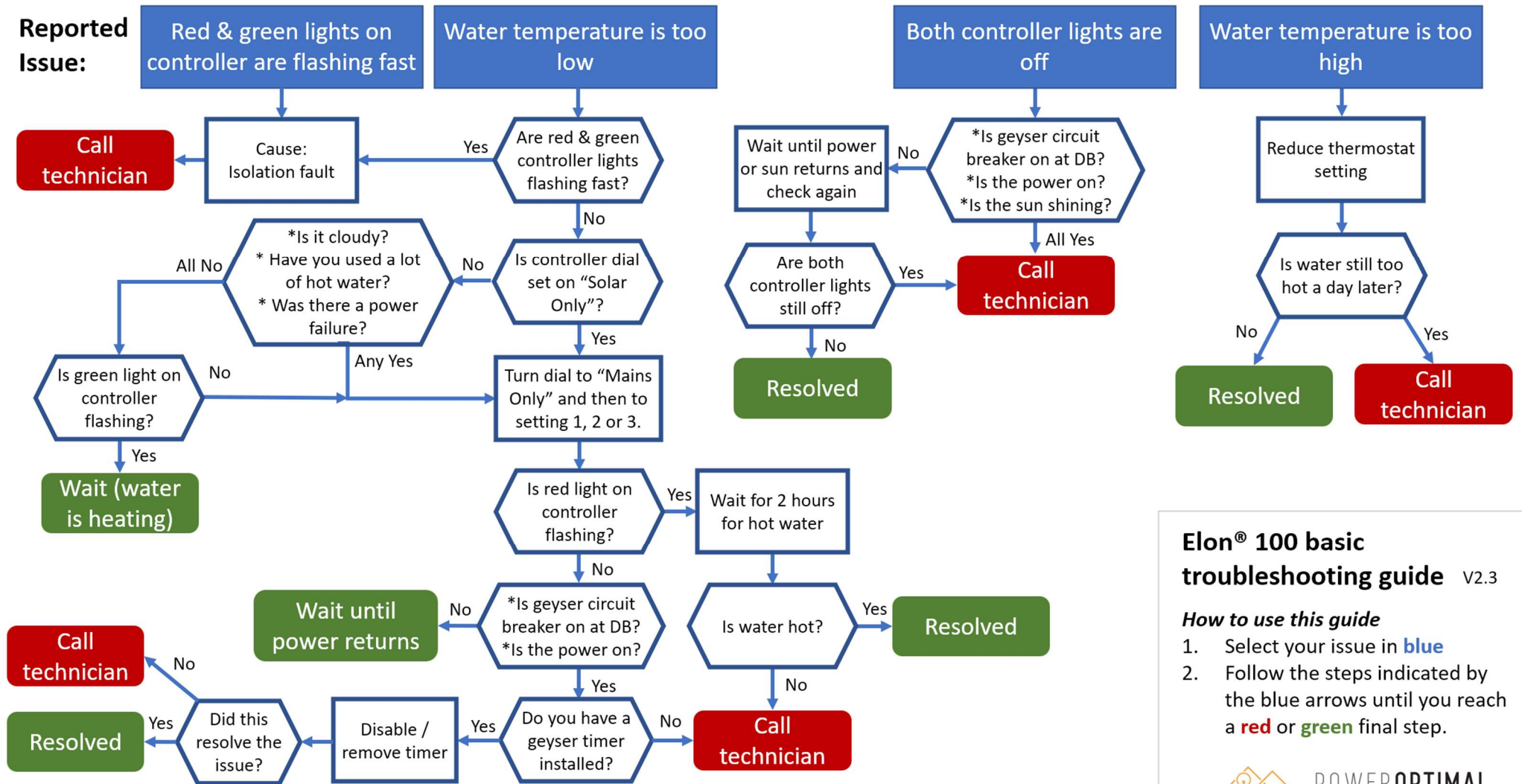


Elon® 100 water heating system 1st line support checklist V2.4

STEP 1. COLLECT INFORMATION

Customer Name					
Customer Address					
Date		Elon® serial no.			
What is the issue?					
How long have you been experiencing this issue?					
Have you had any power failures recently?					
Have you used more hot water than usual (such as having guests over), or at a different time than usual?					
Has the weather been cloudy or rainy in the last day or two?					
Status of Elon® controller lights – GREEN light (X)	On	Off	Flashing	Flashing fast	
Status of Elon® controller lights – RED light (X)	On	Off	Flashing	Flashing fast	
Position of Elon® controller dial (X)	"MAINS ONLY"	1	2	3	"SOLAR ONLY"
Position of geyser circuit breaker in DB (distribution board) (X)	On	Off	Don't know		
Anything else to note?					

STEP 2: TROUBLESHOOTING



Elon® 100 basic troubleshooting guide V2.3

How to use this guide

1. Select your issue in **blue**
2. Follow the steps indicated by the blue arrows until you reach a **red** or **green** final step.