

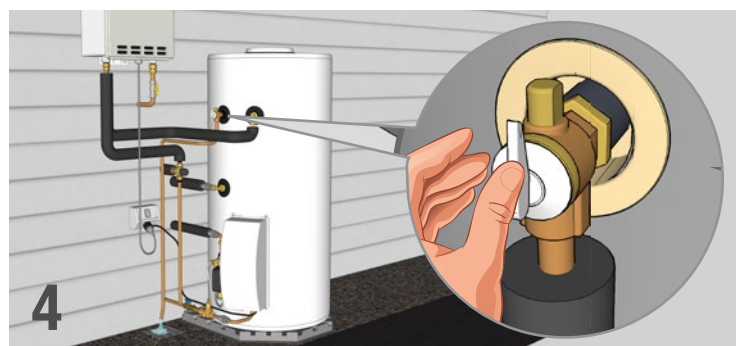
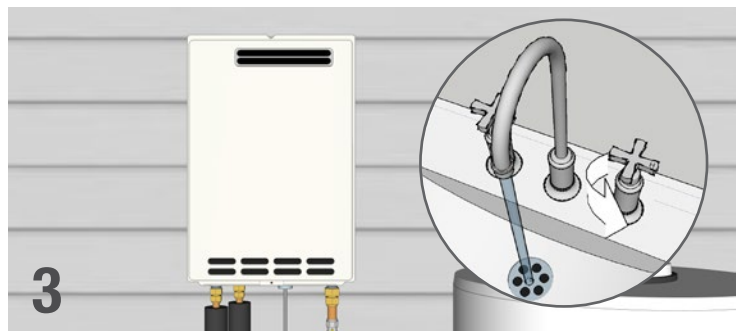
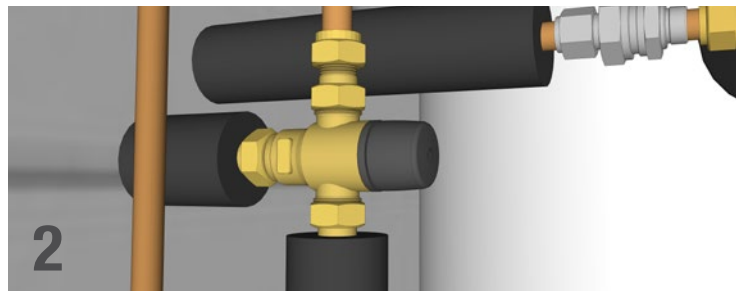
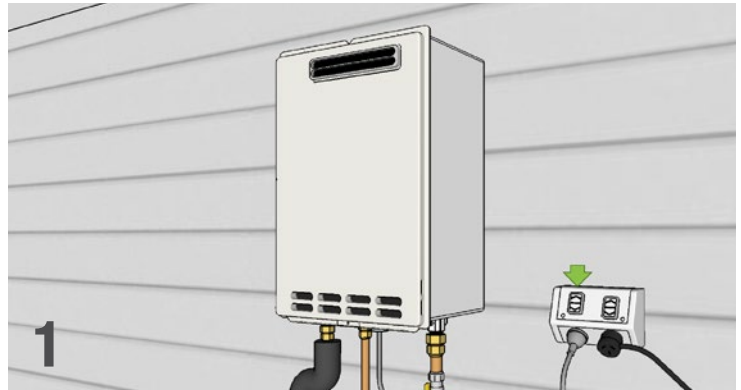
# GENERAL TROUBLESHOOTING

## SOLAR HOT WATER - GAS SPLIT SYSTEMS

### The water from my solar water heater is not hot enough

If you find your solar water heater is not supplying hot water or only supplying luke warm water then this is most likely related to one of the following:

1. **The gas booster is not connected to power**  
During periods of high consumption or days of low solar gain, the gas booster may be required more often. If you are experiencing insufficient hot water, check that the gas booster is connected to power and switched on.
2. **The water temperature is “tempered” by a Tempering Valve**  
Tempering valves are required by law. When set correctly these will restrict the amount of hot water released so that the home only receives hot water not exceeding 50°C. If the tempering valve is faulty, installed incorrectly or at the wrong setting, it will need servicing or replacing. Please contact your plumber or our service team for further assistance.
3. **The water temperature is fluctuating**  
When the gas booster is needed, a minimum flow rate is required to start up. If you find your temperatures are fluctuating, try turning the hot water tap on more, or open a second tap and see if this relieves the fluctuation. If fluctuation continues, determine if this is a localised issue or consistent across the whole home. If localised, the particular water outlet may have low flow restrictors causing the fluctuations and may need to be replaced with a higher flow rate restrictor. If consistent across the home, the gas booster may be experiencing blocked filters or insufficient gas flow. If so, please contact your plumber or our service team for further assistance.
4. **There may be an issue between the solar water heater and the hot water outlet.**  
Locate the PTR valve on the left hand side of the water storage tank. Carefully release the PTR valve to release water directly from the tank.  
**NOTE: Water expelled may be extremely hot.**  
Carefully check if the water released is hot. If water is hot, then there appears to be an issue with the gas booster or beyond the hot water system itself. If so, please contact your plumber or our service team for further assistance.



## It appears water is leaking from my system

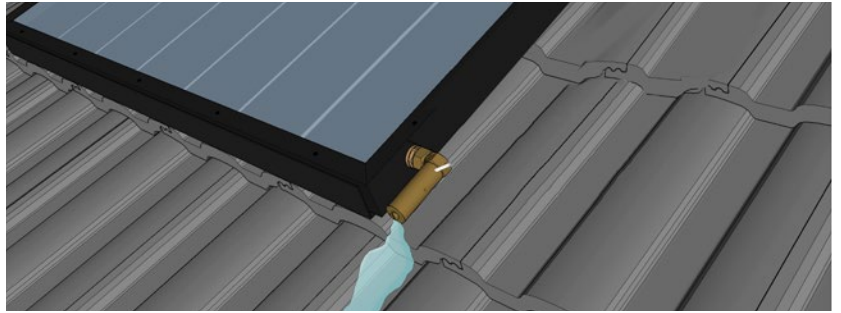
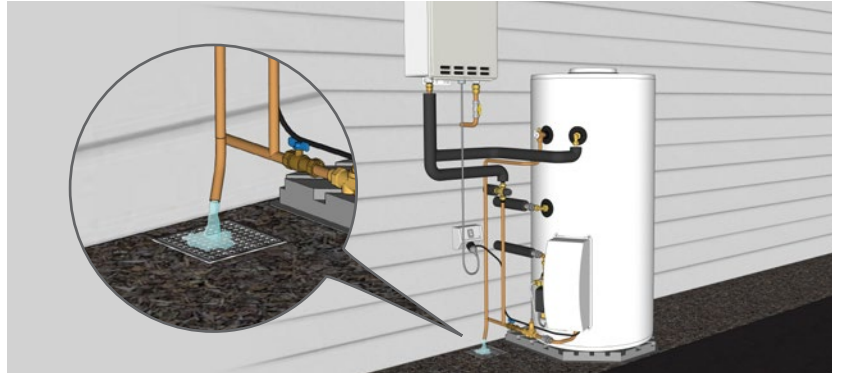
Your solar hot water system is equipped with some safety features to protect your system from damage during extreme conditions. This includes the following:

**PTR Valve (Fitted to Tank):** The PTR valve is a Pressure and Temperature Relief valve and is designed to release minimal amounts of water from the tank when the pressure or temperature is above a certain threshold. If water **continually** discharges for more than an hour, please contact our service team for further assistance.

**Note:** It is completely normal for the PTR to drip (including a constant drip on hot days). Also PTR release points should be suitably plumbed so any water released is drained accordingly.

**Frost Valve (Fitted to Panels - Where applicable):** Panels including a frost valve (located at the lower corner of your panels) may release water during colder months. This again is an included safety feature to prevent the internal copper tubing from bursting during frosts. If water continues to discharge in temperatures **above 10°C**, please contact our service team for further assistance.

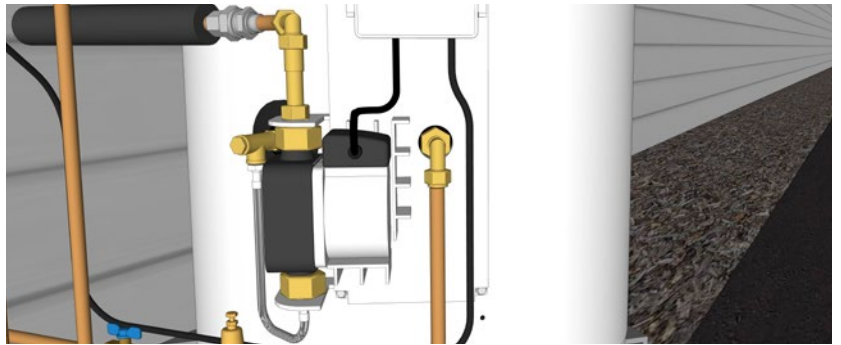
If water appears to be leaking from a different section of the solar water heater, please contact our service team for further assistance.



## The solar circulation pump is running at night or intermittent times of the day

Chances are your system is automatically activating its “freeze protection” function. In this mode the system runs the pump to circulate water through the system to ensure water doesn’t freeze in the pipes and roof top collectors. This is considered normal operation and is activated once the temperature sensor in the roof top collector falls below a certain temperature and will continue to run until the temperature is lifted approx 2°C.

If your pump is continually running during the night, please contact our service team for further assistance.



## My system is beeping

The audible beep you may hear from your solar water heater is to assist with identifying certain operational functions or if an error is present with your system. Each of the different types of beeps corresponds with an identifying LED found on the face of the controller within the pump station. Certain beeping is normal operation, however if you experience continuous beeping, please contact our service team for further assistance.

**NOTE:** Beeping controllers were introduced September 2015. System installed prior to this release date won’t have an audible notification and the controller LEDs will need to be checked to assist with troubleshooting.

