

# Professionals



**WORRY FREE After Sales Service**  
Smart service available for full life cycle of ecoer products

- 1 Purchase**  
2 condensing units covering 1.5 - 5.0 Ton  
Multiple operation mode.  
(Silent mode, Dehumidification mode, etc.)  
Self-learning technology
- 2 Install**  
The same as fixed system (24V control)  
Keep the old indoor unit or replace it(TXV required)  
Keep the old thermostat or replace it  
Keep the old refrigerant pipe or replace it  
Keep the old power cable or replace it
- 3 Commissioning**  
Quick commissioning function  
Live SC/SH data monitoring  
Self-diagnosis and evaluation on Commission.  
(Refrigerant volume diagnosis etc.)
- 4 Operating & Service**  
Alert on system or parts malfunction  
Trouble prediction
- 5 Trouble Shooting**  
Automatic self-diagnosis service (APP)  
Remote trouble shooting service from ecoer (APP)
- 6 Replacement**  
The same as fixed system  
Refrigerant quick recycle function
- Value added service remind**
  - Filter replacement/Reminder/Alert/Coil cleaning service
  - Recharge service
  - Condenser clean service

# 360° Services

## Five Star Service

### Easy to Inventory

Ecoer's universal design is based on True Inverter technology combined with IoT Connectivity Technology.

**2 series for all.**

- Regular Ambient series. All you need is a competitive 18 seers series. Why waste money on 100+ SKU inventory from 13 seers to 18 seers HP system?
- Low Ambient series. Ecoer Low Ambient series could generate 80% Heat performance at -5°F (-20°C), 100% at 5°F. (Tested and Rated in accordance with AHRI Standard 210/240.)

### Easy to Upgrade Customer Satisfaction

**2 models for all.**

Don't get yourself confused, let's make it simple and effective. Ecoer smart inverter central split system provides 2 condensing models to meet your customer's HP demand.

- Ecoer smart service provide cloud platform for technician to manage every system you installed.
- Identify and fix the problem before the customer complains and never loose a customer again\*.
- Provide better service to homeowner with data from Ecoer smart service apps.
- Ecoer Smart IoT technology makes technician's job easier.

Provide fault prediction service, auto diagnostics and solution advice when you subscribe to this service with a fee.

## Easy to Service

- Replaceable control board within 10 minutes if needed.
- Ecoer smart service apps provide information on diagnostics, fault history, a system status, fault alert and a lifetime of run history.
- Home improvement advice service\*. Provide service advice before you receive the service call. (Subscription)
- Less parts needed to work with, less parts preparation.
- Better technical solution thanks to ecoer smart technology.
- Get access to more business when you sign in home improvement advice service\*. (Subscription)

## Easy to Sell

- Best warranty package ever: 10/10\*
- Less models to choose from. Contractors will not choose the wrong model any more. Satisfied customer for sure.
- High efficiency equals savings. Ecoer smart inverter 18 series provides higher efficiency even compare to two-stage systems.
- Enhanced comfort. True inverter
- Affordable deluxe system.
- Intelligent operation
- Ground breaking technology provides lower sound emissions.
- More flexibility
- Ecoer Smart IoT technology provides a predictive advantage.
- Compatible replacement with most R410A brands. Ecoer condensers work with 14 SEER fixed speed R410A indoor units by just replace previous condenser to improve efficiency accordingly. (Must follow AHRI regulations)

# Technical Information

CONDENSING SECTION MODEL SIZE			
Models	Height (H)	Width (W)	Depth (D)
2436	24-15/16	29-1/8	29-1/8
4860	33-3/16	29-1/8	29-1/8

Standard Features

- Up to 20 SEER/10.0 HSPF
- Fully-modulating inverter drive
- Capacity load from 25%-110%
- Sound levels as low as 56dB
- Compressor equipped with Noise-cancelling Jacket.
- Most 24V controlled thermostat adaptive
- Field setting on low temperature operates
- Dehumidification mode specially designed for high humidity areas
- Refrigerant Auto charge assistant
- Intelligent control.
- Backup Operation up to 2 failed sensors



AIR HANDLER SECTION MODEL SIZE				
Models	Series	Height (H)	Width (W)	Depth (D)
36	E series	46-1/2"[1180]	21"[533]	21"[533]
60		56"[1422]	24-1/2"[622]	21"[533]
36	G series	46-1/2"[1180]	19-5/8"[500]	21-5/8"[550]
60		54-1/2"[1385]	22"[560]	24"[610]

Standard Features

- Multi-speed ECM blower motor.
- Factory-installed TXV metering.
- Multi-position Installation.
- Multiple electrical entry locations.
- Field installed heater kits 5, 10, 15, 20KW
- Two front panel (up and low) for easy service.
- Slide rail design for motor and coils easy installation & maintenance.
- Horizontal and vertical drain pan pre-installed.
- Plastic Primary drain pan.
- Cooperating with Ecoer thermostat, E series can automatically switch to low speed to get even better dehumidification effect.

Series	ESI		ESI Ultra
	36K	60K	Ultra-36K
<b>Capacity</b>			
Cooling Capacity(BTU/h)	34200	54000	36000
Heating Capacity(BTU/h)	34000	54000	36000
Load	25%-110%	25%-110%	50%-170%
SEER	18.0	17.0	20.0
HSPF	9.5	9.5	10.0
<b>Component</b>			
Compressor	Variable	Variable	Variable
Fan Motor	Multi-speed	Multi-speed	Multi-speed
Expansion Valve(Outdoor Unit)	Electronic Expansion	Electronic Expansion	Electronic Expansion
Expansion Valve(Indoor Unit)	TXV	TXV	TXV
High Pressure Sensor	•	•	•
Low Pressure Sensor	•	•	•
Compressor Noise Cancelling Jacket	•	•	•
Refrigerant Accumulator	•	•	•
<b>Field Setting</b>			
Dehumidification Mode	•	•	•
High Capacity Mode	•	•	•
Silent Mode	•	•	•



Remarks:  
\* All service or features marked with \* are required to subscribe to Ecoer smart service. It is a paid service. Ecoer limited temporary promotion policy (10,000 systems only, Valid until December 30, 2018.) For each installed Ecoer smart HP system, Ecoer will provide 1 year's Ecoer smart service (ESS) as complimentary. Registration on www.ecoer.com or Ecoer smart service (ESS) apps is required. It is required that only registered contractors, home owners, dealers can enjoy service from Ecoer smart service (ESS). This is a limited offering, policy may be subject to change. All rights reserved by Ecoer Inc.

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# The Most Innovative Residential Central Heat Pump System Available

- Ultimate Comfort & Quiet
- Up to 20 SEER/10.0 HSPF
- Full DC Inverter with Smart 4G IoT Connectivity Technology
- 10-Years Limited Warranty on Parts \*
- Easier than Fixed Speed System as to Installation & Maintenance

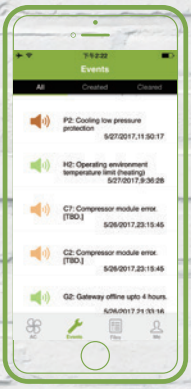
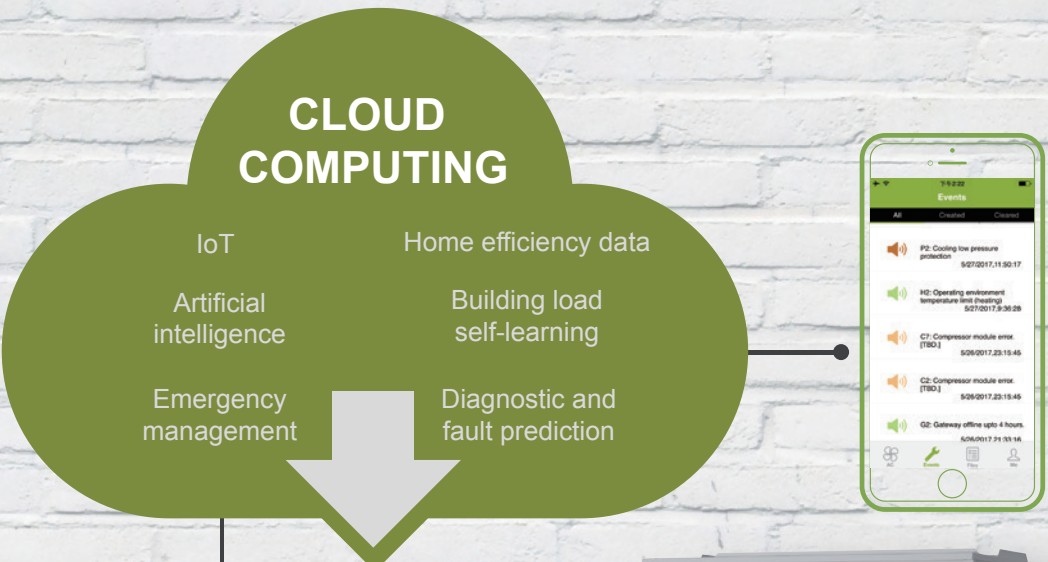
# Home Owners

Ecoer is dedicated to offering affordable, high efficiency air conditioning and heating systems to homeowners.

Every Ecoer Heat Pump system comes with a 10-year limited warranty on parts \*. Our warranty is the best package in the industry.

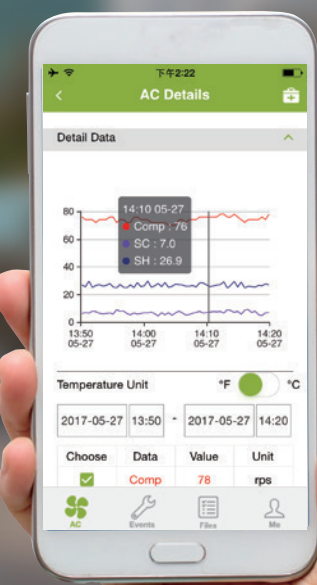
All you need to do is replace your old, low efficiency with an Ecoer up to 20 SEER system to enjoy great comfort during the summer and winter season, while saving money on energy bills. Installing an Ecoer Heat Pump system in your home will also benefit the environment by using less energy.





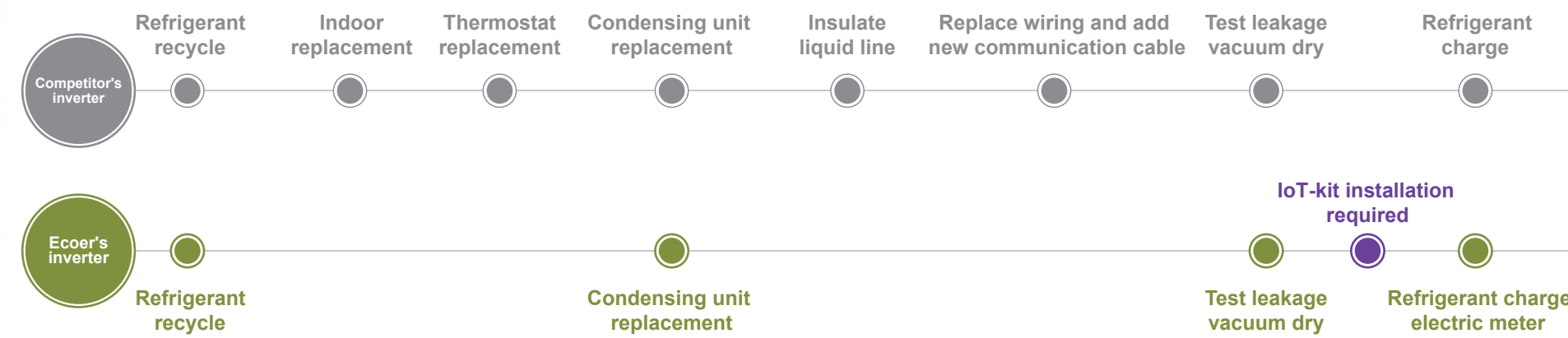
## Business partner

Ecoer cares about you and your business success. If we are able to make your job easier, together more homeowners will be able to enjoy the benefit of Ecoer faste. Ecoer provides 5 unique ways to make your job easier.



## Easy Installation

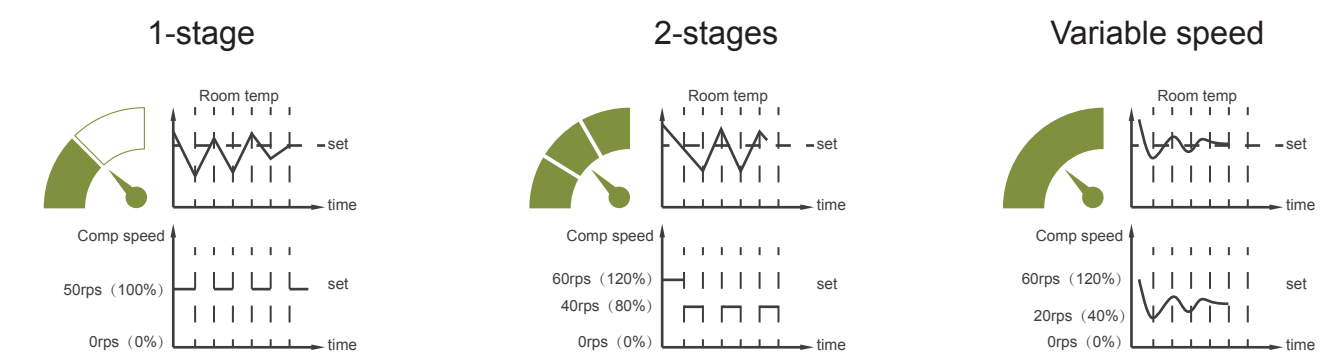
Ecoer Inverter VS. Competitor's Inverter  
(example for fixed speed compressor R410A system replacement)



## Ultimate Comfort

### Consistent Comfort

Compared with fixed speed systems, Ecoer inverters have a much wider capacity range which helps to achieve faster heating and cooling. With more than 30 variable stage settings, Ecoer inverters provide more accurate and efficient temperature control while using less energy.



### Appropriate Humidity

Imbalanced air moisture can lead to mildew, mold and unhealthy airflow. With the appropriate setting, Ecoer heat pump can automatically remove moisture without overcooling when it's warm.

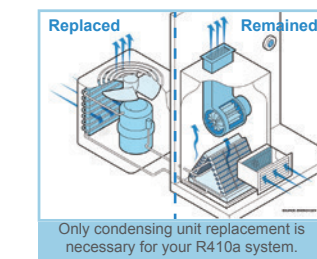
### Health and Safety

Gas furnaces may be unhealthy as well as potentially dangerous. Heat pumps have the advantage of requiring no fuel combustion, making it cleaner and safer than gas furnaces. With an Ecoer system, there are no emissions and no risk of carbon monoxide poisoning.

## High Efficiency at a Minimum Cost

### Lowest Cost Replacement Solution

Thanks to its innovative non-communication inverter technology, Ecoer inverter outdoor condensing units are compatible with the traditional 1-stage or 2-stages indoor air handlers and 24 V controlled thermostats. Users will not have to replace the indoor units<sup>(2)</sup>, thermostats or electrical wire in the R410A replacement application cases, greatly saving on replacement costs. Ecoer also provides indoor air handlers and thermostats when needed.



## As Low As 56dB

### Quiet Mode for Nighttime Use

Washing hands	■■■■■	45dB
Keyboard	■■■■■	50dB
<b>ecoer Inverter Ducted Split</b>	■■■■■	<b>56dB</b>
Sea Sound	■■■■■	60dB
Bird Sound	■■■■■	75dB
Hair Dryer	■■■■■	85dB

The lowest average sound rating is 56 dB for the Ecoer's Inverter unit. It is based on a weighted average dB, according to AHRI-260-2001(100Hz-10kHz). Actual sound rating may vary depending on system settings, equipment maintenance, and other factors.

## Robust and Reliable Quality

The Ecoer inverter ducted split heat pump system is certified by AHRI and ETL. These robust and durable units, both outdoor condensers and air handlers, are produced to exacting standards and strict quality control. Ecoer products were assembled by a professional manufacture with an annual revenue of \$1.5 billion.



The innovative Backup-Running Technology can keep the system running safely in case of failure for up to 2 sensors. This feature reduces inconvenient system outages and will allow the system to continue to operate while awaiting system maintenance.

The Ecoer Smart IoT Gateway monitors the operation of your heat pump 24 hours a day. It diagnoses the operation data, predicts possible faults, and sends message to your service provider automatically when a breakdown event happens. The condenser can be upgraded remotely with the newest software to provide the best product experience.



## Ecoer Smart Service System (ESSS)

- Smart choice, easier aftersales service**
- ESSS provides automatic alerts when**
- Refrigerant levels are too high or low
  - Filter requires cleaning or replacement
  - System or component fail
- ESSS provides real time/ historic data on**
- Cooling/heating capacity
  - System status (pressure, temperature)
  - System fault
- ESSS recommends solutions for**
- Each potential fault encountered by the user
  - Components prepare
  - Customer's home efficiency improvement

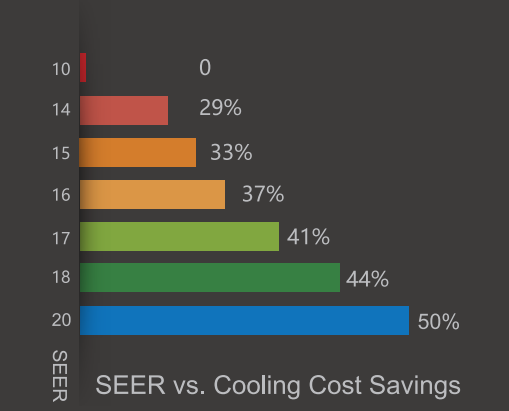
## Ecoer's Advantage

- Leader of replacement market. No extra wire required for fixed speed AC&HP system replacement, and you can keep the original thermostat if it works.
- Installation is quicker. With Ecoer thermostat, only two control wires required.
  - Ecoer's inverter does not require insulation of liquid line and no extra communication cables needed.
  - Easier to move. Compact design makes fitting and handling ecoer smart inverter products easier.
  - Industry leading technology on Non-communication inverter helps to keep the installation the same as a fixed system.

## Ecoer design makes installation simple:

- Refrigerant auto charge technology helps prevent refrigerant insufficient levels or overcharge. (Ideal refrigerant coefficient: 0.4~0.6). This data could be read from PCB or Ecoer smart service apps.

## Make a smart greener choice - Save more, Spend less



\*Percentage based on national average at 10 SEER; may vary according to efficiency of current unit and installation.



Ecoer Inverter heat pumps deliver the precise amount of hot or cool air as is needed to achieve the desired temperature and no more. Thanks to a SEER rating up to 20, 10 HSPF and load self-learning controlling, the inverter heat pumps can reduce annual utility bills by up to 50% comparing with a 10 SEER system. Ecoer systems provide the greatest indoor comfort at the lowest possible price to our customers.

## 10-Years Limited Warranty on Parts<sup>(1)</sup>



With the limited warranty, you gain peace-of-mind knowing that you will receive **replacement parts free of charge** for up to 10 years. This standard offering covers all components included in the heat pump system at the time of manufacture. All other components or parts that are purchased from Ecoer and installed in the field have a 1-year parts warranty.

\*Available only in the United States and Canada. Please visit <https://www.ecoer.com> for details of the limited warranty.

Note:  
(1) Required to be qualified for Ecoer smart service terms and conditions.  
(2) Required to be qualified for local regulations and HVAC industry standard.