

Panasonic

AQUAREA

Aquarea Smart & Service cloud *CZ-TAW1*



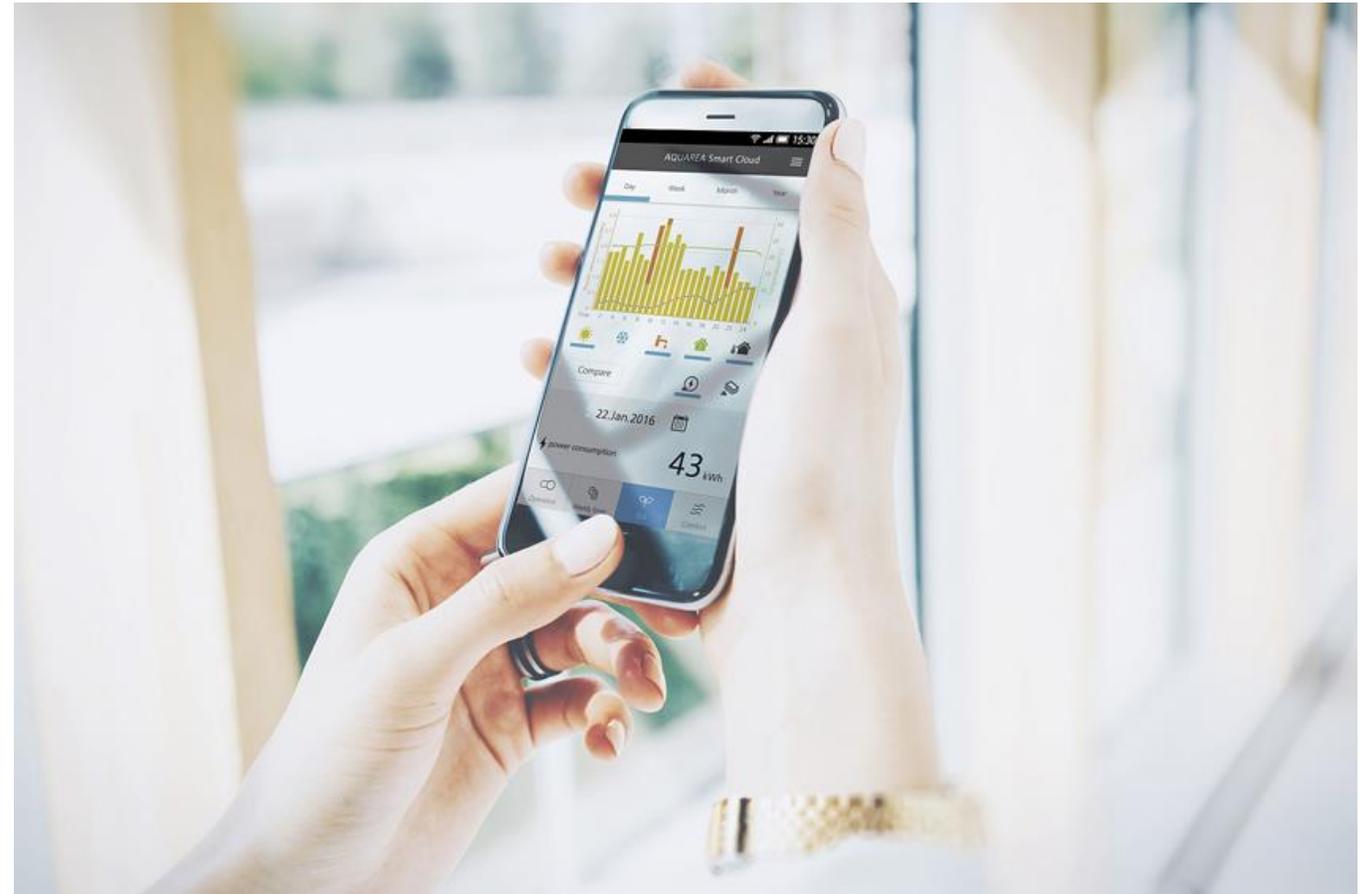
heating & cooling solutions

Presentation agenda:

- Smart & Service cloud “Hardware connection”
- Smart cloud “Account ID Creation”
- Smart cloud “Home screens”
- Smart cloud “Application to Service Cloud”
- Service cloud “Account ID Creation”
- Service cloud “User Registration”
- Service cloud “Display content by access level”
- Service cloud “Data logging”
- Service cloud “Remote error notification”
- Service cloud “Access authorization change”

FAQ to Smart & Service cloud web link:

https://www.aircon.panasonic.eu/GB_en/faqs/AquareaSmartCloud-Pro/



Hardware content of the CZ-TAW1 Cloud adapter

Cloud Adaptor packaging

EMC core
(Electromagnetic interference filter)

CD-ROM (Operation Instructions <Full Version>, Software, License List)



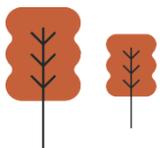
Mounting assembly
(Screws, cord clamps)

Cloud adaptor connection
CN-CNT cable (2 meter)

Installation manual
to cloud adaptor

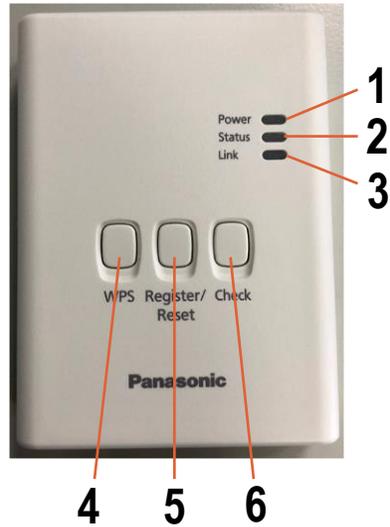
Cloud adaptor
unit (CZ-TAW1)

Quick operation guide
to cloud adaptor

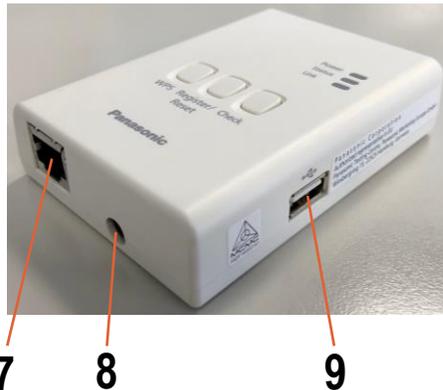


Parts Identification of the CZ-TAW1 Cloud adapter

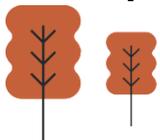
Cloud adaptor front:



Cloud adaptor side:



No.	Item	Description
1	Power LED	Indicates that the adaptor is being supplied with power.
2	Status LED	Indicates the status of the adaptor. Blue: Wireless (WiFi) mode Green: Ethernet (Wired LAN) mode Red: Abnormality White: Timer
3	Link LED	Indicates the communication status of the adaptor.
4	WPS switch	Switches WPS ON.
5	Register/Reset switch	Enables user registration and resetting.
6	Check switch	Check the communication status of the adaptor.
7	LAN port	Used to connect the LAN cable for wired LAN Network.
8	CN-CNT cable connection	Pass the CN-CNT cable through here.
9	USB port (type A)	Used when making settings using a USB memory device.



Cloud adapter connection to the Aquarea indoor unit

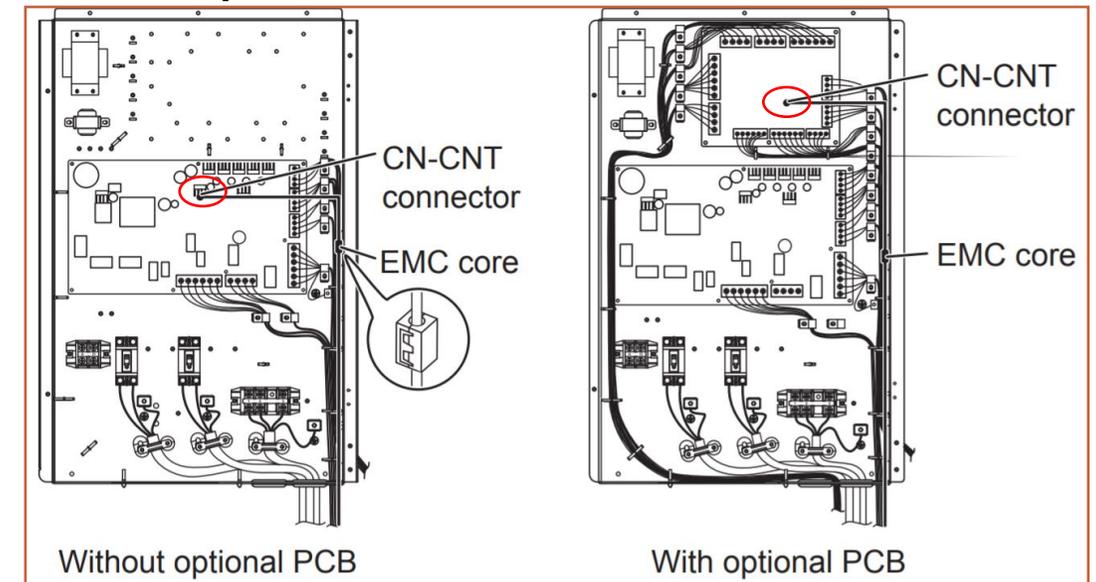
Panasonic

1. Remove the front panel of the indoor unit, then connect the cable included with this adaptor to the CN-CNT connector on the printed circuit board.

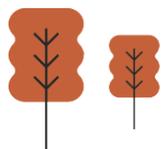
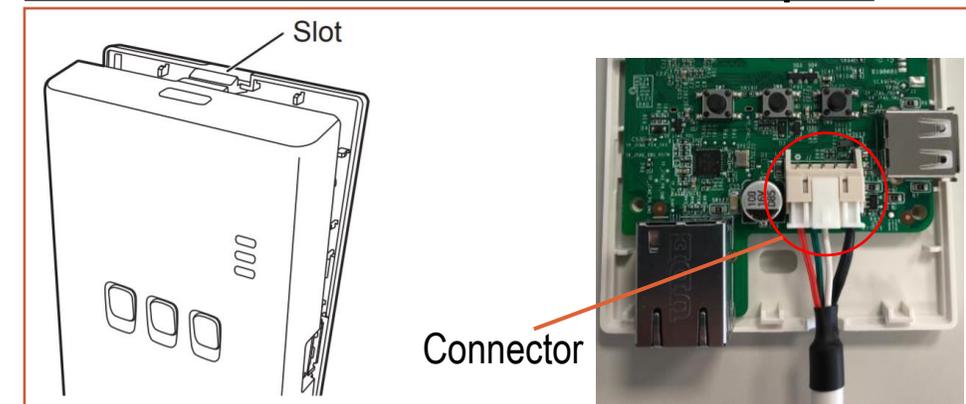
- Shut off the power supply when installing this adaptor.
- Attach the EMC core to the CN-CNT cable.
- Pull the cable out of the indoor unit so there is no pinching.
- If an optional PCB has been installed in the indoor unit, connect to the CN-CNT connector of the optional PCB.

2. Insert a flat head screwdriver into the slot on the top of the adaptor and remove the cover. Connect the other end of the CN-CNT cable to the connector inside the adaptor.

Cloud adaptor cable connection location to indoor unit:

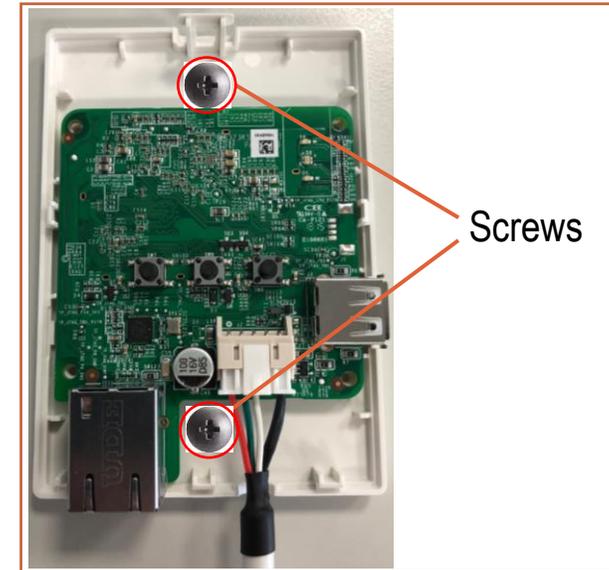


Cable connection location to cloud adaptor:

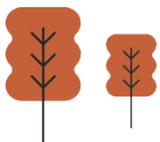
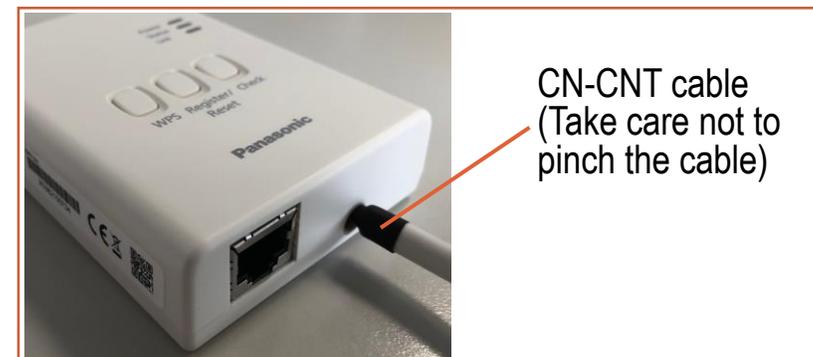


Cloud adapter connection to the Aquarea indoor unit

3. On the wall near the indoor unit, attach the adaptor by screwing screws which are included with this adaptor through the holes in the back cover.



4. Pull the CN-CNT cable through the hole in the bottom of the adaptor and re-attach the front cover to the back cover.

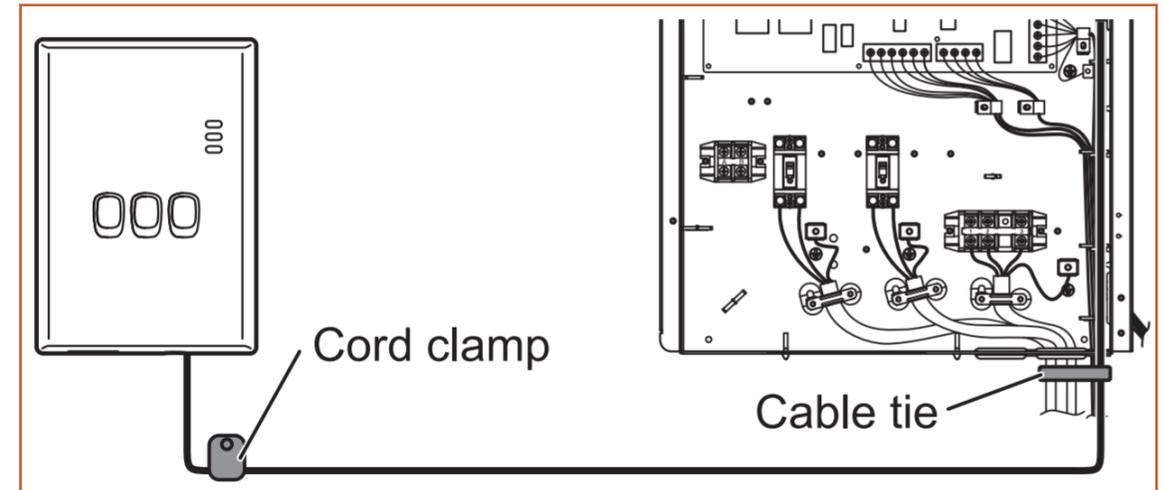


Cloud adapter connection to the Aquarea indoor unit

Panasonic

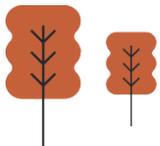
5. Use the included cord clamp to fix the CN-CNT cable to the wall.

- Pull the cable around as shown in the diagram so that external forces cannot act on the connector in the adaptor.
- Furthermore, on the indoor unit end, use the included cable tie to fix the cables together.



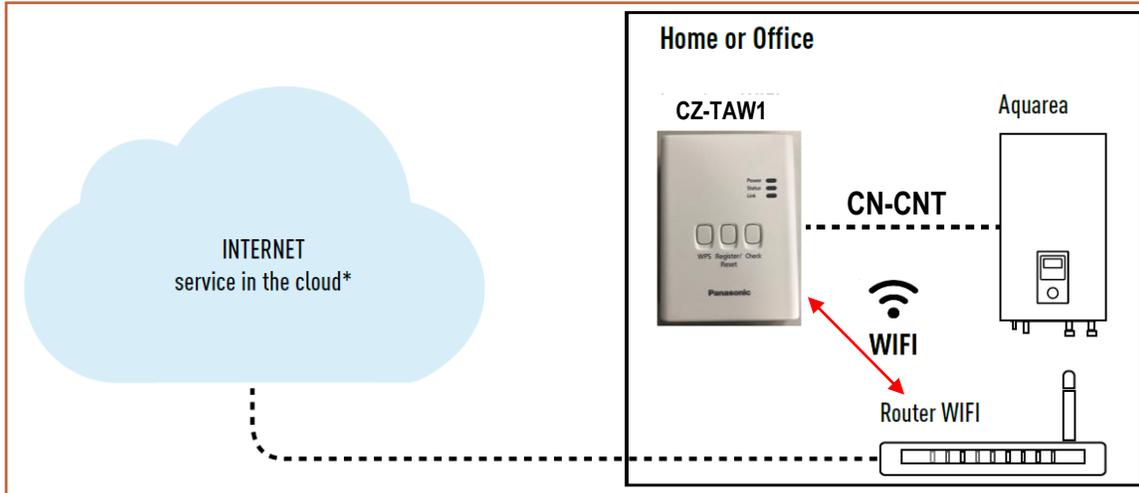
Important:

- When the distance between indoor unit and cloud adaptor cannot be reached using the included CN-CNT cable with 2 meter cord length, use the accessory extension cord with 10 meter wire length (CZ-TAW1-CBL).
- Please be aware, setting up outside exposes the adaptor to the dangers of damage and to unauthorized network access via a LAN connection.

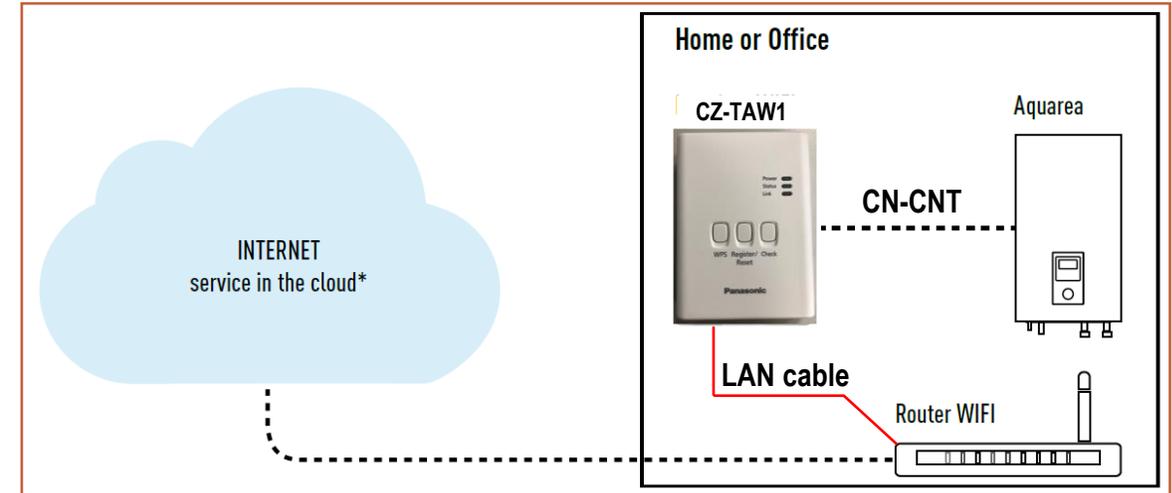


Aquarea cloud connection options to the Network

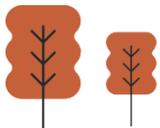
Option 1 (Wireless LAN Network):



Option 2 (Wired LAN Network):



 Aquarea systems are connected to the cloud using **wireless LAN** or a **wired LAN Network**. The user gets access to the Cloud portal to remotely operate all unit functions and can also permit partners to access customised functions for remote maintenance and monitoring.



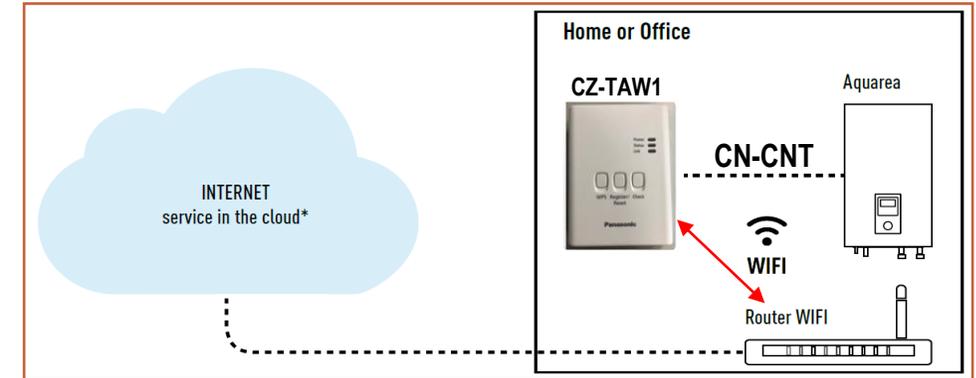
Aquarea cloud LED Lamps light indications

Reading LED Lamps.

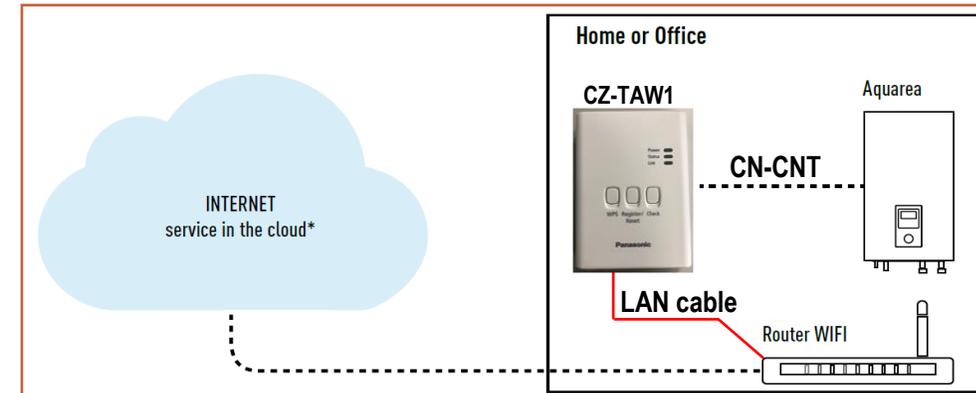
- The lamps light and blink to notify you of the communication status and possible errors.
- LED Lamps communication chart valid for wireless and wired LAN Network connection

LED	Status and Solution	LED	Status and Solution
	A2W power off or cable Not connected		LAN (IP has not been acquired) (Blue or Green Blinking)
	A2W power on before soft wake up		LAN (IP Retrieving) (Blue or Green Blinking)
	A2W cannot connect (Red Blinking)		LAN (IP collision) (Red and Blue or Green Blinking)
	Immediately after startup		LAN (Server interruption)
	Normal		SSID or IP specified (Blue or Green Blinking)
	User registration in (Blue or Green Blinking)		Firmware Updating (Red and Blue and Green Blinking)
	Communication confirmation		Timer implementation in (White and Blue or Green Blinking)

Wireless LAN Network:



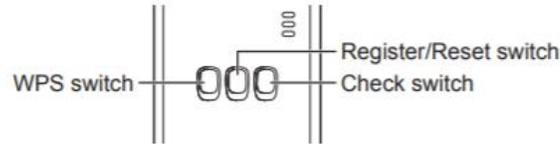
Wired LAN Network:



Aquarea cloud LED Lamps light indications

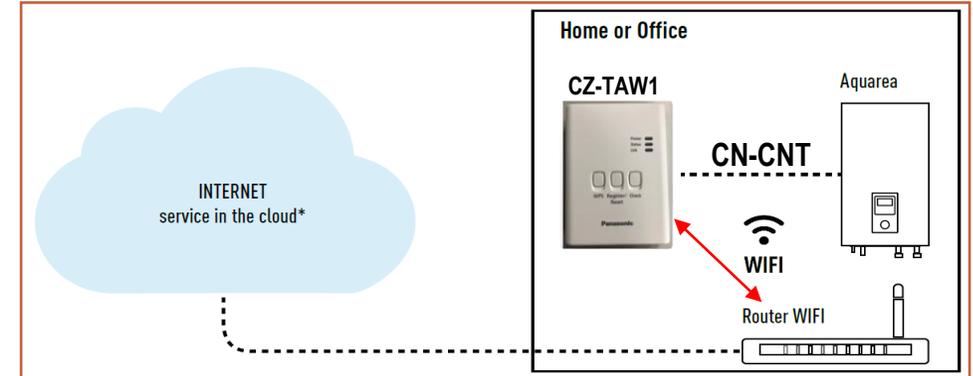
Switch Operation Chart.

- Explanation of Aquarea cloud switch operation functions.
- Switch operation chart valid for wireless and wired LAN Network connection.

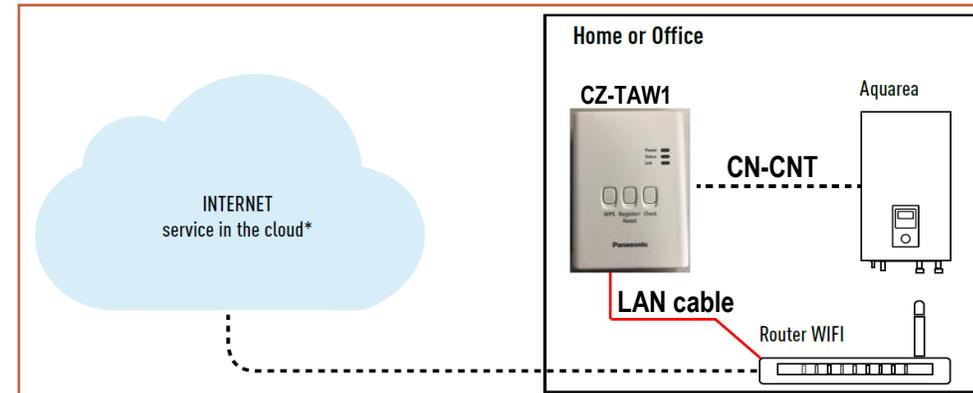


Aim	Switch operation	Remarks
To switch WPS ON	Press the WPS switch.	This is only effective when Wireless mode is on.
To register a user	Press the Register/Reset switch.	This is only effective when communications have been established.
To check the status of communications	Press the Check switch.	LEDs are displayed according to the connection status.
To switch between the Ethernet and Wireless modes	Press the Check switch for at least 10 seconds.	The settings for each mode are maintained even if you change the mode.
To reset the software	Press the Register/Reset switch for at least 10 seconds.	This starts the process for the software to reset itself. When resetting, checks are made for the latest firmware, and this is updated if a new version is available.
To specify the SSID manually. (in Wireless mode) To specify the IP manually. (in Ethernet mode)	Press the WPS switch for at least 10 seconds.	Connection is by WPS/DHCP if there are no settings to load from the USB memory device.
To initialize the adaptor	Simultaneously press the WPS switch and the Check switch for at least 10 seconds.	This restores the adaptor's settings to the factory defaults.

Wireless LAN Network:



Wired LAN Network:

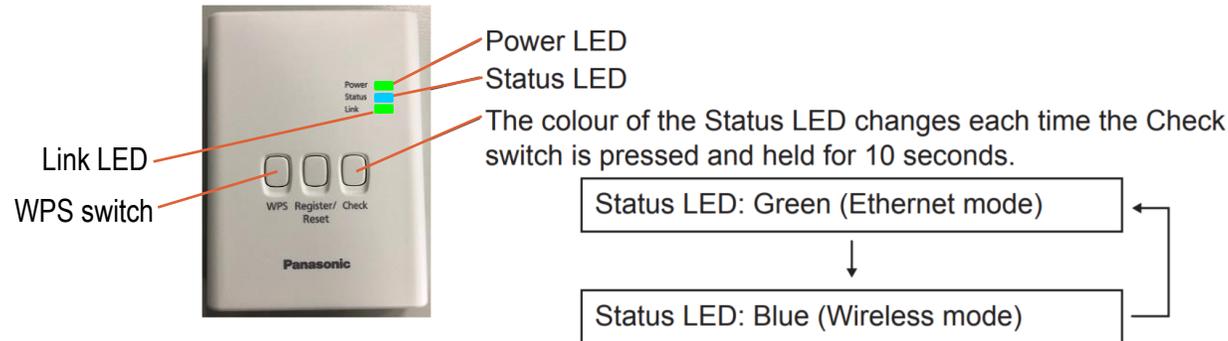


Option 1 (Wireless LAN Network)

1. Turn on the power supply to the indoor unit.

- The Power LED lights.

2. The color of the Status LED indicates the connection mode.



3. Check the Status LED is blue to confirm that the Wireless mode is on.

- If the Wireless mode is not on, press and hold the Check switch for 10 seconds to switch to the Wireless mode.

4. Switch on WPS on the router.

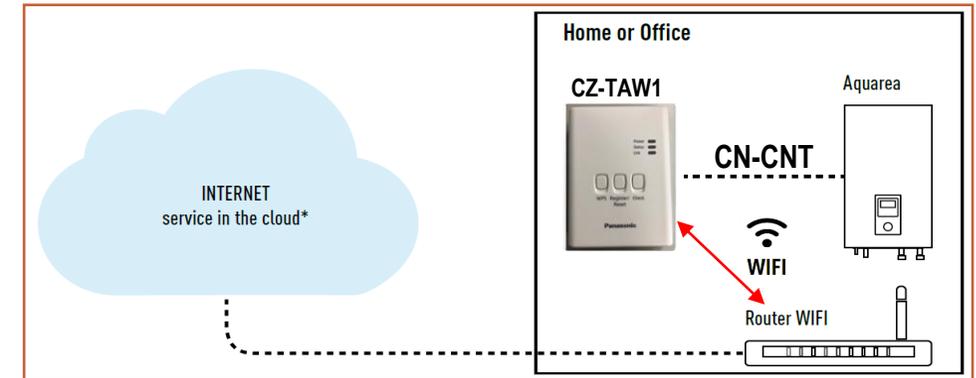
5. Press the WPS switch on the adaptor.

- The Status LED lights blue and Link LED lights green when communication is established.

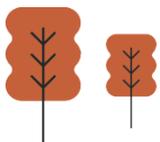
*Please refer to Troubleshooting guidance, when you cannot connect in the wireless mode to the network (Next slide).



Wireless LAN Network:



With this step the cloud adaptor is connected to the wireless LAN Network



Option 1 (Wireless LAN Network)

Troubleshooting guidance:

- When you cannot connect in the Wireless mode.
 - Check the strength of the wireless signal (See signal strength list).

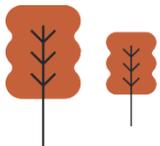
How to check the strength of the wireless signal (Press the Check switch):

- You can check the strength of the wireless signal by checking if the Link LED is lighting or blinking (See signal strength list).
- When there is no problem with the wireless signal but the Status LED does not light check the router connections.

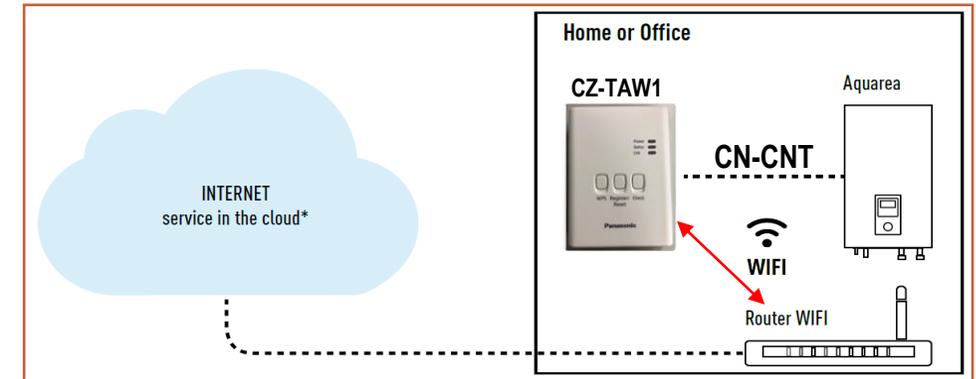
*If the wireless signal strength is BAD or worse, connect using the Ethernet mode (Wired LAN Network).

When you want to set the SSID of the wireless LAN manually (Router without WPS):

- Start the SSID setting tool on the attached CD-ROM and save the settings to a USB memory device.
- Detach the USB memory device and then attach the USB to the adaptor and press and hold the WPS switch for 10 seconds.
- The Link LED lights green when the settings are complete.



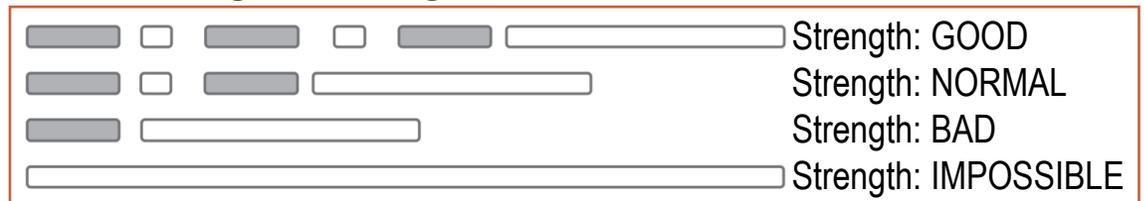
Wireless LAN Network:



Cloud adaptor LED status when not connected to wireless network, please follow troubleshooting guidance.



Wireless signal strength:

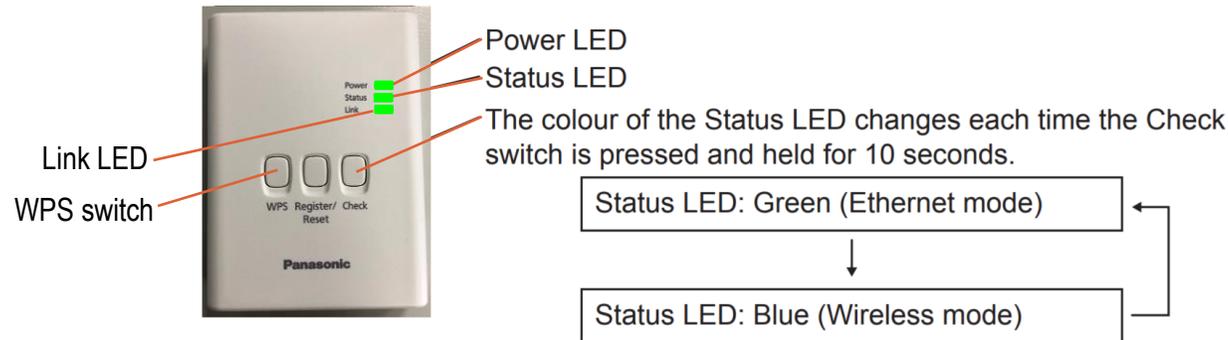


Option 2 (Wired LAN Network)

1. Turn on the power supply to the indoor unit.

- The Power LED lights.

2. The color of the Status LED indicates the connection mode.



3. Check the Status LED is green to confirm that the Ethernet mode is on.

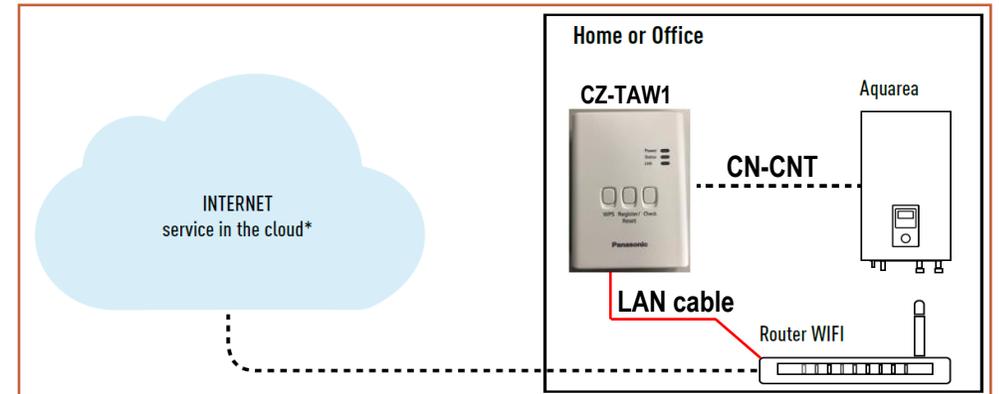
- If the Ethernet mode is not on, press and hold the Check switch for 10 seconds to switch to the Ethernet mode.

4. Connect the router and the adaptor with a LAN cable.

- The Link LED lights green to indicate that the connection has been established.
- Use a shielded LAN cable. **(The LAN cable is not included)**

*Please refer to Troubleshooting, when you cannot connect in the Wired mode to the network (Next slide).

Wired LAN Network:



LAN cable example:



With this step the cloud adaptor is connected to the wired LAN Network

Option 2 (Wired LAN Network)

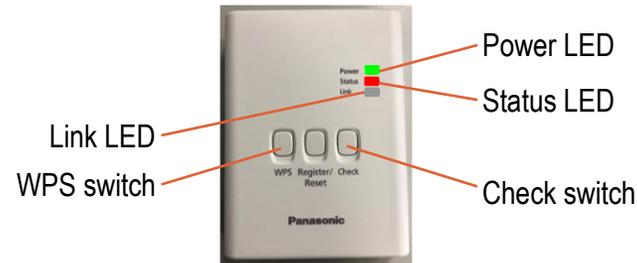
Troubleshooting guidance:

- When you cannot connect in the Ethernet mode (Wired LAN Network).

When the Status LED does not light:

- Check the LAN cable connections.
- Check the router connections.

Cloud adaptor LED status when not connected to wired network.

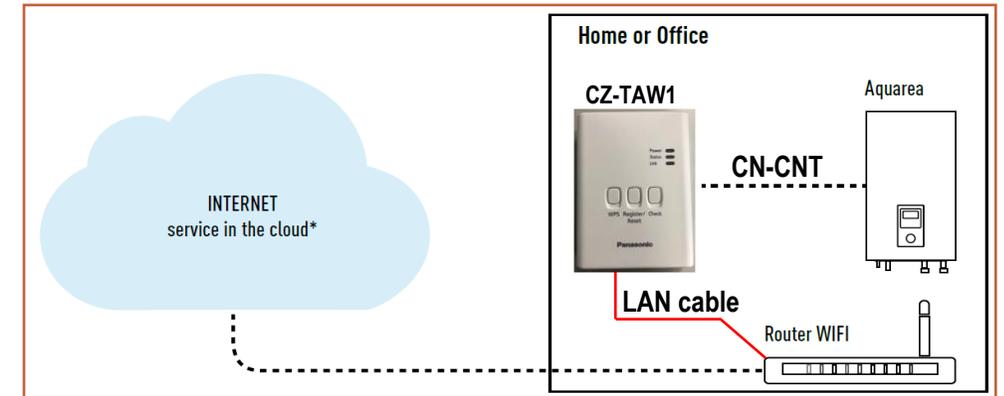


When you want to set the IP of the wired LAN Network manually:

- Start the IP setting tool on the attached CD-ROM and save the settings to a USB memory device.
- Attach the USB memory device with the saved settings to the adaptor and press and hold the WPS switch for 10 seconds.
- The Link LED lights when the settings are complete.



Wired LAN Network:

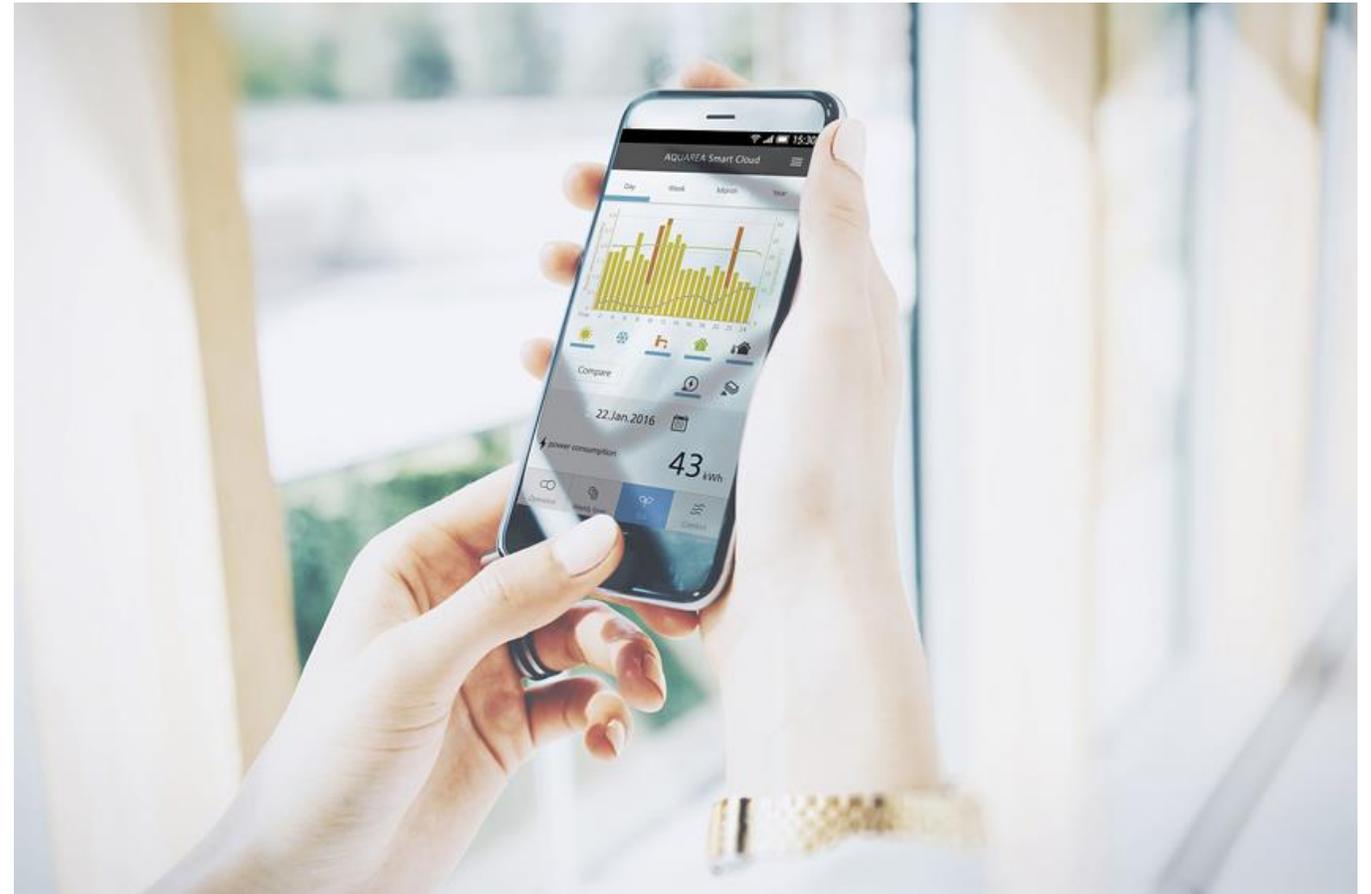


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FAQ to Smart & Service cloud web link:

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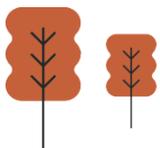
➤ Users have to prepare below items for using this service.

- Account ID Creation
- User Registration with End-users

Note: With the assumption, End-user can not use "AQUAREA Smart Cloud" before this preparation.

➤ Terminal Environment & Configuration

Recommended Device	OS	Recommended Browser	Remarks
Personal Computer	Windows	Chrome	
	OSX (Apple)	Chrome	
Tablet	Android 4.0 later	Chrome	
	iPad iOS 8 later	Chrome	



Aquarea Smart cloud "Account ID Creation

Account ID Creation:

<https://csapl.pcpf.panasonic.com/Account/Register001?Lang=en>

Panasonic SUPPORT TOP FAQ

Panasonic ID Registration

Panasonic ID can be set up using your valid email address.

* Indicates required field.

Panasonic ID (E-mail Address)* ⓘ

someone@example.com

Confirm your Panasonic ID

Password* ⓘ

password

Confirm your password

Name

First Name

Last Name

Date of birth (YYYY/MM/DD)*

Date of birth helps us confirm your identification when you forget own password.

Gender*

Areas / Country* ⓘ

* Personal E-mail address

* Repeat personal E-mail address

* Create your password

* Repeat your password

* Type in your first name

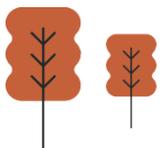
* Type in your last name

* Type in your date of birth

* Choose your gender

* Choose your country

* Use a combination of letters, numbers and symbols between 8 and 16 characters



Aquarea Smart cloud "Account ID Creation"

Account ID Creation:

* Type in above text

* Please read and agree to the terms and policies

* Continue to next page

Display another image.

Type the text above.

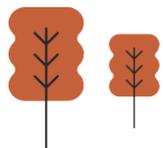
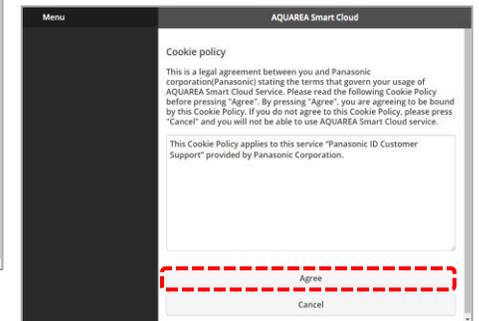
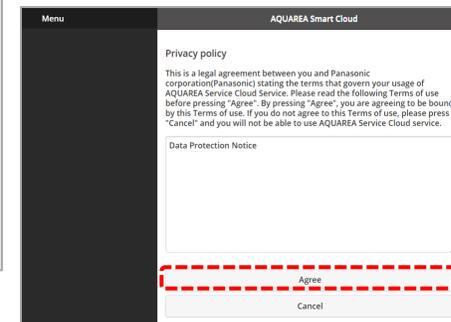
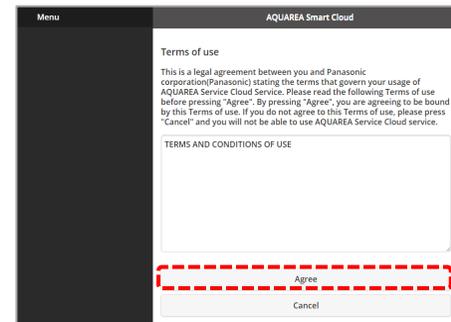
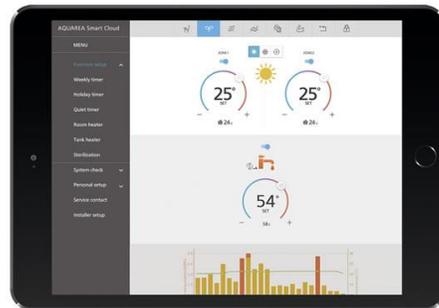
Terms and Conditions
Privacy Notice
Cookies Policy

Accept and go to next

When you click "I agree and click", you will be deemed to confirm / agree with the following.

Copyright © Panasonic Corporation
Privacy Notice | Terms and Conditions | Cookies Policy | About Panasonic

Agree to "Terms of user" / "Privacy policy" / "Cookie policy":



Account ID Creation:



Panasonic ID Registration

Please continue the procedure after verifying the below.

Please check your E-Mail address

Panasonic ID (E-mail Address)

Please check your name

Name

Please check your date of birth

Date of birth (YYYY/MM/DD)

Please check your gender

Gender

Please check your country

Areas / Country

Click to create your account

Cancel

Create Account



Aquarea Smart cloud “Account ID Creation

Smart cloud registration confirmation mail:

Dear Customer,

Thank you for joining "AQUAREA Service Cloud" membership.

Your registration for service with "PAPAEU-TEST1" is now completed.

You can manage "PAPAEU-TEST1" access rights and other settings in your "AQUAREA Smart Cloud" settings menu or directly by following this link

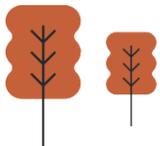
<https://ec2-52-192-74-104.ap-northeast-1.compute.amazonaws.com/remote/leadUserManagement?var.gwUId=9e026ade%2dcb23%2d4365%2ddb13%2db241aa96e286>

This is an automatically generated e-mail, so please do not reply to it. Please contact PAPAEU-TEST1 if you have any questions.

This e-mail does not include any personal information in order to ensure security. Thank you for your understanding.

Best regards,
AQUAREA Service Cloud

**Click above link to confirm e-mail address, with this step the
Aquarea Smart cloud registration is complete.**

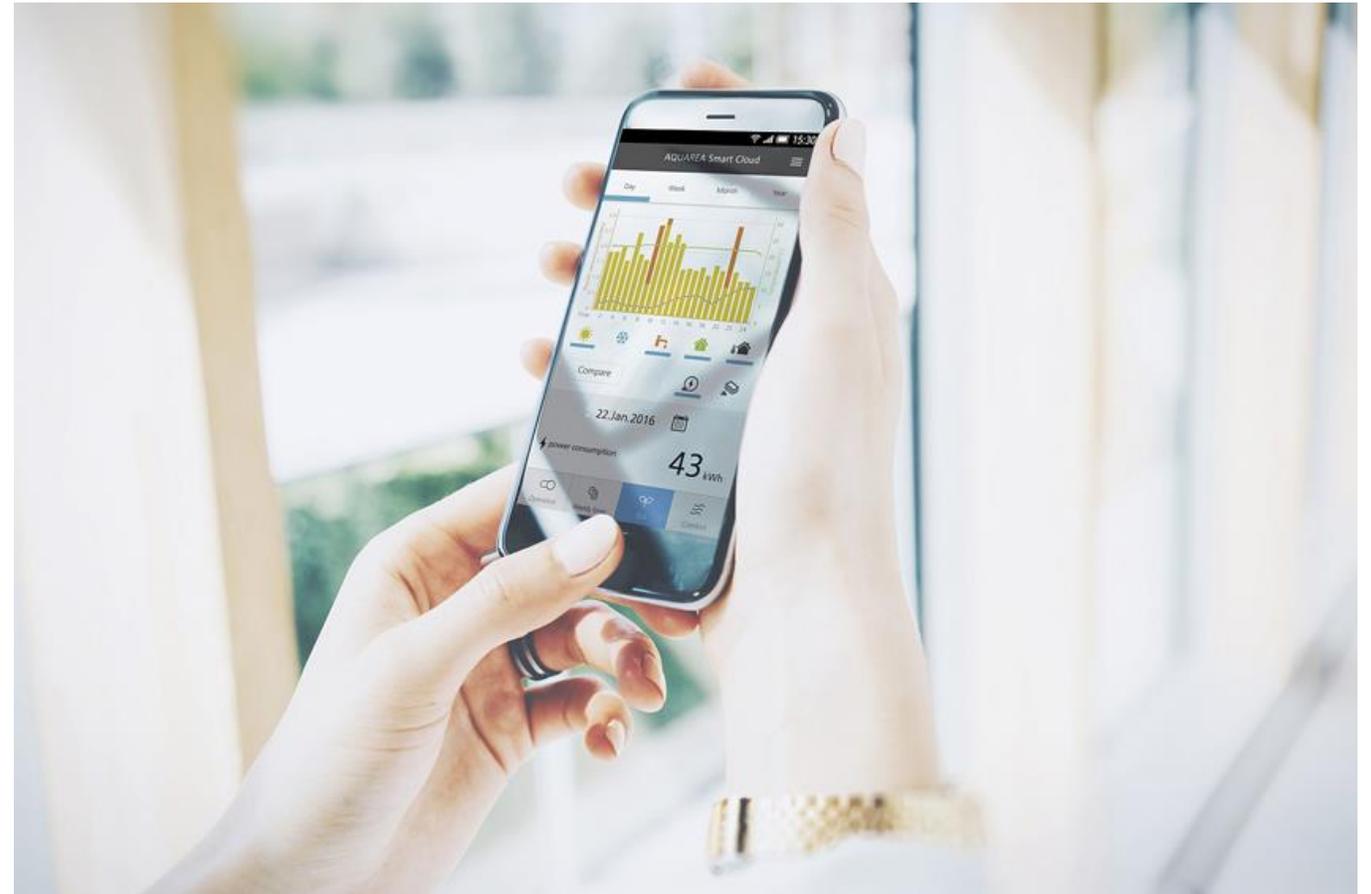


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Home Screen of AQUAREA Smart Cloud

➤ Setting screen (End-user) / End-User Home Screen explanation

Access URL: <https://aquarea-smart.panasonic.com/>

Home screen menu tabs for general navigation



The main screenshot shows the AQUAREA Smart Cloud home screen. At the top, it says 'AQUAREA Smart Cloud' and shows a home icon with a temperature of 25°. Below this, there's a sun icon and a temperature of 25°C with a 'Set 35°C' slider. To the right, there's a 'Zone2 name' section with a temperature of 40°C and a 'Set 40°C' slider. At the bottom, there's a water tap icon and a temperature of 23°C with a 'Set 52°C' slider. A navigation menu is overlaid on the left side, listing: Menu, Change device, Device, Owner, AQUAREA Service Cloud, Holiday timer, Quiet, Terms of use, Help, and Logout. At the bottom of the screen, there are four icons: Statistics, Weekly timer, Eco, and Comfort.



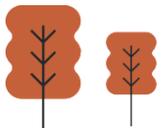
Home Screen of AQUAREA Smart Cloud

➤ Setting screen (End-user) / End-User Home Screen explanation

Access URL: <https://aquarea-smart.panasonic.com/>

The screenshot shows the 'AQUAREA Smart Cloud' interface. On the left is a dark sidebar menu with options: Change device, Device, Owner, Holiday timer, Quiet, Terms of use, Help, and Logout. The main area displays a sun icon at the top center. In the top right corner, a house icon with '-4°' is shown. Below this, the interface is divided into two floor sections: '1st Floor' and '2nd Floor'. The 1st Floor section shows a large '21°' with a 'Set 22°C' slider below it. The 2nd Floor section shows a large '22°' with a 'Set 20°C' slider below it. At the bottom of the main area, there is a section for domestic hot water, showing a large '59°' with a 'Set 60°C' slider below it. At the very bottom, there is a navigation bar with four icons: Statistics, Weekly timer, Eco, and Comfort. To the left of the main screen, there are images of a laptop and several smartphones displaying the app interface. Callout boxes with lines pointing to specific elements provide the following explanations:

- Heating circuit one actual room temperature (points to the 21° on the 1st floor)
- Domestic hot water set temperature (points to the Set 60°C slider)
- Actual ambient (Outdoor) temperature (points to the -4° house icon)
- Heating circuit two room set temperature (points to the Set 20°C slider)
- Actual domestic hot water tank temperature (points to the 59°)



Home Screen of AQUAREA Smart Cloud

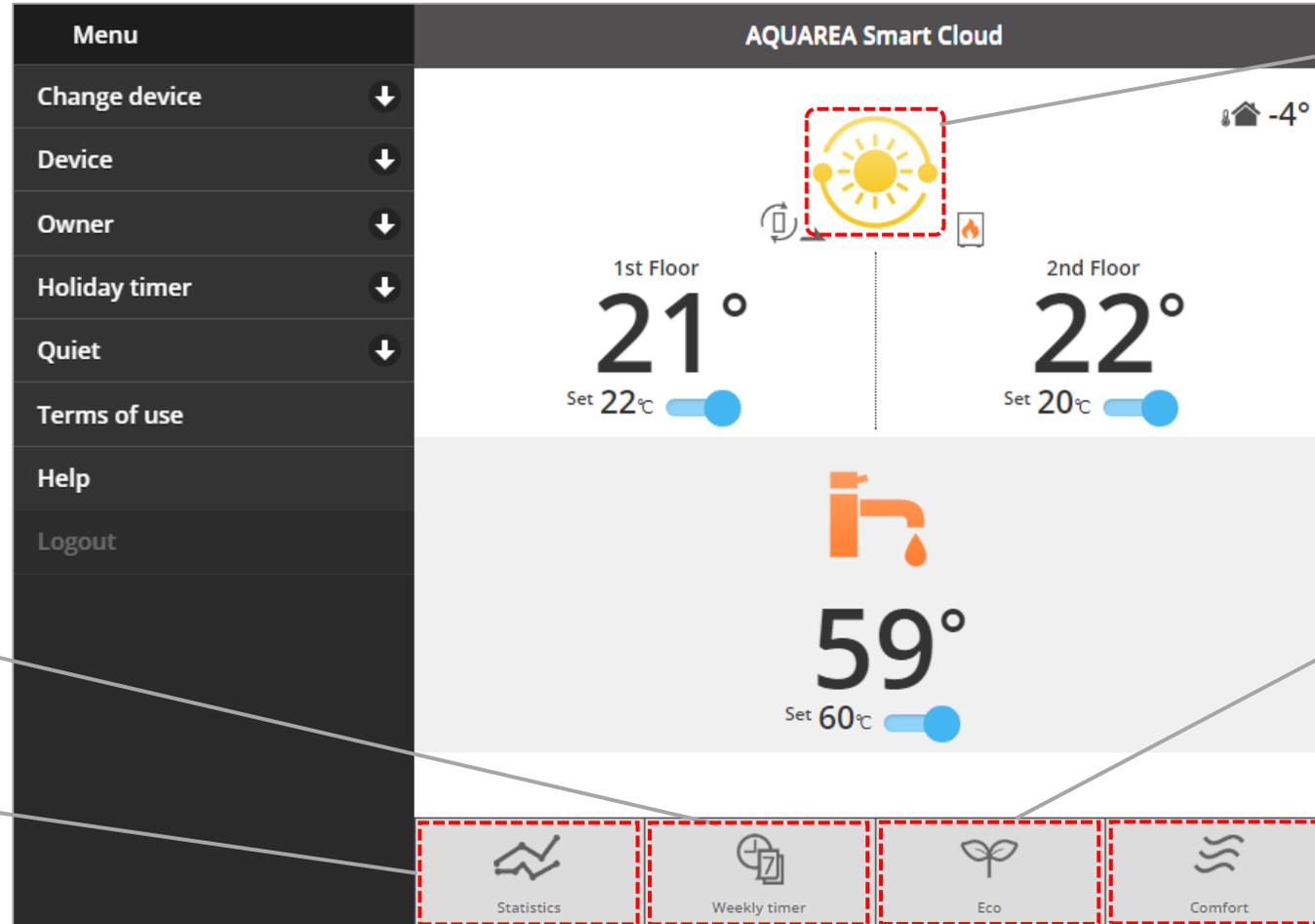
➤ Setting screen (End-user) / End-User Home Screen explanation

Access URL: <https://aquarea-smart.panasonic.com/>



Switch to weekly timer screen

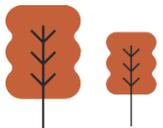
Switch to power consumption screen



Heat pump actual mode indication (Heating mode)

Switch system to Eco (Energy saving mode)

Change system to comfort mode



Consumption Screen of AQUAREA Smart Cloud

➤ Setting screen (End-user) / End-User power consumption screen explanation

Access URL: <https://aquarea-smart.panasonic.com/>

The screenshot displays the AQUAREA Smart Cloud interface. At the top, there are navigation tabs for 'Day', 'Week', 'Month', and 'Year'. Below these is a bar chart showing power consumption (kWh) over a 24-hour period, with a secondary y-axis for temperature (°C). A 'Compare' button is visible below the chart. At the bottom, there are four mode selection buttons: 'Operation', 'Weekly timer', 'Eco', and 'Comfort'. The 'Eco' mode is currently selected.

Choose time frame of power consumption: Day, week, month or yearly

Choose which statistic content to be displayed

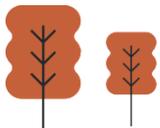
System currently on Eco mode to save energy

Change system to comfort mode

Past consumption values of the heat pump system

Switch to weekly timer screen

Switch back to operation (Home) screen



➤ Setting screen (End-user) / End-User weekly timer screen explanation

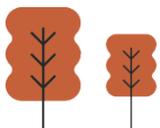
Access URL: <https://aquarea-smart.panasonic.com/>

The screenshot shows the 'Weekly Timer' interface for Tuesday. It includes a header with a back arrow and a menu icon. A red dashed box highlights the 'Tuesday' label and a '+' button. Below this, three bar charts show the timer overview for Zone1, Zone2, and Tank. A table below the charts lists timer settings for three periods. At the bottom, there are 'Copy' and 'Apply' buttons, and a row of seven dots representing the days of the week (M, T, W, T, F, S, S).

No	Time	Set temp
1.	10:00	Zone1 ☀️ 25°C ❄️ 20°C Zone2 ☀️ 25°C ❄️ 22°C Tank 🚰 40°C
2.	14:00	Zone1 ☀️ OFF Zone2 ☀️ OFF Tank 🚰 OFF
3.	18:00	Zone1 ☀️ 25°C Zone2 ☀️ 23°C Tank 🚰 40°C

Callouts and their descriptions:

- Weekday for timer settings (points to Tuesday)
- Add a new timer setting to dedicated weekday (points to + button)
- Heating, cooling and DHW timer overview (points to the bar charts)
- Switch between the different weekdays (points to the left and right arrows)
- Detailed heating, cooling and DHW timer settings (points to the table)
- Apply on new timer settings (points to the Apply button)
- Copy timer setting to another weekday (points to the Copy button)
- Additional weekday indication (points to the day selection dots)
- Switch between the different weekdays (points to the left and right arrows)

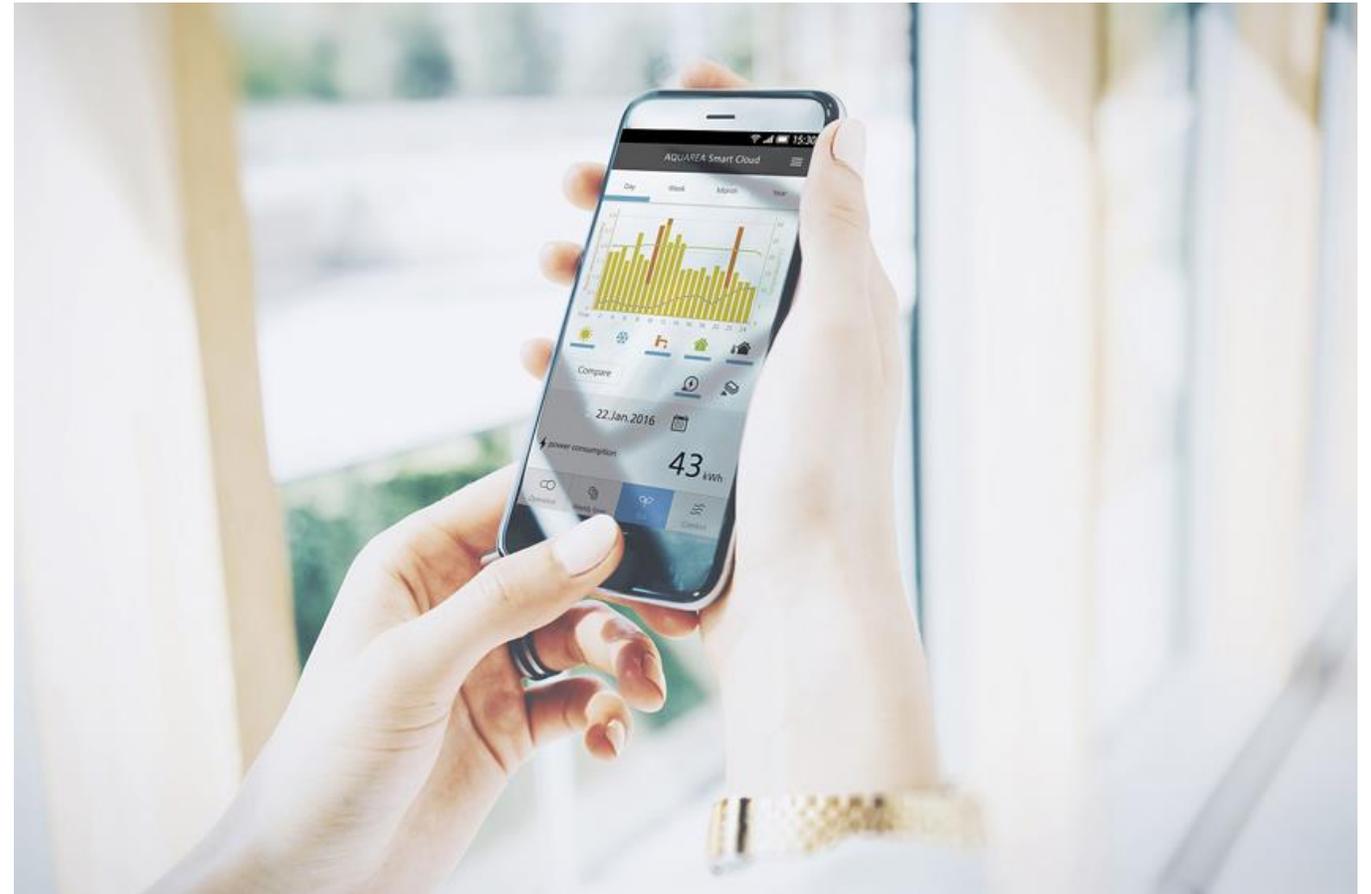


Presentation agenda:

- Smart & Service cloud “Hardware connection”
- Smart cloud “Account ID Creation”
- Smart cloud “Home screens”
- Smart cloud “Application to Service Cloud”
- Service cloud “Account ID Creation”
- Service cloud “User Registration”
- Service cloud “Display content by access level”
- Service cloud “Data logging”
- Service cloud “Remote error notification”
- Service cloud “Access authorization change”

FAQ to Smart & Service cloud web link:

https://www.aircon.panasonic.eu/GB_en/faqs/AquareaSmartCloud-Pro/



➤ Apply for AQUAREA Service Cloud as an End-user

Access URL: <https://aquarea-smart.panasonic.com/>

AQUAREA Service Cloud
„Application form“



Please note:

The application to the Service Cloud allows the installer to access the heat pump system for a remote maintenance or data logging purpose.

This can significantly increase the efficiency of a running heating system and reduces traveling time for the Installer.

Menu	
Change device	↓
Device	↓
Owner	↓
AQUAREA Service Cloud	↑
Application form	
Holiday timer	↓
Quiet	↓
Terms of use	
Help	
Logout	

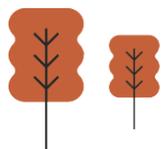
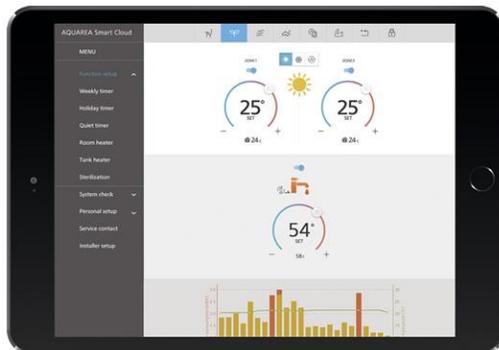
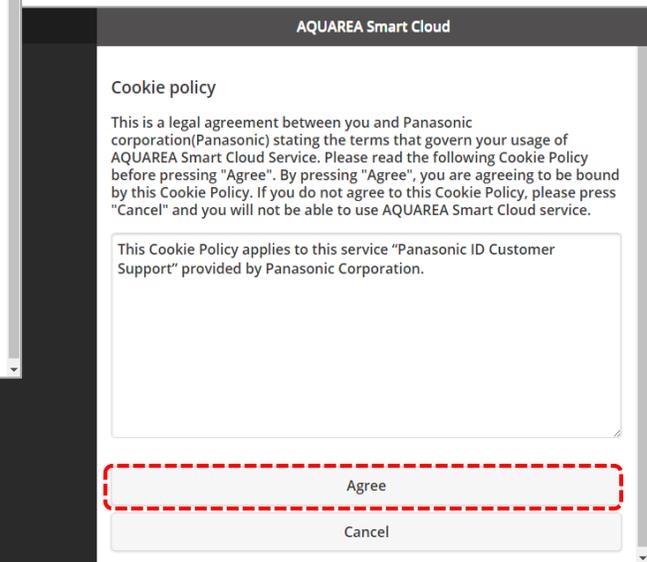
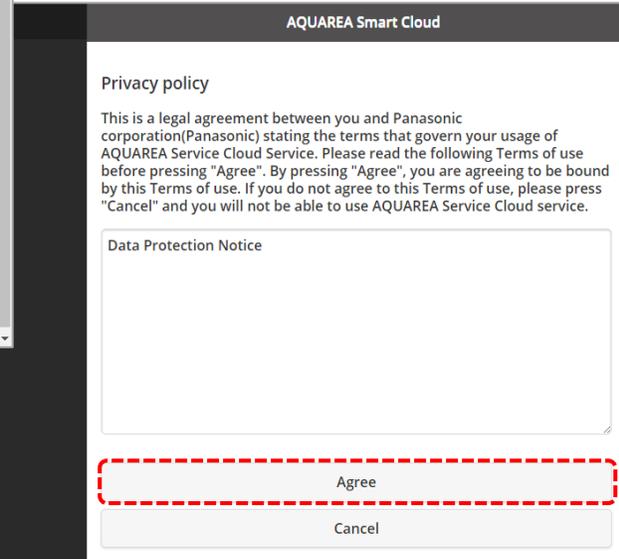
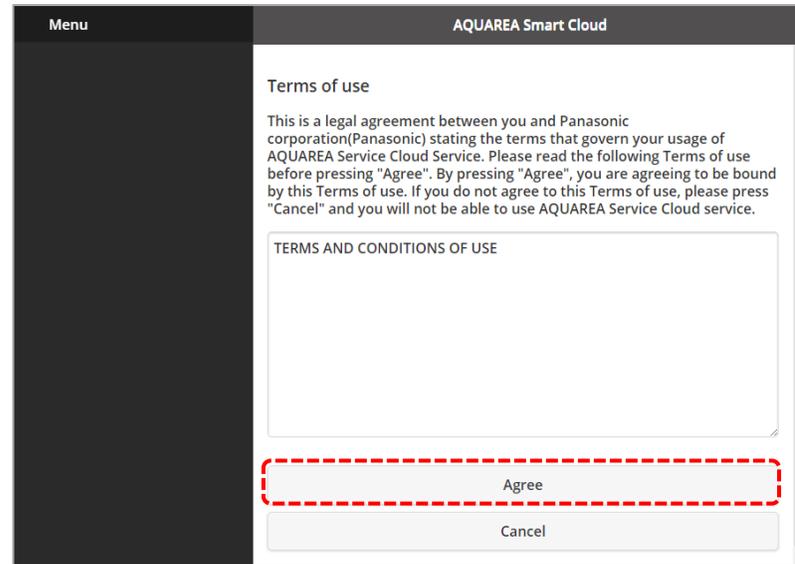


AQUAREA Smart Cloud (Apply to Service Cloud)



➤ Apply for AQUAREA Service Cloud as an End-user

Agree to "Terms of user" / "Privacy policy" / "Cookie policy"



➤ Apply for AQUAREA Service Cloud as an End-user

Access URL: <https://aquarea-smart.panasonic.com/>

Input the **Installer** e-mail address for notification



Please note:

Please make sure to input the Installer's e-mail addresses here.

In case End-user makes a mistake (Misspelling), the notification e-mails aren't sent to the Installer.

In this case please delete the registered application & create new application for Installer.

Menu AQUAREA Smart Cloud

Application form for Maintenance service

Please enter the E-mail address of installer you are asking for the service

E-mail address

Customer's e-mail address (confirmation)

Please enter about your information

Name

Name

Address(where the device is installed)

Country

Address

Phone number

Phone number

E-mail address

E-mail address

E-mail address(confirmation)

E-mail language

E-mail language

Device ID



➤ Apply for AQUAREA Service Cloud as an End-user

Edit the end-user information for "AQUAREA Service Cloud" application.

Access URL: <https://aquarea-smart.panasonic.com/>



End-user must check contact information

Menu	AQUAREA Smart Cloud
Change device ↓	<p>1/2</p> <p>37°</p> <p>Set 35°C</p> <p>Zone2 name</p> <p>Set 40°C</p> <p>23°</p> <p>Set 52°C</p>
Device ↓	
Owner ↓	
AQUAREA Service Cloud ↑	
Application form	
Terms of use	
Privacy policy	
Cookie policy	
Edit your information	
Holiday timer ↓	
Quiet ↓	
Terms of use	
Help	
Logout	



AQUAREA Smart Cloud (Apply to Service Cloud)

➤ Apply for AQUAREA Service Cloud as an End-user

Edit the end-user information for "AQUAREA Service Cloud" application.

Access URL: <https://aquarea-smart.panasonic.com/>



Click the "Register" button to continue

Menu

AQUAREA Smart Cloud

Edit your information for maintenance service

Enter your information.

Name
R : a

Address where the device is installed
Germany

H

Phone number
+49-

E-mail address

E-mail language
English

Cancel Register



➤ Invitation for AQUAREA Service Cloud by installer side

Click on URL link in e-mail notification to open the Aquarea Smart Cloud application form send by installer side

Access URL: <https://aquarea-smart.panasonic.com/>

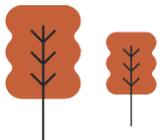
The screenshot shows the 'AQUAREA Smart Cloud' application form. A red dashed box highlights the form fields, which are annotated with callouts:

- Check installer contacts which is offering the maintenance service**: Points to the installer information section (Company, Address, Phone number, E-mail address).
- Here End-user is entering their own contact information**: Points to the user information section (Name, Address, Phone number, E-mail address).
- Choose the correct device ID in the drop down list**: Points to the Device ID dropdown menu.
- Choose access right level for installer recommended is "Full access"**: Points to the Access right dropdown menu, where 'Full access' is selected.
- Choose the E-mail language**: Points to the E-mail language dropdown menu, where 'Deutsch' is selected.
- Click on Register to agree**: Points to the Register button.

On the left side, there is a legend for access rights:

- On request
- Monitoring only
- Monitoring + control
- Full access** (highlighted in blue)

On the right side, an example of an 'E-mail notification' is shown. A red dashed box highlights the URL link in the email, with a callout: **Click URL link to open the application form and approve or deny the installer request**.



➤ Change Access Authorization level without Installer Request

Edit the installer access level for "AQUAREA Service Cloud" application.

Access URL: <https://aquarea-smart.panasonic.com/>

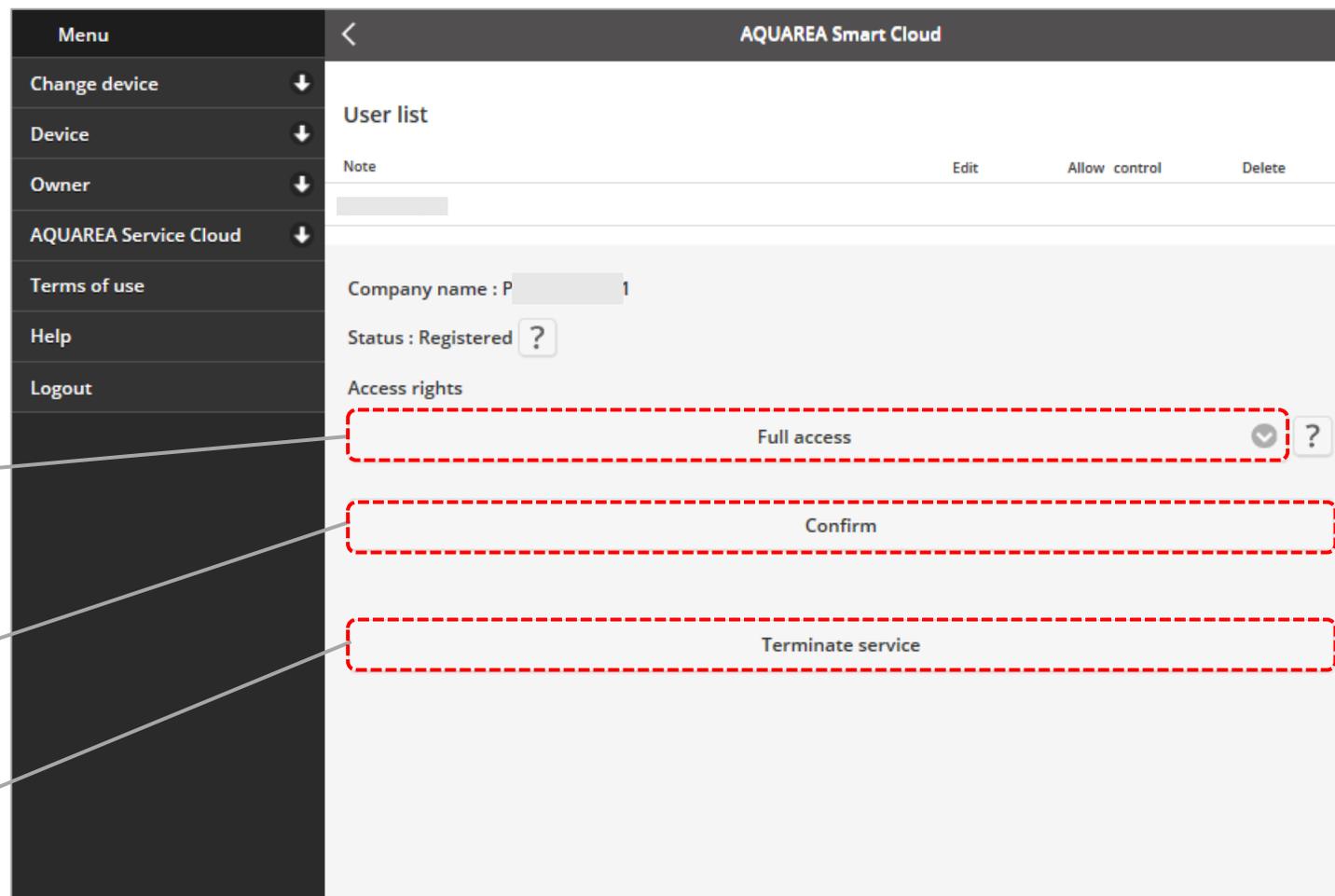


- On request
- Monitoring only
- Monitoring + control
- Full access**

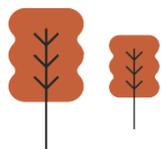
Choose new access right level for installer recommended is **"Full access"**

Confirm new access right level to installer

Terminate the Service cloud access to assigned installer



The screenshot shows the 'AQUAREA Smart Cloud' user management interface. On the left is a dark sidebar menu with options: Menu, Change device, Device, Owner, AQUAREA Service Cloud, Terms of use, Help, and Logout. The main content area shows a 'User list' table with columns for Note, Edit, Allow control, and Delete. Below the table, the user details are displayed: Company name: P [redacted] 1, Status: Registered [?]. Under the 'Access rights' section, three options are listed in red dashed boxes: 'Full access' (with a dropdown arrow and a question mark), 'Confirm', and 'Terminate service'.

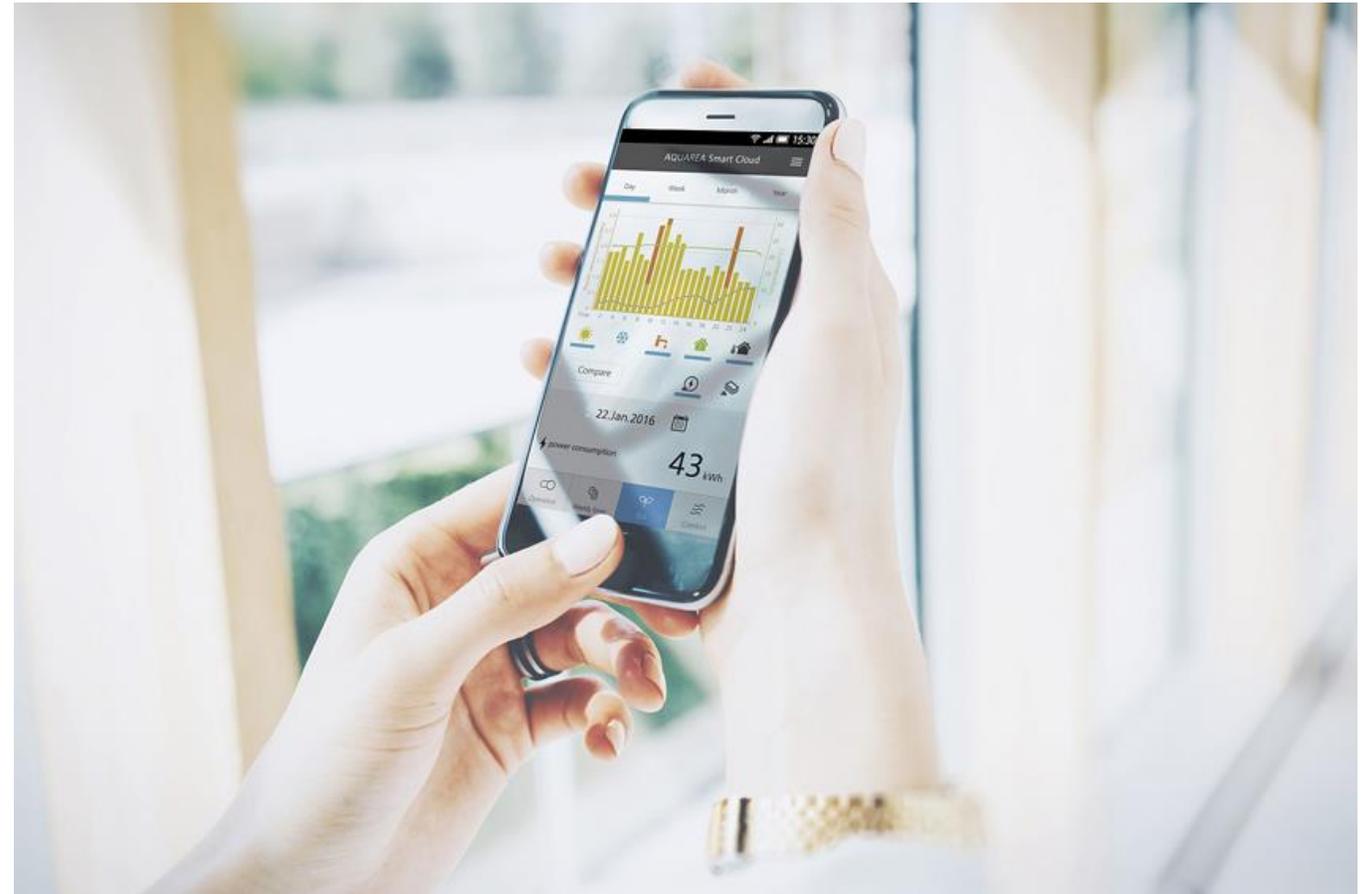


Presentation agenda:

- Smart & Service cloud “Hardware connection”
- Smart cloud “Account ID Creation”
- Smart cloud “Home screens”
- Smart cloud “Application to Service Cloud”
- **Service cloud “Account ID Creation”**
- Service cloud “User Registration”
- Service cloud “Display content by access level”
- Service cloud “Data logging”
- Service cloud “Remote error notification”
- Service cloud “Access authorization change”

FAQ to Smart & Service cloud web link:

https://www.aircon.panasonic.eu/GB_en/faqs/AquareaSmartCloud-Pro/



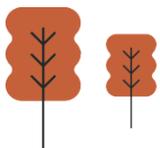
➤ Users have to prepare below items for using this service.

- Account ID Creation
- User Registration with End-users

Note: With the assumption, Installer can not use "AQUAREA Service Cloud" before this preparation.

➤ Terminal Environment & Configuration

Recommended Device	OS	Recommended Browser	Remarks
Personal Computer	Windows	Chrome	
	OSX (Apple)	Chrome	
Tablet	Android 4.0 later	Chrome	
	iPad iOS 8 later	Chrome	



The different levels of Access Authorization to the installer:

- Access Authorization is given to Installer for remote monitoring, control & operation log.
- Pages and display contents are different based on Access Authorization.
- End-user can change Installer's Access Authorization. (Based on Installer's Request)

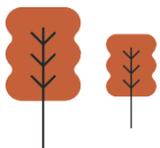
No.	Authorization Name	Authorization Contents		
		Monitoring	Control	Operation log
1	On request	On request	On request	On request
2	Monitoring Only	Permanent	On request	On request
3	Monitoring + Control	Permanent	Permanent	On request
4	Full access	Permanent	Permanent	Permanent



The „On request“ access expires if:

- **1 week has passed since end user has approved the request**
- **End user clicks the „Disable temporary access right“ button**
- **The installer clicked „Solved“ button**

*Access Authorization can be changed by End-user.



Account ID Creation

- Access to Aquarea Service Cloud: <https://aquarea-service.panasonic.com>
- Access to Aquarea Smart Cloud: <https://aquarea-smart.panasonic.com>

AQUAREA Service Cloud

Login

Please enter your login ID and password.

Login ID

Password

Remember me

Login

If you forgot your password, please click here.

Sign up

- Agree with Terms of Use, Privacy Policy, Cookie Policy to register a new Aquarea Service Cloud account.

AQUAREA Service Cloud

Terms of use

This is a legal agreement between you and Panasonic corporation (Panasonic) stating the terms that govern your usage of AQUAREA Service Cloud service. Please read the following Terms of use before pressing "Agree". By pressing "Agree", you are agreeing to be bound by these Terms of use. If you do not agree to these Terms of use, please press "Cancel" and you will not be able to use AQUAREA Service Cloud service.

TERMS AND CONDITIONS OF USE

The User's attention is particularly drawn to the provisions of Article 8.

Article 1

These TERMS AND CONDITIONS OF USE (as amended from time to time), including the Account Terms in Article 17 and the PRIVACY POLICY (as amended from time to time), (collectively, "Terms") define the terms and conditions applicable to any individual that uses or accesses operated and provided by Panasonic Corporation of Japan ("Panasonic") for Panasonic-branded smart air to water heat pump systems. Each User shall be deemed to accept the Terms each time that User accesses the Website. If Users agree to these Terms on behalf of a legal entity, the Users represent and warrant that the Users possess the legal right to agree with these Terms of the Users, the legal entity shall be bound by these Terms.

Article 2 Modification to the Terms

Panasonic may modify these Terms from time to time, in its sole discretion, for one or more of the reasons set out in Article 2A. Each time that we modify these Terms we will notify Users on the "AQUAREA Service Cloud" website. The User will need to agree to the modified Terms before using the Website. Panasonic may also make minor modifications to the Terms without notifying Users.

Cancel Agree

AQUAREA Service Cloud

Privacy Policy

This is a legal agreement between you and Panasonic corporation (Panasonic) stating the terms that govern your usage of AQUAREA Service Cloud service. Please read the following Privacy Policy before pressing "Agree". By pressing "Agree", you are agreeing to be bound by these Privacy Policy. If you do not agree to these Privacy Policy, please press "Cancel" and you will not be able to use AQUAREA Service Cloud service.

Data Protection Notice

Applicable European data protection laws require us to inform you of our data protection practices and the use of cookies on the Website ("Website"). This Data Protection Notice describes how we collect, process, use, and protect any information concerning the personal data of an identified or identifiable individual collected via this Website ("Personal Data"). Any Personal Data that you provide to us through your use of the Website is subject to this Notice. By providing the Personal Data subject to this Notice you are explicitly consenting to the collection, processing, use, and protection of your Personal Data.

The Website is operated by Panasonic Corporation ("Panasonic," "we," "our," or "us"), and Panasonic acts (through its affiliates in relation to the Personal Data.

Collection of Personal Data

You may use some of our services without providing any Personal Information, but for some services, and certain features, we require you to provide Personal Information.

Cancel Agree

AQUAREA Service Cloud

Cookie Policy

This is a legal agreement between you and Panasonic corporation (Panasonic) stating the terms that govern your usage of AQUAREA Service Cloud service. Please read the following Cookie Policy before pressing "Agree". By pressing "Agree", you are agreeing to be bound by these Cookie Policy. If you do not agree to these Cookie Policy, please press "Cancel" and you will not be able to use AQUAREA Service Cloud service.

This Cookie Policy applies to this service "Panasonic ID Customer Support" provided by Panasonic Corporation.

1. Why we use cookies

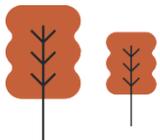
Our service uses Cookies. A Cookie is a file of letters and numbers that we put on your computer. These cookies allow us to distinguish you from other users of our service. They help us to provide you with better Services or user experience. We don't store personal information (name, address, and so on) on Cookies. So, we cannot identify you personally from this information.

We use cookies to improve the user experience as follows.

- Offering Single Sign-On (SSO) Service during Panasonic services
- SSO means that other services become accessible by signing to "Panasonic ID" in once.)
- Staying signed in to "Panasonic ID"

Stay signed in is a setting to make your sign-in convenient. You can use some services without entering your Panasonic ID and password at the sign-in screen.

Cancel Agree



Account ID Creation

➤ Register required fields

(* indicates a required field.)

AQUAREA Service Cloud

Service application form

*Indicates a required field.

Please enter your information.

Login*
Login ID

Password*
Password
Re-enter to confirm.

Please enter your company's information below.

Company name*
Company name

Country*
Country

Time zone*
Time zone

Address*
Address

Phone number
Phone number

* Choose country (Location)

* Local Time-zone



Please note:
Login ID can NOT be re-issued.
Please keep your login ID with not forgetting

* Created a Login ID (1-100 characters)

* Login Password (Mix of numbers and letters with 8~15 characters)

* Installer's (=Company) Name

* Installer's (=Company) Address

* (Representative) Phone Number



Account ID Creation

➤ Register required fields

(* indicates a required field.)

Company establishment
(Month/Year)

* Choose E-mail language

The registration form contains the following fields and sections:

- E-mail address for notification***: A text input field with a confirmation sub-field.
- Company URL**: A text input field.
- founded**: A section with a "Month" dropdown and a "Year" text input.
- Number of employees**: A text input field.
- E-mail address***: A text input field with a confirmation sub-field.
- E-mail language***: A dropdown menu currently set to "English".
- Password***: A text input field with a confirmation sub-field.
- Buttons**: "Cancel" and "Register" buttons at the bottom.

A central instruction reads: "Please enter an e-mail address and password to use when you want to edit your company's information above or reset your password. In order to keep your information secure, please make sure that your e-mail address is not the same one you registered for notification purposes and that your password is not the same one you use for logging in."

* Installer's (=Company) E-mail Address for system notifications

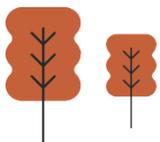
Installer's (=Company) Website (URL)

Number of Employees

* Installer's (=Company) E-mail Address for edit company information

* Password for edit company information (Mix of numbers and letters with 8~15 characters)

Press „**Register**“ button to continue



Service cloud registration confirmation mail:

Dear Customer,

Thank you for joining "AQUAREA Service Cloud" membership.
Your registration for service with "PAPAEU-TEST1" is now completed.

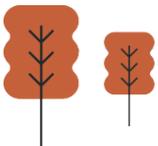
You can manage "PAPAEU-TEST1" access rights and other settings in your "AQUAREA Smart Cloud" settings menu or directly by following this link
<https://ec2-52-192-74-104.ap-northeast-1.compute.amazonaws.com/remote/leadUserManagement?var.gwUid=9e026ade%2dcb23%2d4365%2dbb13%2db241aa96e286>

This is an automatically generated e-mail, so please do not reply to it. Please contact PAPAEU-TEST1 if you have any questions.

This e-mail does not include any personal information in order to ensure security. Thank you for your understanding.

Best regards,
AQUAREA Service Cloud

Click above link to confirm e-mail address, with this step the Aquarea service cloud registration is complete.

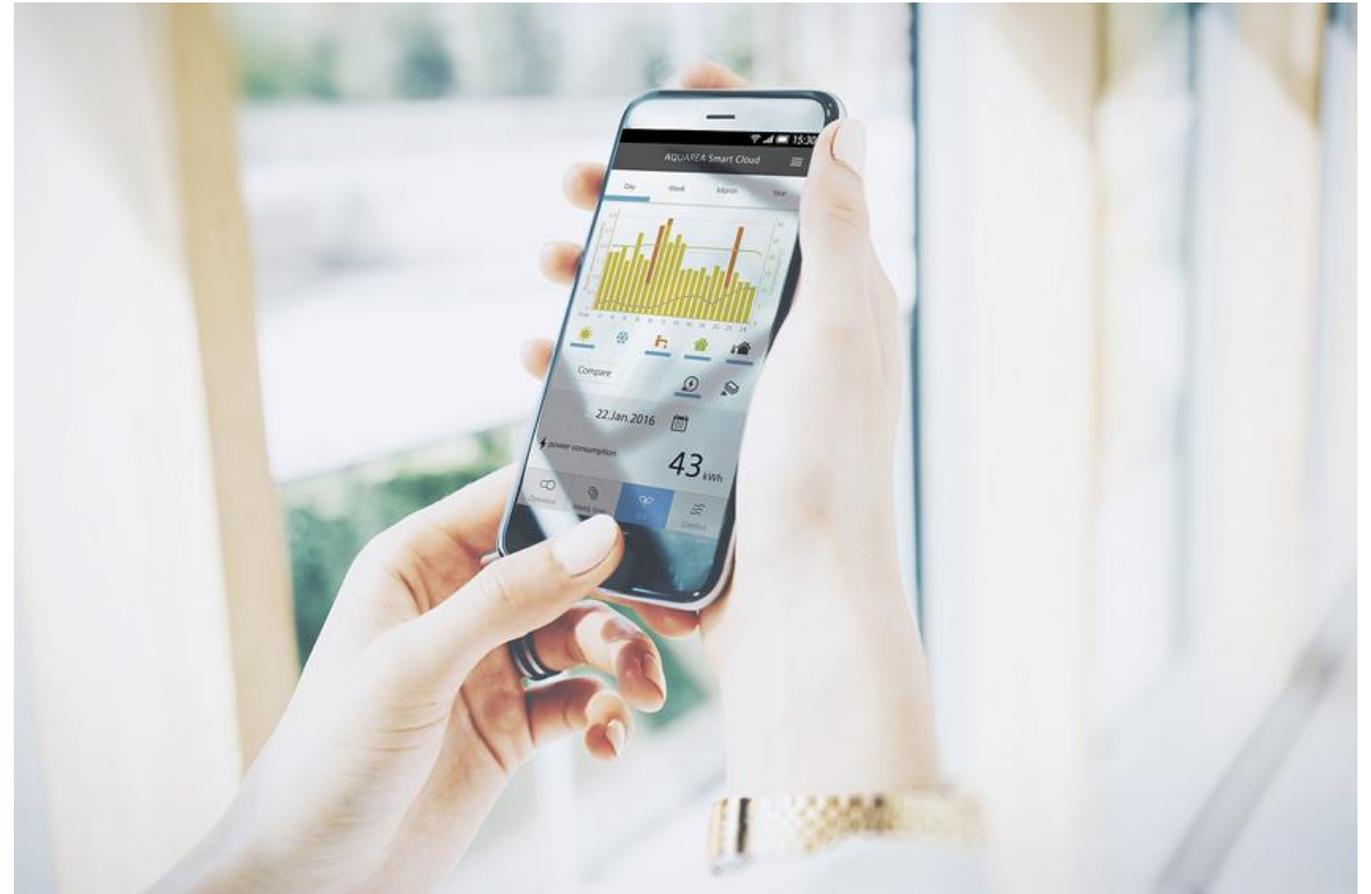


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- Service cloud “Data logging”
- Service cloud “Remote error notification”
- Service cloud “Access authorization change”

FAQ to Smart & Service cloud web link:

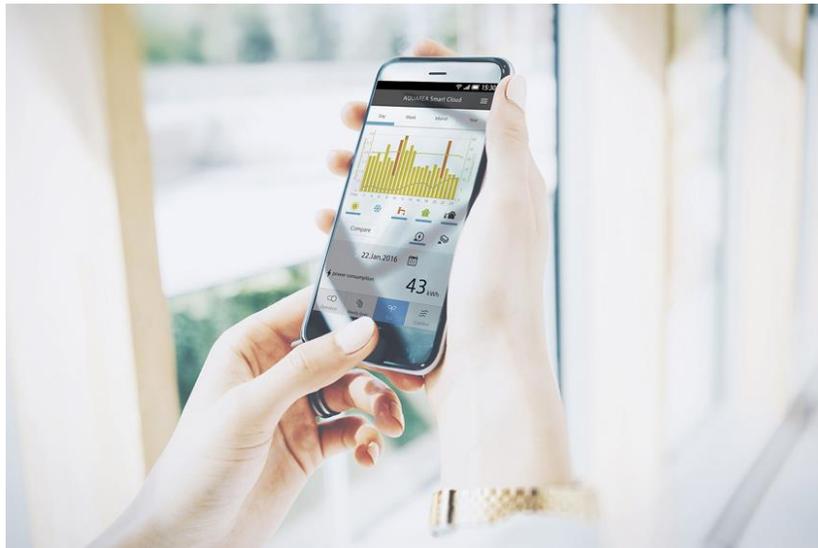
https://www.aircon.panasonic.eu/GB_en/faqs/AquareaSmartCloud-Pro/



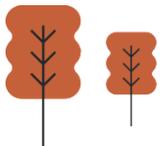
There are 2 patterns for registering to use this service.

- Case 1: End-user applies to Installer
- Case 2: Installer invites & applies to End-user

Case 1:



Case 2:

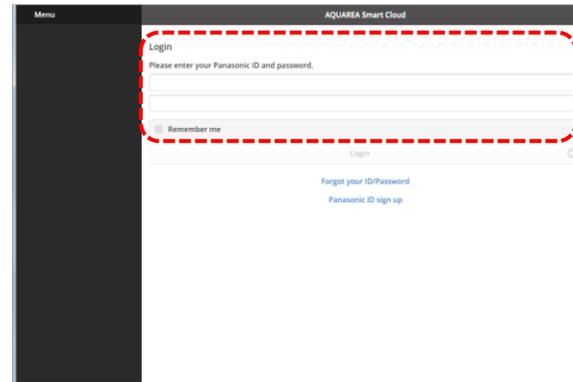


Case 1: End-user applies to Installer

Case 1: End-user applies to Installer:

- End-user applies for this service, and Installer approves it.
- Access to Aquarea Smart Cloud: <https://aquarea-smart.panasonic.com>

Input login ID & password:

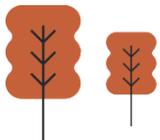
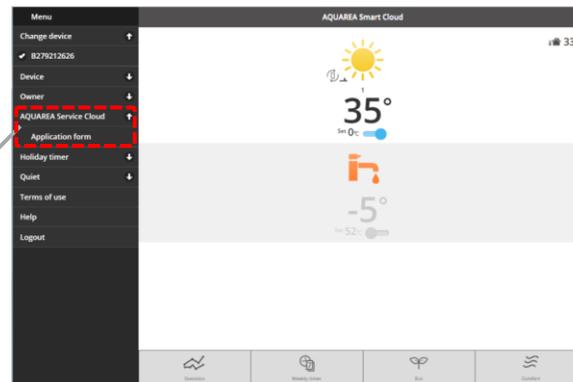


- When the first time to use, create login ID from “Panasonic ID sign up”, and login with the registered login ID & password.

- Choose “AQUAREA Service Cloud”

“Application form”

Open application form



Case 1: End-user applies to Installer

- After agree with Terms of Use, Privacy Policy, Cookie Policy, register required fields and click "Register" button

Menu AQUAREA Smart Cloud

Application form for Maintenance service

Please enter the E-mail address of installer you are asking for the service

E-mail address

E-mail address

Customer's e-mail address (confirmation)

Please enter about your information

Name

Name

Address(where the device is installed)

Country

Address

Phone number

Phone number

E-mail address

E-mail address

E-mail address(confirmation)

E-mail language

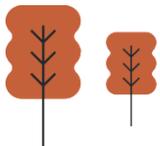
E-mail language

Device ID

- Please be careful to mistype of e-mail address & device ID. 

- E-mail of notification is sent to registered Installer and End-user.

The registration is completed after approving by Installer.



The different levels of Access Authorization to the installer:

- Access Authorization is given to Installer for remote monitoring, control & operation log.
- Pages and display contents are different based on Access Authorization.
- End-user can change Installer's Access Authorization. (Based on Installer's Request)

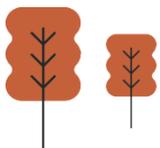
No.	Authorization Name	Authorization Contents		
		Monitoring	Control	Operation log
1	On request	On request	On request	On request
2	Monitoring Only	Permanent	On request	On request
3	Monitoring + Control	Permanent	Permanent	On request
4	Full access	Permanent	Permanent	Permanent



The „On request“ access expires if:

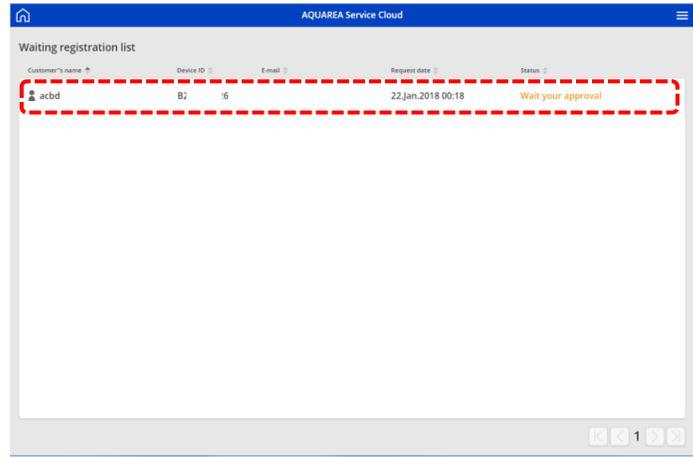
- **1 week has passed since end user has approved the request**
- **End user clicks the „Disable temporary access right“ button**
- **The installer clicked „Solved“ button**

*Access Authorization can be changed by End-user.

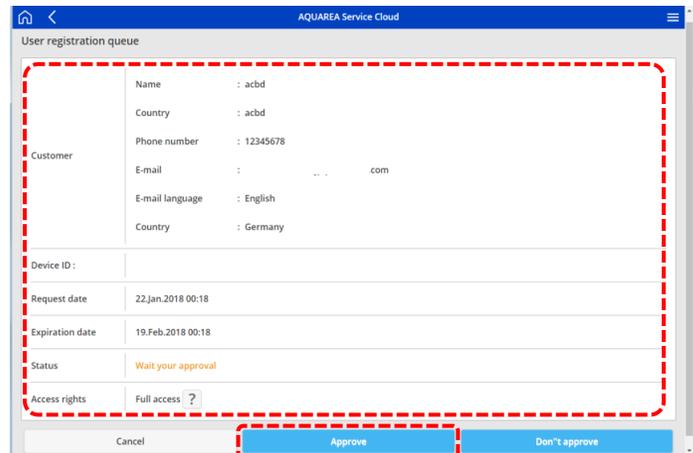


Case 1: End-user applies to Installer

- Click the item from “Waiting registration list”

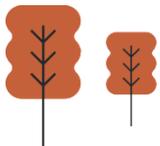


- Check End-user registration contents & Click “**Approve**” button



- E-mail of approval completion is send to End-user.

That starts to use this service

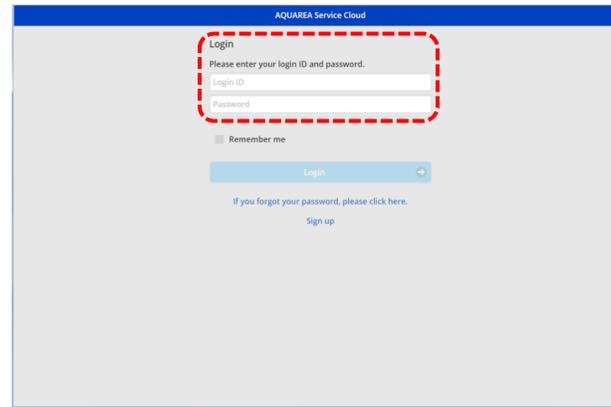


Case 2: Installer invites & applies to End-user

Case 2: Installer invites & applies to End-user

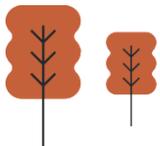
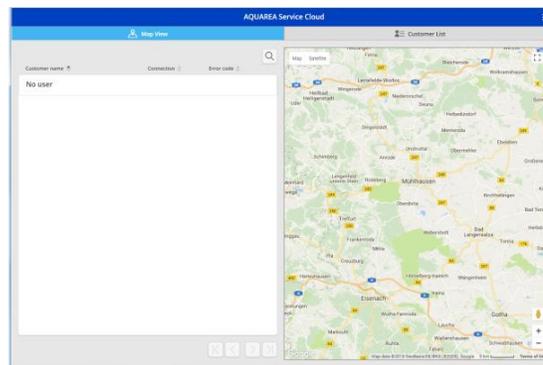
- Installer applies for this service, and End-user approves it.
- Access to Aquarea Service Cloud: <https://aquarea-service.panasonic.com>

Input login ID & password:



- Login screen is occurred with clicking URL in the e-mail of notification. 
- In case below "Remember me" is checked, "Waiting registration list" is occurred directly.

- Choose "Customer" -> "List" from Menu (upper right)



Case 2: Installer invites & applies to End-user

- Input required fields, and click "Send request" button

AQUAREA Service Cloud

Customer's name*

Customer's name

Customer's country

Germany

Customer's address (where the device is installed)

Customer's address (where the device is installed)

Customer's phone number

Customer's phone number

Customer's e-mail address*

Customer's e-mail address

Customer's e-mail address (confirmation)

Language for e-mails to customer*

English

Device ID of network adapter

Device ID of network adapter

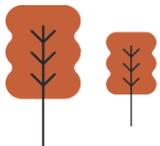
Cancel

Send request



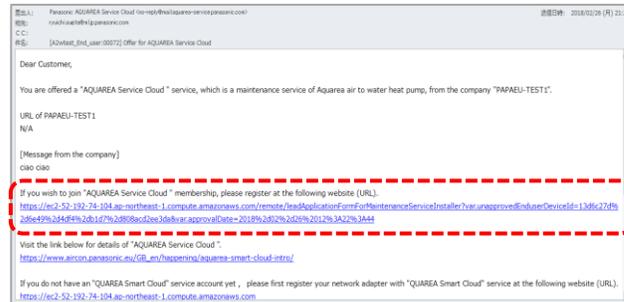
Please be careful to mistype of customers e-mail address.

- E-mail of notification is sent to registered End-user.

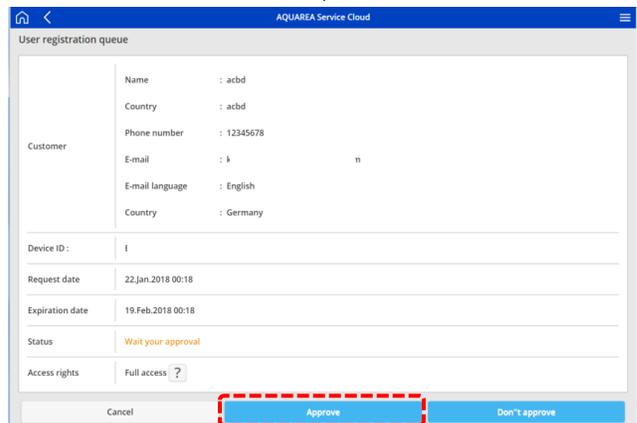


Authorization Procedure of End-user

- End-user needs to click the URL link in e-mail of notification and input required fields after that step pressing the "Approve" button



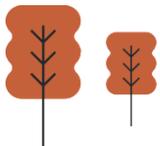
Click URL link in e-mail notification to approve request



- Please refer to "Setting of Access Authorization", recommended is "Full access" level.

- E-mail of approval completion is send to End-user and Installer.

That starts to use this service

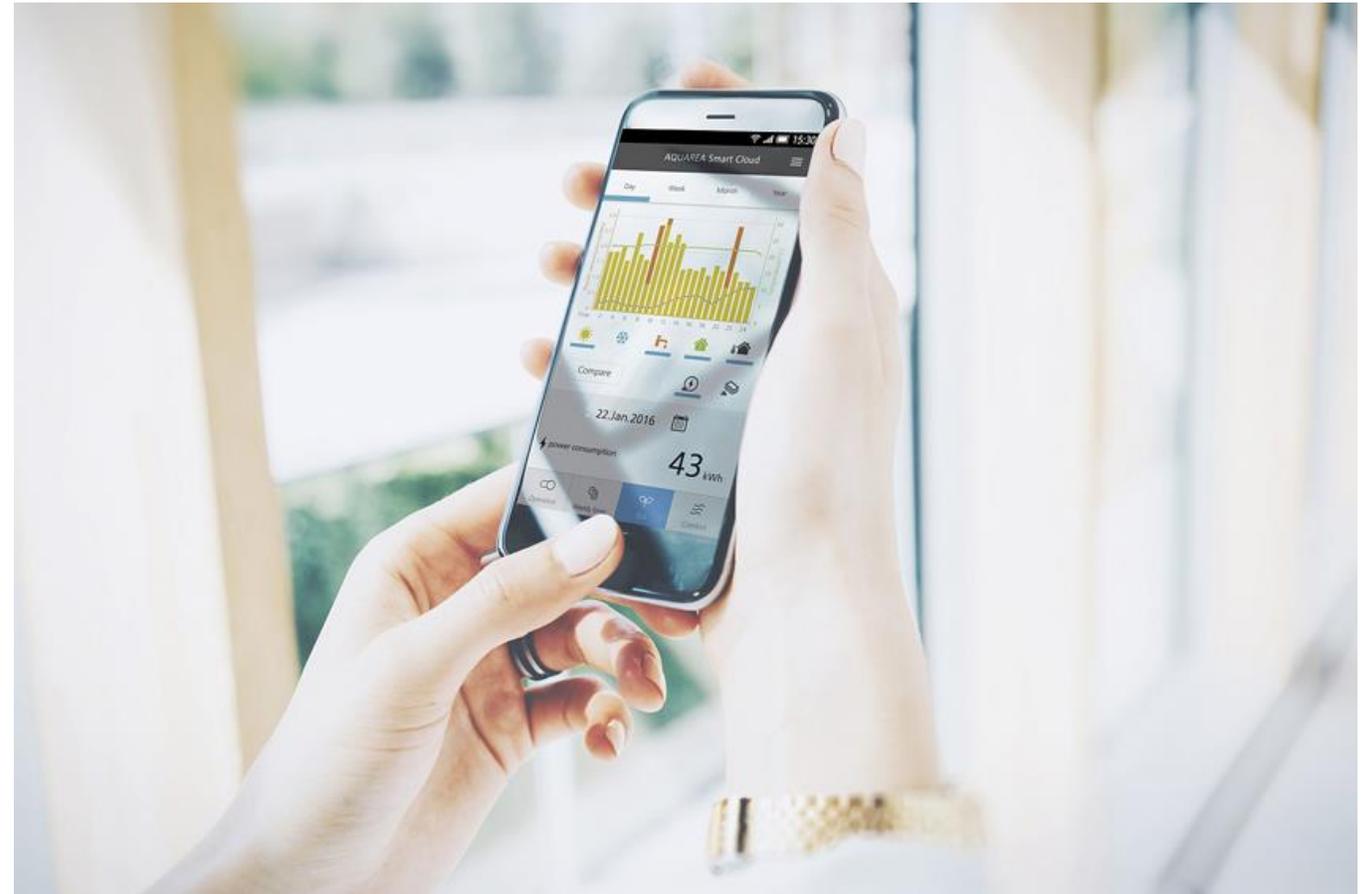


Presentation agenda:

- Smart & Service cloud “Hardware connection”
- Smart cloud “Account ID Creation”
- Smart cloud “Home screens”
- Smart cloud “Application to Service Cloud”
- Service cloud “Account ID Creation”
- Service cloud “User Registration”
- Service cloud “Display content by access level”
- Service cloud “Data logging”
- Service cloud “Remote error notification”
- Service cloud “Access authorization change”

FAQ to Smart & Service cloud web link:

https://www.aircon.panasonic.eu/GB_en/faqs/AquareaSmartCloud-Pro/



Display Content per Access Authorization

Panasonic

Display content in:

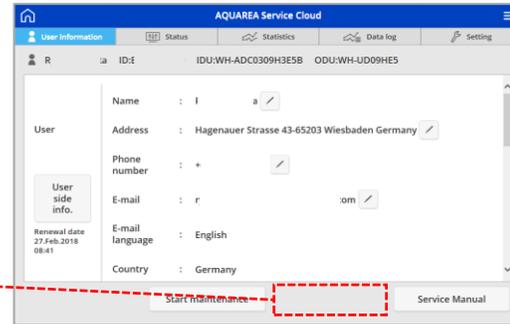
- **“Full Access”**
(“Approval request” button is hidden in User Information screen)



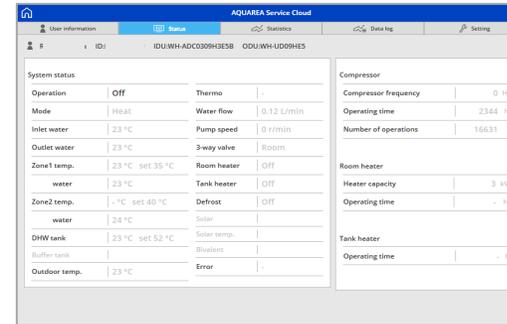
Please note:

The Approval request” button is hidden as highest Access level was already authorized

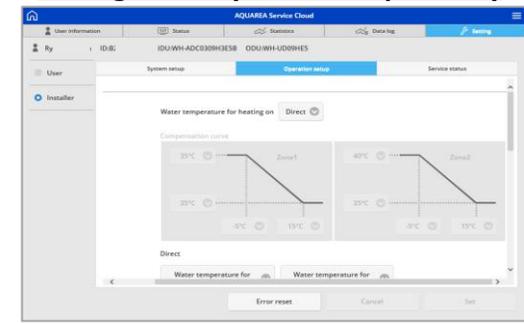
User Information screen



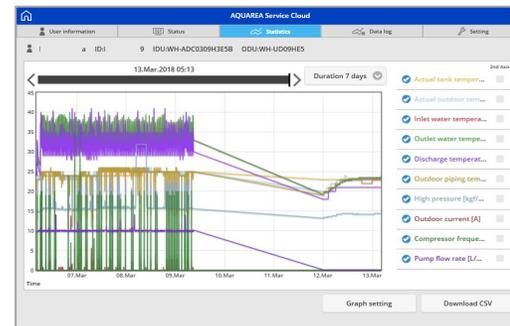
Status screen



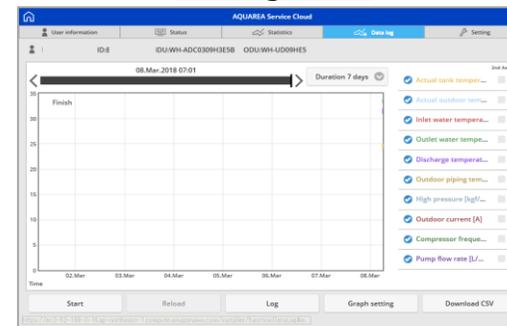
Setting screen (Installer: Operation)



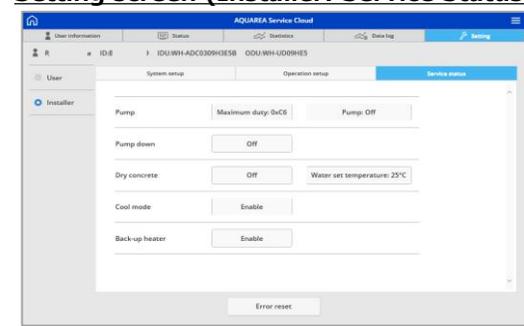
Statistics screen



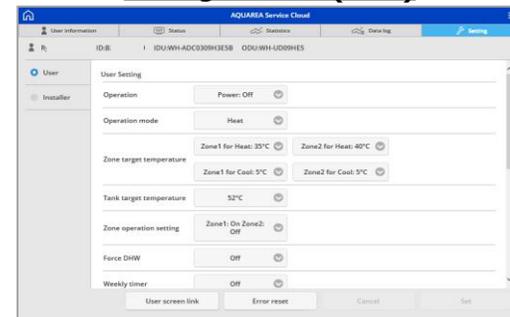
Data log screen



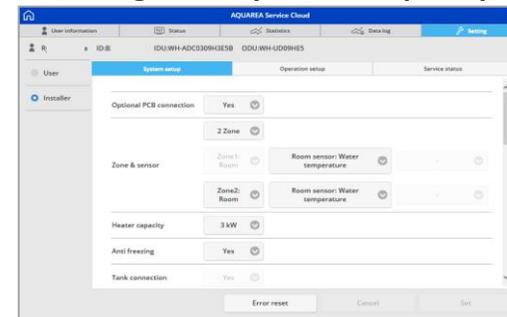
Setting screen (Installer: Service Status)



Setting screen (User)



Setting screen (Installer: System)



heating & cooling solutions

Display Content per Access Authorization

Panasonic

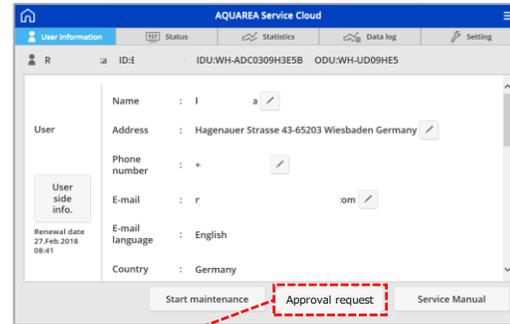
Display content in:

- “Monitoring + Control” (Statistics & Data log screens are hidden & Setting screen is available)

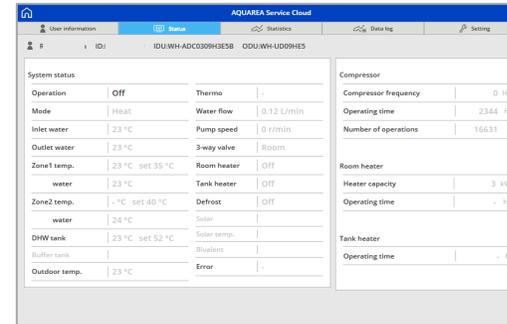


Approval request button for a higher access level

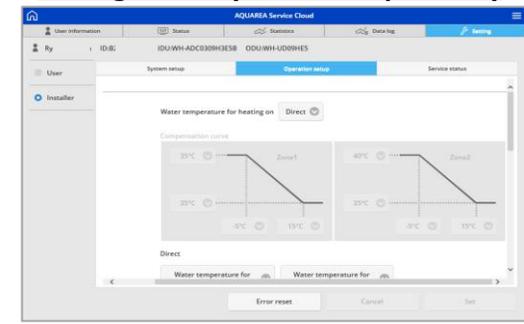
User Information screen



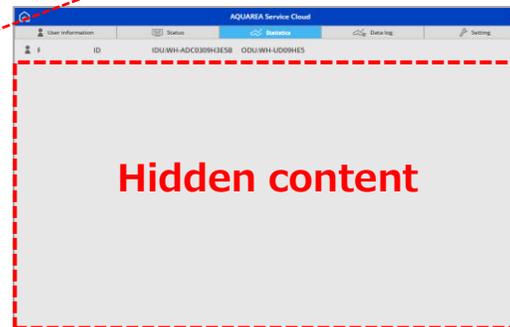
Status screen



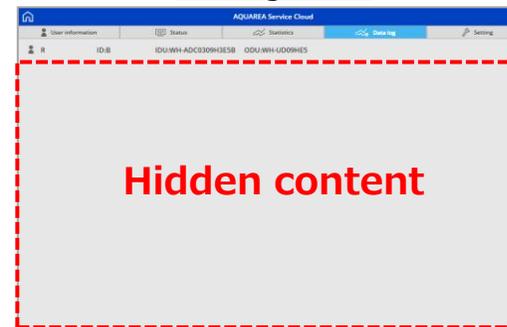
Setting screen (Installer: Operation)



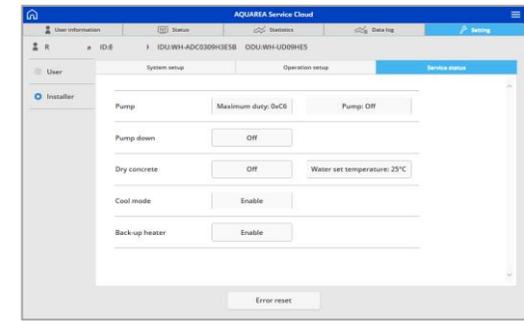
Statistics screen



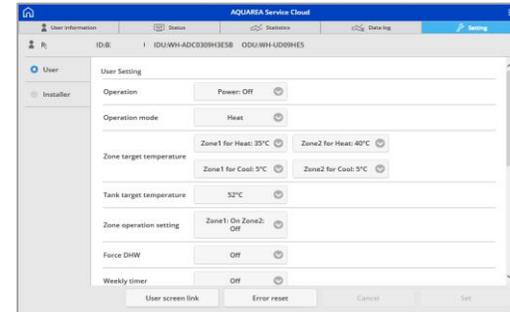
Data log screen



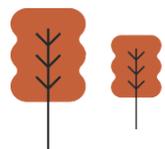
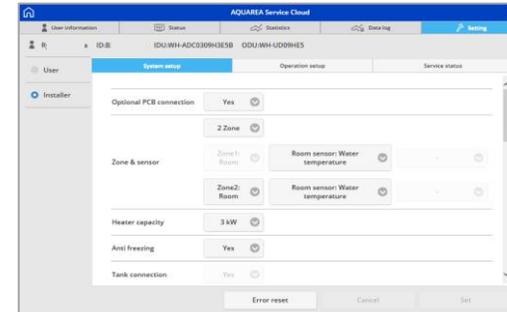
Setting screen (Installer: Service Status)



Setting screen (User)



Setting screen (Installer: System)



heating & cooling solutions

Display Content per Access Authorization

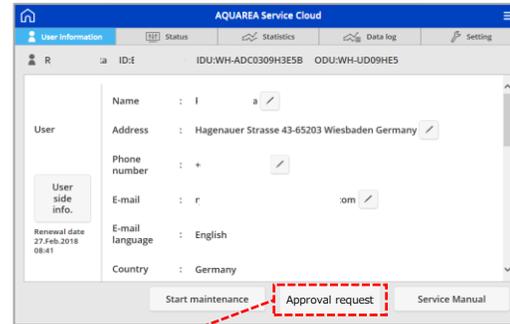
Display content in:

- **“Monitoring Only”**
(**Statistics & Data log screens** are hidden & **Setting buttons** are hidden in Setting screen)

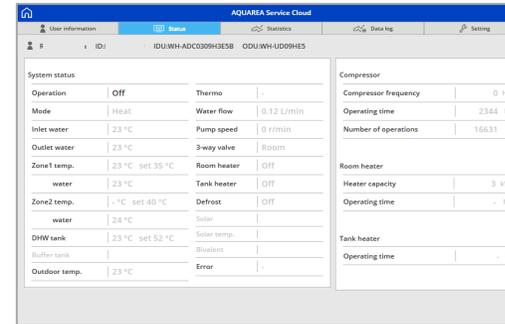


Approval request button for a higher access level

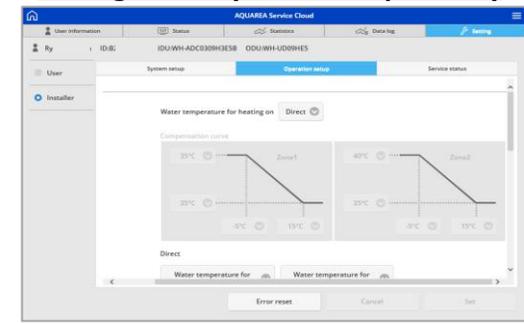
User Information screen



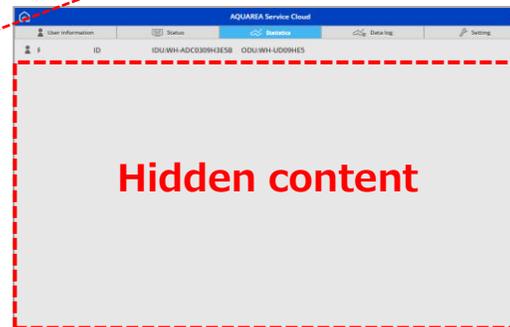
Status screen



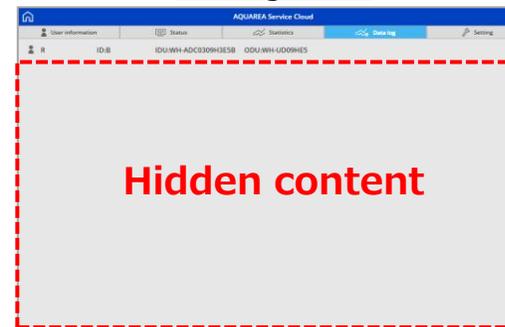
Setting screen (Installer: Operation)



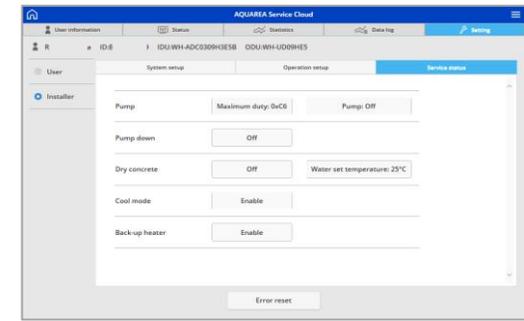
Statistics screen



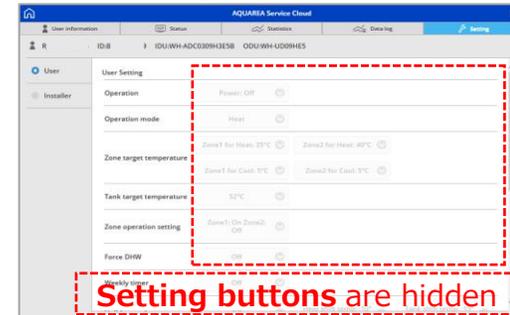
Data log screen



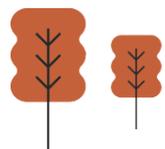
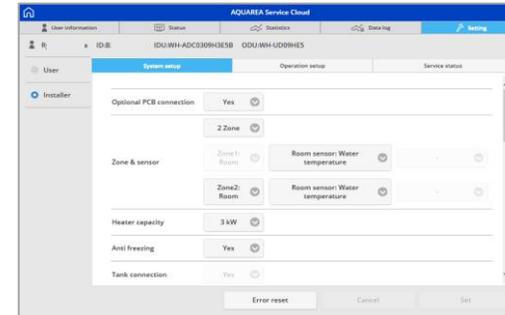
Setting screen (Installer: Service Status)



Setting screen (User)



Setting screen (Installer: System)



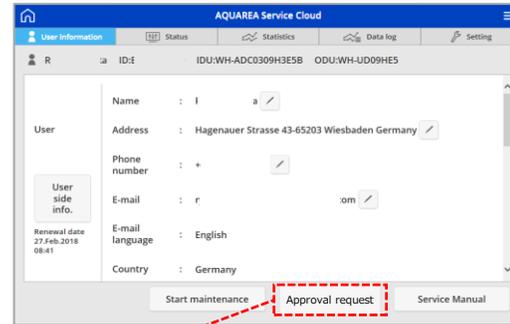
Display content in:

- "On request"
(Statistics, Data log screens & (Status screen)
are hidden & Setting buttons are hidden in
Setting screen)

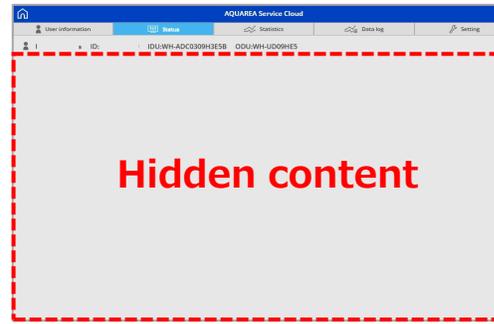


Approval request button
for a higher access level

User Information screen



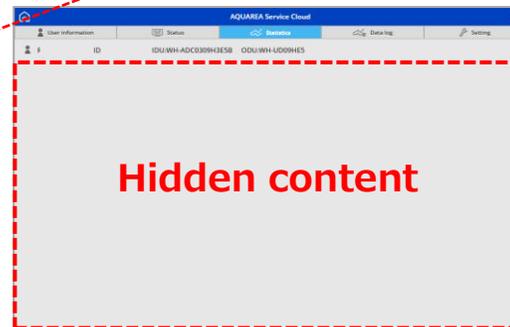
Status screen



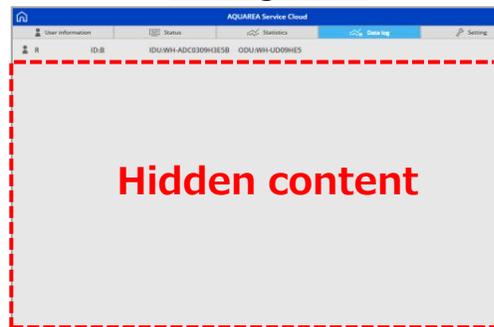
Setting screen (Installer: Operation)



Statistics screen



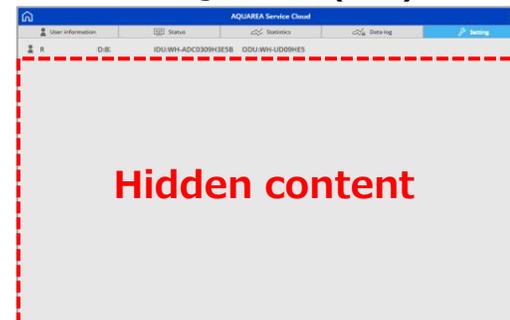
Data log screen



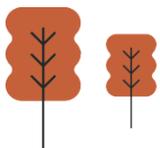
Setting screen (Installer: Service Status)



Setting screen (User)



Setting screen (Installer: System)

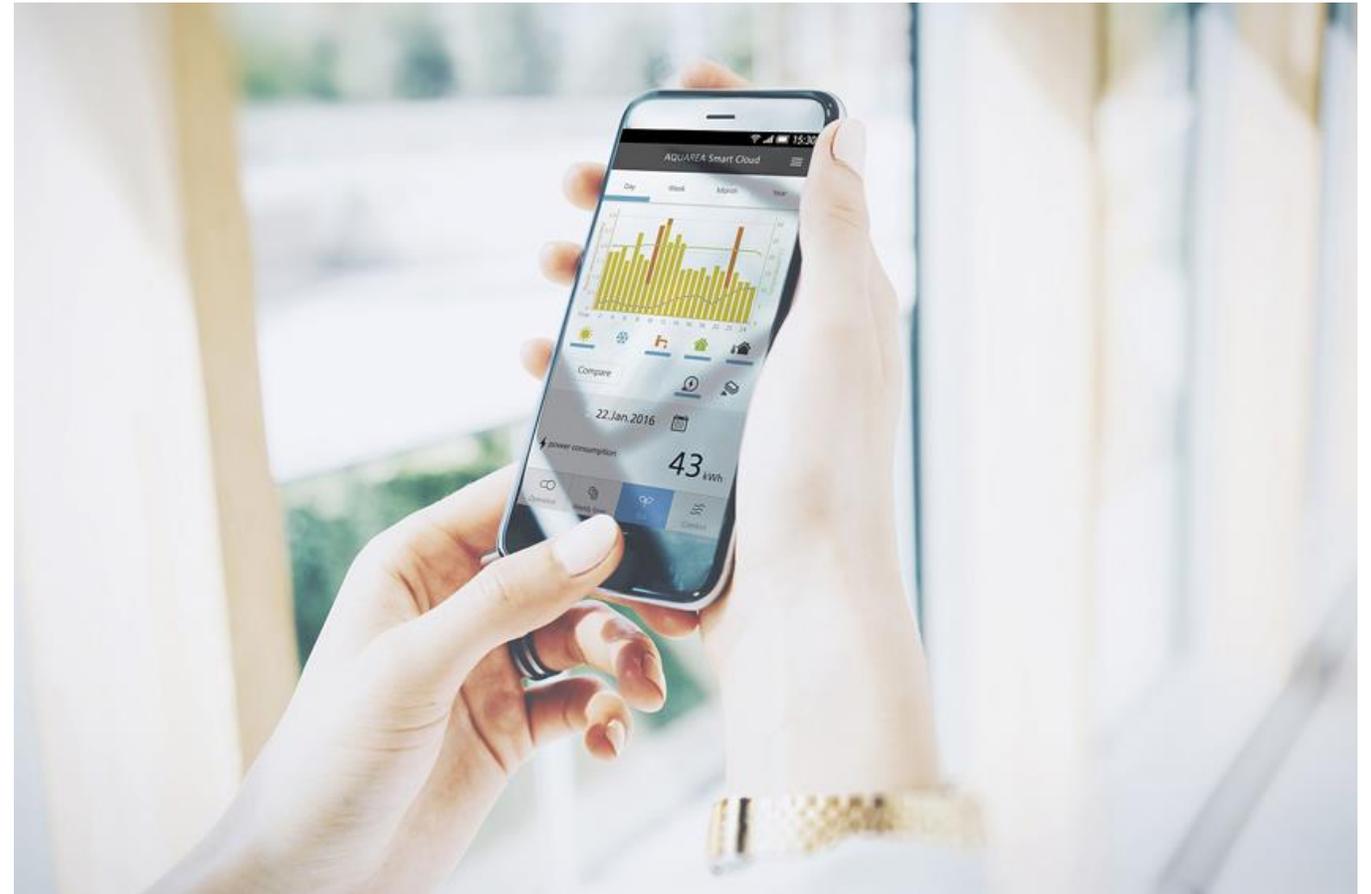


Presentation agenda:

- Smart & Service cloud “Hardware connection”
- Smart cloud “Account ID Creation”
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- Smart cloud “Application to Service Cloud”
- Service cloud “Account ID Creation”
- Service cloud “User Registration”
- Service cloud “Display content by access level”
- **Service cloud “Data logging”**
- Service cloud “Remote error notification”
- Service cloud “Access authorization change”

FAQ to Smart & Service cloud web link:

https://www.aircon.panasonic.eu/GB_en/faqs/AquareaSmartCloud-Pro/

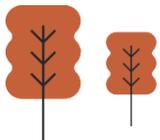
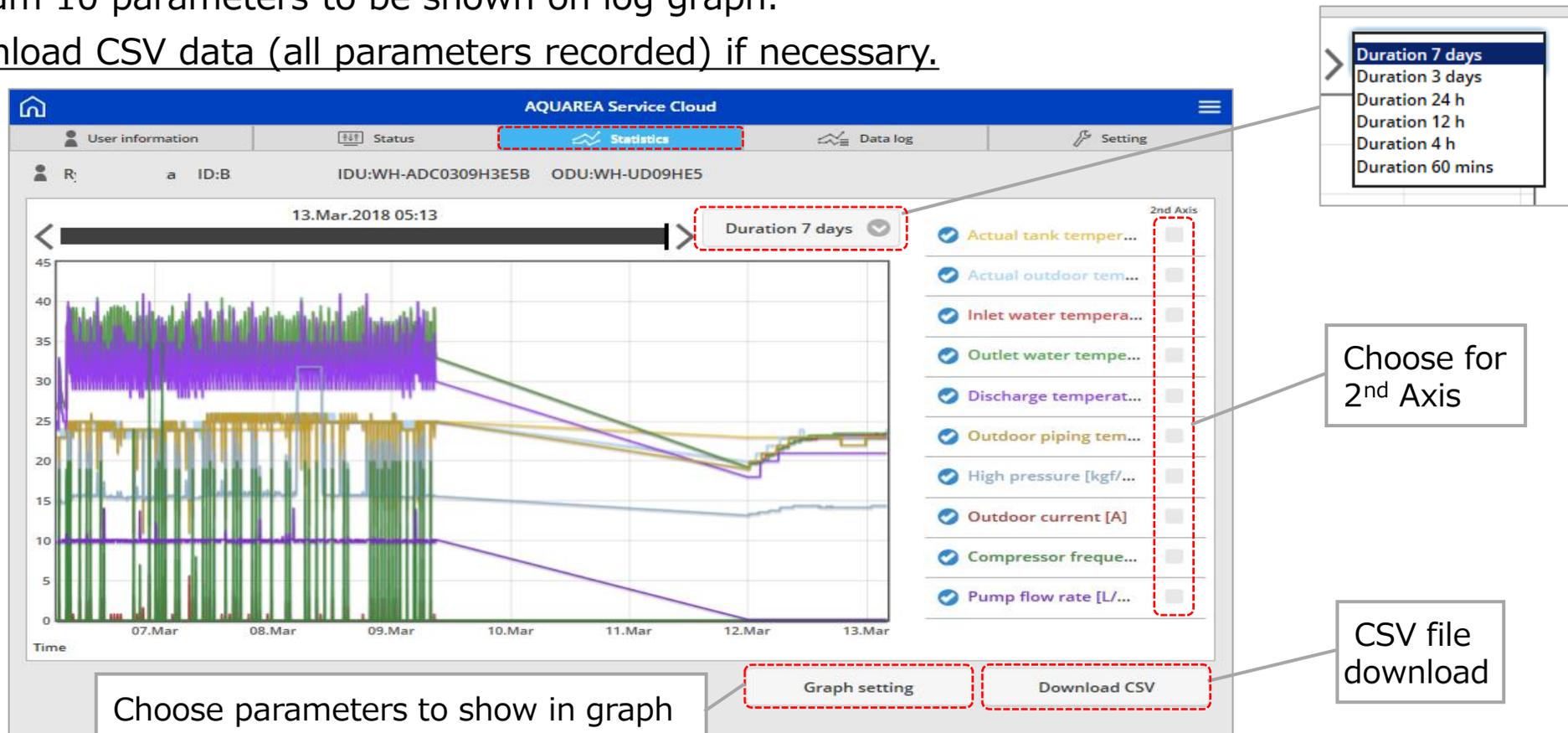


➤ Statistics screen:

Installer can confirm A2W operation data log regularly.

- Operation data log can be acquired **per 5 minutes** for maximum 1 week.
- Choose maximum 10 parameters to be shown on log graph.

Installer can download CSV data (all parameters recorded) if necessary.



Data logging display (Choose parameters)

➤ Statistics screen / Choose parameters:

Installer can choose **maximum 10 parameters** for log graph.

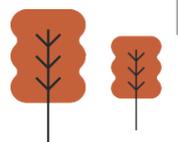
The screenshot shows a 'Select target parameter' screen with a grid of 30 parameter options. A red dashed box highlights the first 10 selected parameters: Actual tank temperature [°C], Outlet water temperature [°C], Zone1: Water temperature (Target) [°C], Solar: Water temperature [°C], Outlet 2 temperature [°C], Indoor piping temperature [°C], EVA outlet temperature [°C], High pressure [kgf/cm2], Compressor frequency [Hz], Actual outdoor temperature [°C], Zone2: Water temperature [°C], Zone2: Water temperature (Target) [°C], Pool: Water temperature [°C], Discharge temperature [°C], Outdoor piping temperature [°C], Bypass outlet temperature [°C], Low pressure [kgf/cm2], Pump flow rate [L/min], Inlet water temperature [°C], Zone2: Water temperature [°C], Buffer tank: Water temperature [°C], Outlet water temperature (Target) [°C], Room thermostat internal sensor temperature [°C], Defrost temperature [°C], IPM temperature [°C], Outdoor current [A], and Pump speed [r/min]. A second red dashed box highlights a '2nd Axis' list on the right containing: Actual tank temperatu..., Actual outdoor teme..., Inlet water temperatu..., Outlet water temperat..., Discharge temperatur..., High pressure [kgf/cm2], Outdoor current [A], Compressor frequenc..., and Pump flow rate [L/min]. At the bottom, there are 'Cancel' and 'OK' buttons, with the 'OK' button highlighted by a red dashed box.

After choosing maximum 10 parameters, all other items are gray-out.

Display chosen parameters

Choose for 2nd Axis

Confirm with OK button

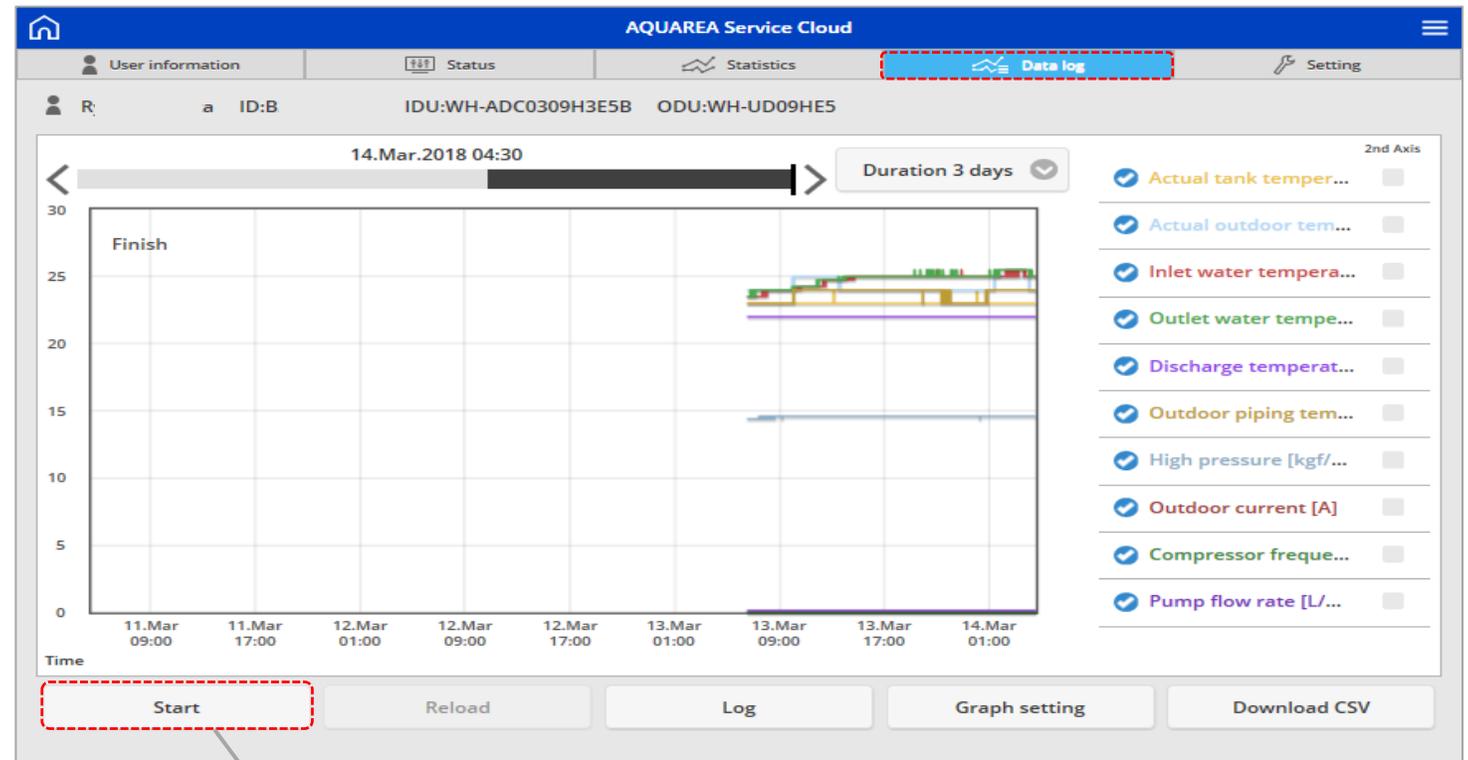


➤ Data logging screen:

Installer can confirm A2W operation data log voluntarily.

- Operation data log can be acquired **per 5 minutes** for maximum 1 week.
- Choose maximum 10 parameters to be shown on log graph.

➤ Installer can download CSV data (all parameters) if necessary.



Please note:

Maximum data log acquisition are total 90 A2Ws in parallel.

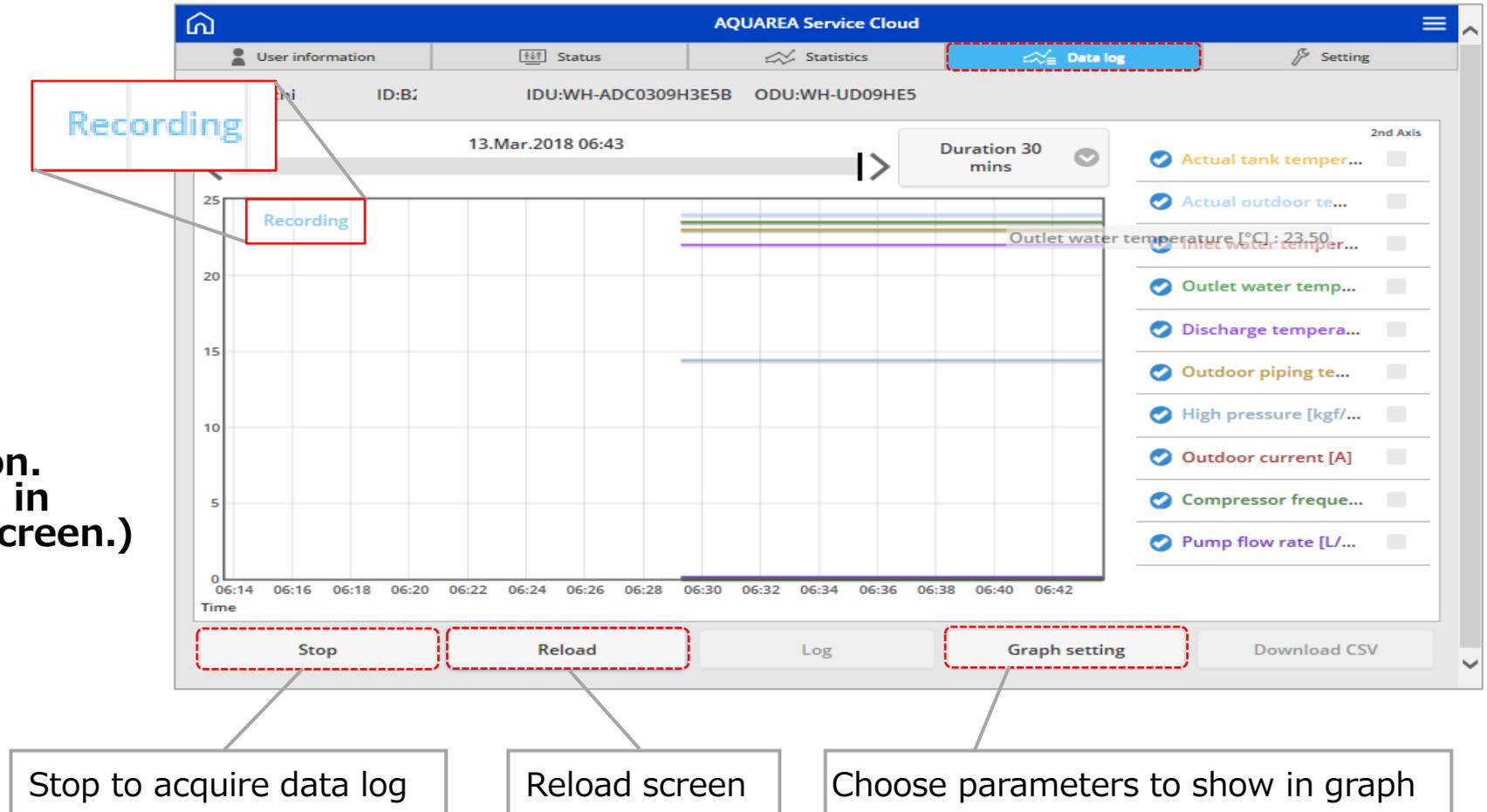


➤ Data log screen / Acquire log data (per 5 minutes):



Please note:

For reloading this screen, please use "Reload" button. (In case "Refresh" button in browser, mode to Home screen.)



Data logging display (Data log screen)

➤ Data log screen / Stop to acquire log data:

- Click "Stop" button & Create data log file.

The screenshot shows the 'Data log' screen in the AQUAREA Service Cloud interface. The top navigation bar includes 'User information', 'Status', 'Statistics', 'Data log', and 'Setting'. The main content area displays a graph for '14.Mar.2018 04:30' with a 'Duration 3 days' filter. The graph shows various temperature and flow rate data points over time. A 'Finish' button is highlighted with a red box and a callout. Below the graph, there are buttons for 'Start', 'Reload', 'Log', 'Graph setting', and 'Download CSV'. The 'Log', 'Graph setting', and 'Download CSV' buttons are also highlighted with red dashed boxes and callouts.

Finish

Finish

Log

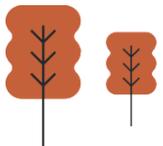
Graph setting

Download CSV

Choose log data file

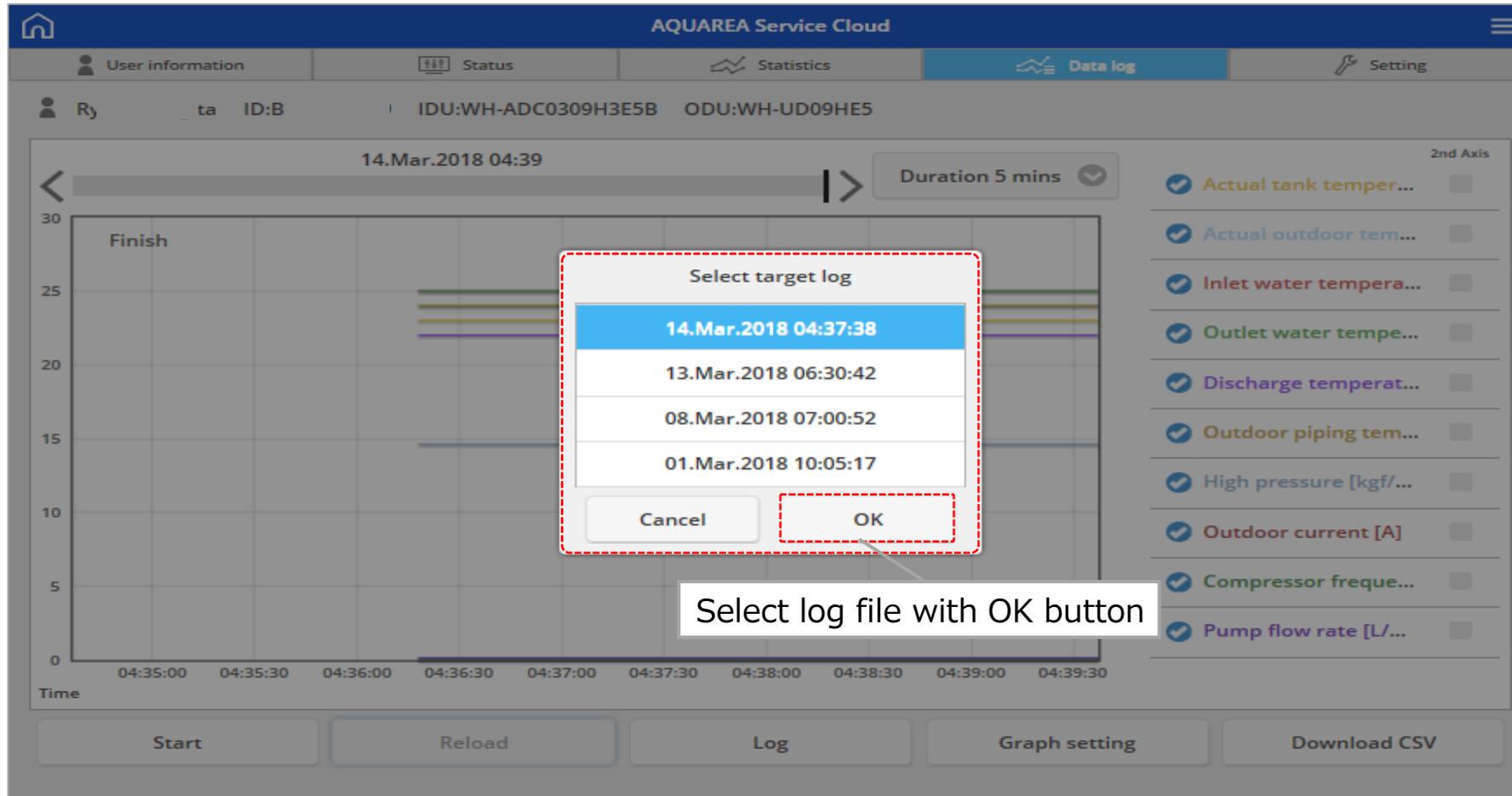
Choose parameters to show in graph

CSV file download

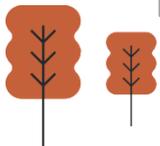


➤ Data log screen / Choose a log data file:

- Choose a log data file from maximum 4 available logging files and confirm with ok button.



The screenshot displays the 'AQUAREA Service Cloud' interface. The top navigation bar includes 'User information', 'Status', 'Statistics', 'Data log', and 'Setting'. The main area shows a graph for '14.Mar.2018 04:39' with a 'Duration 5 mins' filter. A 'Select target log' dialog box is open, listing four log files: '14.Mar.2018 04:37:38' (highlighted), '13.Mar.2018 06:30:42', '08.Mar.2018 07:00:52', and '01.Mar.2018 10:05:17'. The 'OK' button is highlighted with a red dashed box. A callout box points to the 'OK' button with the text 'Select log file with OK button'. The right sidebar shows various data points with checkboxes, and the bottom bar has buttons for 'Start', 'Reload', 'Log', 'Graph setting', and 'Download CSV'.

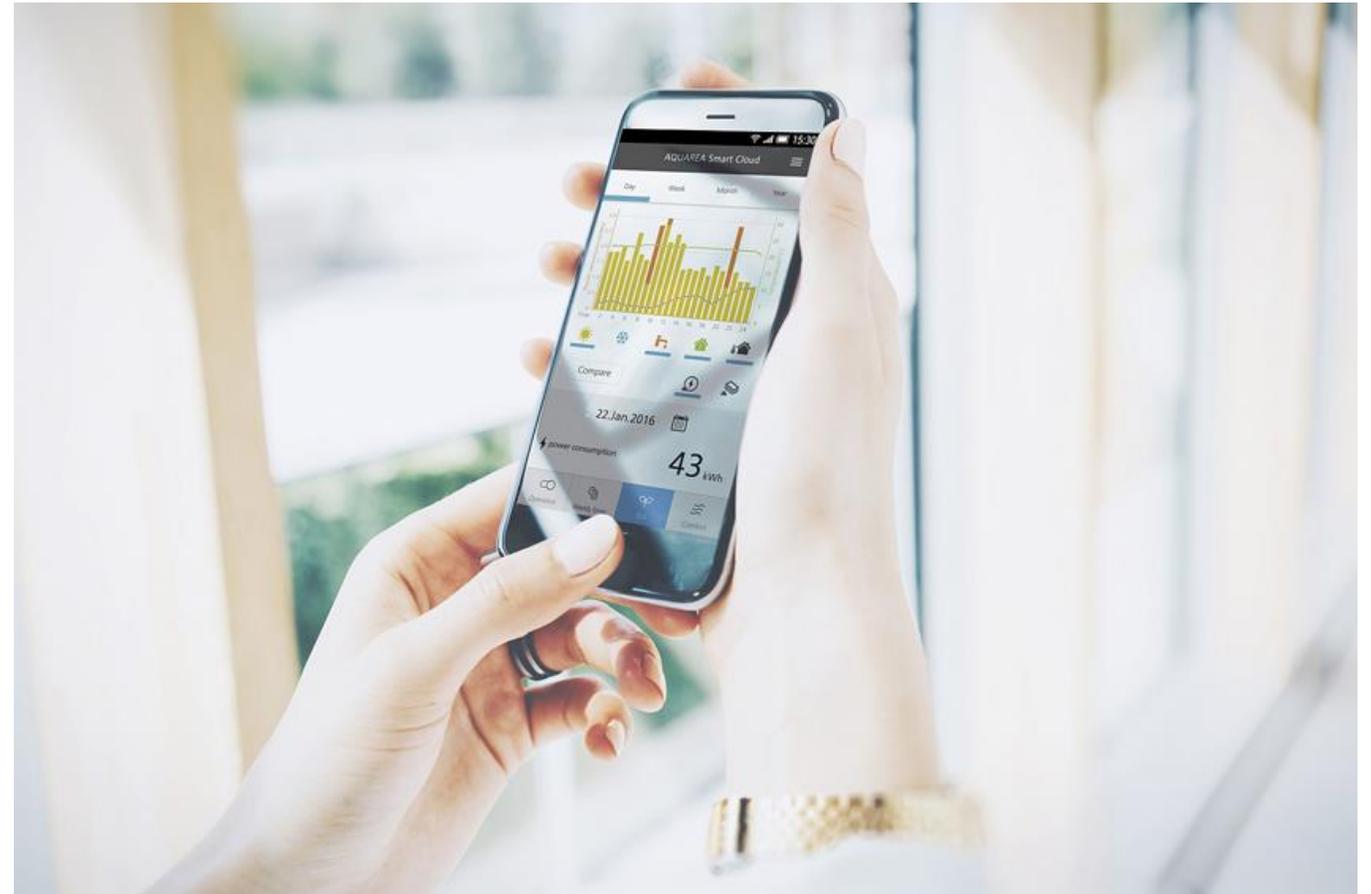


Presentation agenda:

- Smart & Service cloud “Hardware connection”
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- Service cloud “Data logging”
- Service cloud “Remote error notification”
- Service cloud “Access authorization change”

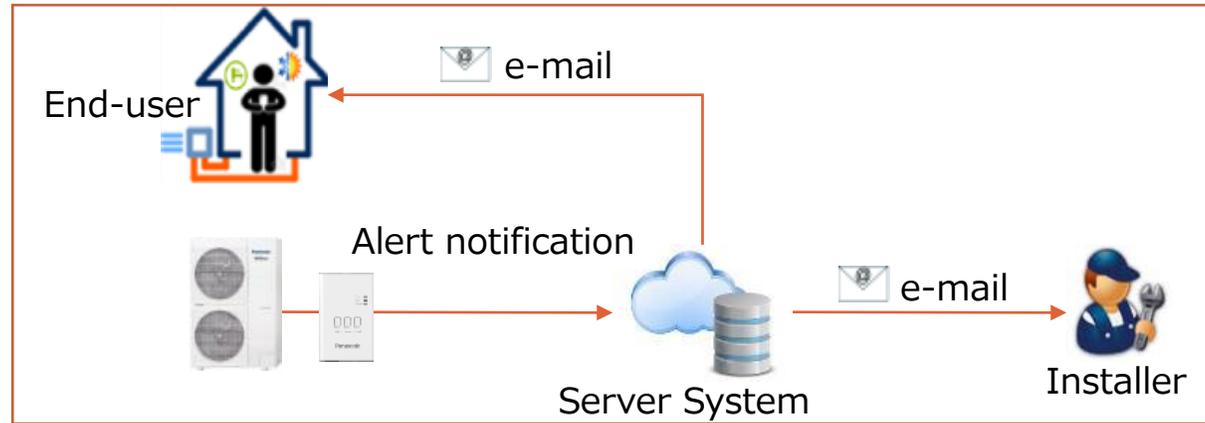
FAQ to Smart & Service cloud web link:

https://www.aircon.panasonic.eu/GB_en/faqs/AquareaSmartCloud-Pro/

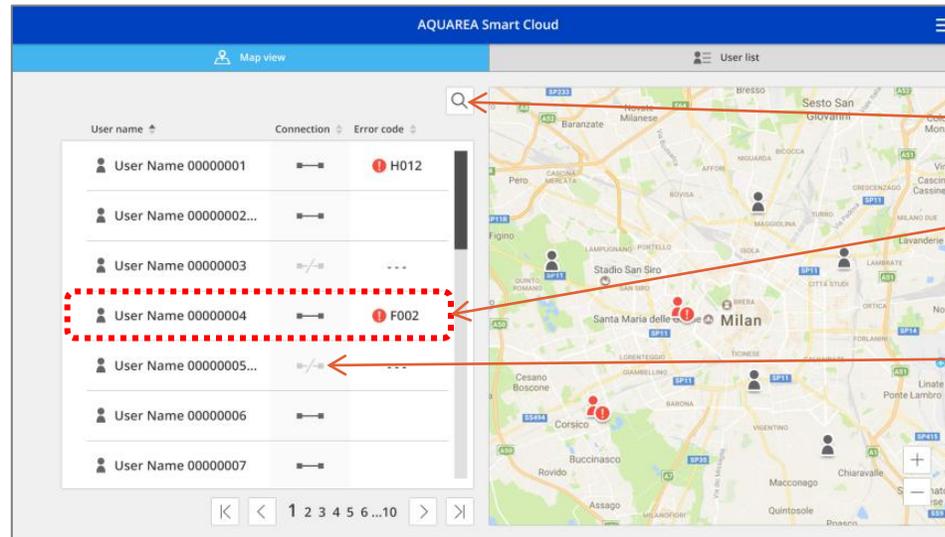


Use service (Remote error notification & diagnostic)

- When an A2W heat pump error is occurred, the notification e-mail is sent to Installer (to the e-mail address for notification).



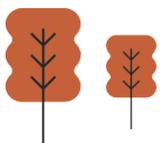
- Login to this service, and click to applicable items in top-page



End-user Search

Click user icons in case End-user's address is registered.

⚡ is shown that the status that A2W heat pump and server system are NOT connected.



Use service (Remote error notification & diagnostic)

- Current error code with description is displayed in red (Error history list on same system below current error).

The screenshot displays the AQUAREA Service Cloud interface. The top navigation bar includes 'User information', 'Status', 'Statistics', 'Data log', and 'Setting'. The user information section shows details for a user with ID: B6[redacted]78, IDU: WH-SDC16H6E5, and ODU: WH-UD16HE5. The device ID is B6[redacted]78. The unit details show IDU: WH-SDC16H6E5 and ODU: WH-UD16HE5. The current error is highlighted in red: Code: F15(Fan motor lock error), Primary location to verify: Outdoor fan motor lock, Fan motor winding, Outdoor PCB, Fan lead wire failure or disconnection. Below this, an error history list shows four previous occurrences of F15(Fan motor lock error) on 29.Mar.2020 and 28.Mar.2020.

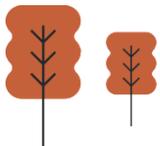
Field	Value	
User ID	B6[redacted]78	
IDU	WH-SDC16H6E5	
ODU	WH-UD16HE5	
Device ID	B6[redacted]78	
Current Error Code	F15(Fan motor lock error)	
Current Error Description	Outdoor fan motor lock, Fan motor winding, Outdoor PCB, Fan lead wire failure or disconnection	
Error log	Date	Code
Error log1	29.Mar.2020 09:45	F15(Fan motor lock error)
Error log2	29.Mar.2020 09:43	F15(Fan motor lock error)
Error log3	28.Mar.2020 20:37	F15(Fan motor lock error)
Error log4	28.Mar.2020 18:33	F15(Fan motor lock error)

Identify current error

Check error history



- Please note:
Depending on the error message a remote maintenance can be initiated.



➤ "User information" screen details

AQUAREA Service Cloud

User information | Status | Statistics | Data log | Setting

User Name 000000001... ID: [redacted] IDU: WH-ADC0309H3E5UK ODU: WH-ADC0309H3E5UK

User

Name : User Name [redacted] [edit icon]

Address : Panasonic Ireland
A branch of Panasonic Marketing Europe GmbH Unit 1,
The Courtyard Kilcarbery Business Park Nangor Road Dublin 22 [edit icon]

Tel : +4 [redacted] [edit icon]

Email : xxxxxxxx@xxxx.xx.xx [edit icon]

Original data

Modified 3.Mar.2016 16:12

Device ID B1 [redacted]

Unit

ID : WH-ADC0309H3E5UK Serial No. [redacted] [edit icon]

OD : WH-ADC0309H3E5UK Serial No. [redacted] [edit icon]

Start maintenance | Approval request | Service link | Parts list

Screen Tab

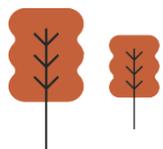


- [edit icon] Edit available (displayed on Installer's screen only)
- After sending e-mail notification of starting maintenance, "Start maintenance" button is changed to "Solved" button.
- In case "Solved" button is shown, it is figured that another engineer member login & start to maintenance.

Registered information by End-user

E-mail notification to start a maintenance

Authorization request for access authorization



- Click "Start maintenance" button for e-mail notification of starting maintenance to End-user

The screenshot shows the 'AQUAREA Service Cloud' interface. At the top, there are navigation tabs: 'User information', 'Status', 'Statistics', 'Data log', and 'Setting'. Below the tabs, the user's name is 'User Name 0' and their ID is 'ID : WH-ADC0309H3E5UK'. The main content area displays user details:

- User**
 - Name : User Name
 - Address : Panasonic Ireland
A branch of Panasonic Marketing Europe GmbH Unit 1,
The Courtyard Kilcarbery Business Park Nangor Road Dublin 22
 - Tel : +44
 - Email : xxxxxxxx@xxxx.xx.xx
- Device ID**: B1
- Unit**
 - ID : WH-ADC0309H3E5UK Serial No. [input field]
 - OD : WH-ADC0309H3E5UK Serial No. [input field]

At the bottom, there are four buttons: 'Start maintenance' (highlighted with a red dashed box), 'Approval request', 'Service link', and 'Parts list'.

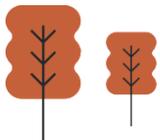
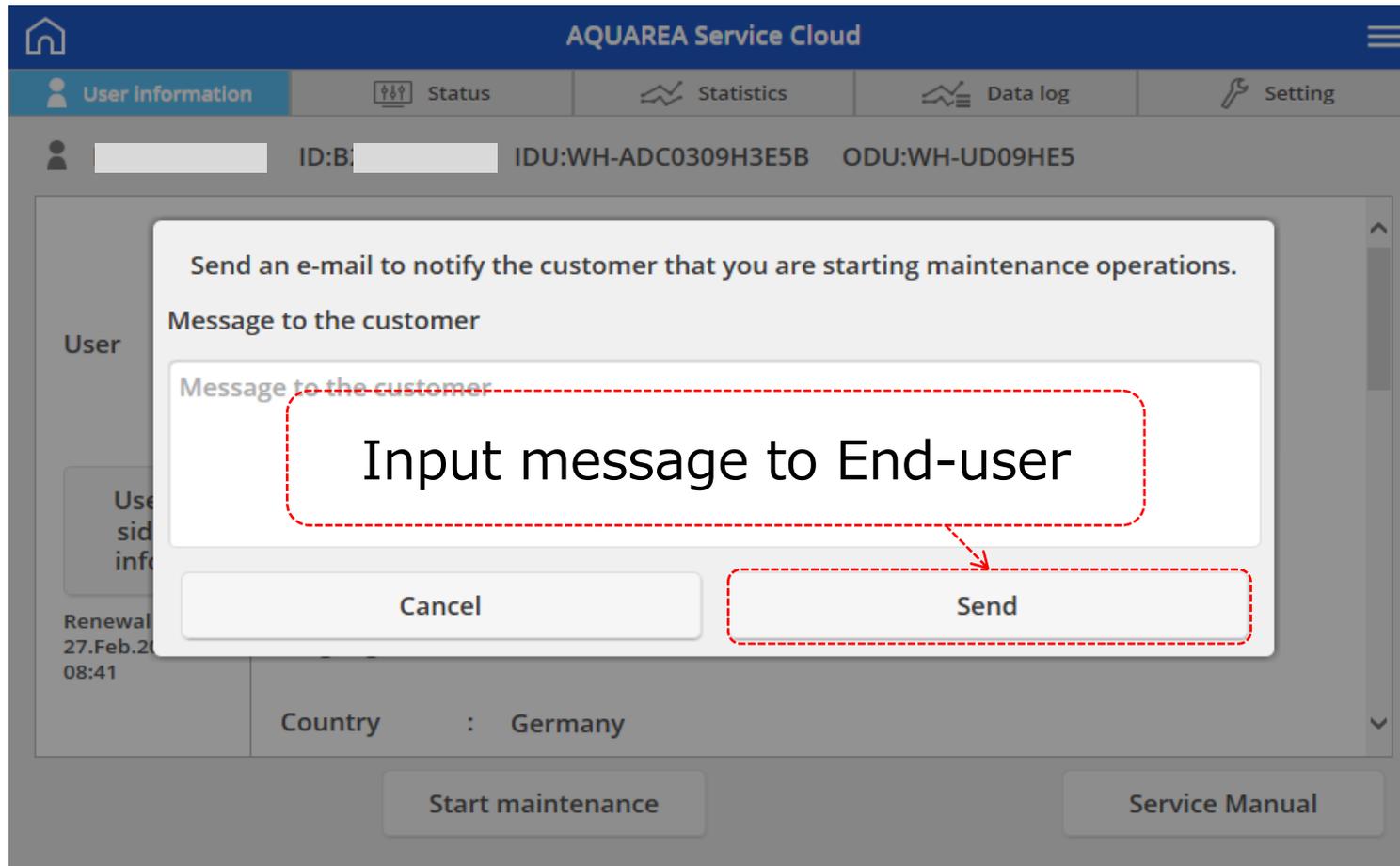


- In case this step is forgot, e-mail of solved notification is **NOT** sent to the End-user.



Use service (Notification of starting maintenance)

- Input the message and send e-mail notification for starting a maintenance



Use service (Notification of starting maintenance)

- Check the current status of the A2W heat pump on "Status" tab

The screenshot shows the AQUAREA Service Cloud interface. The 'Status' tab is selected and highlighted with a red dashed box. The interface displays the following information:

System status

Operation	Off	Thermo	-
Mode	Heat	Water flow	0.12 L/min
Inlet water	23 °C	Pump speed	0 r/min
Outlet water	23 °C	3-way valve	Room
Zone1 temp. water	23 °C set 35 °C	Room heater	Off
Zone2 temp. water	- °C set 40 °C	Tank heater	Off
DHW tank	23 °C set 52 °C	Defrost	Off
Buffer tank		Solar	
Outdoor temp.	23 °C	Solar temp.	
		Bivalent	
		Error	-

Compressor

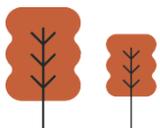
Compressor frequency	0 Hz
Operating time	2344 h
Number of operations	16631

Room heater

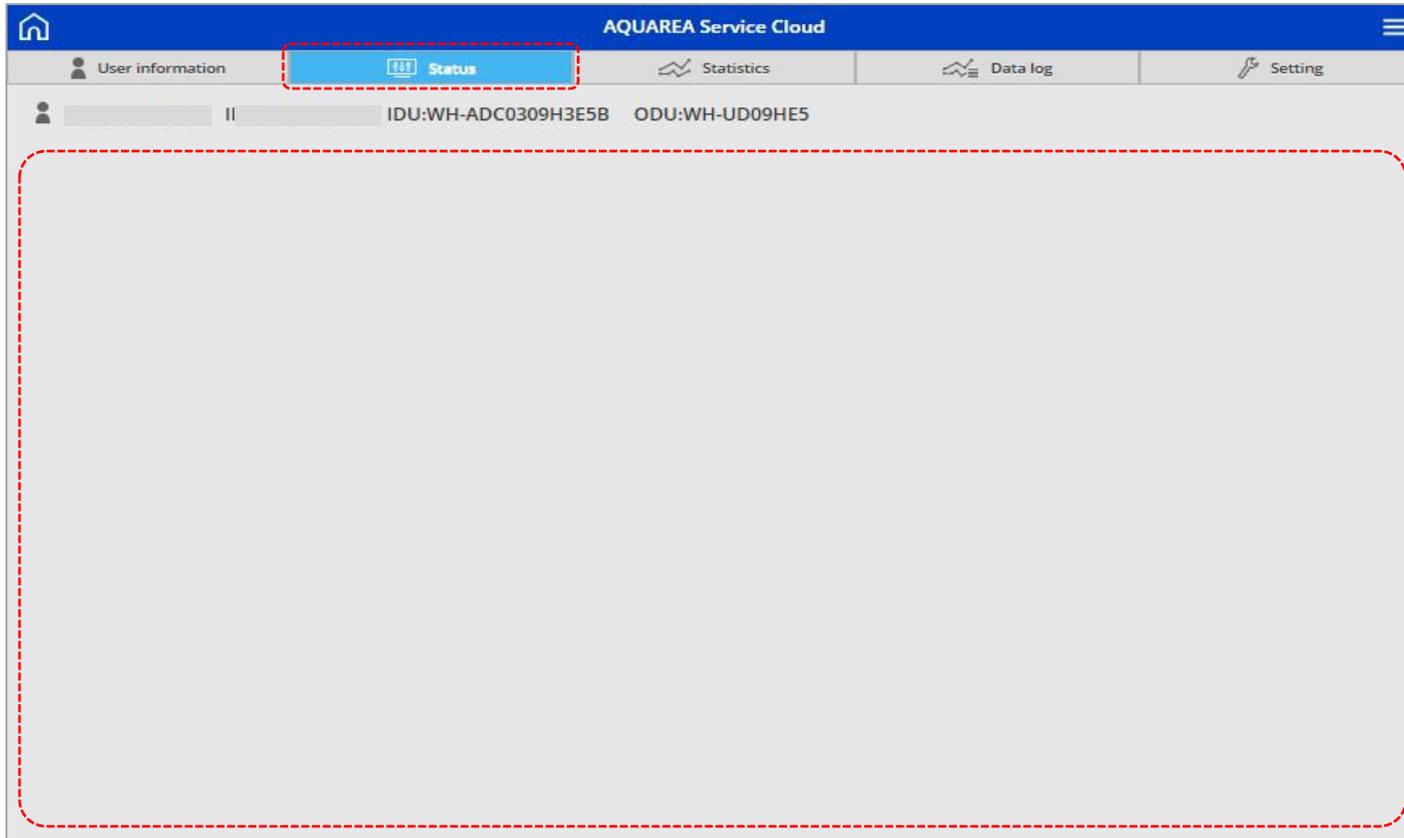
Heater capacity	3 kW
Operating time	- h

Tank heater

Operating time	- h
----------------	-----



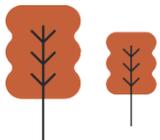
- Message in case the maintenance is disabled



- In case access authorization is not given, nothing is displayed on the screen.



- Necessary to request higher access authorization, to end user before continue. (See next slides)

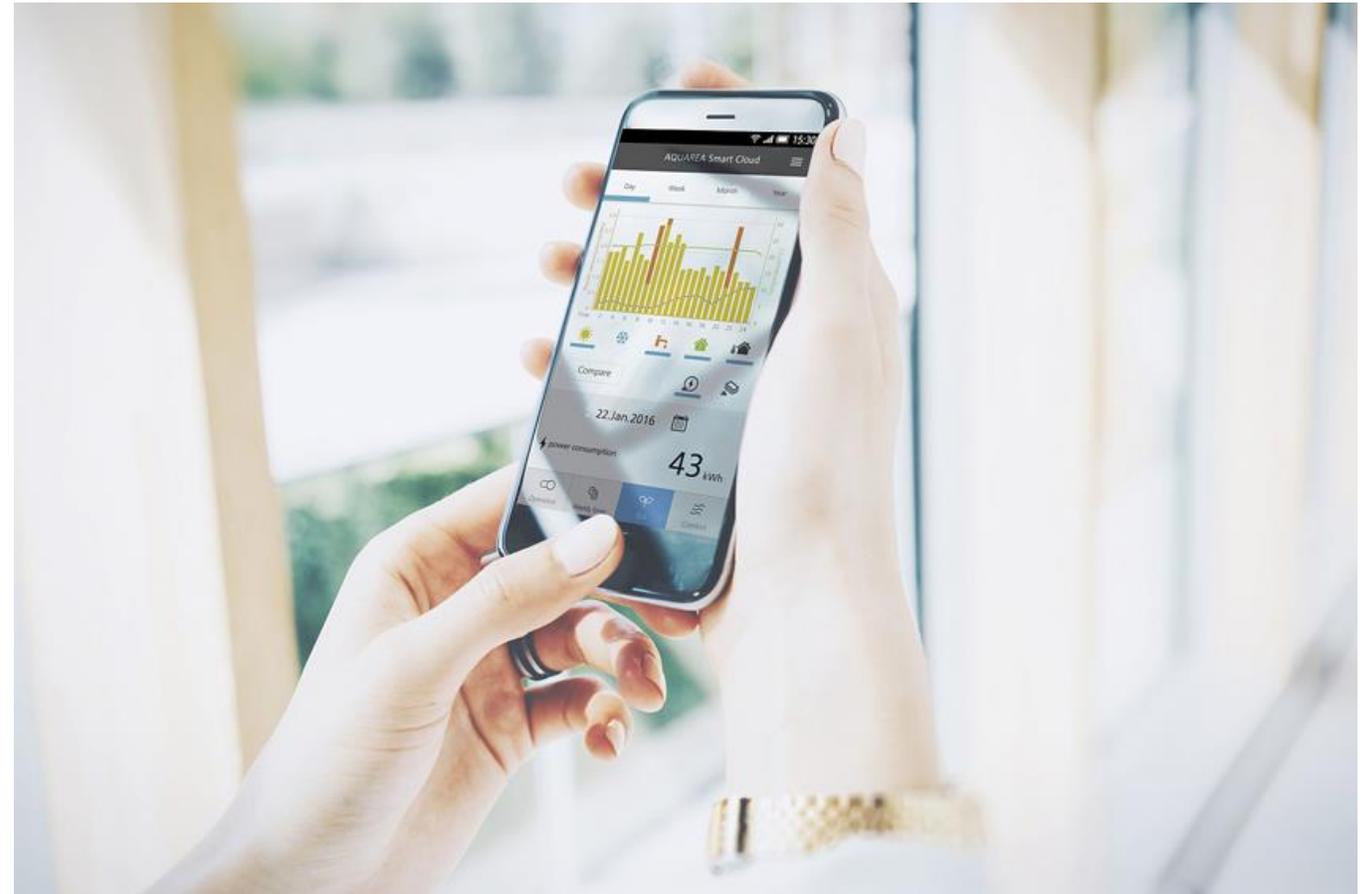


Presentation agenda:

- Smart & Service cloud “Hardware connection”
- Smart cloud “Account ID Creation”
- Smart cloud “Home screens”
- Smart cloud “Application to Service Cloud”
- Service cloud “Account ID Creation”
- Service cloud “User Registration”
- Service cloud “Display content by access level”
- Service cloud “Data logging”
- Service cloud “Remote error notification”
- Service cloud “Access authorization change”

FAQ to Smart & Service cloud web link:

https://www.aircon.panasonic.eu/GB_en/faqs/AquareaSmartCloud-Pro/



Use service (Change Request of access authorization)

- Go back to “User information” screen, and click “Approval request” button to change request of access authorization to End-user.

The screenshot shows the 'User Information' screen in the AQUAREA Service Cloud. The 'User Information' tab is selected and highlighted with a red dashed box. The user details are as follows:

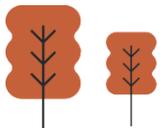
User Name	ID :	IDU : WH-ADC0309H3E5UK	ODU : WH-ADC0309H3E5UK
Name	: User Name [input] [edit]		
Address	: Panasonic Ireland A branch of Panasonic Marketing Europe GmbH Unit 1, The Courtyard Kilcarbery Business Park Nangor Road Dublin 22 [edit]		
Tel	: +44 ([input]) [edit]		
Email	: xxxxxxxx@xxxx.xx.xx [edit]		
Device ID	: B [input]		
Unit ID	: WH-ADC0309H3E5UK	Serial No.	[input] [edit]
Unit OD	: WH-ADC0309H3E5UK	Serial No.	[input] [edit]

At the bottom of the screen, the 'Approval request' button is highlighted with a red dashed box. A red arrow points from this button to a callout box below the screenshot.



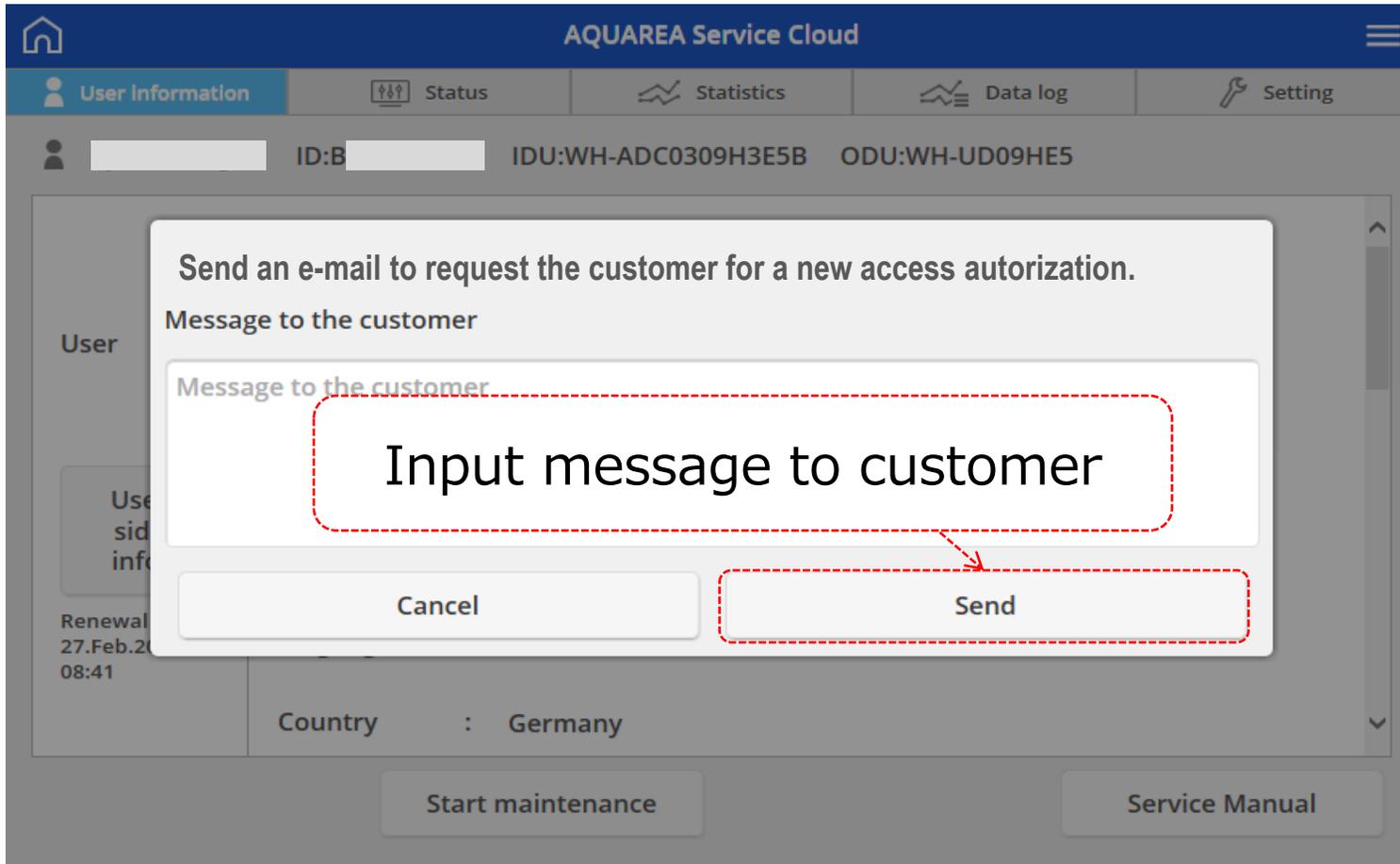
- In case “Approval request” button is NOT occurred, the access authorization for Installer is “**Full access**”. Here an approval request is **NOT** required.

Authorization request for access authorization



Use service (Change Request of access authorization)

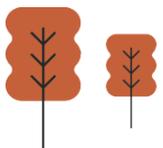
- Input the message and send e-mail notification of access authorization change.



- Confirm the access authorization of Installer, after changing access authorization by End-user.

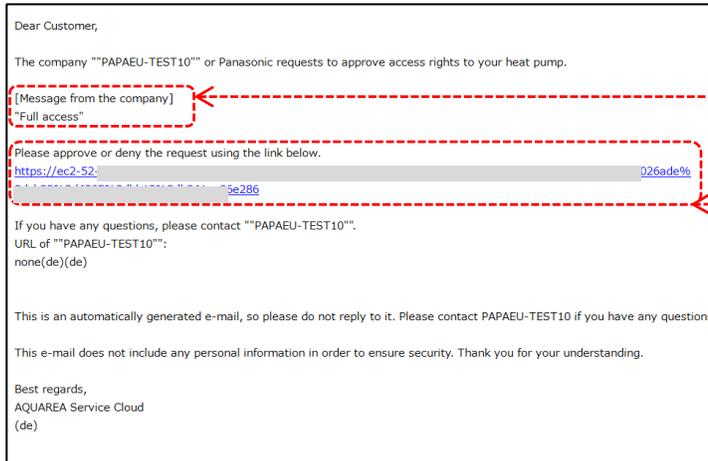


- **Confirm operation screens based on new access authorization**



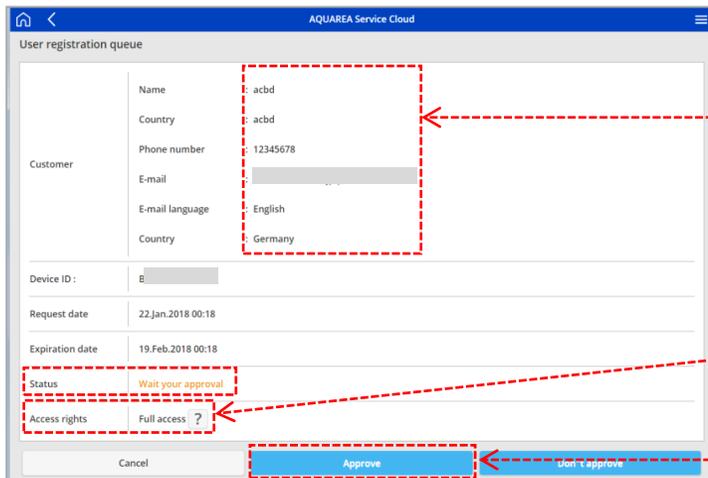
Use service (Access authorization change by End-User)

- Click URL link in the e-mail notification for changing access authorization.



➤ Apply for authorization level **“Full access”** to end-user for all service functions available.

➤ End-user receives link to approve **“Full access”** of service access to installer.

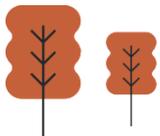


➤ End-user's informations

➤ Access authorization level which is chosen by End-user

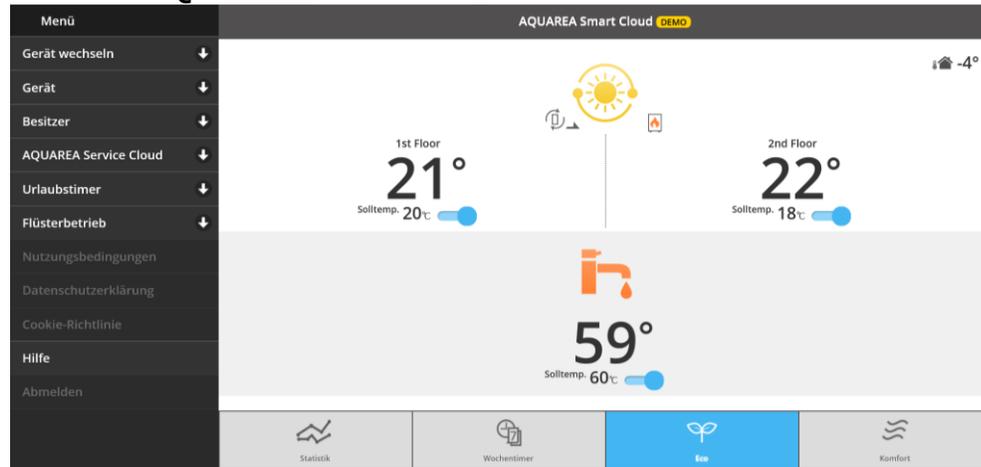
➤ End-user is approving new access level to installer

Now installer has a new access authorization level

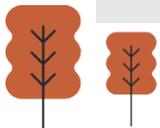
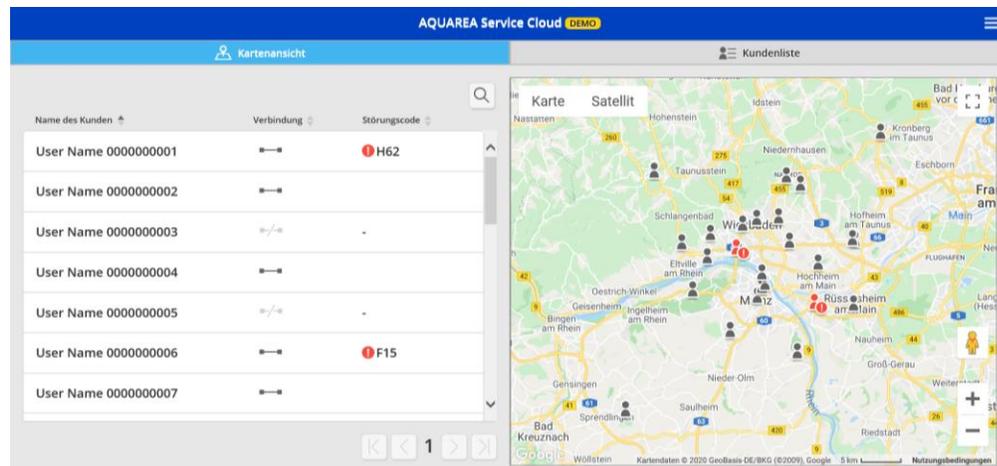


➤ **Link´s for free trail to AQUAREA online demo versions:**

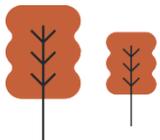
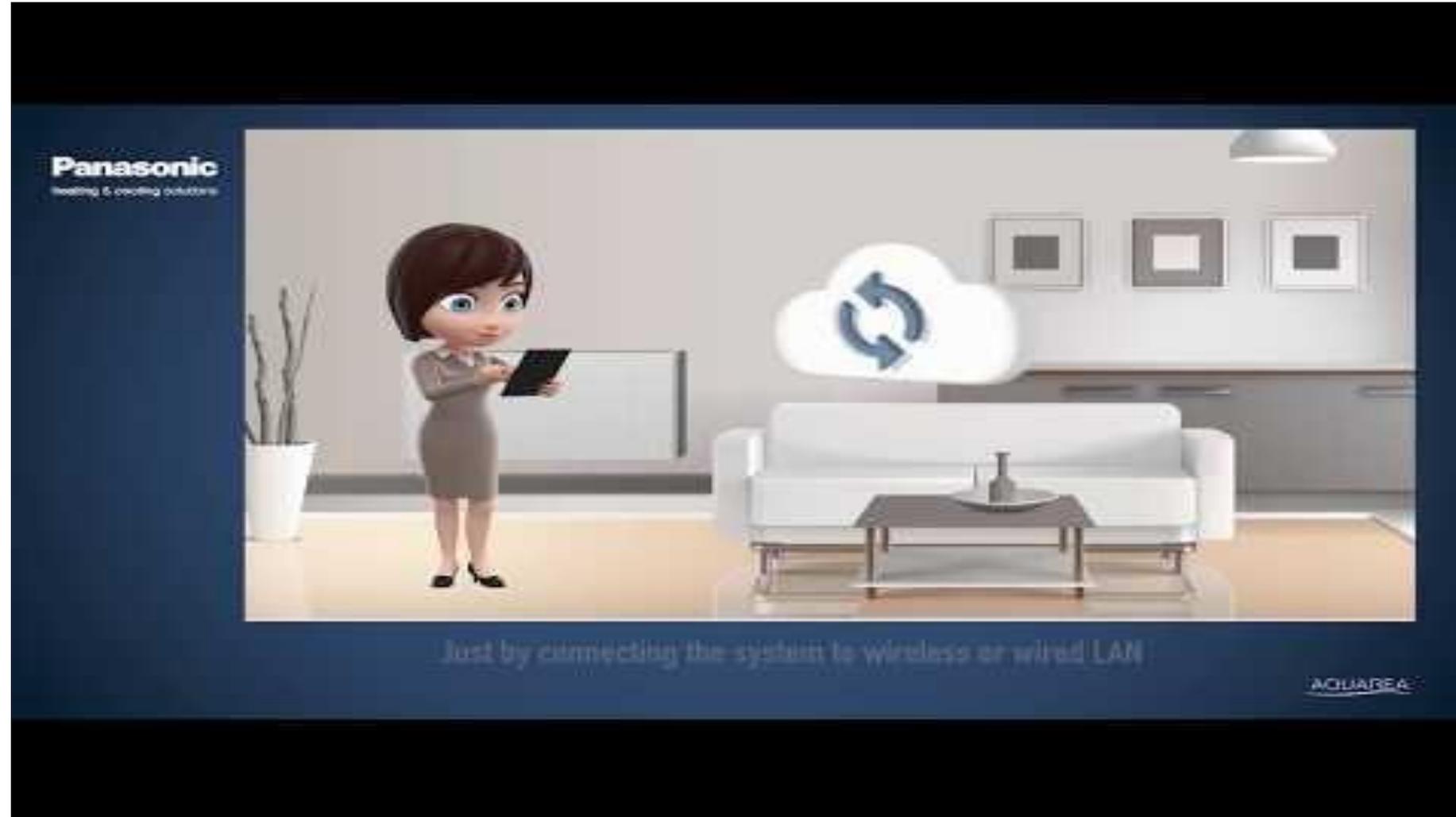
Link to AQUAREA Smart Cloud demo online version: [Link](#)



Link to AQUAREA Service Cloud demo online version: [Link](#)



- Click the below YouTube icon to watch the official Aquarea Service Cloud video:



Panasonic

heating & cooling solutions