



Solve your heating issues with just **one** phone call

MELConsole

Remote Maintenance & Technical Support >

MELConsole from Mitsubishi Electric allows owners of an Ecodan Heating system with MELCloud to interrogate and often fix their heating issues **without needing a visit from an engineer.**

One phone call to our Technical Helpdesk provides instant remote access to full monitoring and fault diagnostics, meaning that issues with your heating can often be resolved over the phone. MELConsole is a service of the MELCloud App, the cloud-based solution for controlling Ecodan heating systems, either locally or remotely.



Air Conditioning | Heating
Ventilation | Controls



heating.mitsubishielectric.co.uk

Key features and benefits >

- Solve your heating and hot water issues faster
- One phone call can often remove the need for a site visit
- Cut down on wasted travel time and cost
- Remote monitoring and fault diagnostics by phone
- Ideal solution for private homeowners, landlords and social housing providers



MELConsole example >



Functionality that can be accessed via MELCloud >

- Initial Settings
- Hot water operation
- Heating Operation
- Holiday Mode
- Operation Settings
- Service Menu
- Energy Monitoring Settings



Supported Ecodan Models: All Ecodan FTC5 systems have energy monitoring functionality and the ability to connect to MELCloud. A PAC-WF010-E Wi-Fi Interface is required to use MELCloud.

Supported Hardware / Software:

Tablets (Apps or WebClient)

Apple iPad / iPad mini
Samsung Galaxy Tab / Note
Google Nexus
Dell Latitude 10
Microsoft Surface
BlackBerry PlayBook

Smartphones (Apps or WebClient)

Apple iPhone
Samsung Galaxy S
Google Nexus
Nokia Lumia
BlackBerry Z10

Operating Systems

Android
Apple iOS / OS
Microsoft Windows
BlackBerry

Internet Browsers (WebClient only)

Microsoft Internet Explorer
Google Chrome
Apple Safari
Mozilla Firefox
Opera

Please Note: This is not definitive list of all compatible devices, other similar devices which use supported Operating Systems or Internet Browsers should also work either via dedicated Apps or via Web Browser / WebClient options. Please note that user experience may vary slightly depending on hardware and software combination.



Telephone: 01707 282880

email: heating@meuk.mee.com web: heating.mitsubishielectric.co.uk

UNITED KINGDOM Mitsubishi Electric Europe Living Environmental Systems Division

Travellers Lane, Hatfield, Hertfordshire, AL10 8XB, England General Enquiries Telephone: 01707 282880 Fax: 01707 278881

IRELAND Mitsubishi Electric Europe Westgate Business Park, Ballymount, Dublin 24, Ireland

Telephone: Dublin (01) 419 8800 Fax: Dublin (01) 419 8890 International code: (003531)

Country of origin: United Kingdom - Japan - Thailand - Malaysia. ©Mitsubishi Electric Europe 2016. Mitsubishi and Mitsubishi Electric are trademarks of Mitsubishi Electric Europe B.V. The company reserves the right to make any variation in technical specification to the equipment described, or to withdraw or replace products without prior notification or public announcement. Mitsubishi Electric is constantly developing and improving its products. All descriptions, illustrations, drawings and specifications in this publication present only general particulars and shall not form part of any contract. All goods are supplied subject to the Company's General Conditions of Sale, a copy of which is available on request. Third-party product and brand names may be trademarks or registered trademarks of their respective owners.



www.greengateway.mitsubishielectric.co.uk

Mitsubishi Electric UK's commitment to the environment

Follow us @meuk_Jes
Follow us @green_gateway

Mitsubishi Electric Living Environmental Systems UK

mitsubishielectric2



Effective as of October 2016