MELCloud Home Specifications

Product Specification Document

Product name: MELCloud Home
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                        1.0

1. Overview

1.1 Product Description

MELCloud Home is a centralised software platform developed by Mitsubishi Electric to enable residential users to manage and control various Mitsubishi Electric HVAC products. The system is designed for intuitive remote access and complete system control through desktop and mobile devices.

1.2 Purpose

The purpose of MELCloud Home is to provide users with seamless and intelligent control of heating, ventilation and air-conditioning (HVAC) systems, improving energy efficiency, comfort and usability.

1.3 Target audience

- Owners and tenants of residential properties
- Energy-conscious users looking for HVAC management

2. Key features

2.1 Compatibility

Supports the control and monitoring of the following Mitsubishi Electric systems:

- Air-to-air: Split, multi-split and VRF systems
- Air-to-water: Ecodan heating systems
- Energy Recovery-Ventilation: Lossnay

2.2 Device access

- Accessible from Personal Computers, Macs, tablets and smartphones
- Remote control functionality from any location connected to the Internet
- Simple device configuration and account synchronisation

Need help? Please contact the MELCloud Helpdesk. Support.melcloud@meeclima.it

2.3 Live system controls

- Real-time control of HVAC comfort settings
- Real-time monitoring of operational status and performance

2.4 Multi-device real estate management

- Manage multiple products from one MELCloud account
- Control devices across multiple residential properties
- Easy-to-use interface and smooth navigation between products

2.5 Zone control

- Independent temperature control in multiple zones
- Customised profiles for specific zone preferences
- Possibility to deactivate unused zones to save energy

2.6 Scene management

- Combine and save settings (e.g. fan speed, temperature) in 'Scenes'.
- Apply scenes on multiple devices with one touch
- Ideal for frequent or routine comfort preferences

2.7 Programming

- Support for weekly and seasonal timers
- Define temperature preferences for different times of the day or year
- Energy-efficient automatic operation

2.8 Energy monitoring

- Real-time tracking of energy consumption
- Analysing patterns to identify inefficiencies or savings opportunities.

2.G Historical data analysis

- Access historical HVAC system performance
- Compare trends over different time periods
- Export of historical data for in-depth evaluation

2.10 Error notifications

- Logging and notification of system errors within the application
- Instant alerts for troubleshooting and proactive maintenance

2.11 Voice control

- Integration with smart assistants such as Amazon Alexa
- Execution of hands-free commands
- Scene-based voice activation for control of grouped devices

2.12 Security features

- Encrypted data transmission
- Frequent updates to protect against emerging vulnerabilities

2.13 User permissions

- Role-based access control
- Customised authorisation levels (e.g. Primary User, Guest)
- Ideal for multi-user households or managed properties

3. Technical requirements

3.1 Platform support

- **Web:** Latest versions of Chrome, Firefox, Safari and Edge
- **Mobile:** iOS and Android applications
- **Voice Assistants:** Amazon Alexa (with future expansion planned)

3.2 Network requirements

- Stable Internet connection
- Devices must be registered on an active MELCloud account.

4. Security and privacy

4.1 Data protection

- End-to-end encryption of user data and communication with the device
- Compliance with GDPR and other applicable data privacy regulations.

4.2 Access management

- User authentication via credentials
- Two-factor authentication (expected in future versions)
- Differentiated access levels based on user roles

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5. Support documentation

5.1 Customer support

- Feedback can be sent via the application and forwarded to
  Mitsubishi Electric Europe D.V. Branch office
- For support on Melcloud Home please contact: Support.melcloud@meeclima.it

5.2 Documentation

- The complete product information package is available on the Mitsubishi Electric Climate Control website