

kumo touch™ MHK2 FAQ

Answers to common application questions for the
new kumo touch™ (MHK2) RedLINK® Wireless
Remote Controller



Version: 2020-03-10

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FAQ

- Will MHK2 work with MHK1 accessories?
 - No, MHK2 will not work with MHK1 or MHK1's accessories:
 - MCCH1
 - MOS1
 - RedLINK 2.0 Gateway (i.e. RedLINK Rig) to Honeywell's Total Comfort Connect.
 - MHK1 uses RedLINK 2.0 wireless technology
 - MHK2 uses RedLINK 3.0 wireless technology
 - The RedLINK 3.0 gateway is not available (Resideo did not develop one)

FAQ

- Which RedLINK Wireless Indoor Air Sensor works with MHK2?
 - Purchased from any Honeywell distributor or where Honeywell is sold:
 - RCHTSENSOR-1PK
Sold in a single pack
M/N = C7189R2002
Sold at Amazon, Home Depot, Lowes, etc.
 - MHK2 can be paired with one (1) of Honeywell's RedLINK Indoor Air Sensor (IAS) to be a remote temperature sensing option.
 - The IAS can be indoor unit remote space temperature, or an average space temperature by averaging the IAS and MRCH2 thermistors.
- How long does MRCH2 batteries last?
 - The MRCH2 is powered by 2x AA batteries and have an estimated life span of 1 year 8 months
 - The battery life is dependent on how many times a week the user touches the MRCH2 screen to activate the backlight.
 - If the user uses the screen less then the battery life will be longer.
 - If user uses the screen multiple times a day it will be less.
- Can I setup a scheduling in MHK2 when connected to kumo cloud app?
 - Yes, but the schedule can only be setup on one of the user interfaces, and subsequently will not be displayed on the MHK2 display or kumo cloud app.
 - The schedule owner can only be set via MHK2 Installer Setup Options #150
 - Setting #1 – Enable MHK2 scheduling (kumo cloud schedule will be disabled)
 - The kumo cloud app alone can be used to establish a schedule, and MHK2 schedule will be disabled
 - Note: MXZ systems should use kumo cloud app to schedule all indoor units

FAQ

- Will MHK2 Schedule Holds work with kumo cloud app?
 - Yes, the MHK2 Temporary Hold or Permanent Hold function will be shown and usable in the kumo cloud app
 - MHK2 has to be the schedule owner
 - Only a set point change will initiate a hold event, and can be initiated by either MHK2 or kumo cloud app
 - During a hold event, any new scheduling events are skipped
 - MHK2 display and kumo cloud app will display either Following Schedule, Temporary Hold, or Permanent Hold when there is a MHK2 schedule.
- Will Auto Mode work with MHK2 and kumo cloud app?
 - Yes, but the kumo cloud app automatically disables the ability for your to select Auto mode through the app. It can be selected through MHK2 touch panel.
 - The kumo cloud app can switch out of Auto mode, but cannot select Auto mode
 - If MHK2 is disconnected from Wireless Interface 2, kumo cloud app will automatically enables the ability to select Auto mode for that indoor unit.
 - MHK2 touch panel and the kumo cloud app can change both Heat and Cool mode set points.
- Can multiple sites support different Time Zones?
 - Yes, customers can now select a time zone per Site
 - The time zone can only be set through the kumo cloud app
 - Schedule Events will activate based on the time zone for each Site
 - Groups and Zones adopt the time zone set for the Site
 - MHK2 clock will update based on the time zone set for the Site.

FAQ

- How can I Test Run the system?
 - Test Run can be initiated by MHK2 or the kumo cloud app
 - Wireless Interface 1 (PAC-USWHS002-WF-1) and Wireless Interface 2 (PAC-USWHS002-WF-2) have the ability to start a Test Run from the kumo cloud app.
 - Test Run can be stopped from kumo cloud app and MHK2 (with limitations in MHK2).
 - From kumo cloud you can select which zones you want to initiate/stop Test Run (units that do not support Test Run will not be selectable)
 - The kumo cloud app will display an indicator as to which zones are in Test Run
 - The kumo cloud app cannot stop a Test Run initiated by MHK2
 - MHK2 cannot stop or update a Test Run initiated by the kumo cloud app.
 - MHK2 Test Run duration = 30 minutes
 - The kumo cloud app Test Run duration = 120 minutes
- Does MHK2 work with Prohibits commands?
 - Yes, A Prohibit command can be initiated with a Centralized Controller or the kumo cloud app.
 - If the Prohibit Power ON/OFF is enabled:
 - If the indoor unit is OFF, the user will be prohibited from selecting AUTO, HEAT, COOL, DRY, or FAN modes on MHK2 touch panel.
 - If the indoor unit is ON, the user will be prohibited from selecting OFF mode on MHK2 touch panel.
 - If the Prohibit Mode is enabled:
 - If the indoor unit is OFF, the user can push the Mode button on the MHK2 to turn the indoor unit ON in the last Mode (AUTO, HEAT, COOL, DRY, FAN). The user will not be able to select a different Mode.
 - If the indoor unit is ON, the user can push the Mode button on the MHK2 to turn the indoor unit OFF.
 - If the Prohibit Set Temperature is enabled:
 - The user will not be able to adjust the set point on the MHK2.