

No Hot Water? A Quick Guide

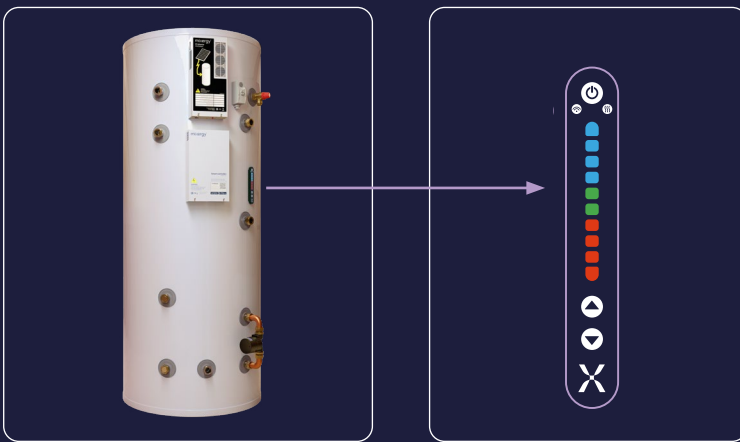
mixergy[®]

If you have no hot water, please run through the steps below before contacting your landlord. This side of the guide is for checking your tank using the gauge. If you use the Mixergy app on your phone, flip over for the app version after you've followed the below steps.

I DON'T USE THE APP

STEP 1 - IS IT ON?

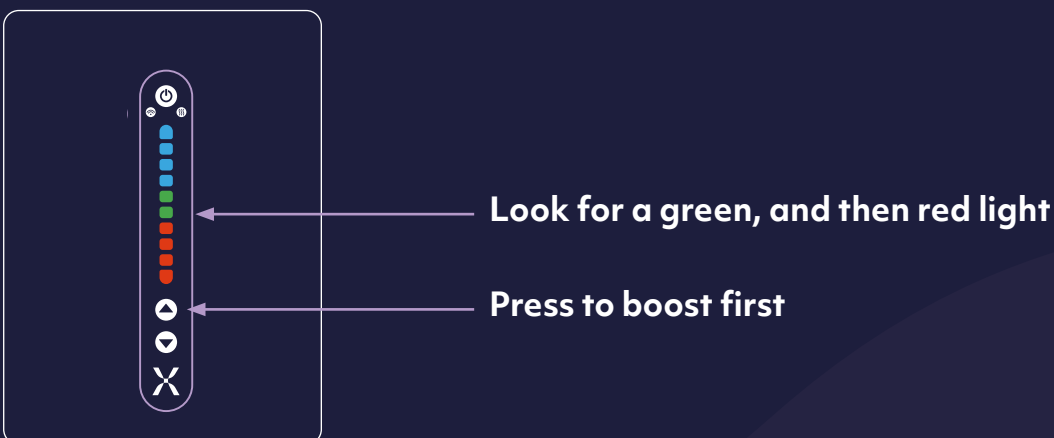
First, check that your Mixergy tank is switched on. Look at the gauge on the front of the tank. If you can see any lights, it's on. If the gauge is completely dark, please contact your landlord. If there are lights, please go to Step 2.



STEP 2 - BOOST HOT WATER

If the gauge has lights, try a boost to check the heating comes on. Press the up arrow once or twice. You should see green lights appear first, then turn red after about 10 to 15 minutes. That means the tank is heating and you'll have hot water shortly.

If after 30 minutes the lights haven't gone green, or haven't moved from green to red, please contact your landlord.



SUPPORT

If you don't use the Mixergy app and you've tried the steps above, please contact Yorkshire Housing to let them know the tank is either not turning on, or is not heating the water. **Call 0345 366 4404.**

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If you use the Mixergy app, please first check the tank is switched on using Step 1 on the other side of this guide. Once you've confirmed the gauge has lights, follow the steps below.

I USE THE APP

STEP 3 - IS YOUR APP CONNETED?

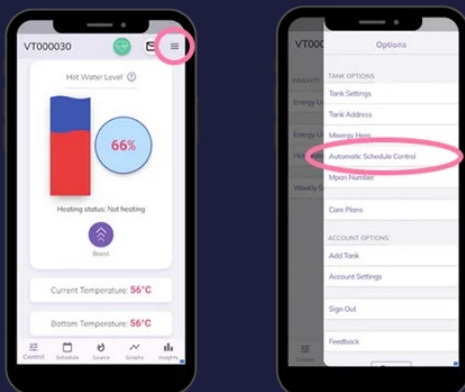
Open the Mixergy app and check the tank shows as online. Press Boost and select an extra 10%. You should see yellow appear first in the heating bar, which means the tank is heating. Red should follow after 10 to 15 minutes, which means your hot water is ready.

If nothing changes after 30 minutes, please contact your landlord. If the tank heats up fine now but you're not getting hot water later in the day or the next morning, go to Step 2.



STEP 4 - APP IS CONNECTED, BUT I STILL DON'T GET HOT WATER

If your tank responds to a boost but you're not getting hot water day-to-day, the issue might be with your automatic schedule. Open the main menu, go to Automatic Schedules, and select **Standard (with Grid Assistance)**. This is the best all-round setting to keep your energy use low while making sure you have hot water when you need it.



SUPPORT

If the steps above have not result in hot water, please contact Yorkshire Housing to citing that the tank is either not turning on, or is not heating the water on **0345 366 4404**.

You'll also find guides on how to use your tank efficiently and troubleshoot common issues at support.mixergy.co.uk/homeowners-residents