





# **Elon Smart App User Guide**

Home » elon » Elon Smart App User Guide Ta

#### **Contents**

- 1 Elon Smart App
- 2 Product Usage Instructions
- 3 Reported Issue:
- 4 How to use this guide
- **5 Documents / Resources** 
  - **5.1 References**
- **6 Related Posts**



**Elon Smart App** 



# **Product Specifications**

• Product Name: Elon Smart Water Heater

• Temperature Range: Adjustable

• Thermostat Settings: Solar Only, Grid Heating

Connectivity: Wi-Fi enabledControl: Smart thermostat

### **Product Usage Instructions**

#### **Resolving Low Water Temperature**

- 1. Check the alarm message on the device status screen.
- 2. If there are no alarms showing, ensure the smart thermostat is set to Solar Only.
- 3. If the water is not heating, press the "heat with grid now" button.
- 4. Wait for 2 hours for hot water.
- 5. If the problem persists, check if the geyser circuit breaker is on at the distribution board (DB).
- 6. Contact customer support if needed.

# **Resolving High Water Temperature**

- 1. Reduce the thermostat setting on the device.
- 2. If the water is still too hot, contact customer support for further assistance.

#### **Updating Status in App**

- 1. If the status is not updating, check if you changed your home Wi-Fi network name or password.
- 2. In the app, tap the Configure button and update Wi-Fi settings within range of the device.
- 3. Wait for 5 minutes for changes to take effect.
- 4. If issues persist, ensure connectivity to the internet via the same Wi-Fi network.

#### **Troubleshooting Connection Issues**

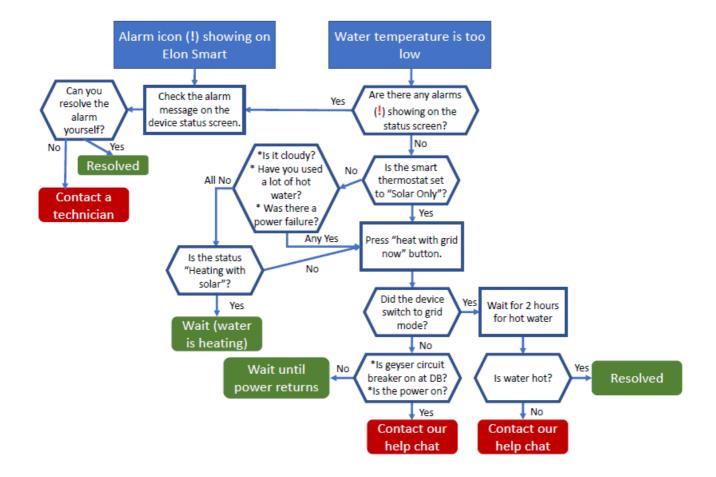
- 1. If unable to connect to the device with your phone, check if you are within Wi-Fi range.
- 2. If issues continue, verify power supply and sunlight availability.
- 3. Close and restart the app for reconnection attempts.

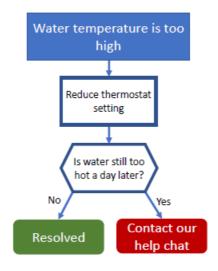
#### Frequently Asked Questions (FAQ):

#### Q: What do I do if I see an alarm icon showing on the device?

A: Check the alarm message on the device status screen. Follow the provided steps to resolve or contact a technician if needed.

# Reported Issue:

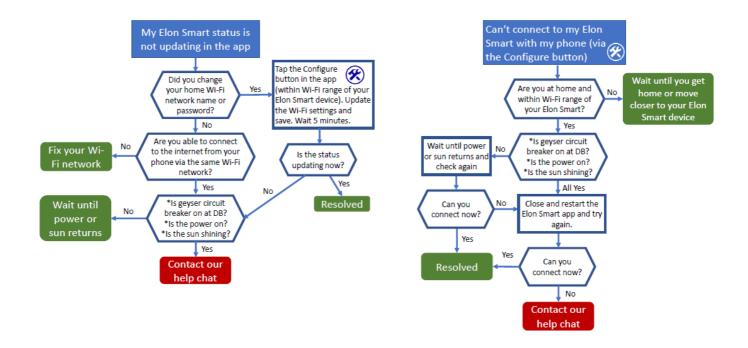




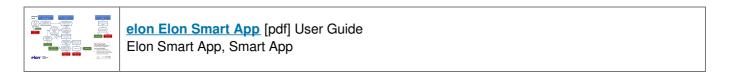
Elon® Smart Basic Troubleshooting Guide V1.1

### 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.



### **Documents / Resources**



#### References

• User Manual

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