MITSUBISHI ELECTRIC
Changes for the Better

Ecodan operation manual for Homeowners

Please read the following booklet to ensure correct operation and running efficiency of your new heating system

les.mitsubishielectric.ie/homeowners/our-heat-pumps

Heating | Quickstart Guide

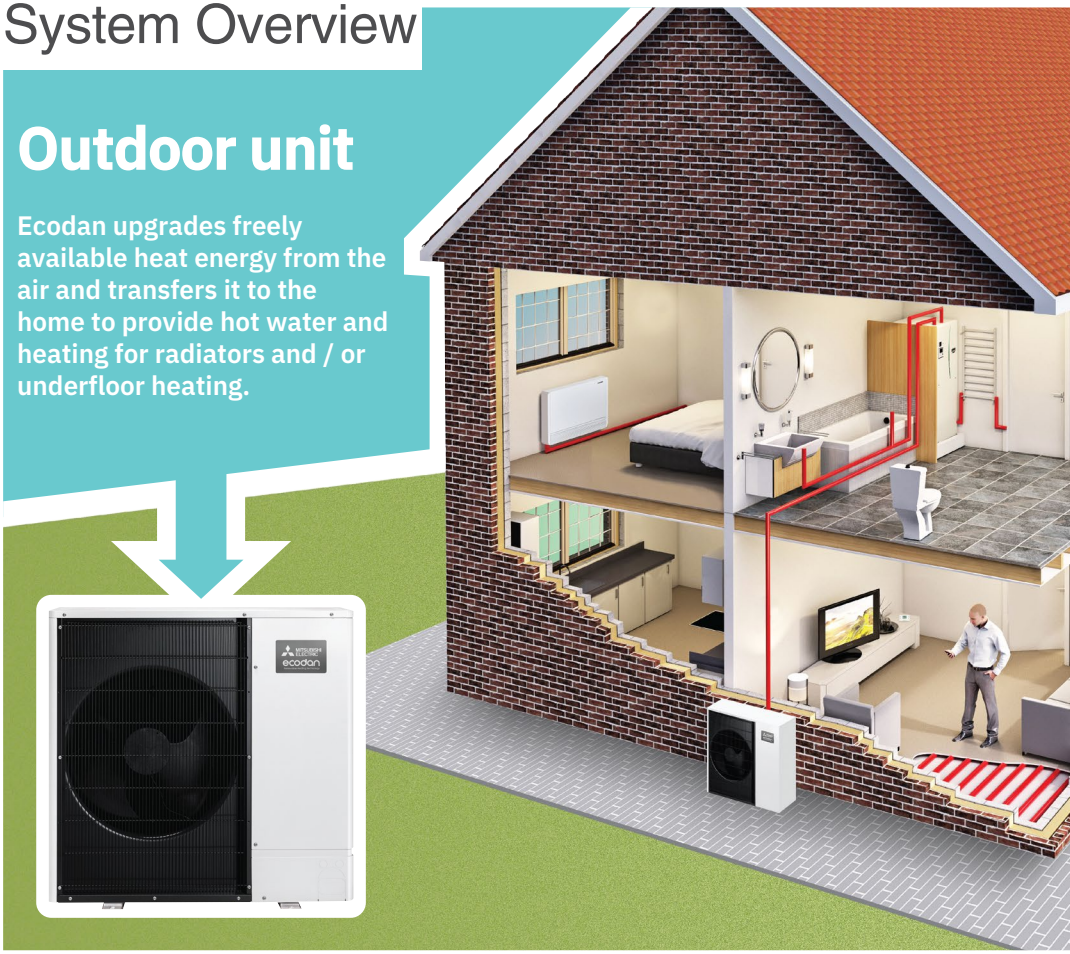
Introduction to your new Ecodan Heating System (Air Source Heat Pump)

The instructions in this booklet will enable you to quickly personalise your Ecodan heating system. This will ensure your renewable heating system will operate to suit both you and your home. If you require more in-depth information and system settings please contact either your installer or Mitsubishi Electric Ireland.

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.



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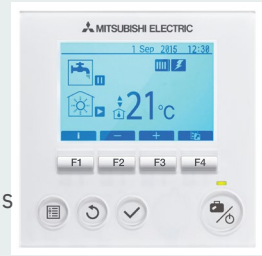
Hot water cylinder

The Ecodan outdoor 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.

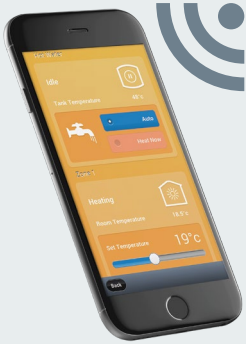
The cylinder unit is used to store your hot water as well as containing various heating parts essential to operating your heating system, such as water pumps and safety valves.

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.



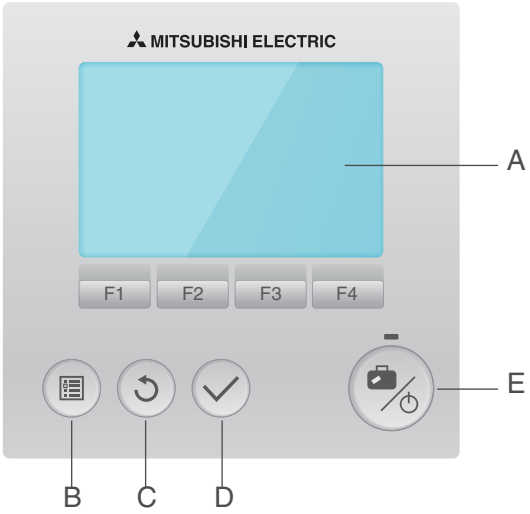
On the move

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 controller and use your MELCloud app are explained later in this booklet.

MELCloud

Main remote controller

To change the settings of your heating system please use the main controller located on the front panel of the cylinder unit or on a wall. The following is a quick guide to viewing the main settings. Should you require more information please refer to the instruction booklet included with the cylinder.



Main Controller Parts

Letter	Name	Function
A	Screen	Screen in which all information is displayed.
B	Menu	Access to main system menu settings for initial set up and modifications.
C	Back	Return to previous menu.
D	Confirm	Used to select or save. (Enter key)
E	Power / Holiday	If system is switched off, pressing once will turn the system on. Pressing again when the system is switched on will enable Holiday Mode. Holding the button down for 3 secs will turn the system off.
F1-4	Function keys	Used to scroll through menu and adjust settings. Function is determined by the menu screen visible on screen A

Mitsubishi Electric Ireland YouTube Channel

https://www.youtube.com/channel/UCrfxzTakOaSVMVK-bNebPtw

Main Remote Controller https://youtu.be/6PlCbYRdbso

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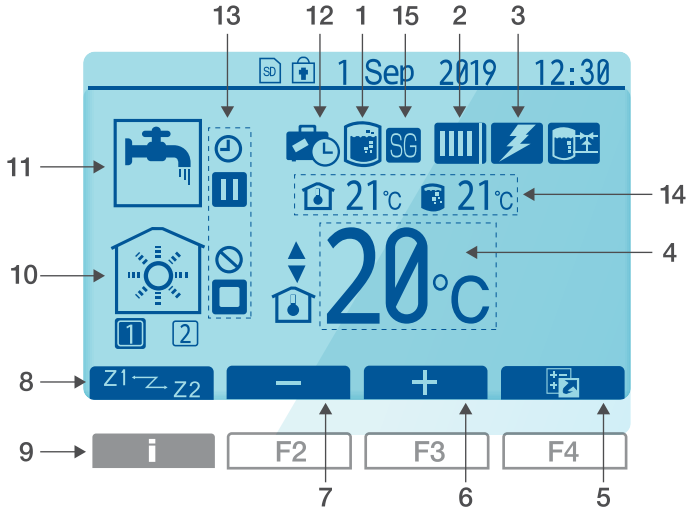
Main screen icons

This display screen highlights all the functions available on your controller. Please see below an explanation of each icon.



Controller Display Settings

No.	Name	Function
1	Legionella prevention	When this icon is displayed Legionella prevention mode is active.
2	Heat pump	Heat Pump' is running Defrosting Emergency heating
3	Electric heater	When this icon is displayed the electric heaters are in use.
4	Target temperature	Target low temperature Target room temperature Compensation curve
5	OPTION	Pressing the function button below this icon will display option screen.
	+	Increase desired temperature using function button 3.
7	-	Decrease desired temperature using function button 2.
8	Z1 Z2	Pressing the function button below this icon switches between Zone 1 and Zone 2.
9	Information	Pressing and holding the function button below this icon displays the information screen.
10	Space heating mode	Heating mode. Zone 1 or Zone 2.
11	Domestic hot water mode	Normal or ECO mode.
12	Holiday mode	When this icon is displayed Holiday mode' activated.
13		Timer Prohibited Stand-by Stop Operating
14	Current temperature	Current room temperature Current water temperature of DHW tank
15	Smart grid ready	When this icon is displayed, 'Smart grid ready' is active

General Operation

Simple temperature adjustment

To adjust temperatures for your heating outside of the schedule.

Press **F2** to lower the temperature.

Press **F3** to raise the temperature.

This can all be completed on the main display screen.

Turning on priority hot water and heating

From the main home screen, press **F4** to display the options screen To activate forced hot water press **F1.** To change hot water operating mode press **F2** to change space heating mode press **F3.**

View the YouTube video shown below for more guidance.

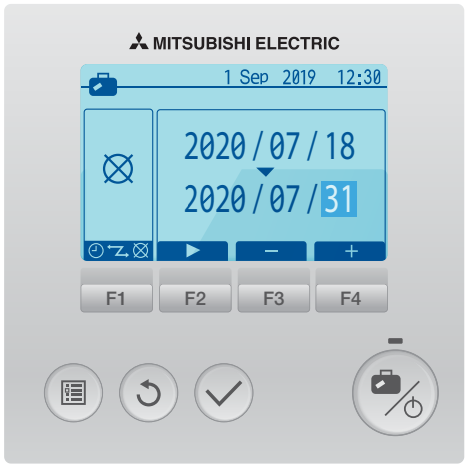
Initial Set Up **Click Here or Scan the QR Code**

les.mitsubishielectric.ie/homeowners/our-heat-pumps

Holiday mode

To set up holiday mode, hold down the power / holiday button on the bottom right of the control. Set the dates you are away and ensure the clock is showing by pressing **F1**. Finally press the tick button to confirm your date selection.

Alternatively, you can set this on your **MELCloud** app. More details on **MELCloud** are explained on **page 12**.



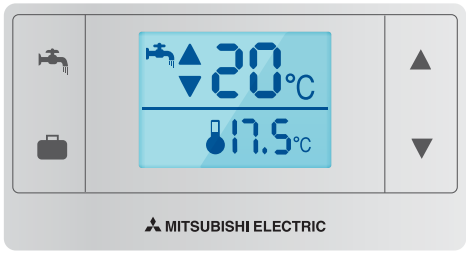
Holiday Mode **Click Here or Scan the QR Code**

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 target temperature and the bottom is the actual 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 button** again to confirm.



Wireless Controller **Click Here or Scan the QR Code**

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Heating | Quickstart Guide

Save Energy, Save Money

How to operate your system efficiently

Your Ecodan heat pump provides water at a lower temperature than the gas or oil fired boiler you may be used to. 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 and how these will affect you.

Difference to Oil/Gas Boiler	Implication	Advice
The supply temperature of the central heating water in a traditional heating system is anywhere between 75C and 85C, in the case of low temperature heating this temperature is anywhere between 35C and 55C. This is not only better for the environment, it is also a lot cheaper.	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.	Use the schedule function to heat water up overnight or during a time when the home is unoccupied.
Advanced Controls	Heating can be tailored to 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 that the homeowner seeks the most cost effective electricity tariff.

Are Heat Pumps suitable for the Irish climate?
Click Here or Scan the QR Code

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Energy monitoring

When the home screen is displayed, press **F4** to take you to the Options Screen. This will display the energy monitoring figures on the far right as shown in the image. The top battery symbol shows you the total electrical energy consumption. The bottom battery symbol shows the total heat energy produced.

To find out more detailed energy monitoring information on your system, press **F4** again.

This information can also be displayed on the MELCloud app. See below for more details on how to download the MELCloud App. (MELCloud requires the installation of a Wi-Fi adapter, please contact your installer for details)

Using energy monitoring
Click Here or Scan the QR Code

MELCloud
Monitoring and Controlling your Heating System Remotely

1: Connect

MELCloud

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.

Available on the App Store | ANDROID APP ON Google play | Windows Store

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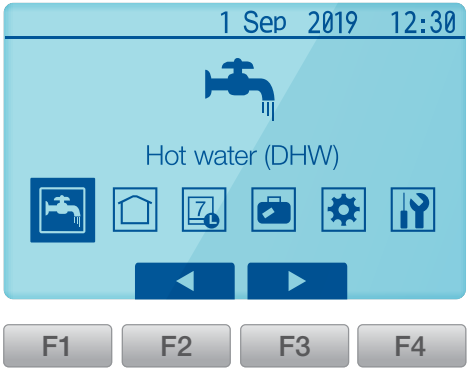
Viewing Main System Menu

To access the main settings menu, press button B 'MENU'.

The following menus will be displayed:

DHW (Domestic Hot Water)
Heating
Schedule
Holiday
Initial setting
Service (Password protected)



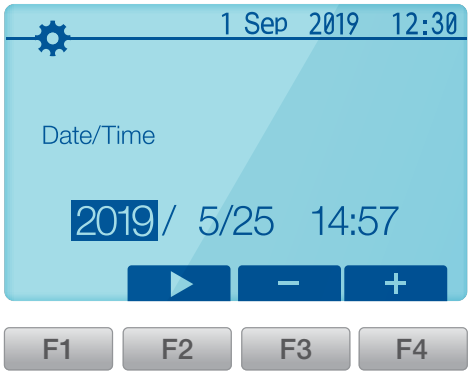
Changing Date and Time

From main settings menu use **F2** and **F3** Function Keys to highlight Initial Settings' icon and select by pressing button D to **'Confirm'**

Use **F1** and **F2** Function keys to scroll through the menu list. When 'Date/Time' is highlighted then press **'CONFIRM'** to edit.

Use the relevant function keys to edit each initial setting then press **'CONFIRM'** to save the setting.

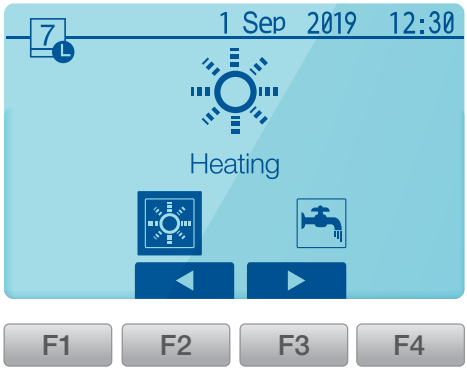
To return to the main settings menu press the **BACK** button.



Schedule

When setting up the system, your installer should discuss with you your heating and domestic hot water requirements so that the optimum schedule can be created. Activation or deactivation of the schedule is set up in the option screen (See page 8). Detailed setting instructions are available in the instruction booklet provided with the cylinder unit.

From the main settings menu (see page 8) use **F2**and **F3** Function keys to highlight the schedule icon then press **'CONFIRM'**.

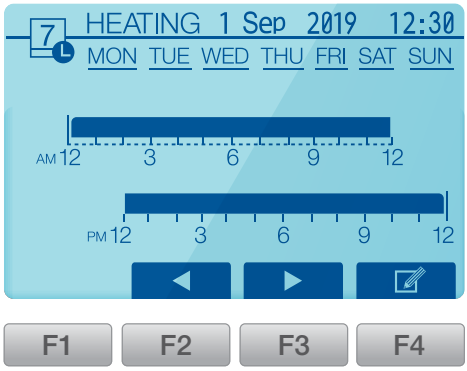


The schedule sub menu will be displayed.
The icons show the following modes:
Heating
Domestic hot water

Use **F2** and **F3** Function Keys to move between mode icons, press 'CONFIRM' to be shown the PREVIEW screen for each mode.

The PREVIEW screen allows you to view the current settings. Where a day or days appear underlined, the settings are the same for all those days.

Hours of the day are shown as a bar across the main part of the screen. Where the bar is solid black, heating/ DHW (whichever is selected) is allowed.



Programming hot water and heating timings
Click Here or Scan the QR Code

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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 the 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.

Troubleshooting

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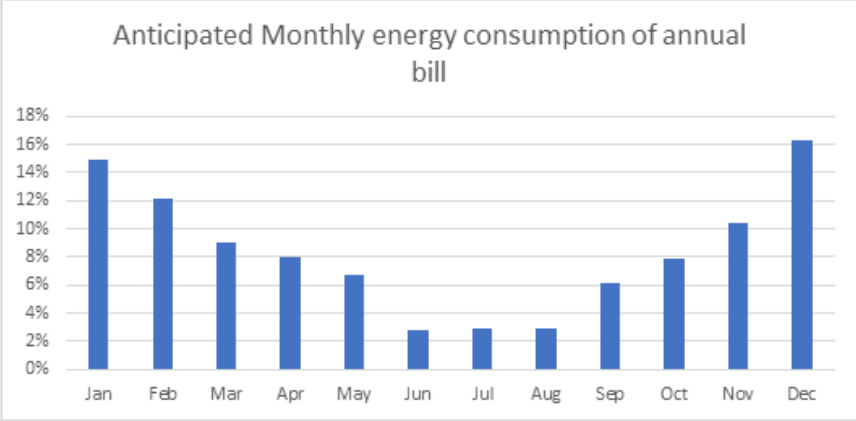
An error code appears in the main controller display
The indoor or outdoor unit is reporting an abnormal condition: Make a note of the error code number and contact your installer.

'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.

I have questions about my bills increasing during cold weather
Understanding how your system functions can help alleviate concerns about energy usage. Heat pumps operate by extracting heat from the outside air and converting it to heat energy for your home. Our Ecodan heat pumps operate in temperatures as low as -20C, however at lower temperatures there is less potential heat energy in the air, this simply means that your heat pump will need to operate at a higher level and lower efficiency in lower temperatures. Below is a chart which explains the expected breakdown of monthly energy costs for a typical installation.



Servicing your Heat Pump

Your heat pump (once commissioned and registered with Mitsubishi Electric) comes with an industry leading manufacturers warranty for both indoor and outdoor units.

This warranty covers both parts and labour associated with fixing/ replacing and part or unit due to any potential manufacturing associated faults.

As part of the terms of this warranty, you are required to have your unit serviced annually by a Mitsubishi Electric approved service agent. By servicing your heat pump, you not only ensure that your warranty conditions are met but can also reduce your running cost and ensure a longer lifespan for your heat pump.

To book your annual service please Click Here or scan the QR Code

As part of our annual maintenance package, a member of our Ecodan After Sales Team will visit your home or business to complete a comprehensive 30 point check on your heating system, which ensures it is running optimally.

Our engineers will leave your system running at its optimum efficiency as well as answer any questions you may have regarding your heat pump and provide you with peace of mind.

Benefits of Our Service and Maintenance Plan package

Prolongs the life of your system.

Ensures that your Ecodan heating system is operating at maximum efficiency.

Peace of mind your system is operating correctly

Key areas covered during the Annual Service check	
OUTDOOR UNIT	• Clean outdoor unit of debris • Clean the evaporator to maximise efficiency • Straighten fins on evaporator* • Check noise levels • Check electrical and plumbing connections • Verify compressor function
INDOOR UNIT	• Clean system filters and strainers • Remove air from the system • Verify flow rates for heating and hot water • Verify C.O.P (unit efficiency) • Recommission controller • Top up system pressure

*Badly damaged fins may not be able to be straightened

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Notes

Notes

ecodan®
Renewable Heating Technology

Telephone: (01) 419 8800

IRELAND Mitsubishi Electric Europe Westgate Business Park, Ballymount, Dublin 24, Ireland
Telephone: Dublin (01) 419 8800 Fax: Dublin (01) 419 8890 International code: (003531)

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