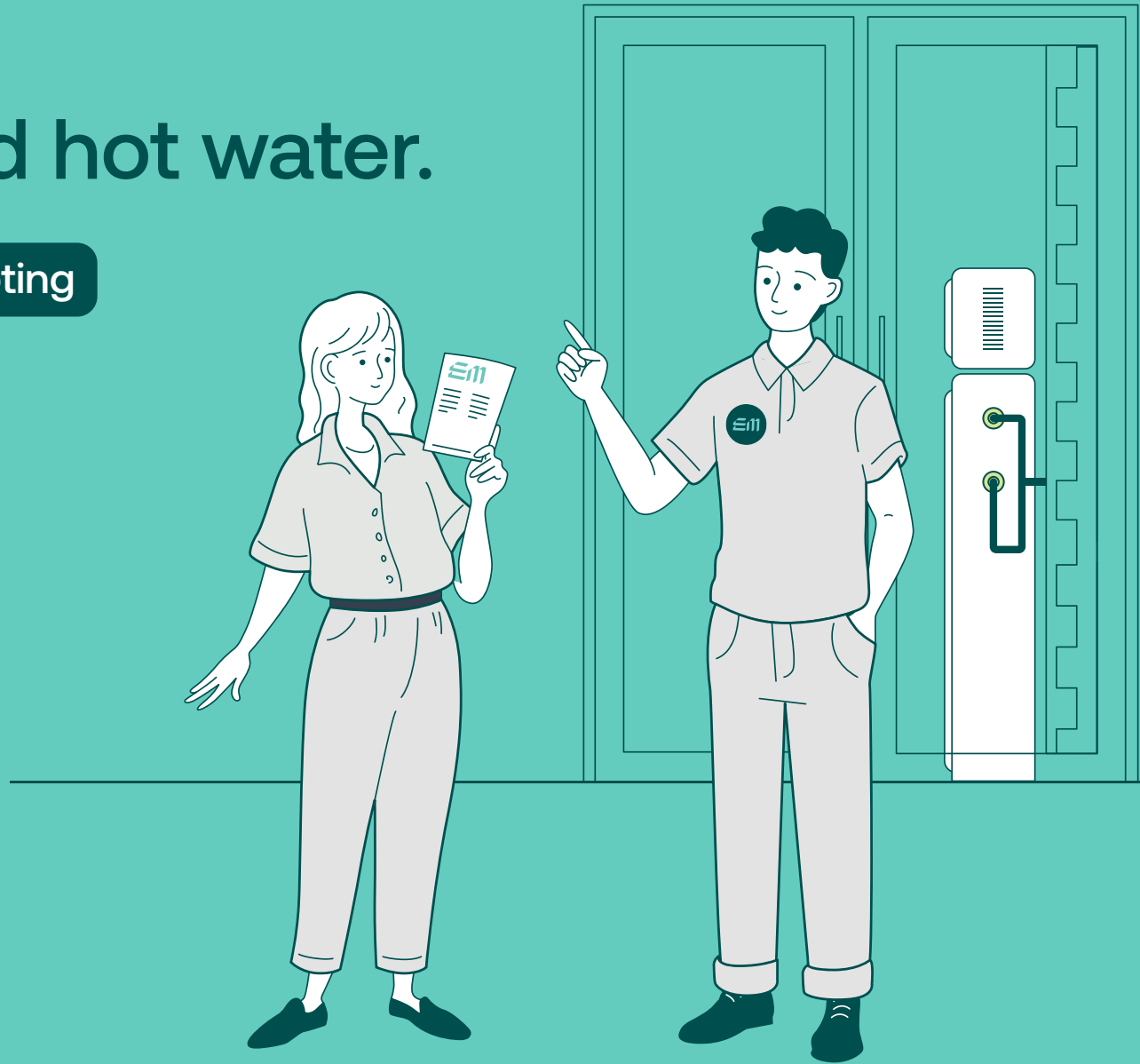


Clipsal Cortex

Your HEMS and hot water.

Information and troubleshooting

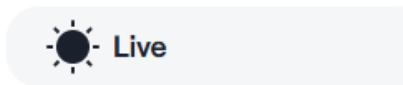


Your Clipsal Cortex Home Energy Management System (HEMS) can be used to set a recurring schedule to heat water in your hot water tank.

This can be useful and save you money, as it can be a ‘set and forget’ way to use cheaper electricity, from solar or the grid, to have hot water ready when you need it.

How to set a recurring hot water schedule

1. Tap the **Hot Water** icon on the “Live” page of your Clipsal Cortex app.
2. Tap on **My Schedule**.
3. Select your desired start and end times for your hot water tank to heat water.

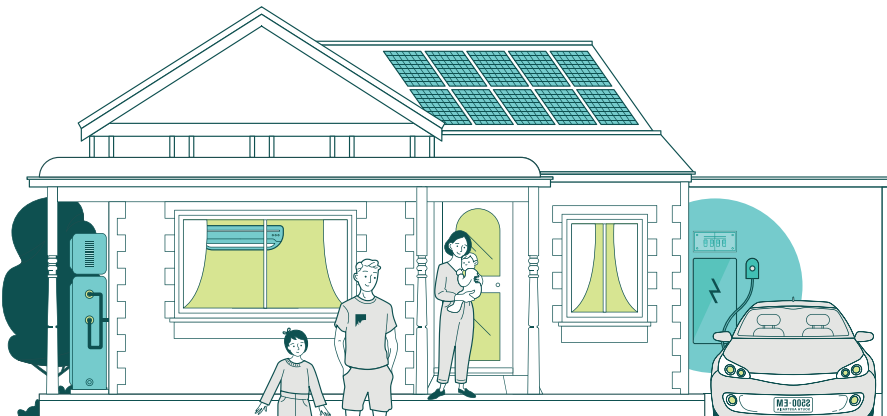
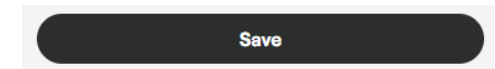


Manual ✓
Manual ON / OFF control of devices

SmartSave
SmartSave helps make the most of your solar by running your device when excess solar energy is available.
For best performance, please keep your car plugged in whenever you can.

Time Schedule
Set your own time schedule for when this device should be switched on and off.

4. Tap **Save**.



How to choose your schedule times and duration

To save money on your hot water costs, the start and end times for your hot water schedule should match up with when you typically have your cheapest electricity available.



If you have solar panels

Consider setting a **start time of 10am** and an **end time of 3pm**.

These hours line up with peak solar energy generation on most days of the year, meaning you will have the best chance of heating your hot water from free solar energy instead of the grid.



If you don't have solar panels

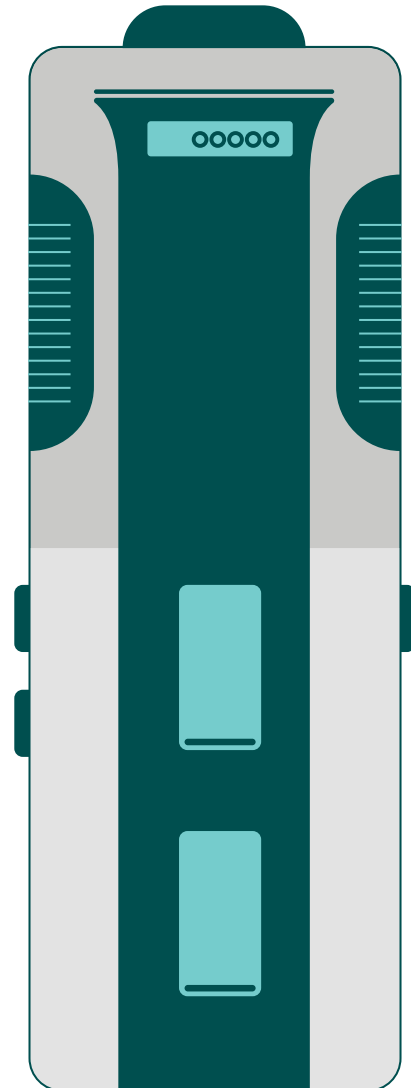
Consider setting start and end times that are within the times you get your cheapest electricity from the grid.

If you don't know what times they are, review a recent electricity bill or speak to your electricity retailer. In many cases it will be during the day.



In all cases we recommend you set a schedule duration of **four to five hours long**.

This is the amount of time many hot water tanks need to heat a full tank of water and hold it at a temperature that will kill any bacteria or other nasties that might be in the water supply.



How many schedules do I need?

In many cases one schedule per day will be enough to give you all the hot water you need.

However if you are a large family, regularly have friends or family staying over, or often use a lot of hot water, you may find that a second schedule is needed so you can heat your water twice a day rather than once.

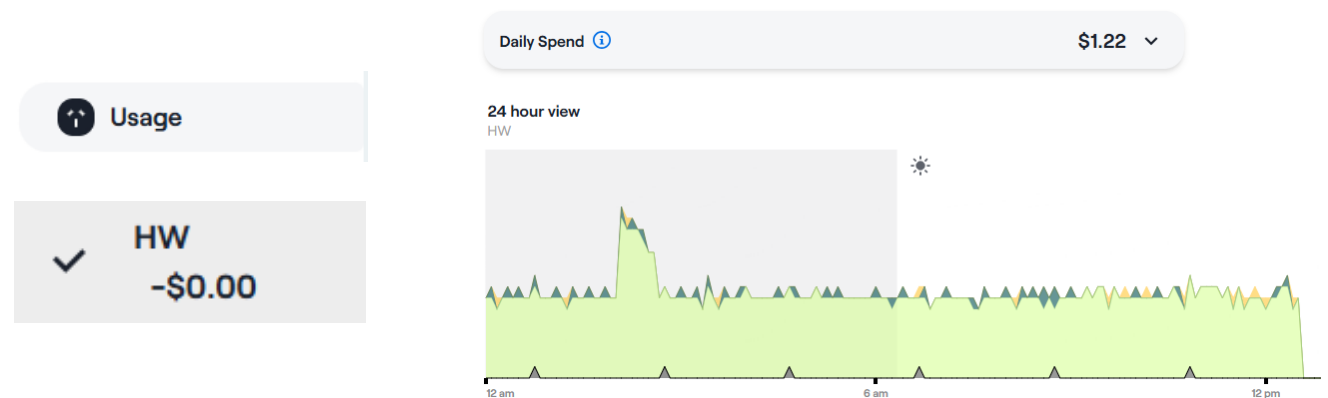
If you find you need to set a second schedule, follow the same steps above to simply add another schedule to your HEMS settings using the **Add Timer** button in **My Schedule**.

Just remember that with two schedules set, they will both run every day, and your hot water costs might in turn be higher.



How to tell if your hot water schedule has run

Go to the “Usage” page of your Clipsal Cortex app and tap on the Hot Water listing. By doing this, the graph at the top of the page will show the times your hot water system has run. You can use this information to tell if your hot water schedule has run, when it has run, and how long for.

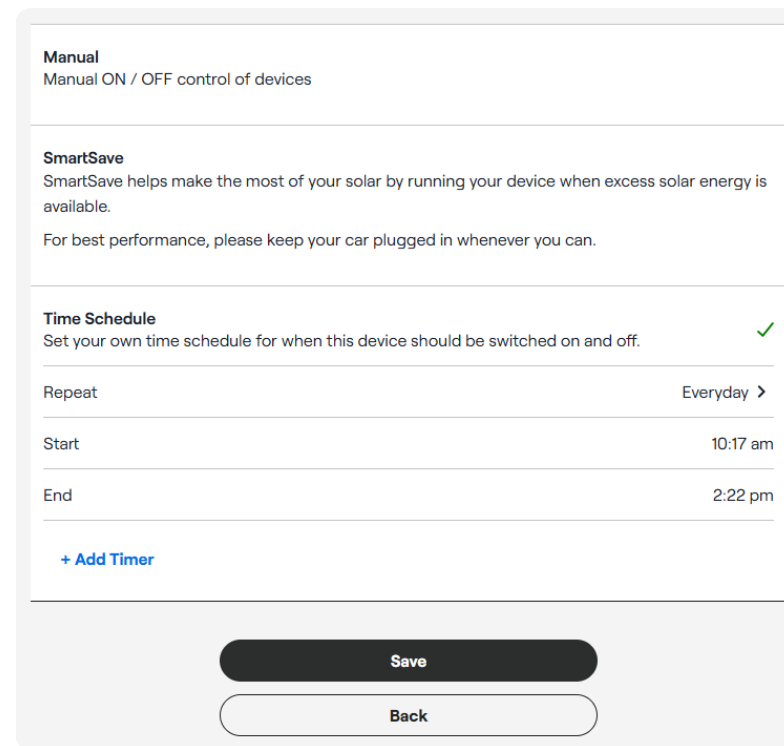
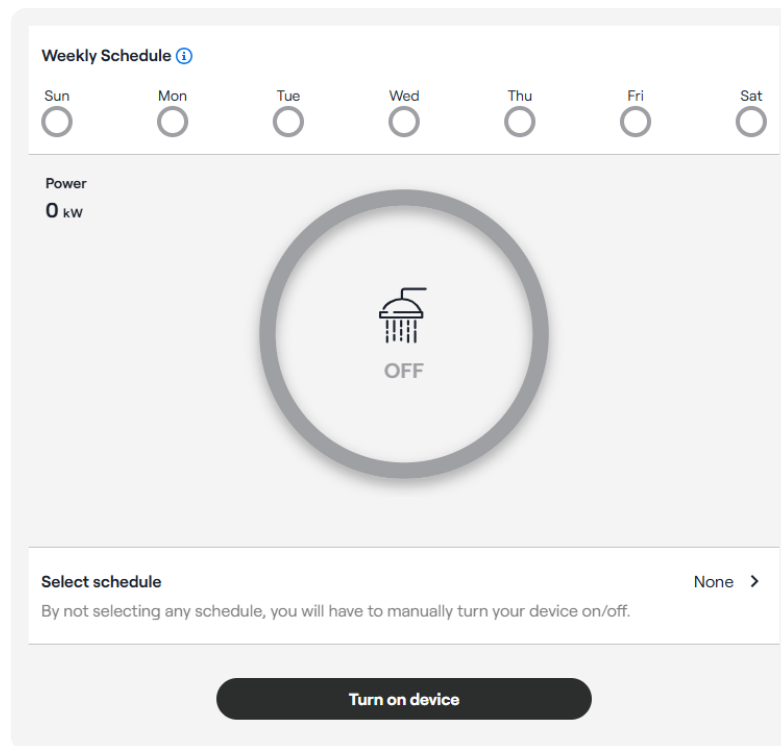
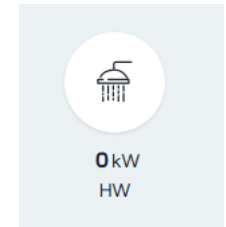


How to tell if your hot water is heating right now

Go to the “Live” page of your Clipsal Cortex app and look at the Hot Water icon. If the number below the icon is higher than zero, your hot water is heating right now. If the number is zero, your hot water is not currently heating.

You can also get more information by tapping the Hot Water icon, which will take you to your Hot Water page.

This page will tell you if a schedule is currently running, and if it is, when it started and how much longer it will run for.

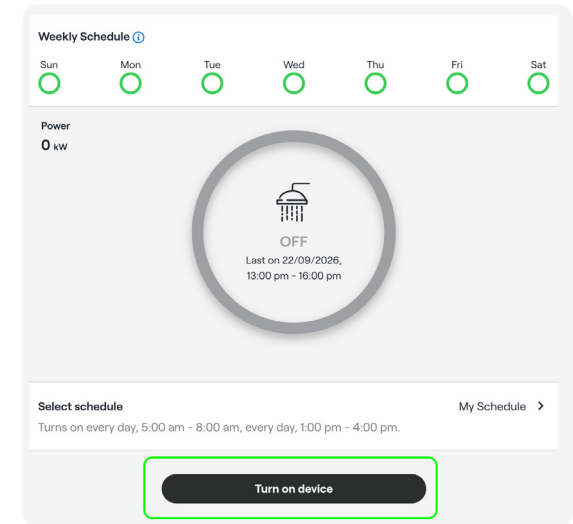


If you occasionally run out of hot water

Occasionally running out of hot water might simply be because you have used all the water that was heated after your schedule last operated.

To force your system to start heating water immediately:

1. Tap the Hot Water icon on the “Live” page of your Clipsal Cortex app.
2. Select the ‘Turn on device’ button.

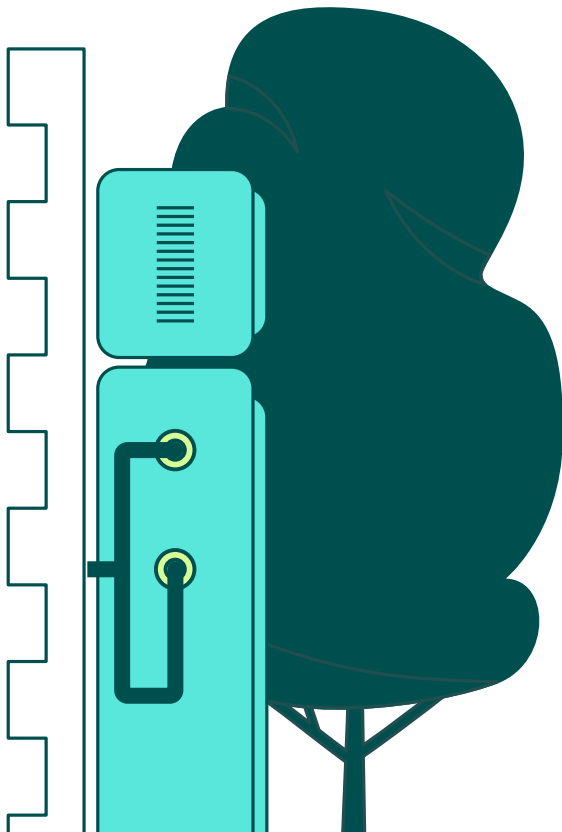


If you often run out of hot water

Often running out of hot water might be a sign that your schedule is not long enough to heat a full tank of water. You can check if this is the case by making sure your schedule is set to run for at least **four to five hours each day**.

It might also be a sign that you use more than a full tank of water in a 24-hour period. If this is the case, you can fix it by adding a second schedule to run your hot water twice every day, using the steps mentioned earlier.

If none of these steps fix the issue or you are unsure, contact us for further help.



We're here to help

If you have any questions or need support, the Energy Masters team is available Monday to Friday from 9:00am to 4:30pm, excluding public holidays.

You can contact us by phone on 8429 3100 or by email to info@saenergymasters.com.au

