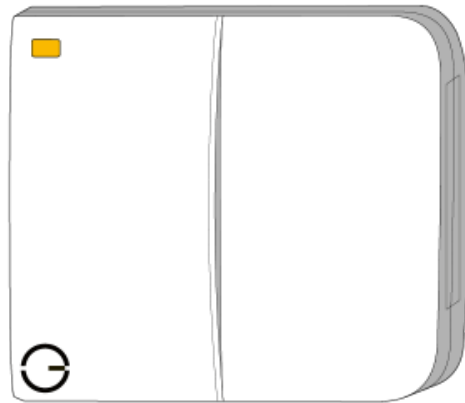


# Hot Water On/Off not heating up to temperature

This article explains about the heating of the hot water when using just a Dual Channel Receiver (with an On/Off zone on the app).

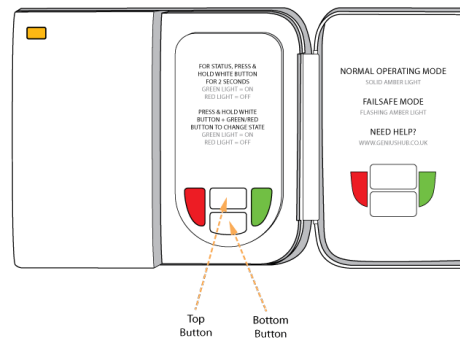


The Dual Channel Receiver is a direct replacement for a normal 2-channel, 7-day programmer. The receiver unit has no effect on how quickly the hot water takes to heat up as it opens the same valve the old receiver unit did and heats up the hot water from the boiler, until the cylinder stat is satisfied and cuts off the heating.

The first check is to make sure that the Dual Channel Receiver is correctly assigned.

1. Go to the zone
2. Click on the Sub Menu (\*\*\*), followed by 'Zone Setup'
3. Scroll down to 'Device Channels'
4. See which 'Output On/Off' channel is assigned

The channel will normally be displayed like '3/2'. The first number is the device ID, the second number is the channel. '3/2' means the 2nd channel of Dual Channel Receiver number 3. On a Dual Channel Receiver the top button is channel 1 and the bottom button is channel 2. Check this matches your Dual Channel Receiver by checking the labels on the inside of the door.



If the incorrect channel is assigned (or no channel), see [Chapter 13](#) of the Manual for information on assigning your device/channel to a zone.

The next check is the schedule of your hot water. Sometimes for the Hot Water to get to the temperature you might need to extend the heating period. So for example, if you are having the hot water on for 30 minutes try the extend the period for 60 minutes and see if the temperature is getting to the temperature you want. Especially if the hot water is being shared with radiators at the same time the hot water is being heated it might take longer for the hot water to get up to temperature.

The third check is to see if the boiler is turning off during the hot water heating period. If this is the case, the cylinder stat is reaching the set temperature and turning the boiler off. A cylinder stat is a hard-wired device attached to your hot water tank which stops the tank from getting too hot (and either scalding someone or damaging the plumbing), and normally can be set between 40 and 80°C. If the hot water is not getting as hot as you would like, you can try increasing the temperature of the cylinder stat by a couple degrees.

**Caution:** Hot water can be dangerous and lead to scalding and serious injury. Only adjust the cylinder thermostat if you know what you are doing. If you are unsure, consult a plumber or heating engineer.