fields
- Tap 'Create Account'.

You'll be sent an email verification and prompted to log in with your new account details.

mixergy

Email Address

Password

Login

Create Account

Account Help

Didn't receive your validation email?

Click 'Resend Validation Email' and we'll email it again.
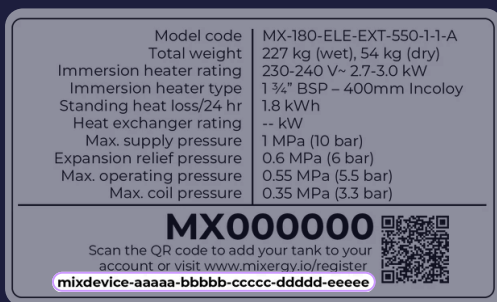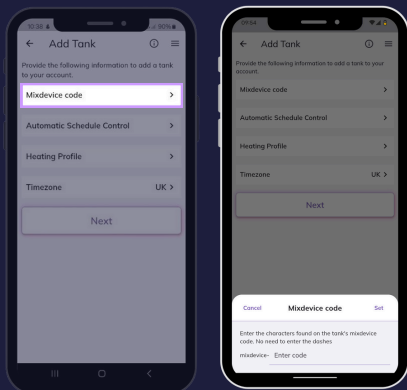
Make sure to check your junk or spam folder if nothing comes through.

Step 3
Connect your tank

You'll be brought to the 'Add a tank' screen, where you'll be asked to enter the details of your Mixergy tank...

Model code	MX-180-ELE-EXT-550-1-1-A
Total weight	227 kg (wet), 54 kg (dry)
Immersion heater rating	230-240 V~ 2.7-3.0 kW
Immersion heater type	1 ¾" BSP – 400mm Incoloy
Standing heat loss/24 hr	1.8 kWh
Heat exchanger rating	-- kW
Max. supply pressure	1 MPa (10 bar)
Expansion relief pressure	0.6 MPa (6 bar)
Max. operating pressure	0.55 MPa (5.5 bar)
Max. coil pressure	0.35 MPa (3.3 bar)

MX000000

Scan the QR code to add your tank to your account or visit www.mixergy.io/register
mixdevice-aaaaa-bbbbb-ccccc-ddddd-eeeee

1) Enter your Mixdevice Code

You'll need your Mixdevice code, a 25-character ID found on the label on your Mixergy cylinder.

- Open the app and select 'Register Cylinder'
- Manually enter the Mixdevice code (appears as mixedevice-aaaaa-bbbbb-ccccc-ddddd-eeeee)
- Alternatively, if using an iPhone, you can scan the QR Code on the cylinder label.
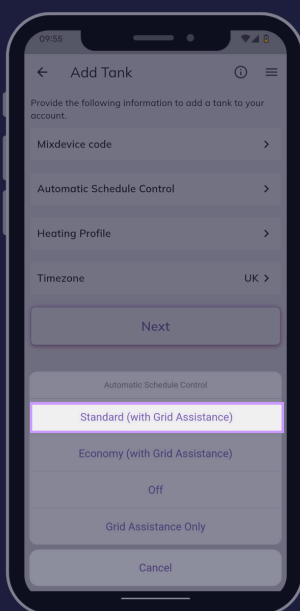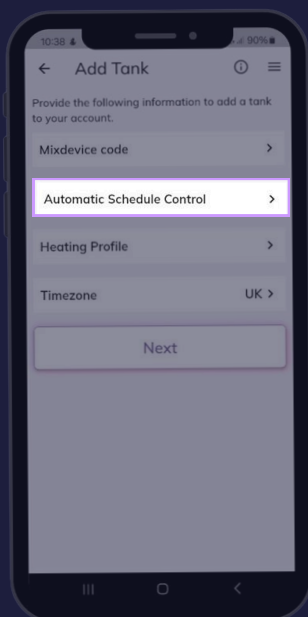
X

2) Set Your Automatic Water Heating Schedules

We recommend you use your tank with this setting. It uses machine learning to learn your hot water usage, automatically adjusting the heating schedule, saving you energy and money.

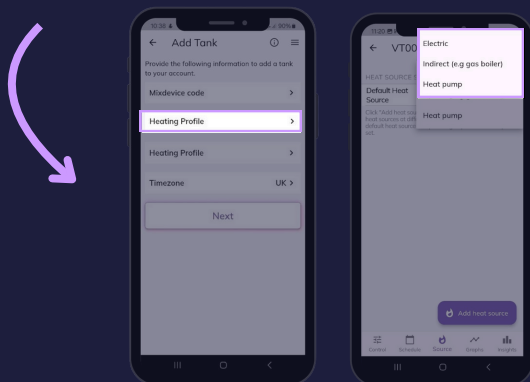**Set to 'Standard (with Grid assistance)'.**

You can change this setting at anytime. To find out more about the Automatic Schedule Control options, including how to integrate with Smart Tariffs, please our see **Advanced Features and Settings.**
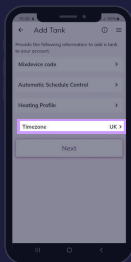
3) Select Your Heating Profile

These settings are usually configured by your installation team. If not, you'll need to choose the correct heating source for your tank. If you're unsure, please contact your developer for guidance.

- **Electric -** Uses electricity
- **Indirect** - Uses an external gas boiler
- **Heat Pump -** Uses an outdoor heat pump or you have the iHP X

4) Choose Your Timezone

Finally, select the **UK** as your timezone.

You're ready to start using your Mixergy tank!

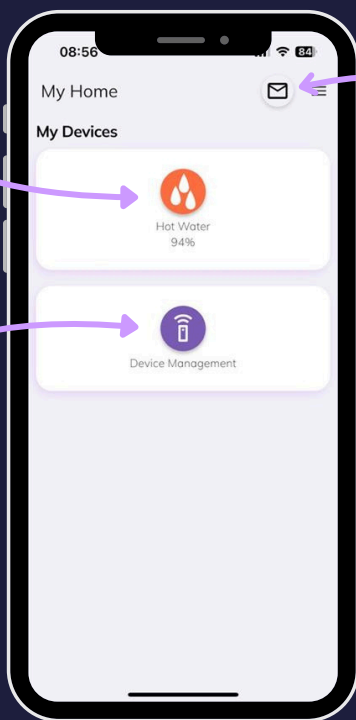**Your warranty will automatically be activated once you've completed these steps.**

X

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Step 4
Start Using Your Tank

Hot Water: Tap here to check and boost your hot water, change settings, and view how much you've used.

08:56

My Home

My Devices

Hot Water
94%

Device Management

Inbox: Look here for important notifications – like app updates, support messages, or information specific to your tank.

Device Management: Detect and connect to your Mixergy tank. This also enables you to connect to additional devices including other cylinders, PV Diverters, clamps and more.
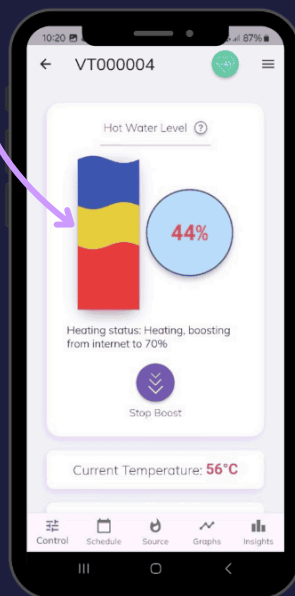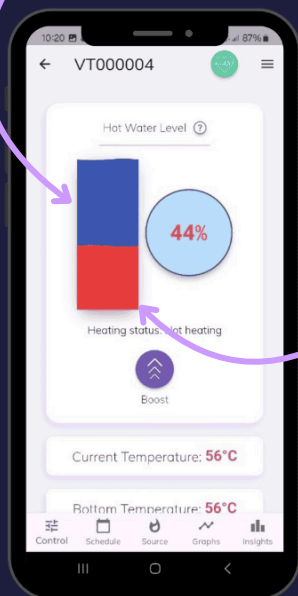
X

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How to Check Your Hot Water Levels

Tap on the 'Hot Water' option from the home screen and see how much hot water is available at any time.

Blue shows the amount of cold water in the tank

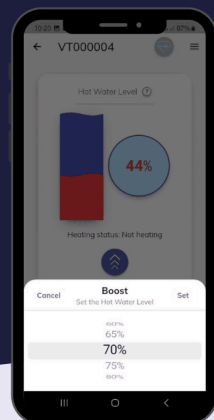**Yellow** shows your tank's heating target

Red shows the amount of hot water ready to use

Use Boost when you need extra hot water outside your usual heating schedule

- Tap 'Boost' choose how much water to heat (25%, 50%, etc.) then tap 'Set'
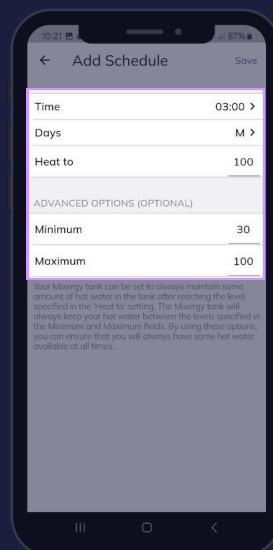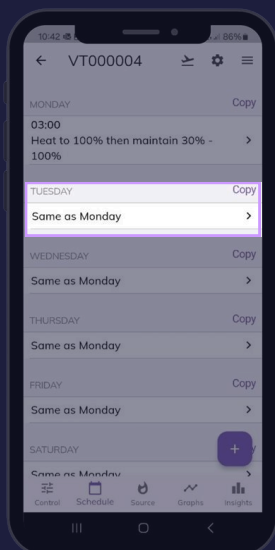
Tip: 20% is usually enough hot water for an average shower.

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Setting a Manual Schedule

Prefer your hot water ready at specific times?

- Go to **'Schedule'**
- Choose **days and times** to heat your water
- You can set a different schedule for each day or copy the same schedule across multiple days.

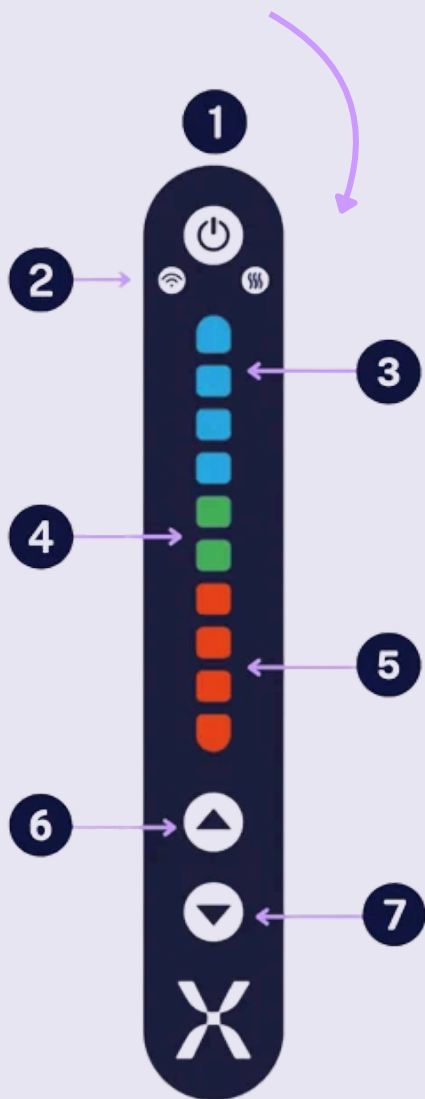# Setting a minimum & Maximum heat (optional)

You can set your cylinder to keep hot water between a minimum and maximum level.

- If it drops below the minimum, it will automatically heat back up.
- If no levels are set, the water will cool down over time unless used or boosted.

Unable to use the App?

Mixergy cylinders come equipped with a simple gauge, which can be found on your tank, to allow for easy and fast control of hot water.

1. **ON/OFF**: Hold down to turn the cylinder on or off. It is not recommended to turn off at the mains.
2. **Wi-Fi Connection**: This is blue when connected.
3. **Blue** indicates the volume of cold water in the cylinder.
4. **Green** indicates the volume the cylinder is boosting too.
5. **Red** indicates the volume of hot water in the cylinder.
6. **Up Arrow:** Press to boost the cylinder in 10% increments.
7. **Down Arrow**: Press to decrease boost in 10% increments.

Need further support?

We're here to help

Homeowner Line

📞 01865 595 875

🕐 Hours: Monday to Friday,
09:00 – 17:00

support.mixergy.co.uk/homeowners

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