

# SOLAR HOT WATER

## ADDITIONAL TROUBLESHOOTING

### 1. Confirm you have solar

Tank on the roof



Tank on the ground



### 2. Locate the booster switch

The booster switch is a switch that heats the system through a normal heating element, and not through the panels. This is a backup system which can be used when the conditions are overcast, or the panels are not producing enough hot water during winter.

Booster Switches can sometimes be hard to locate as they can just look like a normal light switch.

Our advice on this is:

1. Look for a light switch that you have seen, but have no idea what it operates.
2. Check common places such as bathroom, laundry or garage but these can be located in random spots like hallways and the back of cupboard.
3. If you still cannot find it, the only other way is to start in one place of your house and walk through the entire property from start to finish (inside) looking for the switches as there is always a booster switch for a hot water system.

Here are some examples of booster switches to give you an idea on what they look like:

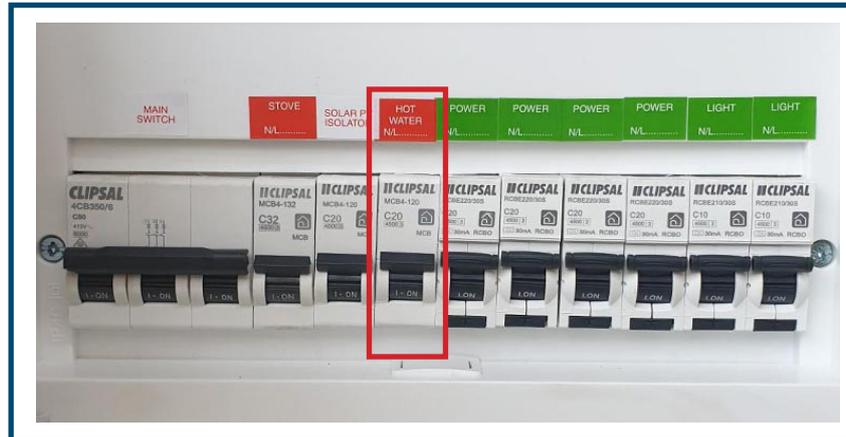


### 3. Check the switchboard

You should see a label for the hot water system. This is normally labelled something like

1. HWS
2. Main Switch Hot Water

If this has tripped, the element will not be heating. Please turn it back on, if it is in the off position.



### 4. Heating Time

Please note, for any of the above troubleshooting, this will not be an instant fix. The system requires time (sometimes up to 3 hours) for the tank to heat. When testing, please also allow time when the tap is on, to run the cold water out of the lines.

### 5. Electricity Consumption

Please note: The booster switch should only be used as a temporary or supplementary method of heating the tank, as it will contribute to higher electricity costs .

### 6. Assistance

DC Electrical offer a 24/7 Emergency Service. If you are still having issues after trying the above, please contact us on 1300 707 694.



**DC ELECTRICAL | CALL 1300 707 694**

**Email:** [service@dceq.com.au](mailto:service@dceq.com.au)

**Website:** [dceq.com.au](http://dceq.com.au) **Facebook:** DC Electrical