MITSUBISHI ELECTRIC

Homeowner Quickstart Guide

Follow these easy steps to make the most of what your Ecodan has to offer

ecodan.co.uk

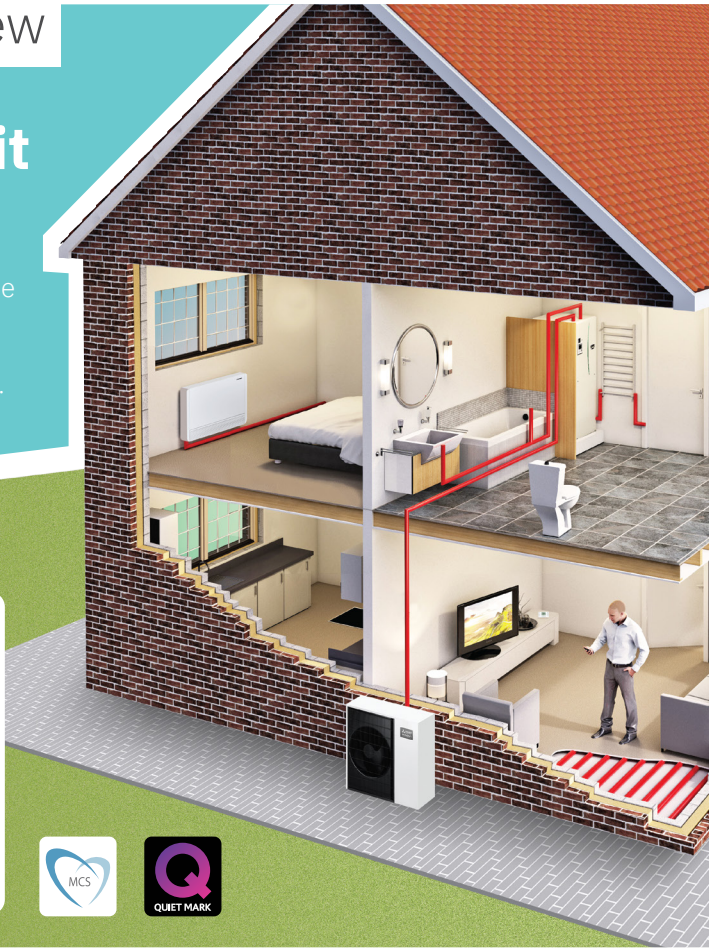
Introduction to your new Ecodan Heating System (Air Source Heat Pump)

The instructions in this booklet will enable you to quickly personalise your Ecodan heating system. This will ensure your renewable heating system will operate to suit both you and your home. If you require more in depth information and system settings please contact either your installer or the Mitsubishi Electric Homeowner Helpline. (see back page)

System Overview

Outdoor unit

Ecodan upgrades freely available heat energy from the air and transfers it to the home to provide hot water and heating for radiators and / or underfloor heating.



Hot water cylinder

The Ecodan outdoor unit provides your home with a continuous supply of hot water via a dedicated hot water cylinder. These cylinders are specifically designed to integrate with the outdoor unit and offer optimum performance and faster heat up times through the use of advanced plate heat exchanger technology.

The cylinder unit is used to store your hot water as well as containing various heating parts essential to operating your heating system, such as water pumps and safety valves.

Energy efficient control

In the home

Your hot water and central heating system is operated by the control panel, which will either be attached to the front of the cylinder unit or attached to a wall in your home. The control panel allows you to customise the settings to your requirements.

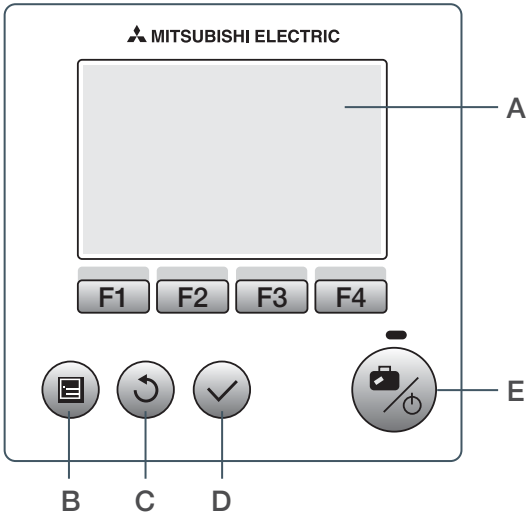
On the move

Control your home's heating and hot water from your smartphone, tablet or computer via the internet with Mitsubishi Electric's MELCloud app. More information on how to programme your control and use your MELCloud app are explained later in this booklet.

MELCloud

Main remote controller

To change the settings of your heating system please use the main controller located on the front panel of the cylinder unit or on a wall. The following is a quick guide to viewing the main settings. Should you require more information please refer to the instruction booklet included with the cylinder.



Main Controller Parts

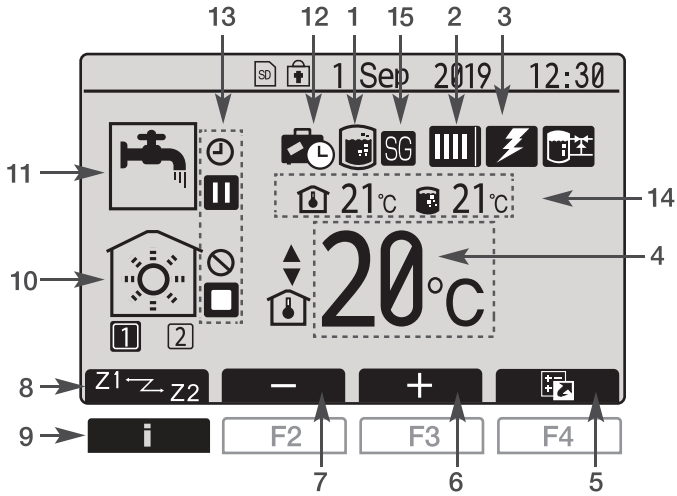
Letter	Name	Function
A	Screen	Screen in which all information is displayed.
B	Menu	Access to main system menu settings for initial set up and modifications.
C	Back	Return to previous menu.
D	Confirm	Used to select or save. (Enter key)
E	Power/ Holiday	If system is switched off, pressing once will turn system on. Pressing again when the system is switched on will enable Holiday Mode. Holding the button down for 3 secs will turn the system off.
F1-4	Function keys	Used to scroll through menu and adjust settings. Function is determined by the menu screen visible on screen A.

Homeowner Portal
les.mitsubishielectric.co.uk/homeowner-welcome-pack/getstarted
All how to videos can be found on your homeowner portal

Main Remote Controller **https://youtu.be/6PlCbYRdbso**

Main screen icons

This display screen highlights all the functions available on your contoller. Please see below an explanation of each icon.



Controller Display Settings

No.	Name	Function
1	Legionella prevention	When this icon is displayed Legionella prevention mode is active.
2	Heat pump	'Heat Pump' is running Defrosting Emergency heating
3	Electric heater	When this icon is displayed the electric heaters are in use.
4	Target temperature	Target flow temperature Target room temperature Compensation curve
5	OPTION	Pressing the function button below this icon will display the option screen.
6	+	Increase desired temperature using function button 3.
7	-	Decrease desired temperature using function button 2.
8	Z1 Z2	Pressing the function button below this icon switches between Zone 1 and Zone 2.
9	Information	Pressing and holding the function button below this icon displays the information screen.
10	Space heating mode	Heating mode. Zone 1 or Zone 2.
11	Domestic hot water mode	Normal or ECO mode.
12	Holiday mode	When this icon is displayed 'Holiday mode' activated.
13		Timer Prohibited Stand-by Stop Operating
14	Current temperature	Current room temperature Current water temperature of DHW tank
15	Smart grid ready	When this icon is displayed, 'Smart grid ready' is active

General Operation

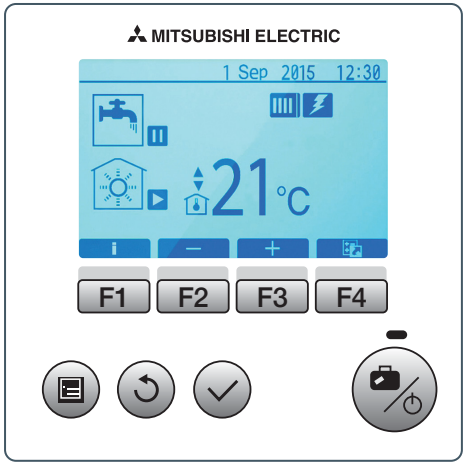
Simple temperature adjustment

To adjust temperatures for your heating outside of the schedule.

Press **F2** to lower the temperature.

Press **F3** to raise the temperature.

This can all be completed on the main display screen.



Turning on priority hot water and heating

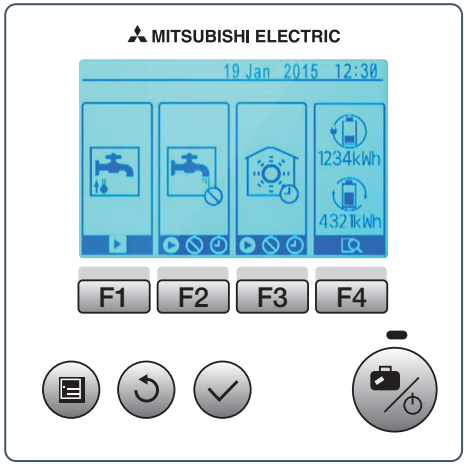
From the main homescreen, press **F4** to display the Options screen

To activate forced hot water press **F1**

To change hot water operating mode press **F2**

To change space heating mode press **F3**

View the YouTube video shown below for more guidance.

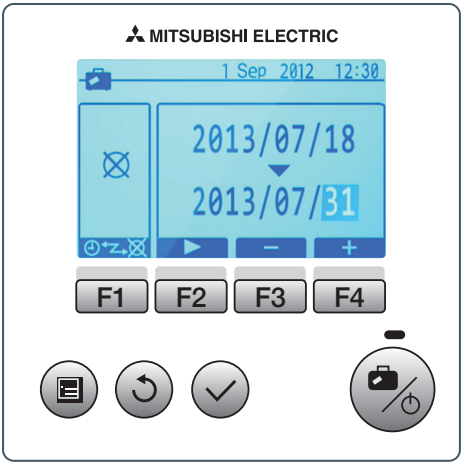


Initial Set Up **https://youtu.be/59f7VpZl6Zk**

Holiday mode

To set up holiday mode, hold down the power / holiday button on the bottom right of the control. Set the dates you are away and ensure the clock is showing by pressing **F1**. Finally press the tick button to confirm your date selection.

Alternatively you can set this on your **MELCloud app**. More details on **MELCloud** is explained on page 12.



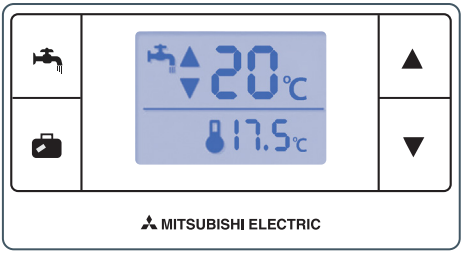
Wireless Controller **https://youtu.be/KypR1WjDarg**

Wireless controller

You may also have a wireless controller, this controller detects the temperature in the room so ensure it is in a good location.

The top temperature displayed is the target temperature and the bottom is the actual temperature. Use the up and down arrows to change the target temperature. Hold the tap button to force the system into hot water mode.

For holiday mode, hold down the suitcase button and adjust the time with the arrow buttons and press the suitcase again to confirm.



Holiday Mode **https://youtu.be/fN63XaohEew**

Save Energy, Save Money

How to operate your system efficiently

The Ecodan provides water at a lower temperature than the gas or oil fired boiler you may be used to. This means that you may notice some differences between this system and ones you have used before. Below is a list of the main differences and how these will affect you.

Difference to Oil/Gas Boiler	Implication	Advice
The supply temperature of the central heating water in a traditional heating system is anywhere between 75°C and 85°C, in the case of low temperature heating this temperature is anywhere between 35°C and 55°C. This is not only better for the environment, it is also a lot cheaper!	Radiators will not feel as hot as on a fossil fuel boiler system.	This is not a problem for heating as the radiator temperature is higher than your desired room temperature. Please do not hang clothes on the radiators as it prevents the heat from passing to the air in the room.
	Central heating may be slower to respond when you change the set temperature.	Please ensure you wait sufficient time before adjusting the controls again. Be patient.
Central heating will not run whilst the hot water tank is being heated.	Room temperature may decrease a little during water tank heat up.	Use the schedule function to heat water up overnight or during a time when the home is unoccupied.
Advanced Controls	Heating can be tailored to a your needs and can result in a more efficient system.	It is normally more efficient to run the system in “Room Auto Adaptation” mode for heating.

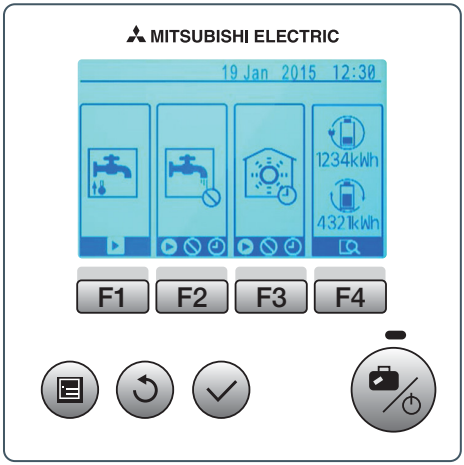
To optimise running costs it is advisable the homeowner seeks the most cost effective electricity tariff.

How does Ecodan differ to gas and oil heating?
https://youtu.be/OjHtDg_d95U

Energy monitoring

When the homescreen is displayed, press **F4** to take you to the Options Screen. This will display the energy monitoring figures on the far right as shown in the image. The top battery symbol shows you the total electrical energy consumption. The bottom battery symbol shows the total heat energy produced.

To find out more detailed energy monitoring information on your system, press **F4** again.



This information can also be displayed on the **MELCloud app**.
More details on how to download the **MELCloud app** is on page 10.

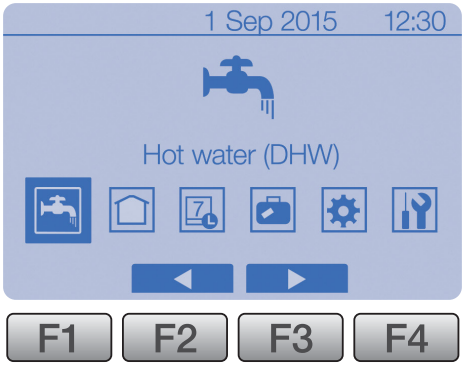
Using energy monitoring
https://youtu.be/f8hv7fMRcsw

Viewing Main System Menu

To access the main settings menu, press button B 'MENU'.

The following menus will be displayed:

DHW (Domestic Hot Water)
Heating
Schedule
Holiday
Initial setting
Service (Password protected)



Changing Date and Time

From main settings menu use **F2** and **F3** Function Keys to highlight 'Initial Settings' icon and select by pressing button D to 'CONFIRM'.

Use **F1** and **F2** Function Keys to scroll through the menu list. When 'Date/Time' is highlighted then press CONFIRM to edit.

Use the relevant function keys to edit each initial setting then press CONFIRM to save the setting.

To return to the main settings menu press the BACK button.

Ecodan FTC - Guide
https://youtu.be/59f7VpZI6Zk

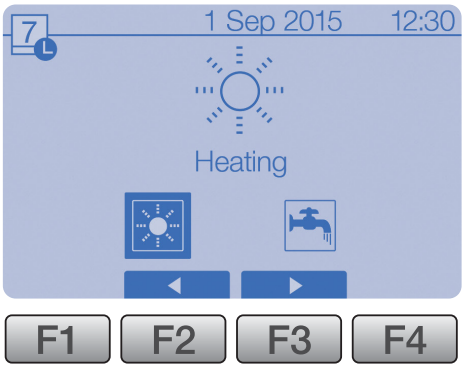
Schedule

When setting up the system your installer should discuss with you your heating and domestic hot water requirements so that the optimum schedule can be created. Activation or deactivation of the schedule is set up in the option screen (See page 8). Detailed setting instructions are available in the instruction booklet provided with the cylinder unit.

From the main settings menu (see page 8) use **F2** and **F3** Function Keys to highlight the schedule icon then press CONFIRM.

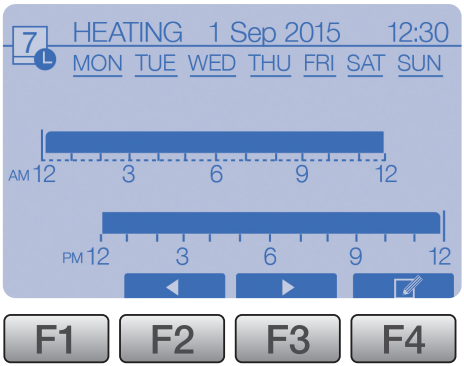
The schedule sub menu will be displayed. The icons show the following modes:
Heating
Domestic hot water

Use **F2** and **F3** Function Keys to move between mode icons, press CONFIRM to be shown the PREVIEW screen for each mode.



The PREVIEW screen allows you to view the current settings. Where a day or days appear underlined, the settings are the same for all those days underlined.

Hours of the day are shown as a bar across the main part of the screen. Where the bar is solid black, heating/DHW (whichever is selected) is allowed.



Ecodan FTC - Programming hot water and heating timings
https://youtu.be/h6VpATOHbFU

Melcloud
Monitoring and Controlling your Heating System Remotely

1: Activate

Register now to activate your Mitsubishi Electric

Homeowner Guarantee

and enjoy total peace of mind from the protection this **FREE** cover offers.

Activate today

Scan QR Code or call
01610 866 6064

2: Connect

MELCloud

Easily pair your Ecodan to the internet via its wi-fi adaptor, **download the MELCloud app** and enjoy **remote control & monitoring** of your Ecodan at home or on the move from your smartphone, tablet or PC.

Available on the App Store | ANDROID APP ON Google play | Windows Store

Scan QR Code or visit
MELCLOUD.COM

3: Benefit

MELConsole
Remote Maintenance & Technical Support

Ecodan Helpdesk

Once connected, you can also enjoy the benefits of **MELConsole** which provides **remote maintenance & technical support** reducing the need of a visit from an engineer.

24/7 Technical Support

Scan QR Code or call the Ecodan Helpdesk
01610 866 6064

MELCloud Tutorial - How to install and configure MELCloud
https://youtu.be/h05ny0CdaEE

Troubleshooting

The following is to be used as a guide to possible problems. It is not exhaustive and all serious problems should be investigated by the installer or another competent person. Users should not attempt to repair the system themselves. At no time should the system be operating with the safety devices by-passed or blocked up.

Cold water at taps
Hot water may be scheduled off: Please check schedule settings and alter if necessary.

All the hot water from tank may be used: Ensure DHW mode is operating and wait for tank to re-heat.

Heat pump or electric heaters not working: Contact installer.

Water discharges from one of the relief valves
The system has overheated/over pressurised: Please switch off power to the heat pump and any immersion heaters then contact installer.

Small amounts of water drip from one of the relief valves
Dirt may be preventing a tight seal in the valve: Please twist the valve cap in the direction indicated until a click is heard. This will release a small amount of water flushing dirt from the valve. Be very careful, the water released will be hot. Should the valve continue to drip, contact installer as the rubber seal may be damaged and need replacing.

Noisy pipework
Air may be trapped in the system: Try bleeding radiators (if present) using a radiator key, if the symptoms persist contact installer.

Heating system does not get up to set temperature
Prohibit, schedule or holiday mode selected: Check settings and change as appropriate. Incorrectly sized radiators: Contact installer.

The room in which the temperature sensor is located is at a different temperature to the rest of the house: Reposition the temperature sensor to a more suitable room.

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An error code appears in the main controller display
The indoor or outdoor unit is reporting an abnormal condition: Make a note of the error code number and contact installer.

Pump runs without reason for short time
Pump jam prevention mechanism to inhibit the build up of scale is working. Normal operation, no action necessary.

Mechanical noise heard coming from cylinder unit
Heaters switching on/off: Normal operation, no action required. 3-way valve changing position between DHW and heating mode: Normal operation, no action necessary.

Heating emitter is hot in the DHW mode (the room temperature rises)
The 3-way valve may have foreign objects in it, or hot water may flow to the heating side due to malfunctions: Contact installer.

'Smoke' is blown from the front of the Ecodan in cold weather
This is warm air being blown from the Ecodan to ensure the internal parts don't freeze. It is known as the defrost cycle: Normal operation, no action necessary.

Power failure
All settings will be saved for 1 week with no power, after 1 week Date/Time ONLY will be saved.

Notes

MITSUBISHI ELECTRIC
Changes for the Better

ecodan®
Renewable Heating Technology

Telephone: **0161 866 6064 homeowner helpline**

MELSmart Customer Services & Support: **0161 866 6089**

Option 1 - Air Conditioning Technical
Option 2 - Spares
Option 3 - Warranty
Option 4 - Heating Technical
Option 5 - Returns
Option 6 - Product Training & Site Services

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Note: The fuse rating is for guidance only. Please refer to the relevant databook for detailed specification. It is the responsibility of a qualified electrician/electrical engineer to select the correct cable size and fuse rating based on current regulation and site specific conditions. Mitsubishi Electric's air conditioning equipment and heat pump systems contain a fluorinated greenhouse gas, R410A (GWP:2088), R32 (GWP:675), R407C (GWP:1774), R134a (GWP:1430), R513A (GWP:631), R454B (GWP:466), R1234ze (GWP:7) or R1234yf (GWP:4). *These GWP values are based on Regulation (EU) No 517/2014 from IPCC 4th edition. In case of Regulation (EU) No.626/2011 from IPCC 3rd edition, these are as follows. R410A (GWP:1975), R32 (GWP:550), R407C (GWP:1650) or R134a (GWP:1300).

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