

OWNER'S GUIDE

Get to know your ELIOS geyser.

Air-source inverter water heating

English user manual | Customer edition



150 L model pictured. Follow your installed unit's label and app.

02 Safety & first use

04 Home & Data

06 Warranty & family

08 Troubleshooting & care

03 Wi-Fi setup

05 Timer & restart gap

07 Service & updates

09 Handover record

Safety & first use

Read before starting. Installation and repairs are technician work.

Hot water can scald

The current heating target range is 25°C to 52°C. Even 52°C water can scald. Mix with cold water and check before bathing. Supervise children and anyone with reduced heat sensitivity.

1 Let the installer finish

Use the geyser only after the installer confirms the tank is filled, pipework is checked and electrical protection and earthing are in place. Do not energise an empty tank.

2 Keep hands and airflow safe

Keep the outdoor fan inlet and outlet clear. Do not open covers, touch wiring, adjust valves or work on refrigerant pipes.

3 Stop for danger signs

For smoke, burning smell, serious leakage, damaged wiring or repeated breaker trips, stop using the unit. Isolate power only if safe and contact authorised service.

4 Start normal heating

Open the app, confirm a live geyser connection, choose a target and tap Power. If a timer is enabled, an active window is also required. Allow any displayed restart countdown to finish.

An ON command permits heating; it does not mean the compressor must run continuously. Stopping at the selected temperature is normal.

Connect to home Wi-Fi

Use the ELIOS Android app and a 2.4 GHz home network.

1 Open Settings > Wi-Fi

Choose Set up Wi-Fi for a new unit, or Change Wi-Fi Network for a unit already configured. Keep the phone near the geyser during setup.

2 Join the setup hotspot if asked

Select the temporary network beginning "ELIOS Geyser". Use the setup details shown in the app or provided at handover. Remain connected if Android says there is no internet.

3 Select your home network

Choose the home 2.4 GHz network, enter its router password and send the settings. A 5 GHz-only network will not work for geyser setup.

4 Reconnect and confirm

Let the geyser join the router. Return the phone to the same home Wi-Fi if needed, select the correct geyser and wait for the connection indicator and live temperature.

Keep the two passwords separate

Your home-router password connects the geyser to Wi-Fi. The geyser/setup password controls access to the unit. Use Settings > Name and Password to change the geyser credentials. Keep both private.

Cannot connect? Check the phone network, router power, signal and password. Reconnect before forgetting a network or resetting. Contact ELIOS if needed. To select another installed unit, use Settings > Change Geyser.

Home & Data

Read live information before changing settings.



Check the live tank temperature, choose the target and use the round Power control. The geyser connection and phone Wi-Fi indicators describe different links. Restore the connection if readings are stale. Exit leaves the app; it does not turn heating off.



Data shows available temperatures, compressor speed, power and energy readings. Values and sensors vary by unit. Some pressure values may be estimates. Read the displayed label; use Service > Diagnostics for a fault explanation.

What the screen illustrations mean

These are actual app captures with example readings. The transparent tank graphic represents water temperature. For the physical product, see the cover photograph of the 150 L model.

Timer & restart gap

Heat around your routine while the thermostat stays in charge.

1 Check the geyser clock

Open Timer. Confirm the date and time. The schedule cannot operate with an invalid clock.

2 Set the day and windows

Choose a day. Set ON and OFF times, check AM/PM and enable the row. Up to three windows are available per day.

3 Save your changes

Use SAVE ALL. COPY DAY repeats a day's windows; CLEAR removes that day's entries. Save again after changes.

4 Understand overnight timing

" +1d " means the OFF time falls on the following day. A window permits heat, but reaching the target still stops it.



Restart gap is a temperature difference

Settings > Restart Gap selects how much the water cools before reheating. Current range: 3°C to 9°C; default: 4°C. It is not a time delay. Example: at a 50°C target and 4°C gap, reheating is permitted around 46°C when other conditions allow.

Warranty & family access

Keep ownership details correct and access codes private.

1 Register the installed unit

Open Settings > Warranty. Check the serial number against the installed unit, review the displayed terms and complete the owner details. Keep the invoice and registration record.

2 Read your actual coverage

The warranty screen shows the registered coverage and dates for that unit. This manual does not replace or extend the warranty terms.

3 Use the household AI access panel

Where available, ELIOS AI ACCESS approves the owner's phone and offers two single-use family codes. A trusted person enters their name and code on their phone for the registered geyser.

4 Manage access deliberately

Keep codes private. The owner can manage family phones and replace unused codes where offered. Approved phones share the household AI allowance shown in the app. These codes are separate from the local geyser password.

ELIOS AI helps explain; you remain in control

Use available AI help to understand readings, timer state and service steps. Internet and approved household access may be needed. Check the app's resulting state after any requested control action. You submit complaints and approve updates yourself.

Service & software updates

Start support only with an authorised ELIOS representative.

1 Send a complaint

Open Service > Complaint. Describe the problem, check your contact details and review any diagnostic data included. Tap SUBMIT COMPLAINT and keep the returned ticket number. Internet and applicable registered access are required.

2 Share readings for remote support

An authorised engineer gives you a six-digit support code. In Service > Diagnostics, enter it and tap CONNECT. While the session is active, the app sends diagnostic readings to ELIOS. Tap STOP SENDING to end your session; it also expires automatically.

3 Approve an expected update

On supported units, an engineer may offer an update during active support. Confirm the request and unit with the engineer. Installation starts only after you choose APPROVE & INSTALL. Keep the phone on the same local Wi-Fi as the geyser, maintain power to the phone, router and system, and leave the app open until completion.

Never approve an unexpected file

Decline an unknown request and contact ELIOS. AI cannot give your approval. If an update fails or appears stuck, follow the displayed instructions and contact the engineer before resetting or repeating it.

Troubleshooting & care

Start with what the app says; do not bypass a protection.

No heat / zero RPM

Check Power, target, timer and any countdown. The target may already be reached. Read Service > Diagnostics for the reason.

Offline / old temperature

Check the phone is on the same home Wi-Fi. Restore the connection and wait for fresh readings before changing settings.

Warning / service required

Read the exact message and quote the displayed code to ELIOS. Do not repeatedly reset the breaker or bypass sensors.

Smoke / burning smell / major leak

Stop use. Isolate power only if safe and call authorised service. Keep people clear of the affected area.

Routine care

Keep airflow clear and look for visible leakage or damage. Do not spray water into electrical parts. Ask authorised service about cleaning and checks suitable for your installation. Keep model, serial, invoice and ticket details ready when calling.

Talk to ELIOS

Call 0321 8548557 | Call / WhatsApp 0333 5981711

eliospk.com | sales@eliospk.com

Your handover record

Complete this with your installer and keep it with your invoice.

Before the installer leaves

- ☐ Model and serial match the unit and installation record.
- ☐ Warranty registration and the owner's phone are correct.
- ☐ Wi-Fi, target temperature and timer have been demonstrated.
- ☐ Available family AI access and private codes are explained.
- ☐ You can submit a complaint and start or stop remote support.
- ☐ Update approval, safe isolation and service contact are explained.

Model / capacity

Serial number

Purchase / installation date

Installer / service contact

Updated from the ELIOS v2.3.9 product guide and user manual. Customer edition, 14 September 2026. Screens and available features depend on the installed app and unit. Keep passwords and invitation codes separate from this record.