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Advance Products News

Launching of new CSNET Home Pro

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Date: JUL'23		Page: 1 / 9								

ADVANCED PRODUCT NEWS

Launching of new CSNET Home Pro

Summary

1. This Advance Product News introduces the new CSNET Home Pro
2. The details are indicated in the following pages.

General Index

1. Description	2
2. Features	3
2.1 Remote Connection to an installation.....	3
2.2 Linking Installations to a company	3
2.3 Alarm subscription.....	4
2.4 Installation Filters	4
2.5 Information	4
2.6 Device information	6
2.7 Operation Data	6
2.8 Historical Data	8
2.9 Error Codes	9
2.10 Order Log	9

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NOTE ()										
Date: JUL'23	Page: 2 / 9									

ADVANCED PRODUCT NEWS

Launching of new CSNET Home Pro

1. Description

CSNET Home PRO is a web application designed to serve service personnel as a replacement for the current Hi-Kumo PRO.

It serves the following user groups:

- Hitachi Service
- Third Companies
 - ✓ Distributors
 - ✓ Service Partners

All authorized users have the ability to view information regarding the currently installed ATW-IOT-01 units.

Hitachi Service has the privilege to access and read all ATW-IOT-01 units within the countries they are associated with. However, remote login is only possible if the end-user has configured remote access as “control.”

Third-party companies have visibility into all the installations covered by their contracts. To associate these installations with the respective company profiles, the end-user must share an Installation code.

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NOTE ()										
Date: JUL'23	Page: 3 / 9									

ADVANCED PRODUCT NEWS

Launching of new CSNET Home Pro

2. Features

2.1 Remote Connection to an installation

The installations that have configured the access as “Control & monitoring” and not “Monitoring Only” can be accessed from CSNET Home PRO by clicking on the installation and pressing on the Login button.

With this action, the CSNET Home PRO user can operate through the Web/App as a User of that installation, seeing the same that customer sees.

2.2 Linking Installations to a company

To establish a connection between the installations made by third-party companies and their respective company profiles in CSNET Home PRO, the following steps should be followed:

- End-User (App):
 - ✓ Navigate to “Installation Settings” within the app.
 - ✓ Access the “Remote Access” code and copy it.
 - ✓ Share the code with the company.
- Company-User (Web):
 - ✓ Log in to CSNET Home PRO using the company’s credentials.
 - ✓ Click on “Add Installation” within the web interface.
 - ✓ Enter the provided code to link the installation.
- End-User (App):
 - ✓ Accept the notification confirming the successful linking of the installation to the company.

Once this process is completed, all users associated with the same company will have the ability to view the data related to the linked installation.

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All Areas		Oceania		Europe	X	China		India		NA
ASEAN and Others		ME		LA		Taiwan		Africa		Brazil
NOTE ()										
Date: JUL'23	Page: 4 / 9									

ADVANCED PRODUCT NEWS

Launching of new CSNET Home Pro

2.3 Alarm subscription

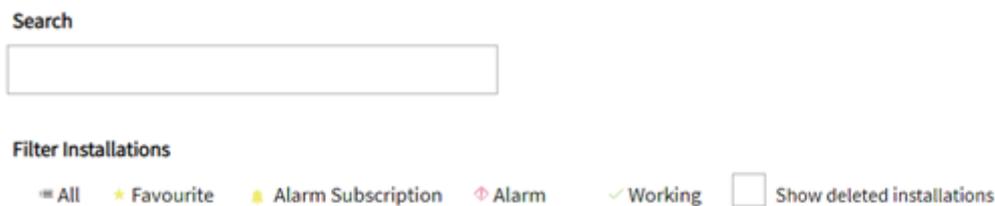
By clicking on the bell icon next to the installation name, the user becomes subscribed to an installation.

The subscription will trigger an email when any of the units within the installation or the ATW-IOT-01 experience an alarm.



2.4 Installation Filters

The user can view, search, and filter installations based on various criteria such as favorites, alarms, subscriptions, and working status. Additionally, deleted installations can also be displayed.



2.5 Information

The basic information of the installation is displayed.

Serial numbers for both outdoor and indoor units can be input.

Installation	
Name	House of PELLICER GURPE
Admin	PELLICER GURPE Residencia (guest user@hitachi)
Admin (Email Address)	guest-user@residencia.com
Address	
City	
Country	France
Zip Code	
Latitude & Longitude	

New product information										
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NOTE ()										
Date: JUL'23	Page: 5 / 9									

ADVANCED PRODUCT NEWS

Launching of new CSNET Home Pro

Unit Information

Unit type	Yutaki SC Lite
Capacity	--
Creation Time	2023/6/15 6:33:52
ODU Serial number	<input type="text"/>
IDU Serial Number	<input type="text"/>
Alarm Code	(00) No Alarm

Zones Settings

Circuit 1	Not Available
Circuit 2	Not Available
Hot Water Tank	Available
Swimming Pool	Not Available

Operation Summary

Name	Status	Mode	Setting Temperature	Temperature
Circuit 1	OFF		--	--
Circuit 2	OFF		--	--
Domestic Hot Water Tank	ON		55°C	53°C
Swimming Pool	OFF		0°C	0°C

Name	Status	Comp Frequency (Hz)	Discharge Gas Temp	Evaporating Temp.
Outdoor Unit	Off	--Hz	--°C	--°C

New product information										
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All Areas		Oceania		Europe	X	China		India		NA
ASEAN and Others		ME		LA		Taiwan		Africa		Brazil
NOTE ()										
Date: JUL'23	Page: 6 / 9									

ADVANCED PRODUCT NEWS

Launching of new CSNET Home Pro

2.6 Device information

The status of the ATW-IOT-01 is shown, providing general information. The displayed information allows for checking the firmware and status of the ATW-IOT-01.

General Information

ID	17
Firmware Version	H-0293 01000100643D0A59
Desired Firmware Version	1000100643d0a60
Desired Firmware Version (Apply to Update)	<input type="text" value="01000100643D0A59"/> <input type="checkbox"/>
Update (Status)	-
Device Hash	875689951307
Status	Running
Last Communication	2023/06/20 10:51:47
Problem Description	-

NOTE

Only a Super Admin account can update the gateway firmware.

2.7 Operation Data

Detailed information is displayed per each of the existing zones on the unit.

Unnecessary data is hidden when the zone is not configured.

Operation Information

Unit Status	On
Operation Status	DHW Off
Alarm	(00) No Alarm
Operation Mode	Heating
Defrost	No
Mixing Valve Position	0%
Outdoor temperature	20°C
Outdoor Average Temperature	20°C

Circuit 1

Status	Off
Weekly Timer	Off
Holiday Mode	Off
OTC Heating	Fix
Fixed Water Setting Temperature (Heating)	45°C
ECO Offset Temperature (Heating)	3°C
OTC Cooling	Fix
Fixed Water Setting Temperature (Cooling)	19°C
ECO Offset Temperature (Cooling)	3°C

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NOTE ()										
Date: JUL'23	Page: 7 / 9									

ADVANCED PRODUCT NEWS

Launching of new CSNET Home Pro

Circuit 2

Status	Off
Weekly Timer	Off
Holiday Mode	Off
OTC Heating	Fix
Fixed Water Setting Temperature (Heating)	45°C
ECO Offset Temperature (Heating)	3°C
OTC Cooling	Deactivated

Domestic Hot Water Tank

Status	On
Weekly Timer	On
Holiday Mode	Off
Mode	Standard
Setting Temperature	45°C
Temperature	30°C
Anti legionella Status	Off
Anti legionella Setting	55°C

Swimming Pool

Status	Off
Weekly Timer	Off
Holiday Mode	Off
Setting Temperature	33°C
Temperature	18°C

Water Side

Pump Speed	100%
Flow Level	1.4m ³ /h
Water Inlet Temperature	26°C
Water Outlet Temperature	50°C
Water Setting Temperature TTWO	45°C

Outdoor Unit

Inverter Operation Frequency	0Hz
Gas Temperature (Refrigerant)	0°C
Liquid Temperature (Refrigerant)	0°C
Discharge Gas Temperature (Refrigerant)	44°C
Evaporation Gas Temperature (Refrigerant)	18°C
Discharge Pressure (Refrigerant)	1.4MPa
Suction Pressure (Refrigerant)	0.15MPa
Indoor Expansion Valve Status	72%
Outdoor Expansion Valve Status	0%
Compressor Running Current	3A
Outdoor Instantaneous Ambient Temperature	20°C

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NOTE ()										
Date: JUL'23	Page: 8 / 9									

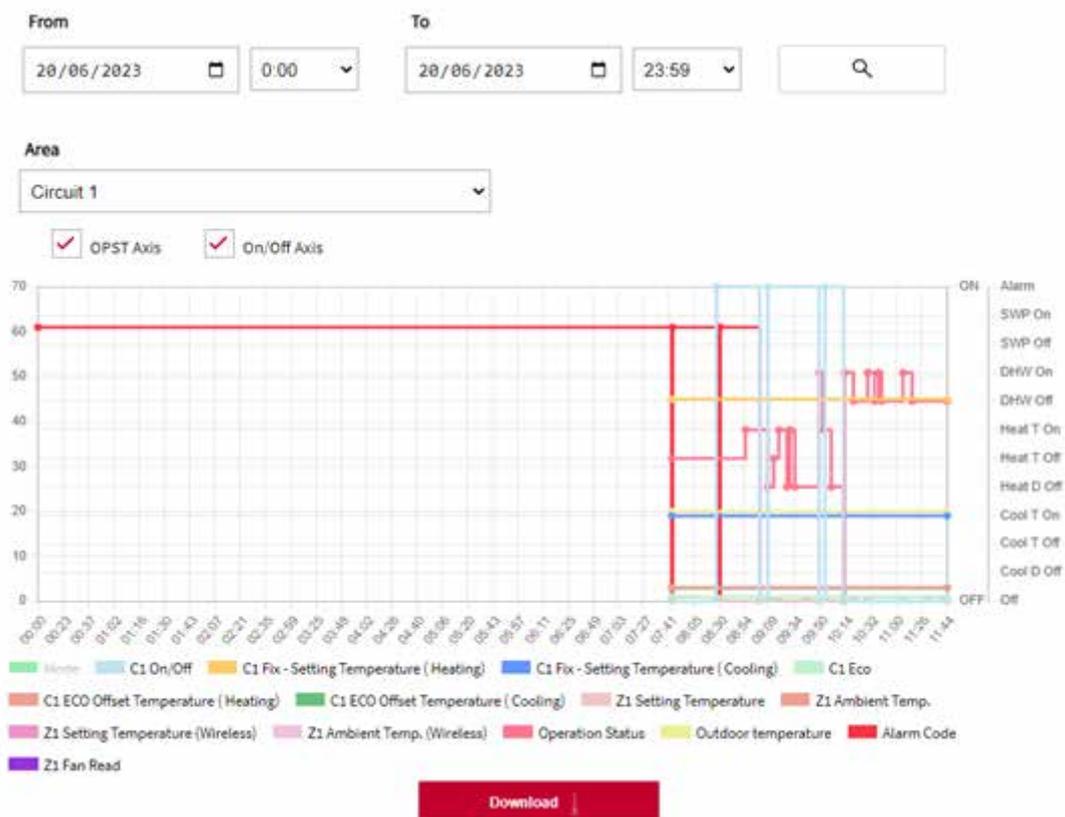
ADVANCED PRODUCT NEWS

Launching of new CSNET Home Pro

2.8 Historical Data

The Historical Data view showcases an installation chart, providing insights into past data. The chart has a maximum display period of 7 days. It offers various patterns for data presentation, including Circuit 1, Circuit 2, DHW (Domestic Hot Water), Swimming Pool, Heat Pump, or All. Within these patterns, undesired variables can be hidden for a more focused view.

Furthermore, the information displayed on the chart can be downloaded, allowing users to process it in Excel for further analysis.



NOTE

Unit operation data is stored on the server for a period of 400 days, enabling PRO users to search for operation data within that timeframe, starting from the current time.

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NOTE ()										
Date: JUL'23	Page: 9 / 9									

ADVANCED PRODUCT NEWS

Launching of new CSNET Home Pro

2.9 Error Codes

The Error Codes view presents a list of the last 50 alarms of the unit. Each alarm is accompanied by its corresponding code and description.

Code	2023/03/30 10:08:04	👁️ ⬇️ 🗑️
83	Unit: OU 1, IU 1 Device: ATW-IOT-01	
Description:		
Code 83		
(Indoor) Hydraulic alarm pressure		
Troubleshooting ▼		

Clear all the unit alarms

Additionally, for certain alarms, Troubleshooting details may be available, providing further assistance.

The alarms can be hidden or deleted, giving control to the end user over their visibility. Moreover, troubleshooting description (extract from service manual) associated with the alarms can be downloaded, allowing users to access them for reference or further analysis.

2.10 Order Log

The Order Log view presents a record of the most recent orders sent to the unit. It includes the following details for each order:

- **Time:** The timestamp indicating when the order was sent.
- **Zone:** The specific zone or area of the unit to which the order applies.
- **On/Off:** Indicates whether the order was to turn the unit on or off.
- **Mode:** Specifies the mode or operating setting associated with the order.
- **Setting:** The specific configuration or parameter set by the order.
- **Username:** The username of the user who sent the order.
- **Source:** Indicates whether the order was sent from the App or Web interface.

Hour	Area	From	On/Off	Mode	Setting Temperature	Username
2023/04/23 18:56:39	Hot Water Tank	Application	✕	-	-	esponcea1402
2023/04/23 18:30:32	Hot Water Tank	Application	○	-	-	esponcea1402

By reviewing the Order Log, users can track and monitor the recent commands issued to the unit, along with the relevant user information and source of the order.

HITACHI

Cooling & Heating