Milieu Climate

Welcome to **Milieu Climate**

HUMIDITY

MOTION

TEMPERATURE

SOUND

Let's design your environment.

AIR QUALITY

PRESSURE

LIGHT

Congratulations
on choosing Milieu!

The Milieu Climate puts you in control. Design your environment by monitoring and controlling everything from air quality and lighting levels, to temperature and humidity.

With Milieu Climate you can design the ebb and flow of your home for comfort and energy savings.

Please read the following manual carefully as it contains all necessary instructions you need to wire up and install your new thermostat.

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What can Milieu Climate do?

TEMPERATURE

Control your environment with the perfect level of heating or cooling wherever you are in your home.

HUMIDITY

Monitor the humidity levels of your home and use the Dry Mode to remove moisture and increase comfort.

MOTION

Milieu Climate senses when you are home or away and auto-adjusts the temperature to more efficient settings.

LIGHT

Discover ideal lighting levels for your day-to-day activities and get reminded when smart lights have been left on.

SOUND

Monitor the sound levels in your room for ultimate relaxation and concentration.

AIR QUALITY

Monitor the health of your home and detect if the air quality in a room is poor, fair, good or great.

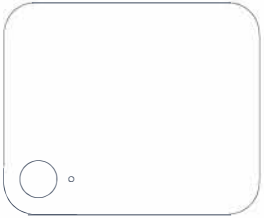
PRESSURE

With the barometric sensor you'll know the pressure level in your home and how this predicts oncoming weather.

SAVE ENERGY

Monitor and control the air quality, lighting levels, temperature and humidity in your home to conserve energy.

Hub — getting to know the features.

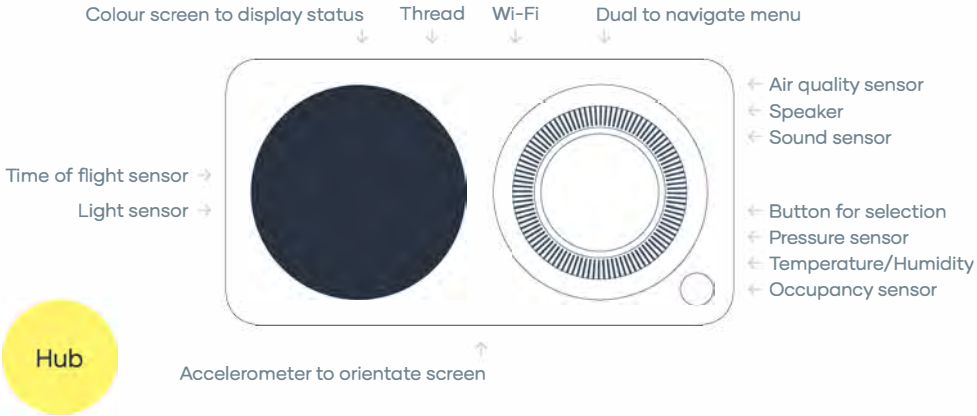


Thread

Smart Base

Button
— Move through AC modes
— Select and start Pairing mode
— Select and start Override mode

LED to display status
- White is off
- Blue is cooling
- Red is heating
- Purple is auto heat/cool
- Green is fan
- Yellow is dry


Colour screen to display status
Thread
Wi-Fi
Dual to navigate menu
Air quality sensor
Speaker
Sound sensor
Time of flight sensor
Light sensor
Button for selection
Pressure sensor
Temperature/Humidity
Occupancy sensor
Hub
Accelerometer to orientate screen

App — control from anywhere.

Download from

PLAY STORE

APP STORE

The Milieu app allows you to control your environment at any time, from anywhere.

With the app you can manage multiple hubs, and multiple locations. Hubs can be grouped together under properties, and you can switch between Hubs for easy control of all of your climate systems in one place.

Key features.

Climate Control

The climate control gives you complete control of your system.

Change operating mode and target temperature with the cool, heart, dry, fan only and auto options.

Environmental Display

The environmental display shows real-time sensor readings.

Timers and Schedules

One-off timers can be set to change the system's operating mode for up to 24 hours.

Advanced schedule allows you to program the Hub to automatically set the system mode, fan option, and temperature at specific times throughout the day. A different schedule can be set for each day of the week.

Safety information.

⚠ WARNING

Please read the "safety information" carefully before installing the thermostat equipment. Improper installation may result in electric shocks or fire.

⚡ WARNING: RISK OF ELECTRIC SHOCK

If you come across mains voltage wiring, professional installation required.
Always perform installation work with the power shut-off.
Touching energised electric parts can cause an electric shock.

Follow the relevant local and national codes and regulations when installing the thermostat. Use a qualified installer, if required for working on high voltage. Make sure connections are properly secured and wiring is as per local codes. Use only with compatible systems. Use with incompatible systems can cause damage to the thermostat and fire.

This is a 24VAC device. Do not use on voltages greater than 30VAC.

This device has magnets. May effect electronic devices, e.g. data storage media, hearing aids or devices that can be affected by the magnets.

Do not disassemble or try to repair the thermostat. Do no short across thermostat terminals to check equipment working. This can damage the thermostat and void warranty. Use the security screw to mount the Hub securely, if required by local codes.

System compatibility.

Follow this guide if you have a 24VAC (non-communicating) system.
If you have a communicating system, follow the "Installation Guide" available in the Adapter Kit.

Milieu Climate works with 24VAC heating and cooling systems including gas, electric, oil systems, add-on cooling systems and heat pumps (forced air) with/without auxiliary and emergency heating.

For more information, visit milieulabs.com.au/support
or email us at support@milieulabs.com.au

WORKS WITH:

- Non-communicating (24VAC control) — Brand Adapter Kit NOT required
- Most US and Australian 24VAC systems
- Heating: 1 and 2 stage
- Cooling: 1 and 2 stage
- Gas heating with add on cooling systems: 1 and 2 stage
- Heat pump: 1 and 2 stage with auxiliary, with O/B
- Power: 1 and 2 transformers (heating and cooling transformers)
- Systems with and without C wire (use Power Base)

WITH ADAPTER KIT:

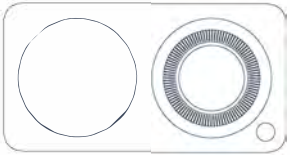
- Communicating systems
- Most Japanese, Korean and Chinese systems

NOT WITH:

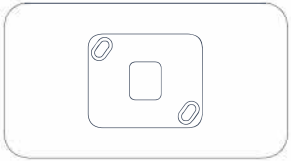
- Hydronic systems
- Boiler systems
- 240VAC systems*
- Dual Fuel systems**

*These systems may work with the addition of a 240v to 24v relay. See website or contact Milieu Labs for more detail.
**Dual fuel — gas heating combined with heat pump.

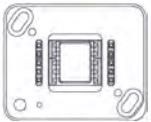
What's in the box?



Hub



Trim Plate

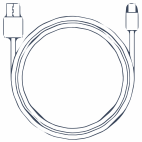


Smart Base

Smart Base Cover

Power Base

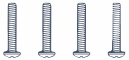
Power Base Cover



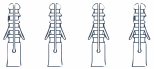
USB-C Cable

Solid Core Wires 10

Wire Connectors 10



Mounting Screws 4

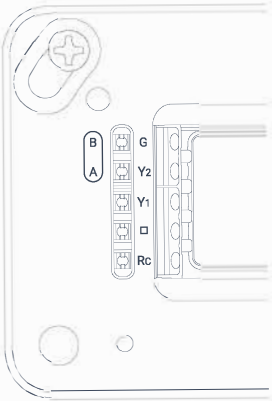


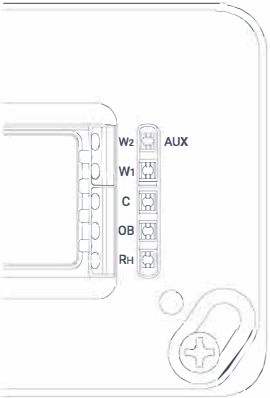
Wall Anchor 4

Security Screw

What your wire connections mean.

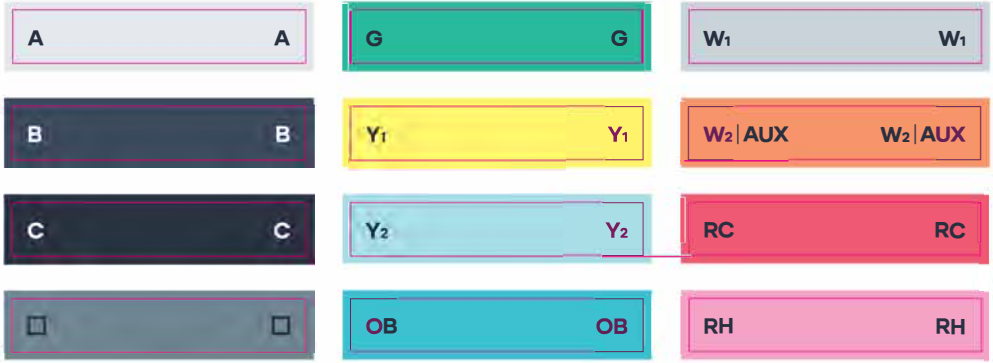
485 Data +	B
485 Data -	A
Fan relay	G
Second stage cooling (conventional) Second stage heating/cooling (heat pump)	Y_2
First stage cooling (conventional) First stage heating/cooling (heat pump)	Y_1
Future use for accessories/options	□
24VAC power (always required)	RC

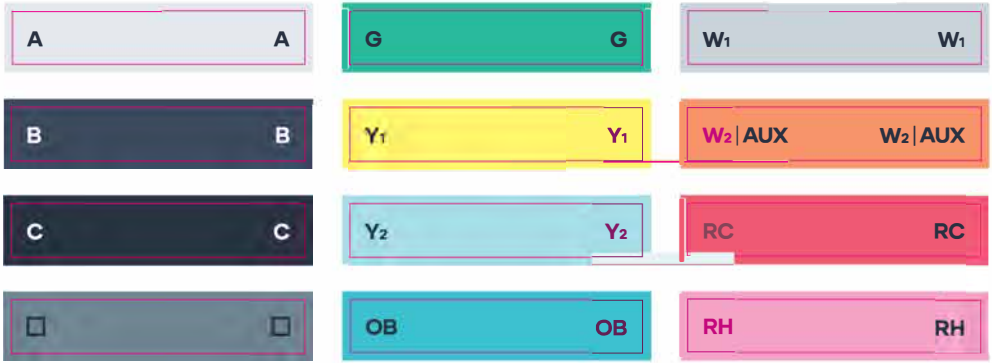




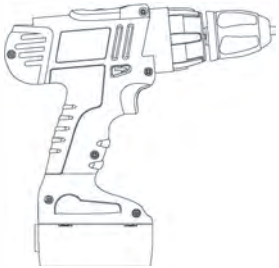
W_2 **AUX**	Second stage heating (conventional) Aux heating (heat pump)
W_1	First stage heating (conventional)
C	24VAC common (always required)
OB	Heat pump reversing valve O setting — on during cooling B setting — on during heating
RH	24VAC heat transformer Only used when there are two transformers

Cable labels.




A A
G G
W1 W1
B B
Y1 Y1
W2 | AUX W2 | AUX
C C
Y2 Y2
RC RC
OB OB
RH RH

Other things you might need.



Drill

Parallel Pliers

Wire Strippers

Screwdriver

Pencil

Where to install?

If this is a new installation, select a location with good air circulation.

Do no install near doors, windows or areas with high draught.

Do not install in direct sunlight.

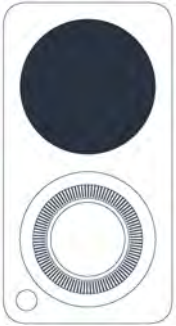
If you are replacing an existing thermostat you may want to select a new location.

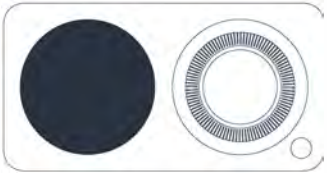
You can use the Power Base to install the thermostat at a new location, still using the old location and wiring for the Smart Base.

If you are installing at the same location as your old thermostat, you can reuse existing wiring.

You may need to run new wiring depending on the type of install you had.

The Hub can be installed vertically or horizontally. The screen will automatically rotate.





HINT: make sure the Smart Base is mounted for the orientation you'd like to use.

Distance between Hub and Smart Base.

To ensure there is a good wireless connection between the Hub and the Smart Base, make sure the distance between the two is not more than 15m. The presence of walls and objects can affect the performance of the connection between the devices.

If you are using the thermostat away from the Smart Base, make sure it has enough battery power or is connected to a USB charger.

The Hub can be used on battery power for up to 30 minutes, depending on the usage.

SMART BASE
WITH COVER
HUB
15m maximum for best wireless connection
WALL PLUG
(Not provided)

Have an Adapter Kit?

If so, please follow the instructions
in your Adapter Kit instead.

Otherwise →

Adapter Kits are not required for 24VAC systems.

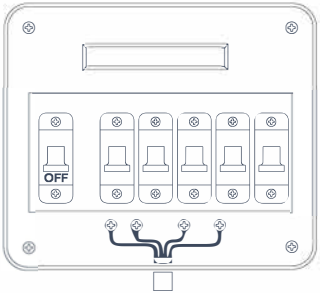
Let's get started!

Please follow these instructions to install your new Milieu Climate Connected Thermostat.

Switch off power.

For safety and security please switch off the power to your air conditioner system.

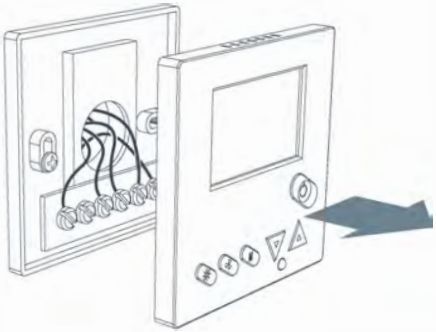
This can be done through the master switch on your HVAC system or your circuit breaker box.



Remove old cover.

Remove the cover off your old thermostat. Keep the wires connected for now.

Some covers will pop off while others might require you to unscrew them. Please refer to the instructions for your old thermostat.



Do you have a “C” wire?

Please check if you have a “C” wire connected. Your new thermostat will need one.

This should be labeled “C” on the wire terminals and is typically a blue or black wire.

Yes, I have a “C” wire.
Continue to **next page**

No "C" wire, but I have a spare wire.
Go to **page 41**

No "C" wire and no spare wire.
Go to **page 55**

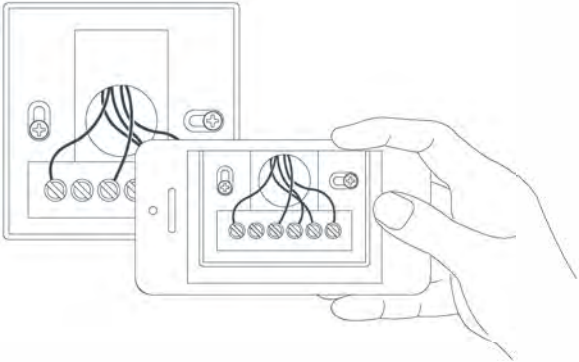
Use your existing "C" wire.

Please follow these instructions for using your existing "C" wire with your new thermostat.

Your wire connections.

Take a picture of the wire connections on your old thermostat.

Use this for reference when you reconnect the wires to your new thermostat.

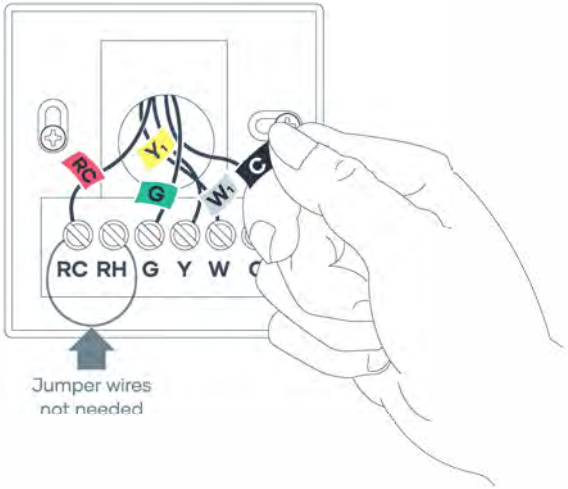


Label wires.

With the wires still connected, use the labels provided on page 14 to label the wires on your old thermostat.

If you have jumper wires connected, don't worry about them as they won't be needed.

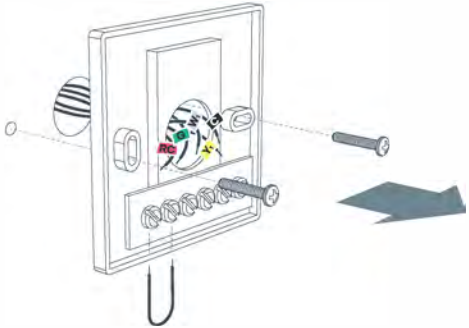
These labels will be useful for reference when reconnecting them to your new thermostat.



Remove old thermostat.

Disconnect the wires and remove your old thermostat base from the wall.

Again, don't worry about the jumper wires. Remove them along with the old thermostat.

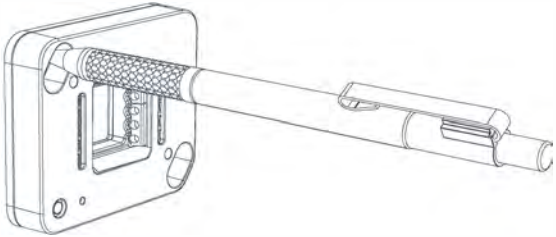


Prepare to install your Smart Base.

Use the Smart Base to mark positions for screws on the wall.

You can use a bubble level to make sure Smart Base is level.

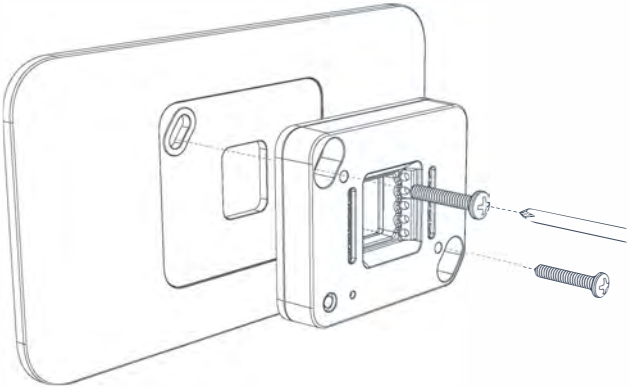
Depending on your wall material, a drill might be needed to secure your wall anchors.



Using the Trim Plate?

You might want to use the Trim Plate to cover up the holes in your wall from the old thermostat.

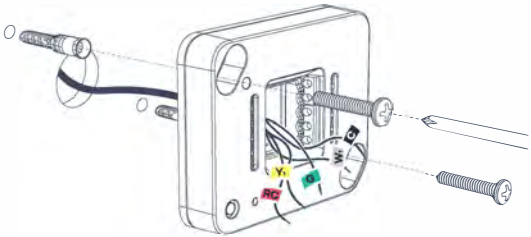
If so, place it on the wall first and screw the Smart Base over the top of the Trim Plate.



Screw in your Smart Base.

Bring the wires through the centre opening in the Smart Base and attach the Smart Base to the wall using the supplied screws.

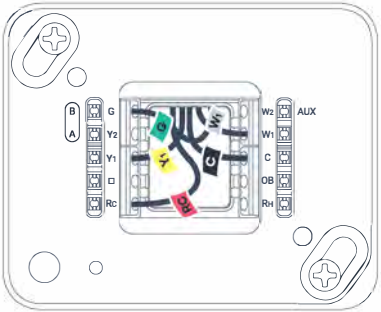
Again, depending on your wall material you may want to use the supplied wall anchors as well.



Connect wires.

Connect the wires to the Smart Base terminals, matching them with the labeled wires.

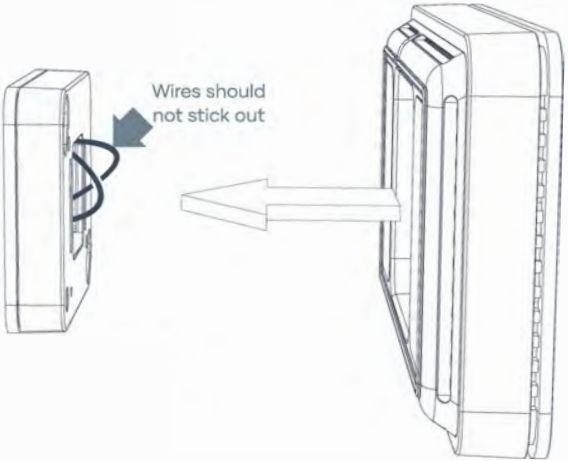
NOTE: The Smart Base has magnets so it might pull your metal tools towards it – that's normal.



Bulging wires?

Carefully push any excess, bulging wires back through the hole so that they are not sticking out past the Smart Base.

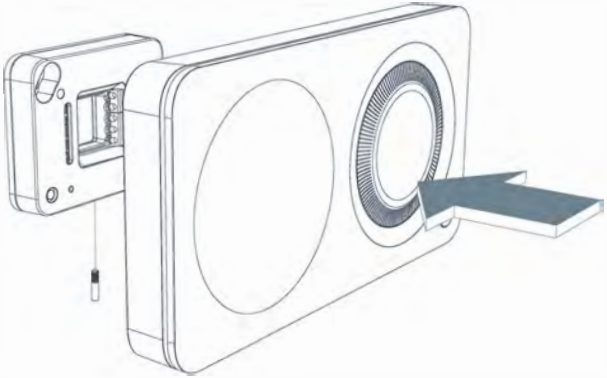
NOTE: The Hub will be placed over the Smart Base. Any wires sticking out might prevent the Hub from powering up.



Attach the Hub.

Place the Hub on the Smart Base. This can be placed with the screen on the left or on the right; as you like.

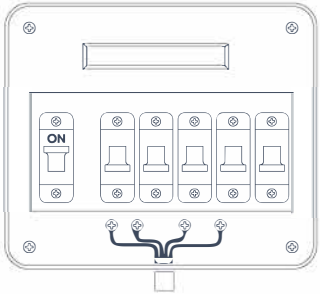
The hub will magnetically attach to the Smart Base. If needed, you can also secure the hub with the supplied security screw.



Switch the power back on.

You can now switch the power back on to your HVAC system.

This can be done through the master switch on your HVAC system or your circuit breaker box.

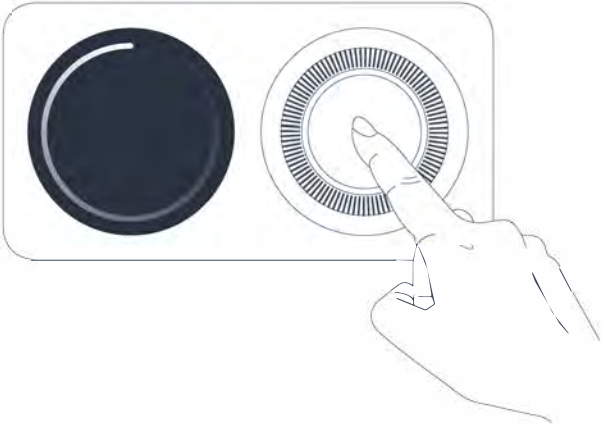


Power on!

Congratulations!
You just installed your new Milieu Climate Connected Thermostat.

Press and hold the front button to power the unit on.

Please follow the on-screen instructions to set up your device.



Using a spare wire for the “C” wire.

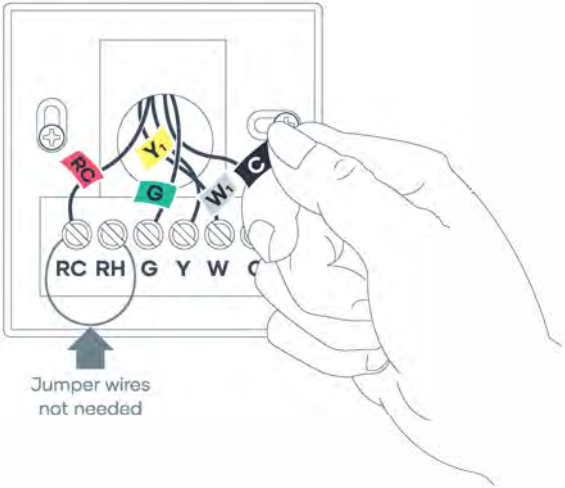
Please follow these instructions for using use your spare wire as a “C” wire for your new thermostat

Label wires.

Use the sticky labels provided on page 14 to label your spare wire as the "C" wire.

Label the other wires as they are connected on your old thermostat.

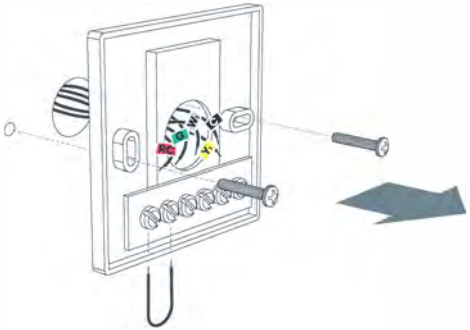
If you have jumper wires connected, don't worry about them as they won't be needed.



Remove your old thermostat.

Disconnect the wires and remove your old thermostat base from the wall.

Again, don't worry about the jumper wires. Remove them along with the old thermostat.

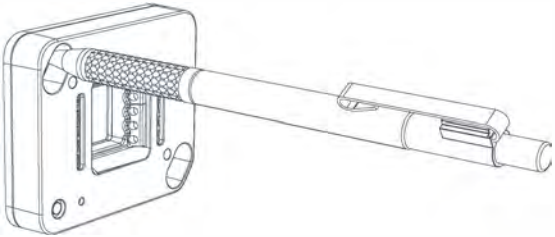


Prepare to install your Smart Base.

Use the Smart Base to mark positions for screws, on the wall.

You can use a bubble level to make sure Smart Base is level.

Depending on your wall material, a drill might be needed to secure your wall anchors.



Using the Trim Plate?

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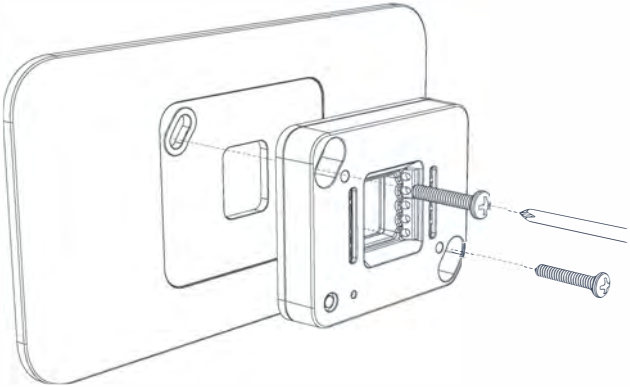
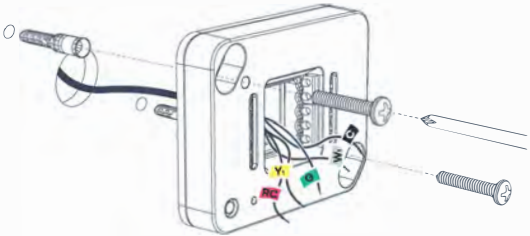


Screw in your Smart Base.

Bring the wires through the centre opening in the Smart Base and attach the Smart Base to the wall using the supplied screws.

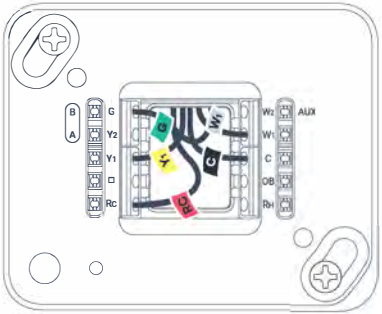
Again, depending on your wall material you may want to use the supplied wall anchors as well.



Connect wires.

Connect the wires to the Smart Base terminals, matching them with the labeled wires.

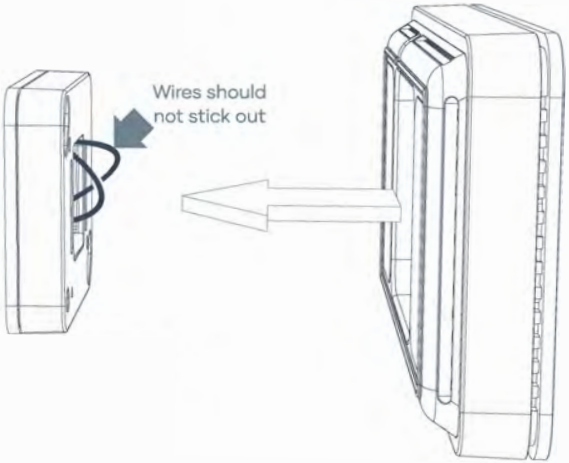
NOTE: The Smart Base has magnets so it might pull your metal tools towards it – that's normal.



Bulging wires?

Carefully push any bulging, excess wires back through the hole so that they are not sticking out past the Smart Base.

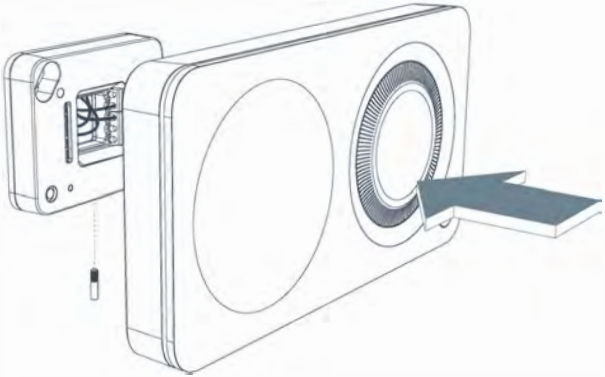
NOTE: The Hub will be placed over the Smart Base. Any wires sticking out might prevent the Hub from powering up.



Attach the Hub.

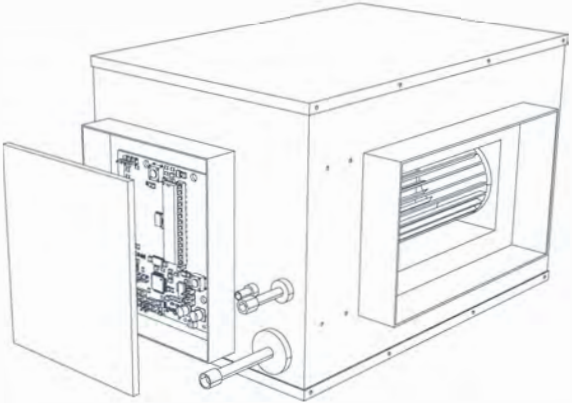
Place the Hub on the Smart Base. This can be placed with the screen on the left or on the right; as you like.

The hub will be magnetically attached to the Smart Base. If needed you can also secure the hub with the supplied security screw.



Go to your AC indoor unit.

Go to your indoor air conditioner unit and open the access panel to the electronics board.

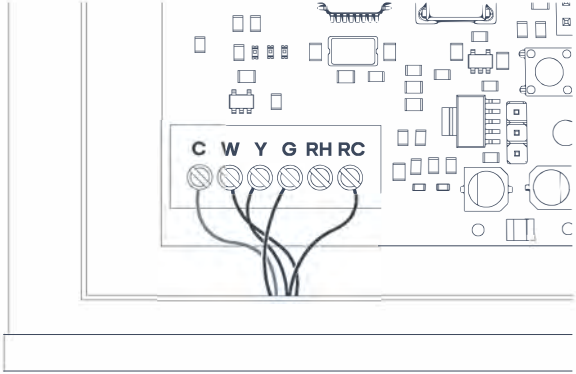


Connection of spare wire.

Locate the spare wire that was used for the "C" wire connection to your Smart Base.

Connect it to the "C" terminal on the indoor unit board.

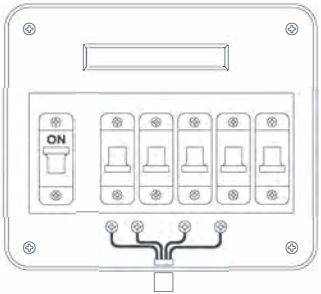
Close the door panel when finished.



Switch the power back on.

You can now switch the power back on to your HVAC system.

This can be done through the master switch on your HVAC system or you circuit breaker box.

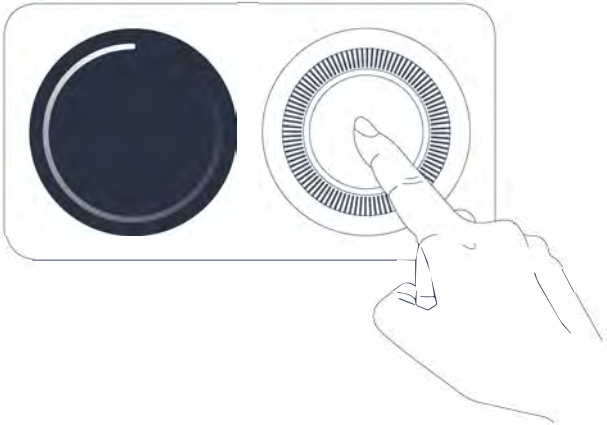


Power on!

Congratulations!
You just installed your new Milieu Climate Connected Thermostat.

Press and hold the front button to power the unit on.

Please follow the on-screen instructions to set up your device.



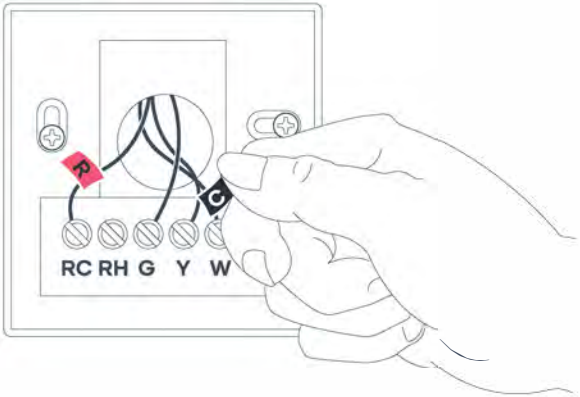
No "C" wire or spare wire.

We will need to re-purpose wires in order to get power, and control of your air conditioner.

Re-label wires.

With the wires still connected, select any 2 wires and use the sticky labels provided on page 14 to label them as "R" and "C".

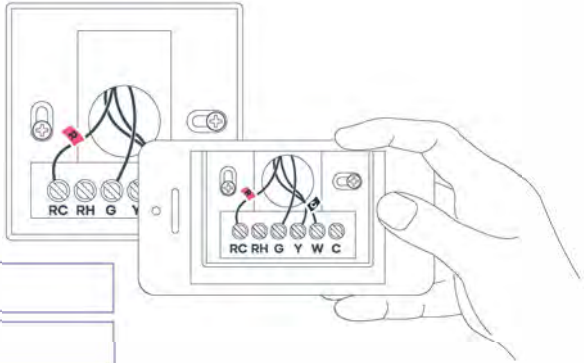
TIP: If you have an "R" wire you should simply label this as "R".



Your wire connections.

Take a picture of your wire connections with your labels on your old thermostat.

It will be important to know what wires you labeled "R" and "C". Write them below.



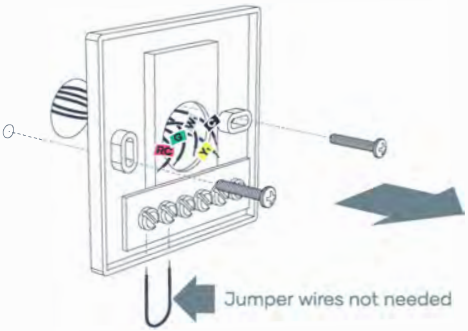
My R label wire is connected to:

My C label wire is connected to:

Remove old thermostat.

Disconnect the wires and remove your old thermostat base from the wall.

Don't worry about any jumper wires connected. Remove them along with the old thermostat.

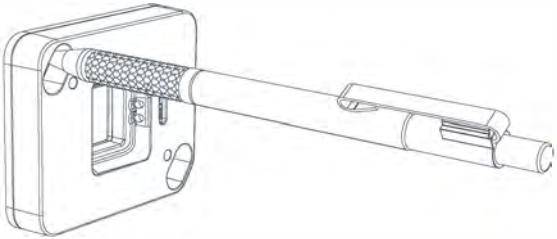


Prepare to install your Power Base.

Use the Power Base to mark positions for screws, on the wall. You can use a bubble level to make sure Power Base is level.

Depending on your wall material, a drill might be needed to secure your wall anchors.

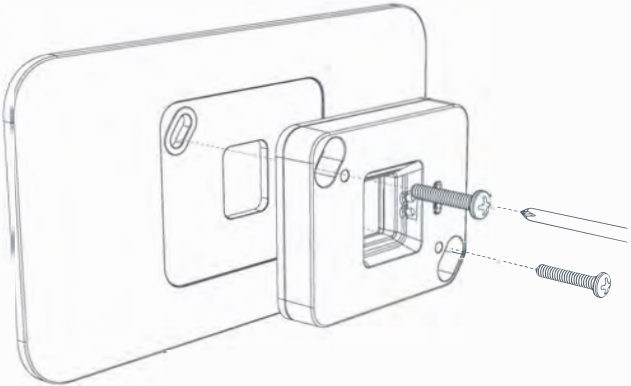
NOTE: Your Smart Base will be installed near your air conditioner indoor unit.



Using the Trim Plate?

You might want to use the Trim Plate in order to cover up holes in your wall from the old thermostat.

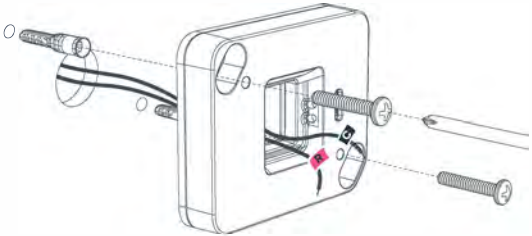
If so, place it on the wall first and screw the Power Base over the top of the Trim Plate.



Screw in your Power Base.

Bring the 2 labeled wires through the centre opening in the Power Base and attach the Power Base to the wall using the supplied screws.

Again, depending on your wall material you may want to use the supplied wall anchors as well.



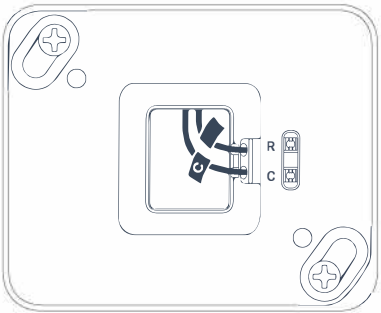
Make sure unused wires are capped/terminated before pushing them into the wall cavity.

Connect wires.

Connect the R and C labeled wires to the "R" and "C" sockets in the Power Base.

All other wires can be pushed back into the wall. You do not need them.

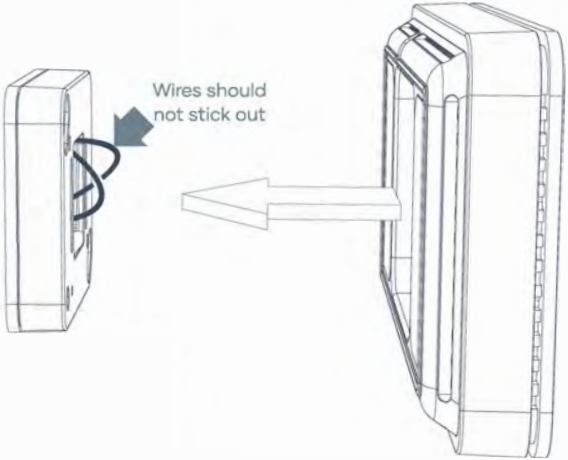
NOTE: The Smart Base has magnets so it might pull your metal tools towards it – that's normal.



Bulging wires?

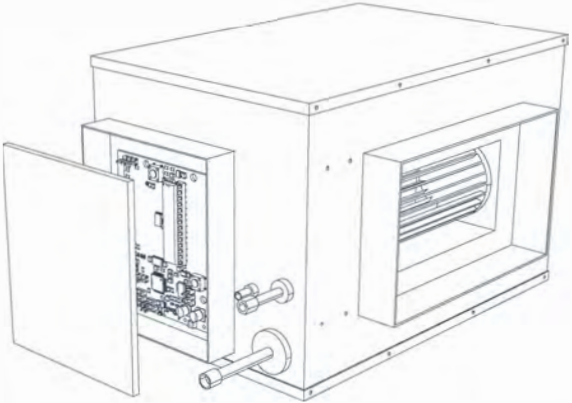
Carefully push any excess, bulging wires back through the hole so that they are not sticking out past the Power Base.

NOTE: The Hub will be placed over the Power Base. Any wires sticking out might prevent the Hub from powering up.



Go to your AC indoor unit.

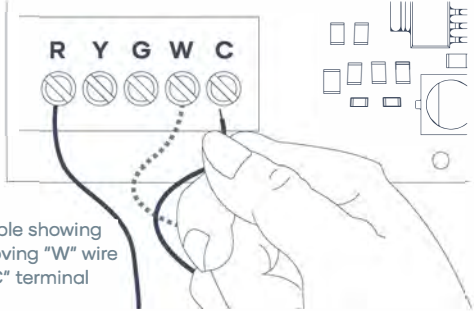
Go to your indoor air conditioner unit and open the access panel to the electronics board.



Repurpose wires.

Locate where your wire connections are. Open the photo or check your notes to see which wires you labeled "R" and "C".

If needed you will have to reconnect those wires to the "R" and "C" terminals on your indoor unit. Disconnect all other wires. You only need the "R" and "C" connections.



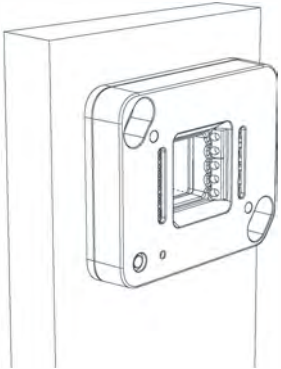
Example showing user moving "W" wire to "C" terminal

Make sure unused wires are capped/terminated before pushing them into the wall cavity.

Prepare to install your Smart Base.

Select a location to install your Smart Base. This should be relatively close to your indoor unit as you will need to connect wires to it.

A wood or plasterboard panel where you have access to the back for wiring is one suggestion.

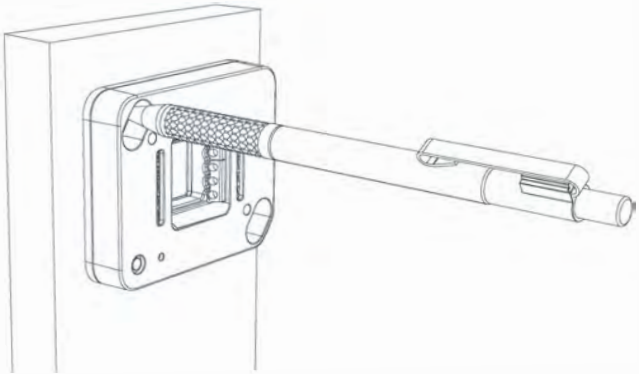


Mark your drill holes.

Using your Smart Base as a template, mark out the following holes:

→ 2 x holes on the corners for the screw locations.

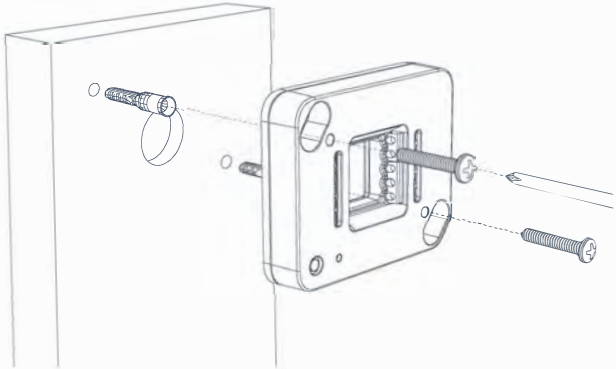
→ 1 x hole in the centre for the cabling to come through.



Screw in your Smart Base.

Screw the Smart Base in place using the supplied screws.

Again, depending on the material your screwing the Smart Base to, you may want to use the supplied wall anchors as well.

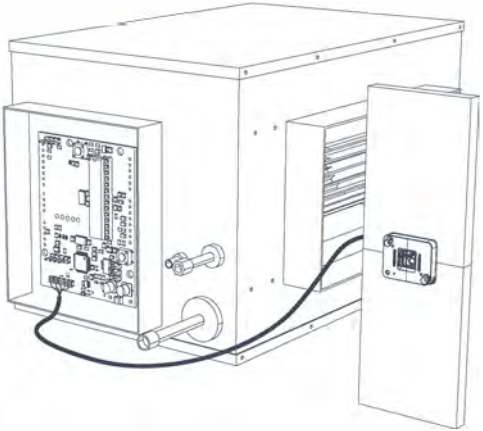


Wire Smart Base to indoor unit.

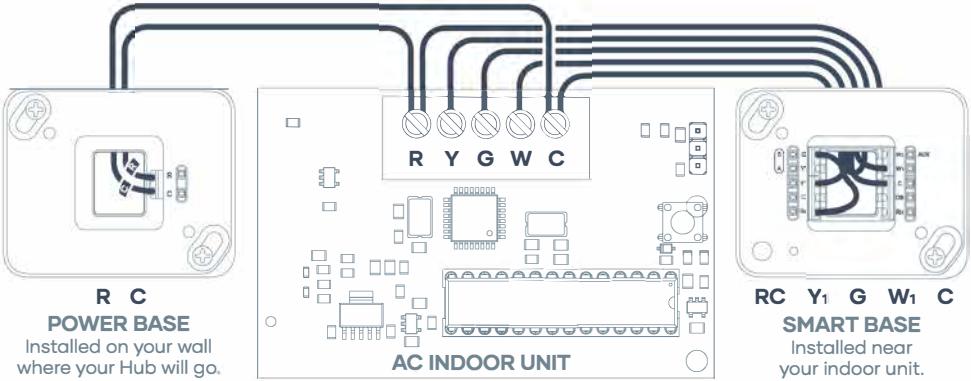
We will now wire up connections from your indoor unit to the Smart Base.

You will need several spare wires long enough to connect the Smart Base to the indoor unit terminals.

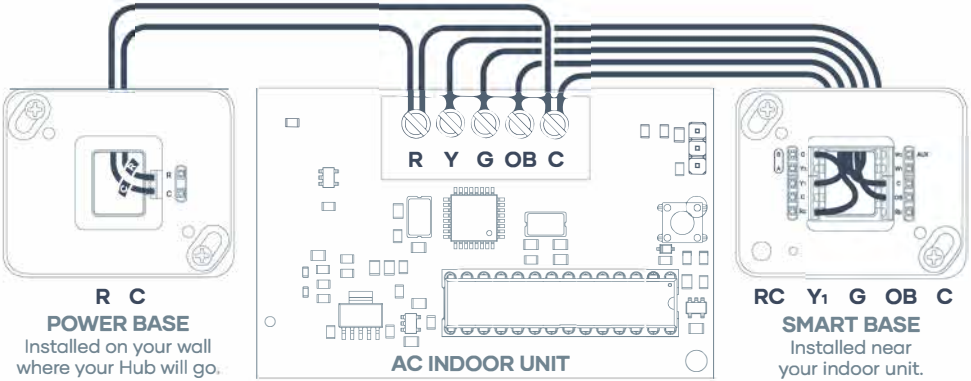
Please see the next page for a detailed wiring diagram.



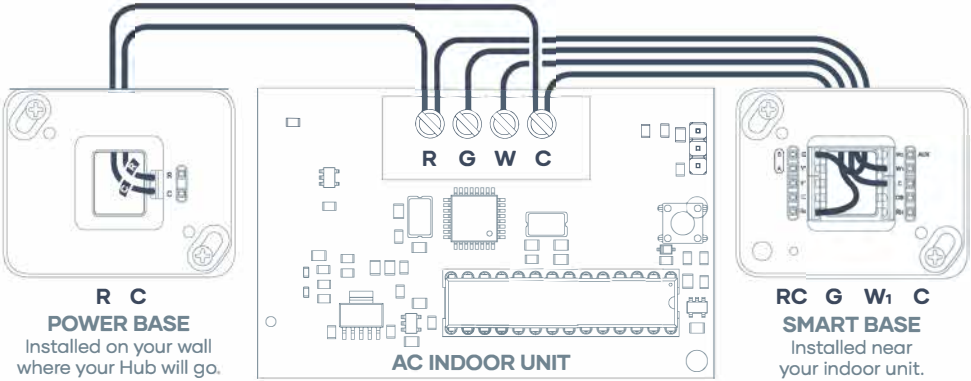
Heat/cool conventional system.



Heat pump system.



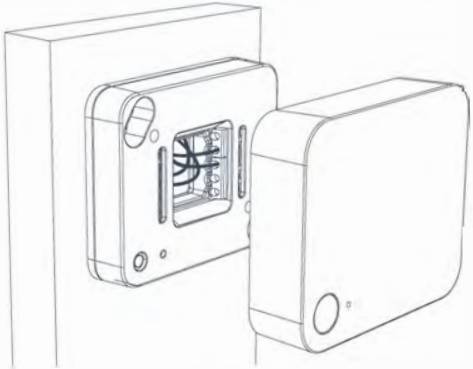
Gas system.


R G W C
R C
POWER BASE
Installed on your wall where your Hub will go.
AC INDOOR UNIT
RC G W1 C
SMART BASE
Installed near your indoor unit.

Attach the Smart Base Cover.

Once you have finished wiring make sure any bulging wires are carefully pushed back through the hole so that they are not sticking out past the Smart Base.

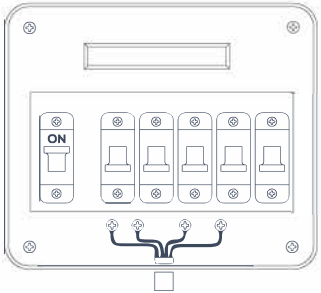
You can now place the cover onto the Smart Base. You can also close the panel door for your indoor unit.



Switch the power back on

You can now switch the power back on to your HVAC system.

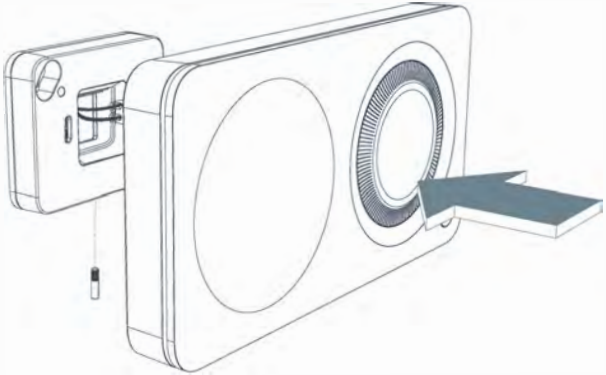
This can be done through the master switch on your HVAC system or you circuit breaker box.



Attach the Hub.

Place the Hub on the Power Base. This can be placed with the screen on the left or on the right; as you like.

The hub will be magnetically attached to the Power Base. If needed you can also secure the hub with the supplied security screw.

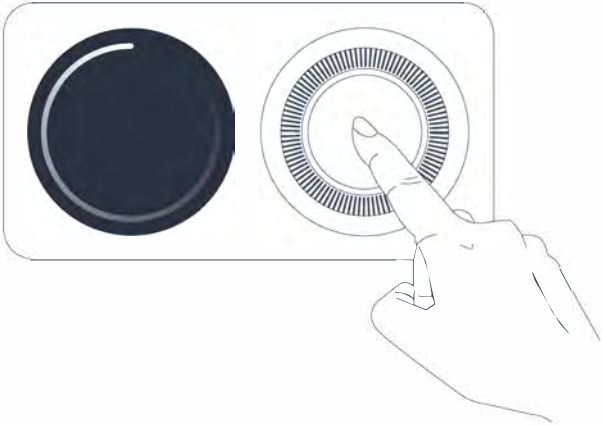


Power on!

Congratulations!
You just installed your new Milieu Climate Connected Thermostat.

Press and hold the front button to power the unit on.

Please follow the on-screen instructions to set up your device.



Troubleshooting.

Reboot the Hub and Smart Base

a. Hub – press and hold button for 10 seconds

b. Smart Base – press and hold button for 10 seconds

Wi-Fi

a. Does not connect – try restarting your router

Hub does not power up

a. Check the Smart Base LED is on

b. Check that the wires are inserted correctly into the Smart Base

c. Try powering the Hub with the USB-C cable

Air con does not start in the selected mode

a. Check Smart Base LED is the correct colour for the mode you want

b. Check Smart Base modes change when you change modes on the Hub

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

→ check the connection by going to Settings > Technical

→ find "Thread", it should say connected

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

Mobile IOS and Android App

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

b. Quit app and reopen

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

→ Check Internet connection on the Hub Technical page

→ Go to Settings > Wi-Fi and check you are connected to your router or go to Settings > Technical > Technical info and check that "is cloud connected" says yes

→ If "is cloud connected" says no, try either rebooting the Hub or restarting your router

Need more help?

Visit milieulabs.com.au/support

Email support@milieulabs.com.au

Call +61 2 9659 7438

Warranty.

This Milieu Labs manufacturer warranty (the "Warranty") is granted by Milieu Labs ("Milieu Labs Pty Ltd") to "You", the purchaser of the newly manufactured Milieu Climate Connected Thermostat, subject to the following terms and conditions. Services under this Warranty will be rendered by Milieu Labs accredited Service Agents and Repair Centres.

Warranty period of the Product

This warranty applies to the Milieu Climate Connect Thermostat parts for a period of 2 years from the date of purchase. If proof of purchase cannot be provided, the manufacture date of the Product will be considered as date of purchase.

Statutory Guarantees

Milieu Labs goods and services come with guarantees that cannot be excluded under the Australian Consumer Law.

For major failures with the service, you are entitled:

- to cancel your service contract with us; and
- to a refund for the unused portion, or to compensation for its reduced value.

You are also entitled to choose a refund or replacement for major failures with goods. If a failure with the goods or a service does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done, you are entitled to a refund for the goods and to cancel the contract for the service and obtain a refund of any unused portion.

You can find more information about the Australian Consumer Law on the ACCC website: accc.gov.au (see under "For Consumers" tab). Milieu Labs Pty Ltd offers this Warranty in conjunction with any guarantees imposed by the Australian Consumer Law.

General

Milieu Labs warrants the Product to be free from defects in workmanship and materials for the Warranty Period. The Warranty does not cover bundled accessories, which were delivered together with the Product such as: cables, etc. If the Product fails during normal and proper use within the Warranty Period, Milieu Labs will repair or replace the defective parts of the Product, or the Product itself, with new or reconditioned parts or products that are functionally equivalent or superior to those originally supplied.

This Warranty applies only if the Product was newly manufactured on the date of purchase. Please keep the original purchase invoice and this warranty card for future service request. This Warranty does not include failure caused by improper installation, operation, cleaning or maintenance, accident, damage, misuse, abuse, non-Milieu Labs modifications to the product, normal wear and tear or any other event, act, default or omission outside Milieu Labs' control.

All components repaired or replaced by an Milieu Labs accredited Repair Centre will be under warranty for the remaining period of Warranty, or for no less than 3 months.

If the Product is under Warranty, You hereby agree to transfer the ownership of replaced defective parts and such parts shall automatically become the property of Milieu Labs.

Customer Responsibility

When using the Product

- Read the user manual first and use the Product only according to the user manual.
- Keep the original packaging. In case the Product needs to be returned for repair, original packaging provides a better protection for the Product during transportation.
- Please check the manual and Milieu Labs support website for predefined solutions, before contacting the customer service.

When contacting Milieu Labs Customer Service

- Before contacting Milieu Labs technical support, ensure that You have the Product in front of You and that it is turned on, if feasible. Please also be ready to provide the Product's serial number, the model name and proof of purchase.
- Technical support hotline phone number can be found in the 'Need more help?' section of this booklet.
- You will be required on request of Milieu Labs to support with troubleshooting of the Product, which may include for example below types of actions
  - Running diagnostic tools and programs on the Product
  - Performing other reasonable activities requested by Milieu Labs, which will assist in identifying or resolving the problems
- If the problem is not solved remotely, Milieu Labs will issue a RMA number for Your Product. Please record Your RMA Number for service case tracking purposes.

- Describe the problem clearly and completely on the RMA request form
- Enclose a copy of this completed warranty card and a copy of Your sales invoice/receipt detailing the purchase of Your Product. (Please note: Milieu Labs reserves the right to request the original documents.) If You do not provide the requested documents for warranty validation, then the manufacture date of the Product as recorded by Milieu Labs will be deemed to be the date of purchase.
- Pack the Product with its original packaging. The original packaging will provide better protection for the Product during delivery. If the Product is not packaged properly in its original box, Milieu Labs will not be liable for any damage occurred during transit. Please do not send in anything but the Product itself unless specially requested by Milieu Labs. Please remove any accessories from the Product. Milieu Labs shall have no liability for the loss, damage or destruction of accessories unless they are caused by wilful or gross negligent acts by Milieu Labs.

Exclusions from this limited Warranty

Milieu Labs does not warrant uninterrupted or error-free operation of this Product. The warranty only covers technical hardware issues during the warranty period and in normal use conditions.

It does not apply to customer induced damages or circumstances such as but not limited to:

- the Product has been tampered, repaired and/or modified by non-authorised personnel;

- the serial number of the Product, components or accessories has been altered, cancelled or removed;
- the warranty seals have been broken or altered;
- obsolescence;
- damage (accidental or other) to the Product that is cosmetic, meaning damage that does not impact the operation and functioning of the Product, such as without limitation to rust, change in colour, texture or finish, wear and tear, gradual deterioration;
- damage to the Product caused by war, terrorism, fire, accident, natural disaster, intentional or accidental misuse, abuse, neglect or improper maintenance, use under abnormal conditions;
- damage to the Product caused by improper installation or improper connection;
- damage to the Product caused by an external electrical fault or any accident;
- damage to the Product resulting from use outside of the operation or storage parameters or environment detailed in the User's Manual;
- In-usability of or damage to the Product caused by contamination with hazardous substances, diseases, vermin or radiation.
- fraud, theft, unexplained disappearance or wilful act;

Except as provided in this warranty and to the maximum extent permitted by law, Milieu Labs is not responsible for direct, special, incidental or consequential damages resulting from any breach of warranty or condition, or under any other legal theory, including but not limited to loss of use; loss of revenue; loss of actual or anticipated profits (including loss of profits on contracts); loss of the use of money;

loss of anticipated savings; loss of business; loss of opportunity; loss of goodwill; loss of reputation; loss of, damage to or corruption of data; or any indirect or consequential loss or damage whatsoever caused including the replacement of equipment and property, any costs of recovering or reproducing any data stored on or used with the Product. The foregoing limitation shall not apply to death or personal injury claims, or any statutory liability for intentional and gross negligent acts and/or omissions by Milieu Labs. Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages; to the extend such jurisdiction is governing this Warranty the above limitations do not apply to You.

Out of Warranty Cases:

Returning the Product to the Milieu Labs Repair Centre during the warranty period does not automatically mean that it will be repaired free of charge. Upon receiving Your Product, Milieu Labs reserves the right to check the validity of Your Warranty and Your request for Warranty service.

If Your service request is found to be out of Warranty a Service Charge List with an offer for repair will be provided to You. You have the right to accept or reject the repair offer.

If You accept the repair, we will invoice You for the repair labour, spare parts and other costs stated in the Service Charge List. You must pay the invoice within 4 weeks of the date of issue of the invoice.

In the event that You reject the repair although it was reasonably identifiable for You at the time You returned the Product to the Milieu Labs Repair Centre that Your service request is out of Warranty, we reserve the right to invoice You with the handling and storage costs.

The Product will only be returned after receiving the invoiced amounts from You.

If You do not pay the invoice by the due date, and the invoice amounts exceed the remaining value of the Product, You agree to transfer the ownership of the Product to Milieu Labs in order to settle the invoice.

Making a Warranty Claim

To make a claim You can do one of the following things:

- contact our team by telephone on +61 2 9659 7438; or
- contact our team by email at support@milieulabs.com.au; or
- visit Your retailer (place of purchase) and lodge the claim personally with retail staff.

When You lodge Your claim, You should provide a full description of the Product and the reason for the claim.

Once You have lodged Your claim, we will ask You to return the Product. To return the Product, You can do one of the following things:

- return the Product to Your retailer (place of purchase); or
- arrange for the Product to be delivered to Milieu Labs (at Your own expense); or
- request that Milieu Labs arrange a courier to collect the Product from You (This applies only if the Product is covered under the Warranty. Milieu Labs will bear this cost); or
- return the Product to Your local Milieu Labs Service Centre.

You will need to present Your receipt as proof of purchase in order to make a claim under the Warranty. You can do this by:

- emailing a copy of the receipt to us at [Service/Support email address]; or

- including a copy of the receipt with the Product if it is delivered to Milieu Labs for repair; or
- providing a copy to Milieu Labs Service Centre staff if You return Your Product to Your local Milieu Labs Service Centre.

We will then assess Your claim and notify You whether it is covered under the Warranty. The decision whether to repair or replace a Product is at our sole discretion unless there is a "major failure" as defined in the Australian Consumer Law.

If the claim is approved, we will deliver the repaired or replaced Product back to You at our own cost. You will need to provide us with Your contact details so that we can return the Product to You.

If the claim is rejected and we determine the Product is not covered under the Warranty, we will deliver the Product back to You. This will be at Your expense. If Your claim is not covered, Milieu Labs will offer to repair the Product at Your expense.

Please note that our courier service is limited to areas within Australia that are accessible by our couriers. For more information please contact our team on +61 2 9659 7438.

Milieu Climate is a product designed by **Milieu Labs** in Sydney, Australia.

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FCC Warning

This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any inte rference received, including interference that may cause undesired operation.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interferenceto radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

Radiation Exposure Statement

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator and your body.