



# How to Use Mitsubishi Ductless & Ducted HVAC Systems

Welcome to your new Mitsubishi Heating & Cooling system! Thank you for choosing Go Green Heating, AC & Electric for your whole home comfort needs. We are committed to providing the highest quality service and ensuring your home remains comfortable and energy-efficient all year round. This guide will help you get the most out of your new Mitsubishi Heating & Cooling system, providing simple steps for efficient operation, maintenance, and troubleshooting.

## 1. Using Your Remote Control

- **Powering On/Off:** Press the "ON/OFF" button to start or stop your system.
- **Mode Selection:** Use the "Mode" button to switch between:
  - **Cooling:** Snowflake icon.
  - **Heating:** Sun icon.
  - **Auto:** The system will automatically choose heating or cooling based on the room temperature, but **do not use Auto Mode when you have multiple zones**. This can cause a communication error. Since your outdoor unit has only one compressor, it can only direct refrigerant flow in one direction. You **cannot heat and cool at the same time** in different zones.
- **Temperature Setting:** Adjust the temperature using the up and down arrows. Aim for comfortable settings: 68-72°F in winter and 72-78°F in summer for optimal efficiency.

## 2. Fan Speed

- For best results, keep the fan set to **Auto**. This allows the system to ramp up and down as needed for efficient operation.

- **Manual Fan Speeds:** You can select low, medium, or high speeds. Be aware that setting the fan to **Quiet Mode** or the lowest speed may reduce the system's capacity and efficiency.

### 3. Airflow Direction

- Control the airflow direction for personalized comfort:
  - Use the **Swing** button on the remote to move the louvers (the slats that direct air) up and down automatically.
  - For some models, you can also set the louvers to a fixed position using the direction button for more targeted airflow.

### 4. For Ducted Systems

- **Thermostat Control:** If you have a ducted system, you'll use a wall-mounted thermostat:
  - **Temperature:** Set your desired temperature, and the system will maintain it.
  - **Fan Speed:** Leave it on **Auto** for best results, though manual adjustments can be made.

### 5. Kumo Cloud WiFi Controller

The **Kumo Cloud** app allows you to control your Mitsubishi system from your smartphone, tablet, or computer.

- **Getting Started:**
  - Download the **Kumo Cloud** app from the App Store or Google Play.
  - Create an account and follow the setup instructions to connect your system to WiFi.
- **Basic Controls:** Once connected, you can remotely:
  - Power the system on or off.
  - Change modes (Heating, Cooling, Fan, etc.).
  - Adjust the temperature and fan speed.
  - Set schedules for different times of the day to optimize energy savings.
- **Managing Multiple Zones:** Kumo allows you to control multiple zones independently, making it easy to manage comfort throughout your home.
- **Voice Control:** Kumo can be linked to Amazon Alexa or Google Assistant for voice-activated control.

For detailed instructions and troubleshooting, visit [Mitsubishi Comfort Help](#).

### 6. Energy-Saving Tips

- **Set it and forget it:** Choose a comfortable setting and let the system handle the rest. It will optimize energy output for the space it conditions.
- **Keep doors and windows closed:** This helps your system work efficiently.
- **Fresh Air Options:** For ducted systems, consider adding fresh air intakes or make-up air for kitchen exhaust if fresh air is a concern.
- **Clean the filters regularly:** Mitsubishi recommends cleaning filters every 3-4 months for optimal performance.

## 7. Routine Maintenance

- Regular maintenance is essential to keep your system running efficiently and to maintain your manufacturer's warranty. Mitsubishi requires maintenance **at least once a year** for warranty validation.
- Visit [Go Green Heating, AC & Electric's website](#) to schedule your maintenance service. We offer professional inspections and cleanings to ensure your system operates at peak performance.
- Maintenance includes checking refrigerant levels, cleaning coils, inspecting electrical connections, and a comprehensive system check.

## 8. Troubleshooting Tips

- **Check the Batteries:** Even if the remote or thermostat displays correctly, weak batteries might not send the proper signal. Replace them if your system isn't responding.
- **MHK2 Thermostat:** If your thermostat batteries die, it should reconnect to your ducted system automatically. If not, press the connect button on the white receiver, usually located on the front or side of your ducted unit.
- **Hear the Beep:** For ductless systems, make sure you hear a beep from the indoor unit when sending commands via the remote. This confirms the unit received the data.
- **Power Cycle the System:** If you need to reset your system, wait **5 to 10 minutes** after turning it off before turning it back on. This allows for a full reset.
- **For intelli-HEAT Coil Systems:** If your system includes an intelli-HEAT coil, make sure to turn on the **furnace first**, then start the outdoor unit.
- **System not turning on?:** Ensure your remote, Kumo app, or thermostat settings are correct and the power is on.
- **Strange noises?:** Some noise is normal when the system starts or stops, but contact us if you hear anything unusual.
- **Not cooling/heating properly?:** Ensure windows and doors are closed, and filters are clean. If the issue persists, professional servicing may be needed.

## Contact Us:

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Don't wait for the cold weather!

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*The Go Green Team~*

