

## TROUBLE SHOOTING

PROBLEM	REASON	SOLUTION
No Water in Tap	<ul style="list-style-type: none"> <li>• System is Empty</li> <li>• Air-Locked in pipes</li> <li>• Valve at inlet of the System is closed.</li> <li>• Valve at the outlet of the System is closed</li> </ul>	<ul style="list-style-type: none"> <li>• Check the Cold-Water Supply &amp; Fill the tank.</li> <li>• After fitting tank open the union in hot water piping and also open the taps in all bathroom.</li> <li>• Open the Valve and wait till tank is full</li> <li>• First open all taps in all Bathrooms and then open the outlet Valve.</li> </ul>
Water is not heated enough or sufficient quantity of hot water is not available.	<ul style="list-style-type: none"> <li>• Cloudy weather</li> <li>• Consumption of hot water is more than capacity of System</li> <li>• Frequent on-off of hot water tap.</li> <li>• Dust collected on the Glass Tubes / Collectors.</li> <li>• Shadow on collectors/Glass tubes.</li> <li>• Partial chocking of the Glass tube/collector with scales</li> <li>• Glass tube is bracken from inside or Vacuum is leaked from Glass tube</li> <li>• Air is blocked in collector Thermosyphon</li> </ul>	<ul style="list-style-type: none"> <li>• Wait for weather to turn Sunny.</li> <li>• Manage the timing and quantity of hot water usage as per instruction of technician.</li> <li>• Avoid to open hot water tap during day time</li> <li>• Clean the glass tubes/collectors with damp cloth.</li> <li>• Remove the obstacles like branches of tree and keep the system shadow free: contact our authorized dealer</li> <li>• Replace the Glass tube.</li> <li>• Remove the distorted piping and do corrections as per guidance of authorized dealer/Technical</li> </ul>
Breakage of Vacuum Tube	<ul style="list-style-type: none"> <li>• Cold water filled during day time when solar system is empty and hot.</li> <li>• Air Vent is chocked due to any reason and pressure became excessive inside the tank.</li> </ul>	<ul style="list-style-type: none"> <li>• Never fill cold water after 10 AM in morning.</li> <li>• Always check and air Vent pipe from chocking.</li> </ul>
Hot water flow at tap is not continues or decreases day by day.	<ul style="list-style-type: none"> <li>• Chocking or any other Obstruction inside piping</li> <li>• Scale deposition in foam flow net at the end of tap</li> </ul>	<ul style="list-style-type: none"> <li>• Check and clean the chocked pipes or Valves.</li> <li>• Open the foam flow net, clean it and replace it.</li> </ul>
Overnight temperature drop of water or heat loss during the night.	<ul style="list-style-type: none"> <li>• Leakage in system</li> <li>• Leakage in concealed piping</li> <li>• Leakage in Hot water piping or Tap.</li> <li>• Insulation of Hot water piping is damaged.</li> <li>• Excess usage of Hot water during the day or in evening</li> <li>• Shadow falls on system during some part of the day</li> </ul>	<ul style="list-style-type: none"> <li>• Contacts on Customer Care No. or Contact Your nearest dealer and take connective messages</li> <li>• Identify the location of leakage and repair it.</li> <li>• Call your plumber or system installer for necessary repairs.</li> <li>• Repair the insulation of hot water piping plan the usage of as per capacity</li> <li>• Hot water of your system or extend the capacity of your system.</li> <li>• Make system shadow free.</li> </ul>
Color of Vacuum tube changes or water can be seen from outside in Vacuum tube	<ul style="list-style-type: none"> <li>• Inner glass of Vacuum tube is Brocken due to cold water filling in hot and day vacuum tube</li> </ul>	<ul style="list-style-type: none"> <li>• Contact the customer Care or your Authorized dealer to replace the tube.</li> <li>• Always fill cold water in the system daily morning before 10 AM</li> </ul>