

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

with MELConsole  
from Mitsubishi Electric



# The benefits of MELConsole

Solve your heating issues quickly with just **one phone call** via the Ecodan Helpdesk

MELConsole provides remote maintenance and technical support to the owners of an Ecodan heating system, often resolving any technical issues they may have over the phone. This service is provided completely **free of charge** with **the majority of calls being solved online without a visit from an engineer, saving time, money and fuel.**

## Homeowners

Homeowners enjoy total peace of mind, knowing that with just one call, they are able to call upon **Mitsubishi Electric's highly skilled engineers and have them check their heating system remotely!**

## Housing Associations

Many housing associations look after vulnerable tenants. MELConsole can help interrogate an Ecodan system quickly to see if an engineer is required to rectify the fault. The service can resolve simple to fix issues over the phone, **helping housing associations who have large stock portfolios to benefit from significant savings by not having to send an engineer to site.**

## Developers

The handover of a new property is an important time for both the developer and the new homeowner. **MELConsole gives the developer peace of mind that the homeowner can be assisted remotely with any system set up issues, ensuring that the new Ecodan is performing exactly as it should.**

## Contractors

Many visits back to an installation are often due to a simple mistake on the settings by the homeowner. **A quick call to our helpdesk can remove those time consuming visits, many of which may be many miles away, saving time and money.**

Follow these **3 easy steps** to enjoy **total peace of mind with smart control**



## 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](#)



To activate, scan the QR Code or call: **0161 866 6064**

8am-5pm Mon-Fri (ex. Bank Holidays)

**MELConsole** allows helpdesk engineers to remotely access a wide range of information including:



### Product Details



If you have registered for the MELConsole service, our highly skilled operators will know from your details exactly which Ecodan and cylinder you have installed - **no need to try and find exact model codes.**



### Operational Settings



**MELConsole can assist the installing engineer while they are on site** to ensure your Ecodan is optimised perfectly for your property.



### System Performance



**MELConsole can see exactly how the system is performing in each mode.** We are able to look at minute by minute data and quickly pick up any issues before a site visit is necessary.



### Savings Example



Having the capability to interrogate the heating system remotely via MELConsole for housing associations, some with many 1000s of homes will **significantly reduce expensive time consuming visits by an engineer.**



### Homeowner in need



A homeowner finds that they have no hot water and are connected to MELConsole. A quick call to our helpdesk discovers the hot water function has been disabled. **Within minutes their Ecodan is back, producing hot water for the family!**



### Developer Support



Residents move into their brand new home and find that the heating is not operating correctly. A call to the helpdesk quickly resolves the issue of incorrect thermostat settings with **no need for an engineer or them having to take time off from work!**



## 2: Connect

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.



## 3: Benefit

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**



To find out how to connect, scan the QR Code or visit: **melcloud.com**



To find out more, scan the QR Code or call the Ecodan Helpdesk: **0161 866 6064**

To find out more about  
**MELConsole** call the  
Ecodan Helpdesk on  
**0161 866 6064**



**MELConsole**  
Remote Maintenance & Technical Support



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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) or R134a (GWP:1430). \*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).

