

Elon® Smart basic troubleshooting guide and alarms v1.6

Water temperature is too low

Alarm icon () showing in Elon Smart app

Yes

Contact a technician

Are there any alarms () showing on the status screen?

Check the alarm message on the device status screen.

Water temperature is too high

Wait for 2 hours for hot water

No

Is the smart thermostat set to “Solar Only”?

Contact our help chat

Is water hot?

Resolved

Contact our help chat

Wait until power returns

*Is geyser circuit breaker on at DB? *Is the power on?

Press “heat with grid now” button.

Any Yes

*Is it cloudy?

* Have you used a lot of hot water?

* Was there a power failure?

Yes

Wait (water is heating)

No

All No

Reported Issue:

Did the device switch to grid mode?

Is the status “Heating with solar”?

Reduce thermostat setting

Is water still too hot a day later?

Resolved

Contact our help chat

Yes

No

Elon® Smart basic troubleshooting guide

V1.6

How to use this guide

Select your issue in blue

Follow the steps indicated by the blue arrows until you reach a red or green final step.

Can you resolve the alarm yourself?

Resolved

Yes

No

Power source status greyed out

Does that resolve the issue?

Resolved

Contact our help chat

Yes

No

Tap the Settings button in the app (within Wi-Fi range of your Elon Smart device). Update the Wi-Fi settings and save. Wait 5 minutes.

My Elon Smart status is not updating in the app

Yes

Contact our help chat

Fix your Wi-Fi network

Reported Issue:

Did you change your home Wi-Fi network name or password?

Resolved

Yes

No

No

Are you able to connect to the internet from your phone via the same Wi-Fi network?

Is the status updating now?

No

Yes

*Is geyser circuit breaker on at DB?

*Is the power on?

*Is the sun shining?

Wait until power or sun returns

All Yes

No

Can't connect to my Elon Smart with my phone (via the Settings button

or the "Thermostat settings" menu item)

Contact our help chat

*Is geyser circuit breaker on at DB?

*Is the power on?

*Is the sun shining?

Wait until power or sun returns and check again

No

Yes

Can you connect now?

Resolved

Close and restart the Elon Smart app and try again.

Can you connect now?

Yes

No

Are you at home and within Wi-Fi range of your Elon Smart?

No

Wait until you get home or move closer to your Elon Smart device

Yes

My Elon Smart won't connect to my Wi-Fi network

Yes

Contact our help chat

Reported Issue:

Check your Wi-Fi router security settings (security mode). Is it set to WPA or WPA-PSK security?

Resolved

Yes

No

Can you connect now?

No

Change the security mode to WPA2.

Are you trying to connect to your router's 5 GHz band? (The 5 GHz band is typically denoted by 5G or 5GHz at the end of the router name - for example "MYROUTER_5G")

No

Resolved

Yes

Can you connect now?

Connect to the router's 2.4 GHz band (this is usually the router name without anything added to the end - for example "MYROUTER")

Yes

Uninstall and reinstall the app, and reboot the Elon Smart by switching grid power off for 2 min at night.

Can you connect now?

Resolved

Yes

No

Contact our help chat

No

"Unhandled exception querying device" error

5 things to try:

Delete the geyser in the app and rescan the QR code;

Go to config screen and change heating policy;

Uninstall and reinstall the app;

Reboot the home Wi-Fi router

Switch off the geyser circuit breaker at the DB at night time, wait for 2 minutes and switch it on again (this will force the Elon Smart to reboot).

Did this clear the error?

Resolved

Contact our help chat

Yes

No

No

The Elon Smart unit might be out of range of your Wi-Fi network. If you can, reposition your Wi-Fi router closer to your geyser. Otherwise, you might need to get a Wi-Fi extender or booster.

Check that your Wi-Fi router is not set to only the 5 GHz band, but also the 2.4 GHz band.

Yes

Can you see your Wi-Fi network on the list of Wi-Fi networks in the app?

AC not present alarm

Reported Issue:

For installers: how to configure the Elon Smart when no home Wi-Fi is available

You can configure the Elon Smart by connecting directly to it as follows:

Scan the QR code to add the Elon Smart to the app.

Tap the gear icon on the home screen or select "Thermostat settings" in the menu on the status screen to access the thermostat settings.

Configure the thermostat as described in the installation manual (set name, address, temperature set points, heating profile). Skip the Wi-Fi configuration.

The Elon Smart will function without a Wi-Fi connection after configured, but the status screen in the app will not update.

If you want to see the status screen (graphs and temperature) update, provide a mobile Wi-Fi hotspot on a second phone (not the one that you're connecting to the Elon Smart with).

No

Resolved

Set heating profile to "Solar Only" to remove alarm

Is AC (grid) power to Elon Smart installed?

Yes

Yes to any question

Resolved

Wait until grid power returns or switch grid power on or set heating profile to “Solar Only”. The Elon Smart will use solar power if available and in solar mode, despite AC not present alarm.

No to all questions

Check the following:

Is there loadshedding?

Is there a power failure?

Is the geyser circuit breaker off at the house DB?

[For technician:] Is the AC isolator close by the geyser switched off?

Do you have a geyser timer installed?

Yes

Resolved

Remove all geyser timers (or switch to ‘grid power permanently on’) to avoid clashes with the Elon Smart.

Contact our help chat

Wait for a few hours to see if the alarm clears. If not, contact our Help Chat.

No

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