

Questions List

1. What type of signal is the IoT Gateway using?

Ecoer gateways use AT&T 4G LTE (cell towers).

They activate automatically when you energized the condensing unit. It needs several minutes (Max. 12min) to initialize in the first time. The normal working state of gateway should be blue LED (No.1) is blinking with other LEDs are OFF.

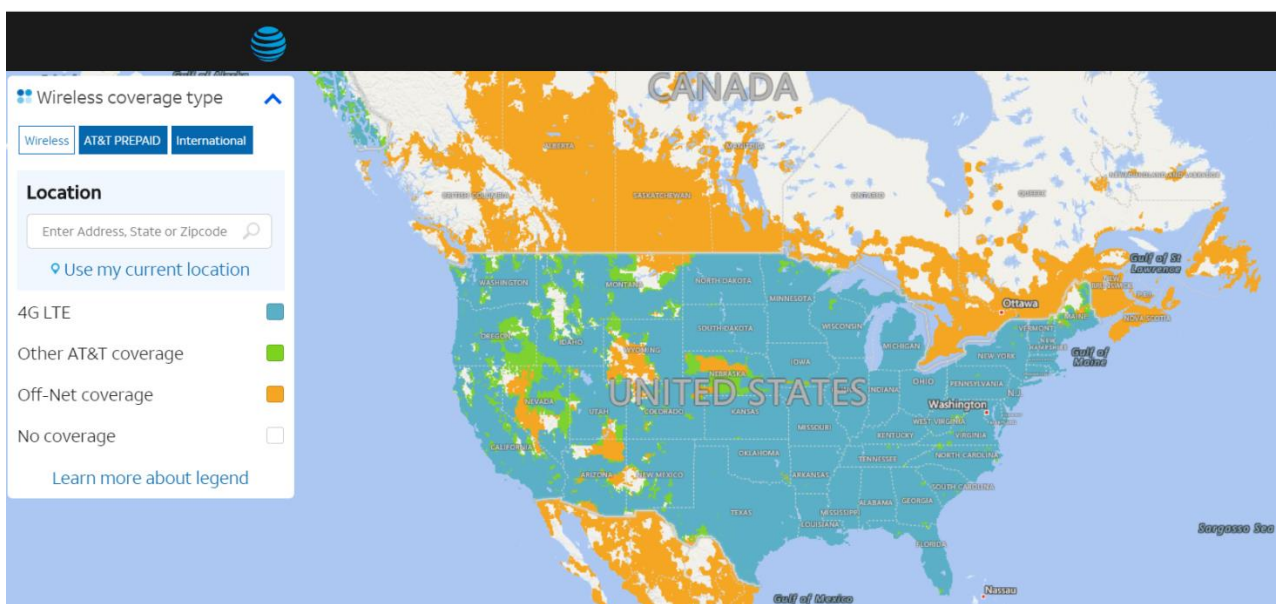
2. How does the gateway work when a unit is installed in an area that has no cellphone coverage?

The Gateway will not work without cell tower coverage.

The contractors have to troubleshoot via fault codes on the board by pressing (BS3) button to get pressure and temperature values. Multi-meter, pressure gauges may be required at the same time.

Ecoer provides detailed function and control, troubleshooting in the service manual. It's available from

APP->Media(Files)->Service Manuals and www.ecoer.com/dealer as well. There is also a "Tool Box" option.



3. Can the contractor use an existing line set (assuming it is the correct size)?

Yes- as long as the line set is properly flushed.

Need to ensure the refrigerant lines are free of leaks, acid and mineral oil.

When replacing R-22 system with a new R-410A system, be sure the existing lines can endure R-410A pressure which is 50~70% higher than R-22 system. Use flush like Rx11 to remove the old mineral oil, sludge, moisture, acid and other contaminants out of the line set.

4. What are the voltage tolerances of the boards? Is it automatic reset or manual reset for low voltage alarm?

It's suggested to install surge protector on all Ecoer Inverter Systems.

Basically it's +-10% of the nominal voltage. (i.e. 187Vac to 253Vac)

H6: Low voltage alarm AUTO reset for this alarm

E8: System locks up when P8 (Low compressor voltage protection) has occurred 3 times within 60 minutes. Need to manually reset after that.

5. What's refrigerant coefficient? How to judge the system has been charged properly by this number?

The refrigerant coefficient is used to evaluate the refrigerant level.

0.4-0.6 is acceptable if SH is no greater than 20 °F.

0.5 is the optimal setting.

6. Is the recommended method to weigh-in the charge during heating season installation?

It's recommended to use AUTO charge mode when the ambient temperature is between 50~120F, weigh-in method in heating mode according the charge amount table.

If using weigh-in method in heating mode, make sure the compressor discharge superheat (DSH=TD-SC-TL-1.8°F) is larger than 25 °F . Query TD, SC, TL data by (BS3) button to get live data from ESS APP. Once the system has been registered properly from APP, Ecoer service team will notify the technician if there is undercharge or overcharged, based on the running data.

7. Total Ecoer installations so far?

We have sold over a 1,000 systems since we entered into the market.

Sold more than 500 systems which have been installed in the last 2 years.

8. Is it ok to insulate the liquid line?

It is not a problem if the liquid line has to be insulated per local code, etc. It should be better for the performance, but not necessary.

9. Will the wireless thermostat communication with IoT Gateway in future?

No- the new Ecoer Wi-Fi thermostat will not communicate with the IoT Gateway, but will communicate with the indoor unit for control of blower speed.

10. How to switch to HP with the existing two wires from ODU to thermostat.

Using the new Ecoer thermostat, we can get HP functionality using only the C & Y terminals (2 wires) on the ODU to the Ecoer thermostat.

As dual-heating function is a basic characteristic for Ecoer condensing unit, so if there are no other wires, it would not allow for the ODU to send a 24Vac (W signal from CN5) to the indoor unit to energize the electric heater when the outside temperature is below specific values. Other brand air handlers/thermostats are also compatible to connect with ODU W terminal.

11. Is there a subscription for the homeowner to be able to monitor the system?

Basically, the APP is designed for contractors. If the homeowner wants to monitor his/her system, they can make a request to the Ecoer Service Team to set it as a demo unit, so everyone who uses this APP will see. That's the only option for homeowners.

12. Where does the error code display on the app, so the contractor knows what's going wrong?

The alarm will be sent to the phone/tablet from the Apps. Ecoer Apps give detailed instructions on how to do the troubleshooting before going to the jobsite. All you need to do is follow the instructions step by step.

13. Does the error code give a fail part # if a part failed so he knows what to order before he goes to the home owners house?

No not exactly at this moment, but it's high on our list to eventually offer.

Contractor can check the parts list in the apps. The route is: Files->Parts List

14. Why doesn't the compressor have a crankcase heater?

Ecoer systems use power to heat the motor inside the compressor when the conditions satisfy.

15. What controller signals have to be connected? Does the 4-way valve energize in cooling or in heating?

C/Y/O/W signals are provided at CN5 terminal.

Cooling only systems: C/Y

Heat pump systems: C/Y/O, W signal is optional to use for dual-heating. 4-way valve energizes (208/230Vac) in heating.

Ecoer uses O signal for cooling (Low voltage), but de-energizes the 4-way valve (0Vac for the 4-way valve coil).

16. How long line set has been pre-charged?

Factory charges up to 25ft.

But some air handler combinations have to be charged additional amount.

17. What can the contractor do from "SW1"?

No.1 nothing

No.2 sets the model capacity. Factory default is 3Ton for EODA18H-2436, 5Ton for EODA18H-4860.

No.3 provides the selections of heat pump(default) or AC only.

No.4 Default setting will allow Ecoer Service Team to send special commands for customized functions or remote troubleshooting.

Have to cycle power to activate all the setting change!

18. Is it required to use a TXV for indoor coil? What kind of TXV has to be used?

Adjustable heat pump TXV is recommended (Two-way)

Non-bleed VS Bleed TXV.

1) Efficiency.

Non-bleed TXV will increase the efficiency. We do want our customers to have a higher efficiency with Ecoer systems.

2) Reliability.

Ecoer uses soft start-up with pretty low compressor speed (RPS) to use non-bleed TXV. We have tested that our systems could start-up when the pressure difference was 100psig.

Fixed systems with PSC compressors would need a bleed TXV, because the torque is pretty large for it to start-up with pressure difference. Or a non-bleed TXV with hard-start kit for fixed system.

3) Comfort.

The bleed type TXV would allow the refrigerant to go back to low pressure side rapidly.

But our control looks at low pressure in cooling, so it may require the unit to adjust RPS and outdoor Fan speed often, resulting in less comfort for the homeowner.

19. What are the requirements for liquid line sub-cooling and compressor suction superheat (SH) in AUTO charge mode?

Recommended SC is 6-18F, SH is 7~20F.

20. Can the micro-channel indoor coil be matched for Ecoer heat pump?

No micro channel coils for heat pump system. It can only be used in a cooling only application.

21. What's the difference of G series and E series indoor air handlers

G series AHU is basically the same coil as Bosch, but we get these using the Century Air brand. Ecoer logos are available if contractors need it. ECM Motor, but set at constant speed.

E series AHU is the one Ecoer going to release in April 2019. Another G2 signal has been added to use with Ecoer thermostat for better dehumidification. This will have ECM Motor with variable speed.

22. With new E series and Ecoer thermostat, could it control airflow volume depending on a zone control dampers?

E series AHU and the Ecoer thermostat will control the speed of indoor fan only in cooling mode for a better dehumidification control. The control logic is built into the Ecoer thermostat varying the signal from G to G2 terminal. It won't control airflow volume depending on zone control dampers, because there will be no feedbacks from zone board.

23. Has Ecoer looked at coming out with a HP packaged unit?

Mini-splits for residential and HP packaged roof-top units are under high consideration by us. We will look at the AHRI shipment data that manufacturers submitted.

24. Are there any restrictions on cleaners that can be used on the coils?

Nothing special, same as compared with other R410-A systems in the US market. The contractor can do what he has done before for copper line and aluminum fins.

25. Warranty claim rate for Ecoer so far? Does parts warranty transfer to new owner if the home is sold?

Less than 2% in the last 2 years.

Claims have typically come from install errors per mech codes, etc. The IoT Gateway greatly helps with warranty claims.

The parts warranty will transfer to the next owner as long as the unit stays at the original install location.