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## Handover Guide

mixergy®



# Your Mixergy Team

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Manager

## Installer technical support:

**Phone:**  
01865 595 876

**Email:** tech.support@mixergy.co.uk

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

## Installer Support

More information about Mixergy, including technical details, product manuals and troubleshooting, our Support Hub is the best place to start. You'll find datasheets, user guides, and troubleshooting information, all in one place.



[www.support.mixergy.co.uk/  
installation-support](http://www.support.mixergy.co.uk/installation-support)

# Your Homeowner & Resident Line

## Homeowner & Resident Support

 01865 595 875

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



[www.support.mixergy.co.uk/  
quick-start-guide](http://www.support.mixergy.co.uk/quick-start-guide)

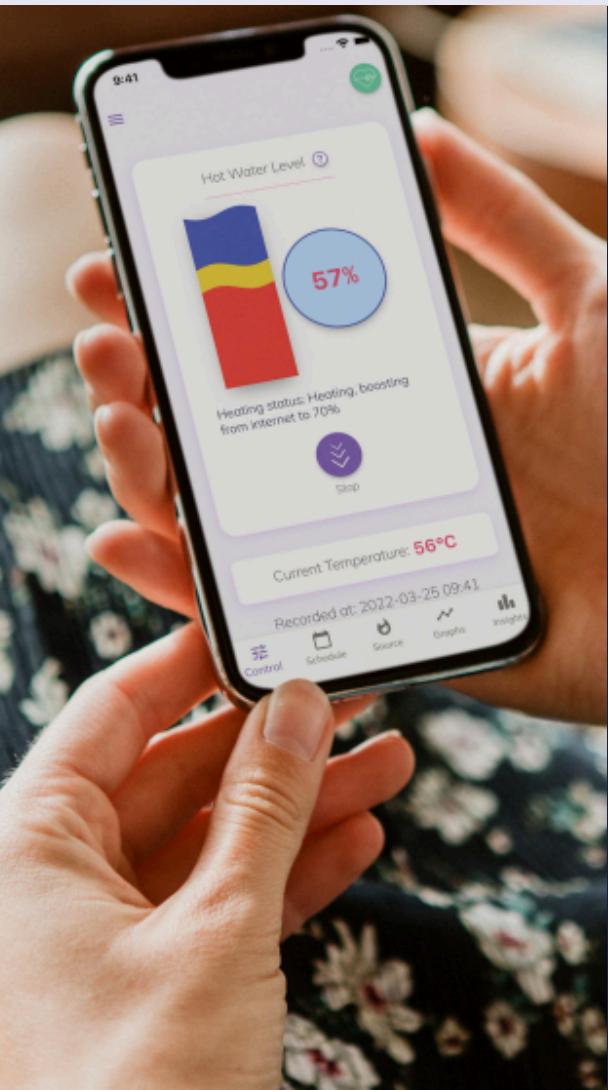
## Support Hub

If you're looking to get the most out of your Mixergy cylinder or need a bit of help along the way, our Support Hub is a great place to start. It's packed with easy-to-follow user guides and practical troubleshooting tips to help you understand how everything works.



# It's easy to get started...

Mixergy designs smart hot water solutions for the home. Our heating technology provides hot water faster, using less energy and saving you more money when compared to traditional systems.



## Support Hub

More information about Mixergy, including technical details, general information and troubleshooting, our Support Hub is the best place to start. You'll find user guides, and troubleshooting information, all in one place.



[www.support.mixergy.co.uk/  
homeowners](http://www.support.mixergy.co.uk/homeowners)

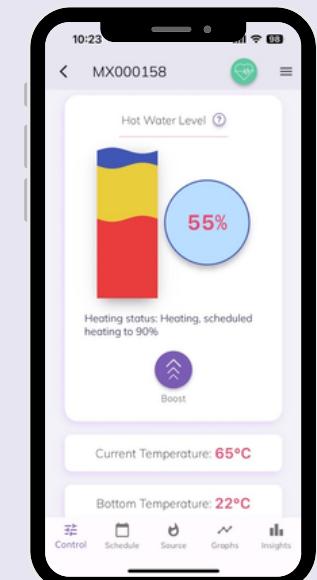
## Set up...

*For the User*

Download the  
Mixergy app



Register your  
account

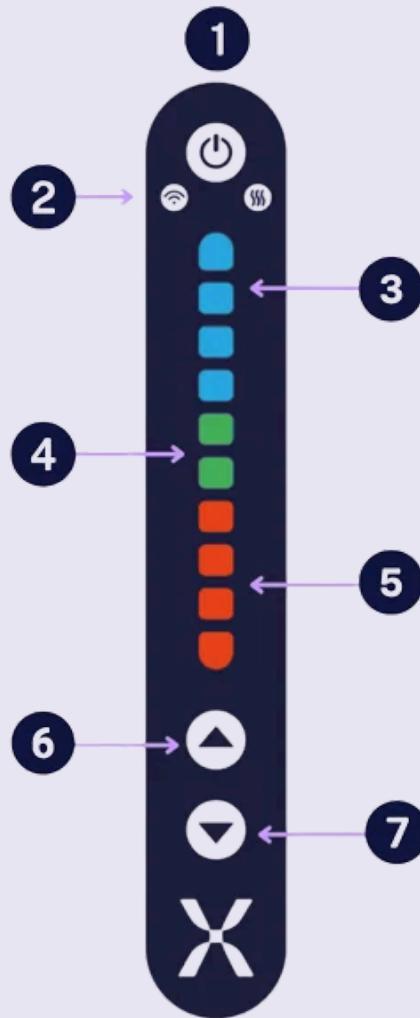


Read the  
Gauge Guide



# Using the Gauge

Mixergy cylinders come equipped with a simple gauge 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.

## Boosting

- Press the Up Arrow to set how much hot water you want (shown in 10% increments).
- The gauge turns green to show your selected boost level.
- As it heats up, the gauge changes to red so you can see progress.

### Still Need Help?

Call our Homeowner & Resident line: 01865 595 875



[www.support.mixergy.co.uk/  
mixergy-gauge](http://www.support.mixergy.co.uk/mixergy-gauge)

*For the User*

## What is Solar X

Solar X is just like our Mixergy X, but it has a built-in Solar PV Diverter. This means it can connect directly to your solar panels to use extra energy.

## How does it work with my solar panels?

The Mixergy cylinder has a 3kW heater at the top. When your home has extra solar energy that isn't being used, the cylinder takes that energy to heat your water.

Since the amount of extra energy changes throughout the day, the Mixergy cylinder stores and manages it carefully. It heats water in small steps, making sure no solar energy is wasted.

## Can you use Solar X with a battery?

Yes, but you need to plan how both systems use solar power. The battery and the solar diverter both try to use extra solar energy, so they can end up competing. To avoid this, you should set a schedule —deciding when the battery gets power and when the water heater gets power. Some advanced diverters, like Solar X, let you control this easily. If you're not sure, ask your installer for help.

## PV Diverter Configuration

Adjust these settings to make the most of your solar energy:

**Cut-in Threshold:** Set to 0W. This ensures even the smallest amount of extra solar power heats your tank, making it energy-efficient.

**PV Diverter Target Temperature:** Set to 60°C. This lets your cylinder store extra solar energy like a battery, ready for use when needed.

**PV Charge Limit:** Set to 100%. This allows your cylinder to fully heat using free solar power, giving you plenty of hot water.





## Support Hub



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