Milieu Climate®

Set up guide

Welcome to **Milieu Climate®**

HUMIDITY

MOTION

TEMPERATURE

SOUND

Let’s design your environment.

AIR QUALITY

PRESSURE

LIGHTING

Congratulations on choosing Milieu!

The Milieu Climate® is more that just a smart thermostat. It allows you to design your environment by controlling the room temperature and monitoring air quality, humidity, pressure, sound, lighting and motion.

With its built-in sensors and practical portability, you can maximise your comfort and your energy savings all in one step.

Please read the following manual carefully as it contains all necessary instructions needed to set up your new thermostat.

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Let’s get started!

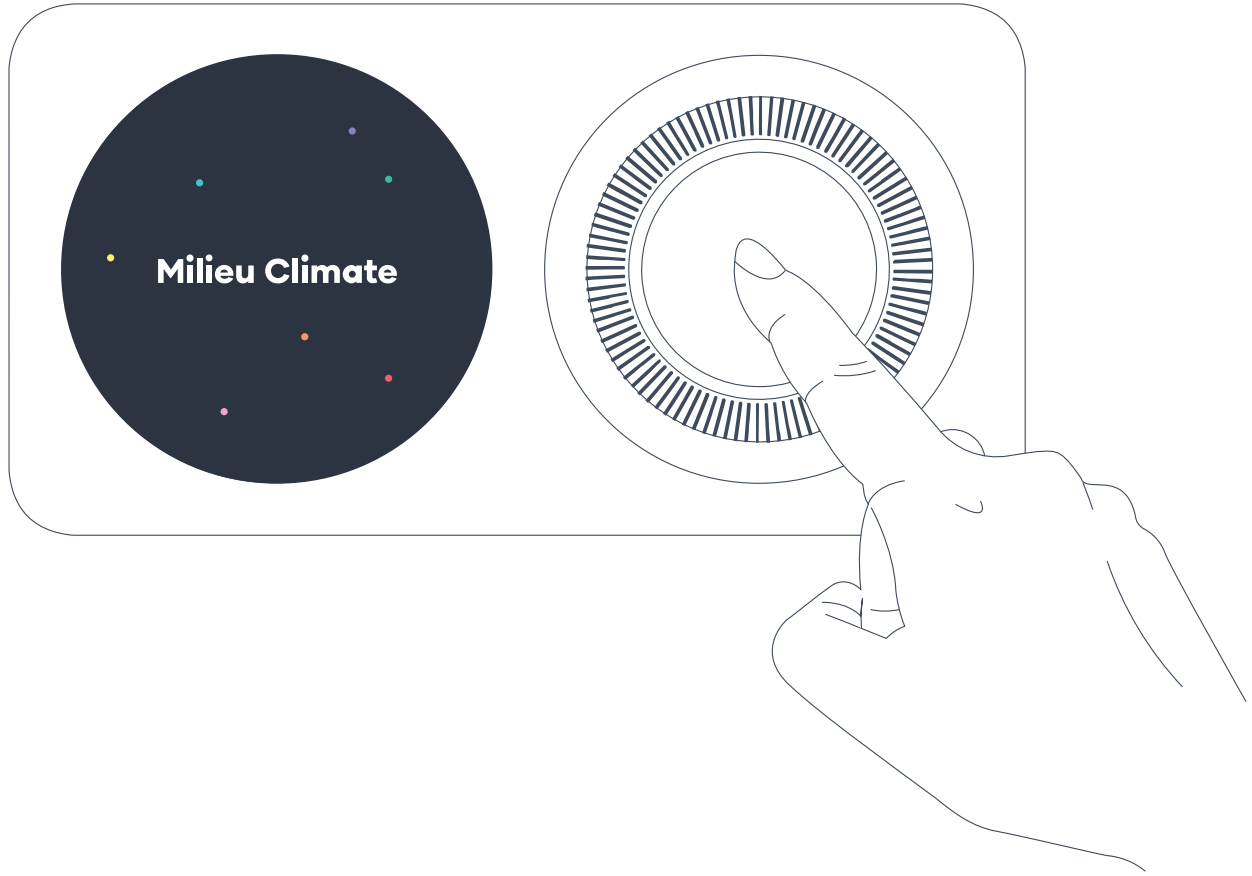
Please follow these instructions to set up your new Milieu Climate Smart Thermostat.

Power on!

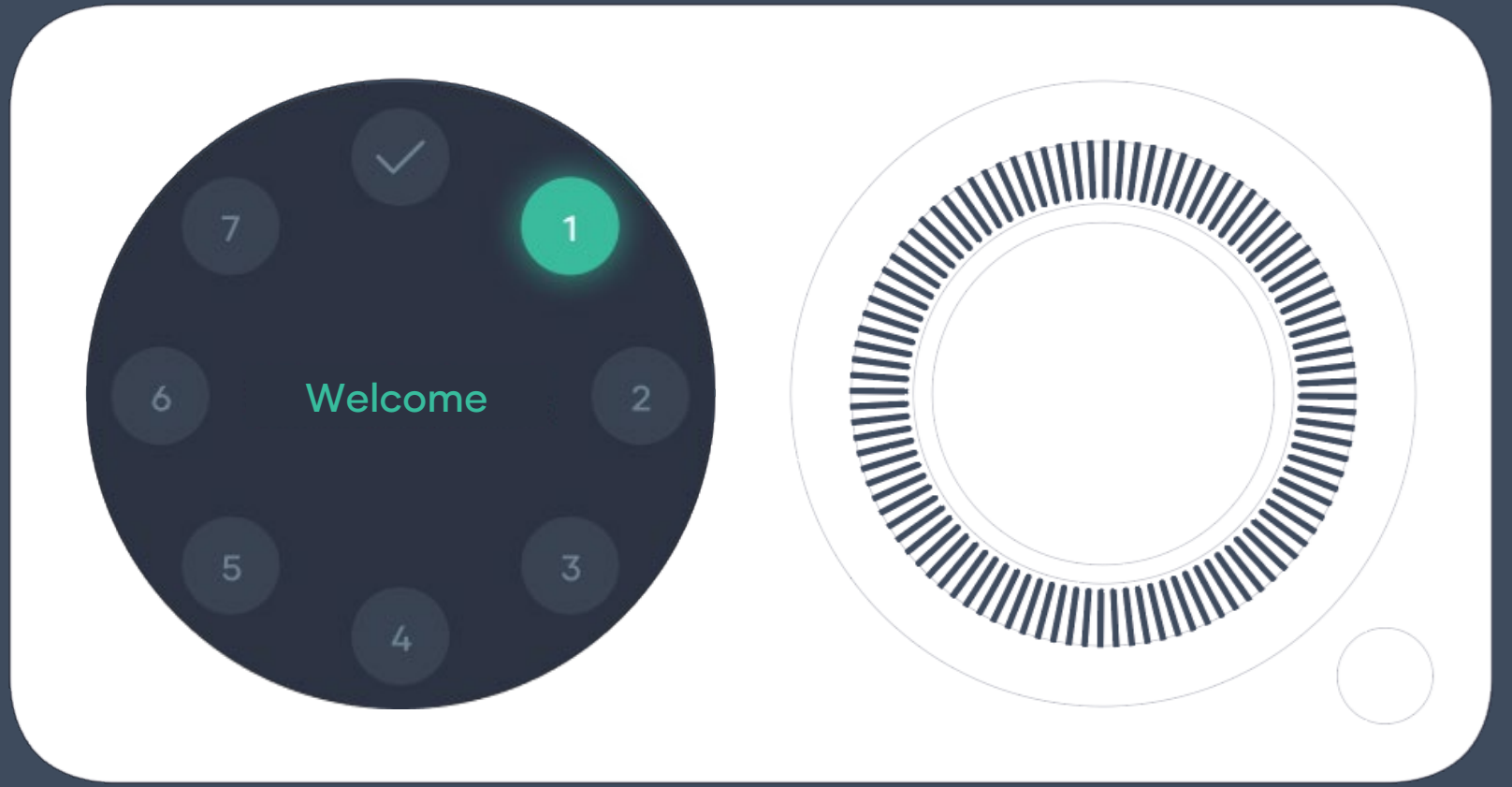
Congratulations! You just installed your new Milieu Climate Thermostat.

Press the front button to power the unit on.

Please follow the on-screen instructions to set up your device. There are 7 stages to set up, so let’s get started.



Step 1: Connect Internet


7
1
6
Welcome
2
5
3
4

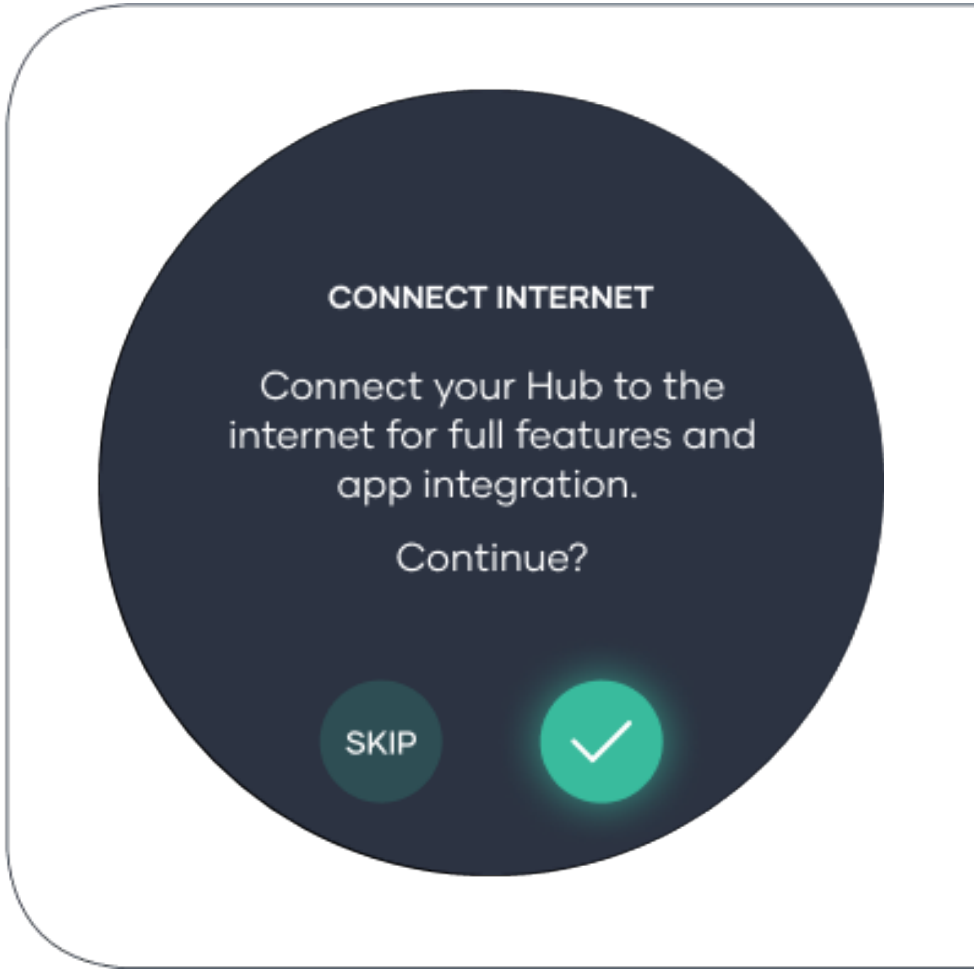
Welcome

If Hub is not connected to power, it will turn off when the battery is low.

To avoid this happening during the setup process, just connect your Hub to power through the USB-C or place it onto your installed Smart Base or Power Base.

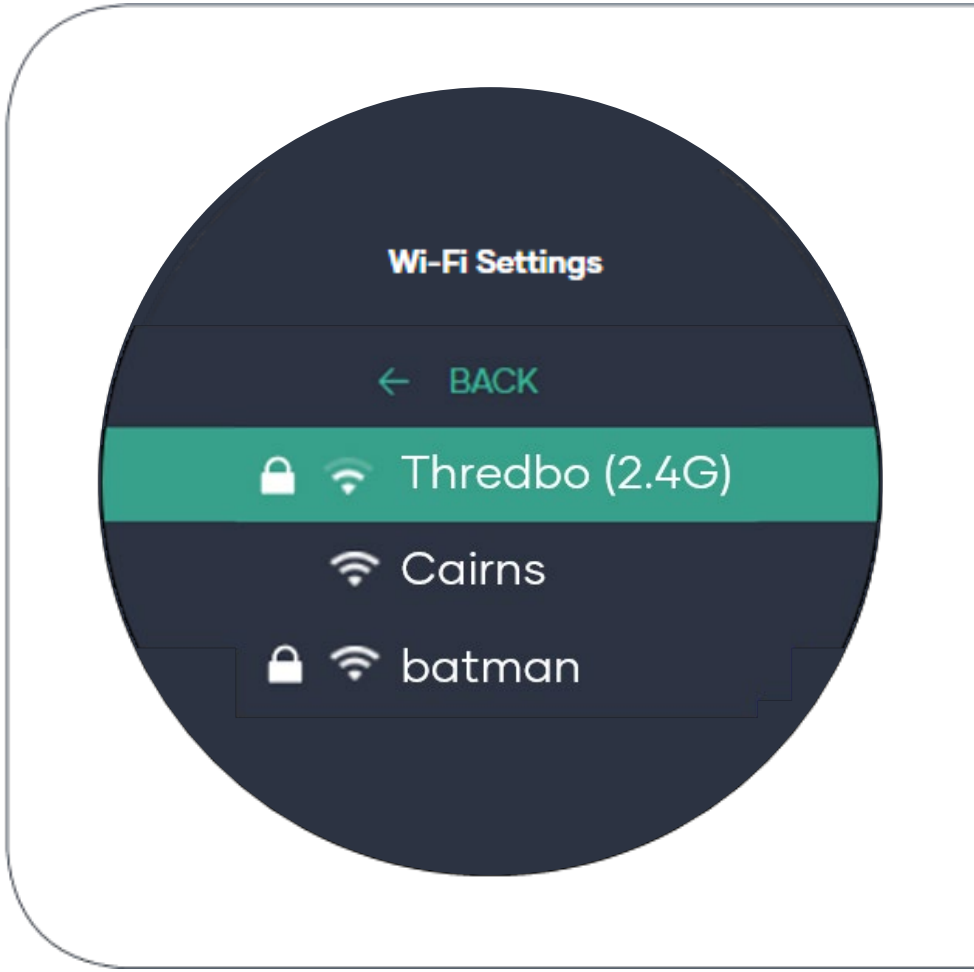
Connect internet!

This step is required to make the most of your features and enable remote access to your device from the Milieu Climate App.



Connect internet!

Select your Wi-Fi network, Milieu Climate Thermostat is only compatible with 2.4 GHz band.

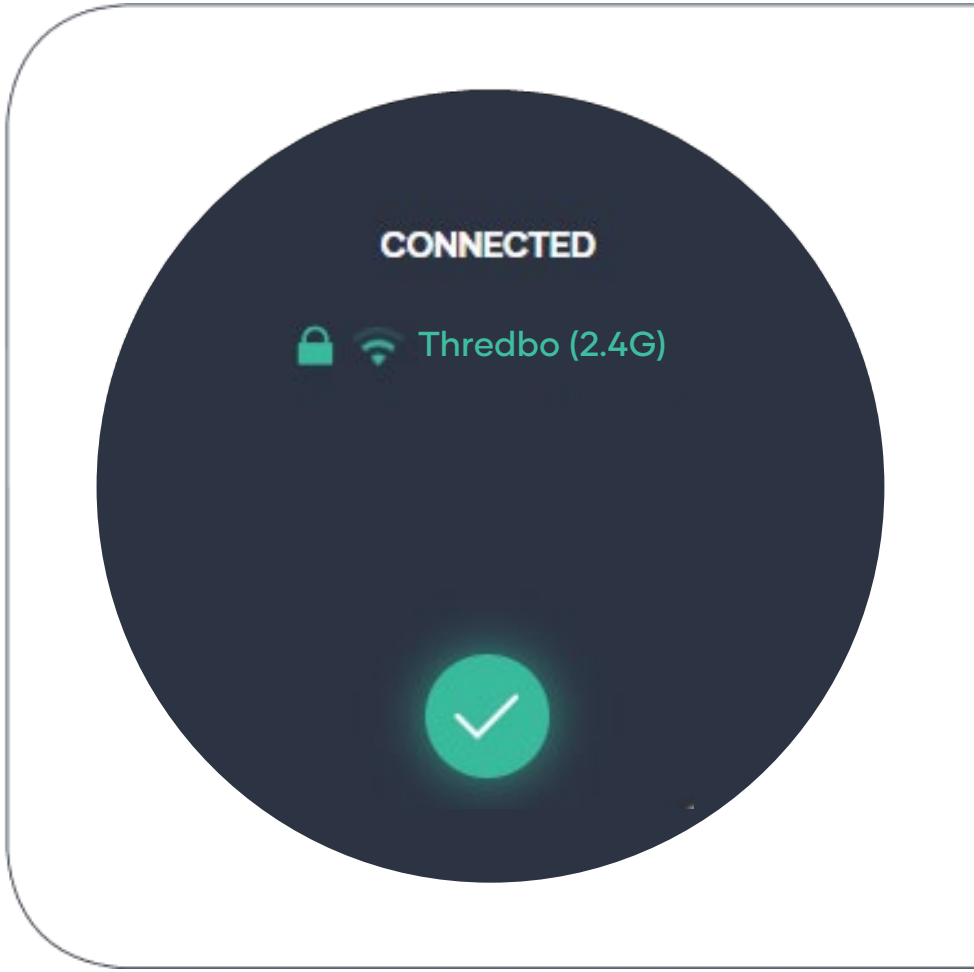


Connect internet!

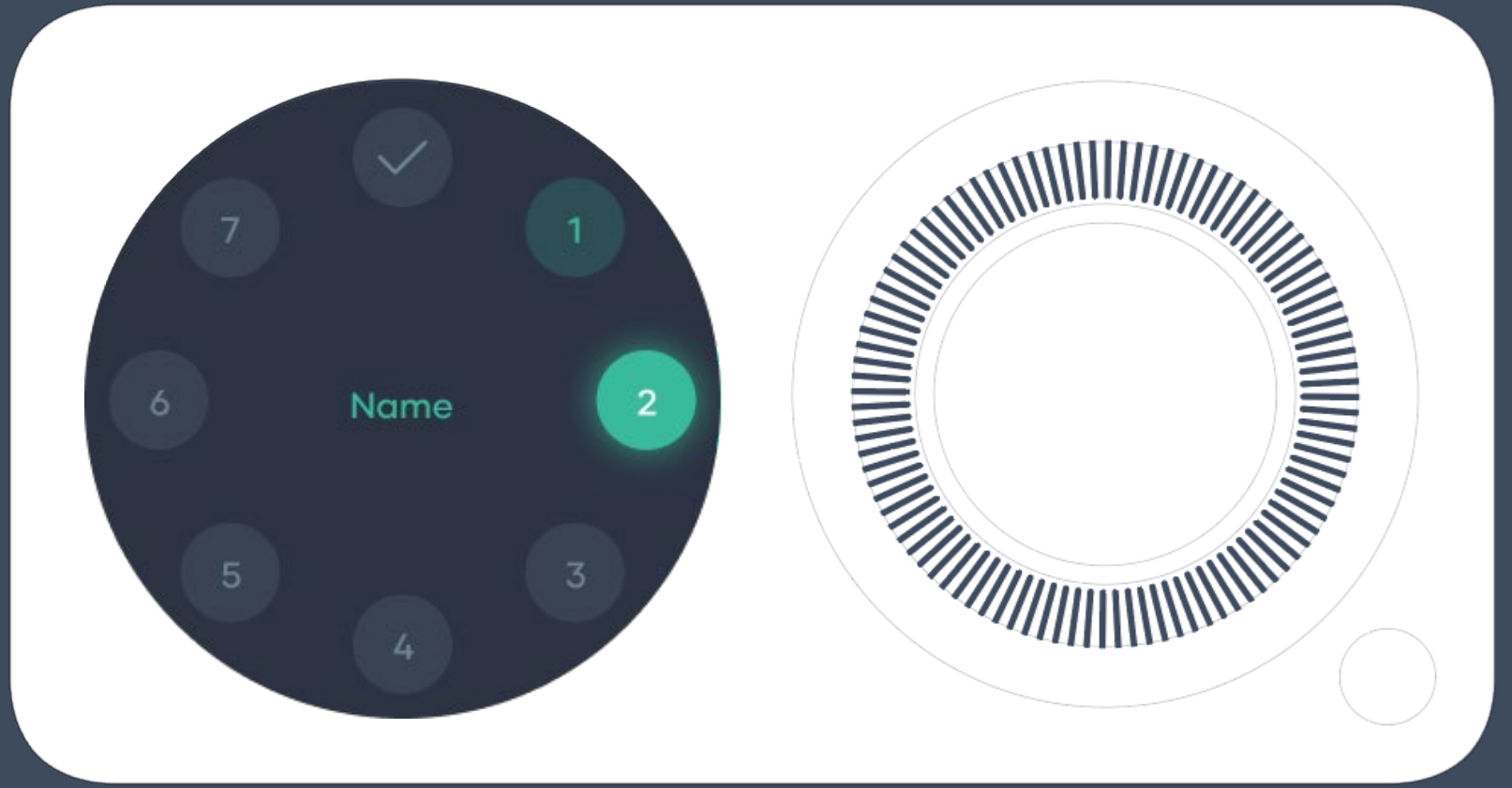
Enter your Wi-Fi password by scrolling through and selecting your password characters.

Connect internet!

You are connected. Step one is now complete.



Step 2: Name Hub


7
1
Name
6
2
5
3
4

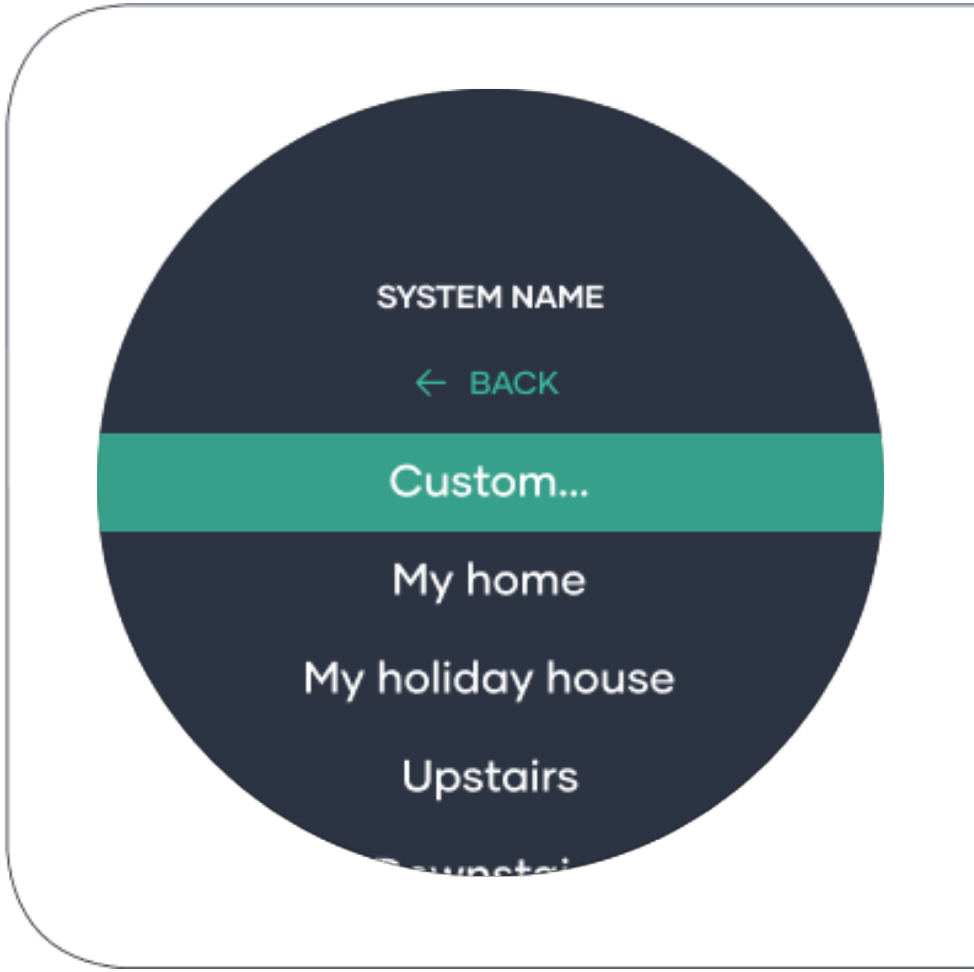
Name your Hub!

Naming your Hub is handy, especially if you have multiple Hubs installed.

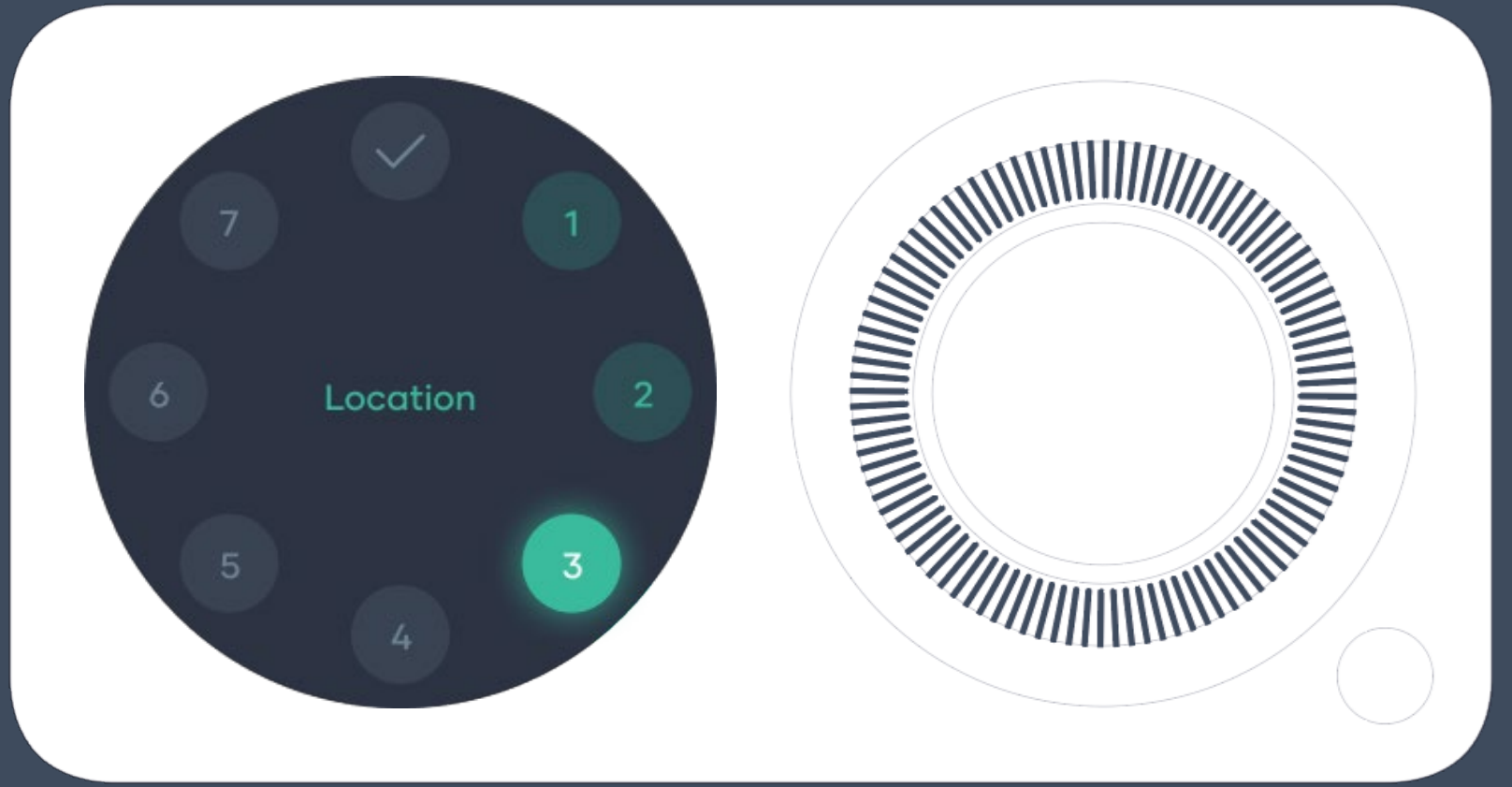
Name your Hub!

You can customise your Hub name or alternatively pick one from the list.

After your selection you would have completed step two.



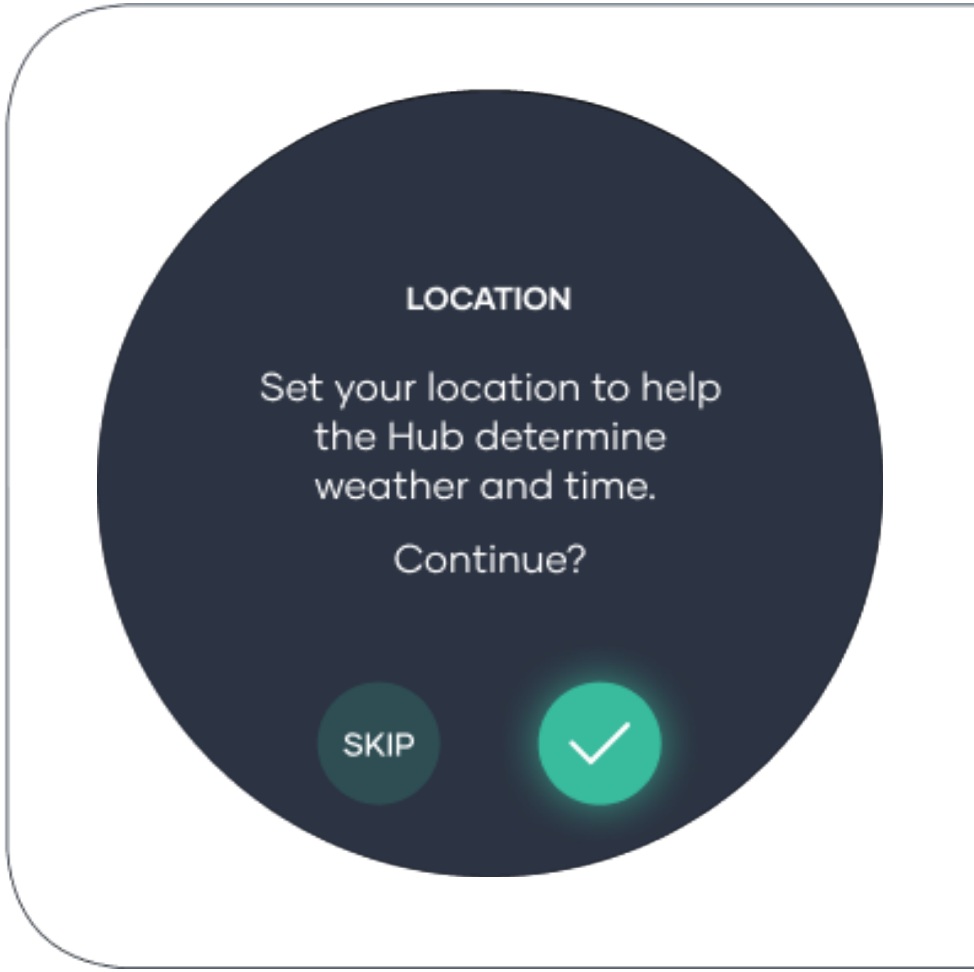
Step 3: Set Location


7
1
6
Location
2
5
3
4

Location!

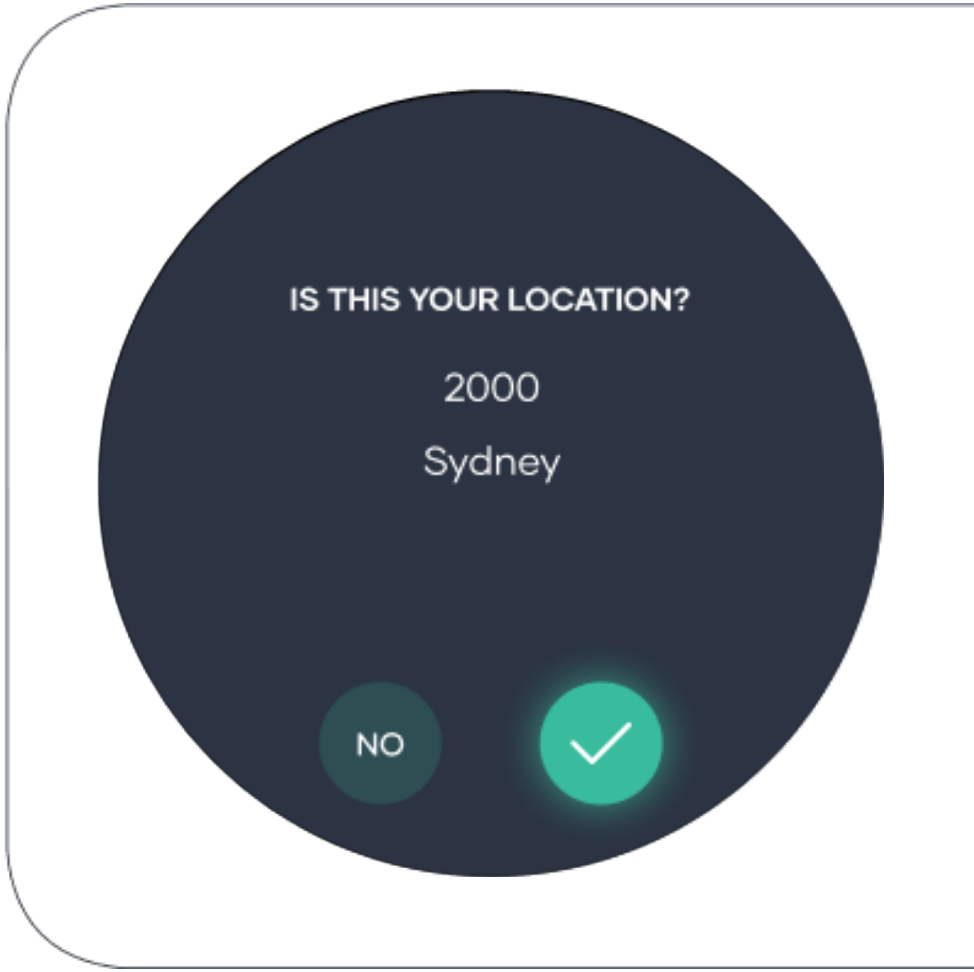
Setting up your location allows the Hub to determine the time.

The time is required for the operation of your schedule function.



Location!

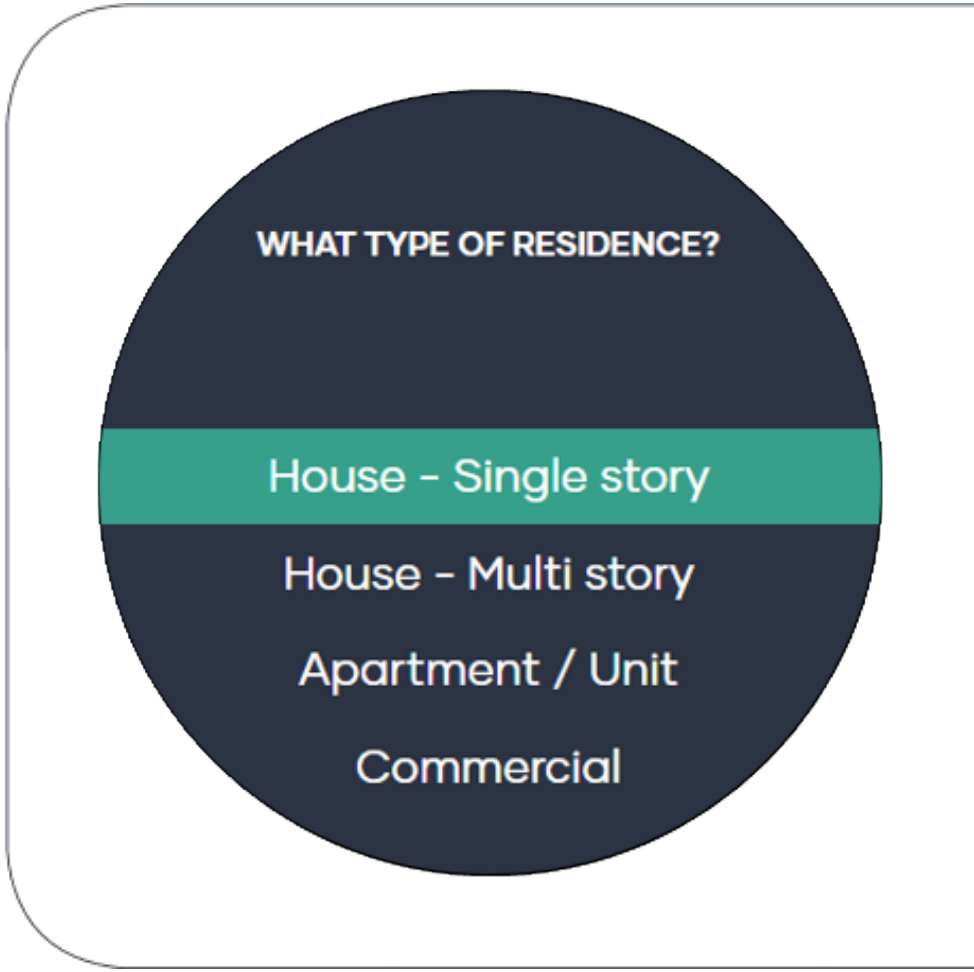
Confirm your location. If not correct you will have the opportunity to set it up manually.



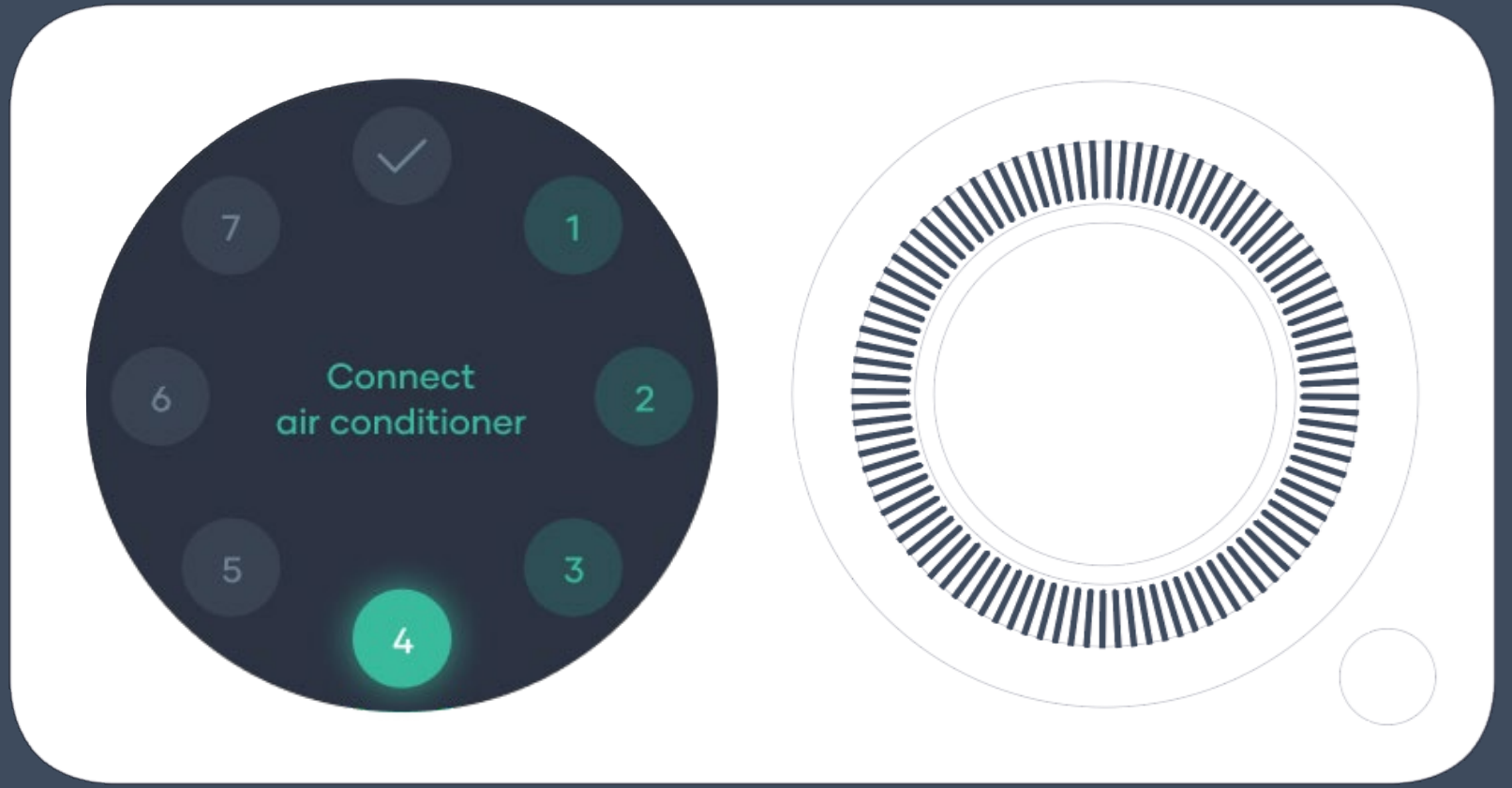
Location!

Lastly chose your type of residence.

And with that you would have completed step 3.

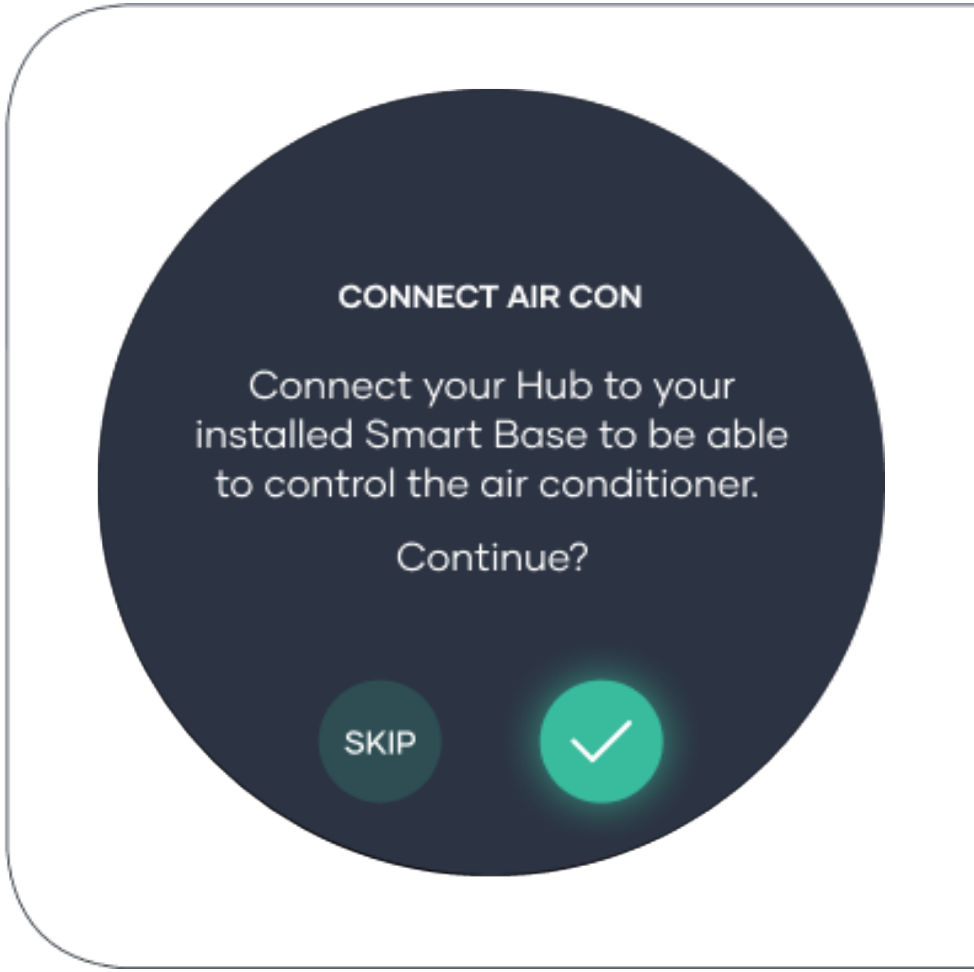


Step 4: Connect Smart Base


7
1
Connect
air conditioner
6
2
5
3
4

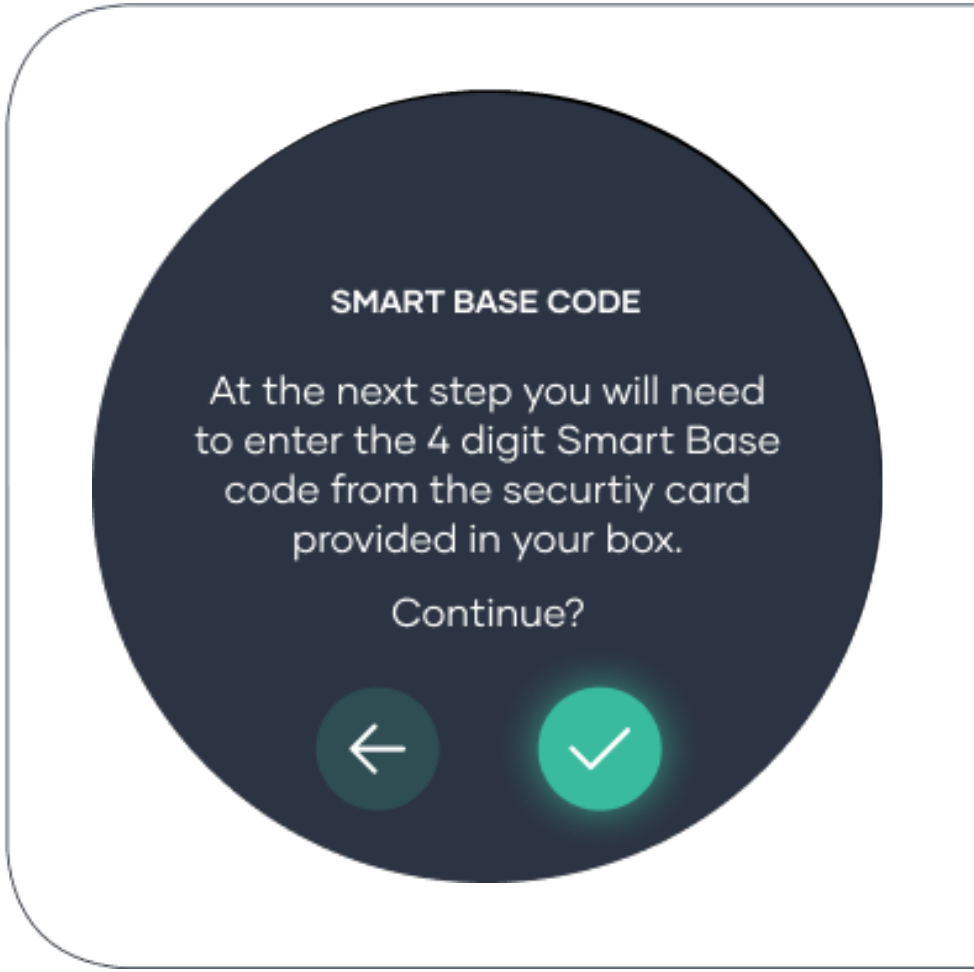
Connect your Smart Base!

Connect your Hub to the Smart Base enables you to connect to your air conditioner.



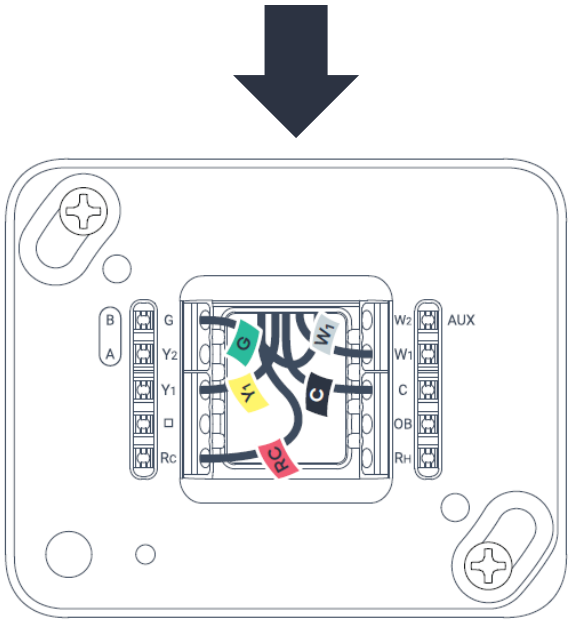
Connect your Smart Base!

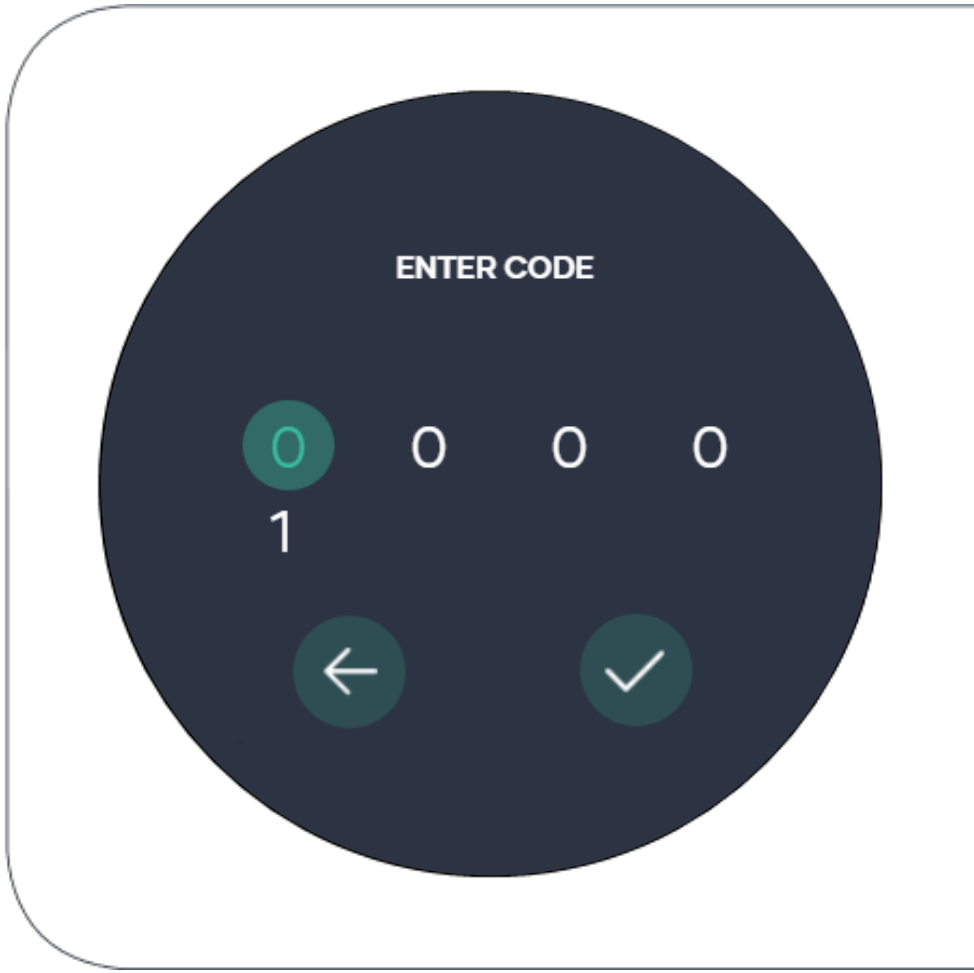
If your Hub is attached to your Smart Base, you will need to remove it to be able to locate your 4-digit code.



Connect Smart Base!

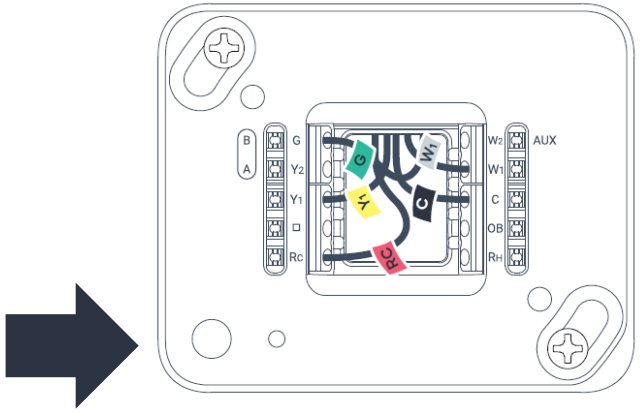
Your 4-digit code will be located at the top of your Smart Base.

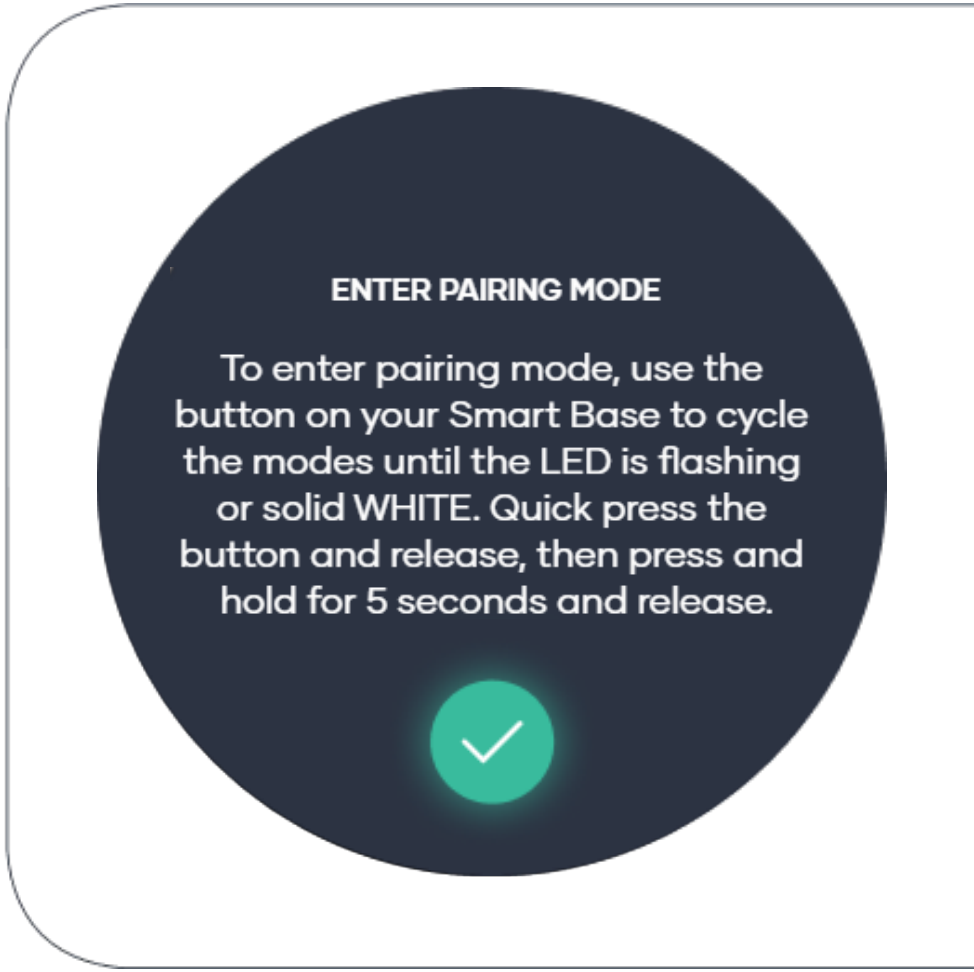




Connect your Smart Base!

Press the button on your Smart Base to cycle through the LED until it is flashing or solid white.
Quick press the button and release, then press and hold for 5 seconds and release to enter the pairing mode.





Connect your Smart Base!

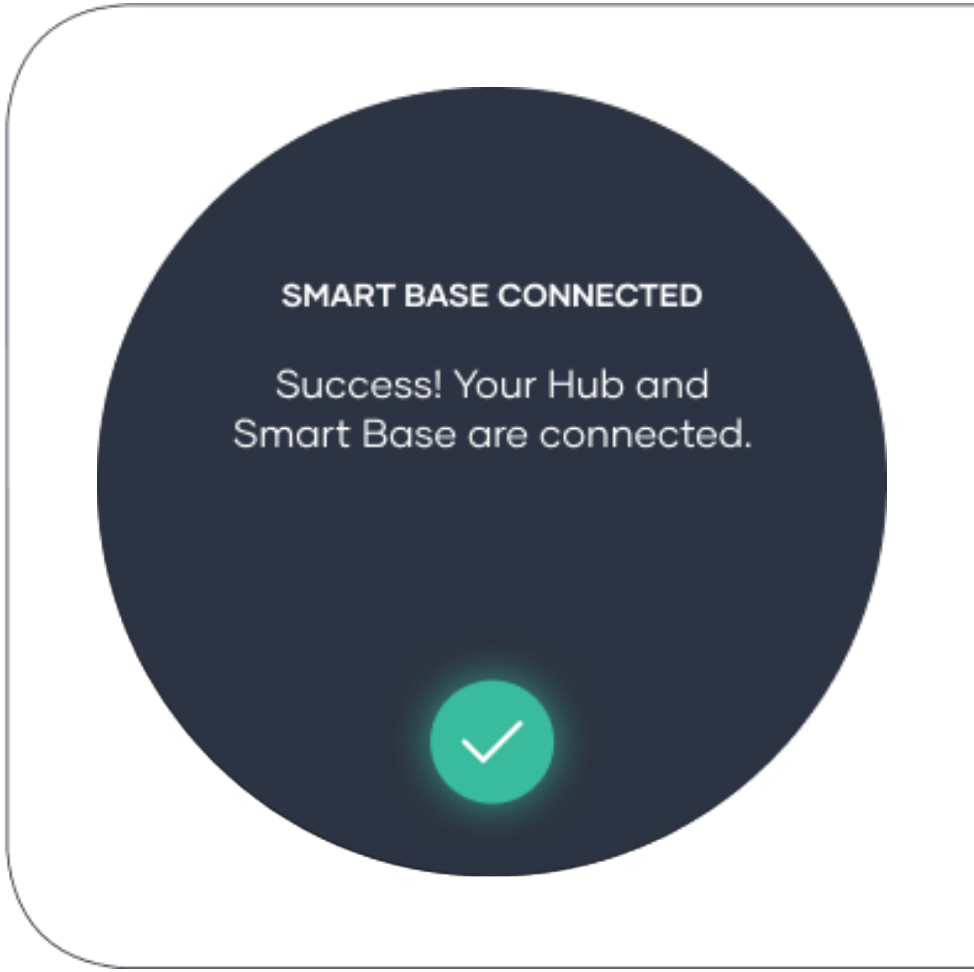
To know that you have entered the Pairing mode, the LED light on your Smart Base will be flashing different colours.

Place your Hub back onto your smart base.

The pairing process may take up to 5 minutes.

Connect your Smart Base!

If your pairing process fails, you will need to go through the pairing process again.

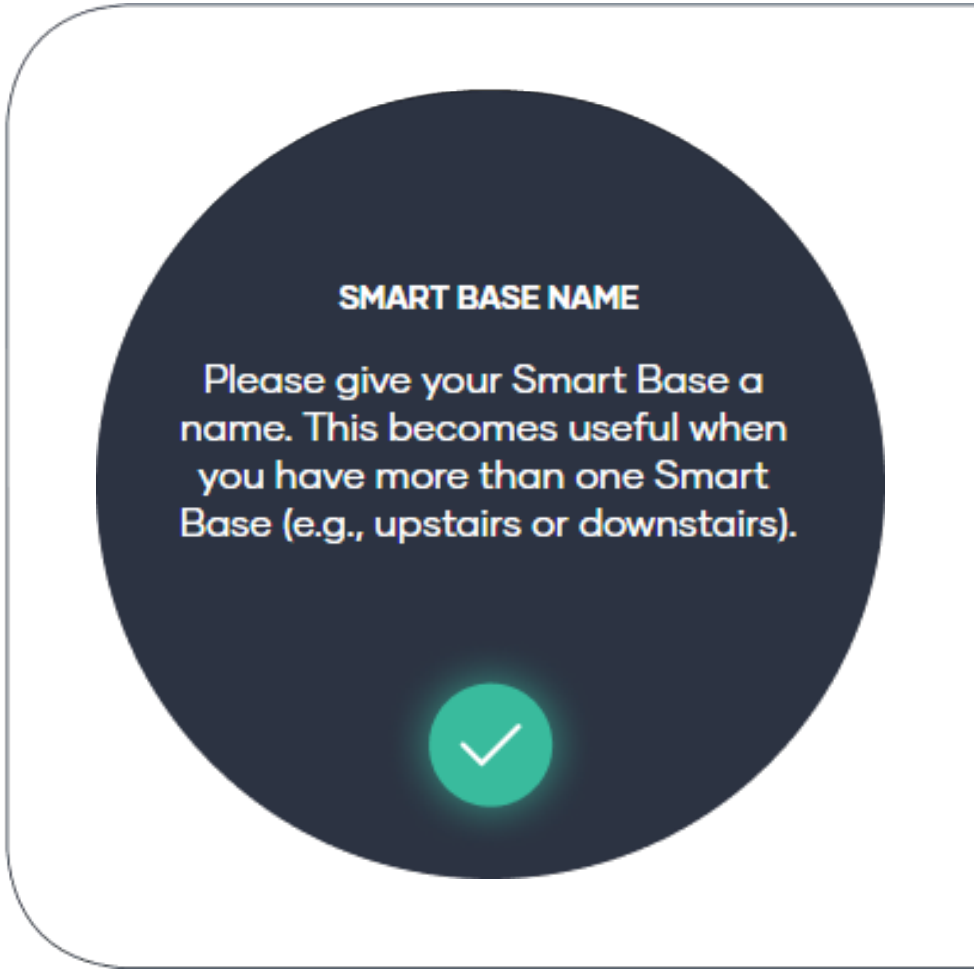


Name your Smart Base!

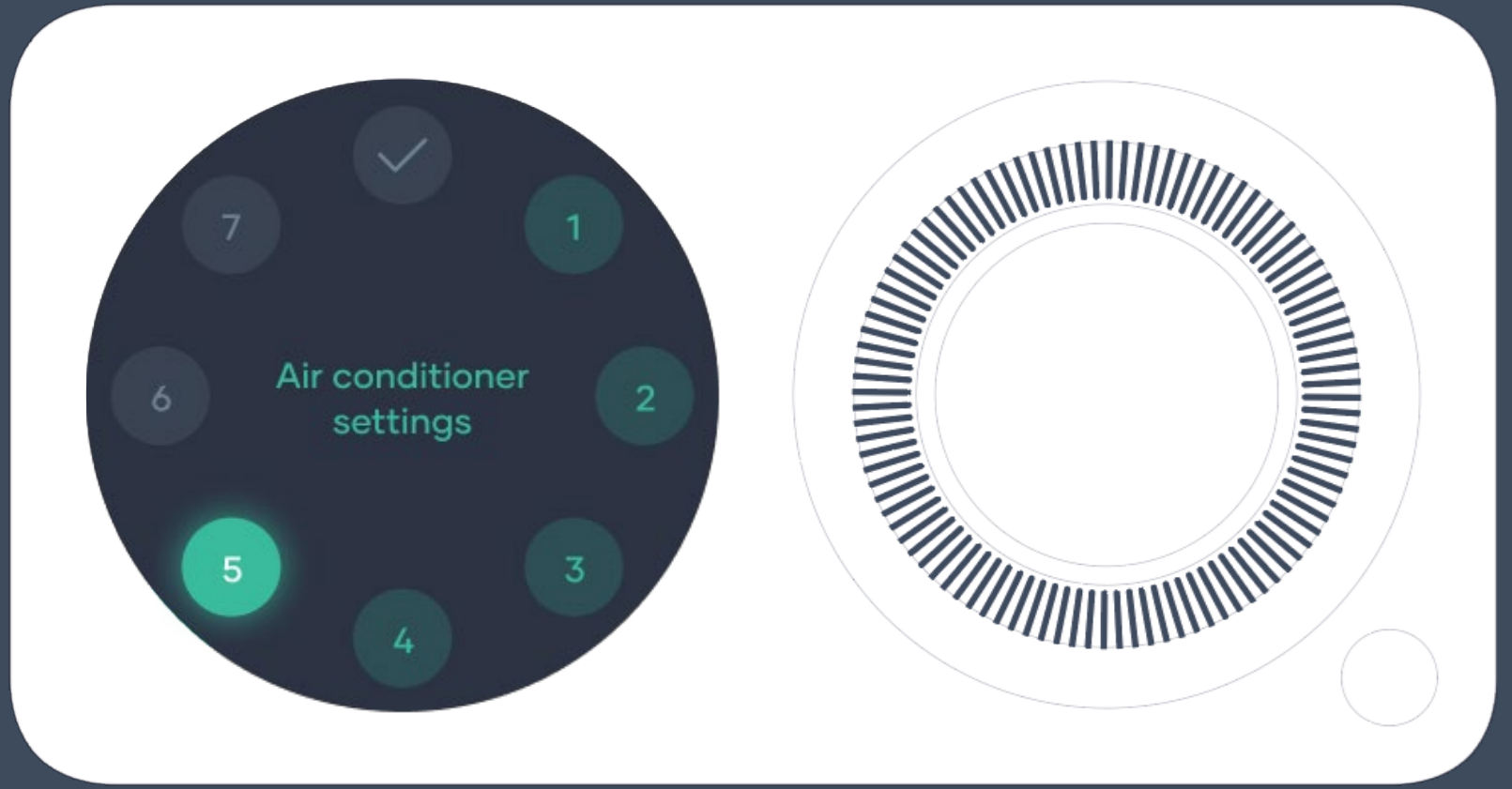
Naming your Smart Base is handy, especially if you have multiple Smart Bases installed.

Awesome, you have completed step 4 and past the halfway mark.

Tip!
Call your Smart Base with a different name to your Hub.

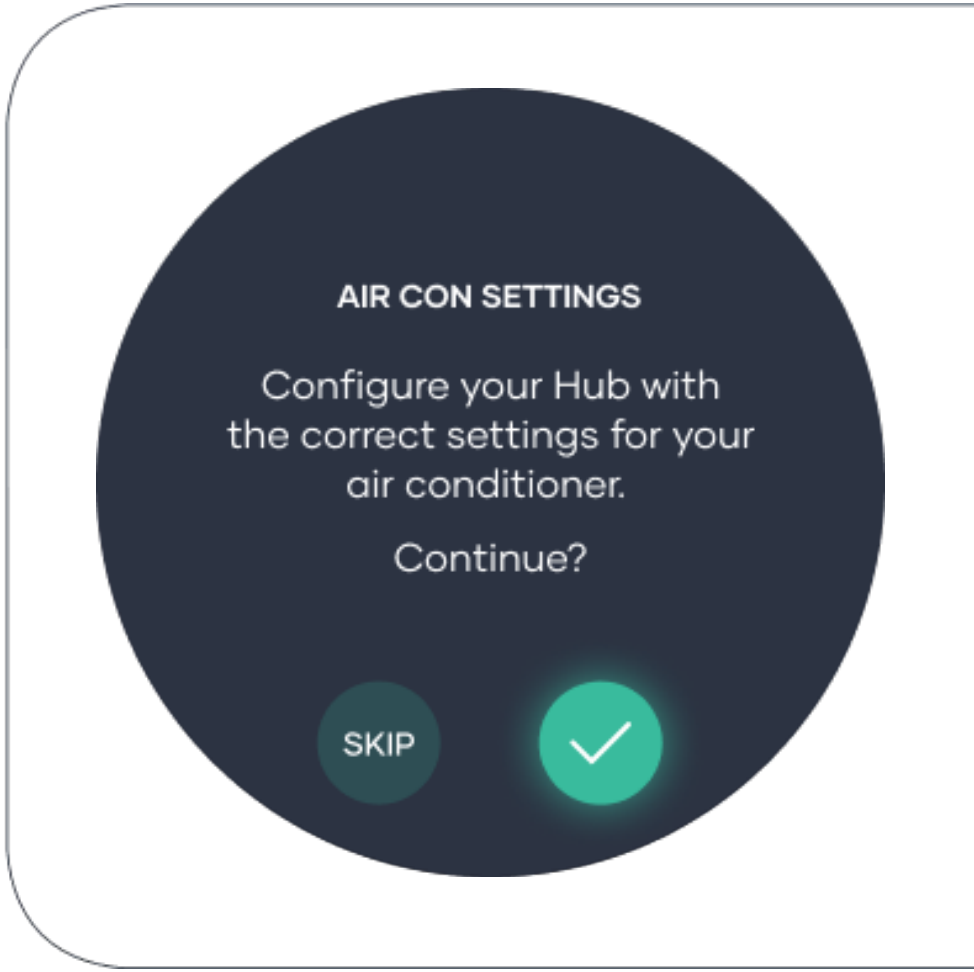


Step 5: Enter System information


7
1
Air conditioner
settings
6
2
5
3
4

Heating & Cooling Equipment Setting!

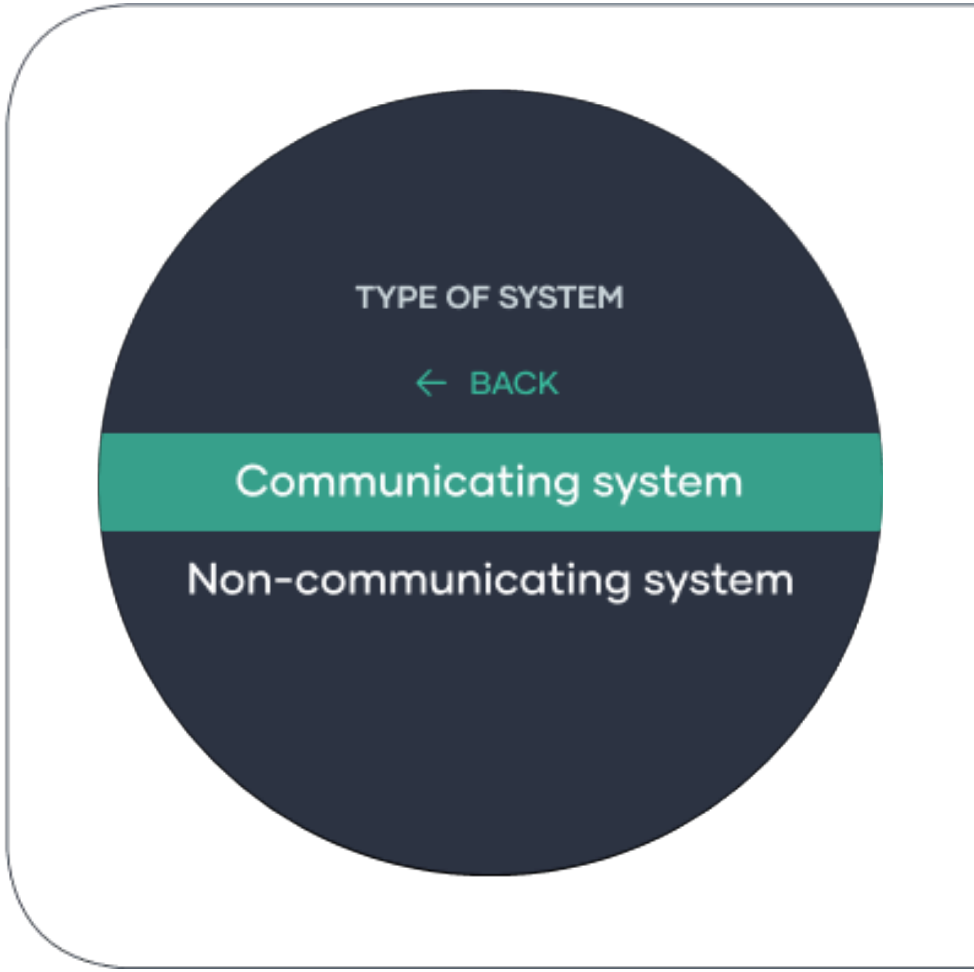
Now you need to choose what type of Heating or Cooling Equipment you have.



Choose your type!

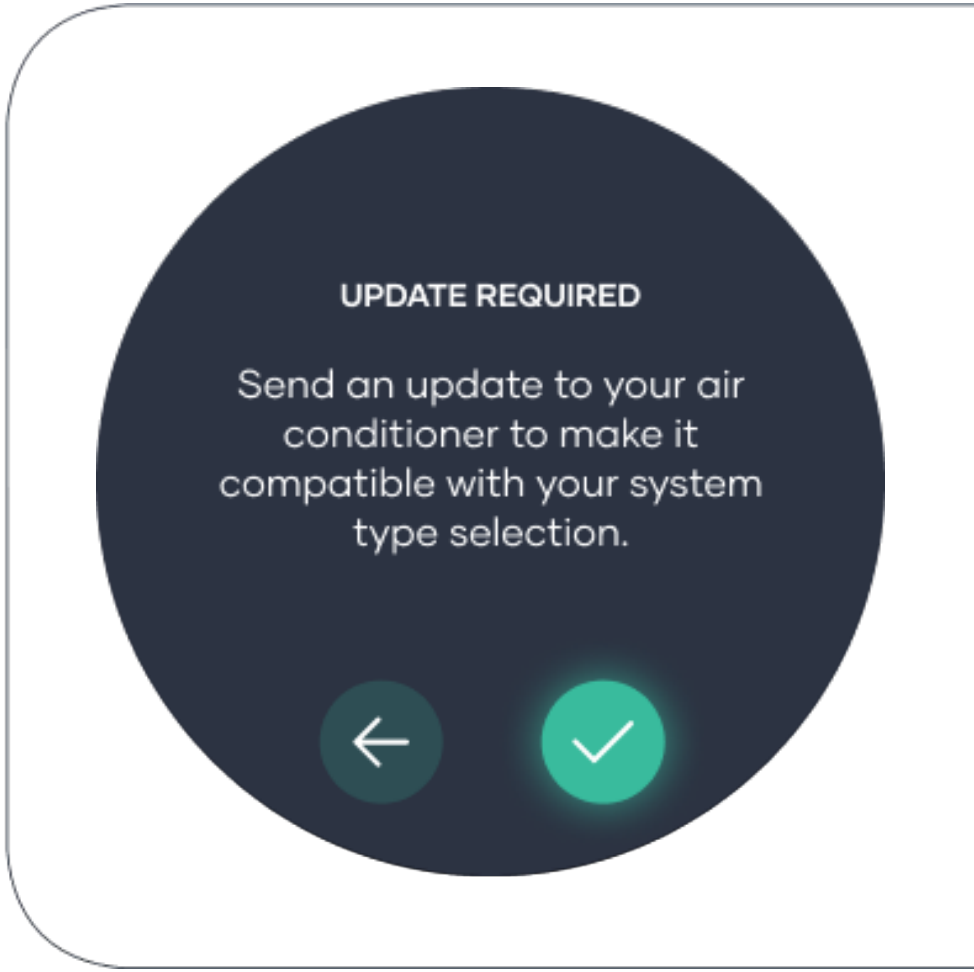
If you installed a Brand Adaptor kit with your Milieu Climate Thermostat, choose “Communicating System”.
E.g., Inverter Air Conditioning Systems

If your system didn’t require a Brand Adaptor kit, choose “Non-Communicating System”.
E.g., 24Vac Systems



Update your Smart Base!

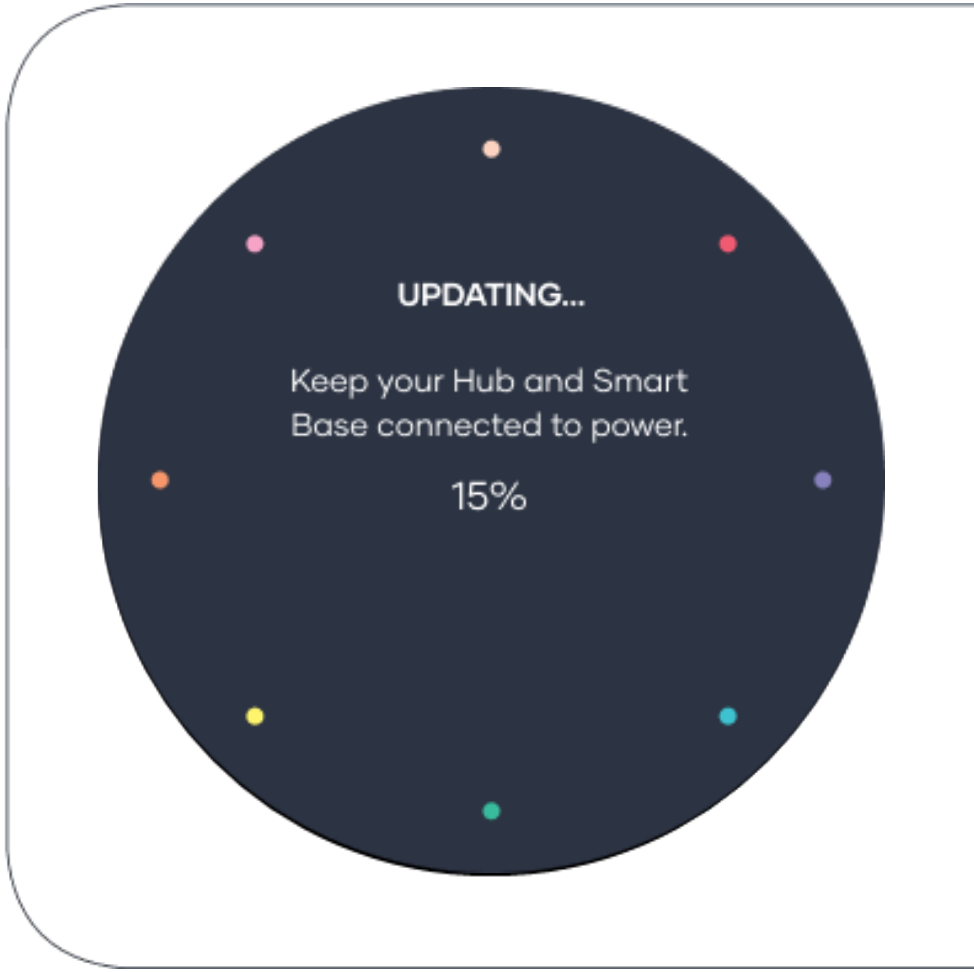
Based on your selection your Hub may push an update wirelessly to your Smart Base, making it compatible with your Heating or Cooling equipment.



Update your Smart Base!

During the updating process ensure that the Hub is mounted on the Smart Base.

Tip!
If update fails, ensure that your Hub and Smart Base are within 2m proximity and connected to Power.



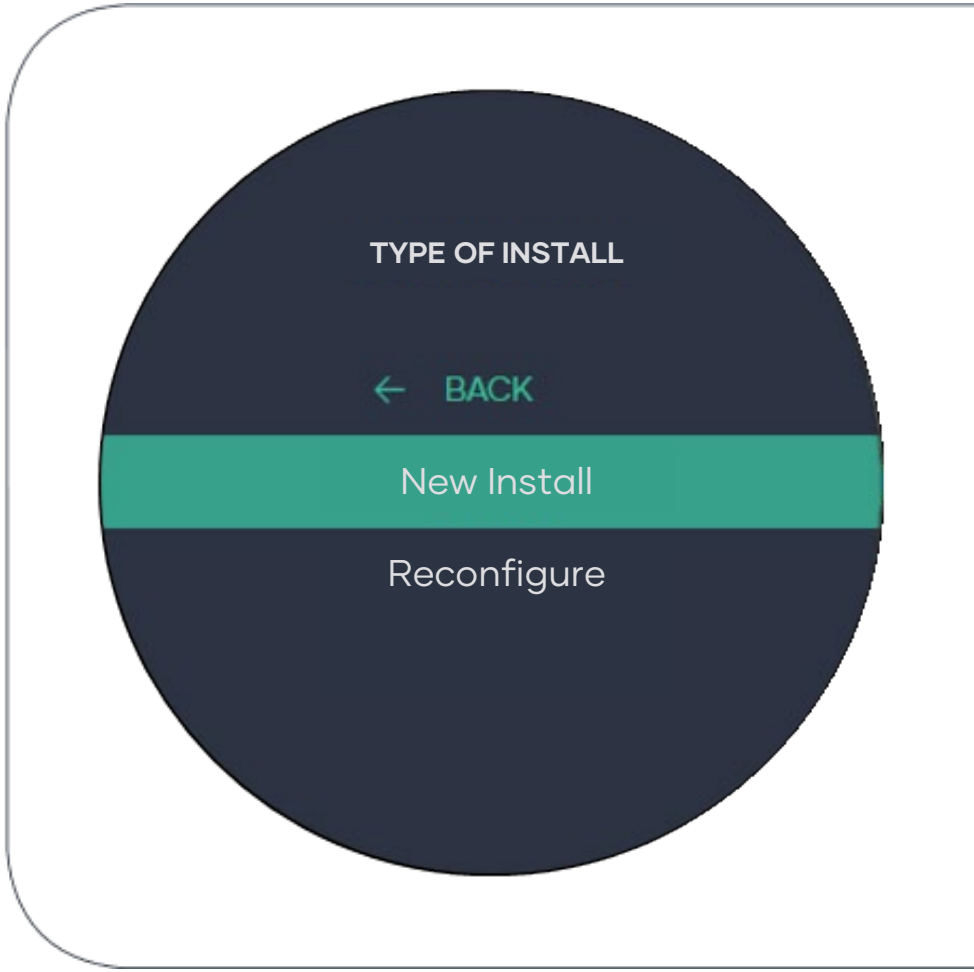
Communicating Systems

Please follow these instructions for cooling and heating systems that are Communicating and require a Brand Adaptor Kit

Type of install!

Choose new install.

Tip!
Reconfigure is used if you are replacing your Heating or Cooling equipment.

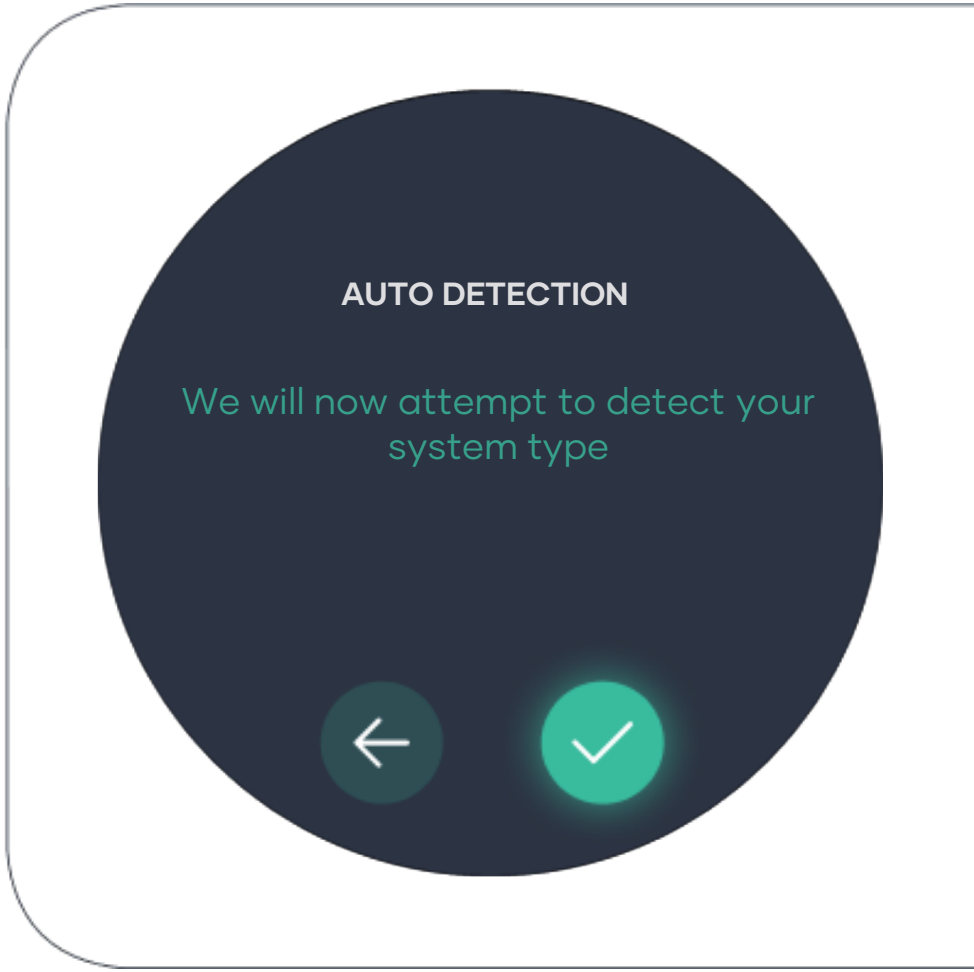


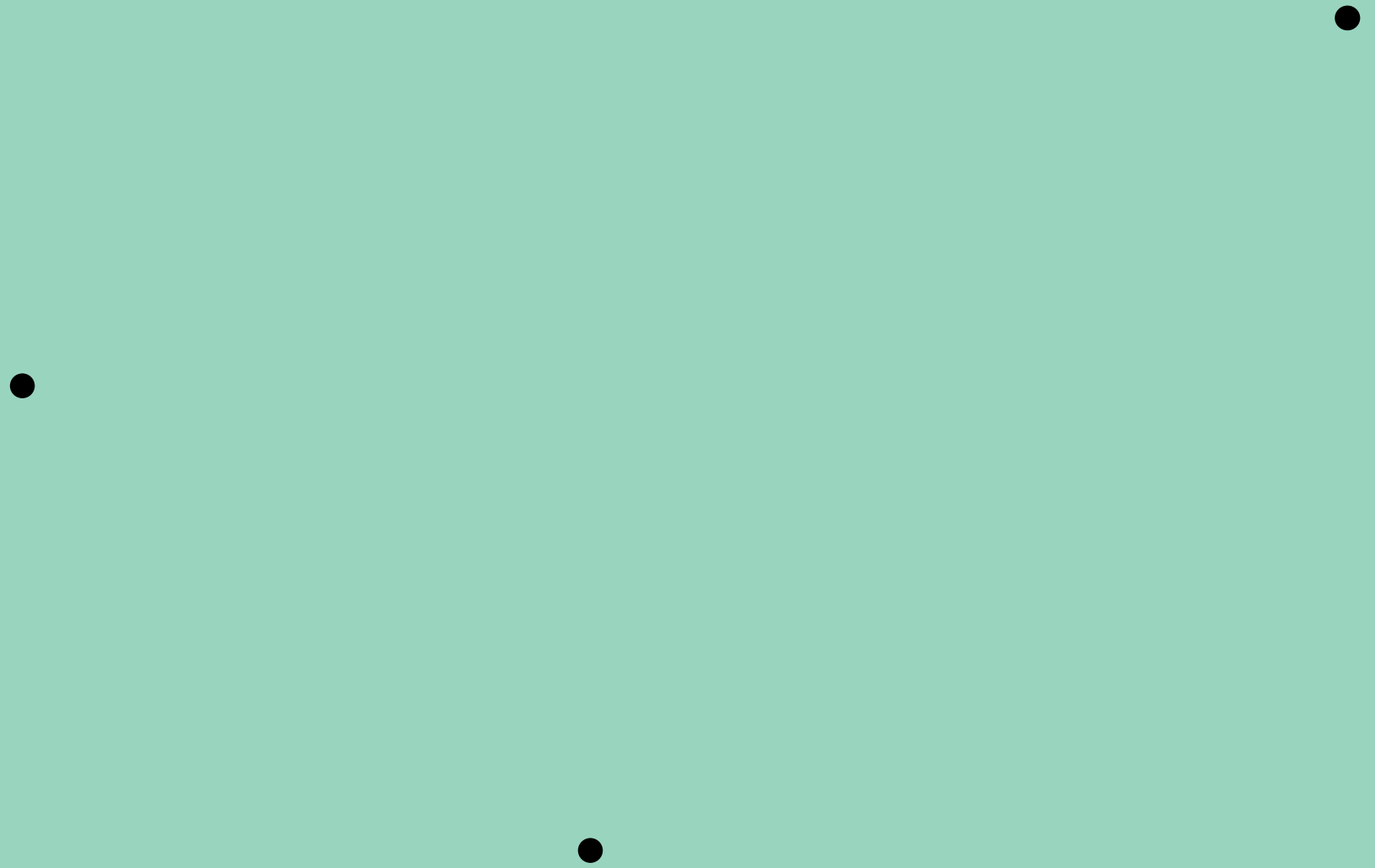
Auto detection!

The Hub will now check your connection to your air conditioner and will display your air conditioner brand.

Step 5 is now complete.

Go to page 81 to complete your set up.





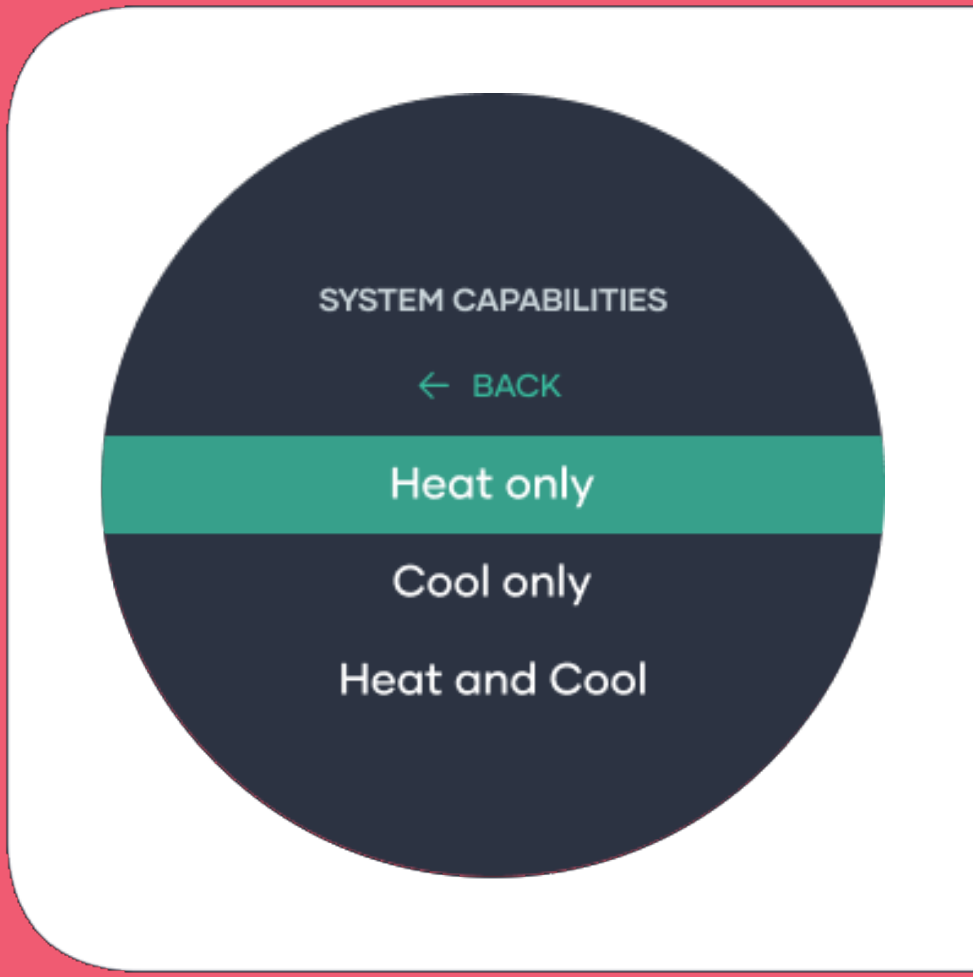
Non-Communicating Systems

Please follow these instructions for cooling and heating systems that except controllers with 24V direct inputs

Heat only system!

These are systems that only provide Heating and no Cooling.

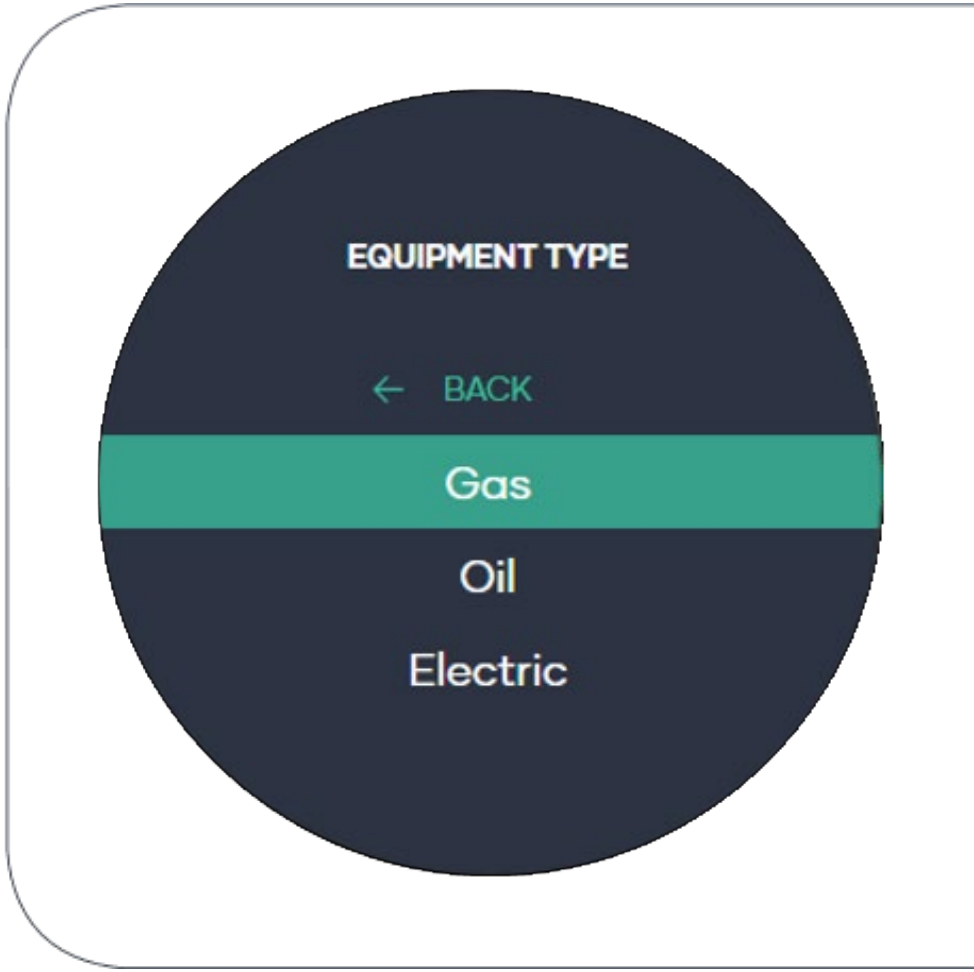
For example, a Gas Ducted Heater.



Equipment type!

Choose from Gas, Oil or Electric. This is the main source of fuel your system is using to Heat your space.

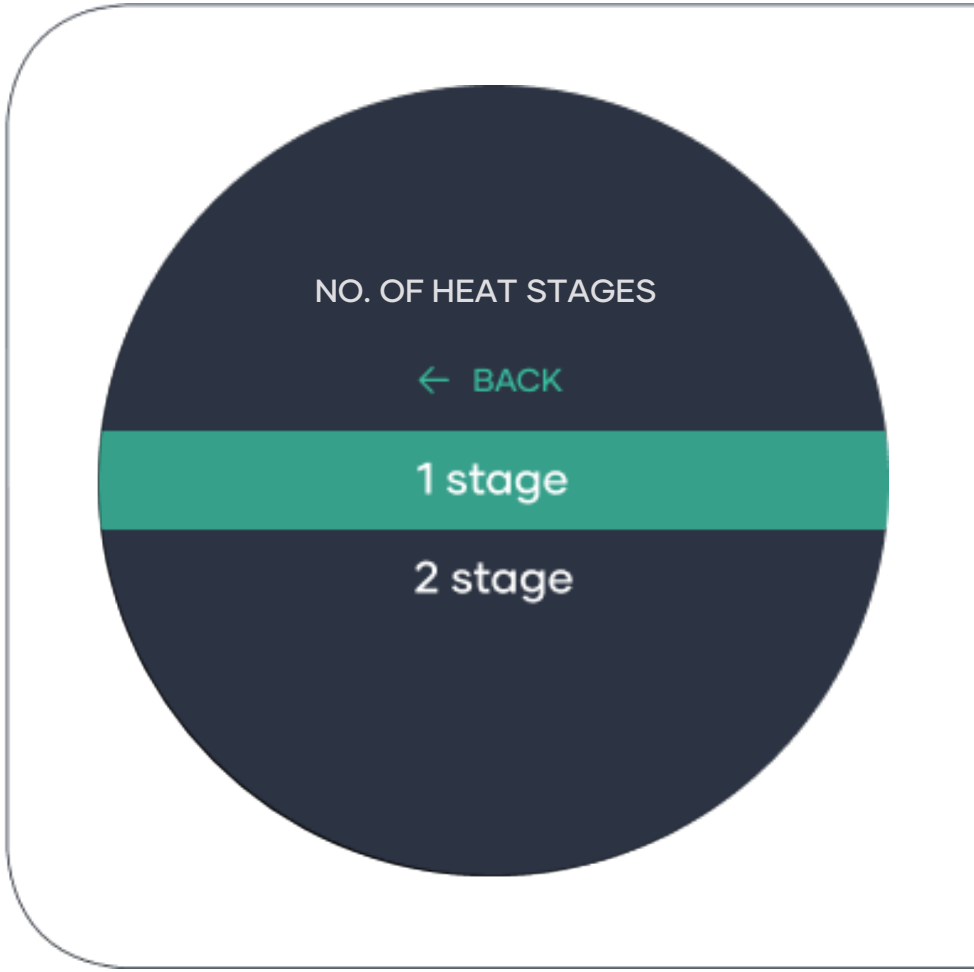
Tip!
Most systems in Australia use Gas.



Number of Heat stages!

Most systems in Australia are 1 Stage, some US systems have 2 stage heating.

If you unsure, please select 1 Stage.

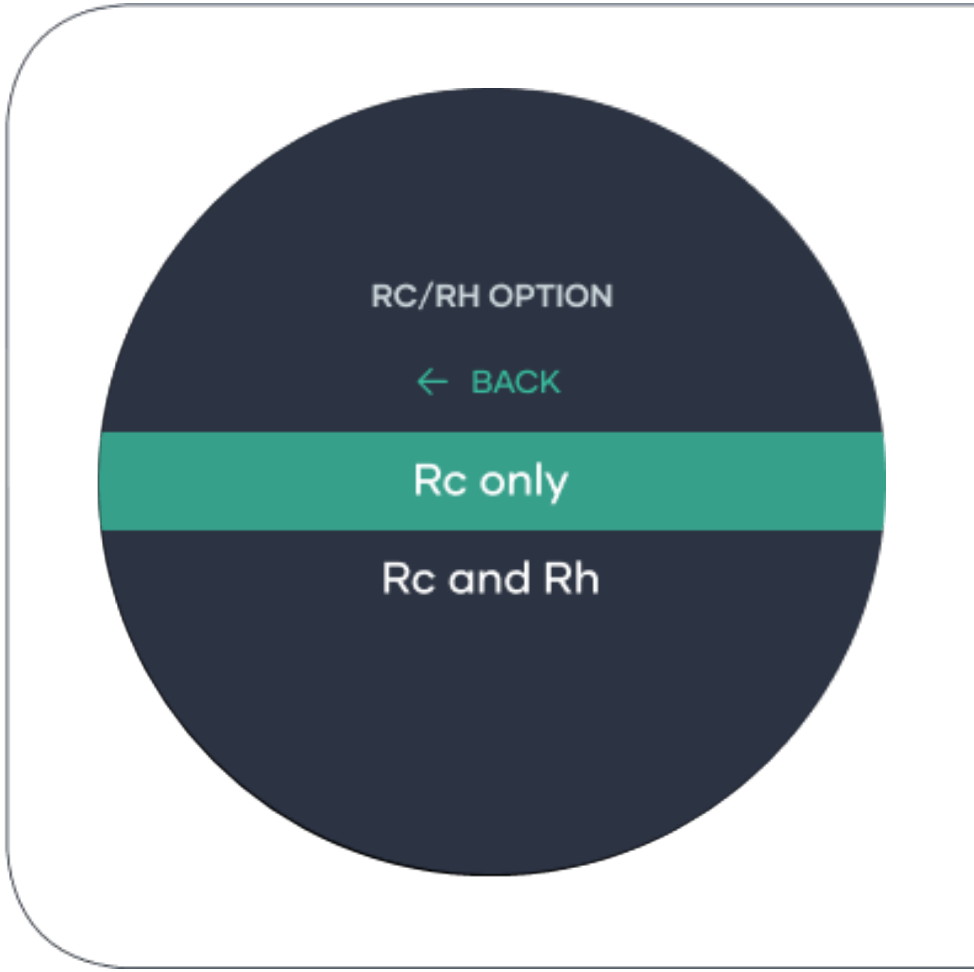


RC/RH Connection!

Rc is mainly used in Australia, Rc and Rh are only used for Dual fuel systems.

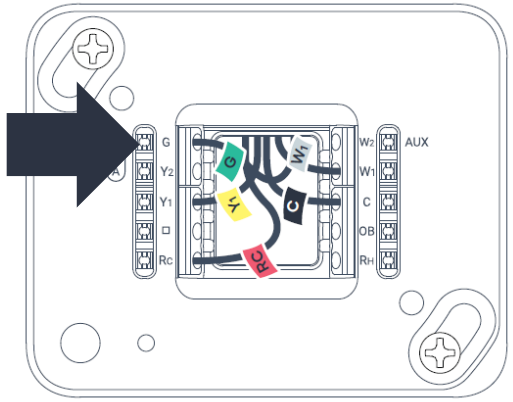
To find out whither your system has “Rc’’ or ”Rc and Rh” connection, check your Smart Base wiring.

Tip!
If you unsure, please select “Rc only”.

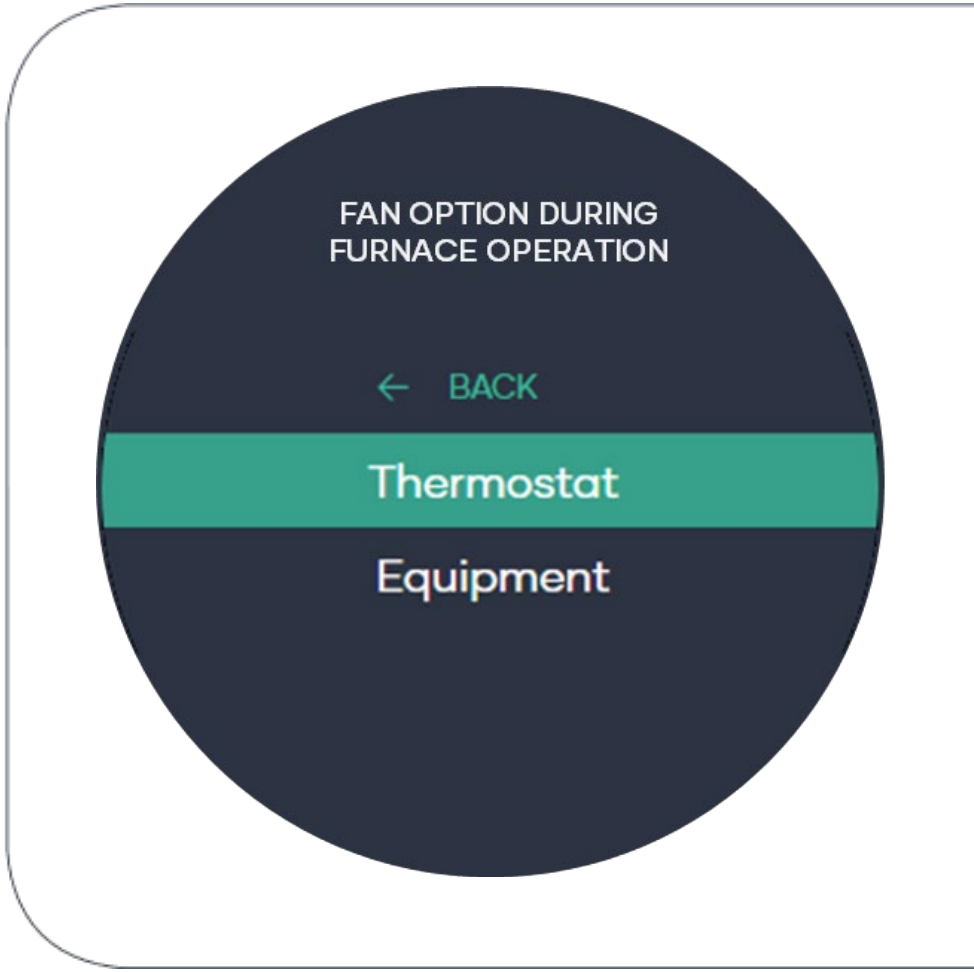


Fan control option!

If your Smart Base “G” terminal has a wire connected select “Thermostat”.



If your Smart Base “G” terminal does not have a wire connected select “Equipment”.



Wiring status check!

If your system is installed and set up correctly, solid lines should appear on the screen. In the case of incorrect wiring, the following may occur.

A dashed line it means you have a missing wire.

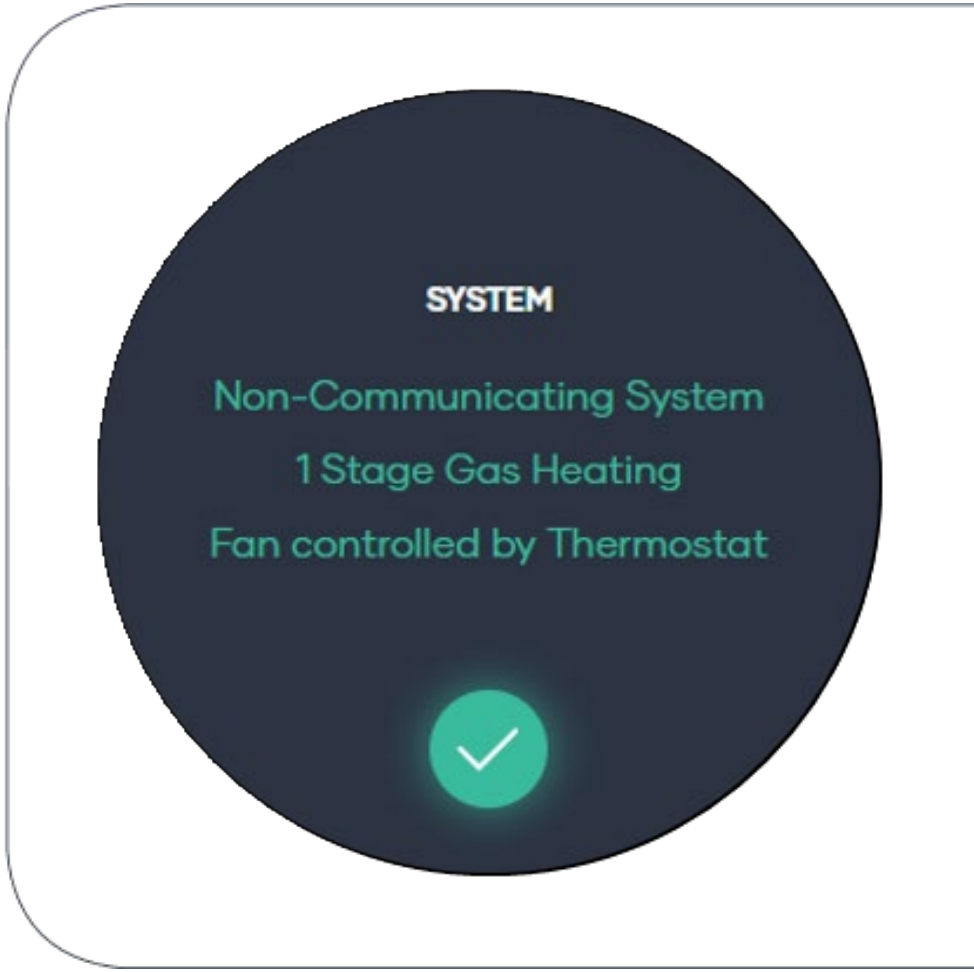
A solid line with a cross means unexpected wire detected.

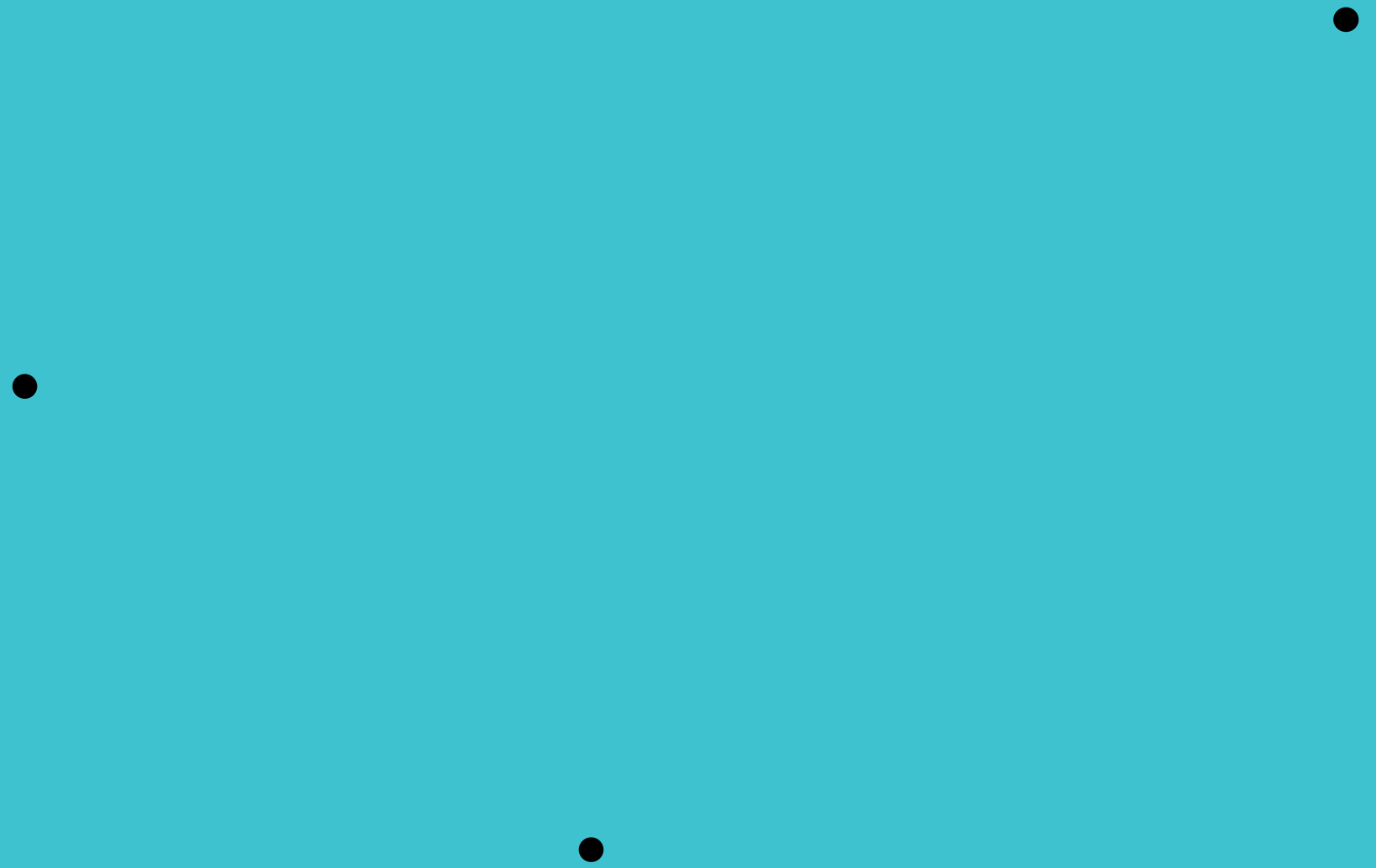
System summary!

Step 5 in now completed.

Please check the system summary and ensure that it is correct before going to the next step.

Go to page 81 to complete your set up.

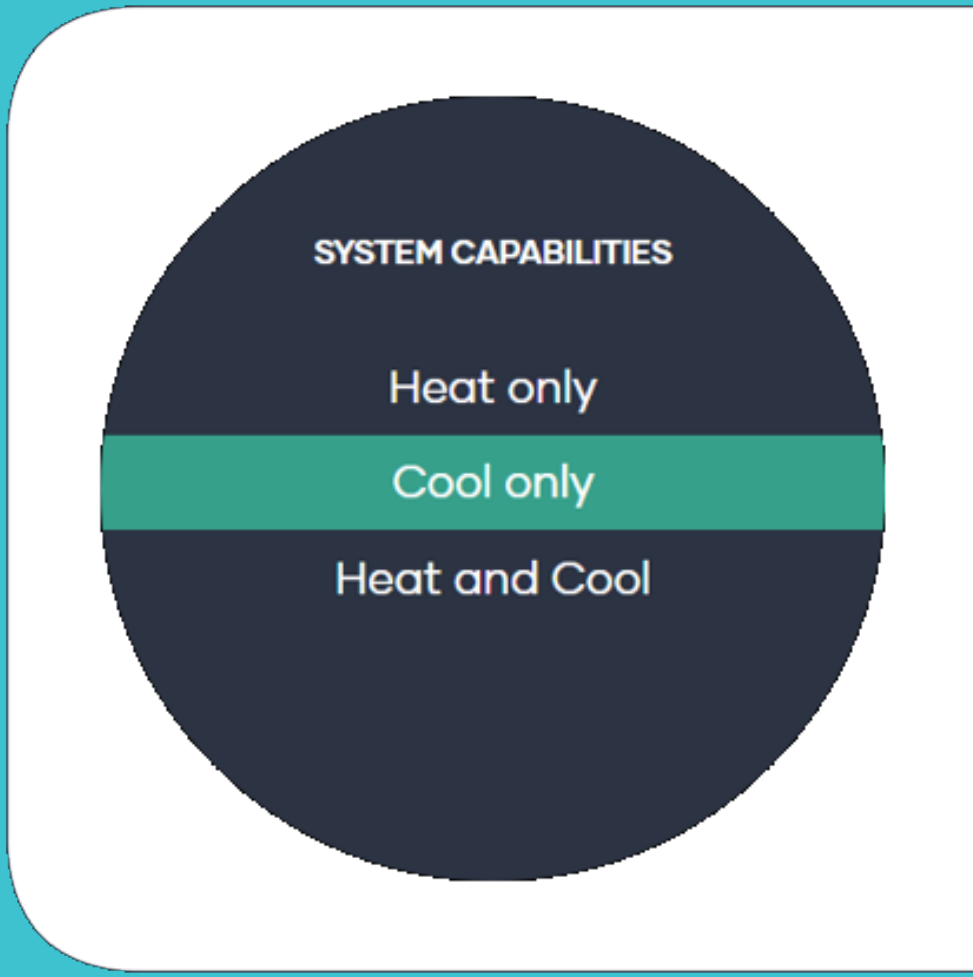




Cool only system!

These are systems that only provide Cooling and no Heating.

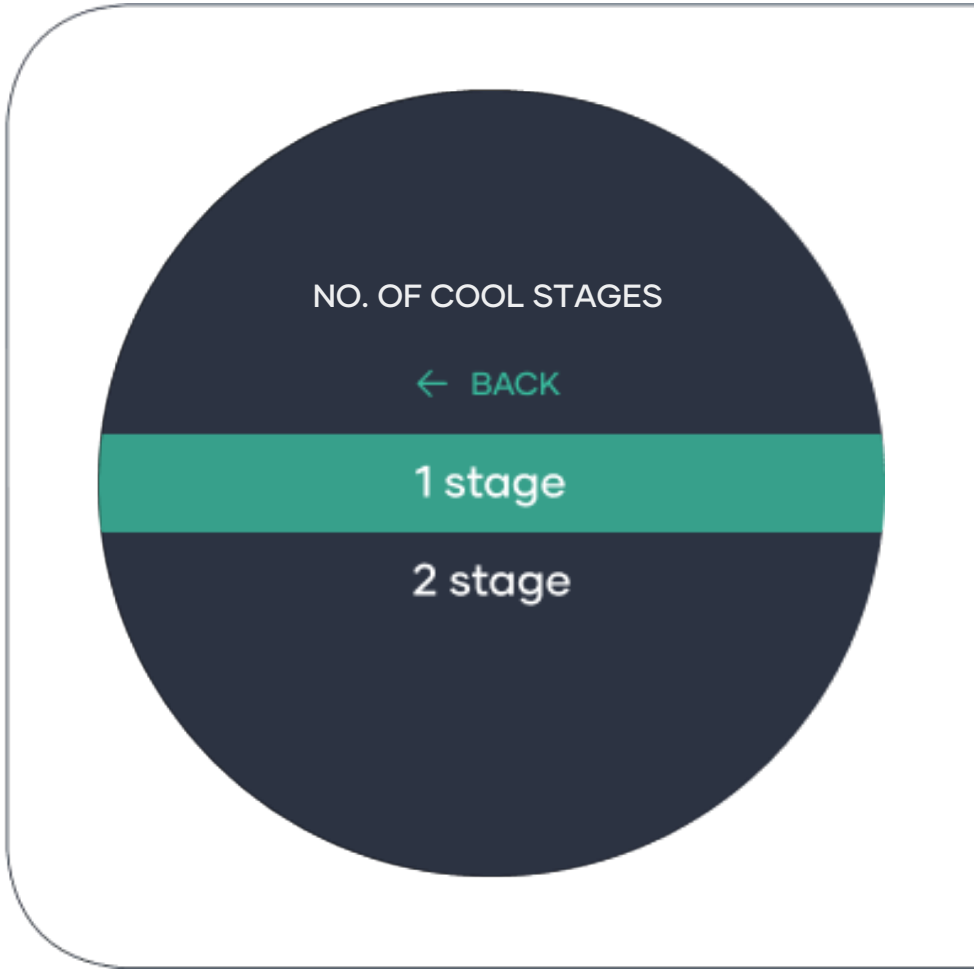
For example, a Cool only Air conditioner.



Number of Cool stages!

Most systems in Australia are 1 Stage, some US systems have 2 stage cooling.

If you unsure, please select 1 Stage.



Wiring status check!

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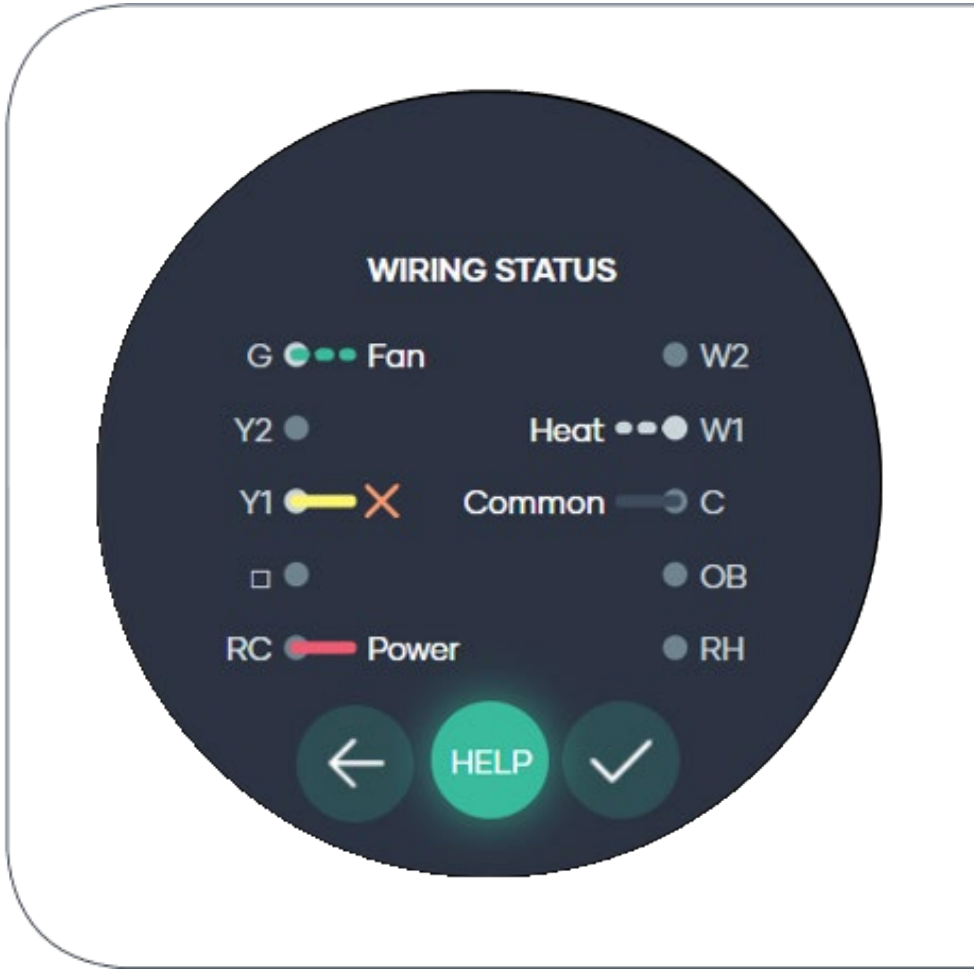
A solid line with a cross means unexpected wire detected.

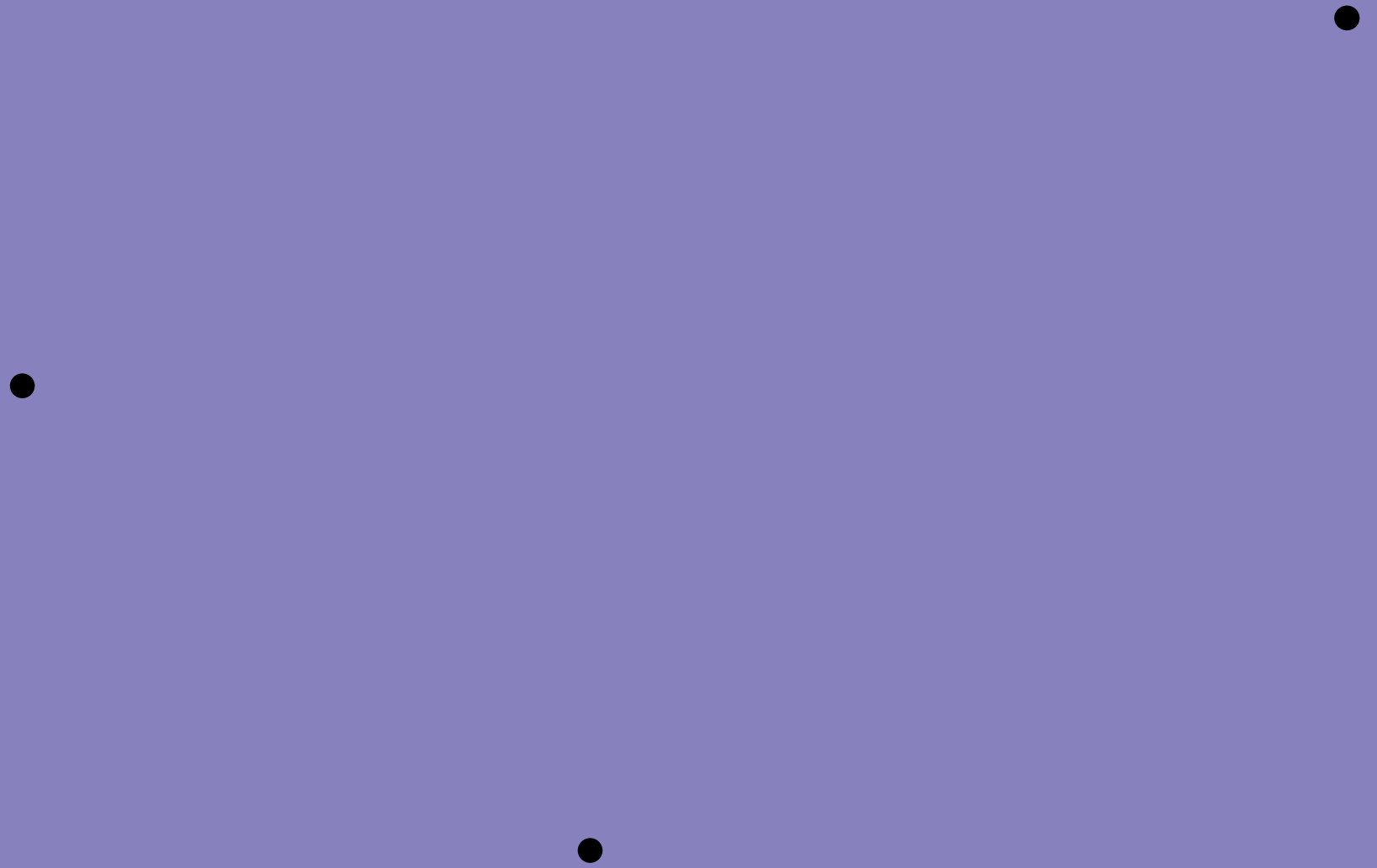


System summary!

Step 5 is now completed.

Please check the system summary and ensure that it is correct before going to the next step.

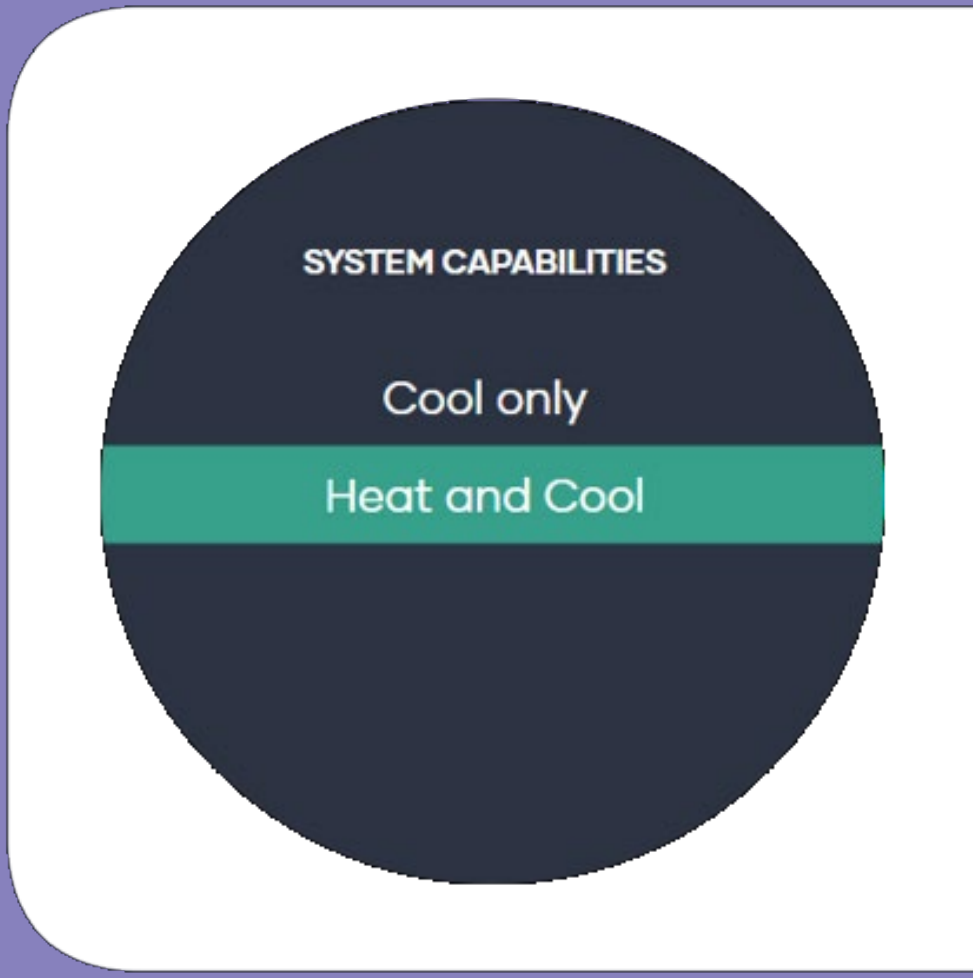
Go to page 81 to complete your set up.



Heat and Cool system!

These are systems that can provide both Heating and Cooling.

For example, a reverse cycle Air conditioner, or Ducted Gas Heater with Add on Cooling.



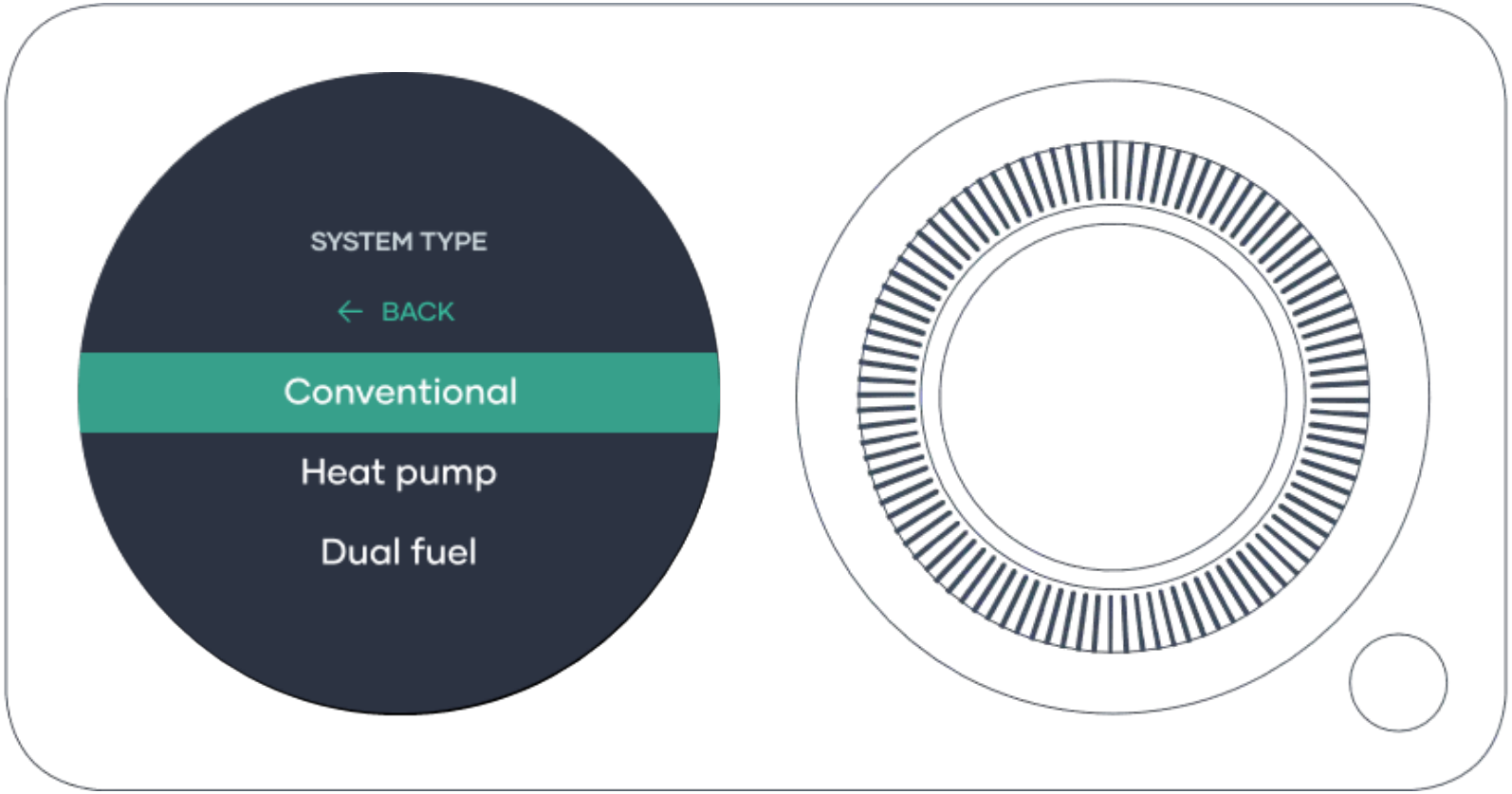
System type!

Conventional systems are typically a Heating equipment with an add on Cooling system.
E.g., Gas Ducted Heater with Add on cooling

Heat pump systems are a single system that can both heat and cool.
E.g., Reverse Cycle Air Conditioner.

Dual fuel systems are Gas Heating System combined with a Heat pump.
E.g., Gas Heater with Reverse Cycle Air Conditioner

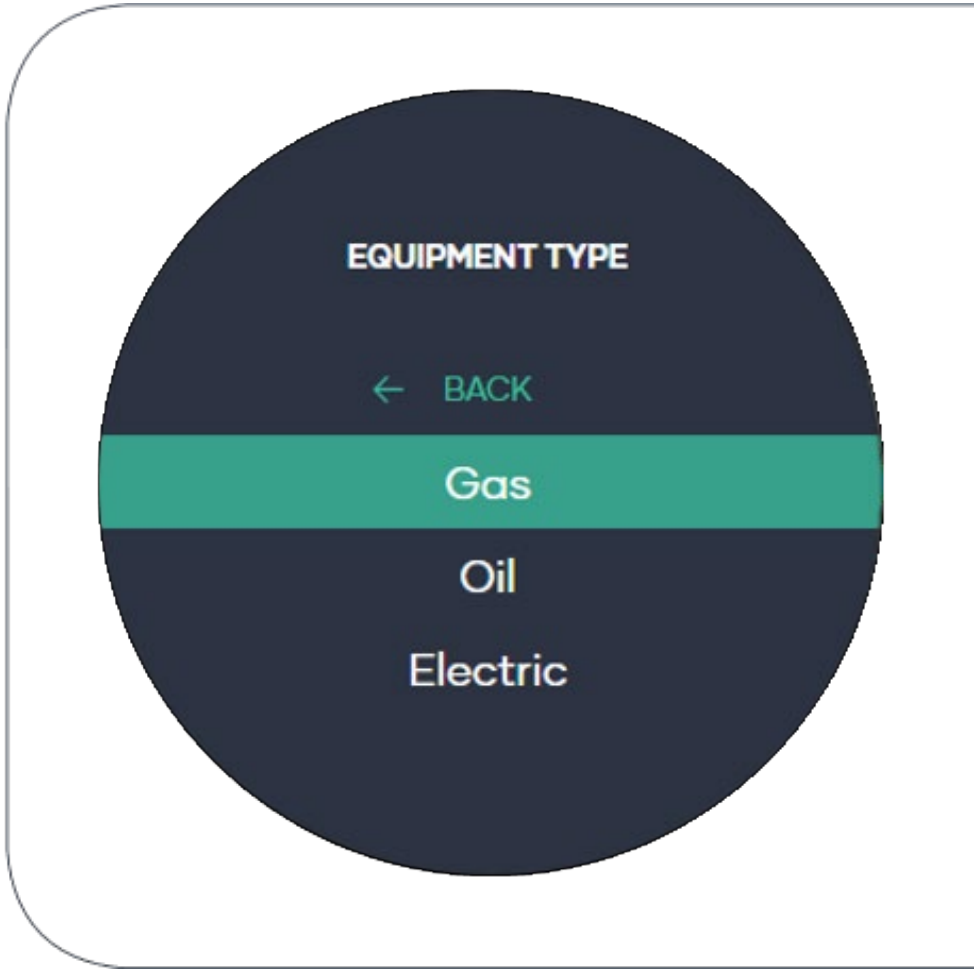
Conventional System!


SYSTEM TYPE
BACK
Conventional
Heat pump
Dual fuel

Equipment type!

Choose from Gas, Oil or Electric. This is the main source of fuel your system is using to Heat your space.

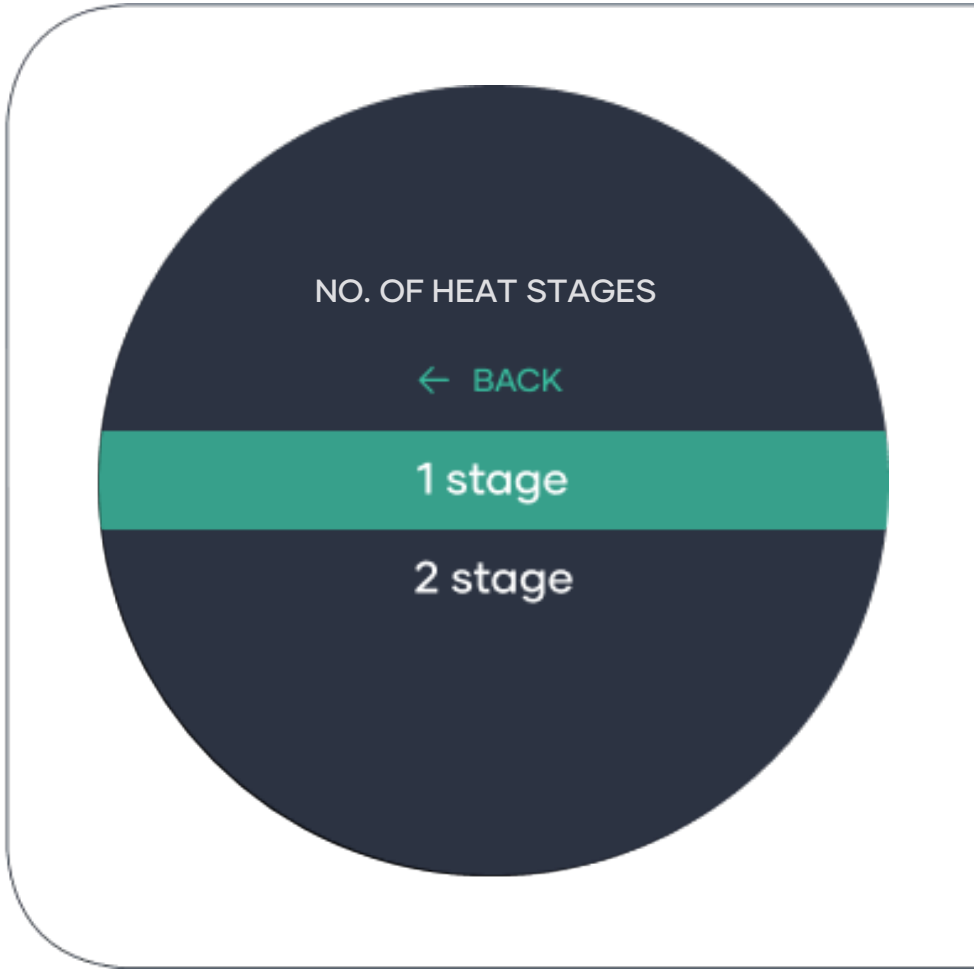
Tip!
Most systems in Australia use Gas.



Number of Heat stages!

Most systems in Australia are 1 Stage, some US systems have 2 stage heating.

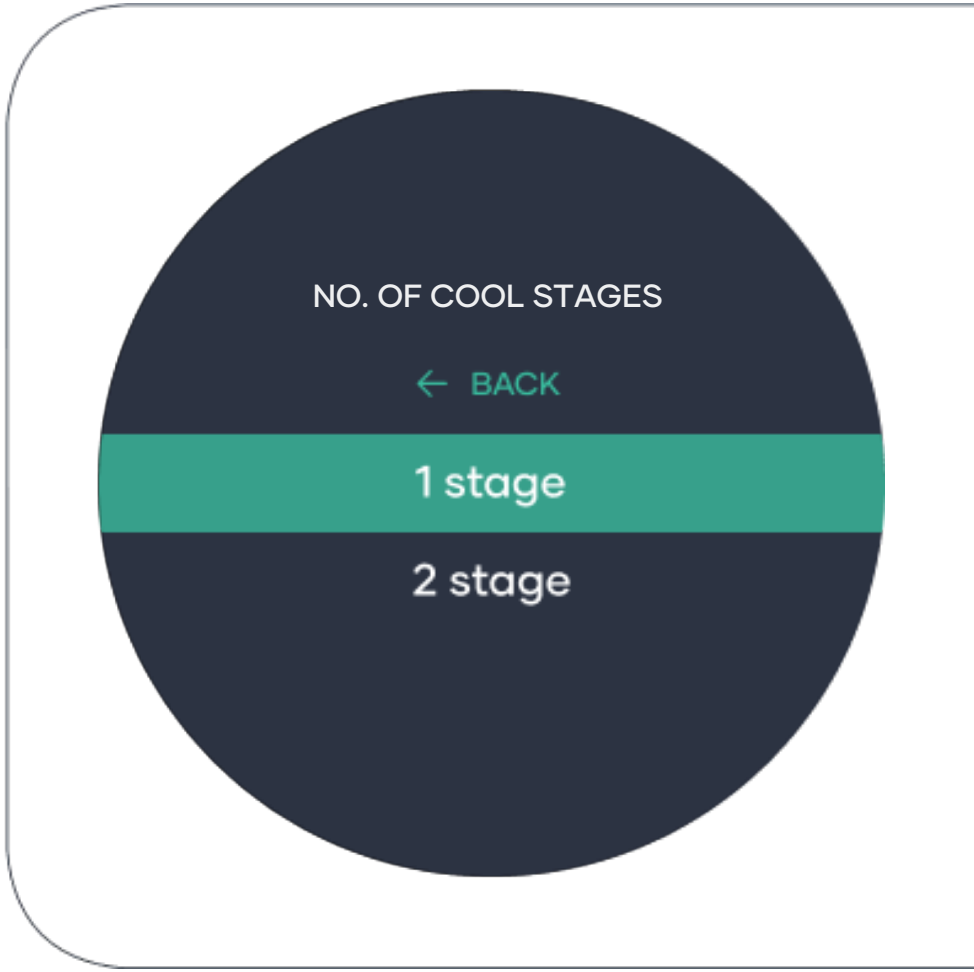
If you unsure, please select 1 Stage.



Number of Cool stages!

Most systems in Australia are 1 Stage, some US systems have 2 stage cooling.

If you unsure, please select 1 Stage.

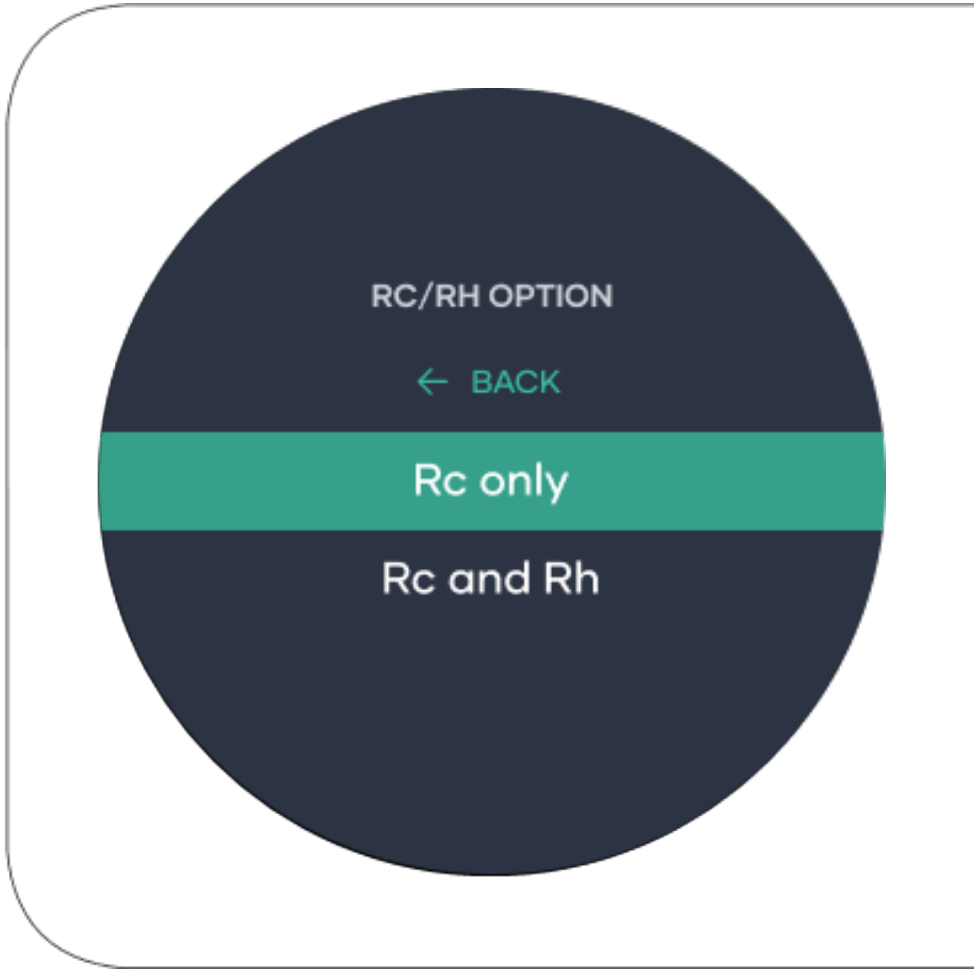


RC/RH Connection!

Rc is mainly used in Australia, Rc and Rh are only used for Dual fuel systems.

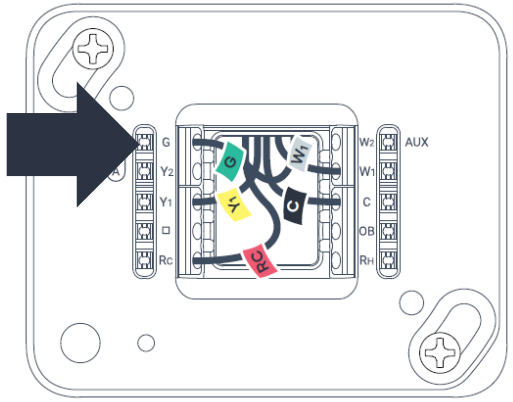
To find out whither your system has “Rc’’ or ”Rc and Rh” connection, check your Smart Base wiring.

Tip!
If you unsure, please select “Rc only”.

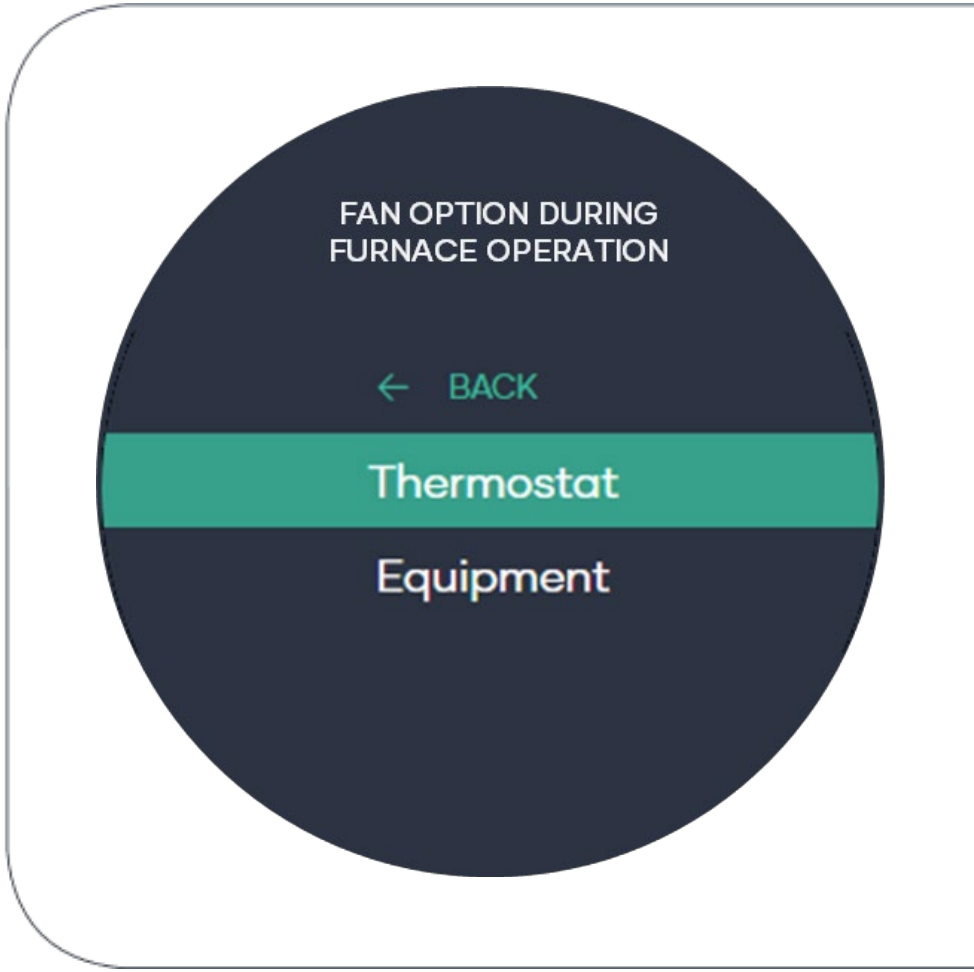


Fan control option!

If your Smart Base “G” terminal has a wire connected select “Thermostat”.



If your Smart Base “G” terminal does not have a wire connected select “Equipment”.



Wiring status check!

If your system is installed and set up correctly, solid lines should appear on the screen. In the case of incorrect wiring, the following may occur.

A dashed line it means you have a missing wire.

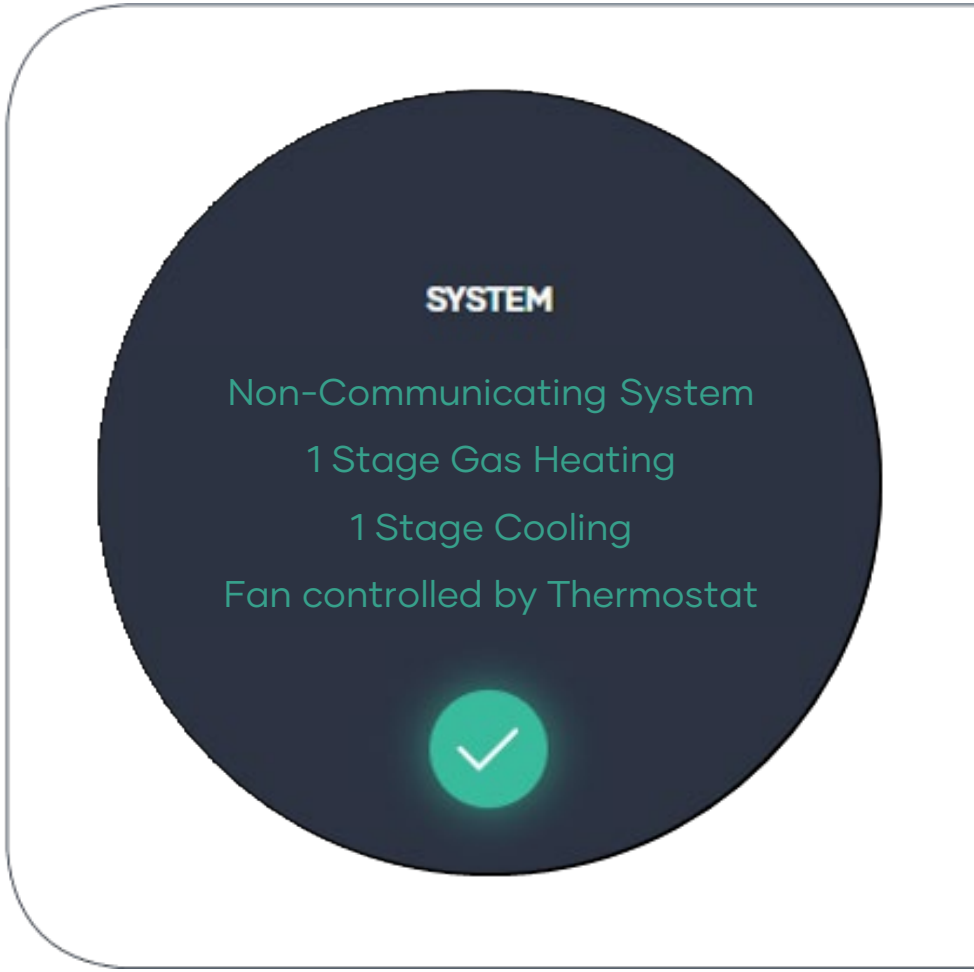
A solid line with a cross means unexpected wire detected.

System summary!

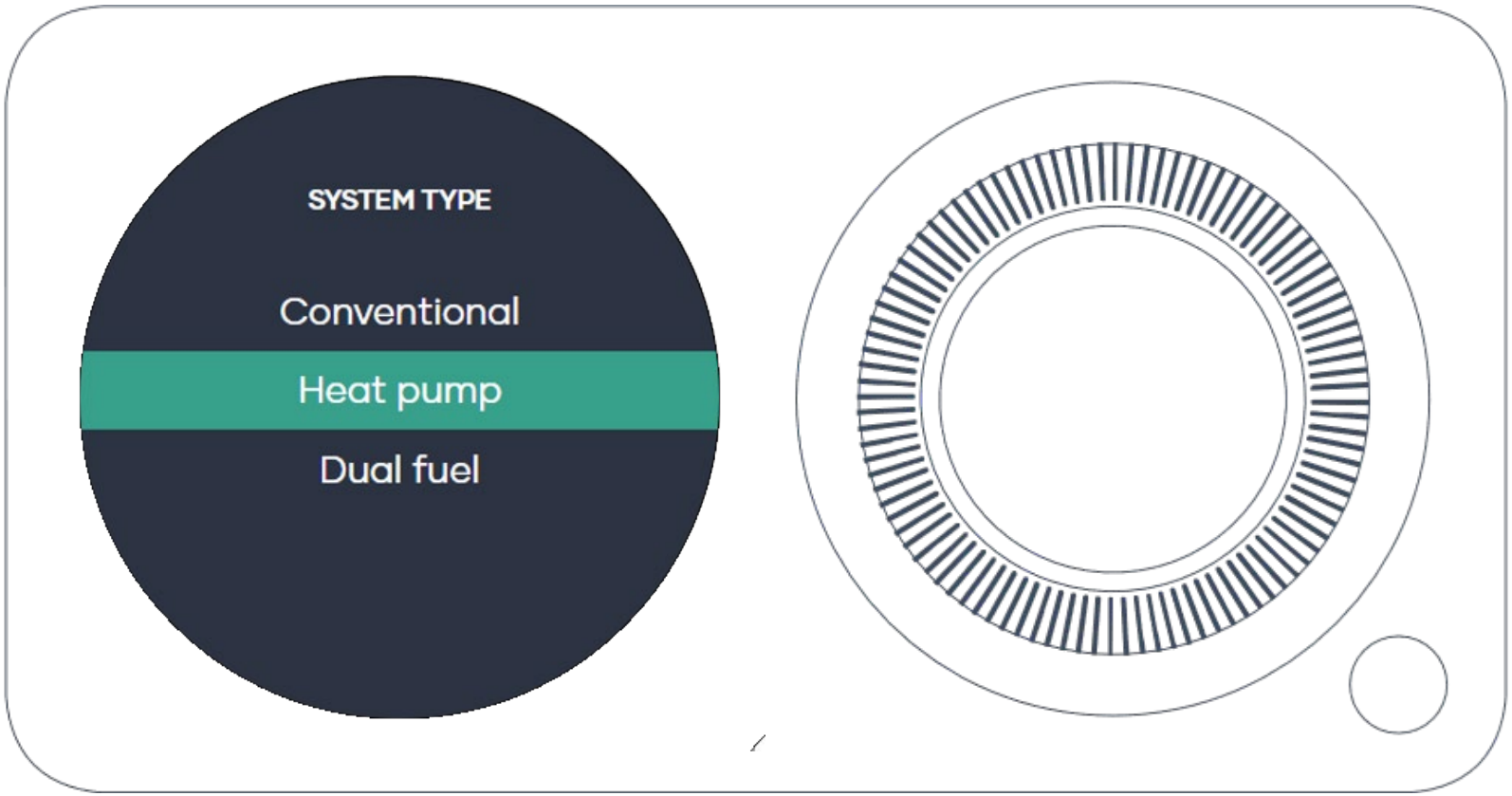
Step 5 is now completed.

Please check the system summary and ensure that it is correct before going to the next step.

Go to page 81 to complete your set up.



Heat pump System!

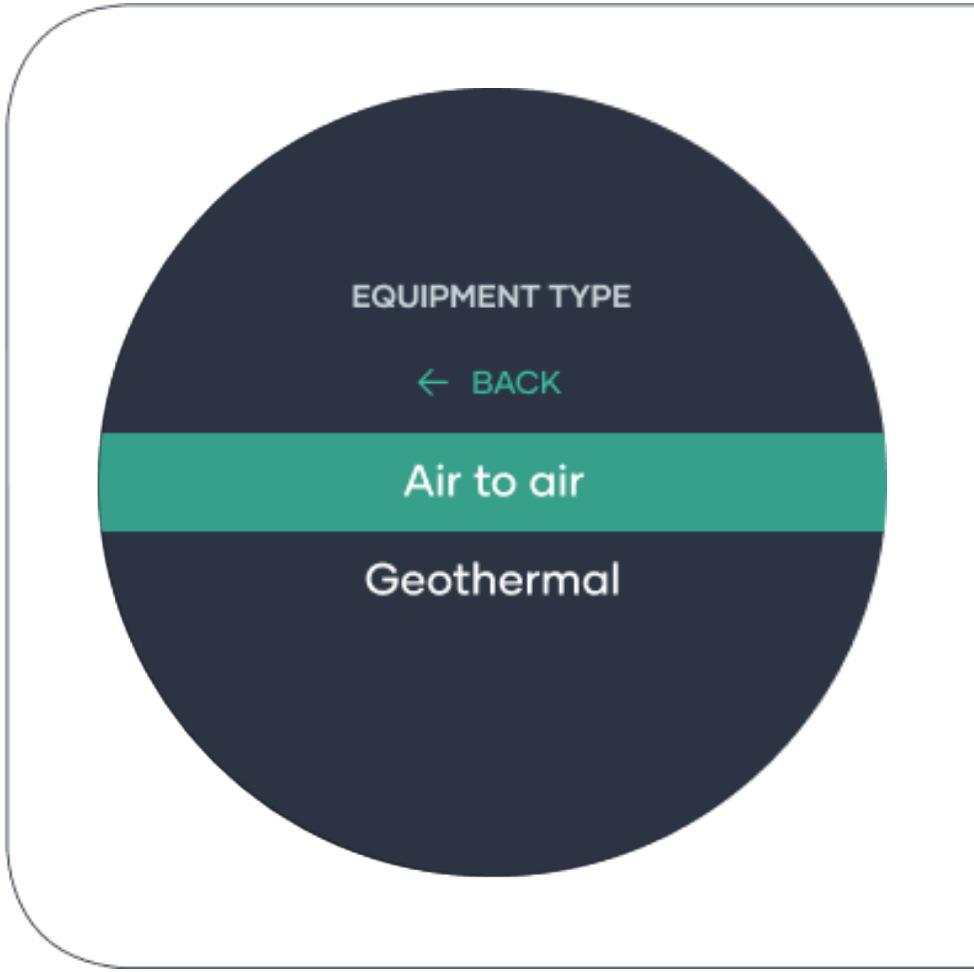

SYSTEM TYPE
Conventional
Heat pump
Dual fuel

Equipment type!

Choose from Air to air or Geothermal.

Tip!
Most Heat pump/Reverse cycle Air Conditioning systems are Air to air.

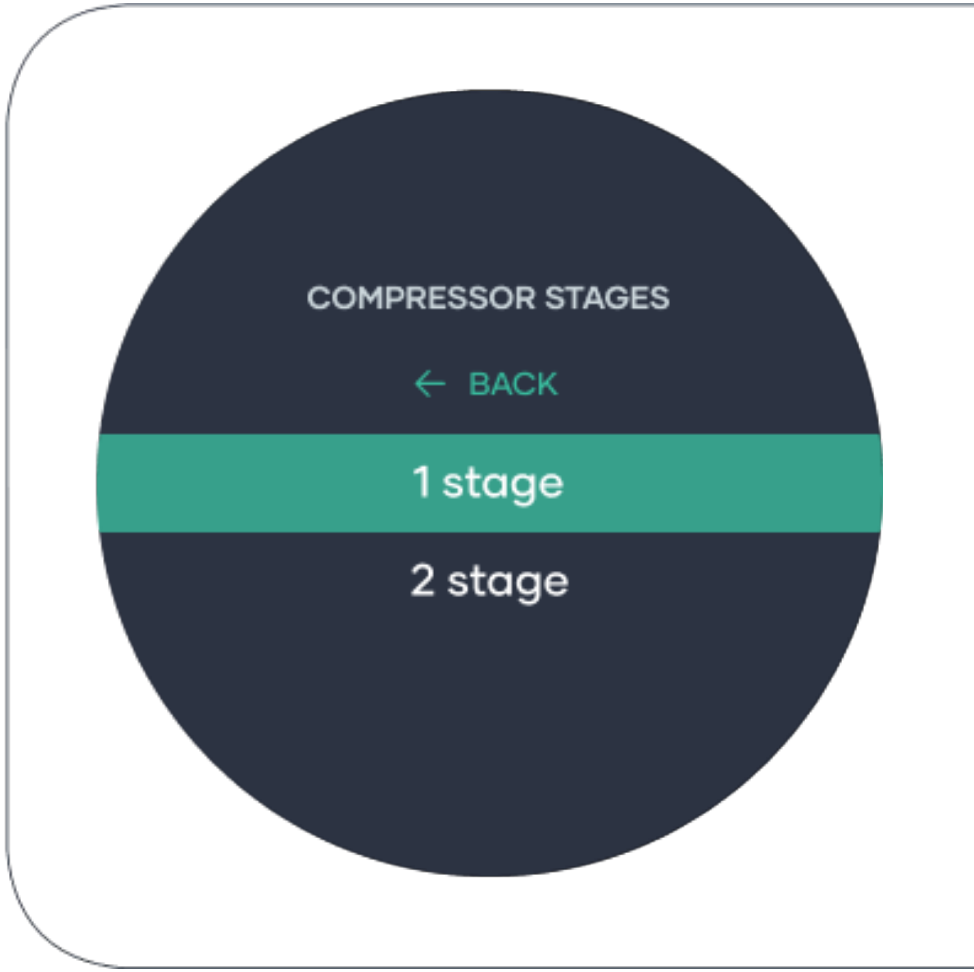
Geothermal uses the ground as the heat exchange source.



Number of Compressor stages!

Most systems in Australia are 1 Stage, some US systems have 2 stage Compressor.

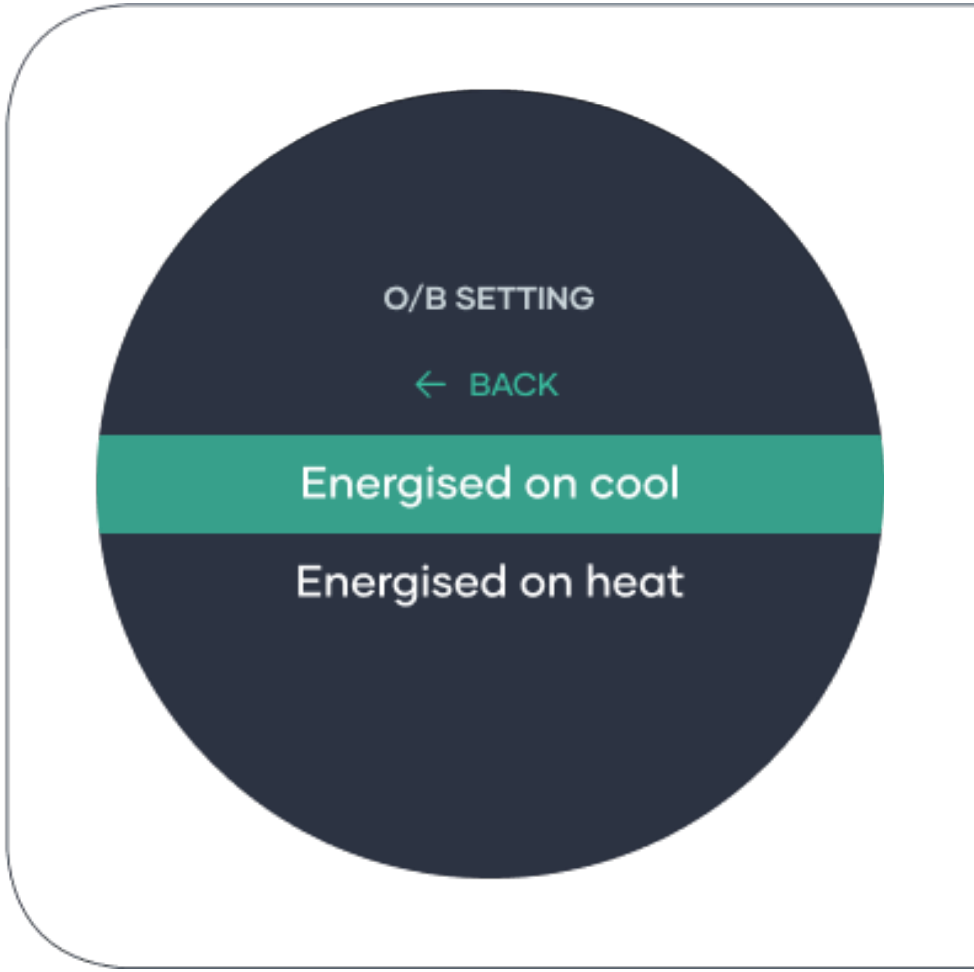
If you unsure, please select 1 Stage.



Reversing valve setting!

To switch from Cool to Heat most Air conditioners utilise a valve that is energized to switch between the cooling and heating modes.

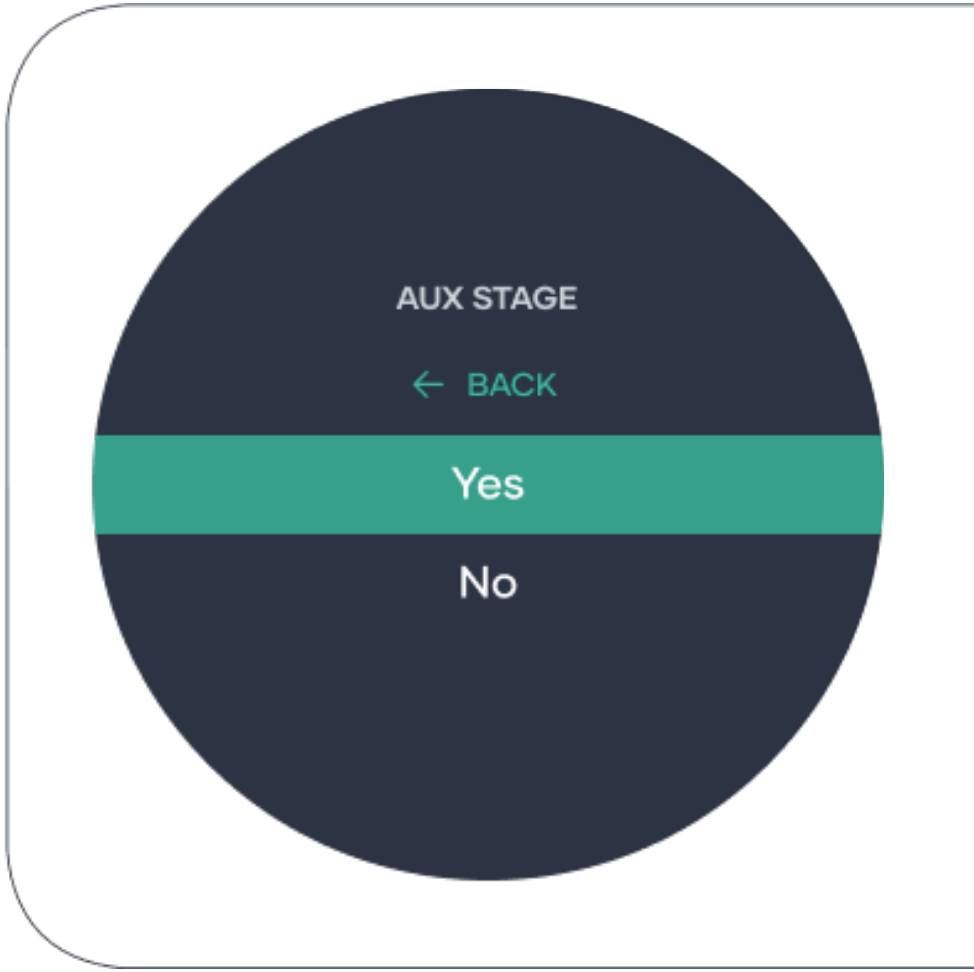
Tip!
Most Australian systems are energized on Heat.



AUX stage!

Some system utilise an auxiliary heating element for additional heating in cold climates.

Tip!
If unsure, select No.

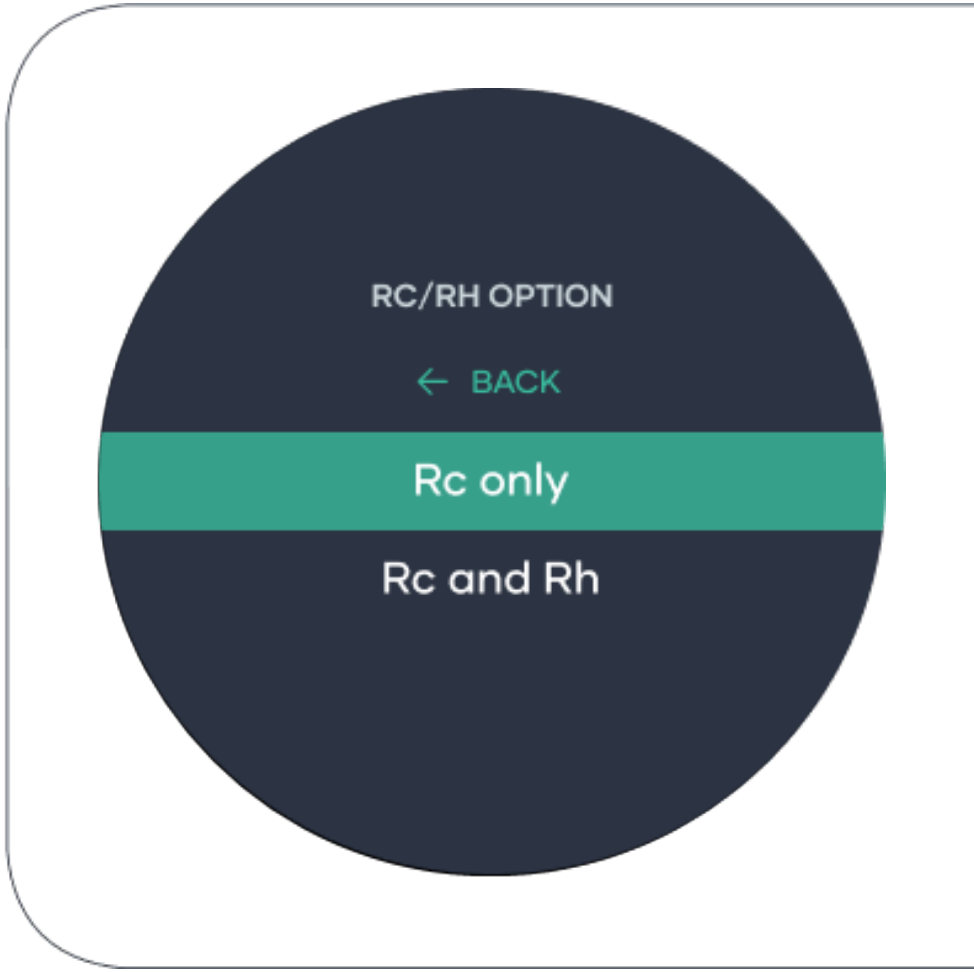


RC/RH Connection!

Rc is mainly used in Australia, Rc and Rh are only used for Dual fuel systems.

To find out whither your system has “Rc’’ or ”Rc and Rh” connection, check your Smart Base wiring.

Tip!
If you unsure, please select “Rc only”.

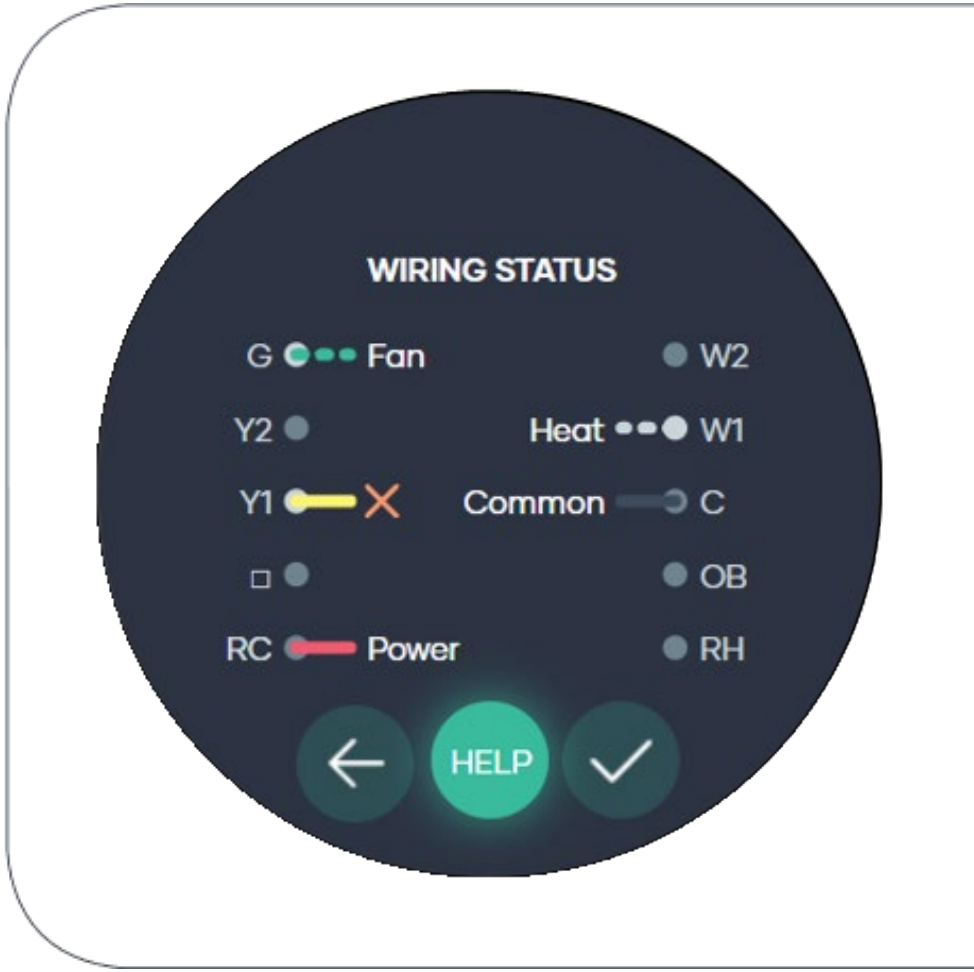


Wiring status check!

If your system is installed and set up correctly, solid lines should appear on the screen. In the case of incorrect wiring, the following may occur.

A dashed line it means you have a missing wire.

A solid line with a cross means unexpected wire detected.

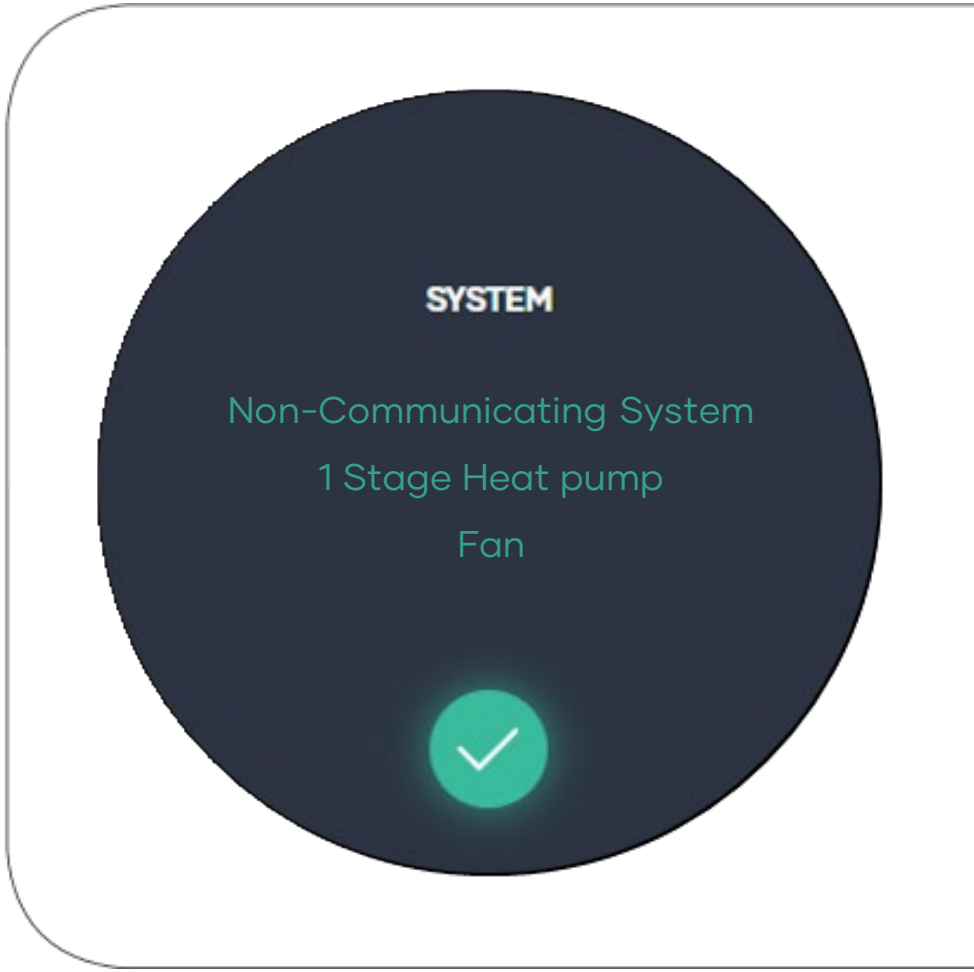


System summary!

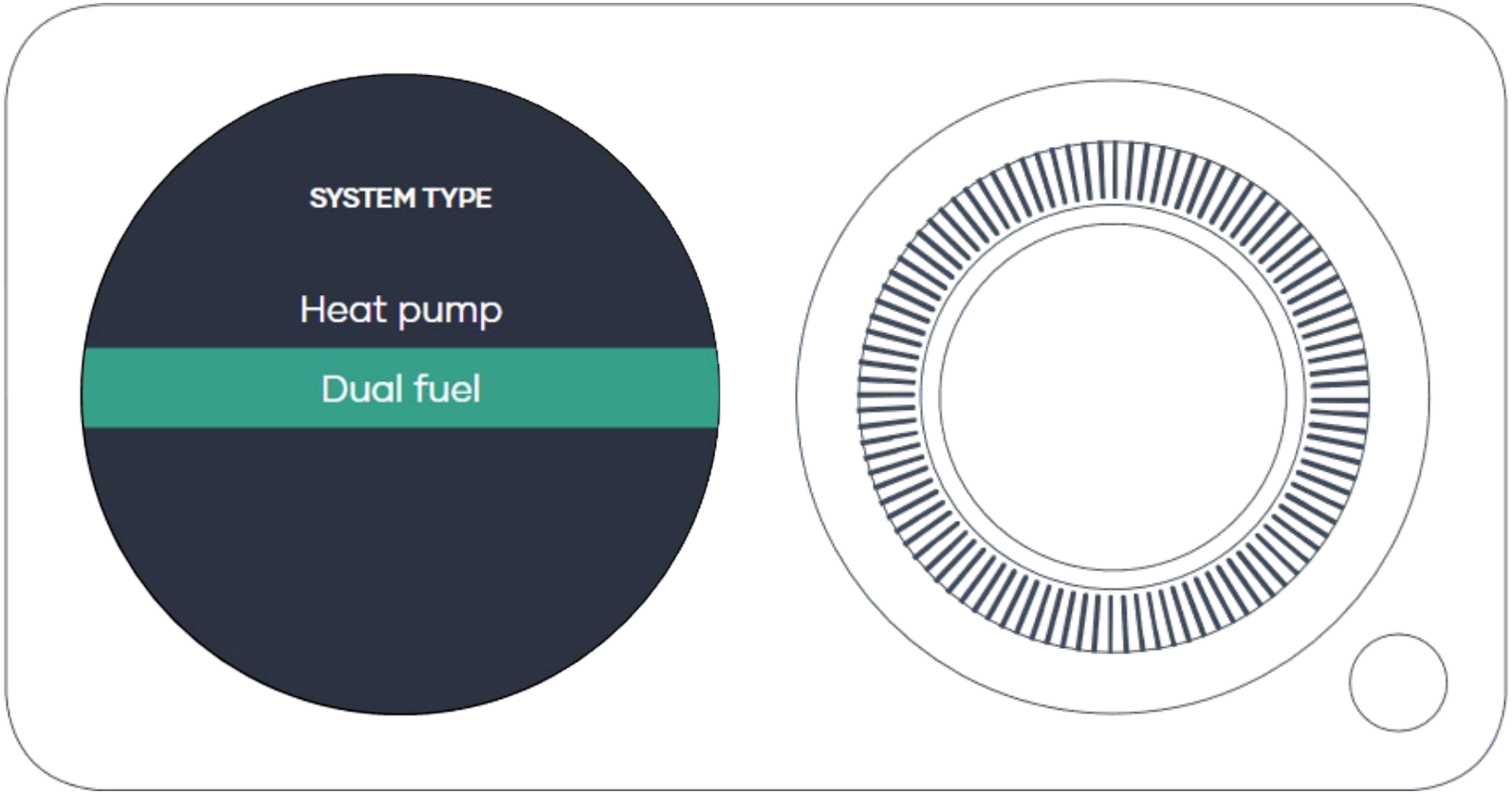
Step 5 in now completed.

Please check the system summary and ensure that it is correct before going to the next step.

Go to page 81 to complete your set up.



Dual fuel System!

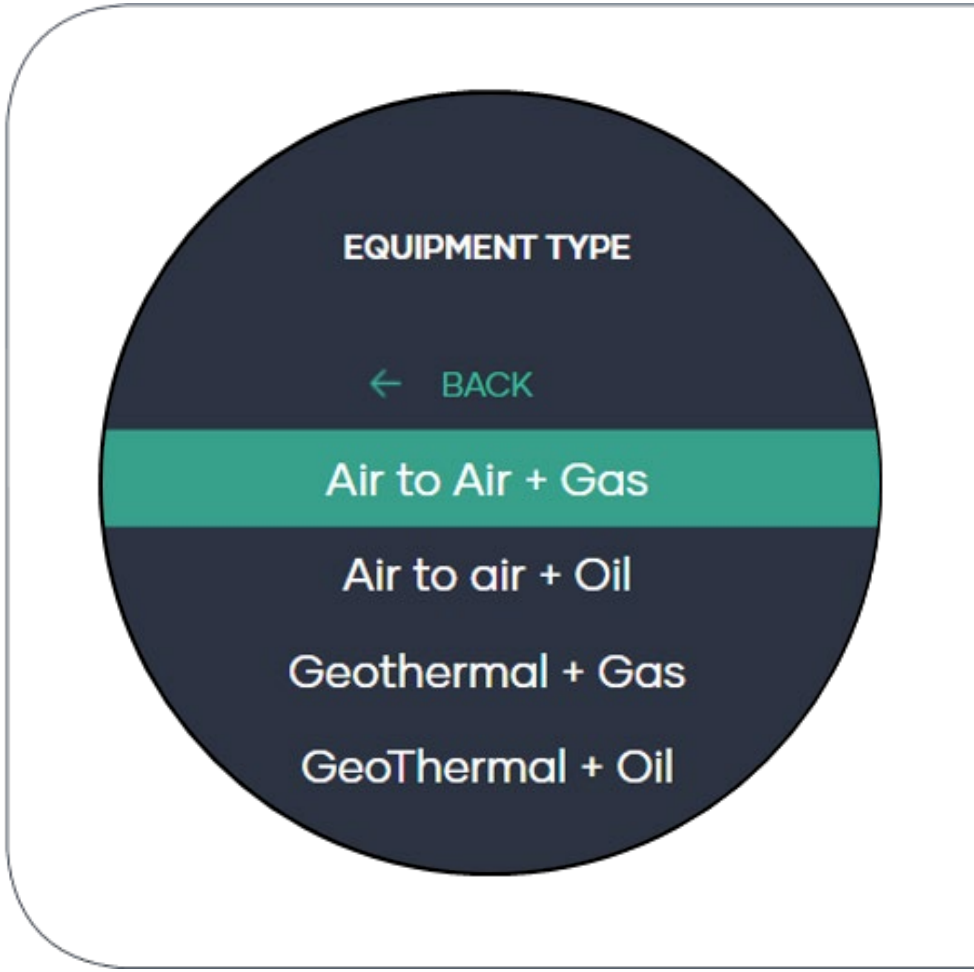

SYSTEM TYPE
Heat pump
Dual fuel

Equipment type!

Choose from the list provided.

Most Heat pump/Reverse cycle Air Conditioning systems are Air to air.

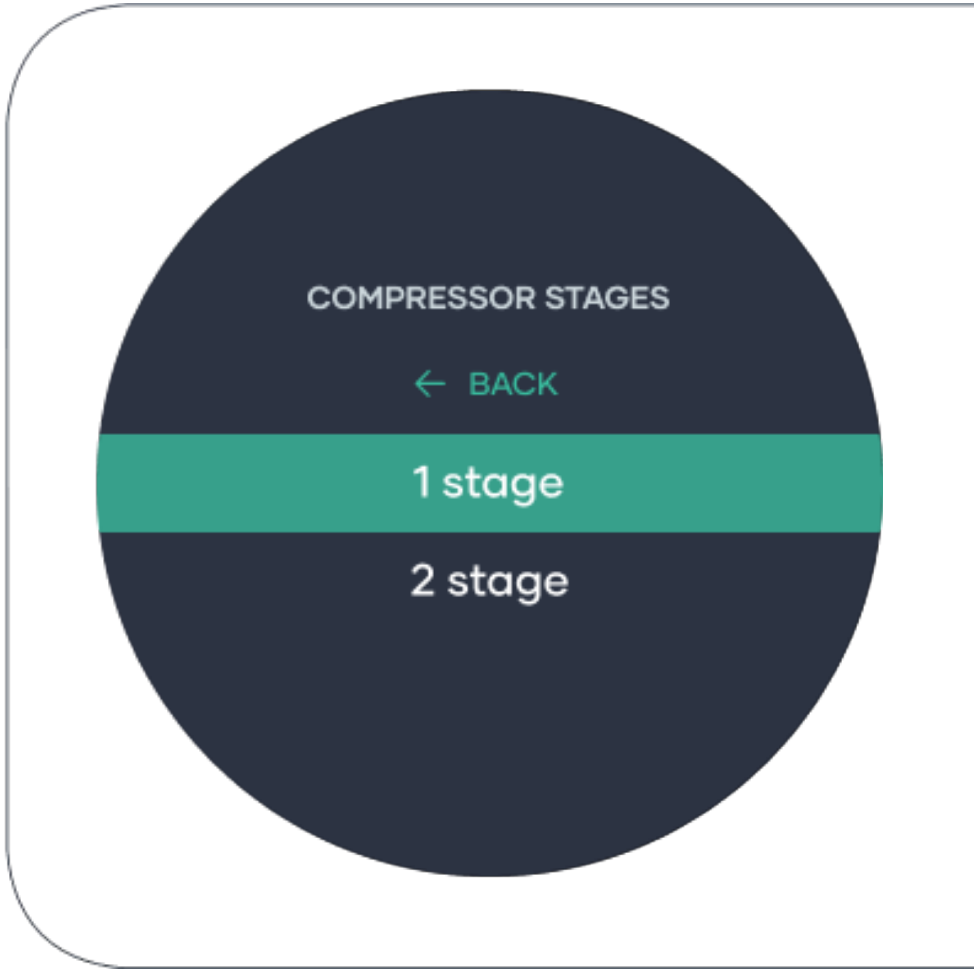
Geothermal uses the ground as the heat exchange source.



Number of Compressor stages!

Most systems in Australia are 1 Stage, some US systems have 2 stage Compressor.

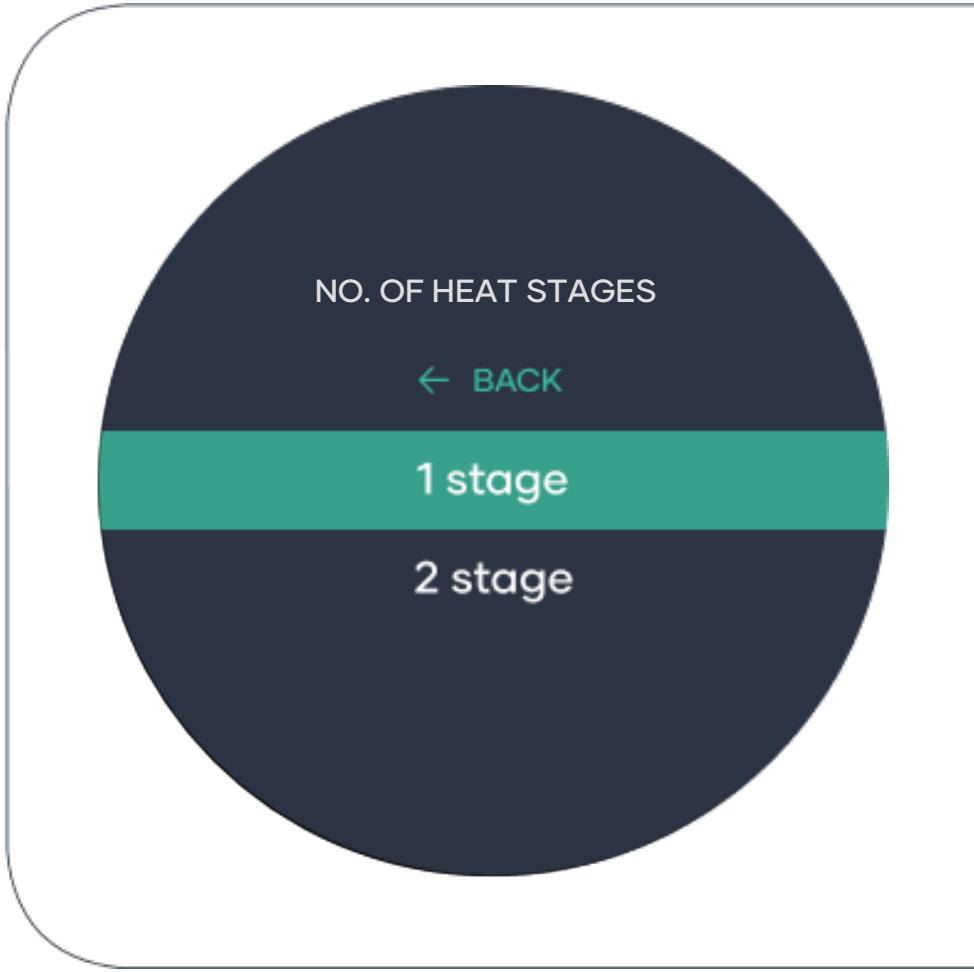
If you unsure, please select 1 Stage.



Number of Heat stages!

Most systems in Australia are 1 Stage, some US systems have 2 stage heating.

If you unsure, please select 1 Stage.



RC/RH Connection!

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Tip!
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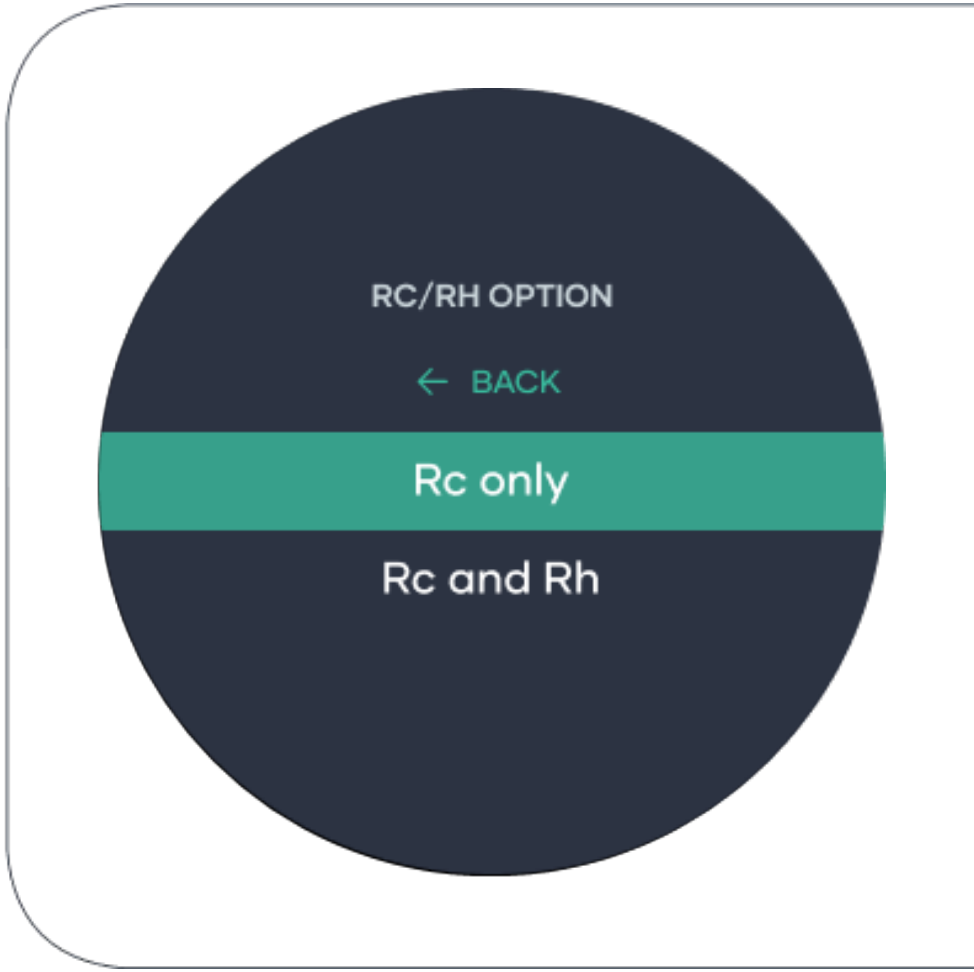
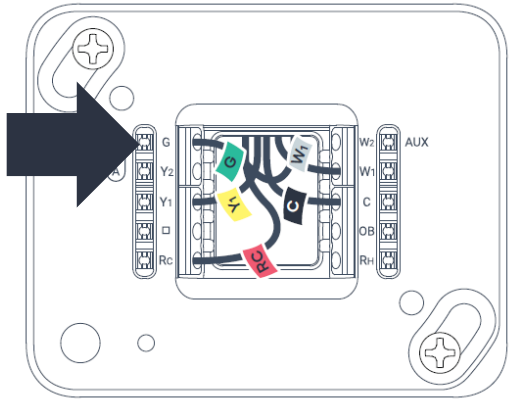
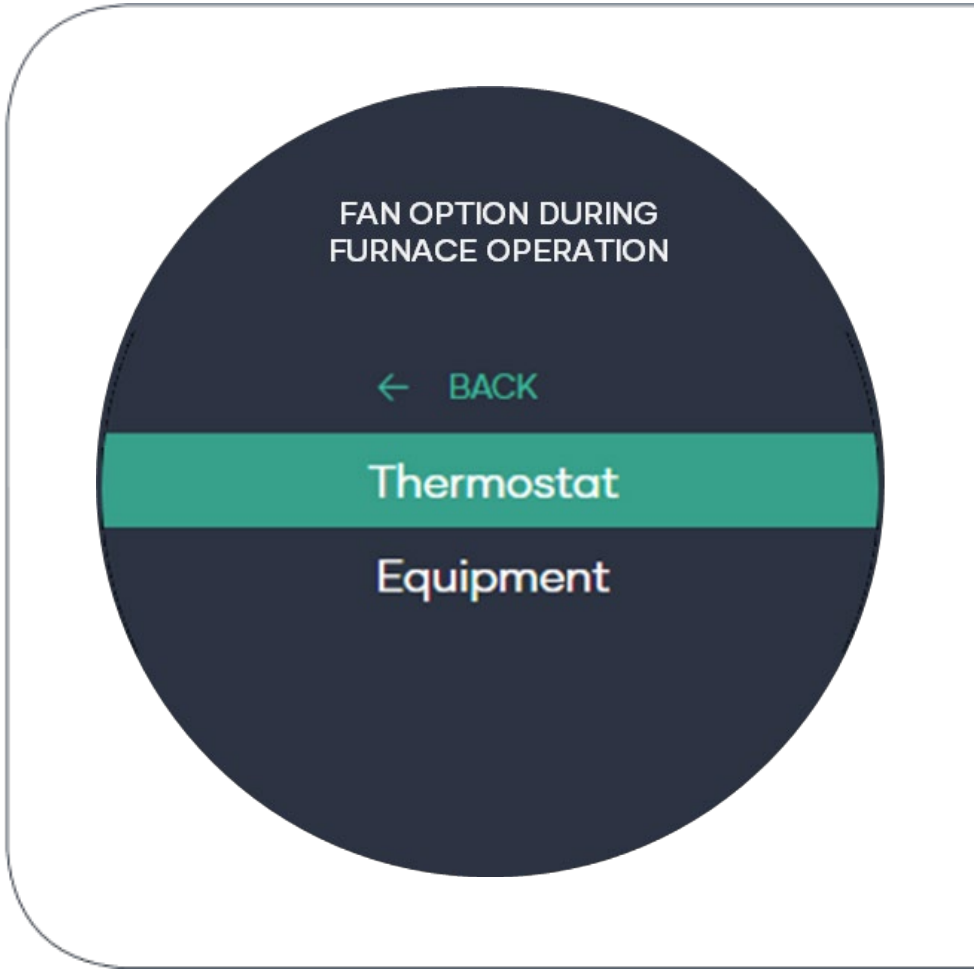


Fan control option!

If your Smart Base “G” terminal has a wire connected select “Thermostat”.



If your Smart Base “G” terminal does not have a wire connected select “Equipment”.



Wiring status check!

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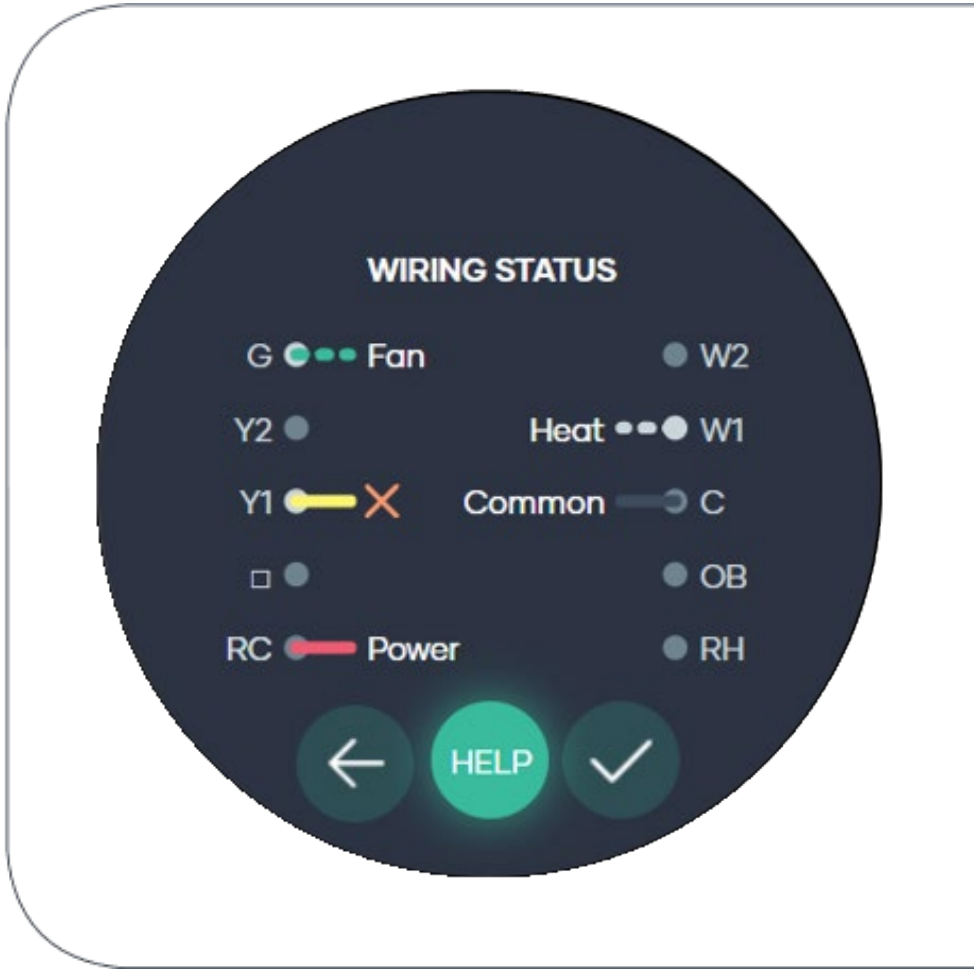
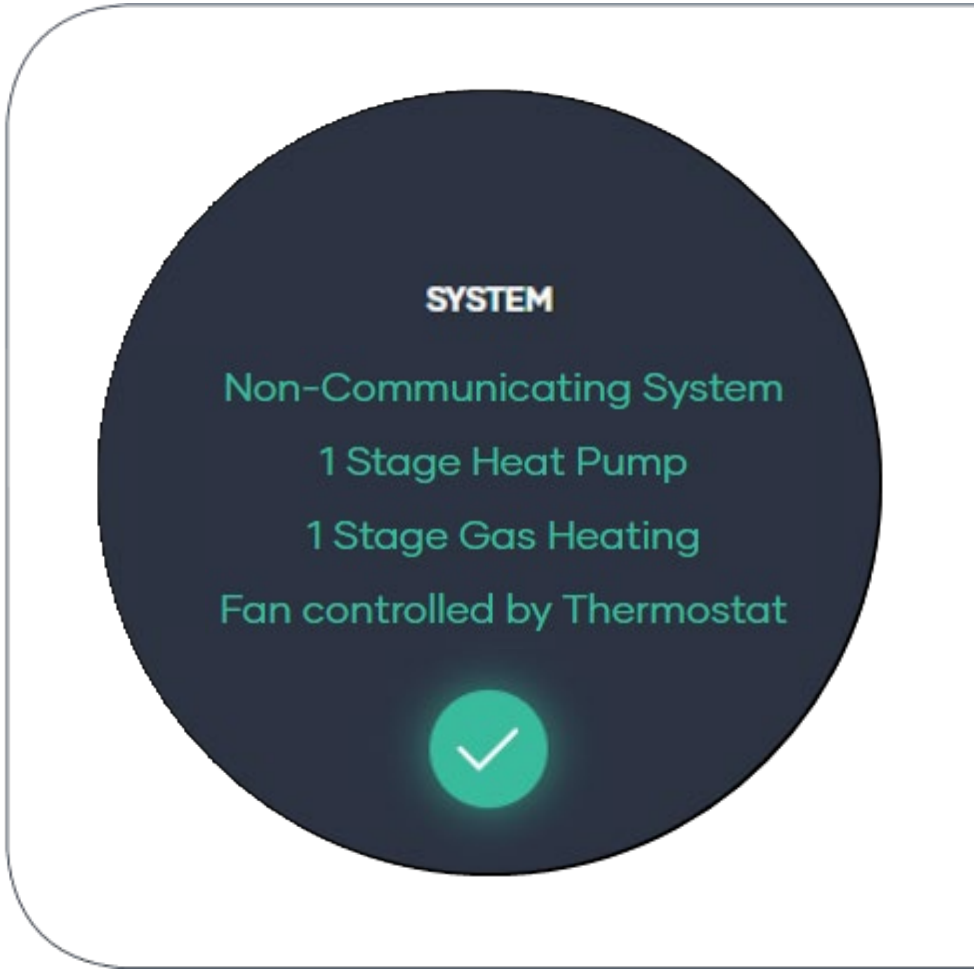


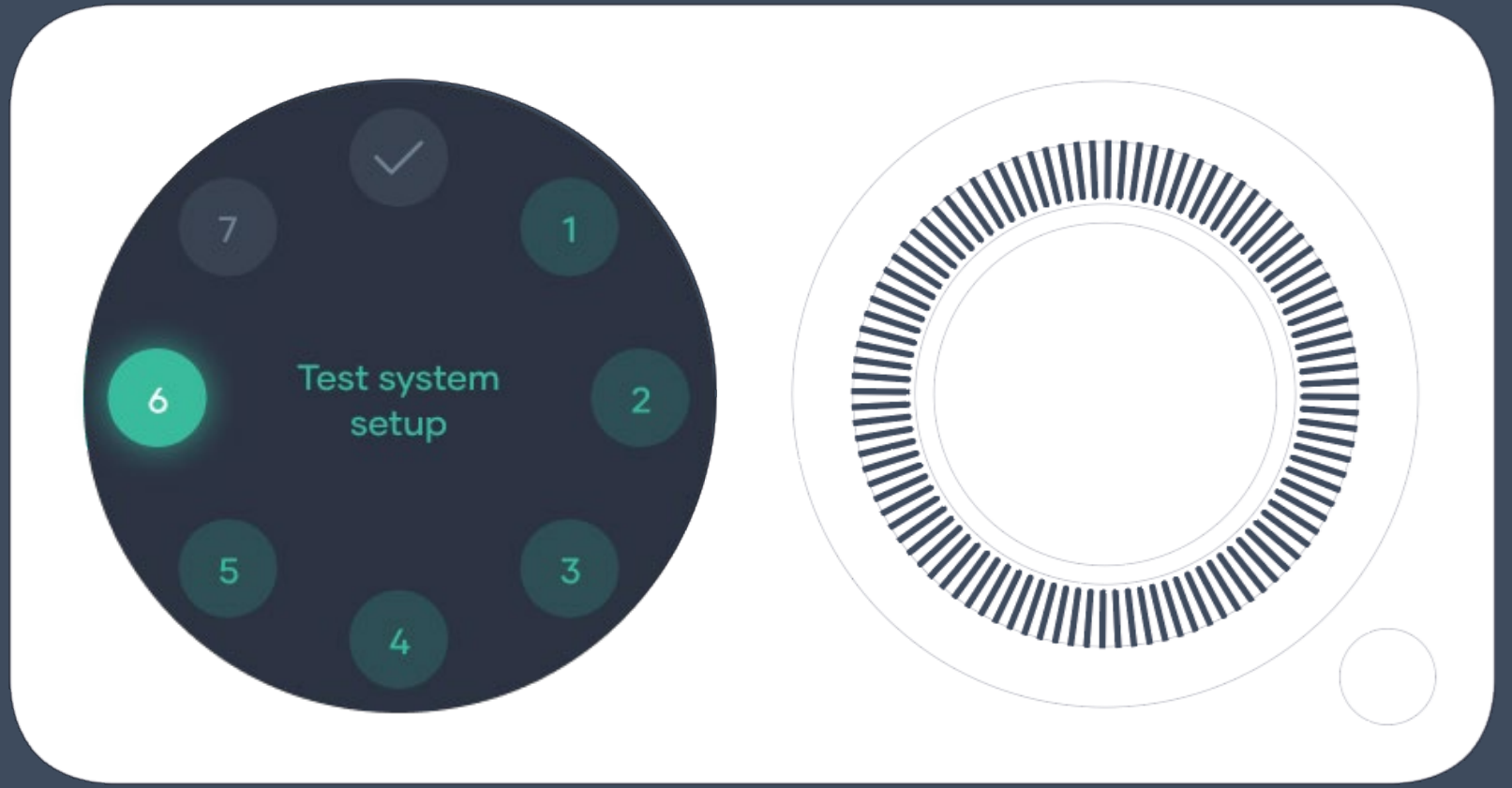
System summary!

Step 5 is now completed.

Please check the system summary and ensure that it is correct before going to the next step.

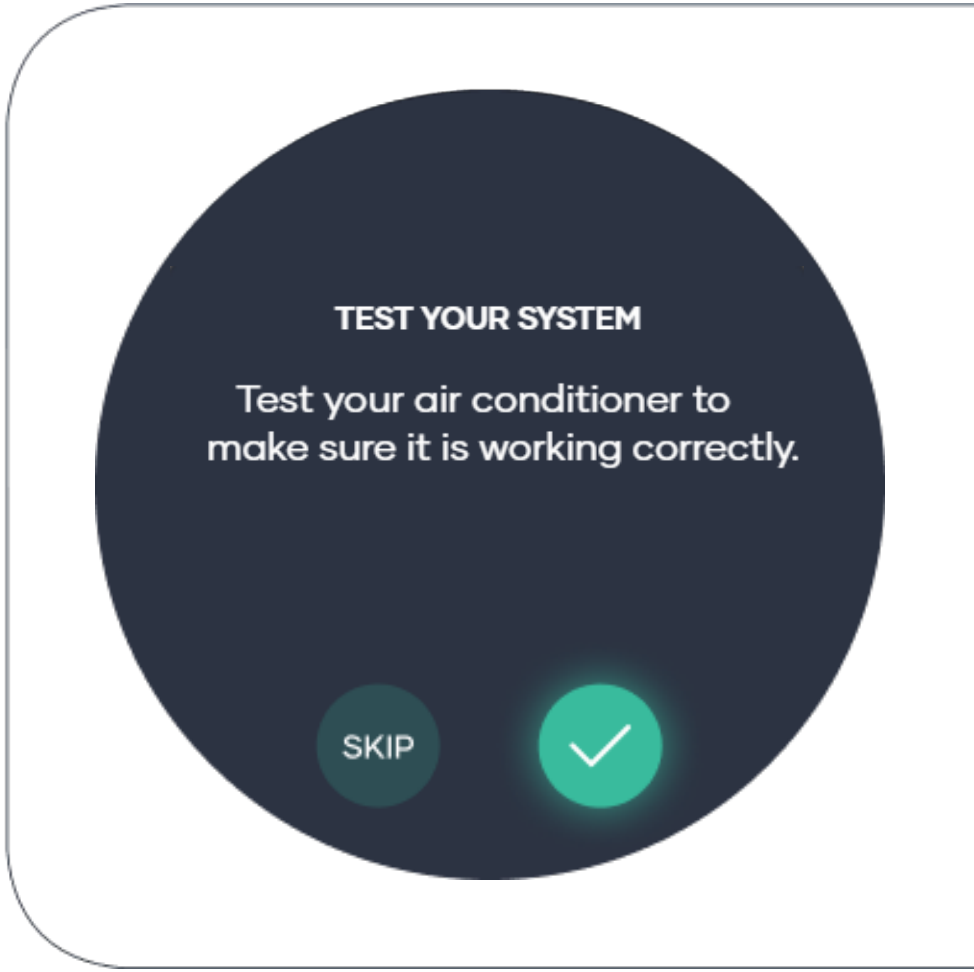


Step 6: Test System Set up


7
1
6
Test system
setup
2
5
3
4

Test your system!

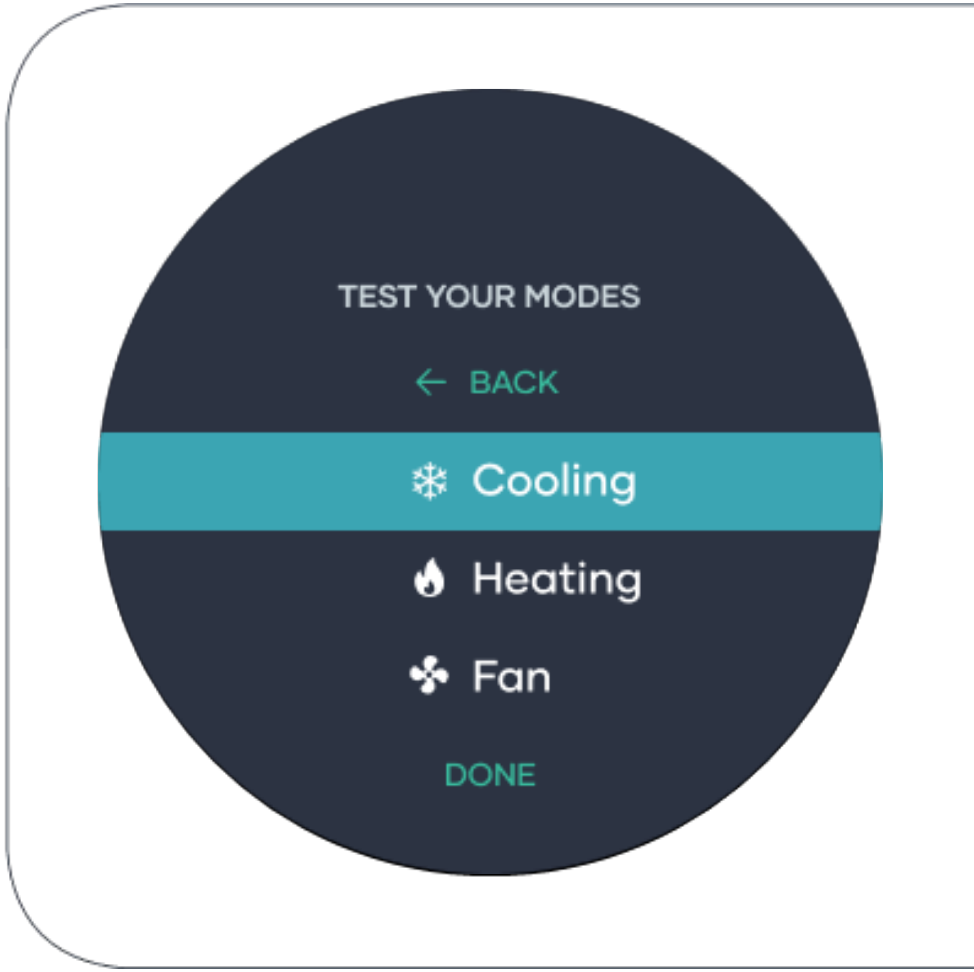
This step will require you to physically check your system operations.



Test your system!

Depending on your system type, the relevant modes will be displayed. Click through each mode and check the air produced matches the mode selected.

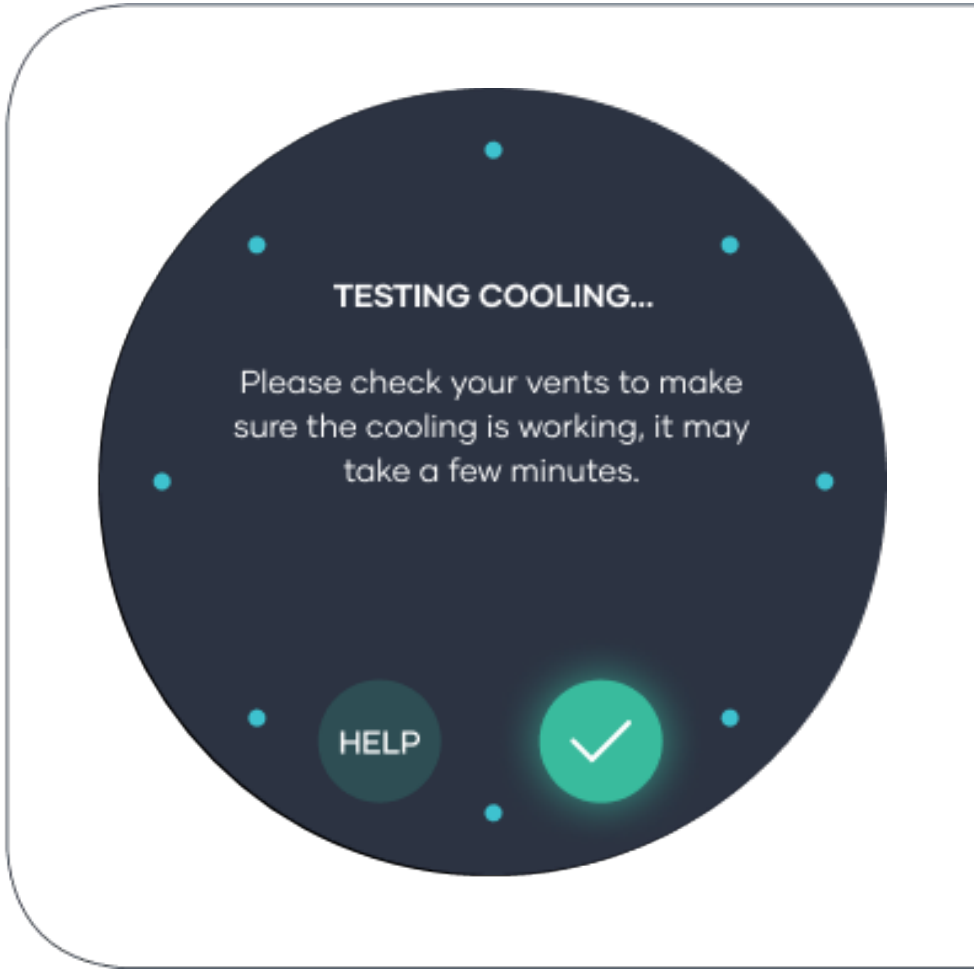
Tip!
If cooling mode produces warm air or heating mode produces cool air, check your O/B settings.



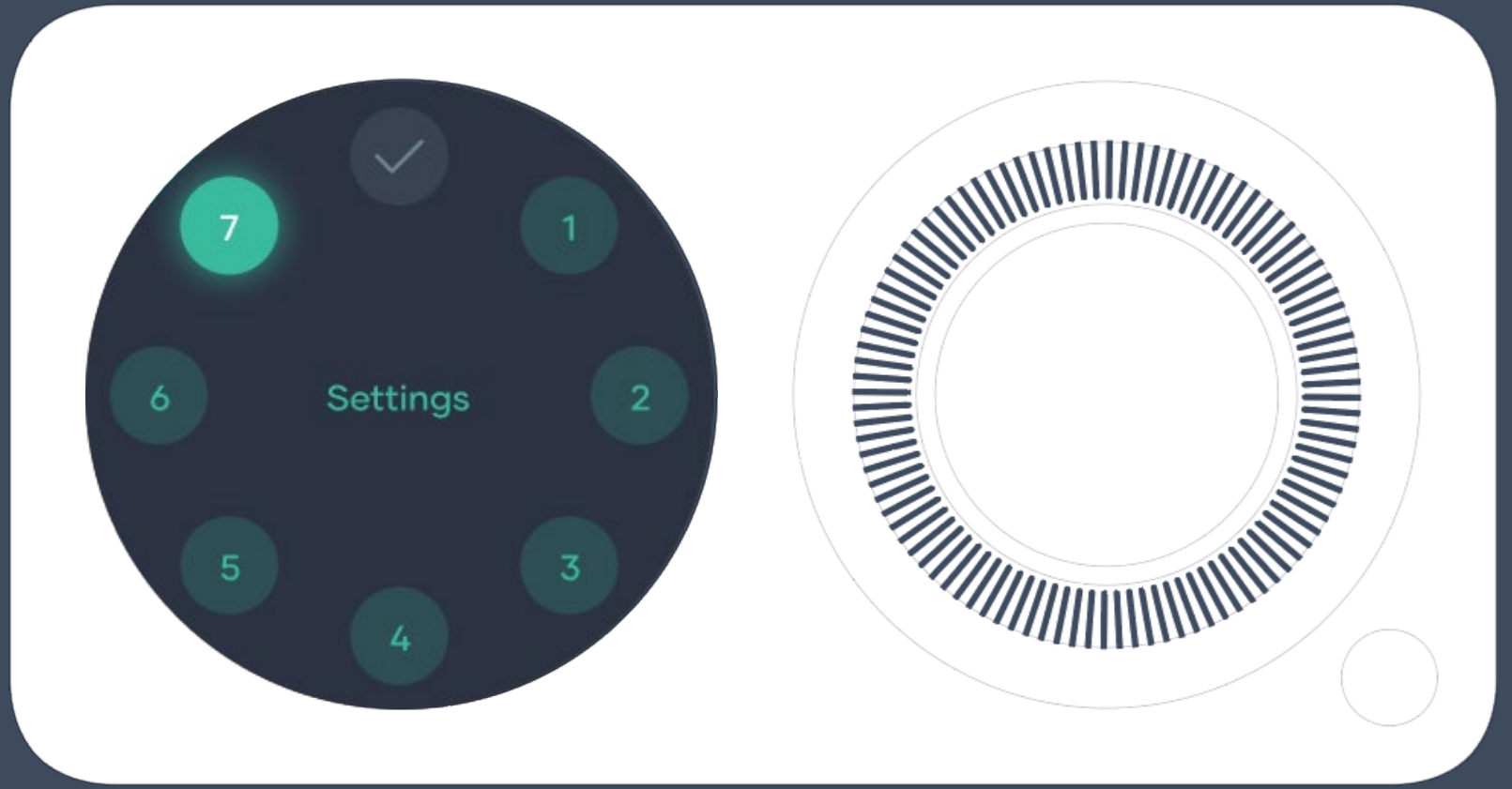
Test your system!

This may take few minutes for each mode, as most system come with a delay function to protect your system.

After confirming all your system operations match the test modes, you have now completed step 6.

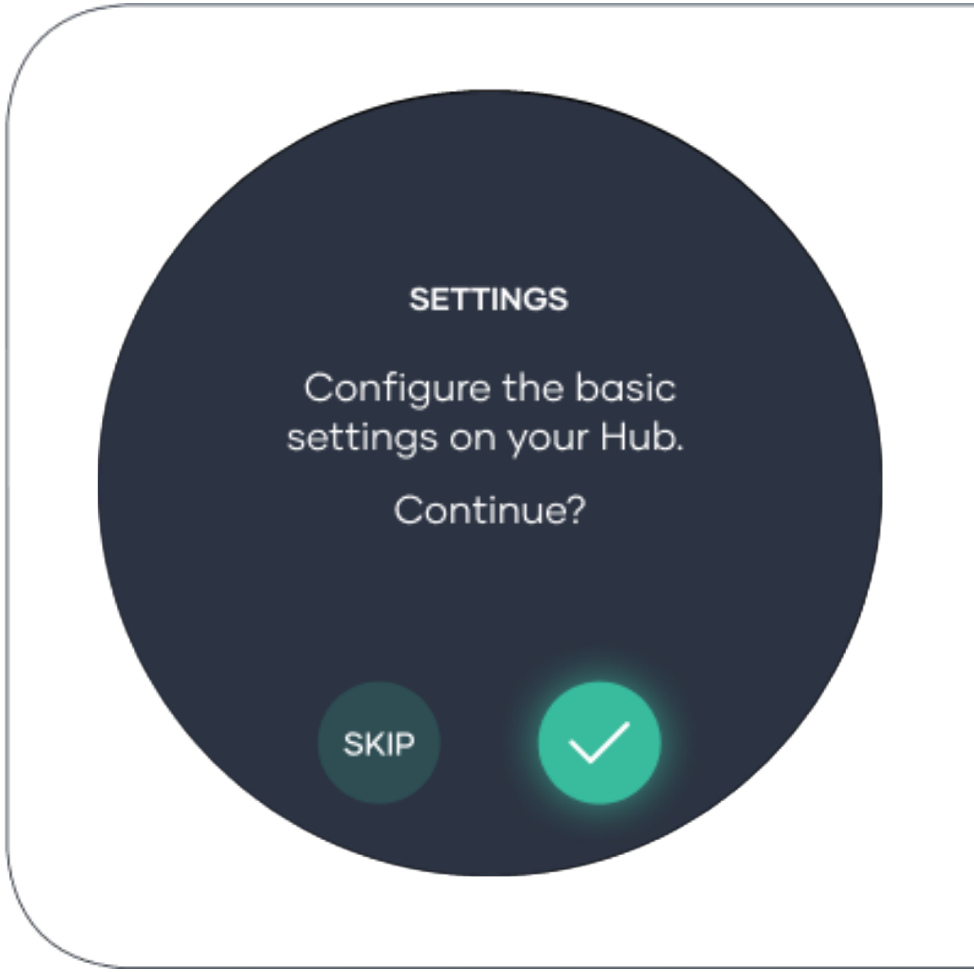


Step 7: Hub Settings


7
1
6
Settings
2
5
3
4

Configuring your Hub!

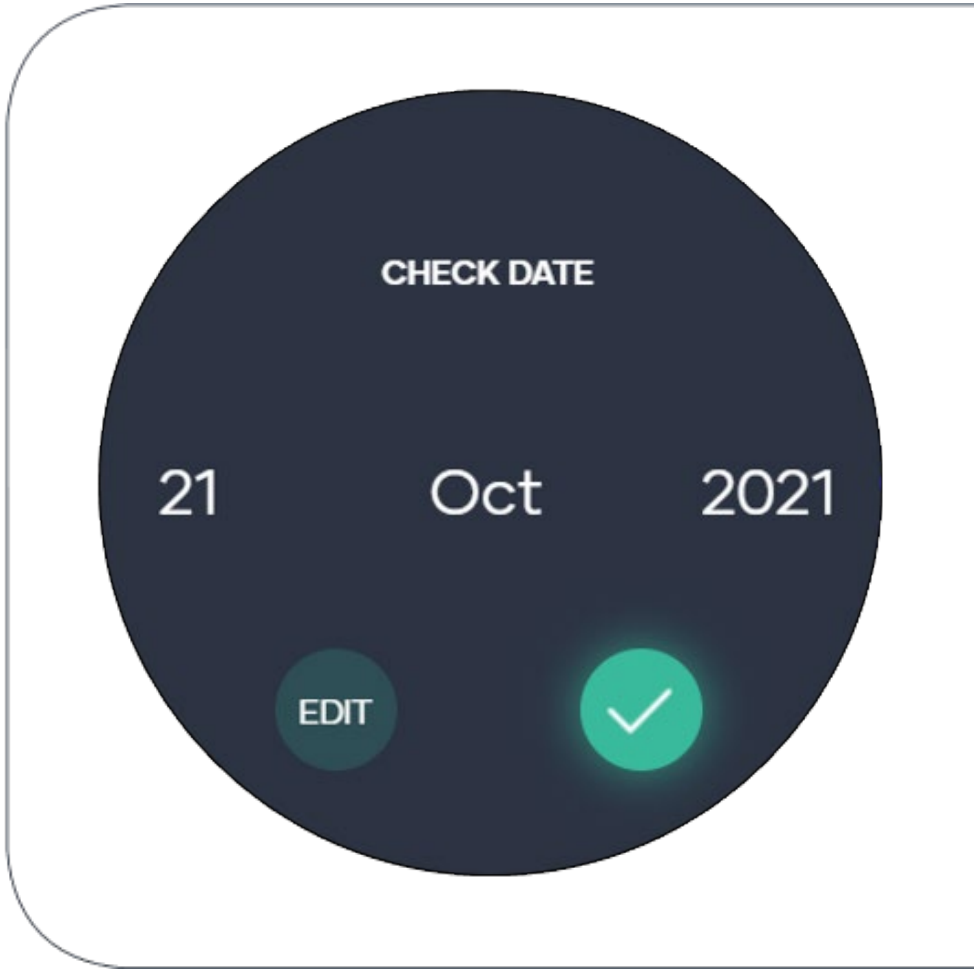
This step will allow you to set up the basic configuration of your Hub.



Check date!

The Date is extracted from your location.

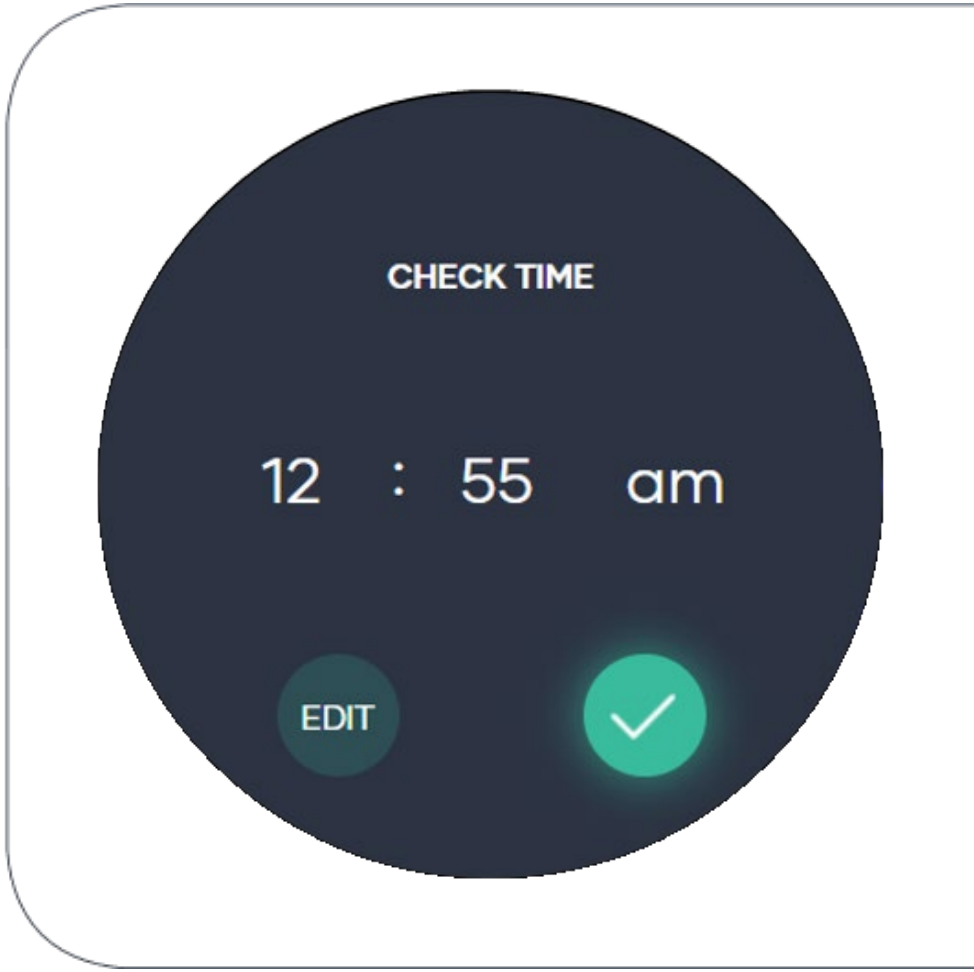
If incorrect, check your location settings or simply edit the date.



Check time!

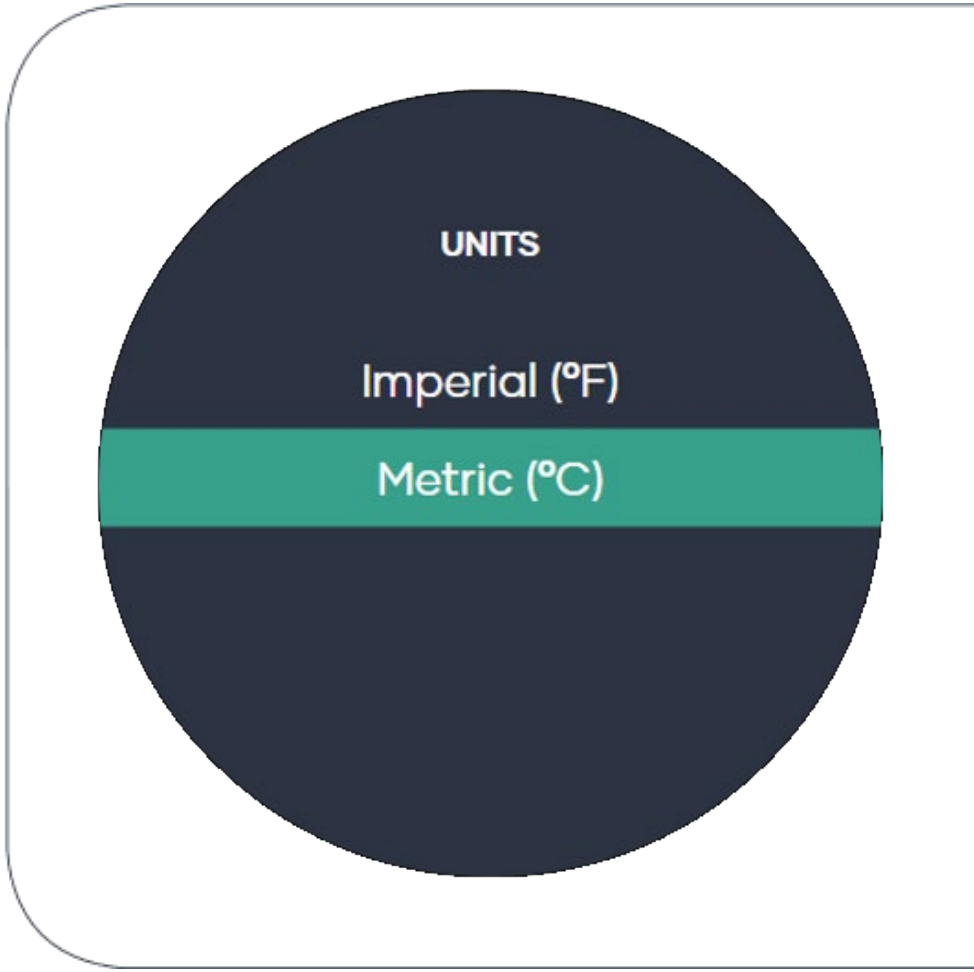
The time is extracted from your location.

If incorrect, check your location settings or simply edit the time.



Choose your temperature unit!

Most Australian homes use Metric.



Away mode setting!

Away mode is a great way to save energy and keep your house from getting too hot or too cold while you are away.

If you have bets at home, it’s also a great way to keep them comfortable while saving energy.

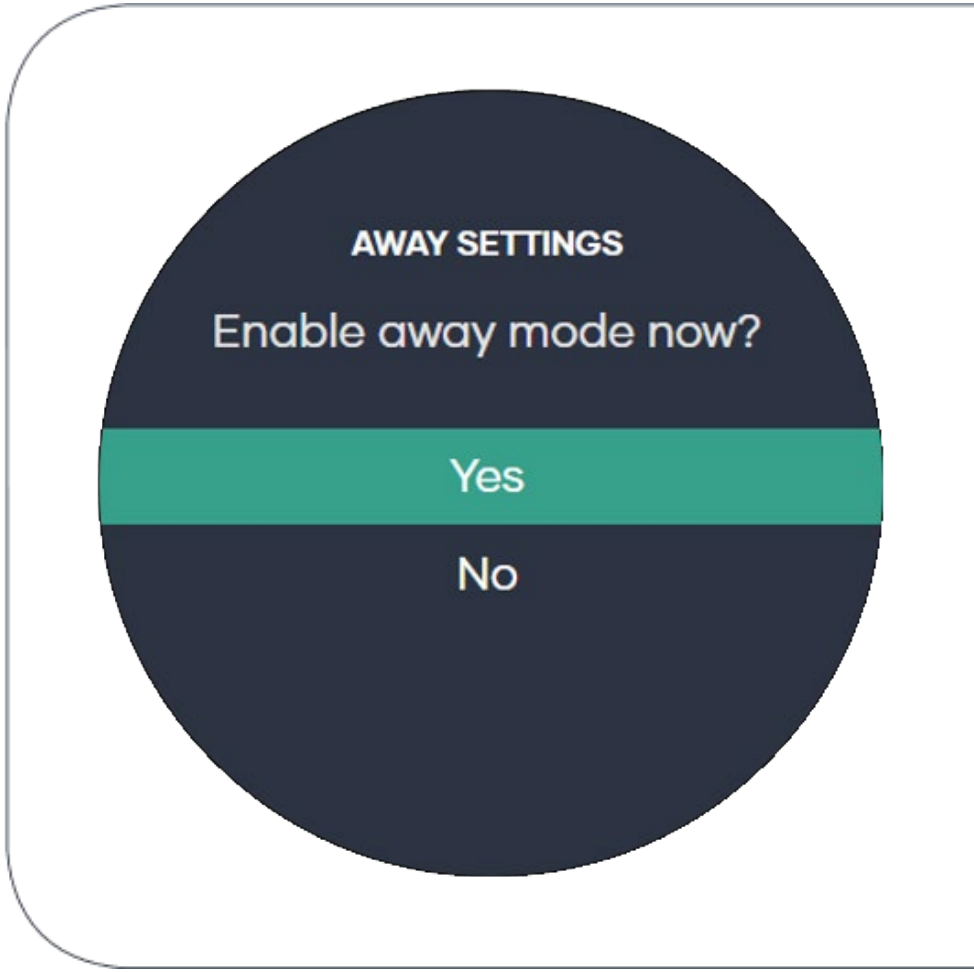
Away mode setting!

You can select what temperature range you would like during this set up process.

You may later change the away mode temperatures through the settings menu.

Away mode setting!

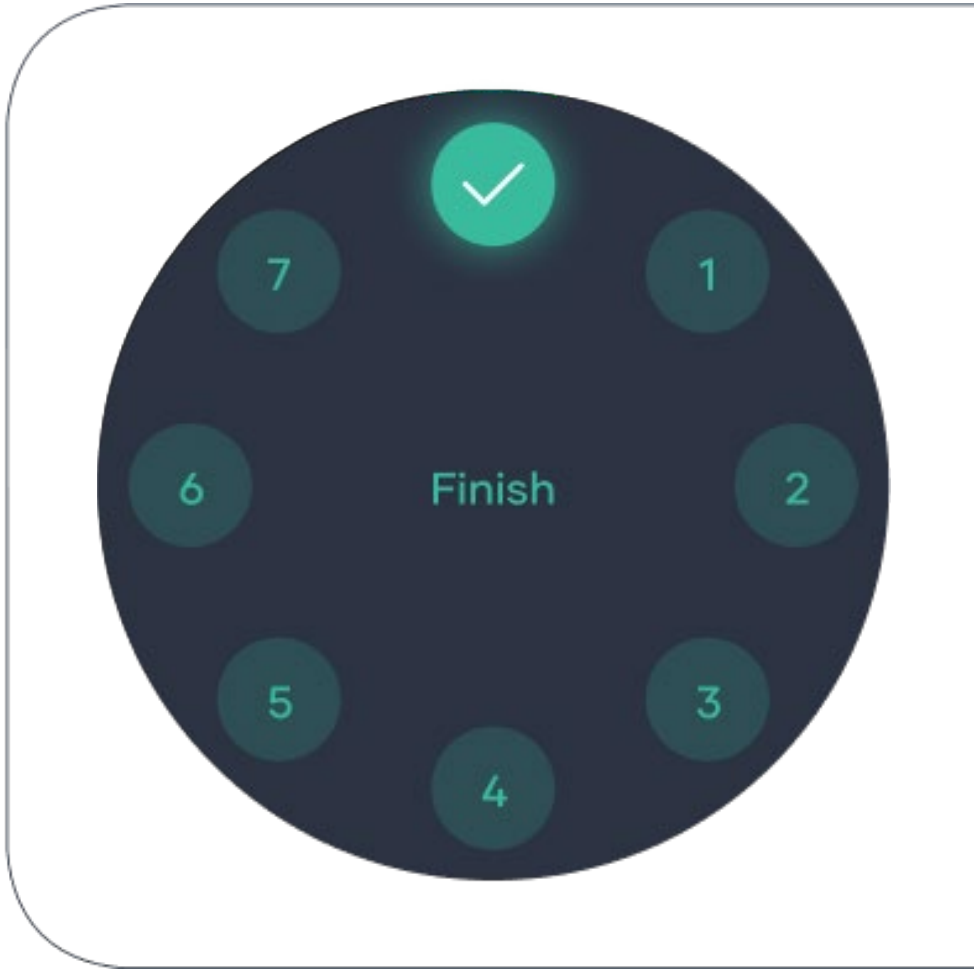
You can enable the away mode now or turn it on from the modes menu after completing your set up.



Finish!

Woohoo!

You just completed setting up your new Milieu Climate® Smart Thermostat.



Troubleshooting.

Reboot the Hub and Smart Base

a. Hub – press and hold button for 10 seconds
b. Smart Base – press
c. and hold button for
d. 10 seconds

Wi-Fi

a. Does not connect – try restarting your router

Hub does not power up

a. Check the Smart Base LED is on
b. Check that the wires are inserted correctly into the Smart Base
c. Try powering the Hub with the USB-C cable

System does not start in the selected mode

a. Check Smart Base LED is the correct colour for the mode you want
b. Check Smart Base modes change when you change modes on the Hub

c. If modes do not sync between Hub and Smart Base:

→ check the connection by going to Settings > Technical

→ find “Thread”, it should say connected

→ if “Thread” says disconnected then try rebooting the Hub/Smart Base by pressing and holding the button for 10 seconds

Mobile IOS and Android App

a. If your app says, property or Hub/Smart Base not found, wait 5 minutes

b. Quit app and reopen

c. If your app settings are not applied to the Hub:

→ Check Internet connection on the Hub Technical page

→ Go to Settings > Wi-Fi and check you are connected to your router or go to Settings > Technical and check that “Is Cloud Connected” says yes

→ If “Is Cloud Connected” says no, try either rebooting the Hub or restarting your router

Need more help?

Visit milieulabs.com.au

Email support@milieulabs.com.au

Call +61 2 9659 7438

People • Technology • Solutions

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WELLINGTON : Tel : (04) 499 3591 CHRISTCHURCH : Tel : (03) 366 0017
Email : sales@eurotec.co.nz WEBSITE : www.eurotec.co.nz

HVAC • Refrigeration • Electrical • Measurement

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