



This document provides support to installers to trace and resolve issues at the installation stage or during service. Symptoms covered in this document are:

- *Incorrectly Displays "Water Tank Hot" or "Heating by Solar 0.00."*

What is the Solar iBoost Connected to? - Pay attention to:

1. It should be connected electrically from the Solar iBoost directly onto the immersion which is a purely resistive load. The immersion should be rated  $\leq 3\text{kW}$  and it MUST have a built-in thermostat.
2. There must not be any electronic, relay or contactor switching devices between the Solar iBoost and the immersion. Additional system controls may conflict with the controlled power output of Solar iBoost. Where a thermostat has a neutral terminal the installer should check that the load remains purely resistive.

**CAUTION!** Connection through switching devices may cause irreparable damage to the Solar iBoost invalidating the warranty.

Check the Boost function is working?

Press the "Boost" button to display on for 15 minutes as shown. You should become aware of the immersion cutting in to run from the grid within about 1 minute and the display will count down minutes.



Scenario 1—Water Tank Hot display returns but tank is not hot.

The electrician should perform these tests:

- A continuity test of the thermostat.
- A continuity and resistance (20 Ohms) test of the immersion rod.

Defective components should be replaced as required and the system re-commissioned. Where 2 immersions are installed both should be tested. If the secondary immersion thermostat has tripped further investigation of the causes are recommended.



## Troubleshooting Guide 2 contd.

Scenario 2 — the Boost function continues to work.

1. Stop the boost function by scrolling through the Boost button until Manual Boost ceases.
2. Consult the Connection Diagrams in the installation manual to ensure compliance. *Original model only:* ensure the terminal strip link wire is secured.
3. Where a dual immersion system is wired in, swap the outputs and check for function.
4. To eliminate a case of a chattering thermostat it should be temporarily bypassed to connect the Solar iBoost directly onto the immersion for testing only. **CAUTION!** Do not leave this connection in place as there is no protection against over heating the water.

Replace defective parts, if the fault continues contact [www.solariboost.co.uk](http://www.solariboost.co.uk)

### Check the Clamp

- this is only necessary in the case of *Water Heating Off* showing incorrectly or *Heating by Solar 0.00*

1. Read First Steps Fault Finding Guide 1 to ensure that the clamp installation is correct. Pay particular attention that the clamp is firmly engaged at the latch.
2. Check that the clamp is not under any strain from hanging on the live cable. When the clamp closes the ferrite cores should squarely meet. Reposition the clamp on the cable if necessary.
3. Open the clamp and inspect the ferrite cores for damage. If broken contact the supplier to replace the clamp.
4. Open the clamp and inspect the ferrite cores to see that they are seated firmly in their locations.
5. Pinch the clamp together tightly with a cable tie and check the Solar iBoost to see if it starts up. Ensure all the working conditions are met, ie >100W (>200W in original version) of export is available, etc.
6. If the Solar iBoost starts up release the cable tie, ensure there is no strain on the clamp causing it to separate and check the system again. If it does not function contact the supplier to replace the clamp.

