

# Hot Water – Electrically Powered systems

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In most of our properties we have installed an efficient unvented cylinder to provide you with the hot water

Unvented hot water cylinders have soared in popularity and can now be found in most homes across the UK. Connected directly to your mains water system, unvented cylinders ensure copious amounts of stored hot water is available on demand and they operate at mains pressure to offer much higher flow rates. This allows you to enjoy improved shower and bath performance all year round!



When reporting a problem with the hot water we will ask you

- Have you checked the consumer unit?
- Have you used the emergency backup switch?
- Is the timer set correctly?

**Top Tip – do not store items near the cylinder.**

## Power stream water heater

In other properties where there is no cylinder, we have installed Power stream water heater.

**The power stream is fitted under the kitchen sink and in some flats under the bathroom wash basin.**

The PowerStream delivers instant hot water points of use and is ideal residential properties. The compact and unique design eliminates the need for long pipe runs to a centrally stored water cylinder space saving energy.



# Hot Water – Electric operated **check list**

A water heater that produces no hot water may not be getting power, or it may have a tripped limit switch or one or more failed heating elements.

## **1: Check the consumer unit fuse board.**

Consumer unit normally located either in the cylinder / boiler cupboard or in the hallway.

### **Are there any switches that are tripped?**

If the switch is tripped then the fault may be rectified by flicking back the switch.

**ALL SWITCHES MUST BE IN THE ON POSITION IN THE CONSUMER UNIT**



## **2. Check power switch next to the hot water cylinder.**

The hot water cylinder is normally located inside a dedicated small room in the hallway or the in the kitchen.

**Locate the power switches.**

**There are two power switches which are marked.**

**A: NORMAL /TIMER USE**

**B: EMERGENCY USE**

**Is the neon Light on for both switches and particularly normal /timer use switch?**



If the neon light is not on then the switch can be faulty and may need to be replaced – Inform the Landlord with your availability for builders to access the property to carry out the repairs.

## **3. Is the timer switch working and set correctly?**

Timer switch should be set to ensure you have the hot water when you want.

Please ensure that the timer is set correctly. There are many YouTube videos on the internet to enable you to set the timer correctly.



## **Top Tip**

*You can use the emergency switch which powers the backup element to heat the water until we can replace the faulty switch or the primary heating element where we have installed the efficient unvented cylinder*