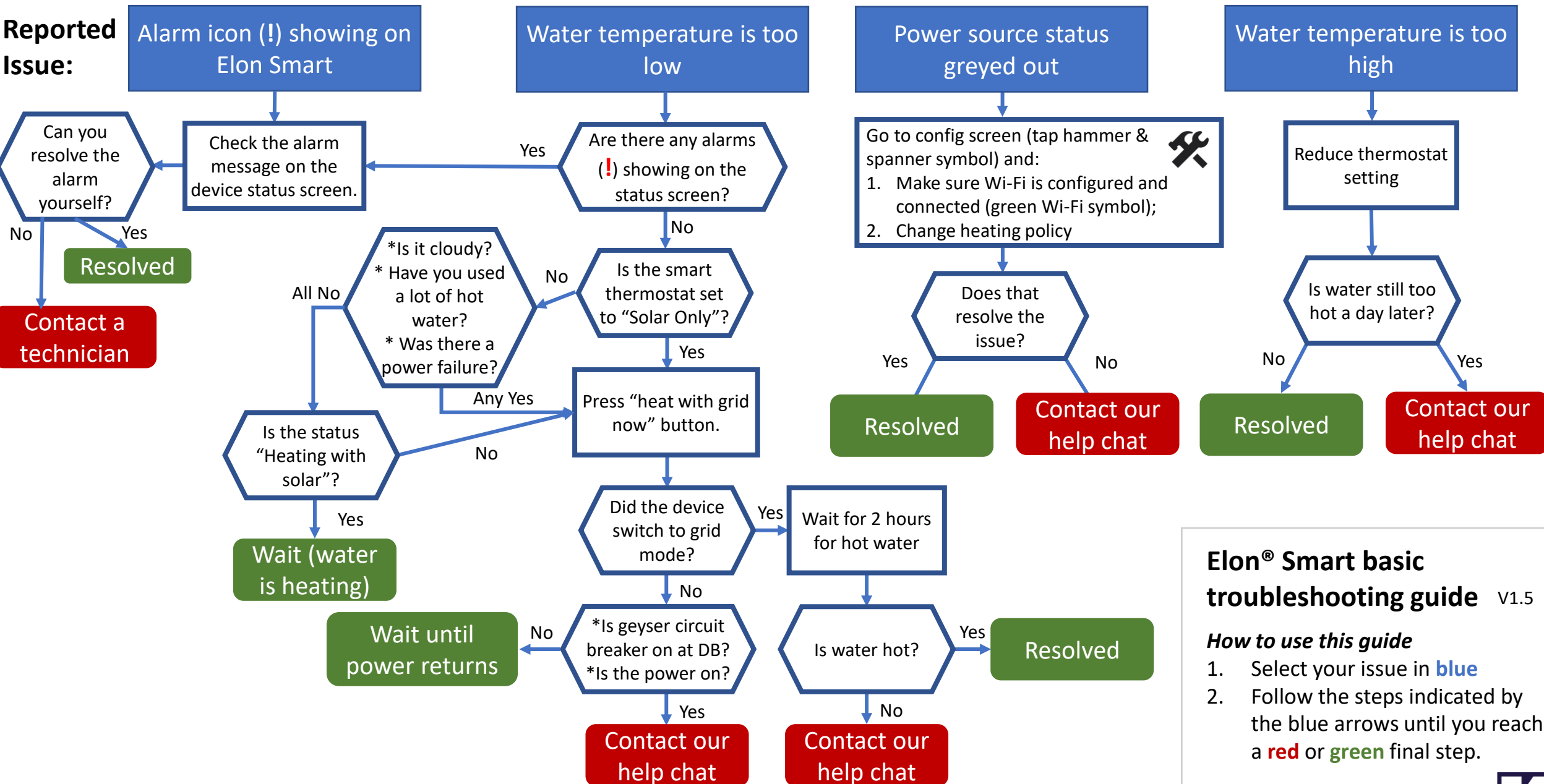


Reported Issue:



Elon® Smart basic troubleshooting guide V1.5

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.






Reported Issue:

My Elon Smart status is not updating in the app

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

Yes

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

No

Fix your Wi-Fi network

No

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

Yes

Wait until power or sun returns

No

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

Yes

Contact our help chat

Is the status updating now?

Yes

Resolved

No

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

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

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

No

Wait until power or sun returns and check again

All Yes

Can you connect now?

No

Close and restart the Elon Smart app and try again.

Resolved

Yes

Can you connect now?

Yes

No

Contact our help chat

Reported Issue:

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

"Unhandled exception querying device" error

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

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")

- 5 things to try:**
1. Delete the geyser in the app and rescan the QR code;
 2. Go to config screen and change heating policy;
 3. Uninstall and reinstall the app;
 4. Reboot the home Wi-Fi router
 5. 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).

Can you connect now?

Yes → Resolved

No → Contact our help chat

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

Did this clear the error?

Yes → Resolved

No → Contact our help chat

Change the security mode to WPA2.

Can you connect now?

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

Can you connect now?

Contact our help chat

Resolved

Resolved

ID	Alarm message	How to resolve the alarm: USERS	How to resolve the alarm: TECHNICIANS / ELECTRICIANS
0	Element Faulty	Contact your installer / electrician	<ul style="list-style-type: none"> a. Check that the thermostat is inserted correctly. b. If that does not clear the alarm, measure element resistance and replace if necessary.
1	Switch Failed	Contact technical support	Contact technical support
2	DC Disconnect Failed	Contact technical support	Contact technical support
3	No Power on AC Input	<p>This can be due to several reasons:</p> <ul style="list-style-type: none"> a. There is no AC power connected to the Elon Smart b. AC power is off at the circuit breaker in the DB board or at the AC isolator close by the Elon Smart unit. c. There is a power failure or loadshedding. <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 policy to Solar Only (see Table 1.1) or you can leave it until AC power returns.</p>	See to the left
4	Measurement Failure	Contact technical support	Contact technical support
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 technical support	Contact technical support
7	Ambient Temperature Exceeded	<ul style="list-style-type: none"> a. 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. b. Reduce temperature set point by 5 degrees. c. Wait until temperatures cool down. The Elon Smart will start up again. d. Contact technical support if the above doesn't clear the alarm. 	See to the left

ID	Alarm message	How to resolve the alarm: USERS	How to resolve the alarm: TECHNICIANS / ELECTRICIANS
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 Grid Only or switch off the DC disconnect switch.</p>	<p>a. Check solar panels and DC wiring for insulation faults.</p> <p>b. To operate the Elon Smart whilst the insulation fault has not been located and resolved, you can set the heating profile to Grid Only or switch off the DC disconnect switch.</p>
9	Insulation Self-Test Failed	Contact your installer / electrician	a. 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).
12	No Power on DC Input	<p>This can be due to several reasons:</p> <ol style="list-style-type: none"> There is no DC power connected to the Elon Smart DC power is off at the DC disconnect switch close by the Elon Smart unit. There is an issue with the DC wiring or solar PV installation. It is extremely dark and overcast during daytime. (The alarm is not active when the sun is less than 15 degrees above the horizon.) <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> <ol style="list-style-type: none"> Switching the DC power on (where applicable); Setting the Elon Smart heating policy to Grid Only (see Table 1.1); Leaving it until DC power returns; or Contacting your installer / electrician to inspect and fix the DC wiring and/or solar PV installation. 	See to the left
13	DC Input Reversed	Contact your installer / electrician.	<p>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).</p>
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.