

Smart Thermostat Frequently Asked Questions and Suggestions

Compatibility

The thermostat casing dimensions (118 x 75 x 43mm) are ONLY suitable for North America. It can only be used with 100v-240v electric heating systems, such as baseboard heaters, convector heaters, and fan-forced heaters.



Baseboard Heaters:



Convactor Heater:



Convactor Heater:



NOTE:

The MTS200 is NOT compatible with 24V HVAC systems, such as heat pumps or traditional air conditioning systems. Additionally, it is NOT compatible with electric underfloor heating systems.



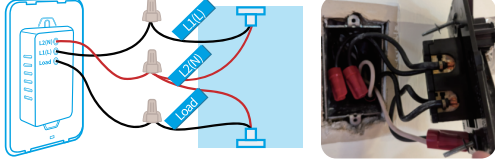
Wiring Instruction

*Caution: Please follow the instructions in the user manual/app strictly when wiring. Turn off the circuit breaker before wiring. If you do not have experience with electrical work, please seek an electrician.

Installation Video:

<https://www.youtube.com/watch?v=rwN3eBMLAsI>

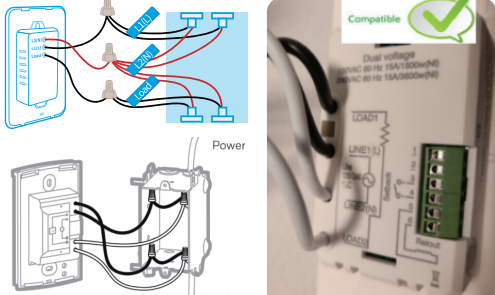
1) Four-Wire Heating System: Connect the live wire (L), neutral wire (N), and load (LOAD) as indicated.



■ L(L1) and Load: Black insulated wires.

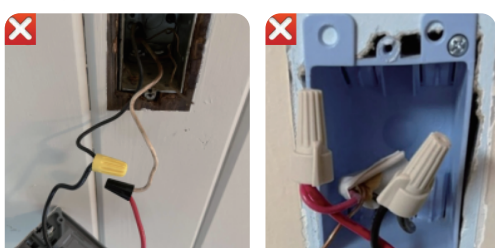
■ L(L2) and Load: Red insulated wires.

2) Multi-wire thermostat systems: Refer to the following wiring diagram.



NOTE:

If your thermostat control box only has two wires (as shown below), the device is NOT compatible.



Setup Issue

- 1) The device is a HomeKit version device. If you encounter configuration issues, please refer to the official FAQ "Can't pair HomeKit?"
- 2) If you are an Android customer, you can directly download our meross App for connection pairing.

Temperature Control Issue

- 1) The heating temperature is inaccurate. Please confirm if the MTS200HK-US is installed far from the heating area.
- 2) Open Window Detection: The device's window detection feature may be mistaken for a temperature control issue. This feature stops heating when a sudden temperature drop is detected. It waits for 30 minutes before resuming the previous heating mode. During this period, you can manually control the device to resume heating immediately. Users can adjust this setting in the Meross app under device settings.
- 3) Child Lock. If the device goes offline and you've enabled child lock in the device settings, you can manually exit the child lock by pressing and holding the mode button for three seconds.

If you need further assistance, please contact the [Meross Support](#).