MITSUBISHI ELECTRIC

Homeowner Quickstart Guide

Here's how to get started with your new Ecodan

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 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 page 15).

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.

MCS CERTIFIED

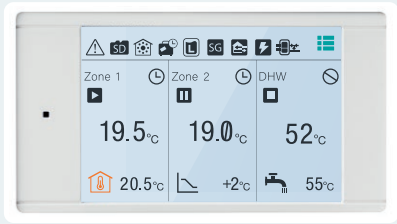
Manufactured in the UK

Hot water cylinder

The Ecodan indoor 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.

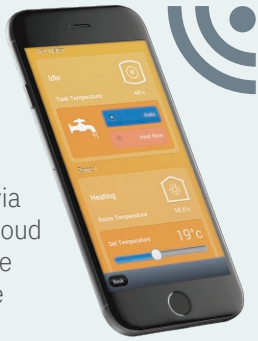
The cylinder unit is used to store your hot water as well as containing various heating parts essential to operating your heating system, such as water pumps and safety valves.

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.



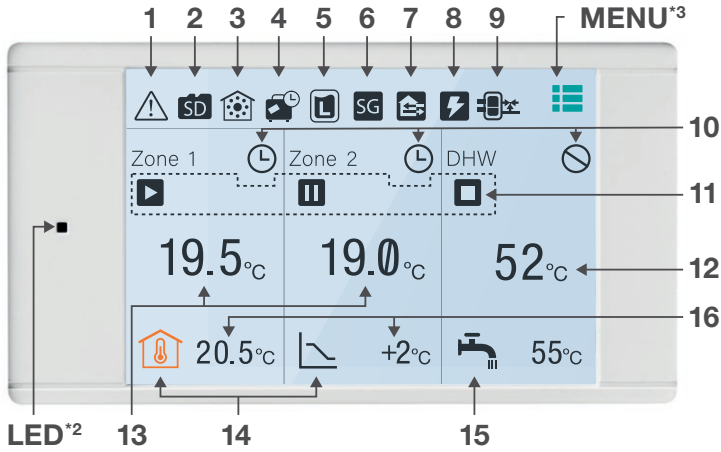
On the move

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

Home Screen Icons
(Full Screen[*1])



No.	Icon	Description
1	⚠	Alert (for multiple outdoor units control). Touching the menu icon displays error codes
	J1	Alert. Error codes are displayed
2	SD	SD card is inserted. Normal operation
	SD	SD card is inserted. Abnormal operation
3		Heating Mode
4		Holiday schedule is activated
5	L	Legionella prevention mode is running
6	SG	Smart grid ready is running
7		Compressor is running
		Compressor is running and defrosting
		Compressor is running and in quiet mode. The sound level is shown at left side of the icon
	⚠	Emergency heating
8		Electric heater is running
9		Boiler is running
		Buffer tank control is running

Main Remote Controller - Home Screen Icons

No.	Icon	Description
10		Schedule
		Prohibited
		Cloud control
11		Operation
		Standby
		This unit is on standby whilst other indoor unit(s) is in Operation by priority
		Stop
12		Actual DHW tank temperature values
13		Actual room temperature values. [-- °C] appears when the unit is not connected to the room RC (Remote controller) and it is under control other than Auto Adaptation
14		Weather compensation curve When the operation stops: Black During heating operation: Orange
		Auto Adaptation (Target room temperature) When the operation stops: Black During heating operation: Orange
		Flow temperature (Target flow temperature) When the operation stops: Black During heating operation: Orange
15		DHW icon is displayed when DHW is enabled When the operation stops: Black During operation: Orange
16		Target temperature values. The settable temperature differs depending on the control logic

- The screen will turn off when the main remote controller is not operated for a while. Touching any part of the screen turns it on again.
- From [Touch screen] in [Setting], the brightness can be adjusted.
- By selecting [Always on] for [Backlight time] from [Touch screen] in [Setting], the backlight stays lit for 30 seconds and after it dims down.

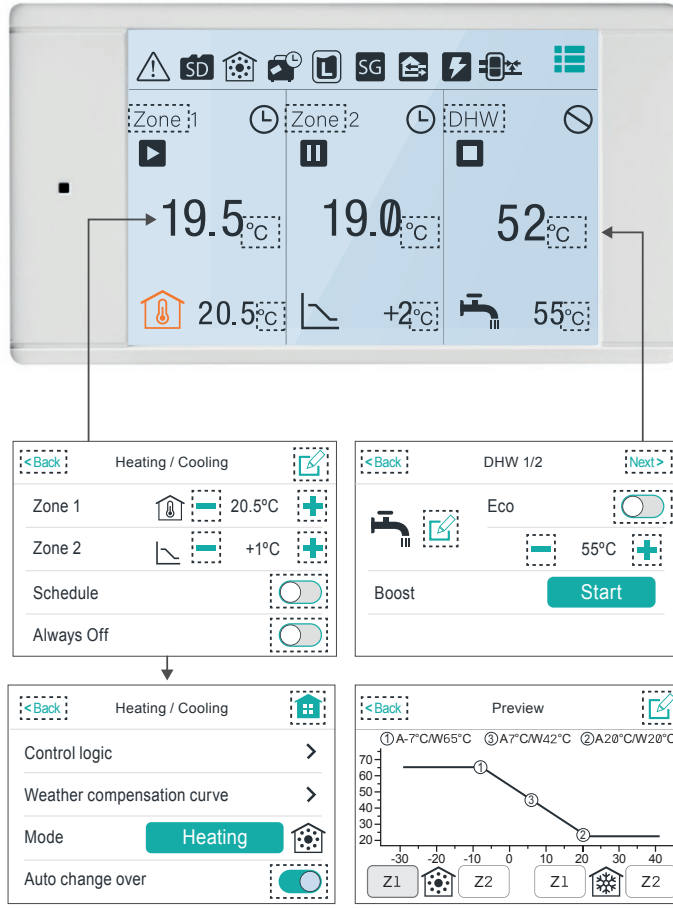
*1 From [Setting], the screen can be switched to the full screen or the base screen.
The base screen does not display the operation icons and the target temperature values.

*2 From [Display] in [Setting], the LED lamp can be turned on/off.

*3 Pressing and holding the menu icon for 3 seconds switches the lock menu to on/off.
Some functions cannot be edited when the lock menu is on. (The icon changes to when the lock menu is on).

General Operation

In general operation, the screen displayed on the main remote controller will be shown like this. It shows the target temperature, space heating mode, DHW mode (if DHW tank is present in the system), any additional heat sources being used, holiday mode, and the date and time.



Screen Switching

Menu
Touch main menu icon.

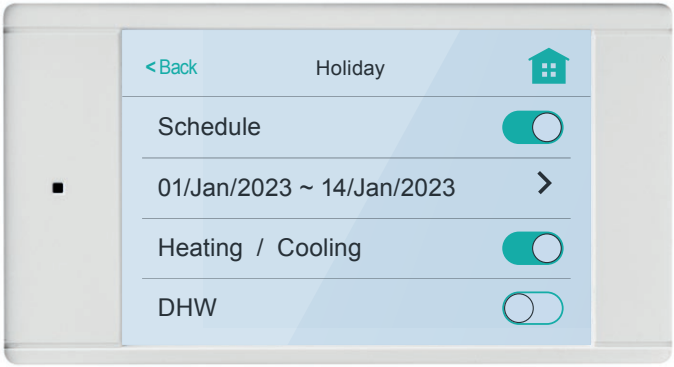
Heating and DHW
Touch areas surrounded by dotted lines.

Heating Menus

These deal with space heating using normally either a radiator, fan coil, or underfloor heating system depending on the installation.

Holiday Mode

This can be used to keep the system running at lower flow temperatures and thus reduced power usage whilst the property is unoccupied. Holiday mode can run either flow temperature, room temperature, heating, weather compensation curve heating and DHW all at reduced flow temperatures to save energy if the occupier is absent.



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 actual temperature and the bottom temperature displayed is the target 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.

Save Energy, Save Money

How to operate your system efficiently

Your Ecodan can provide water at lower temperatures than gas or oil fired boilers. 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 of lower temperatures and how these will benefit 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. The lower the flow temperature the more efficient your heat pump will be and therefore the lower your energy bills will be too. The flow temperature will depend of the rest of your heating set up, including the size of your radiators and the heat demand for your home.	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.	Heating the tank overnight for hot water could also enable you to link into cheaper overnight energy tariffs further reducing your bills.
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.		

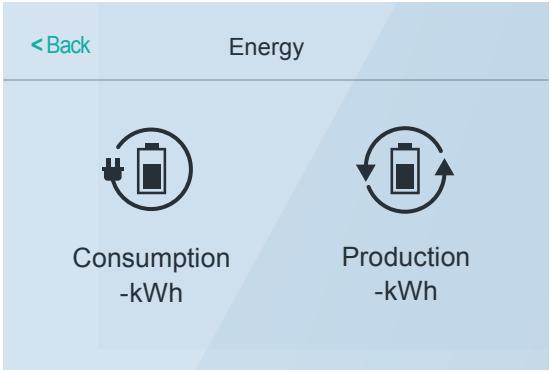
How does Ecodan differ to gas and oil heating?
https://youtu.be/OjHtDg_d95U

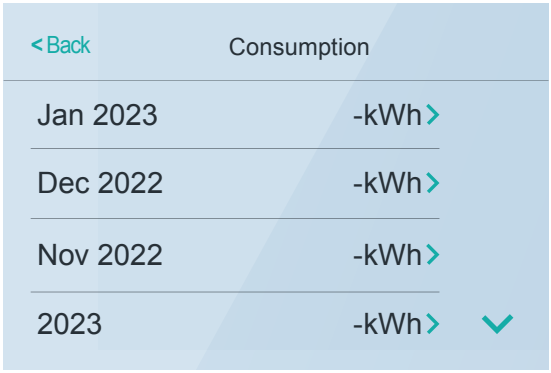
Energy Monitoring

Page 1.
Total consumption and total production energy for the current month are displayed.

Page 2. Year and month consumption/ production values are displayed.

Note: If a certain accuracy is required for the monitoring, the method to display captured data from external energy meter(s) should be set up. Contact your installer for further details.





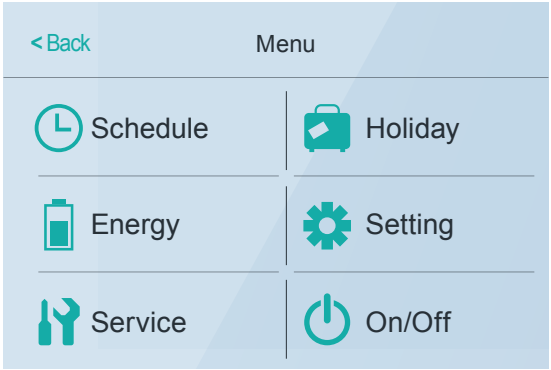
This information can also be displayed on the **MELCloud app**. More details on how to download the **MELCloud app** is on page 12.

Viewing Main System Menu

To access the main settings menu, press the menu icon

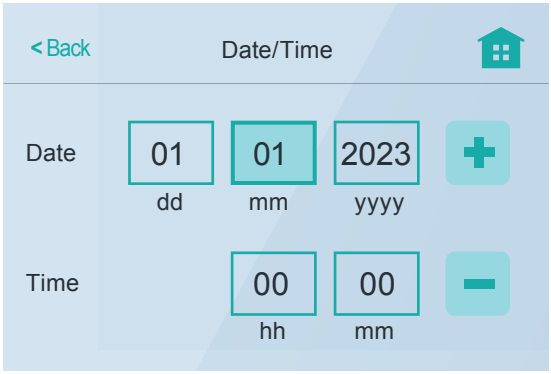
The following menus will be displayed:

Schedule
Energy
Service
Holiday
Setting
On/Off



Changing Date and Time

From main menu, touch **Setting** to access the Setting menu from which the Date and Time can be set



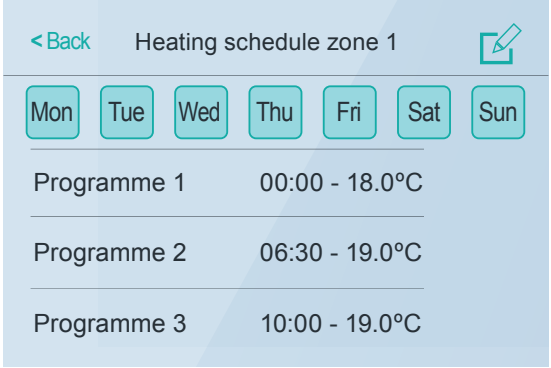
Schedule

From main menu, touch **Schedule** to access the Schedule menu.

Seasonal

You can categorise months into 2 seasons. You can activate/deactivate the heating operation in each season.

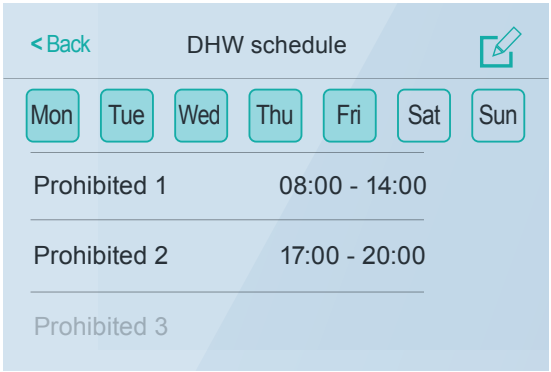
1. From **Schedule**, select **Seasonal**.
2. Select period of **Season 2** (in light green)
3. The period other than **Season 2** is selected as **Season 1** automatically.
4. Touch **Next** to activate/deactivate the heating operation with the toggle



Heating

You can set 4 programmes of heating schedule in each day of the week. It can be set during Auto Adaptation setting or when the remote controller is connected.

1. From **Schedule**, select **Heating.**
2. Touch the edit icon in the upper right of the screen to make it editable.
3. Select day(s) of the week you want to schedule. (the day(s) you selected turns to light green)
4. Select programme you want to schedule.
5. Set the starting time and the target temperature by +/-.
6. Touch the confirm icon in the upper right of the screen to save the settings. (you can confirm the settings of each day of the week on the **Heating schedule zone** screen.



Note: The **Heating schedules** and the **DHW schedule** are set in the same way. On **DHW schedule** settings, however you will select the time you want to prohibit the operation. Touching the trash box icon on the **Programme** screen in **Heating schedules** or on the **Prohibited** screen in the DHW schedule deletes each setting. On the **Heating schedules** and **DHW schedule** screen, touching the confirm icon in the upper right saves the setting

Make the most of what your Ecodan Heating System has to offer

1: Activate

Register now to activate your Ecodan

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: Benefit

Ecodan Helpdesk

Service and Maintenance

For continued peace of mind, to comply with warranty terms and to ensure that you get the maximum performance from your Ecodan throughout its working life, you need to arrange for the system to be regularly serviced and maintained.

View our packages

Scan QR Code or call the Ecodan Helpdesk
01610 866 6064

3: Connect

MELCloud

Download the MELCloud app and enjoy **remote control and 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

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.

Contact Details

Telephone: **0161 866 6089**

Option 1 Homeowner

email: **ecodan.service@meuk.mee.com**
website: **ecodan.co.uk**

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Changes for the Better

ecodan®
Renewable Heating Technology

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

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, R290 (GWP: 3), 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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