

Elon® 100 first line support checklist V2.4

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?			

<p>Have you used more hot water than usual (such as having guests over), or at a different time than usual?</p>					
<p>Has the weather been cloudy or rainy in the last day or two?</p>					
<p>Status of Elon® controller lights - GREEN light (X)</p>	<p>On</p>	<p>Off</p>	<p>Flashing</p>		<p>Flashing fast</p>
<p>Status of Elon® controller lights - RED light (X)</p>	<p>On</p>	<p>Off</p>	<p>Flashing</p>		<p>Flashing fast</p>
<p>Position of Elon® controller dial (X)</p>	<p>"MAIN S ONLY"</p>	<p>1</p>	<p>2</p>	<p>3</p>	<p>"SOLA R ONLY"</p>

