Getting the Most From Your Lossnay Wi-Fi Control

A quick-start guide to your Wi-Fi Control App



Now you can see and feel the Lossnay difference

Lossnay Energy Recovery Ventilation

For a Healthier, Drier and Warmer Home

Ventilating your home is vital as it maintains air quality and helps control moisture build-up, to create a healthier and more comfortable environment all year round.

The Mitsubishi Electric Lossnay System is a patented balanced pressure energy recovery ventilation solution that uses fresh air (not attic air) to ventilate your home. The system works by extracting stale air from inside your house and replacing it with allergen-reduced fresh air from outside.

Maximise Energy Efficiency with Heat Recovery

Unlike other systems, our advanced Lossnay Core recovers energy from the extracted stale air, to pre-warm or pre-cool the incoming air. As a result, an existing heating appliance in the room does not have to work as hard to reach desired temperatures, maximising energy efficiency and reducing your energy bill.



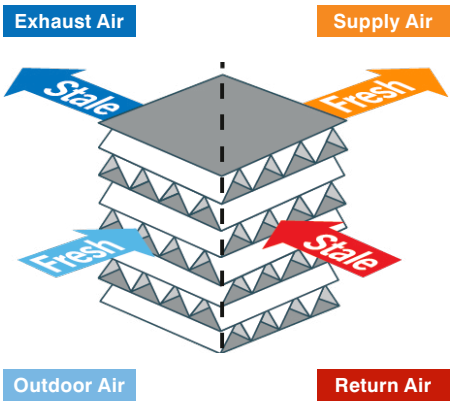
How the Lossnay Core Works

Exhaust Air

As the stale Return Air is removed, the Lossnay Core 'recovers' the useful heat energy from it. The air is then exhausted outside along with the unwanted pollutants.

Outdoor Air

Fresh Outdoor Air is first filtered, then passed through the Lossnay Core. This allows it to be pre-warmed in winter (or pre-cooled in summer) using the energy recovered from the Return Air.



Airflow shown in Winter Mode

Supply Air

Supply Air then enters your house as fresh pre-warmed or pre-cooled air.

Return Air

The stale air extracted from your home is Return Air, which can contain high levels of CO_2, odours and other pollutants. This Return Air stream also contains heat energy that Lossnay can recover, which is not the case with positive pressure ventilation systems.

The Lossnay Difference

Retains Heat to Pre-Warm Incoming Air

Lossnay's unique Heat Recovery Technology collects up to 93%*1 of the heat energy in outgoing air to pre-warm or pre-cool the incoming fresh air.

Energy Efficient, Save on your Power Bill*2

With Lossnay's Heat Recovery Technology, less additional heating/cooling of incoming air is required to quickly achieve your ideal home temperature – saving you money.

Improved Air Quality

Lossnay ensures a well-ventilated home without opening windows, by drawing in fresh outdoor air and not attic air. Indoor air quality is improved as high levels of CO_2, odours, pollen and other pollutants are removed – ideal for allergies and asthma.

Moisture and Condensation Control

Effectively reduces moisture in your home by directly removing stale air that can cause condensation.

Whisper Quiet Operation

From an ultra quiet 14dB*3, Lossnay is the ideal solution for residential homes and apartments where quiet comfort is key.

Automatic Free Cooling Mode*4

Lossnay's temperature sensors automatically enter Automatic Free Cooling Mode when the outside air is cooler than the desired inside set temperature. At night, cooler fresh air is introduced and stale air is extracted, bypassing the Lossnay Core to pre-cool a home that has overheated during the day.









*1 LGH-50RVS at lowest fan speed. *2 Compared to the use of a 100% fresh air, conventional ventilation system. *3 VL-220C2GV on lowest fan speed. Measured at 1.5m.
*4 In comparison to using a dedicated cooling device. The unit will continue to use a small amount of power to bring colder fresh air from outside.

Contents

1. See by How Many Degrees Lossnay Pre-Warms or Pre-Cools Incoming Fresh Air 4

1.1. Pre-Warming 4

1.2. Pre-Cooling 5

2. Automatic Free Cooling Mode 7

2.1. Summer Bypass 7

2.2. Boost Mode 9

3. Automatic Filter and Core Cleaning Reminders 9

4. Timer and Fan Settings 10

4.1. Sleep Timer 10

4.2. Rule Setting 11

5. Optional CO_2 Monitoring For Optimal Air Quality 12

6. Wi-Fi Interlock for Lossnay and Ducted Heat Pump Systems 14

6.1. How to Activate Interlock 14

6.2. Interlock Modes 15

6.3. Successful Interlock 15

7. The Lossnay Ventilation Range 16

See and Feel the Lossnay Difference with Advanced Wi-Fi Control

The Wi-Fi Control App not only displays the real-time percentage of heat recovered but also shows by how many degrees Lossnay is pre-warming or pre-cooling incoming fresh air at any given time.

In addition, the App proactively reminds you when it is time to clean your filters, maximising both cost-efficient operation and health benefits.

The Lossnay RVS and RVX3 Models have the option of an additional CO_2 sensor. When connected with the optional Wi-Fi Control Adapter, CO_2 levels can be viewed in real-time making it ideal for schools, medical facilities and offices.

Lossnay Wi-Fi Control comes standard with the Vertical Lossnay Series, and as an optional extra for the LGH-Ranges.



Pre-warming in winter

Pre-cooling in summer

SCAN ME!

Try the demo today



ADVANCED Wi-Fi CONTROL

App screens are subject to change from brochure publication date.

1. See by How Many Degrees Lossnay Pre-Warms or Pre-Cools Incoming Fresh Air

1.1. Pre-Warming:

See by How Many Degrees Lossnay Increases the Average Temperature of the Incoming Air

The example on the screen displays Lossnay pre-warming the incoming fresh air as it crosses over with the outgoing damp, stale air from inside the home.

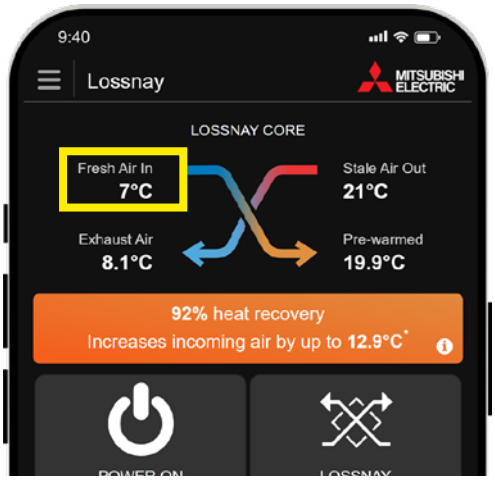


The App shows by how many degrees Lossnay is able to pre-warm the fresh air being introduced into the home.

In winter, Lossnay helps to reduce the need for additional heating of incoming fresh air, maximising energy efficiencies.

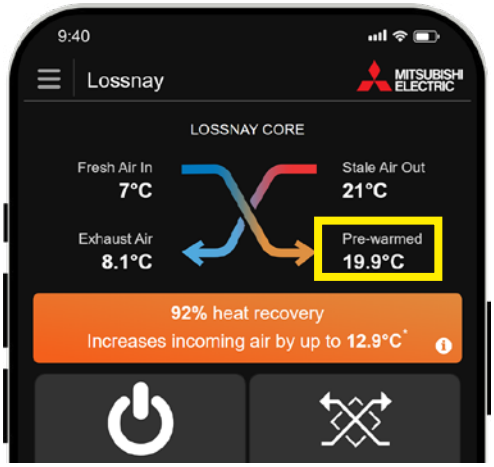


In this example on screen, the outdoor temperature is 7°C.



The cold incoming air is then increased by 12.9°C as it passes through the Lossnay Core.

This means that the air introduced into the home is 19.9°C (not 7 °C).



In this example, the average indoor temperature is 21°C.

Therefore, the primary heating source inside the home only needs to increase the temperature of incoming fresh air by 1.1°C. This is the difference between the pre-warmed 19.9°C air and the average indoor temperature of 21°C.



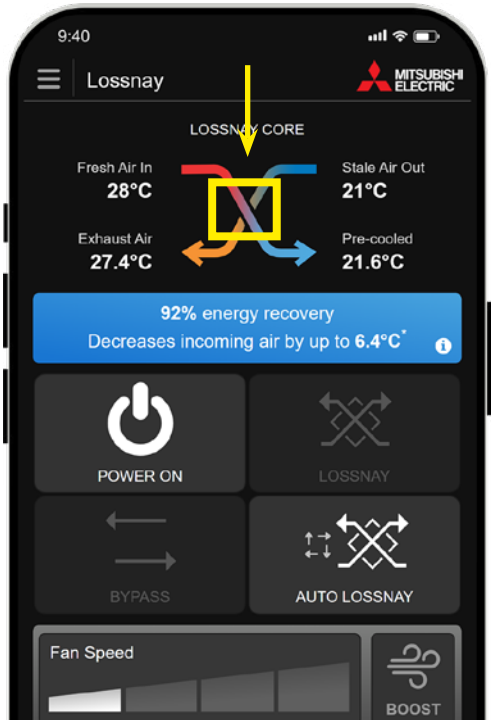
1.2. Pre-Cooling:

See by How Many Degrees Lossnay Decreases the Average Temperature of the Incoming Air

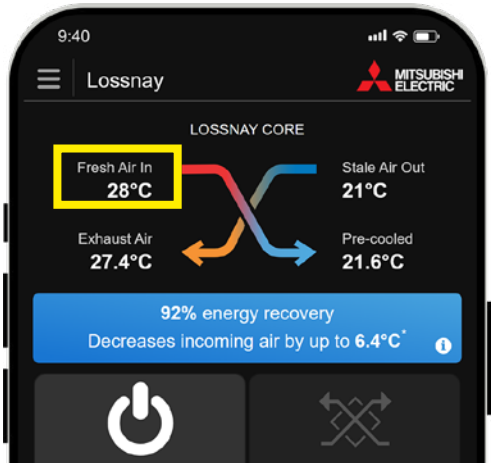
In summer, the App shows by how many degrees Lossnay is able to pre-cool the incoming fresh air when it crosses over with the outgoing stale air from inside the home.

Thanks to the unique Lossnay Core, if you are using an air conditioner in the home for cooling, the outgoing stale air will be used to pre-cool the incoming fresh air.

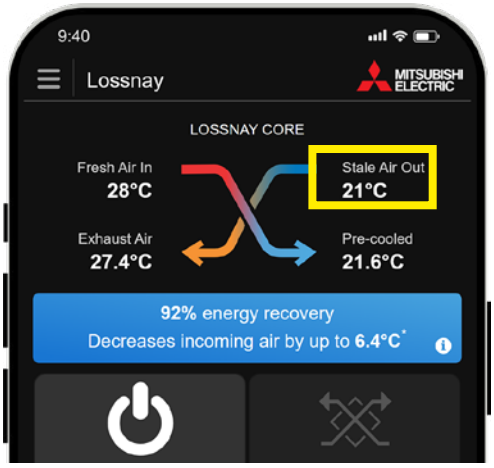
This means that less additional energy is needed to cool the incoming air to the desired temperature, maximising energy efficiency.



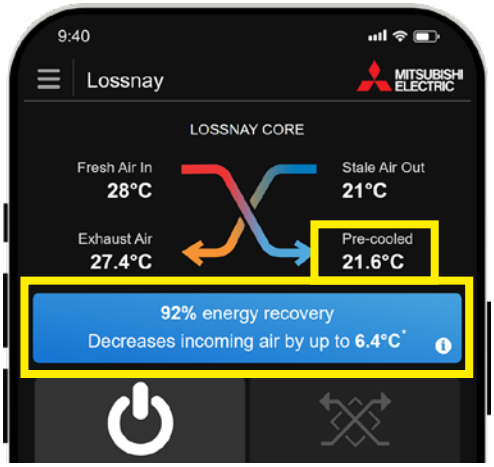
In this example, the outside air temperature is 28°C.



The outside air is drawn into and filtered through the Lossnay Core, where it crosses over the outgoing air-conditioned indoor air, which is showing as 21°C in this example.



As a result, the warmer incoming fresh air is decreased by 6.4°C and is introduced into the home at 21.6°C, instead of 28°C.



In this example, the desired indoor room temperature is 21°C.

The primary cooling source inside the home therefore only needs to decrease the temperature of incoming fresh air by less than 1°C. This is the difference between the pre-cooled 21.6°C air and the ideal room temperature of 21°C.

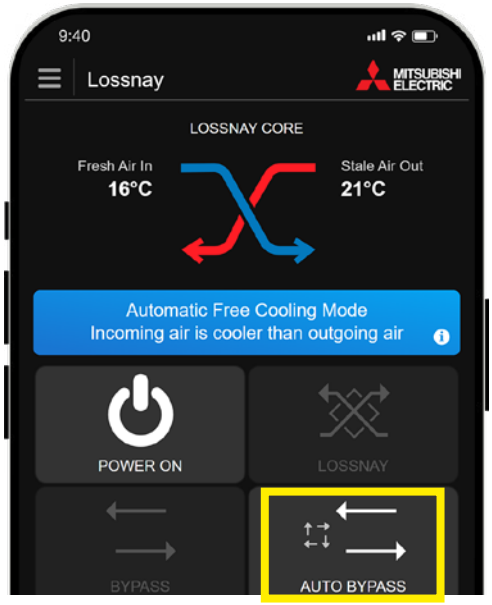


2. Automatic Free Cooling* Mode

2.1. Summer Bypass

TIP!

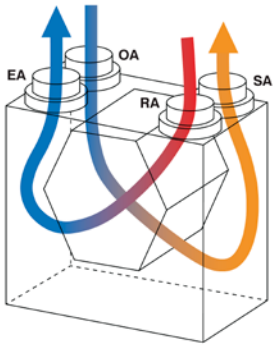
Note: For this mode to operate, your installer needs to have set this up first. Please contact your installer if you are unsure.



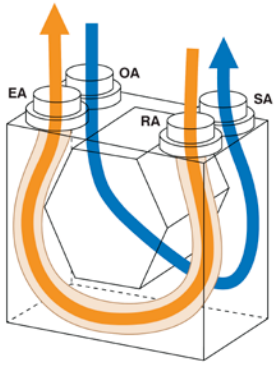
When Lossnay is operating in Auto Mode as indicated on the screen, onboard temperature sensors will automatically enter Auto Bypass Mode when it detects that the outside air is cooler than the desired set temperature inside the home.

As a result, cooler fresh air is introduced and stale air is extracted, bypassing the Lossnay Core. This is ideal for introducing cooler air into a dwelling that may have overheated during the day once the outside temperature has dropped in the evening.

Heat Recovery Operation



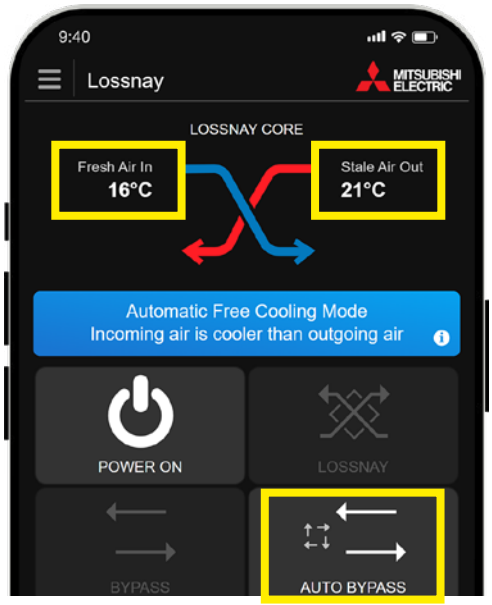
Automatic Summer Bypass Operation



EA: Exhaust Air, OA: Outside Air, RA: Return Air, SA: Supply Air

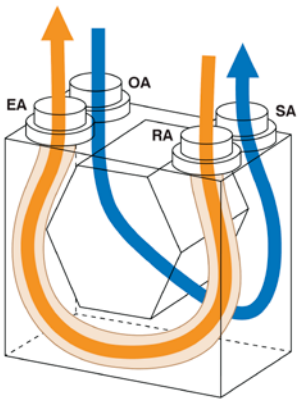
In this example, the night time outside temperature is 16°C.

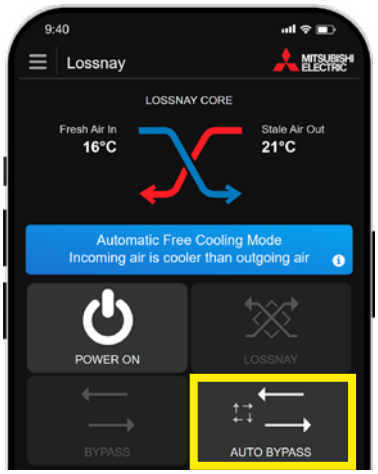
The current indoor temperature is recorded as 21°C.



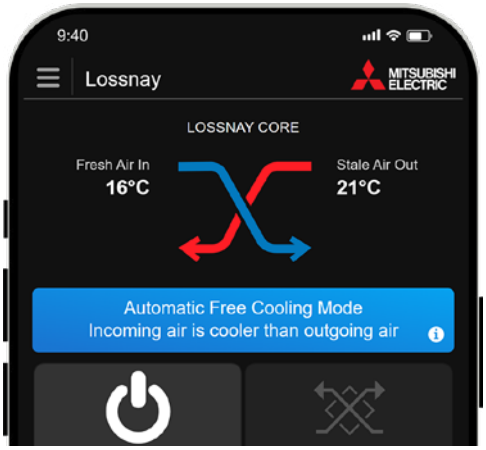
* Compared to a dedicated cooling device. The unit will continue to use a small amount of power to bring colder, fresh air from outside. Lossnay is designed to provide ventilation and is not intended to replace a dedicated cooling device or independently cool a home to a specified temperature.

As the indoor temperature is much warmer than outside, Lossnay automatically bypasses the Core and introduces the cooler air directly into the home.





As a result, the outdoor air being introduced is cooler, helping to reduce the indoor air temperature, unless a pre-set temperature point is met.



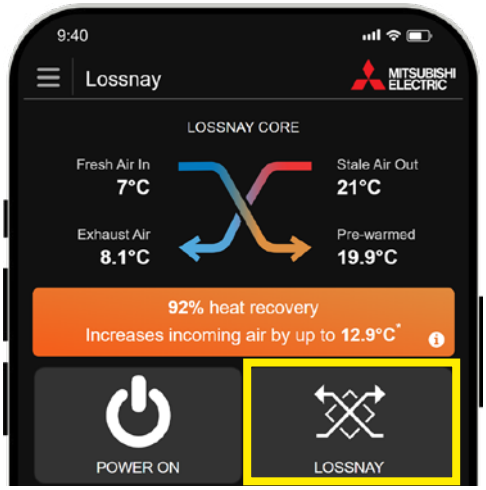
You can manually turn Free Cooling Mode On or Off by changing the Bypass Status of your system. This is done by pressing the '**Bypass**' button as highlighted.

This manual control adjusts the system to stay in Free Cooling Mode until you decide to turn it off.

This is a handy feature in situations such as when the home may be vacant for prolonged periods during summer.



To turn this feature off completely, simply press the '**Lossnay**' button as shown here on the screen.



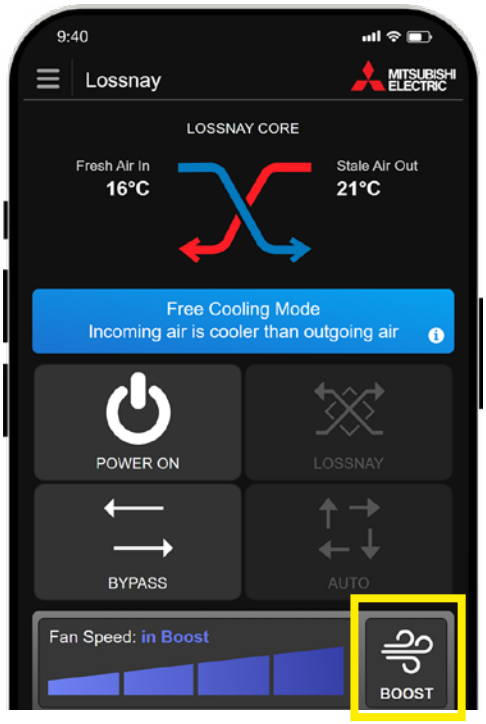
2.2. Boost Mode

Lossnay Wi-Fi Control also features a Boost Mode.

Introduce cooler air even faster by activating Boost Mode, to maximise the number of air changes (how many times the volume of air in a room is replaced or filtered) in a shorter period of time.

In **Boost Mode**, the fan speed is automatically set to maximum for 15 minutes before returning to the original fan speed.

Boost Mode can be activated at anytime and is ideal in situations where the home needs a quick air change due to odours or indoor irritants.

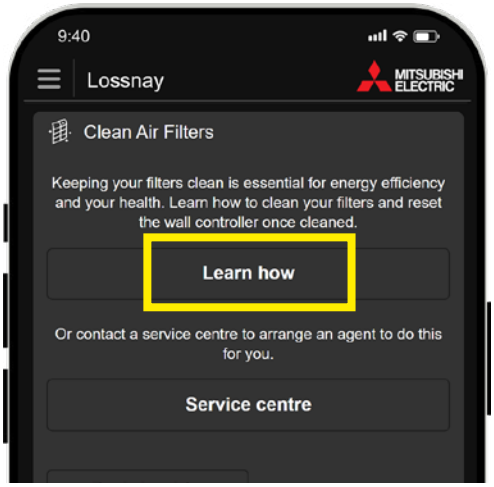


3. Automatic Filter and Core Cleaning Reminders

Once set timings are confirmed during your Lossnay installation, the App will send you proactive cleaning notifications.

You have the option to delay and be reminded later.

To clean the filter or core yourself, you can click the **'Learn how'** button to watch an easy-to-follow video, or read a step-by-step guide and be walked through how you can do this.



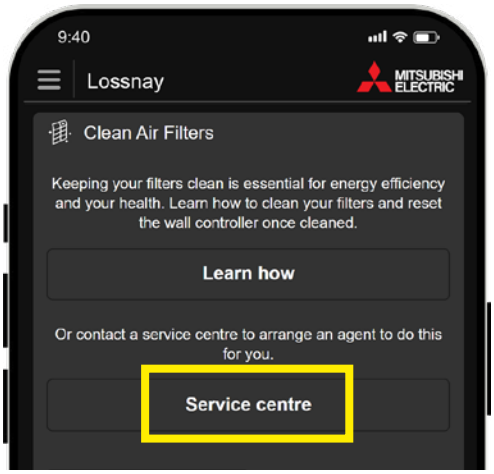
There is a video which outlines how to clean the Lossnay Filters, and another which is a step-by-step guide to cleaning the Lossnay Core.

Scan the QR code, then select your Lossnay model to view videos or PDF guides.



If you would prefer for an authorised service agent to carry out this work or any other maintenance, simply click the 'Service centre' button to be connected with a local installer or service centre.

Or you can call 0800 737 842.



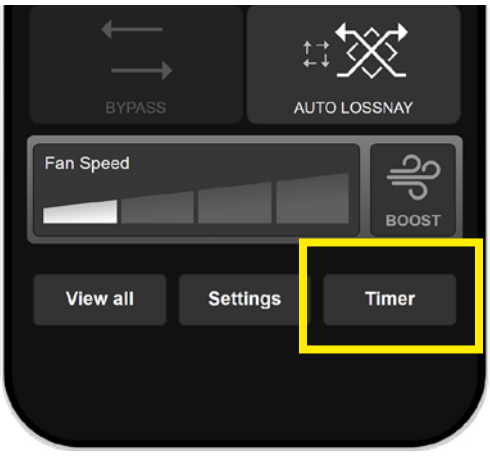
The App will prompt you to select your region and once done will direct you to a list of local service providers to contact.



4. Timer and Fan Settings

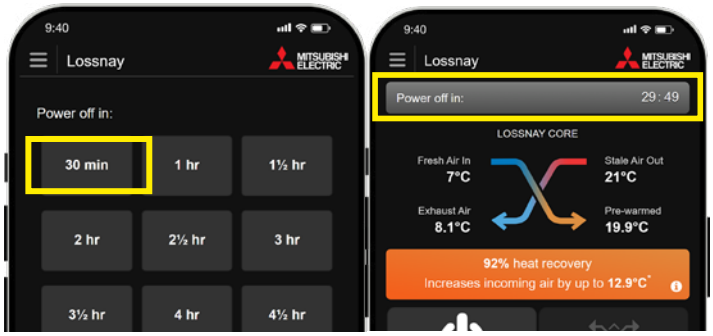
4.1. Sleep Timer

With the sleep timer, you can preset a time you would like the Lossnay unit to turn off. To set a sleep timer, click the 'Timer' button as shown.



Select the time that you would like to turn your Lossnay unit off.

You have now set the sleep timer and can see when the unit will turn off in the top bar.



4.2. Rule Setting

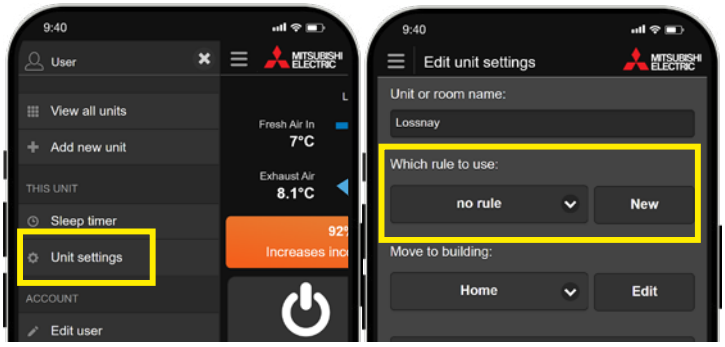
You can set rules and weekly time schedules for your Lossnay unit to operate.

To begin, either press the **'Menu'** icon at the top left of the screen, or press **'Settings'** at the bottom of the screen.



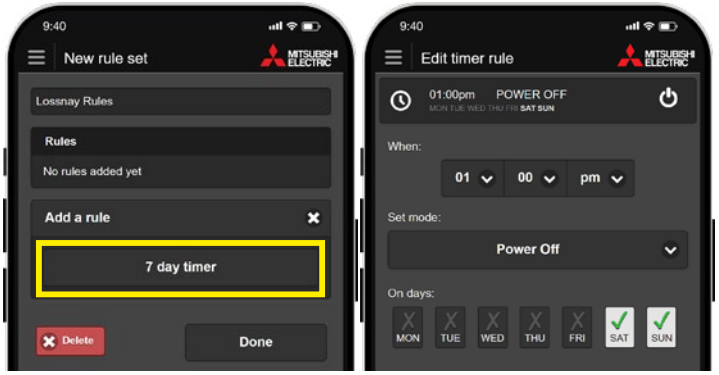
Select **'Unit Settings'**.

Under 'Which rule to use', press the **'New'** rule button.



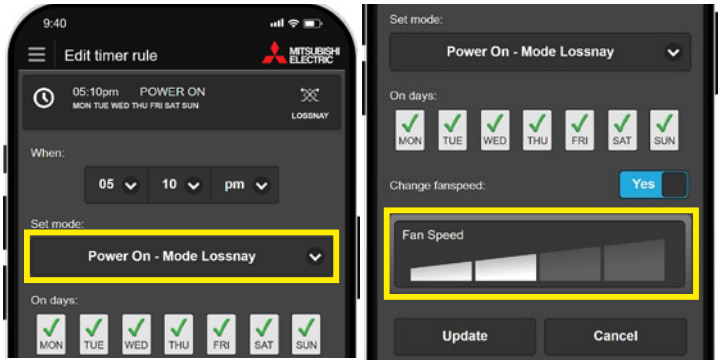
Then, you can add a new rule by pressing **'7 day timer'**.

The App allows you to select times per day for the unit to be turned off. In this example, 1pm has been selected.



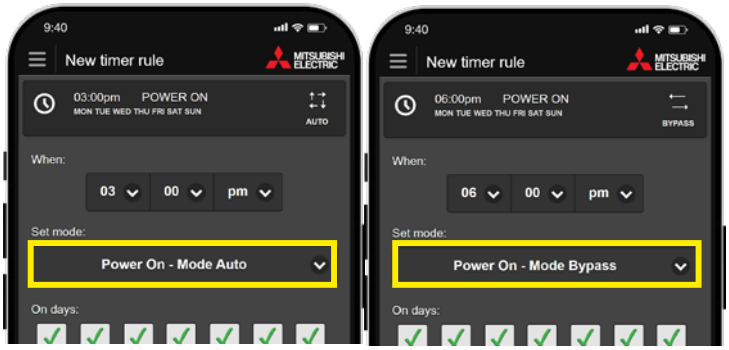
You can set a rule to **'Power On'**, and select the **'Mode'** that you would like your Lossnay unit to operate in. In this example, Power On time is 5:10pm and the Mode is standard Lossnay operation.

You can set your preferred **'Fan Speed'**, in this example Fan Speed 2 has been selected.

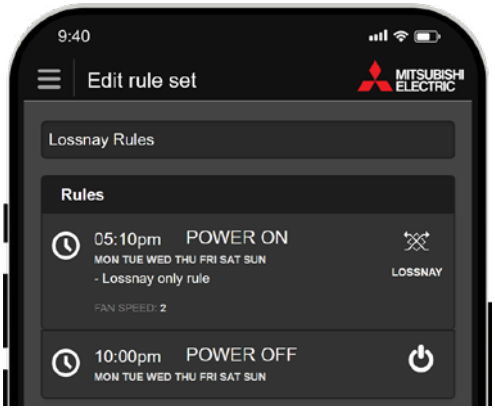


You can also set the operating Mode to 'Auto'.

You can set the operating Mode to 'Bypass' operation. Once you have selected your preferences, click 'Add' to save the rule.



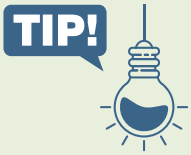
The App will show you each rule that you have created. You can modify or cancel these at any time.



5. Optional CO_2 Monitoring For Optimal Air Quality

The Lossnay RVS and RVX3 Models have the option of an additional CO_2 sensor.

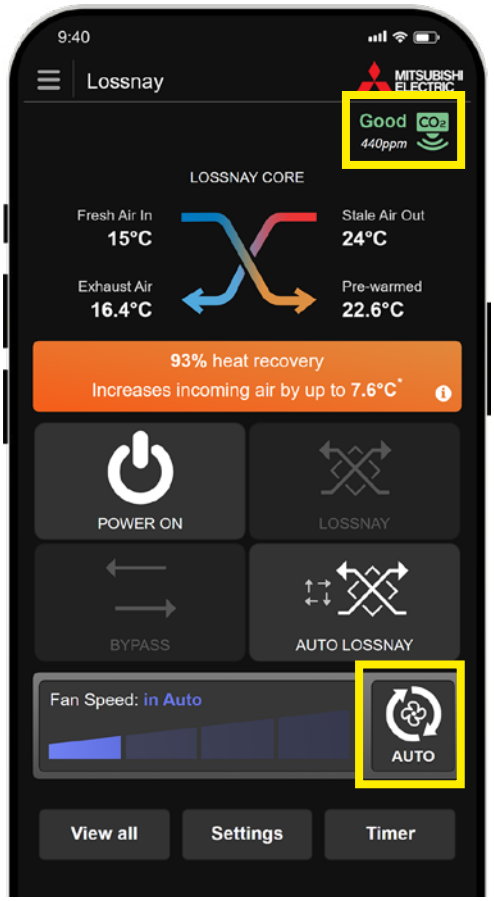
When connected with the optional Wi-Fi Control Adapter, CO_2 levels can be viewed in real-time making it ideal for schools, medical facilities and offices.



Note: For the optional CO_2 sensor to adjust your fan speed, you must ensure the 'Auto' Fan Mode button is turned on.

It is well known that poor air quality impacts health, wellbeing and concentration levels.

In conjunction with the CO_2 sensor and with 'Auto' Fan Mode turned on, the Lossnay RVS and RVX3 systems intuitively adjust airflow to ensure optimum air quality, no matter how many people are in the room. This is indicated in the top right of your screen as shown in the example.

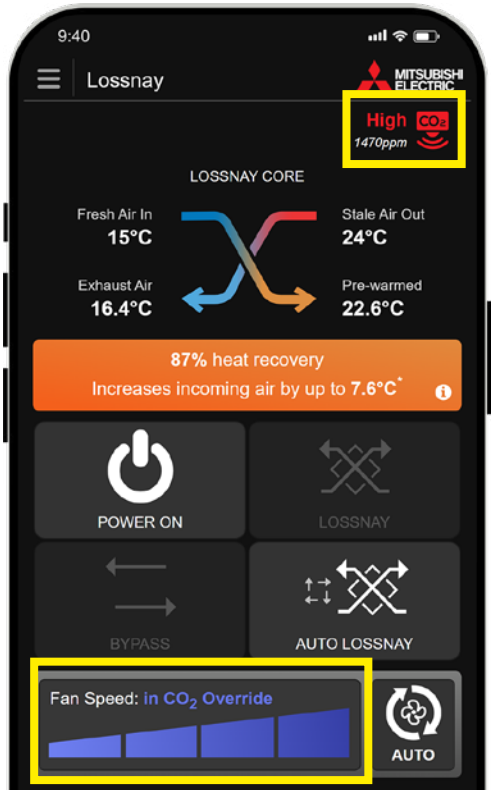


High Levels of CO_2 Detected

The highest **Fan Speed** level will activate when moderate or high levels of CO_2 are detected.

In this example, all 4 bars of **Fan Speed** are activated and the CO_2 level is currently **'High'**, and is shown in red.

High CO_2



Moderate Levels of CO_2 Detected

The system will continuously adjust the maximum volume of fresh air changes until optimum CO_2 levels are reached.

In this example, the App indicates orange or **'Moderate'** CO_2 levels.

Moderate CO_2



Good Levels of CO_2 Detected

Once CO_2 levels are back to normal, this will be indicated on the App as green or **'Good'**.

The system will then revert back to the original fan speed.

Good CO_2



6. Wi-Fi Interlock for Lossnay and Ducted Heat Pump Systems

If you have a Wi-Fi Control Interface for both systems*, you can combine your central ducted heat pump and Lossnay into one powerful home ventilation and air conditioning system through Wi-Fi Interlock.

By activating Interlock through the App, you keep full control of both the heat pump and the Lossnay, while linking them together to effectively operate as a single system.

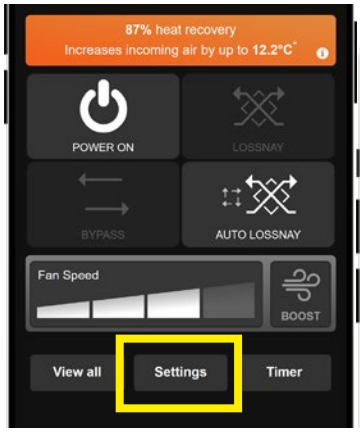
* Note: To enable Wi-Fi Interlock Control, both units will require a Wi-Fi Interface and cannot be connected via CN2L interlocking cable.

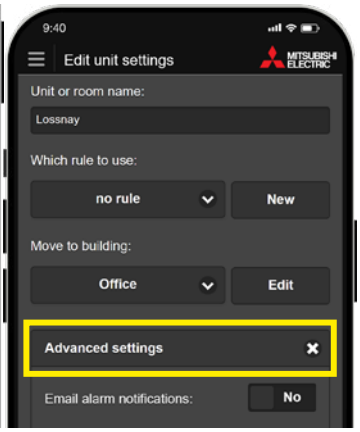


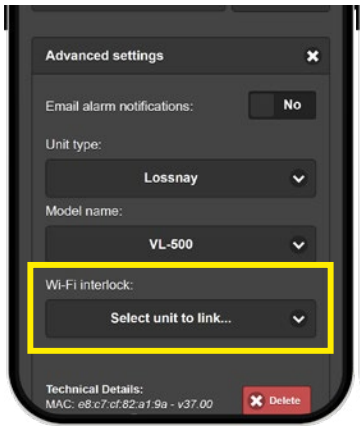
6.1. How to Activate Interlock

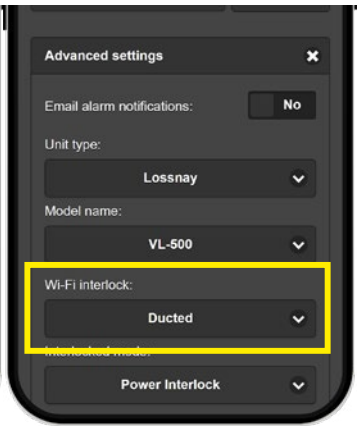
1. Go to the individual control screen in the App. Select ‘Settings’.
2. The select ‘Advanced Settings’.
3. Open the dropdown menu labelled ‘Wi-Fi Interlock’.
4. Choose the heat pump you want to interlock with (the heat pump must be within the same building in the App).

You can select any compatible heat pump model.









6.2. Interlock Modes

There are Two Interlock Modes Available

Power Interlock

1. Turning the interlocked heat pump ON > the connected Lossnay will turn ON.
2. Turning the interlocked heat pump OFF > the connected Lossnay will turn OFF.
3. Turning the interlocked Lossnay ON > the heat pump will turn ON and change mode to FAN ONLY at low fan speed.
4. Turning the interlocked Lossnay OFF (while the heat pump is ON) > the heat pump will remain ON.

This ensures the heat pump does not switch off if it is cold or smoky outside.

Fresh Air Fan Interlock

1. Turning the interlocked heat pump ON > the connected Lossnay will stay OFF.
2. Turning the interlocked heat pump OFF (while the Lossnay is ON) > the heat pump will turn back ON and change mode to FAN ONLY at low fan speed.
3. Turning the interlocked Lossnay ON > the heat pump will turn ON and change mode to FAN ONLY at low fan speed.
4. Turning the interlocked Lossnay OFF (while the heat pump is ON) > the heat pump will remain ON.

Again, this prevents the heat pump from switching off in unfavourable outdoor conditions.

6.3. Successful Interlock

When the two systems have successfully interlocked within the app:

A link icon will appear at the top of the Lossnay control screen and a button will appear near the bottom.

On the ducted Heat Pump screen, the same button will be located near the bottom of the control screen.

Clicking this button labelled ‘Interlocked’ will allow you to switch between the two model controls.



App screens are subject to change from publication date.

7. The Lossnay Ventilation Range

Single Room Systems

Provides cost effective energy recovery ventilation to one specific area in the home.

Do you have space in your roof?

NO

- Wall Mounted VL-100



- Balanced Pressure System
- ERV Permeable Core
- Easy to clean filters

YES

- Ducted VL-100



- Balanced Pressure System
- ERV Permeable Core
- Easy to clean filters

Whole Home Systems for Homes with or without an Attic

Vertical Lossnay provides heat recovery ventilation that does not require installation in the roof space.

What size is your home?

2 Bedroom 70–100m²

- VL-250



- Balanced Pressure System
- HRV Non-Permeable Core
- Suitable for wet areas
- Easy to clean filters
- Wi-Fi Control

3–4 Bedroom 100–200m²

- VL-350
- VL-500



- Balanced Pressure System
- HRV Non-Permeable Core
- Suitable for wet areas
- Easy to clean filters
- Wi-Fi Control

4–5 Bedroom 200–230m²

- VL-500



- Balanced Pressure System
- HRV Non-Permeable Core
- Suitable for wet areas
- Easy to clean filters
- Wi-Fi Control

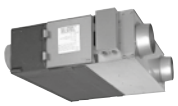
Whole Home Systems for Homes with an Attic

Mitsubishi Electric Whole Home Lossnay Ventilation Systems are available with both energy recovery or heat recovery options to give whole home ventilation, suitable for both smaller and larger homes with sufficient attic space.

What size is your home?

2 Bedroom 70–90m²

- VL-220



- Balanced Pressure System
- HRV Non-Permeable Core
- Suitable for wet areas
- Optional Bypass Damper

2 Bedroom 70–90m²

- LGH-15RVX3



- Balanced Pressure System
- ERV Permeable Core
- Optional Wi-Fi Control
- Optional Air Quality CO_2 Sensor

2–4 Bedroom 90–200m²

- LGH-25RVX3
- LGH-35RVX3
- LGH-50RVX3



- Balanced Pressure System
- ERV Permeable Core
- Optional Wi-Fi Control
- Optional Air Quality CO_2 Sensor

What size is your home?

4–5 Bedroom 205–420m²

- LGH-50RVX3
- LGH-65RVX3
- LGH-80RVX3
- LGH-100RVX3



- Balanced Pressure System
- ERV Permeable Core
- Optional Wi-Fi Control
- Optional Air Quality CO_2 Sensor

4–5 Bedroom 205–420m²

- LGH-50RVS
- LGH-80RVS
- LGH-100RVS



- Balanced Pressure System
- HRV Non-Permeable Core
- Suitable for wet areas
- Optional Wi-Fi Control
- Optional Air Quality CO_2 Sensor

For more information please visit our website or call our Customer Service Team.

www.mitsubishi-electric.co.nz | 0800 784 382

PUBLISHED AUG 2026

Black Diamond Technologies Limited
100% NZ OWNED
Exclusive New Zealand Partner Since 1981
MITSUBISHI ELECTRIC