DATA INFORMATION SHEET

For Users of Mitsubishi Electric SD Card Tool & E-Monitoring Tool

By using the SD Card Tool or the E-Monitoring Tool Related Services, in accordance with the EU Data Act[1] and the implementing regulations of EU Member States, you may access and manage data generated by and received from Mitsubishi Electric residential heating[2] Products, via SD memory card or a suitable interface, both optionally attached to the Products.

Both SD and E-Monitoring Tools are addressed to professional Installation and/or Service and Maintenance Users and can read the operational and configuration settings data of the Product they are related to:

- The SD Tool can read the SD card that has been previously attached to the Product for some time, so operational data have been recorded automatically onto it by the Product's main board, if so configured.

- The E-Monitoring tool can monitor and read the same data, but only being connected online to the Product at the site, via a suitable interface.

Consequently, the datasets are retrieved either in offline mode from the SD memory card by the SD Tool (running on a laptop computer), or in online mode by the E-Monitoring Tool (running on a handheld device ie Smartphone), and, in both cases, may be saved on the analogous device.

This Information Sheet provides information for you to understand which Related Service Data are available, how they can be accessed, and various other details in the context of Related Service Data.

In accordance with Art. 3(3) of the EU Data Act, we provide you, in your capacity as a User, with the following information:

1. **The nature, estimated volume and collection frequency of Product Data expected to be obtained and how to access or retrieve such data, including the Data Holder's data storage arrangements and the duration of retention:**

   a) **Nature of data***:* Product Data are generated by the relevant Mitsubishi Electric Product and can be summarised as follows [3] [4] [5]:

      - System operation mode, status, errors
      - Room and outdoor sensors
      - Feature and temperature settings, user control
      - Water circuit sensors
      - Water pumps and Valves
      - Heat source
      - Inputs
      - Control mode and restrictions
      - Circuit-board DIP switches positions
      - MRC (Main Remote Controller) settings
      - Additional Diagnostics, Service, Maintenance data (also retrieved by Request Codes)

[1] Regulation (EU) 2023/2854 of the European Parliament and of the Council of 13 December 2023 on harmonised rules on fair access to and use of data and amending Regulation (EU) 2017/2394 and Directive (EU) 2020/1828. Capitalised terms used but not defined in this Information Sheet have the meanings given to them in Art. 2 of the EU Data Act (here).
[2] Appendix 1 shows the Product families
[3] Not all the Products generate the same datasets, as a result of their design capabilities, optionally installed additional equipment, delivered professional configuration, system hardware generations, and evolution over time.
[4] One Product may store data in an attached SD memory card and simultaneously communicate with E-Monitoring tool via a suitable interface.
[5] Mitsubishi Electric continuously evolves and improves their products. This may result to enriched or modified datasets in the future, as more data become available (or obsolete), or possibly provided by newer models entering the market, newer interfaces, newer tool versions, and/or newer firmware updated on existing products and/or interfaces.

- Power and energy consumption and generation
- Interface connectivity

The User is in control of which datasets are retrieved, stored, and exported, according to the functionality of each tool and how this is used. The data journey starts from the Product that is monitored, to the attached SD memory card, or its interface to the E-Monitoring Tool. Then, the SD Card Tool & E-Monitoring Tool are responsible for displaying and/or storing & exporting the data, based on their functionality.

The Product data provided by the tools to the User are available in a plethora of formats, including csv format (Comma Separated Values), html (Hypertext Markup Language), and pdf ().

b) Estimated volume [6]: Normal operation of the relevant Mitsubishi Electric Product should result in the generation, storage onto the SD memory card and transfer to the relevant SD Card Tool or E-Monitoring Tool (based on User-controlled retrieval of data for the latter) of an average amount of data within the range of:

- 0.1-1 Megabyte per day per unit on a 1 min frequency basis.

c) Collection frequency:

i. 1 minute for the SD memory card

ii. Less than 1 minute for the E-Monitoring Tool

d) Access and retrieval of Product Data, data storage arrangements and duration of retention: see paragraph 2 below.

2. The nature and estimated volume of <u>Related Service Data</u> to be generated and how the User can access or retrieve such data, including the prospective Data Holder's data storage arrangements and the duration of retention and how the User can request that the data are shared with a third party and, where applicable, end the data sharing:

a) Nature of data: The 2 tools do not generate additional Related Service data by themselves. They only retrieve, display, and export the Product data as the User wishes, as described in paragraph 1 above.

b) Data storage arrangements and the duration of retention for Product and Related Service data:

i. SD memory card data are stored until the card is full, then they are recycled. The SD Tool can read the data from the memory card and save them on the laptop the User is running the tool on, as long as there is available space. User has full control over storing and deleting the data on their laptop.

ii. E-Monitoring Tool data are optionally stored on the User's device that runs the tool, as long as there is available space, and until the User decides to delete them, similarly, when they wish so.

[6] The volume of Product data is a dynamic figure, due to variety of interfaces and technologies used, at both residential and commercial premises. Some of the factors that affect the volume of data are:
- specific data points each Product is capable to provide
- composition of the whole system including accessories and optional parts
- type, environment and usage of the Product

c) **How users can access Product data and Related Service data**:

The Users access data by themselves as they are using the tools.

d) **How users can request data to be shared with a third party**:

The Users can provide the data by themselves to a third party.

e) **How users can stop data sharing with third parties**:

The Users can stop providing the data by themselves.

f) **How users can erase Product and Related Service data**:

The Users can erase the data by themselves, directly from the SD memory card, and, if they have stored data locally on their devices, from their laptop computer the SD Tool runs on, or by using the E-Monitoring Tool, from the device this tool runs on.

3. Your right to lodge a complaint

As a User, you have the right to lodge a complaint with the relevant competent authority in the EU Member State in which you have your habitual residence or place of work if you consider that your right under the EU Data Act has been infringed (Article 38 EU Data Act).

4. Quality of data provided

Please note that to the extent the Data Holder is required to make available Related Service Data to the User or a third party under the EU Data Act such data is only made available in the same quality as is available to the Data Holder (see Arts 4(1) and 5(1)). Data Holder does not provide any representation, warranty or other commitment for the data to show any specification, level of quality, quantity, or any other characteristic beyond this and disclaims any representations, warranties and other commitments beyond what is explicitly required under the EU Data Act.

5. Changes to this Related Service Data Information Sheet

New legal requirements, company decisions or technical developments may lead to changes to this Related Service Data Information Sheet and require us to adapt this Related Service Data Information Sheet document accordingly. The current version can be found on our MELCloud website. Please note that external links to third-party websites or their contact information may change over time. If you find information that is no longer up to date, please let us know.

Appendix 1

Product families and models that transfer data to SD Card Tool & E-Monitoring Tool

Area	Family	Name
Residential Heating	Ecodan	Ecodan CO2
		Ecodan
		Geodan
		Hydrodan

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