



Product Support **Information**

Residential Product Group Product Update Notification

26/10/22

Internal & External Use



Cooling | Heating | Ventilation | Controls

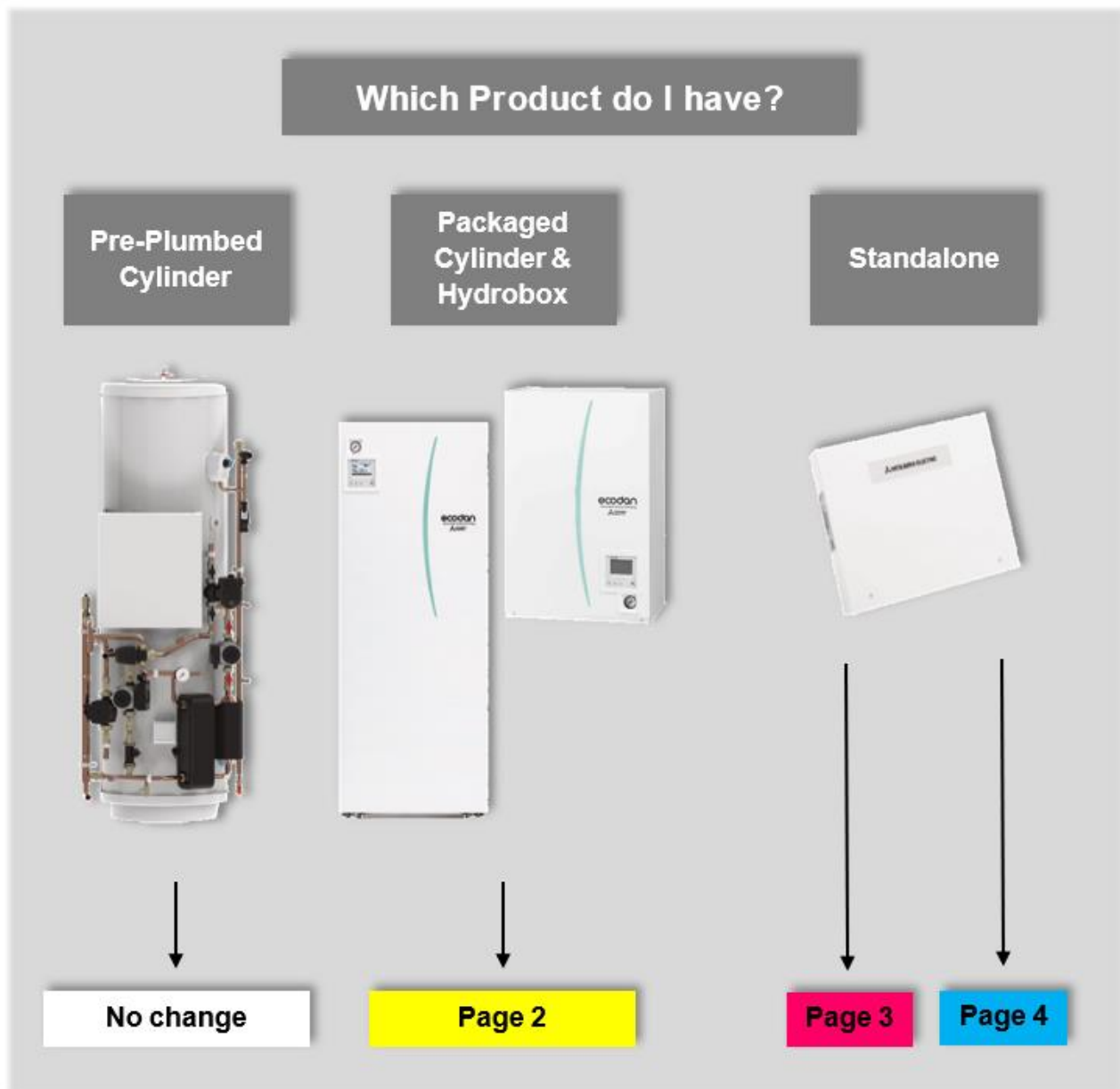
Product Update Notification:

Business Unit Relevance:

- | | | |
|---|---|--|
| <input checked="" type="checkbox"/> Residential Product Group | <input type="checkbox"/> Commercial Product Group | <input checked="" type="checkbox"/> Business Support Group |
| <input checked="" type="checkbox"/> Residential LC Group | <input type="checkbox"/> Commercial LC Group | <input checked="" type="checkbox"/> Partners |

Context

- Due to recent material supply shortage, especially in the microcontroller sector, Mitsubishi Electric has taken actions to minimise additional disruption to the supply of its products into the market.
- Temporary adjustments to our production process have been required and will result in a minor impact on the overall solution delivery. As such, additional activities will be required to be undertaken for an indefinite period.



Packaged Cylinders & Hydrobox

Summary:

- The current Main RC will **not** be installed into the front panel of the indoor unit and will be located on top of the product supplied within the original product packaging.

Action:

- Please install the current main RC (as identified by multiple yellow stickers on the packaging) on site, using the guidance provided.

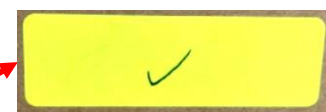
Identification:

- Main RC Part Number: BH00B307B37

Product Packaging Identification:



Packaged



1. A yellow sticker indicates the product was initially supplied to the warehouse without main RC.

2. A tick indicates the main RC has been added.



Hydrobox

Process:

- Install the current main RC into the indoor unit.

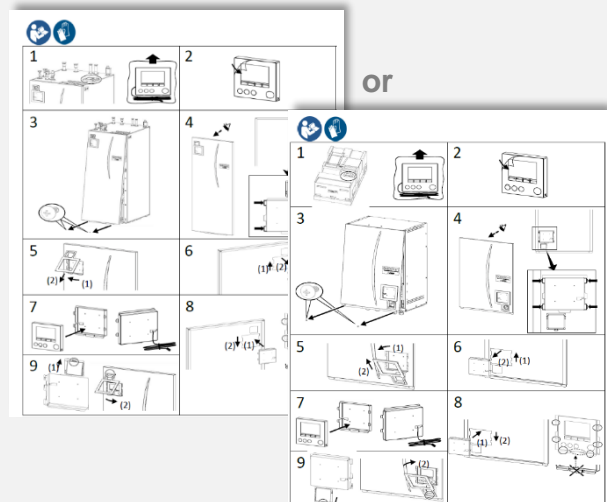
Step by Step Installation Video

<https://l.ead.me/bcTLHE>



Step by Step PDF instructions

(Included in the packaging)



Standalone Systems – Current Main RC

Summary:

- The main RC is supplied as normal.

Action:

- Not required.

Identification:

- Main RC Part Number: BH00B307B38
- FTC Controller + Main RC: PAC-IF072B-E SAP code 498007

Product Packaging Identification:



1. A pink sticker indicates the product was initially supplied to the warehouse without main RC.

2. A tick indicates the main RC has been added.

Process:

- Not required.

Standalone Systems – Alternative Main RC

Summary:

- An **alternative** main RC is supplied in place of the current main RC.
- Fundamental ecodan heating & hot water feature & functionalities are available.**
- Some features are impacted as per table below.
- Most of these impacted features are not commonly used in the UK market.
- SD card tool / MELCloud will help mitigate most of the impacted features.
- Alternative main RC can be used for cascade application using FTC6 board.

Action:

- Undertake commissioning based upon the below alternative main RC functionalities.

Identification:

- Main RC Part Number: BH00B30**8B16**
- FTC Controller + Alternative Main RC: PAC-IF072B-EB SAP code 624817
- Black Stamp on the back of the main RC indicates it is the alternative main RC

Product Packaging Identification:



1. A blue sticker indicates the product was initially supplied to the warehouse without main RC.

2. A tick indicates the **alternative** main RC has been added.

Process:

No.	Area	Issues	Details	Alternative measures/ notes
1	DHW thermistor	DHW recharge profile.	Default setting: DHW recharge (standard) DHW recharge is determined by THW5A (upper thermistor) Make Sure dip switch 3-7 is off	Possible to change setting with the SD card tool
2	Heat curve, etc.	Minimum recognisable outdoor temperature is -15 deg Conly		No other solutions
3	Cooling 2 zone control	zone 2 can NOT be controlled properly	Zone 2 temperature is fixed at 20 deg C (default value)	Possible to change setting with the SD card tool, but NO display Not Supported by MEU-UK
4	Cooling simplified 2 zone control	zone 2 can NOT be controlled properly	Zone 2 temperature is fixed at 20 deg C (default value)	Possible to change setting with the SD card tool, but NO display Not Supported by MEU-UK
5	Target flow temperature in Heating	minimum allowable flow temperature	minimum 25 deg C as B-generation (NOT 20 deg C)	
6	Pump speed setting for space heating	N/ A on RC	Fixed to Speed 5 (default setting)	Possible to change setting with the SD card tool
7	Energy monitoring	setting N/A, display on RC is N/A	Both settings and display are NOT possible on RC: actuators consumption (W), pulse setting (default: 1000 pulse/kWh)	Possible to change setting with the SD card tool/ Display is possible via MELCloud
8	SG ready	SG ready cannot be set on RC	Default setting: NO SG ready	Possible to change setting with the SD card tool

9	Indoor unit only operation (during installation work)	N/A	N/A	Does not affect legionella prevention mode
10	Initial wizard	N/A		
11	Commissioning wizard	N/A		Thermistor reading is possible but only on limited thermistors. Value check with request code is also possible
12	Geodan thermistor reading (Brine)	Brine temp display is N/A	Brine temp display is N/A	Brine thermistor value can be checked by Running info (with Request code)
13	0-10V analog output (for external heat source)	Settings on RC is N/A	Default setting: N/A	Possible to change setting with the SD card tool Not commonly used in UK
14	Manual operation	N/A for Pump 4 (pump for DHW)		
15	Schedule timer	Schedule 2 is N/A		Even if you set the schedule 2 on the SD card tool, it can NOT work
16	Summer time (push to switch to summer time)	N/A		Adjust summer/wintertime manually
17	Flow sensor setting	N/A	Fixed to the default values of Min 5L/min and Max 100L/min	Possible to change setting with the SD card tool
18	OUT 16: Thermo ON signal for both Heating and cooling to run FCU	N/A	Default setting: OUT 16 outputs in both Zone 1 and 2	Possible to change setting with the SD card tool
19	Setting via SD card tool	N/A: Schedule 2 setting Summer mode Heat Pump Setting: Scheduled Quiet mode <u>Incomplete:</u> Incomplete data logging as time stamp is not possible		
20	Thermistor adjustment is NOT possible on THW5A and on THW10	N/A for THW5A and THW10		Even THW5A and THW10 look adjustable on the SD card tool, it does NOT work
21	Tank temperature	Actual tank temperature can't be displayed on main RC	Instead, it can be read via thermistor reading function	
22	SD Card logging	Date stamps can't be correctly shown	But the timestamp is ok	
23	Heating 2 zone control	Zone 2 can NOT be controlled properly	'2-zone valve ON/OFF control' can NOT be used (with either ME zone control, eg wireless RC, or local supply thermostat)	'2-zone temperature control' can be used (with ME zone control &/or local supply thermostat)

Note: Other settings may not be available on alternative controllers

Tools

The Ecodan FTC SD card tool can be pre-loaded with updated settings via an email link and can be uploaded easily using a slot built into the FTC main PCB.



MELCloud™ is an Ecodan Smart Cloud Platform designed for users to remotely control their system. (Requires Wi-Fi). Using this programme, it is possible to modify various system settings that cannot be modified via the alternative main RC.



Risks:

- Kit being issued without controller
- Customer being supplied with another version of main RC

Enquiries:

- Residential After Sales Dept.
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