

# We've got you covered

Service and Maintenance Plans that give you  
complete peace of mind for your heat pump system.





## Effortless control – wherever you are

Enjoy full control and support of your home heating and hot water effortlessly from your smartphone, tablet, or computer via our MELCloud Home App.

- Set your perfect temperature
- Prioritise hot water
- Switch your Ecodan on/off remotely
- Set holiday mode
- Monitor your energy usage
- Remote diagnostics
- Engineer support

**Download the MELCloud Home app**



# We've got you covered all year round.

## From just 0.63p a day\*

**Thank you for choosing Ecodan to heat your home.**

We recommend regular servicing to maximise your Ecodan's performance, maintain efficiency, and improve its lifespan.

Our Service & Maintenance Plans provide complete peace of mind that your heating system will be professionally maintained and, in the unlikely event of a fault, quickly repaired by an Ecodan expert engineer.

To maintain your warranty, discuss with your Installer or consider our service plans as an added layer of protection and care for your system.



\*Based on a new customer Heat Pump Service Only plan. Terms and conditions apply. See website for more details.

# We offer three levels of cover



Heat pump



Controls



Heat pump



Hot water

## Heat Pump Service Only **£230**

- Yearly service of heat pump unit, including controls
- Yearly service report issued by engineer

## Yearly System Service **£314**

- Yearly system service; heat pump, hot water cylinder and controls
- Full system health check and engineer report including recommendations to improve system performance
- Priority call-out for repairs
- Discount on parts and labour for repair works





cylinder



Controls

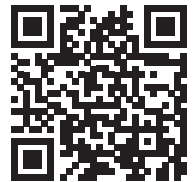
### 3 Diamond Cover

£483 \*\*

- Yearly system service; heat pump, hot water cylinder and controls
- Full system health check and engineer report including recommendations to improve system performance
- Priority call-out for repairs
- Parts and labour included for repair works
- 1 free call-out per year
- Dedicated time with engineer for tailored advice
- Personal scheduled reminder



\*\* Based on 1 year warranty. Ecodan Heat Pump under 1 year old. Scan the QR code to review the terms and conditions.



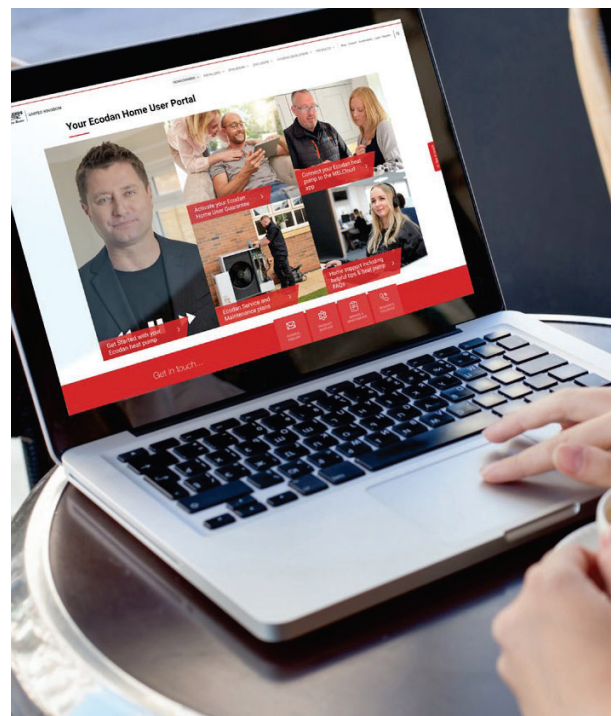
[ecodan.me.uk/3diamond](http://ecodan.me.uk/3diamond)

Find out more about our  
**Service and Maintenance Plans**

Visit our Ecodan Home Portal  
[ecodan.me.uk/HomeownerPortal](http://ecodan.me.uk/HomeownerPortal)

or call our dedicated Service and  
Maintenance Sales Expert

**0161 866 6064**



# Don't just take our word for it

More reviews



*"Phil saved the day, stressless experience from Mitsubishi Electric and perfect service from Phil."*

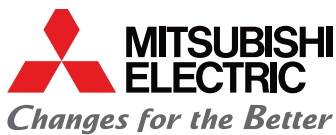
Review from Midlands

*"Promptly diagnosed and sorted Air Source Heat Pump. Extremely polite and helpful. Went above and beyond to fix."*

Review from Scotland

*"Mitsubishi Electric carried out our annual service on our heat pump today, tremendously helpful and very professional."*

Review from South England



Ecodan Home Helpline: **01618 666 064**  
email: [ecodan.service@meuk.mee.com](mailto:ecodan.service@meuk.mee.com)  
web: [ecodan.co.uk](http://ecodan.co.uk)



Mitsubishi Electric Heating UK



Mitsubishi Electric Ecodan



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[thehub.mitsubishielectric.co.uk](http://thehub.mitsubishielectric.co.uk)

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**Note:** The fuse rating is for guidance only and 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), R290 (GWP:3), R32 (GWP:675), R407C (GWP:1774), R134a (GWP:1430), R513A (GWP:631), R454B (GWP:466), R454C (GWP:148), 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 IP CC 3rd edition, these are as follows. R410A (GWP:1975), R32 (GWP:550), R407C (GWP:1650) or R134a (GWP:1300).

Trustpilot score dated January 2025

