

Step into Comfort: How to Get Started with Your New Ecodan

Step 1

Visit the Ecodan Home Portal

- Access helpful resources, guides, and support for your Ecodan system
- Sign up to our MELCloud App for complete remote control

[Visit](#)

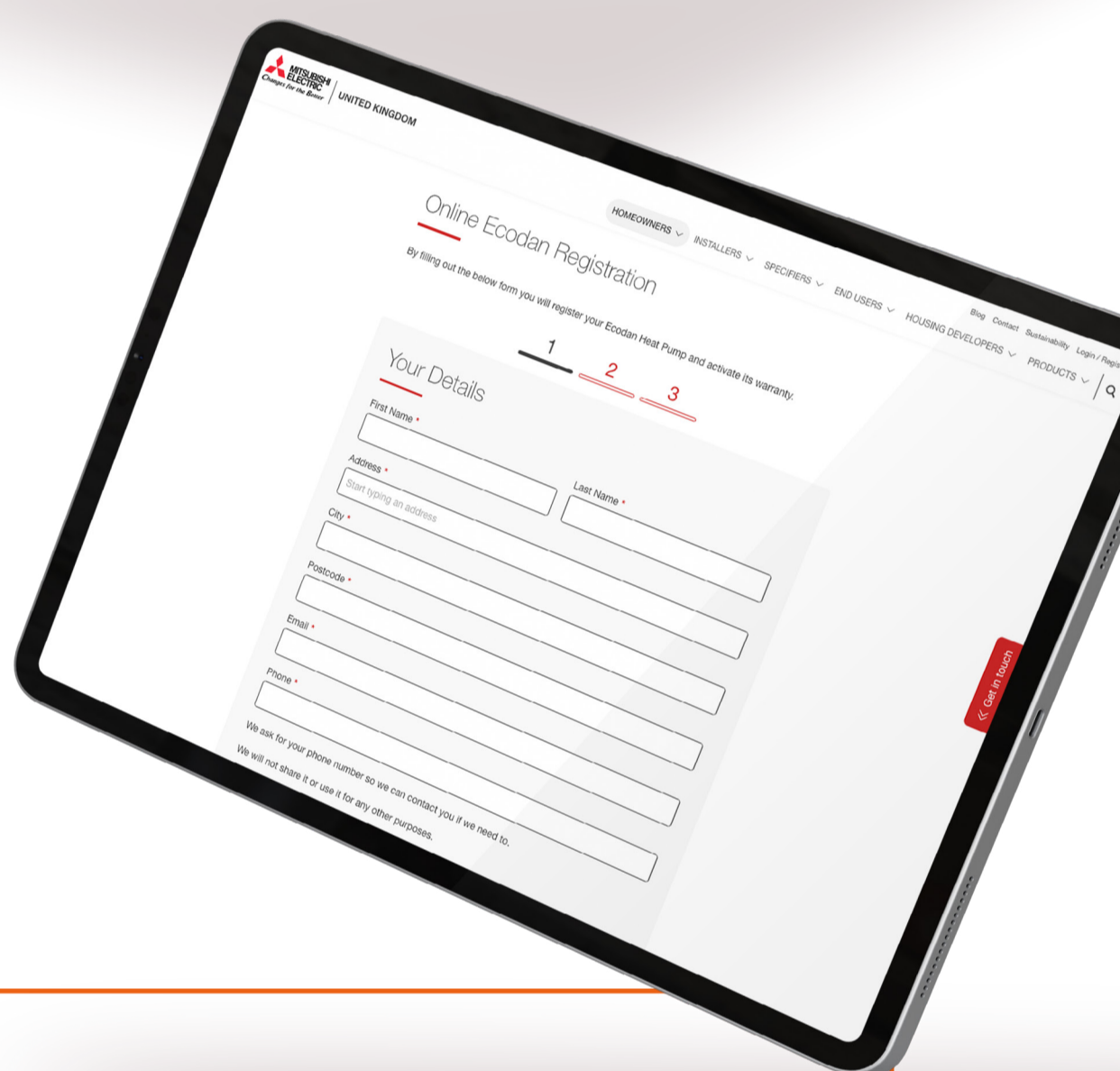


Step 2

Activate Your Free Ecodan Home User Guarantee

- Complete our online form within 3 months of receiving your Ecodan to unlock comprehensive warranty coverage.
- Your guarantee is reflected by the installers you've chosen (BSP* or AI**)

[Activate](#)



Step 3

Consider Our Service and Maintenance Plans to maintain your warranty

Heat Pump Service Only

- Yearly service of heat pump unit and controls

Yearly System Service

- Full system health check on your heat pump system
- Discount on parts and labour for repair works

3 Diamond Cover

- All the benefits of Yearly System Service, plus:
- 1 free call-out a year including spare parts and labour

Read more about our service and maintenance here

[View Plans](#)

MELCloud App – Effortless control wherever you are!

Control your heating from your phone and enjoy free remote maintenance and technical support.

[MELCloud App](#)



*Business Solutions Partner
**Accredited Installer