

# Elon® Smart first line support checklist V1.7

## STEP 1. COLLECT INFORMATION FROM CUSTOMER

<b>Customer Name</b>			
<b>Customer Address</b>			
<b>Date</b>		<b>Elon® serial no.</b>	
<b>What is the issue?</b>			
<b>How long have you been experiencing this issue?</b>			
<b>Have you had any power failures recently?</b>			
<b>Have you used more hot water than usual (such as having guests over), or at a different time than usual?</b>			
<b>Has the weather been cloudy or rainy in the last day or two?</b>			

 <b>Any alarms?</b> (Indicated with an emphasise d red exclamation mark on the home screen and with an alarm message on the status screen)	<b>Yes</b> <input type="checkbox"/>	<b>No</b> <input type="checkbox"/>	<b>Alarm message</b>		
<b>What heating profile is the Elon Smart thermostat set to?</b>					
<b>What are the temperature set points?</b>	<b>Solar</b>	$^{\circ}\text{C}$	<b>Grid</b>	$^{\circ}\text{C}$	
<b>What is the water temperature?</b>					
<b>Do you have the latest version of the Elon Smart app?</b>					
<b>Position of geyser circuit breaker in DB (distribution board) (X)</b>	<b>On</b> <input type="checkbox"/>	<b>Off</b> <input type="checkbox"/>	<b>Don't know</b> <input type="checkbox"/>		
<b>Anything else to note?</b>					

**STEP 2: TROUBLESHOOTING**





img-004.png

img-005.png

### Alarm messages on the Elon Smart app

ID	Alarm message	How to resolve the alarm: <b>USERS</b>	How to resolve the alarm: <b>TECHNICIANS / ELECTRICIANS</b>
0	Element Faulty	Contact your installer / electrician	<ul style="list-style-type: none"><li>1. Check that the thermostat is inserted correctly.</li></ul> <ol style="list-style-type: none"><li>1. If that does not clear the alarm, measure element resistance and replace if necessary.</li></ol>
1	Switch Failed	Contact our help chat	Contact our help chat
2	DC Disconnect Failed	Contact our help chat	Contact our help chat


ID	Alarm message	How to resolve the alarm: <b>USERS</b>	How to resolve the alarm: <b>TECHNICIANS / ELECTRICIANS</b>
3	AC Not Present	<p>This can be due to several reasons:</p> <ul style="list-style-type: none"> <li>• 1. There is no AC power connected to the Elon Smart.</li> <li>2. AC power is off at the circuit breaker in the DB board or at the AC isolator close by the Elon Smart unit.</li> <li>3. There is a power failure or loadshedding.</li> <li>4. You have a geyser timer installed.</li> </ul> <p>This alarm won't prevent the Elon Smart unit from functioning and heating water with solar (DC) power as long as there is solar power available.</p> <p>You can clear the alarm by switching the AC power on (where applicable), setting the Elon Smart heating profile to <i>Solar Only</i> or you can leave it until AC power returns.</p>	See to the left
4	Measurement Failure	Contact our help chat	Contact our help chat

ID	Alarm message	How to resolve the alarm: <b>USERS</b>	How to resolve the alarm: <b>TECHNICIANS / ELECTRICIANS</b>
5	Disconnected for Safety	When there is a safety-related alarm condition, the Elon Smart will disconnect power from the geyser. To clear this alarm, you need to clear the other safety-related alarm(s).	See to the left
6	Water Temperature Measurement Failure	Contact our help chat	Contact our help chat
7	Ambient Temperature Exceeded	<ol style="list-style-type: none"> <li>1. Check the installation. If the geyser is installed in direct sunlight, see if you can provide shade to the geyser end space area where the Elon Smart is located.</li> <li>2. Reduce temperature set point by 5 degrees.</li> <li>3. Wait until temperatures cool down. The Elon Smart will start up again.</li> <li>4. Contact our help chat if the above doesn't clear the alarm.</li> </ol>	See to the left

ID	Alarm message	How to resolve the alarm: <b>USERS</b>	How to resolve the alarm: <b>TECHNICIANS / ELECTRICIANS</b>
8	DC Wiring Insulation Failure	<p>Contact your installer / electrician.</p> <p>To operate the Elon Smart whilst the insulation fault has not been located and resolved, you can set the heating profile to <i>Grid Only</i> or switch off the DC disconnect switch.</p>	<ul style="list-style-type: none"> <li>• 1. Check solar panels and DC wiring for insulation faults.</li> </ul> <p>1. To operate the Elon Smart whilst the insulation fault has not been located and resolved, you can set the heating profile to <i>Grid Only</i> or switch off the DC disconnect switch.</p>
9	Insulation Self-Test Failed	Contact your installer / electrician	Check earth wiring. Make sure both earth straps are connected securely to the geyser earth stud.
10	AC Wired to DC Input	Contact your installer / electrician	Wire AC to correct input (see Chapter 4 in the Installation Manual).
11	DC Wired to AC Input	Contact your installer / electrician	Wire DC to correct input (see Chapter 4 in the Installation Manual).

ID	Alarm message	How to resolve the alarm: USERS	How to resolve the alarm: TECHNICIANS / ELECTRICIANS
12	DC Not Present	<p>This can be due to several reasons:</p> <ul style="list-style-type: none"> <li>• 1. There is no DC power connected to the Elon Smart</li> <li>2. DC power is off at the DC disconnect switch close by the Elon Smart unit.</li> <li>3. There is an issue with the DC wiring or solar PV installation.</li> <li>4. It is extremely dark and overcast during daytime. (The alarm is not active when the sun is less than 15 degrees above the horizon.)</li> </ul> <p>This alarm won't prevent the Elon Smart unit from functioning and heating water with grid (AC) power as long as there is grid power available.</p> <p>You can clear the alarm by:</p> <ul style="list-style-type: none"> <li>• ○ 1. sw itc hin g th e</li> </ul>	See to the left

ID	Alarm message	How to resolve the alarm: <b>USERS</b>	How to resolve the alarm: <b>TECHNICIANS / ELECTRICIANS</b>
13	DC Input Reversed	Contact your installer / electrician.	The wiring on the Solar input has been installed incorrectly (in reverse). The DC+ (positive) wire has been connected to the DC- (negative) terminal on the Elon Smart and the DC- (negative) wire has been connected to the DC+ (positive) terminal on the Elon Smart. Swap the DC wires around (see Chapter 4 in the Installation Manual).
14	Hot Connection	Contact your installer / electrician.	Elon Smart not correctly inserted into geyser element. Switch off all power to the Elon Smart and re-seat (reinsert) the Elon Smart.
15	RTC Failed	Contact our help chat	Contact our help chat
16	Power Unstable	<ol style="list-style-type: none"> <li>1. If it is intermittent or temporary and occurring during loadshedding or grid power failures, you can ignore this alarm.</li> <li>2. If the alarm persists whilst grid power is available, contact your installer / technician.</li> </ol>	<ol style="list-style-type: none"> <li>1. Check that wiring to Elon Smart is properly connected and not loose.</li> <li>2. Check whether geyser circuit breaker in DB or the geyser's AC isolator are faulty or wiring is not properly connected.</li> <li>3. If none of the above are present, then contact our help chat.</li> </ol>

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17	Server Not Available	<ol style="list-style-type: none"> <li>1. Check that your home Wi-Fi network has internet connectivity.</li> <li>2.  Check the Elon Smart Wi-Fi settings on the thermostat settings screen (access by tapping the gear icon in the app when at home).</li> <li>3. If your Wi-Fi router is far away from your geyser, the Wi-Fi signal might be too weak. This can be improved with a Wi-Fi extender or signal booster.</li> <li>4. If none of the above works, try rebooting your Elon Smart by switching off the geyser circuit breaker on your house DB board at night for 2 minutes.</li> </ol>	See to the left

Revision #2

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