



What is the box outside my house?

The box is a Mitsubishi Ecodan that provides you with heating and hot water.

What are the 2 pipes at the back of the box?

The pipes go to the radiators and the hot water cylinder in your house. We advise that all pipework should be well insulated to increase efficiency.



Why do my radiators feel cooler?

Ecodan is set to suit your lifestyle. Radiators use air convection to get the heat into the rooms and will be much cooler to touch (much safer). Do not cover them with drying clothes; they need circulating air to heat up your house.

Low flow temperatures means it takes longer to heat up than conventional systems so longer running periods may be required, but this will be more efficient than short bursts of high temperature

How do I control the hot water and the heating?

The thermostat regulates the temperature of the system and helps to maintain it to a desired setpoint temperature. It does this by switching the heating on or off and regulates the flow of the water as needed, to maintain the correct temperature.



What is Defrost Mode?

During cold periods the Ecodan will switch into a defrost mode occasionally. At this point the Ecodan will stop producing hot water for inside the dwelling. This is only for a few minutes. During this process steam may rise from the outdoor unit. This is a perfectly normal process, it is an automatic procedure.

Please refer to full homeowner guide for more detailed information

