Mitsubishi Electric Europe B.V.

MELCloud Home

User Manual

V1

Contents

Introducing MELCloud Home

Welcome to the MELCloud Home user manual. This guide takes you step by step through the process of using the MELCloud Home application, designed specifically for residential comfort control. It covers user registration, product setup, and how to create and manage your personalized MELCloud Home application, ensuring a seamless experience for homeowners.

PC / Tablet / Smartphone

The MELCloud Home platform is designed for seamless accessibility across a wide range of modern Personal Computers (PCs), Tablets, and Smartphones from leading manufacturers. The application intelligently detects the device in use and dynamically optimizes the interface to maximize visibility and usability, ensuring an intuitive experience tailored to any screen size.

Apple / Android

MELCloud Home supports all major mobile device manufacturers, offering dedicated applications available for download from various app stores. If your device does not support the app, you can still access MELCloud Home via the web application, provided your device runs the latest versions of popular web browsers from Microsoft, Google, Apple, and other leading providers.

Remote control

With MELCloud Home, you can effortlessly manage your Mitsubishi Electric comfort products from anywhere in the world, if you have an internet connection. Whether you forget to turn off your heating while away or want to create the perfect indoor climate before returning home, MELCloud Home ensures you have full control over your comfort settings.

Additional functions

MELCloud Home offers advanced features designed to enhance convenience and energy efficiency. These include fabric protection, a fully customisable 7-day programmable schedule, and a holiday mode to optimise comfort while you are away. More innovative features are planned for future updates, ensuring continuous improvements to your experience.

User types

MELCloud Home is designed to accommodate a variety of users, from individuals managing a single air conditioner to households with multiple occupants. The platform allows users to invite others as guests within the application, ensuring shared access and control. No matter your setup, MELCloud Home provides the flexibility and functionality needed to suit your specific requirements.

Installation and Hardware

Required Hardware to Connect

Important Notice: Mitsubishi Electric products and IoT devices are not intended for self-installation. To ensure proper functionality and adherence to safety standards, installation must be carried out by a qualified professional. This precaution mitigates risks such as electric shock and personal injury, ensuring a secure and compliant setup.

Mitsubishi Electric Product

A compatible Mitsubishi Electric product is required to connect to MELCloud Home platform.

Mitsubishi Electric Wi-Fi Interface

A Wi-Fi Interface is one option we provide to connect your product to MELCloud Home, please contact your local Mitsubishi Electric branch, Sales Representative, Distributor, or Installer for more information. Please note a Wi-Fi Interface Firmware update may be required for MELCloud operation.

Broadband Package

Internet access is required at the building where the Mitsubishi Electric product is to be installed, please also check that your broadband package does not have data usage limits or additional costs based on data, or if it does, please check before purchasing a Wi-Fi Interface whether additional data costs will be incurred and are acceptable.

Access Point / Router (WPS)

If your Access Point / Router supports WPS connections, connection is made by pressing the WPS buttons on the access point and on the Wi-Fi Interface in close succession or by using WPS Pin Code method, please refer to page 14 if your Access Point or Router does not support WPS.

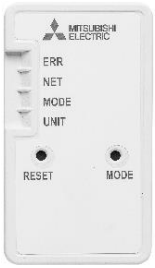
Mitsubishi Electric Cellular Interface

We also offer a cellular option for customers who will not have access to a Wi-Fi package, please contact your local Mitsubishi Electric branch, Sales Representative, Distributor, or Installer for more information. Please note a Wi-Fi Interface Firmware update may be required for MELCloud Home operation.

PC, Tablet or Smartphone

Finally, you will need a PC, Tablet, Smartphone, or other Internet enabled device to be able to connect to MELCloud Home. Please check with your local Branch or Sales office if you are not sure if your device is compatible before purchasing a Wi-Fi or Cellular Interface.

Wi-Fi Connectivity Interfaces MAC-567IF-E & MAC-577IF-E models



MAC-567IF-E
MAC-577IF-E

These Wi-Fi interface modules are a dependable choice for residential applications with stable internet connectivity. Compatible with a wide range of Mitsubishi Electric indoor units, these modules integrate with the MELCloud Home platform, enabling remote control of heating, cooling and ventilation systems via smartphone, tablet, or PC. Installation is typically straightforward, using the home's existing Wi-Fi network. Supporting key features such as temperature adjustment, scheduling, and basic energy monitoring, standard Wi-Fi interfaces have delivered reliable smart control across multiple product generations and continue to serve as a widely adopted solution.

Connectivity Requirements

Requirement	MAC-567IF-E & MAC-577IF-E
Network Type	
Cellular Network	n/a
Wi-Fi Standard	IEEE 802.11 b/g/n (2.4 GHz)
Wi-Fi Frequency	2.4 GHz only
Wi-Fi Security Protocols	WPA2-PSK (AES)
Internet Pairing Method	
Cellular Network	n/a
Bluetooth	n/a
Wi-Fi Access Point	Supported
Wi-Fi WPS-PIN	Supported
Wi-Fi Router/Access Point	
SSID	Must be visible (hidden SSIDs may prevent pairing)
SSID Max Length / Characters set	32 characters ASCII
DHCP	Required
MAC Filtering	Must allow MAC address of the Wi-Fi interface
Firewall Ports	Allow outbound HTTP (TCP 80) and HTTPS (TCP 443)
Connection limit	Ensure router capacity is not exceeded
Internet Access	
Connectivity	This interface requires continuous internet access
Proxy Support	Not supported
Captive Portals	Not supported (e.g., hotel-style login pages)
Signal Strength	
Recommended Signal Strength	-70 dBm or stronger at device location
Device location	Avoid installing near metal or strong RF sources
How to register	
MELCloud Home Mobile App	Supported
Web on Mobile device Android/iOS	Supported
Web browser	Supported

Wi-Fi Connectivity Interface MAC-587IF-E model

MAC-587IF-E

These Wi-Fi interface modules are a dependable choice for residential applications with stable internet connectivity. Compatible with a wide range of Mitsubishi Electric indoor units, these modules integrate with MELCloud Home platform, enabling remote control of heating, cooling and ventilation systems via smartphone, tablet, or PC. Installation is typically straightforward, using the home's existing Wi-Fi network. Supporting key features such as temperature adjustment, scheduling, and basic energy monitoring, standard Wi-Fi interfaces have delivered reliable smart control across multiple product generations and continue to serve as a widely adopted solution.

Connectivity Requirements

Requirement	MAC-587IF-E Details
Network Type	
Cellular Network	n/a
Wi-Fi Standard	IEEE 802.11 b/g/n (2.4 GHz)
Wi-Fi Frequency	2.4 GHz only
Wi-Fi Security Protocols	WPA2-PSK (AES)
Internet Pairing Method	
Cellular Network	n/a
Bluetooth	n/a
Wi-Fi Access Point	Supported
Wi-Fi WPS-PIN	Supported
Wi-Fi Router/Access Point	
SSID	Must be visible (hidden SSIDs may prevent pairing)
SSID Max Length / Characters set	32 characters ASCII
DHCP	Required
MAC Filtering	Must allow MAC address of the Wi-Fi interface
Firewall Ports	Allow outbound HTTP (TCP 80) and HTTPS (TCP 443)
Connection limit	Ensure router capacity is not exceeded
Internet Access	
Connectivity	This interface requires continuous internet access
Proxy Support	Not supported
Captive Portals	Not supported (e.g., hotel-style login pages)
Signal Strength	
Recommended Signal Strength	-70 dBm or stronger at device location
Device location	Avoid installing near metal or strong RF sources
How to register	
MELCloud Home Mobile App	Supported
Web on Mobile device Android/iOS	Supported
Web browser	Supported

Wi-Fi Connectivity Interface MAC-597 model

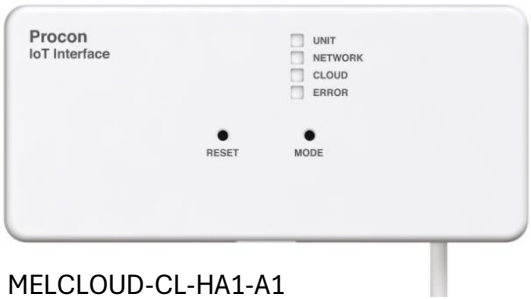
The latest Wi-Fi interface modules bring improved performance, enhanced security, and easier setup through Bluetooth pairing. These devices are designed for use with MELCloud Home and offer broader compatibility with both current and upcoming Mitsubishi Electric systems. In addition to traditional Wi-Fi connectivity, Bluetooth support streamlines the installation process, enabling faster pairing and secure onboarding - particularly useful in environments with complex network configurations. These interfaces deliver the same intuitive remote control, scheduling, and monitoring features while offering a future-ready platform for modern smart homes.

MAC-597IF-E

Connectivity Requirements

Requirement	MAC-597IF-E
Network Type	
Cellular Network	n/a
Wi-Fi Standard	IEEE 802.11 b/g/n (2.4 GHz)
Wi-Fi Frequency	2.4 GHz only
Wi-Fi Security Protocols	n/a
Internet Pairing Method	
Cellular Network	n/a
Bluetooth	Supported
Wi-Fi Access Point	n/a
Wi-Fi WPS-PIN	n/a
Wi-Fi Router/Access Point	
SSID	Must be visible (hidden SSIDs may prevent pairing)
SSID Max Length / Characters set	32 characters ASCII
DHCP	Required
MAC Filtering	Must allow MAC address of the Wi-Fi interface
Firewall Ports	Allow outbound HTTP (TCP 80) and HTTPS (TCP 443)
Connection limit	Ensure router capacity is not exceeded
Internet Access	
Connectivity	This interface requires continuous internet access
Proxy Support	Not supported
Captive Portals	Not supported (e.g., hotel-style login pages)
Signal Strength	
Recommended Signal Strength	-70 dBm or stronger at device location
Device location	Avoid installing near metal or strong RF sources
How to register	
MELCloud Home Mobile App	Supported
Web on Mobile device Android/iOS	Not Supported
Web browser	Not Supported

Cellular Connectivity Interface



MELCLOUD-CL-HA1-A1

This cellular interface module provides a robust and self-contained connectivity solution for climate control, ideal for properties where Wi-Fi access is unreliable or unavailable. These modules connect directly to mobile networks, enabling remote system management without requiring internet access from the building. Designed for seamless integration with MELCloud Home, cellular interfaces offer plug-and-play setup, consistent connectivity, and minimal reliance on occupant infrastructure. This makes them especially suitable for social housing, rental properties, and managed multi-unit sites—where long-term reliability and remote oversight are essential.

Connectivity Requirements

Requirement *1	MELCLOUD-CL-HA1-A1
Network Type	
Cellular Network	2G and LTE-M (subset 4G)
Wi-Fi Standard	IEEE 802.11 b/g/n (2.4 GHz)
Wi-Fi Frequency	2.4 GHz only
Wi-Fi Security Protocols	WPA2-PSK (AES)
Internet Pairing Method	
Cellular Network	Supported
Bluetooth	Supported
Wi-Fi Access Point	n/a
Wi-Fi WPS-PIN	n/a
Wi-Fi Router/Access Point	
SSID	n/a
SSID Max Length / Characters set	32 characters ASCII
DHCP	Required
MAC Filtering	n/a
Firewall Ports	Allow outbound HTTP (TCP 80) and HTTPS (TCP 443) and DNS (UDP 53) and NTP (UDP 123)
Connection limit	Ensure router capacity is not exceeded
Internet Access	
Connectivity	This interface requires continuous internet access
Proxy Support	Not supported
Captive Portals	Not supported (e.g., hotel-style login pages)
Signal Strength	
Recommended Signal Strength	-70 dBm or stronger at device location
Device location	Avoid installing near metal or strong RF sources
How to register	
MELCloud Home Mobile App	Supported
Web on Mobile device Android/iOS	Supported

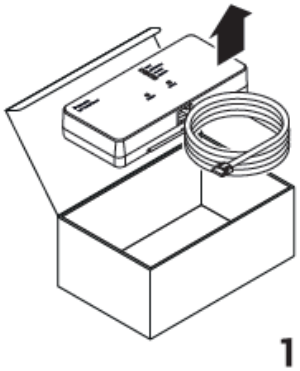
Web browser	Supported

*1 Contact your local sales office if you require more details

Installation and Hardware (Cellular)

Installation Guide

Procon | **MELCLOUD Cellular/LAN Interface**
Ref: MELCLOUD-CL-HA1-A1 | **Quick start guide** V1



1

2A Switch off power to indoor/ outdoor unit

2B Remove the cover of your indoor unit and follow instructions below to connect the interface depending on the type of unit

2C Plug end of cable into CN105/CN92 (red connector)

Air conditioning indoor unit

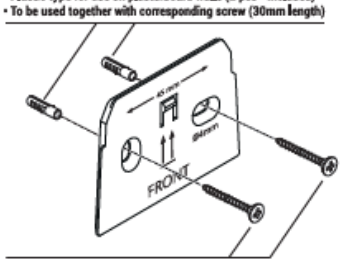
Heating cylinder indoor unit

Heating hydro box indoor unit

2D Route cable

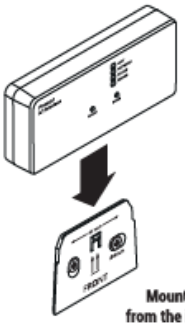
2E Replace cover and switch power back on

- Plastic type for use on plasterboard walls (2 pcs - included)
- To be used together with corresponding screw (30mm length)



Screw type (2 pcs - included / 8mm drill diameter):
Countersunk screw Philips head - M4x30
Centre distance: 45mm

3A

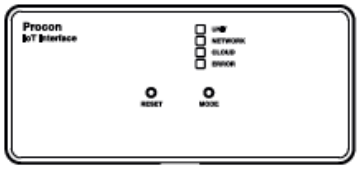


3B Mount externally from the indoor unit

2 mins

It may take up to two minutes for the device to power ON and connect to the best cellular network when first powered up.

4



10 mins

Label	LED	Status
UNIT	ON	Communicating with HVAC Unit
NETWORK	ON	Communicating with Internet
CLOUD	ON	Communicating with Cloud
ERROR	OFF	-

On Solid: Communicating Successfully
Flashing every 2 Seconds (0.5Hz): Connecting
Flashing every 0.5 seconds (2Hz): Error

5

Download app MELCloud Home
www.melcloud.com/en/downloadapp

6

Settings

Change Mode:
Press and hold* the Mode button for more than 5 seconds to cycle through the modes (see table of modes)

Soft Reset:
Press and release* the Reset button

Factory Reset:
Press and hold the Reset button for 10 seconds

Table of modes

Cellular		LAN	
Label	LED	Label	LED
UNIT	ON	UNIT	ON
NETWORK	OFF	NETWORK	ON
CLOUD	OFF	CLOUD	OFF
ERROR	OFF	ERROR	OFF

Technical specifications
Frequency bands & Maximum RF power transmitted:
GSM850, EGSM900 - 33 dBm
DCS1800 / PCS1900 - 33 dBm
CAT-NB2 - 20 dBm
CAT-M1 - 20 dBm
WIFI 2.4Ghz - 19.5 dBm
BLE - 9 dBm

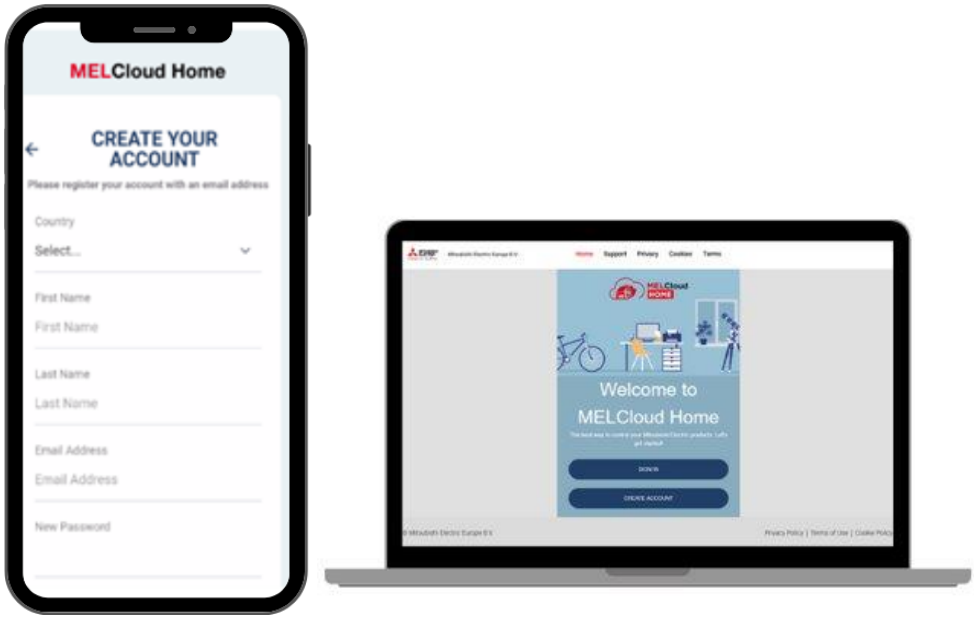
Simplified EU declaration of conformity
Hereby, Mitsubishi Electric Europe B.V. declares that the radio equipment type MELCLOUD Cellular/LAN Interface reference MELCLOUD-CL-HA1-A1 is in compliance with Directive 2014/53/EU. The full text of the EU Declaration of conformity is available at the following internet address: www.melcloud.com/en/docs/1

Scan to access to the EU declaration of conformity

Contact: Travellers Lane, Hatfield AL10 8XB, UK

After sales service: Please contact your local branch office

Getting Started



Welcome to **MELCloud Home**, your centralised platform for managing Mitsubishi Electric heating and cooling products. Whether you are a homeowner setting up your first product or a guest accessing a shared device, this guide will help you get up and running quickly and confidently.

MELCloud Home allows you to:

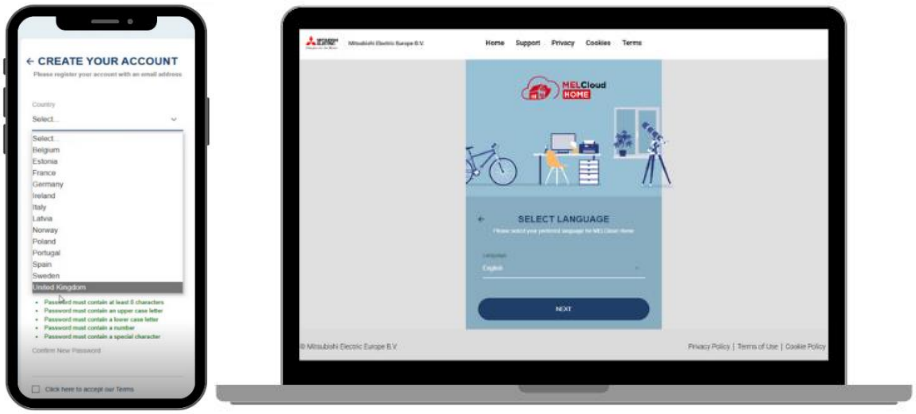
- Register and control Air to Air (ATA) and Air to Water (ATW) products
- Monitor performance and energy usage
- Set automated schedules and scenes
- Manage multi-zone products across multiple homes
- Invite others to access your product as guests

In the sections that follow, you will learn how to:

- Create a new user account
- Register your products and connect them to your home network
- Navigate the dashboard and remote controllers
- Use scheduling, reports, and advanced control features

Whether you are using the web portal or mobile app, MELCloud Home is designed to give you complete control of your comfort anytime, anywhere.

User Registration



If you are an existing user, click **Sign In** and complete the standard login process. If you are a new user, click **Create Account** and follow the steps.

Select Language

When creating a new account for the MELCloud Home application you will first be asked to select the language that you wish to use within the software. Select the language that is, or is the closest to, your native language, from the list of options provided. You can change your language within the App at any time.

Personal Information

The next step is the User Registration page, where you will need to provide personal and security information required to be able to use the service. All fields are mandatory and will need to be completed to complete this step.

Terms and Policies

Once you have completed your personal information you will need to read and accept all our Terms and Policies. To read these please click on the links, a new pop-up will open for you to read and click the “I Agree” button.

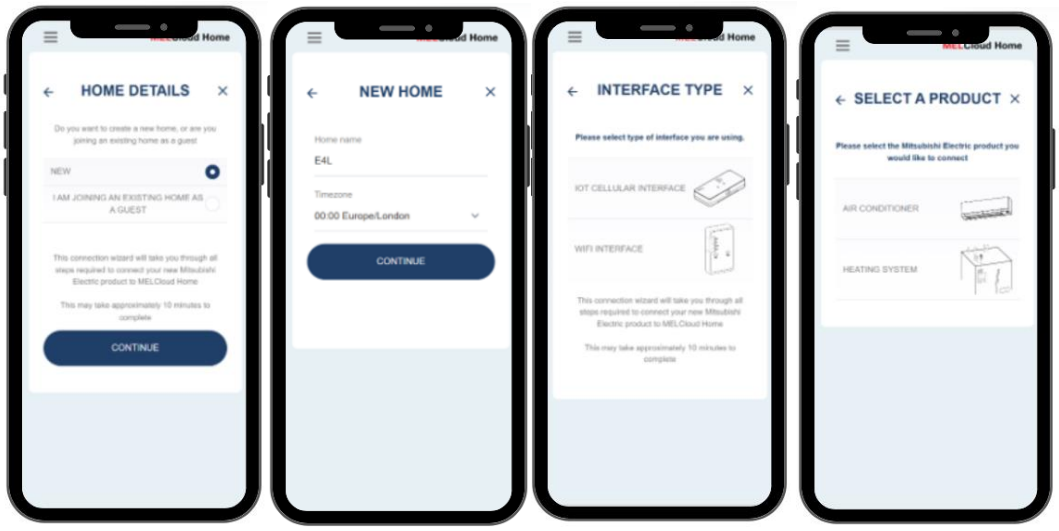
Account Validation

Once you have agreed to all our Terms and Policies, click the Register button and you will be presented with a confirmation message and be required to verify your email address. An email will be provided for you to verify your email address, by clicking a link, once you have done this you will be able to log in.

Login

From the Landing page, Account Registration message or Email Validation page click on the Sign In button and provide your email address and password and click Sign in.

Product Registration



To register a product on the MELCloud Home service you will need your Air Conditioning or Heating product connected to the Internet via a Mitsubishi Electric Wi-Fi or Cellular interface. All Items contain QR codes to help you identify all information you will require to claim your products on your account. The **Claiming Wizard** guides you through the process of connecting your product to MELCloud Home.

Home Information

When logging in for the first time, you will be prompted to claim a product using the **Claiming Wizard**. The first stage is to set up all the information for your Home. After you have selected to create a new home enter your home details and select the correct time zone.

Product Setup

The next phase of the **Claiming Wizard** is to build up the product information and the wizard again guides you though the process:

- Choose the type of interface:
  - **Cellular Interface** – Plug-and-play device managed by MELCloud Home
  - **Wi-Fi Interface** – Three supported models (MAC-567, MAC-577, MAC-587)
- Select the product type:
  - **Air Conditioning (Air-to-Air)**
  - **Heating (Air-to-Water)**
- Enter in Product Details (Model Number, Service Reference, Installation Date)
  - Scan the QR codes on the products to auto-populate details or enter them manually
- Name and select and icon for your product for easy identification

Connection

The Final Stage of the **Claiming Wizard** is to get your Interface connected to the internet and claim it to your account. As there are two different types of interfaces, there are slight differences in the ways they connect.

Cellular Interface

The **Cellular Interface** offers a secure and reliable "plug-and-play" option that does not rely on a home Wi-Fi network. When prompted in the app, choose the option to **Scan QR Code**. Use your device's camera to scan the QR code located on the Cellular Interface unit; this is typically found on the sticker attached to the front or side of the device casing. Once scanned, the device information will auto-populate, and the app will verify the connection. After successful registration click continue and your product will appear on the dashboard and begin sending live status updates.

Wi-Fi Interface

The **Wi-Fi Interface** offers a secure and reliable option that is required to connect to a Wi-Fi network. If you have already connected the Interface to the Internet, click **Yes, Already Connected** when prompted and then **Scan QR Code** or manually enter MAC Address and Serial Number and the app will verify the connection. After successful registration click continue and your product will appear on the dashboard and begin sending live status updates.

If you need to connect the interface to the Internet, the Wi-Fi Interface supports two different methods, and the **Claiming Wizard** will assist in taking you through these steps:

- **WPS Mode** (Web and Mobile): Press a button on the Wi-Fi Interface and on a WPS Supported router
- **Access Point Mode** (Mobile only): Connect Mobile Device to the Interfaces Wi-Fi network and configure Internet settings directly on the Interface

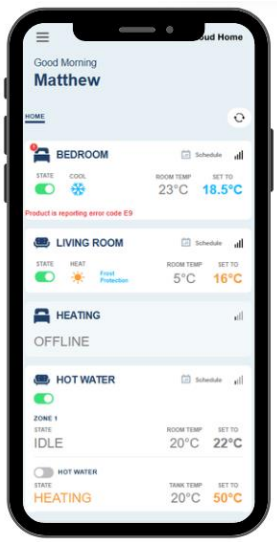
Again, when prompted **Scan QR Code** or manually enter in MAC Address and Serial Number and the app will verify the connection, and after successful registration click continue and your product will appear on the dashboard and begin sending live status updates.

If the app is unable to connect to a Wi-Fi or Cellular Interface, the **Claiming Wizard** will inform you with useful prompts. Please refer to the Connectivity guides provided with the interfaces or additionally we have provided a high-level explanation of some common issues in the troubleshooting section of this manual here.

Multi-Split

If the outdoor Model Number selected during the Product Setup phase is an Air-Conditioning (ATA) model that supports multiple indoor units then you will be prompted to enter in the information for the additional indoor units. We recommend capturing this information at this time and will pre-populate all the outdoor information when you go through the **Claiming Wizard**. You can also enter the additional information at a later date but ensure that the same Model Number and Serial Number entered are the same.

Main Dashboard



The **Dashboard** is the central hub of the MELCloud Home application. It provides a real-time overview of all the homes and products connected to your account, giving you immediate access to product status, controls, and key features.
Each registered product whether an Air to Air (ATA) or Air to Water (ATW) unit is displayed as a **tile**, grouped by product type, and organised by the order in which they were added. The dashboard is designed for simplicity and speed, allowing you to power products on or off, view error messages, check Wi-Fi status, launch schedules, or access the remote controller with a single tap.

Homes

All the Homes you have access to will be displayed in a line above all your product tiles. A user can register up to 10 products across 2 homes. Up to 4 homes can be displayed if combining owned and guest access.

Air-Conditioning (ATA) Tile

The **Air to Air (ATA) dashboard tile** provides a quick and interactive snapshot of your air conditioning unit's current status. Each tile is tailored to the specific unit it represents and is designed to give you fast access to key controls and information at a glance.
Below is a breakdown of the ATA tile features:

Main Tile Area

- Displays the **custom name** and **icon** you assigned to the unit during setup.
- Tapping anywhere in this area (except specific icons described below) opens the **Remote Controller**, where you can adjust temperature, fan speed, mode, and more.

Power Button

- Located in the **top-right corner** of the tile.
- Allows you to **turn the unit on or off** with a single tap.
- The button colour reflects the current power state:
  - **Green**: Unit is on
  - **Grey**: Unit is off

Mode Shortcut

- A small icon within the tile may display the **current operation mode** (e.g., cooling, heating).
- Tapping it opens the **Remote Controller** directly at the **Mode selection tab**.

Schedule Icon

- Represented by a **calendar icon**, this shortcut takes you to the unit's **individual schedule page**.
- From there, you can add, edit, enable, or disable schedule events specific to that ATA unit.

Wi-Fi Signal Icon

- Indicates the unit's current **Wi-Fi signal strength**.
- Tapping it opens the **Wi-Fi Signal Report**, showing historical signal data and any offline periods.

Error Indicator

- If the unit experiences a fault, a **red warning icon** will appear.
- The icon includes the **error code** for quick identification.
- Tapping the icon will direct you to the **Error Log**, where you can view error details and resolution history.

Status Icons (When Active)

The tile may also display small status icons when the following features are enabled:

- **Frost Protection**
- **Overheat Protection**
- **Holiday Mode**

These icons serve as real-time indicators that the product is running under one of the advanced control settings.

Heating & Hot Water (ATW) Tile

The **Heating & Hot Water tile** appears as part of the **ATW dashboard tile** and provides a clear overview of your domestic hot water (DHW) product's current status. It allows you to monitor availability, trigger heating cycles, and access hot water-specific settings with ease.
This tile section is particularly important in homes using Air to Water products for **sanitary hot water production**, such as showers, baths, or sinks.

Current Hot Water Status

- The tile displays whether the hot water product is currently:
  - **Active** (heating in progress)
  - **Idle** (no heating demand)
  - **Boosted** (manually forced full heat cycle)
- You will also see the **target tank temperature** if supported by the unit.
- This gives you a quick way to confirm whether hot water is being heated or maintained.

Hot Water Controller Access

- Tapping the **hot water area** of the tile (usually the lower portion) opens the **Hot Water Controller**.
- From here, you can:
  - Adjust the **temperature setpoint**
  - Manually start or stop hot water heating
  - View the current tank temperature (if available)
  - Enable or disable **Hot Water Boost**

Hot Water Boost Button

- A dedicated **Boost icon** (often represented by a lightning bolt or heat wave) appears in the lower-right corner of the ATW tile.
- When tapped, it triggers **Hot Water Boost**, which:
  - Forces the tank to heat fully to ensure maximum availability
  - Temporarily prioritizes hot water heating over normal scheduling or sensor-driven behaviour
- This feature is ideal for:
  - Unexpected high usage (e.g., guests or extra showers)
  - Quickly ensuring the tank is at full capacity after inactivity

Once the tank reaches the desired temperature, the product will automatically return to its regular operating mode.

Integration with Scheduling

- Hot water operation can be **scheduled** just like zones.
- You can automate when the product should turn on or off for water heating and set target temperatures to match your daily routine.

Visual Indicators

- When **Hot Water Boost** is active, the icon will be highlighted to reflect that it is in use.
- If the hot water product is experiencing a **fault**, a red **error icon** will appear and can be tapped to view detailed error information in the **Error Log**.

OFFLINE

In MELCloud Home, a product is considered **offline** when the connected interface has lost communication with the server and is no longer sending or receiving updates. For products, this may temporarily limit or disable control and monitoring through the app.

How to Identify Offline Status

When a product goes offline:

- The **dashboard tile** for the product will appear **greyed out**.
- The **Wi-Fi signal icon** on the tile will be grey or absent.
- The **Remote Controller** and **Reports** may show limited or outdated data.
- **Scheduled actions** may not be executed as expected.
- A **disconnection alert** may be sent via email (if notifications are enabled).

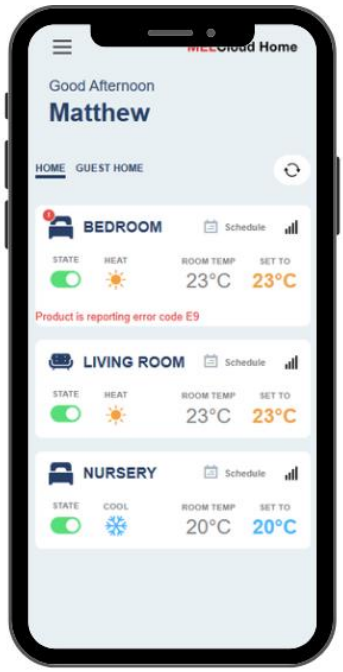
Common Causes of Offline Status

- **Poor Wi-Fi signal strength** or intermittent network connection
- **Power loss** at the product or router
- **Interface not registered correctly** or unclaimed
- **Firmware update** or device reset in progress
- For **Cellular interfaces**, weak mobile signal, or temporary service disruption

What Happens When a Product Is Offline

- The product continues operating based on its **last known settings** and **internal schedule**.
- You **cannot send new commands** or make remote adjustments until the connection is restored.
- Reports will **not update** with new data during the offline period.
- Once reconnected, all missed data (e.g., temperature, energy usage) may be **retrospectively uploaded** depending on the interface type.

Air Conditioning Dashboard Details



The **Air to Air (ATA) Dashboard** in MELCloud Home provides a real-time overview of each registered air conditioning unit, allowing you to monitor product status and quickly access essential controls. Each ATA product appears as an individual tile on the dashboard, displaying key information such as power state, current mode, schedule access, Wi-Fi connectivity, and error alerts.

On/Off Toggle

The On/Off toggle is a simple, intuitive switch that allows you to easily turn your product on or off with just a tap. This toggle can be accessed directly from the main Dashboard or the product tile, making it a convenient feature for quick adjustments.

Current State Mode / Room Temp / Set To

This section provides real-time information about the product's operation, making it easier to monitor the device's status and adjust settings as needed.

Schedule

The schedule feature allows users to program their products to operate at certain times of day. This can help save energy or ensure that the product runs only when needed. The Schedule icon is a link to quickly access the schedule settings.

Signal Strength

The signal strength indicator allows you to quickly assess the Wi-Fi connectivity of your product. If the product is not responding properly, it might be due to weak signal strength, which this feature helps to identify. Click the "Signal Strength" link to open the Wi-Fi Signal Strength Report.

Error

If there is an issue with the product, the Error section will notify you immediately with a red chip displayed over the product's icon. There are also details of the error code provided, which can be used to investigate and resolve the problem.

Frost / Overheat Protection

Frost and overheat protection are designed to safeguard your home against extreme temperatures. When these protections are triggered, the Dashboard UI will update to indicate that the protection is active, providing a visual cue that the product is in a protective mode.

Holiday Mode

Holiday Mode is designed to automatically adjust the settings of your product when you are away on vacation or during extended periods of time where regular heating or cooling is not necessary. This helps save energy by reducing unnecessary use of the product. When Holiday Mode is active, the Dashboard UI will show a Holiday Mode indicator, letting you know that the product is operating under this special setting.

ATW DASHBOARD Details

The **Air to Water (ATW) dashboard tile** in MELCloud Home gives you a centralised, real-time summary of your ATW product's status and provides direct access to essential controls. This tile is designed for quick interaction, allowing you to monitor and manage heating zones, hot water, connectivity, and protection features without navigating away from the dashboard.
The ATW Dashboard Tile is designed to give users a comprehensive yet intuitive control point for their heating and hot water products. Each section is interactive and informative, enabling efficient and effective product management at a glance.

Each ATW device tile includes:

- **Name & Icon**
- **On/Off Button**
- **Hot Water Boost** (forces full tank heating)
- **Schedule Shortcut**
- **Wi-Fi Report**
- **Zone Selection** (click zones to control separately)

Notes:

- Zones and hot water are accessed via zone-specific areas on the tile.
- Zone selection UI is currently subtle but due for update.
- Products grouped by ATA (top) and ATW (bottom) in the order added.

ON/OFF

The On/Off toggle is a simple, intuitive switch that allows you to easily turn your product on or off with just a tap. This toggle can be accessed directly from the main Dashboard or the product tile, making it a convenient feature for quick adjustments.

Zone 1 Current State Mode / Room Temp / Set To

The top section of the tile displays the **current status of Zone 1**, including:

- **Operating mode** (e.g., Heating, Cooling, or Off)
- **Current set temperature**
- **Room Temperature**

This section serves as both an informational panel and a shortcut. Tapping it opens the **Zone 1 Remote Controller**, where you can adjust the temperature, switch modes, and configure more detailed behaviour such as heat curve profiles.

Zone 2

If **Zone 2** is enabled via your product's dip switch settings, a second zone section will appear just below Zone 1. This displays the **current status of Zone 2**, including:

- **Operating mode** (e.g., Heating, Cooling, or Off)
- **Current set temperature**
- **Room Temperature**

Tap the section to open the **Zone 2 Remote Controller** for independent configuration.

Hot Water Current State Mode / Room Temp / Set To

The bottom section of the tile shows the status of the **hot water product**, including:

- **Current operation (active/inactive)**
- **Target Tank temperature**
- **Current Tank Temperature**

Tapping this section opens the **Hot Water Remote Controller**, where you can:

Hot Water Boost

The **Hot Water Boost** function, accessible via the toggle switch in the hot water section, allows you to **force a full heat cycle of the hot water tank**. When activated the product will heat the tank to ensure water reaches the desired temperature throughout. Typically, this changes which internal temperature sensor is used (e.g., from bottom to top sensor), ensuring complete temperature coverage.
This function is ideal for situations where additional hot water is needed urgently, such as after increased usage or when returning after time away.

Schedule

The schedule feature allows users to program their products to operate at certain times of day. This can help save energy or ensure that the product runs only when needed. The Schedule icon is a link to quickly access the schedule settings.

Signal Strength

The signal strength indicator allows you to quickly assess the Wi-Fi connectivity of your product. If the product is not responding properly, it might be due to weak signal strength, which this feature helps to identify. Click the “Signal Strength” link to open the Wi-Fi Signal Strength Report.

Error

If there is an issue with the product, the Error section will notify you immediately with a red chip displayed over the product icon. There are also details of the error code provided, which can be used to investigate and resolve the problem.

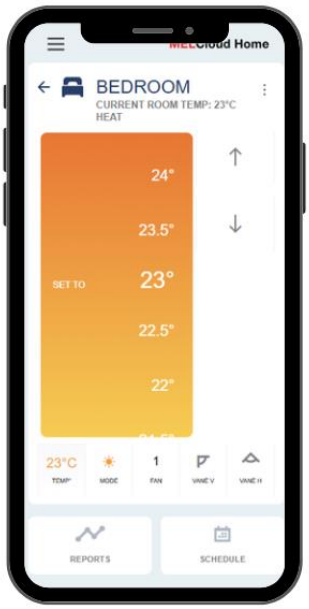
Frost Protection

Frost protection is designed to safeguard your home against extreme temperatures. When this protection is triggered, the Dashboard UI will update to indicate that the protection is active, providing a visual cue that the product is in a protective mode.

Holiday Mode

Holiday Mode is designed to automatically adjust the settings of your product when you are away on vacation or during extended periods of time where regular heating or cooling is not necessary. This helps save energy by reducing unnecessary use of the product. When Holiday Mode is active, the Dashboard UI will show a Holiday Mode indicator, letting you know that the product is operating under this special setting.

ATA Remote Controller



The remote controllers allow full control of the product, including Temperature Settings, Mode Selection, Fan Speed, Vane Control.

Temperature

The first remote controller is related to the actual set temperature which you can then select, the sliding scales are colour coded to indicate which mode the unit is currently running in.

Mode

The second remote control is for Operation mode and the following five operating mode options are possible (dependent on the product):

- Auto, current set temperature and room temperature dictate which mode product is operating in
- Heat, the product will operate only in Heating mode
- Cool, the product will operate only in Cooling mode
- Fan, the product will work in Fan only mode, providing neither heating nor cooling operation
- Dry, the product will operate only in Dry mode

Fan

The next control option is for Fan speed and the following options are possible (dependent on the product:

- Fan speed 1-5, fixed speed selected by user, 1 = Low, 5 = High
- Auto, the fan speed is determined by the product and not the user directly

Vane (Horizontal and Vertical)

The next options that can be controlled are Vane positions to provide directional control of the airflow from the indoor
unit (Horizontal airflow, Vertical airflow). The options that can be selected here are:

- Auto, product determines not end user
- Swing, airflow direction is changed automatically giving a sweeping effect for airflow
- Direction 1-5, user can select exact airflow direction to suit

Reports

The **Reports** section of the ATA Remote Controller provides valuable insights into the performance, usage, and potential issues related to your products. These reports are designed to help you monitor your devices more effectively, track their activity, and troubleshoot any concerns that may arise.

Types of Reports Available

Energy Report

Purpose: Provides an overview of the total energy your products consume.
Details: This report includes the amount of energy consumed for the time-period and this is broken down into a bar chart. It can help you identify patterns in product usage and optimize settings for efficiency.
How to Access: Navigate to the "Reports" section in the ATA Remote Controller and select the "Energy" option. You can filter the data by date range (daily, weekly, monthly) to get a detailed analysis.

Error Log Report

Purpose: Displays a log of any errors or malfunctions experienced by the product.
Details: This report includes error codes, descriptions, timestamps, and the frequency of each error. It is essential for troubleshooting and resolving issues quickly.
How to Access: From the "Reports" section, select "Error Log Report." You can view the details of each recorded error and use the error codes to find solutions in the product manual or online resources.

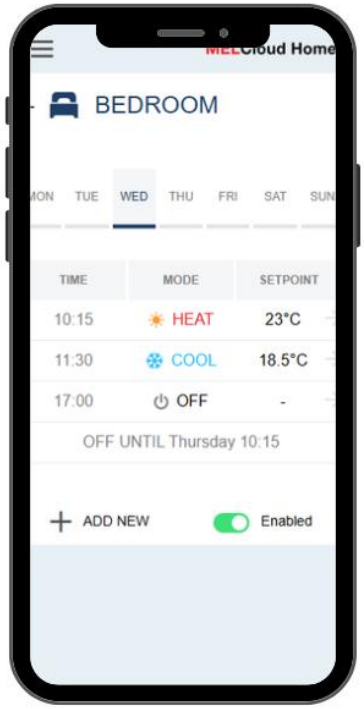
Wi-Fi Signal Strength Report

Purpose: Monitors the connectivity strength between your product and the Wi-Fi network.
Details: This report provides data on the signal strength at various times, allowing you to identify any connectivity issues that may affect the performance of the device. It can also help troubleshoot slow response times or unresponsiveness.
How to Access: Tap on the "Wi-Fi Signal Strength Report" in the "Reports" section. It will display a visual representation of the Wi-Fi strength, in the form of a graph, and provide recommendations if the signal is weak.

Temperature Report

Purpose: Tracks the environmental conditions where the product is installed.
Details: This report logs the temperature mode of the product over time, which can help you ensure that the product is operating within the optimal conditions. If the conditions fall outside the recommended range, the report will highlight these discrepancies.
How to Access: From the "Reports" menu, select "Temperature Report." You can choose to view data for specific periods, helping you identify trends or issues related to room conditions.

Schedule



The **Schedules** feature in the ATA Remote Controller allows you to automate your product's operation based on specific times and days. With flexible scheduling options, you can ensure your air conditioning system runs only when needed, improving comfort and energy efficiency. Schedules are especially useful for maintaining a consistent environment while reducing manual input. You can create daily or weekly routines, set custom temperature targets, and even tailor operation times to suit different seasons or occupancy patterns.

Key Features

Daily & Weekly Scheduling: Define custom on/off times for each day of the week or allocate the same schedule event across multiple days.
Temperature Targeting: Along with on/off times, you can set the desired room temperature for each scheduled event.
Mode Targeting: You can set the desired mode for each scheduled event.
Additional Targeting: You can also set the fan speed and vane direction for each scheduled event.
Multiple Entries: Create multiple events per day, for example, one for the morning to switch your product ON and another for the evening to switch your product OFF.
Holiday Override: When Holiday Mode is active, it will temporarily override all scheduled events until the holiday period ends.

How to Set a Schedule Event

Access the Schedule Menu

- Open the ATA Remote Controller interface and tap on the **"Schedule"** tab.

Add a New Schedule Event

- Tap on **Add New** or the plus (+) icon
- Select the days and time you want the schedule event to occur to
- Define the power
- If ON, enter product target temperature and mode etc.

- Save the schedule

Edit or Delete Existing Schedules

- Tap on → for an existing schedule to modify or delete it
- You can adjust the time, temperature, or mode as needed

Enable your schedule

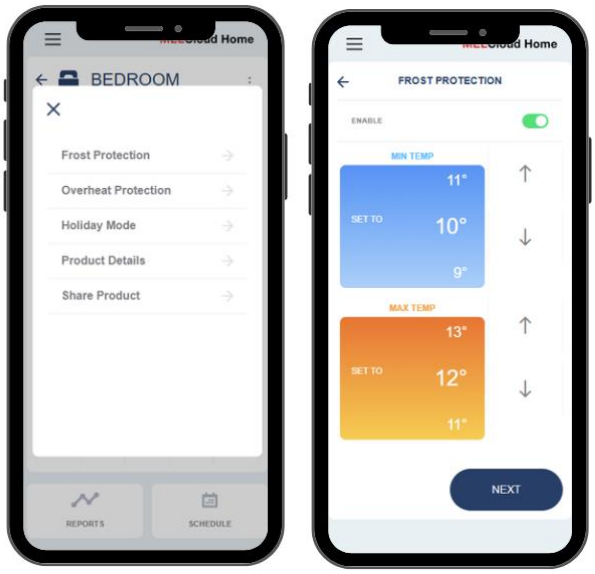
- Click on button to enable/disable schedule

Energy-Saving Tip

Utilising schedules efficiently can help lower energy bills by ensuring your product runs only when necessary. For example:

- Set a lower temperature during work hours when no one is home.
- Schedule the system to start warming up just before you wake up or return home.

Advanced Controls



The **Advanced Controls** section of the ATA Remote Controller offers users a deeper level of customisation and precision when managing their air conditioning systems. While the basic controls are designed for quick and easy adjustments, Advanced Controls unlock additional features that allow you to fine-tune performance, tailor system behaviour to specific needs, and enhance overall energy efficiency. To access the advanced controls, click the 3 dots menu from any remote controller page.

Frost Protection

Purpose:
Frost Protection is a safety feature designed to prevent your home and system from experiencing damage due to extremely low temperatures. When enabled, this feature ensures that the room temperature never drops below a predefined limit.

How It Works:
If the room temperature falls below the set threshold (e.g. 5°C), the product will automatically activate and switch to **Heating Mode**, even if it is currently turned off or in a different mode. This helps prevent issues such as frozen pipes or structural cold damage in unoccupied homes during the winter.

How to Configure:

- Navigate to **Advanced Controls > Frost Protection**
- Enable the Frost Protection toggle
- Set your desired temperature range
    - Min temp. – when unit will enter frost protection
    - Max temp. – when unit will exit frost protection
- Save protection, you can also apply frost protection to other products at this stage

UI Feedback:
The Dashboard will display a frost protection icon when Frost Protection is active, so you are always aware when your system is running in protective mode.

Overheat Protection *(Air-to-Air Units Only)*

Purpose:
Overheat Protection is designed to safeguard your home from excessively hot temperatures, especially during warm seasons.
How It Works:
When the room temperature exceeds a set limit (e.g. 30°C), the product will automatically switch to **Cooling Mode**, even if another mode is active or the system is scheduled to be off.
How to Configure:

- Navigate to **Advanced Controls > Overheat Protection**
- Enable the Overheat Protection toggle
- Set your desired your temperature range
    - Max temp. – when unit will enter overheat protection
    - Min temp. – when unit will exit overheat protection
- Save protection, you can also apply overheat protection to other air conditioning products at this stage

Note: This feature is available **only on air-to-air units** that support cooling functionality.

UI Feedback:
A visual indicator will appear in the Dashboard when Overheat Protection is triggered.

Holiday Mode

Purpose:
Holiday Mode is a convenient way to put your system into a standby state during extended absences, such as vacations or business trips, without permanently changing your regular schedule.
How It Works:

- When Holiday Mode is active, **all schedules are temporarily disabled**.
- The product will remain in a **manual control** state, maintaining a basic temperature to prevent freezing or overheating if these protections have been implemented.
- Once the holiday period ends, your regular schedules will resume automatically.

How to Enable:

- Go to **Advanced Controls > Holiday Mode**.
- Enable the Holiday Mode toggle.
- Select your start and end dates for the holiday period.
- Save holiday mode, you can also apply to other products or homes at this stage

UI Feedback:
A holiday icon appears on the Dashboard, and a status message confirms that Holiday Mode is active. You can disable it at any time if plans change.

Product Details

Purpose:
The **Product Details** section provides quick access to essential information about the selected product and offers tools for editing this information.
Available Information:

- Product name and icon

This section can also be used to delete your product from the system by clicking the 3 Dots menu from the product details page and clicking delete.

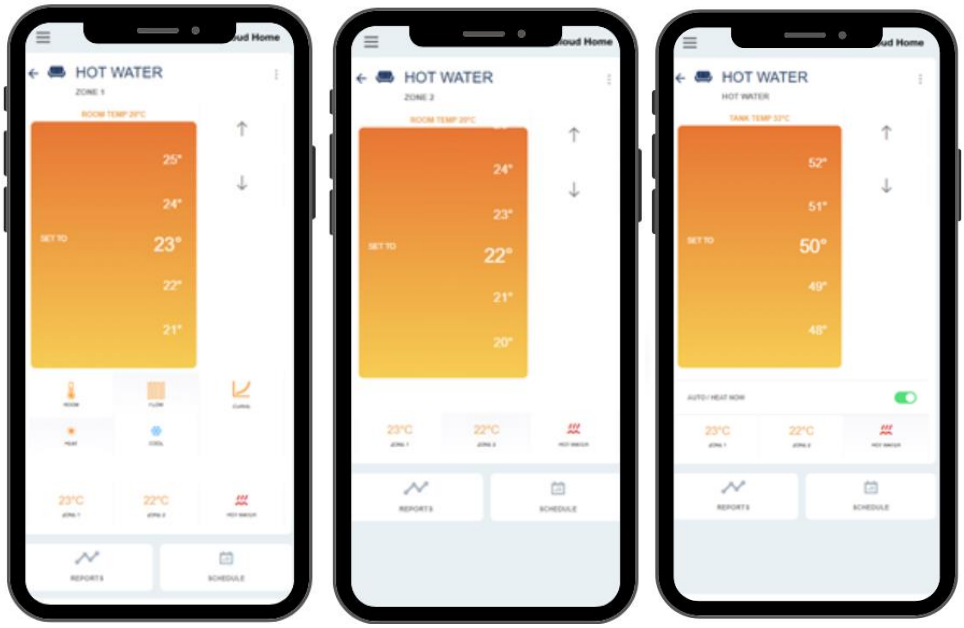
Share Product

Purpose:
This feature allows you to share control of a specific product with other users, such as family members, roommates, or guests.
How It Works:
Note: Invitee must already have a MELCloud Home account

- Navigate to **Advanced Controls > Share Product**
- Enter the recipient's **username** (email address)
- Share the invitation. The recipient will be invited to approve the request from within the MELCloud Home application.

Access Management: You can revoke or update access levels at any time through the same menu. Shared users will appear in the access list with their permission status.

ATW Remote Controller



The **Air to Water (ATW) Remote Controller** in the MELCloud Home application provides full control over your ATW product's heating zones and domestic hot water (DHW) functionality. This interface adapts dynamically based on the capabilities of your unit and product configuration (e.g., dip switch settings).

The remote controller is divided into three control panels:

1. Zone 1
2. Zone 2 (if enabled)
3. Hot Water

Each section includes dedicated settings for temperature control, heating/cooling modes, and control logic.

Displays will dynamically adjust based on hardware configuration.

Zone 1 & Zone 2

Each zone (1 and 2, if applicable) appears as a separate tab within the remote controller.

Depending on the ATW product setup, Zone 2 may either:

- **Mirror Zone 1 mode** still allows for temperature adjustments
- Operate **independently** with its own temperature preferences and mode

This feature allows flexible temperature control across different areas or floors of the property.

Temperature Setpoint

- Allows you to define the **target room temperature**.
- Temperature adjustment is via a slider or plus/minus control.
- The display also shows the **current measured room temperature**.

Operating Mode

- **Heating**: Activates the product to increase temperature.
- **Cooling**: (Only available if enabled via dip switch and supported by the model)

You can switch between modes using the button; this is only available on the Zone 1 panel.

Zone Synchronization: In some configurations, Zone 2 mirrors Zone 1 automatically. Independent control is only available if explicitly enabled on the physical product.

Temperature Mode

The method used to control the zone's heating or cooling:

- **Room Temperature**: Uses internal/external room sensor readings to maintain comfort.
- **Flow Temperature**: Controls heating based on the flow temperature of the circulating water.
- **Heat Curve**: Adjusts heating output dynamically based on outdoor temperature (requires proper configuration and calibration).

Note: Available control modes depend on the product's dip switch settings and firmware.

Hot Water

The **Hot Water** section manages the production and availability of domestic hot water (DHW).

Temperature Setpoint

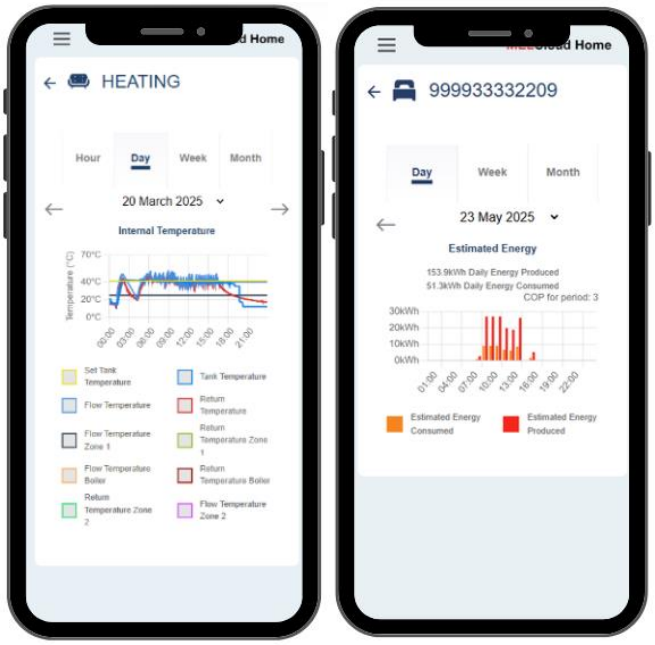
- Adjust the target temperature for the hot water tank.
- Temperature adjustment is via a slider or plus/minus control.
- The display also shows the **current measured room temperature**.

Heat Now (Boost)

- A manual override function to **immediately initiate full tank heating**.
- When activated, the product temporarily changes the sensor reference point (typically to the bottom of the tank) to ensure a complete heat cycle.
- Once the boost cycle completes or is manually turned off, the product returns to normal scheduled or sensor-based operation.

This is particularly useful when there is an unexpected increase in hot water demand.

Reports



The **Reports** section of the ATW Remote Controller provides valuable insights into the performance, usage, and potential issues related to your products. These reports are designed to help you monitor your devices more effectively, track their activity, and troubleshoot any concerns that may arise.

Types of Reports Available

Energy Report

Purpose: Provides an overview of how much energy your products consume.
Details: This report includes the amount of energy consumed for the time-period and this is broken down into a bar chart. It can help you identify patterns in product usage and optimize settings for efficiency.
How to Access: Navigate to the "Reports" section in the ATW Remote Controller and select the "Energy" option. You can filter the data by date range (daily, weekly, monthly) to get a detailed analysis.

Error Log Report

Purpose: Displays a log of any errors or malfunctions experienced by the product.
Details: This report includes error codes, descriptions, timestamps, and the frequency of each error. It is essential for troubleshooting and resolving issues quickly.
How to Access: From the "Reports" section, select "Error Log Report." You can view the details of each recorded error and use the error codes to find solutions in the product manual or online resources. To assist with investigation, we have listed common error codes in the Troubleshooting section of this document.

Wi-Fi Signal Strength Report

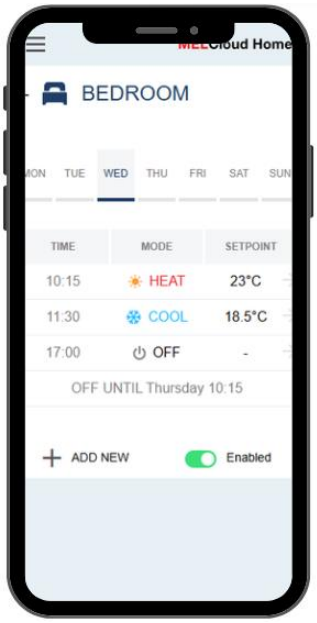
Purpose: Monitors the connectivity strength between your product and the Wi-Fi network.
Details: This report provides data on the signal strength at various times, allowing you to identify any connectivity issues that may affect the performance of the device. It can also help troubleshoot slow response times or unresponsiveness.

How to Access: Tap on the "Wi-Fi Signal Strength Report" in the "Reports" section. It will display a visual representation of the Wi-Fi strength, in the form of a graph, and provide recommendations if the signal is weak.

Temperature Report

Purpose: Tracks the key temperature data points recorded by the ATW product.
Details: This report logs a number of temperature metrics of the product over time, which can help you ensure that the product is operating within optimal conditions. If the conditions fall outside the recommended range, the report will highlight these discrepancies.
How to Access: From the "Reports" menu, select "Temperature Report." You can choose to view data for specific periods, helping you identify trends or issues related to room conditions.

Schedule



The **Schedules** feature in the ATW Remote Controller allows you to automate your product's operation based on specific times and days. With flexible scheduling options, you can ensure your heating and hot water systems run only when needed, improving comfort and energy efficiency.
Schedules are especially useful for maintaining a consistent environment while reducing manual input. You can create daily or weekly routines, set custom temperature targets, and even tailor operation times to suit different seasons or occupancy patterns.

Key Features

Daily & Weekly Scheduling: Define custom on/off times for each day of the week or allocate the same schedule event across multiple days.
Product Specific Targeting: You can schedule events for your entire system or part of your system, e.g. only Zone 1 or only hot water, or Zone 1, Zone 2 & hot water.
Temperature Targeting: Along with on/off times, you can set the desired room or tank temperature for each scheduled event.
Heating Mode Targeting: You can set the desired mode for each heating scheduled event.
Multiple Entries: Create multiple events per day, for example, one for the morning to switch your product ON and another for the evening to switch your product OFF.
Holiday Override: When Holiday Mode is active, it will temporarily override all scheduled events until the holiday period ends.

How to Set a Schedule Event

Access to the Schedule Menu: Open the ATW Remote Controller interface and tap on the **"Schedule"** tab.
Add a New Schedule Event:

- Tap on **“Add New”** or the plus (+) icon
- Select the **days and time** you want the schedule event to occur to
- Define the power
- If ON:
  - Select areas of the product you wish to control
  - Enter zone **target temperature** and **mode**, if applicable
  - Enter tank **target temperature** and **heat now** option, if applicable
- Save the schedule

Edit or Delete Existing Schedules:

- Tap on → for an existing schedule to modify or delete it
- You can adjust the time, temperature, or mode as needed

Enable your schedule

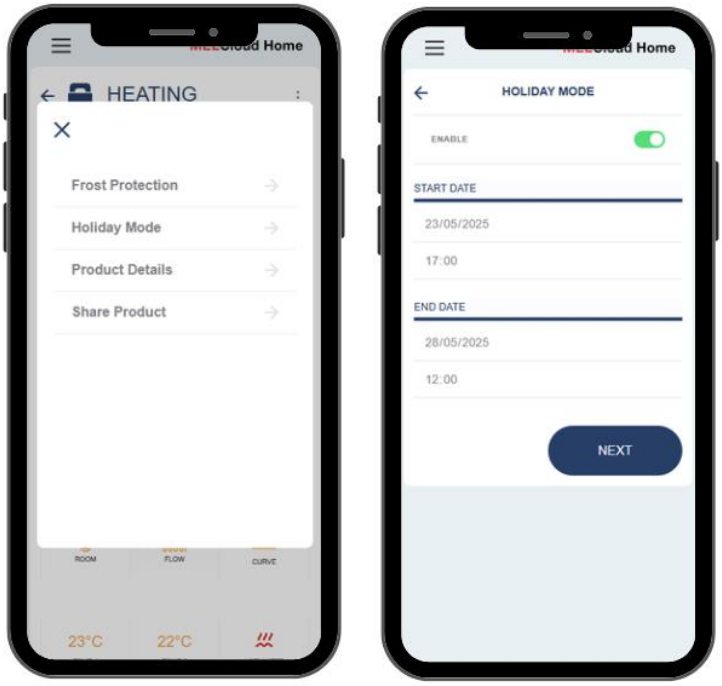
- Click on button to enable/disable schedule

Energy-Saving Tip

Utilising schedules efficiently can help lower energy bills by ensuring your product runs only when necessary. For example:

- Set a lower temperature during work hours when no one is home.
- Schedule the system to start warming up just before you wake up or return home.
- Heat hot water tank overnight when energy is cheapest

Advanced Controls



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Frost Protection

Purpose:
Frost Protection is a safety feature designed to prevent your home and system from experiencing damage due to extremely low temperatures. When enabled, this feature ensures that the room temperature never drops below a predefined limit.

How It Works:
If the room temperature falls below the set threshold (e.g. 5°C), the product will automatically activate and switch to **Heating Mode**, even if it is currently turned off or in a different mode. This helps prevent issues such as frozen pipes or structural cold damage in unoccupied homes during the winter.

How to Configure:

- Navigate to **Advanced Controls > Frost Protection**
- Enable the Frost Protection toggle
- Set your desired temperature range
    - Min temp. – when unit will enter frost protection
    - Max temp. – when unit will exit frost protection
- Save protection, you can also apply frost protection to other products at this stage

UI Feedback:
The Dashboard will display a frost protection icon when Frost Protection is active, so you are always aware when your system is running in protective mode.

Holiday Mode

Purpose:
Holiday Mode is a convenient way to put your system into a standby state during extended absences, such as vacations or business trips, without permanently changing your regular schedule.
How It Works:

- When Holiday Mode is active, **all schedules are temporarily disabled**.
- The product will remain in a **manual control** state, maintaining a basic temperature to prevent freezing or overheating if these protections have been implemented.
- Once the holiday period ends, your regular schedules will resume automatically.

How to Enable:

- Go to **Advanced Controls > Holiday Mode**.
- Enable the Holiday Mode toggle.
- Select your start and end dates for the holiday period.
- Save holiday mode, you can also apply to other products or homes at this stage

UI Feedback:
A holiday icon appears on the Dashboard, and a status message confirms that Holiday Mode is active. You can disable it at any time if plans change.

Product Details

Purpose:
The **Product Details** section provides quick access to essential information about the selected product and offers tools for editing this information.
Available Information:

- Product name and icon

This section can also be used to delete your product from the system by clicking on the 3 dots menu from the product details page and clicking delete.

Share Product

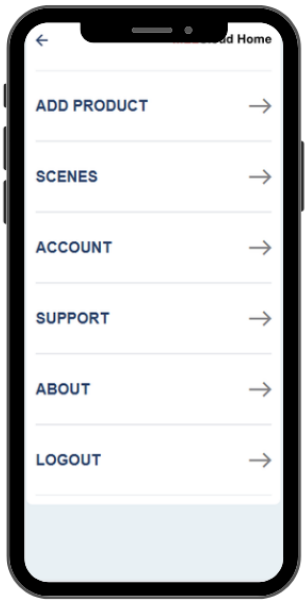
Purpose:
This feature allows you to share control of a specific product with other users, such as family members, roommates, or guests.
How It Works:

Note: Invitee must already have a MELCloud Home account

- Navigate to **Advanced Controls > Share Product**
- Enter the recipient's **username** (email address)

- Share the invitation. The recipient will be invited to approve the request from within the MELCloud Home application.
- **Access Management**: You can revoke or update access levels at any time through the same menu. Shared users will appear in the access list with their permission status.

Burger Menu



The **Burger Menu**, accessible via the three horizontal lines (☰) in the top-left corner of the MELCloud Home interface, provides access to the main navigation and configuration options. From here, users can manage their products, scenes, account details, app preferences, and support-related actions.

The **Burger Menu** is your central hub for configuring and managing the MELCloud Home environment. Whether you are adding new products, customizing how your home behaves, or managing your personal settings, everything starts from here.

Below is a breakdown of the options available in the **Burger Menu**:

Add Product

Use this option to register a new product to your MELCloud Home account. You can add up to **10 products** across a maximum of **2 homes** as a homeowner. Once the product is successfully registered, it will appear on your dashboard.

Scenes

Scenes allow you to automate product behaviour across one or more products with a single tap.

Account

The **Account** section provides access to your personal profile settings, homes, and invitations.

Support

The **Support** section allows you to submit feedback directly to your customer service team.

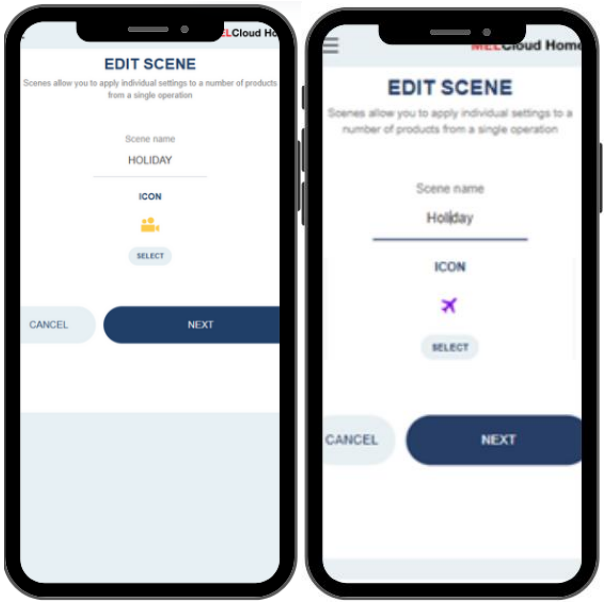
About

The **About** section provides access to important legal documents and policy information (in your selected language) that you agreed to when registering for MELCloud Home. Available documents include **Terms of Use, Privacy Policy, Cookie Policy (Web only).**

Logout

Tap **Logout** to safely sign out of your MELCloud Home account, you will return to the login screen.

Scenes



The **Scenes** feature allows you to automate actions across one or more products within a home. A scene can apply preset settings such as turning all units off when leaving the house or activating heating in selected zones.

How to Create a Scene

Access the Burger Menu

- Open the Burger menu, tap on the **Scenes** option

Add a New Scene:

- Tap on **"Add New"** or the plus (+) icon
- Enter a **Scene Name** and select an Icon to represent it
- Select the **home** and products you want to include.
- For each product, configure the desired settings (e.g., mode, temperature, power state).

Edit an Existing Scene:

- Click the 3 Dots option in the top right-hand corner
- Select the **Edit** option
- From the Scenes list, tap the **Pencil Icon** for the scene you wish to edit.
- Modify the scene name, icon, included products, or settings.
- Tap **Save** to apply your changes.

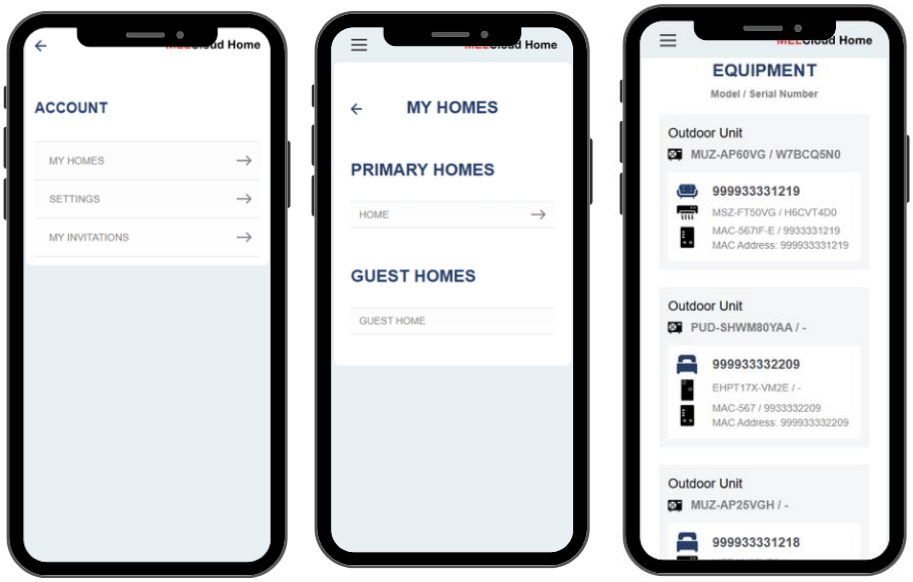
Delete an Existing Scene:

- Click the 3 Dots option in the top right-hand corner
- Select the **Delete** option

Activate / Deactivate your scene

- Tap the **scene name** to activate / deactivate it.
- A confirmation message will appear indicating the scene has been successfully enabled / disabled.
- The selected settings will be applied to the configured products. Use scenes to simplify daily routines and ensure your products are always operating according to your preferences.

Account



The Account section allows you to manage your personal details, security settings, and application preferences within MELCloud Home.

My Homes

The **My Homes** section allows you to manage all properties associated with your MELCloud Home account. Each home contains its own products, schedules, and settings.

View Homes

1. Open the **Burger Menu** and select **Account**.
2. Under **My Homes**, you will see a list of all homes where you are either an **owner** or a **guest**.

You can be:

- The **owner** of up to two homes.
- A **guest** in up to two additional homes.

Edit a Home

1. Select the home you want to edit.
2. From here, you can:
    a. Change the **name** of the home.
    b. Adjust the **time zone**.
    c. View and manage associated **products**.

Delete a Home

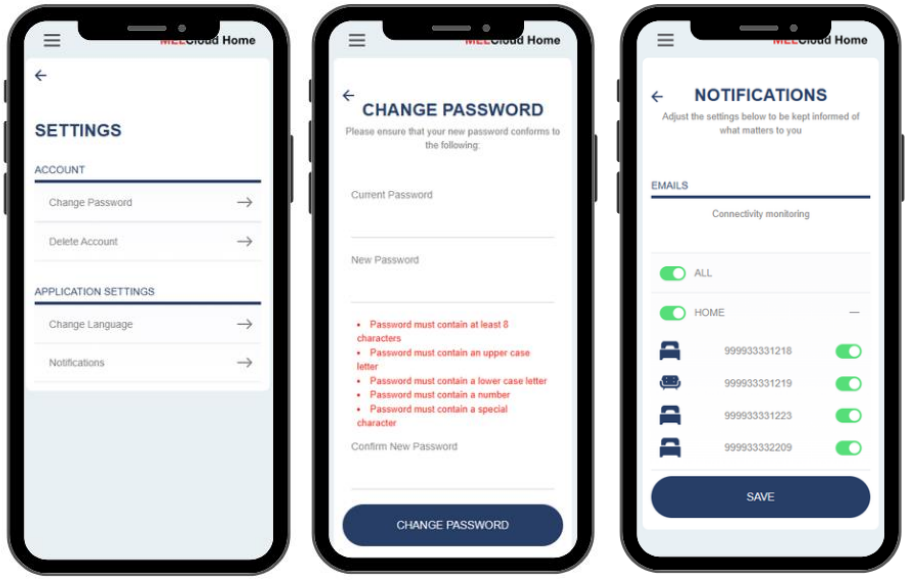
1. Within the selected home, tap **Delete Home**.
2. Confirm the deletion when prompted.

Note: Deleting a home will remove all associated products and revoke guest access. These products will then become available for re-registration.

Guest Homes

Homes where you have been invited as a guest are listed separately under **Guest Homes**. While you can control products, you cannot edit or delete the home.

SETTINGS



The Settings submenu contains all your account and application settings for the MELCloud Home application.

Change Password

- Select the Burger Menu > Account > Settings > **Change Password**
- Enter your current password, followed by your new password.
- Confirm the new password and tap **Change Password** to apply.

Note: The product allows you to reuse your current password, though it is recommended to use a new one for improved security.

Delete Account

- Select the Burger Menu > Account > Settings > **Delete Account**.
- Enter your registered email address for confirmation.
- Tap **Delete** to permanently remove your account.

Important: Deleting your account will remove all homes, products, and access permissions associated with it.

Language Settings

- Select the Burger Menu > Account > Settings > **Change Language**
- Select from the list and tap **Save** to apply changes

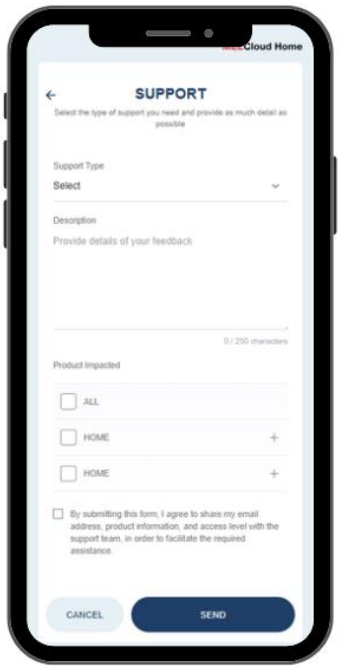
Note: If there is a Language that you would like to be added to the list please reach out to your local branch

Notification Preferences

- Select the Burger Menu > Account > Settings > **Notifications**
- Enable or disable email notifications (e.g. device disconnection alerts)
- Adjust settings by Account, Home, or Product (e.g. Air to Air or Air to Water)
- Tap **Save** after making changes

Note: By default, all Notifications are enabled

Support



To submit feedback to your local Branch, open **Support** from the burger menu. From here you will be prompted to determine the type of feedback you require, you can either:

- Report bugs
- Request support
- Provide feedback

Along with the type of support required you can provide some basic details of the feedback along with selecting any specific products that are affected.

Submitted reports are sent to your local Branch and include some basic user information and product details for efficient troubleshooting.

Amazon Alexa

With the MELCloud Home skill for Amazon Alexa you can control your Mitsubishi Electric, Air Conditioning and Heating products* using simple voice commands via your Alexa enabled products. The MELCloud Home skill for Amazon Alexa is compatible with the MELCloud Home App and Mitsubishi Electric products installed in your home.

After linking your MELCloud Home account to Alexa, you can then use your voice to turn on/off, change modes, monitor your product, and change the temperature simply by saying the required command.

How to get started:

- You will need to have MELCloud Home App and have a live user account
- You will need Mitsubishi Electric Air Conditioning, Heating or Ventilation products connected to internet and working in the MELCloud Home App
- You will then need to enable this MELCloud Home skill for Amazon Alexa in the Alexa App.
- You will then be prompted to sign in using your MELCloud Home login user credentials. Completing this step will provide the required link between Alexa, your MELCloud Home® User account and your connected products
- You should then follow the prompt to discover your connected products
- You can then test the connection and operation with a simple voice command

How to control your product

After setting up Alexa, try these commands in order to test your new Alexa skill:

“Alexa, set bedroom to cool”
“Alexa, increase bedroom by 4 degrees”
“Alexa, set living room to auto”
“Alexa, what is living room set to?”
“Alexa, what is the temperature in the dining room?”
“Alexa, set dining room to heat”

Naming Considerations

For rooms or zones that you want to control, you need to rename any that contain numbers or special symbols, using the MELCloud Home® App. Please consider using simple names like "Bedroom", "Dining room" or "Living room". Once you have changed the names, you will need to use the Alexa App to rediscover your devices or simply ask "Alexa, discover my devices".

Requirements

The MELCloud Home App is compatible with the following Mitsubishi Electric official Wi-Fi Interfaces: MAC-567IF-E, MAC-577IF-E, MAC-587IF-E, MELCLOUD-CL-HA1-A1
These Interfaces should only be installed by a qualified installer.

Troubleshooting:

In case you need further assistance, please head to www.melcloud.com and select the support section or contact your local Mitsubishi Electric office.

Heat Recovery Ventilation products coming soon.

Frequently Asked Questions

Question	Answer
My interface stopped working after a power outage. What should I do?	Repeat the Bluetooth, AP or WPS pairing process. Future outages should auto-reconnect after a second pairing.
How many systems can I register per user account?	Up to 10 systems by default.
My system behaves oddly. What could be wrong?	Check for conflicting settings between MELCloud Home™ and local controllers. Avoid duplicate timer settings. Ensure you are the only one accessing your user account
Why is there a delay in updating control settings?	MELCloud Home™ checks for updates regularly. Changes may take a few seconds to 5 minutes.
What systems are compatible with MELCloud Home™?	Refer to MELCloud Home user manual
Can I use third-party Wi-Fi interfaces?	No, only official Mitsubishi Electric interfaces are supported.
Do I need to delete my account to start again if I have made a mistake?	No, you can delete your products and re-start your product connectivity set-up from scratch. For instructions on how to do this refer to your product user manual. Should you require more help, please contact your local Mitsubishi Electric Branch MELCloud support team or submit a support request within MELCloud Home using the Feedback function.
What systems are compatible with MELCloud Home™?	Currently, only M Series, Mr Slim AC systems, and Ecodan Heat Pumps are supported. More systems will be supported in future updates.
Can I access another user's product as a guest?	Yes, with an invitation. You can have access to 2 guest homes.
Do I need to delete my MELCloud Residential account?	Yes. Residential and Home accounts are not compatible.
Does Holiday Mode turn off my units	Yes, and it disables the schedule until you manually change settings.
What happens if I delete a home?	All devices are removed and become reclaimable. Guest access is revoked.

Troubleshooting

If you encounter issues while using MELCloud Home, this troubleshooting section provides quick tips and solutions to help you identify and resolve the most common problems. Each section below is grouped by topic to make navigation easier.

Air Conditioners (ATA) Error Codes Mr Slim

Indoor Unit

Error Code	Description
E0	Remote controller transmission error
E1	Remote controller control board error
E3	Remote controller transmission error
E4	Remote controller signal receiving error
E5	Remote controller signal receiving error
E6	Indoor/outdoor unit communication error
E7	Indoor/outdoor unit communication error
EE	Combination error between indoor and outdoor units
Fb (FB)	Indoor unit control system error (memory error, etc)
P1	Intake sensor error
P2	Pipe (TH2) sensor error
P4	Drain sensor error/float switch connector (CN4F) open
P5	Drain pump error
P6	Freezing/overheating protection operation
P8	Pipe temperature error
P9	Pipe (TH5) sensor error
PA	Forced compressor stop (due to water leakage abnormally)
Pb	Indoor unit fan motor error
PL	Abnormality of refrigerant circuit

Outdoor (or other)

Error Code	Description
E9	Indoor/outdoor unit communication error (transmitting error) (Outdoor unit)
U1, Ud (UD)	Abnormal high pressure (63H operated)/Overheating protection operation
U2	Abnormal high discharging temperature/insufficient refrigerant
U3	Open/short of outdoor unit thermistors
U4	Open/short of outdoor unit thermistors
U5	Abnormal temperature of heat sink
U6	Compressor overcurrent interruption/abnormal of power module
U7	Abnormality of superheat due to low discharge temperature
U8	Outdoor unit fan protection stop
U9, UH	Abnormality such as overvoltage or undervoltage and abnormal synchronous signal to main circuit/Current sensor error

UF	Compressor overcurrent interruption (when compressor locked)
UP	Compressor overcurrent interruption
Others	Other errors (refer to technical manual for the outdoor unit)

Heating (ATW) Error Codes

Code	Error	Action
L3	Circulation water temperature overheat protection	Flow rate may be reduced. Check for: Water leakage, Magnetic filter / Strainer blockage, Water circulation pump function (Error code may display during filling of primary circuit, complete filling and reset error code).
L4	DHW tank water temperature overheat protection	Check the immersion heater and its contactor.
L5	Indoor unit temperature thermistor (THW1, THW2, THW5A, THW5B, THW6, THW7, THW8, THW9) failure	Check resistance across the thermistor.
L6	Circulation water freeze protection	See Action for L3.
L8	Heating operation error	Check and re-attach any thermistors that have become dislodged.
L9	Low primary circuit flow rate detected by flow sensor or flow switch (flow switches 1, 2, 3)	See Action for L3. If the flow sensor or flow switch listed does not work, replace it. Check the pump valves may be half closed, take care.
LA	Pressure sensor failure	Check pressure sensor cable for damage or loose connections.
LB	High pressure protection	Flow rate of the heating circuit may be reduced. Check for: Plate heat exchanger may be clogged. Check the plate heat exchanger, Outdoor unit failure. Check refrigerant volume, valve, LEV coil and pipe crushing of outdoor unit.
LC	Boiler circulation water temperature overheat protection	Check if the setting temperature of the Boiler for heating exceeds the restriction. (See the manual of the thermistors "PAC-TH021HT(-E)".) Flow rate of the heating circuit from the boiler may be reduced. Check for: Water leakage, Magnetic filter / Strainer blockage, Water circulation pump function.
LD	Thermistor (Boiler flow water temp.) (THWB1) failure	Check resistance across the thermistor.
LE	Boiler operation error	See Action for L8. Check the status of the boiler.
LF	Flow sensor failure	Check flow sensor cable for damage or loose connections.
LH	Boiler circulation water freeze protection	Flow rate of the heating circuit from the boiler may be reduced. Check for: Water leakage, Magnetic filter / Strainer blockage, Water circulation pump function.
LI	DHW operation error (type of external plate HEX)	Check for disconnection of thermistor (DHW tank lower water temp.) (THW5B). Check for

		water circulation pump function (primary / sanitary).
LL	Setting errors of DIP switches on FTC control board	For boiler operation, check that DIP SW1-1 is set to ON (With Boiler) and DIP SW2-6 is set to ON (With Mixing Tank). For 2-zone temperature control, check DIP SW2-7 is set to ON (2-zone) and DIP SW2-6 is set to ON (With Mixing Tank).
LP	Out of water flow rate range for outdoor heat pump unit	Check the Table 3.4.1. Check remote controller settings [(Service)→ [Heat pump settings] → [Heat pump flow rate range)].
P1	Thermistor (Room temp.) (TH1) failure	Check resistance across the thermistor.
P2	Thermistor (Ref. liquid temp.) (TH2) failure	Check resistance across the thermistor.
P6	Anti-freeze protection of plate heat exchanger	See Action for L3.
J0	Communication failure between FTC and wireless receiver	Check for correct amount of refrigerant.
J1 - J8	Communication failure between wireless receiver and wireless remote controller	Check wireless remote controller's battery is not flat. Check wireless receiver has power supply. Check wireless remote controller is within wireless system.
J9	Communication failure between FTC (Main) and FTC (Sub)	Check connection cable for damage or loose connections.
E0 - E5	Communication failure between main remote controller and FTC	Check connection cable for damage or loose connections.
E6 - EF	Communication failure between FTC and outdoor unit	Check outdoor unit is powered on.
EJ	Outdoor unit no signals from indoor unit	Check connection cable for damage or loose connections.
E9	Combination error between FTC and outdoor unit	See Action for E6-EF.
U*, F*, P1	Outdoor unit failure	Refer to outdoor unit service manual.
A*	M-NET communication error	Refer to outdoor unit service manual.

Connectivity Issues

Problem: The product shows as "Offline" or is not responding.

Possible Causes:

- Weak or unstable Wi-Fi connection.
- The router or product may have been restarted or disconnected.
- Product is not properly registered to the app.

Solutions:

- Check the Wi-Fi signal using the **Wi-Fi Signal Strength Report** in the app.
- Restart the router and the product.
- Ensure the product is within the range of your Wi-Fi signal.
- Reconnect the product by going to **Settings > Add Product > Reconnect Device**.
- Ensure your internet connection is active.

Scheduling Does not Work

Problem: Scheduled events are not triggering.
Possible Causes:

- Schedule is not saved or correctly configured.
- Holiday Mode is enabled.
- Schedule conflicts with protection modes.

Solutions:

- Revisit the **Schedules** tab and ensure the schedule is active and saved.
- Check that **Holiday Mode** is disabled.
- Verify that **Frost** or **Overheat Protection** is not overriding the schedule.
- Make sure the correct product is selected when assigning a schedule.
- Check that the temperature has reached the temperature on the schedule at which its set to actively cool/heat.

Frost or Overheat Protection Not Triggering

Problem: Room temperature exceeds or falls below set limits, but the protection mode does not activate.
Possible Causes:

- Feature not enabled.
- Temperature thresholds are incorrectly set.
- The product is already in an overriding mode.

Solutions:

- Go to **Advanced Controls > Frost/Overheat Protection** and confirm the feature is toggled on.
- Adjust the temperature limits to a more suitable range.
- Confirm the product is not manually set to another mode that cancels automatic switching.

Product Does not Respond to Commands

Problem: Changes made via the app (e.g., On/Off, Mode, Temperature) are not reflected on the product.
Possible Causes:

- Product is offline.
- Temporary delay in server communication.
- App cache may need to be refreshed.

Solutions:

- Confirm internet and product connection status.
- Close and reopen the MELCloud Home app to refresh connection.
- Try restarting the product physically and then reattempt the command.
- Ensure the latest version of the app is installed.

Cannot Share Product with Another User

Problem: Invitation email not received, or access not granted.
Possible Causes:

- Incorrect email address.
- Email was filtered as spam.
- Product not eligible for sharing (admin restrictions).

Solutions:

- Verify the email address is correct.
- Ask the invited user to check their Spam or Promotions folder.
- Try resending the invitation from **Product Details > Share Product**.
- Ensure you have admin access to the product before sharing.

Error Code Displayed

Problem: A red chip appears on the product icon with an error code.
Possible Causes:

- System fault or safety trigger.
- Communication error between indoor and outdoor units.

Solutions:

- Tap the red chip to access the **Error Log Report** for details and timings.
- Look up the error code in the Error Code Guide or on the manufacturer's website.
- Restart the unit if safe to do so. If the issue persists, contact support or your installer.

Holiday Mode Not Disabling

Problem: Holiday Mode continues after scheduled end time.
Possible Causes:

- Start/end time was set incorrectly.
- Manual override not applied.

Solutions:

- Go to **Advanced Controls > Holiday Mode** and verify the end date/time.
- Manually disable Holiday Mode if necessary.
- Confirm schedules resume by checking the **Schedules** tab after exiting Holiday Mode.

How to Resolve Offline Issues

Check Wi-Fi or Cellular Signal:

- For Wi-Fi units: Ensure the router is online and within signal range.
- For Cellular units: Confirm adequate mobile signal strength at the installation site.

Restart the Interface:

- Power cycle the ATW unit or the interface module.
- For Wi-Fi, ensure WPS or Access Point mode was completed correctly.

Review the Wi-Fi Signal Report:

- If accessible, open the **Wi-Fi Signal Report** to check for recurring drops or signal loss over time.

Confirm Registration:

- Check that the product is still correctly registered to your account and has not been deleted or claimed by another user.

Contact Support:

- If the product remains offline after basic troubleshooting, use the **Support** section in the Burger Menu to report the issue.

Preventing Future Offline Events

- Install your ATW unit within a strong, stable Wi-Fi or cellular coverage area.
- Avoid placing routers or interfaces near dense walls, metal enclosures, or large appliances.
- Enable email notifications for offline alerts in your **Account > Notification Settings**.

For further information please refer to the Offline section of this document.

Connection Failure Reasons

Scenario	Possible Issue	Resolution
UNSUPPORTED WI-FI INTERFACE	Attempting to connect to MELCloud home with an Unsupported Wi-Fi Interface: • ATA - MAC557IFE • ATW - PACWF010E	Contact Local Branch to acquire supported Wi-Fi Interface / Cellular Device
NOT REGISTERED	1. Incorrect Credentials Entered 2. Wi-Fi Interface not connected to the internet	Check Wi-Fi Credentials Check LED Lights on Wi-Fi Interface
MISMATCH	The Wi-Fi Interface has detected that it is connected to a different product type I.E. User has selected an ATA Model, but Wi-Fi Interface is connected to an ATW product	Check Product Type and confirm the correct Wi-Fi Credentials have been used
DEVICE ALREADY CLAIMED IN HOME	Device has already been claimed by another MELCloud Home User	Ask Current Owner to remove from their account and then reclaim Contact Current Owner for Guest Access to the Product
DEVICE HAS ALREADY BEEN CLAIMED IN MELCloud Residential.	Device is current claimed by another MELCloud Resi User	Delete from MELCloud Residential and then attempt to reclaim in MELCloud Home.