



## First Steps Fault Finding Guide 1

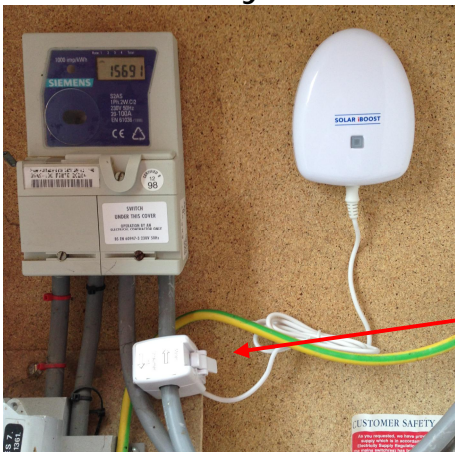
This document provides support to installers to trace and resolve issues at the installation stage or during service. Symptoms covered in this document are:

- *Water is being heated more than during export periods alone.*
- *Water is not being heated even though export of >200W is available.*
- *Red Warning Light is on—see Troubleshooting Section of Installation Manual.*

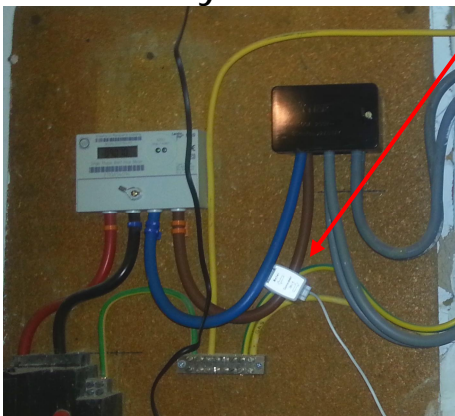
Correct Installation of the Clamp -Pay attention to:

1. The direction of the clamp. Arrows indicate the flow of current.
2. The clamp must be placed on the “live” input wire to the household.
3. The location of the clamp, see below.

At the Utility Meter:



Via Henley Blocks:



Guidance Notes:

- The clamp may also be located at the consumer unit provided no Henley Blocks exist
- It is not necessary for the clamp to fit tightly around the live cable, these vary in size, but it must be firmly latched and under no strain that would allow the CT clamp cores to separate affecting efficacy of reading.
- To avoid the possibility of induced currents maintain a clearance of the clamp from the meter of 3-5cm and from any other clamps fitted a minimum of 10cm.