



Making your home Green & Smart

IoT Gateway Installation and Warranty Registration Guide by Ecoer Smart Service(ESS) Mobile APP



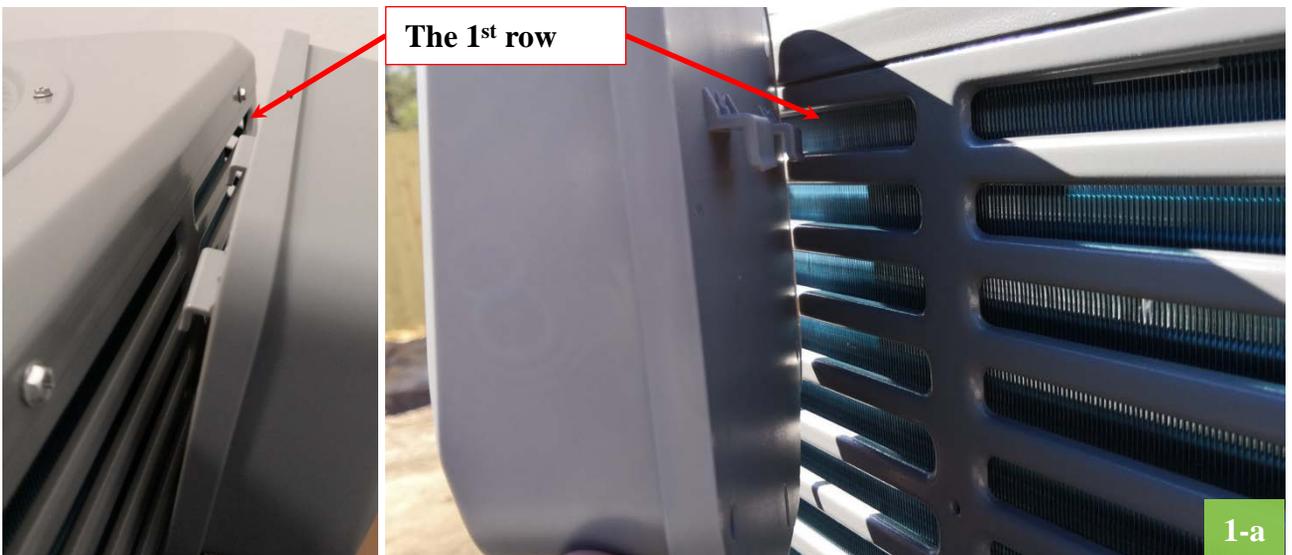
Visit <https://www.ecoer.com/library/> or login APP->**Media(Files)**
->**Installation** to get the latest user's guide for Ecoer Smart Service(ESS)
Mobile APP.

Part A. IoT Installation Guide and Troubleshooting

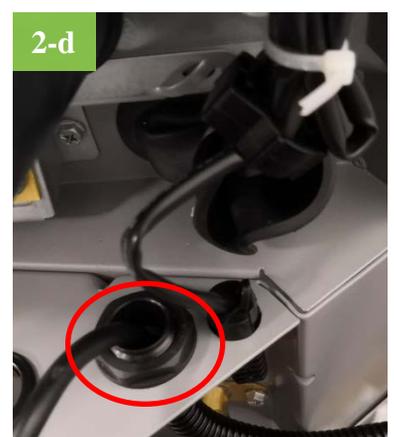
Ecoer Smart Inverter (ESI) unitary systems come equipped with remote monitoring and self-diagnostics technology designed to save contractors' time when installing and troubleshooting.

Be sure to turn off the power supply for outdoor unit prior to install the IoT gateway. Refer to the following step 1~3 to install the gateway.

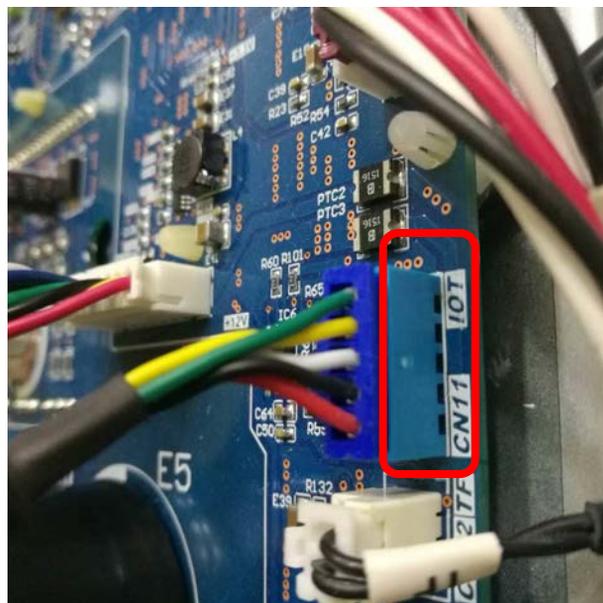
1. To keep the best LTE signal, choose one side that is further away from the wall to hook up the IoT gateway to the condensing unit. Use screw to tighten the gateway and belt to secure the cable.



2. Unscrew the cable locker cap and securely fasten the **waterproof joint** to the reserved hole (plug has to be removed).

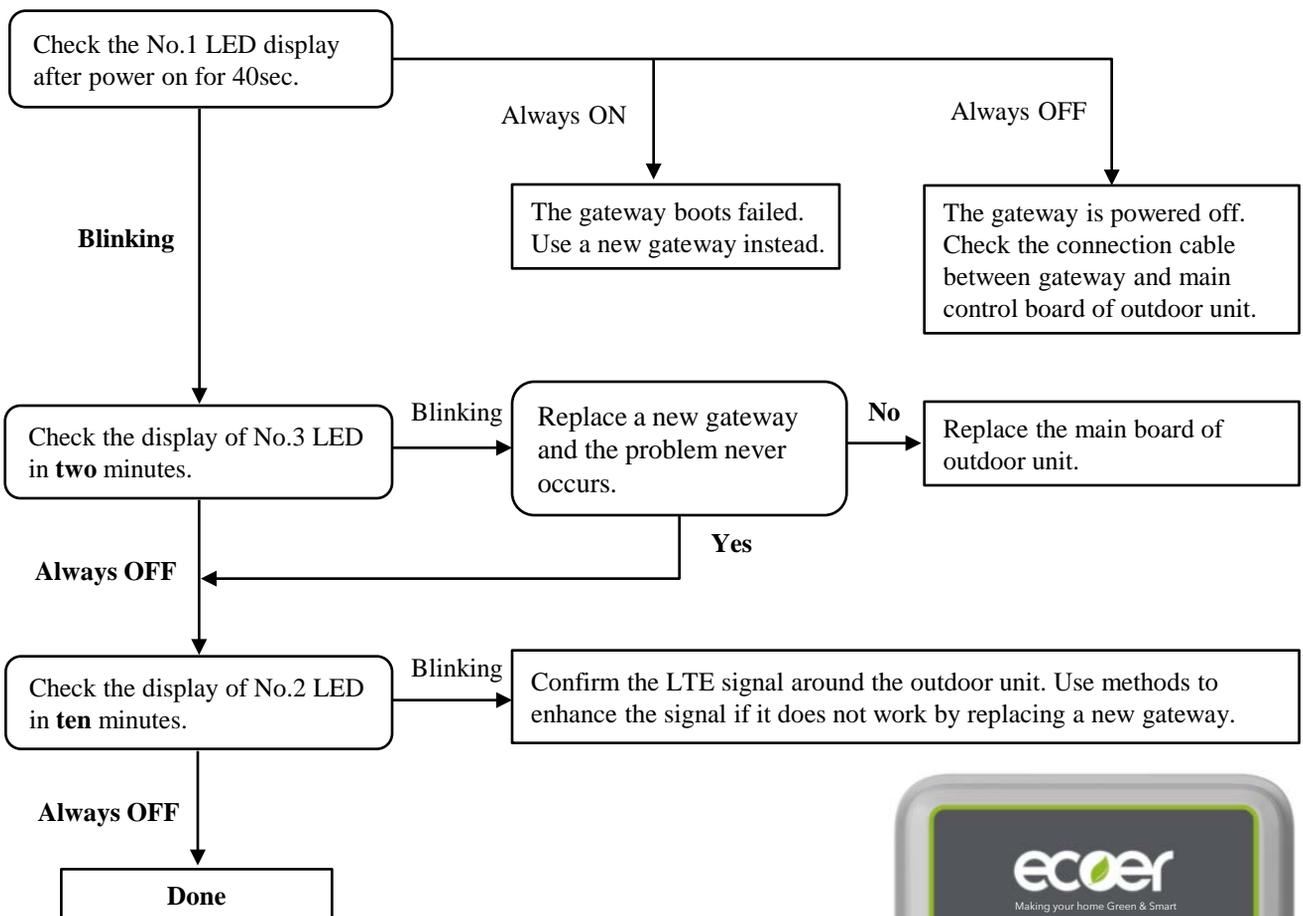


3. Plug the male blue terminal into CN11(IoT) connector on main control board of outdoor unit.



Power on the outdoor unit and check if the IoT gateway is working properly. The normal working state of gateway should be blue LED (No.1) is blinking with other LEDs are off.

No.	Color	Indication content	Description
1	Blue	Gateway state	Always OFF: Power off Always ON: Booting Blinking: Running
2	Red	LTE connection	Always OFF: LTE connected Always ON: Booting Blinking: LTE disconnected
3	Green	Local connection	Always OFF: Local link connected Always ON: Booting Blinking: Local link disconnected



Part B. Warranty registration guide by ESS APP

With the IoT gateway, Ecoer Inc. provides an easy way for the contractors or dealers to help their customers finishing warranty registration by Ecoer Smart Service Mobile APP in few minutes. By doing this, Ecoer Inc. can monitor the units' live/historical data and cooperate with the contractors to guarantee the installation and servicing quality.

Alternatively, the home owner/dealer/builder can register online at <https://www.ecoer.com/warrantyRegistration/>.

Search **ECOER** on APP Store or Google Play.

Download and install Ecoer Smart Service Mobile APP.



The screenshot shows the 'Events' page of the Ecoer Smart Service Mobile App. The page has a green header with the time '7:42:22' and the title 'Events'. Below the header, there are three tabs: 'All', 'Closed', and 'Closed'. The main content area displays a list of events with icons and text:

- P2: Cooling low pressure protection (5/27/2017, 11:50:17)
- H2: Operating environment temperature limit (heating) (5/27/2017, 5:36:28)
- C7: Compressor module error. [TBD] (5/26/2017, 23:15:45)
- C2: Compressor module error. [TBD] (5/26/2017, 23:15:45)
- G2: Gateway offline upto 4 hours. (5/26/2017, 21:23:16)

At the bottom of the screen, there are four icons: a gear, a leaf, a document, and a person.

The main graphic also includes the Ecoer logo (a green leaf icon with the word 'ecoer' below it) and the text 'Get the Ecoer Smart Service Mobile App'. Below this, it says 'Download or update the Ecoer Smart Service Mobile App free from the App Store or Google Play.' At the bottom of the graphic are two buttons: 'Download on the App Store' and 'ANDROID APP ON Google Play'.

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Steps of warranty registration

1. Create an account
2. Sign an agreement with the AC owner
3. Register the new AC unit

Warranty registration

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