



# Ecoer Smart Service Pro App User Manual

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Log in [www.ecoer.com](http://www.ecoer.com) or App >Files >Installation to get the latest user manual for Ecoer Smart Service (ESS) Pro Mobile App.

# I. Create An ecoer Account

## Step1. Create account

Touch “**Create an ecoer account**” button to the sign up page.

Enter your email address, select “I accept the Privacy Notice”, then touch “Create account” button to submit.

Initial password will be sent to your mailbox by **\*\*\*@ecoer.com** in five minutes. Should you have any questions about your ecoer account, contact us by emailing [support@ecoer.com](mailto:support@ecoer.com) or calling the Ecoer Support Hotline: **855-598-4093**.



BACK Create An Account

Enter your email address to create an ecoer account.

Email address

Create account

I accept the [Privacy Notice](#)

[Already a user? Sign in](#)

[Contact us](#)

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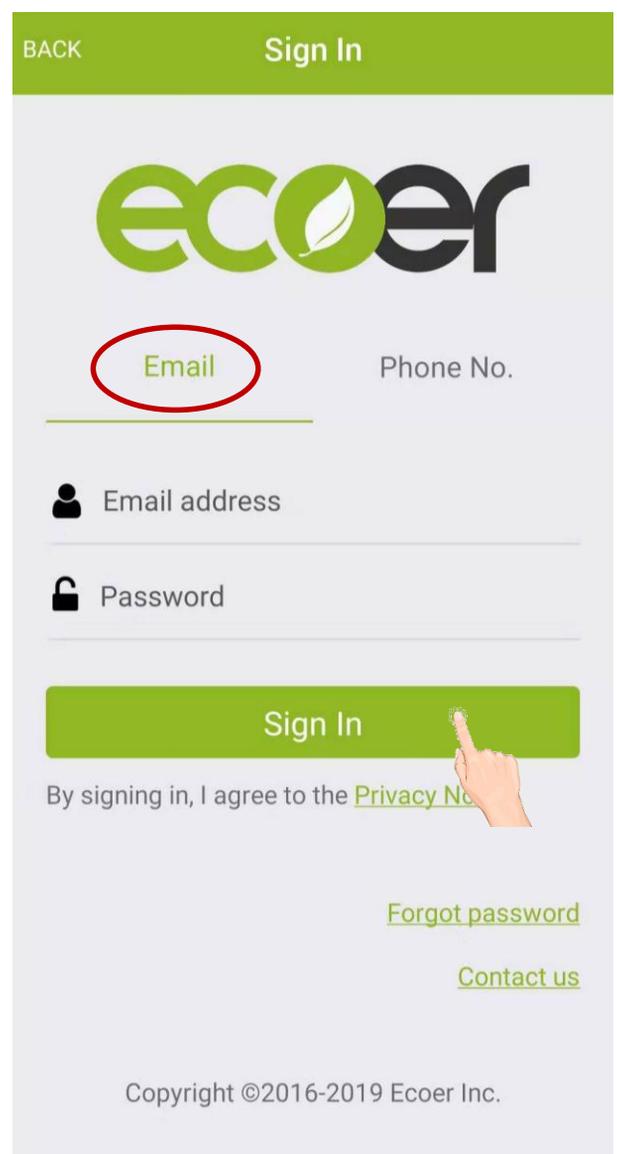
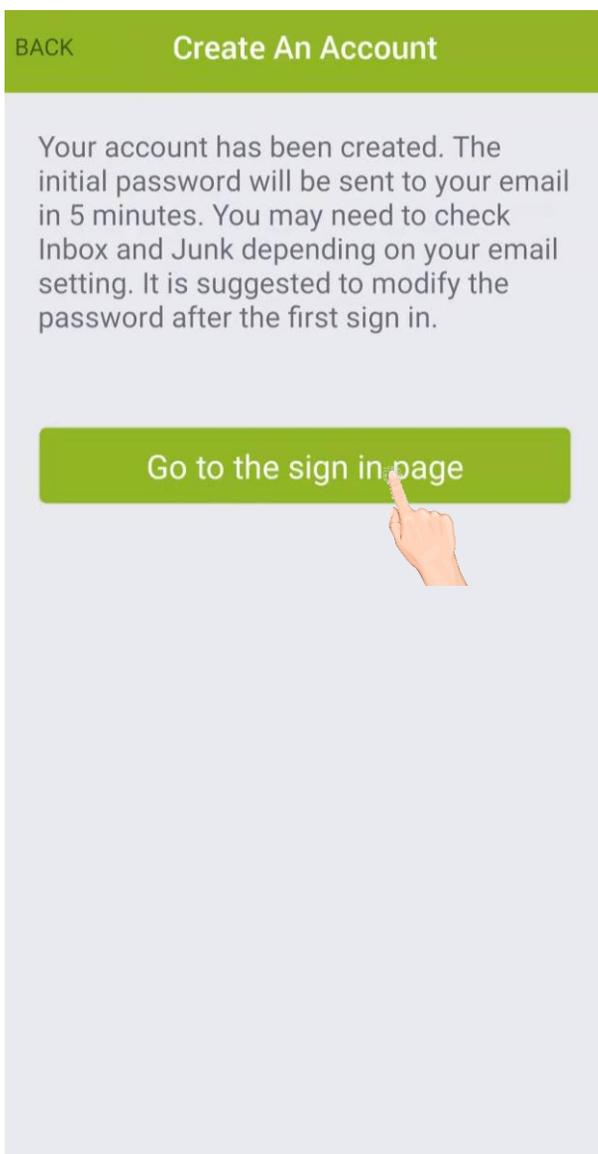
## Step2. Sign in

Touch “Go to the sign in page” button.

Enter email address and the initial password (**Check Inbox and Junk depending on your email setting**) to sign in.

Touch “**Forgot password**” to reset password if you already have an ecoer account. **For users who have registered an ecoer account before App ver 2.0.9 was released, you will be able to reset password using phone number once you set a trusted phone number after the login by email address.**

(A pop-up requesting phone number verification will be showed)



### Step3. Fill in Personal Info.

Enter each item showing in Personal Info. Page, touch “**DONE**” (located on the upper-right corner) after each input.

Ecoer verifies your phone number for login and resetting password service in the later. Press “**Get Code**” and check the Inbox of your SMS, then click “**Set My Trusted Device**” to complete.

For the Contractor’s License item, touch “+” to upload a photo of your license (contractor license, EPA license and insurance liability coverage). After the uploading is finished, touch “**BACK**” button. If you don’t have the license with you in hand, touch “**BACK**” button on the upper-left corner. Click “**Do it later**” to exit.

BACK Personal Info. Done

Email yeson@ecoer.com

First Name Yeson >

Last Name H >

Phone No. 4513388878 >

Zip Code 22030 >

City Fairfax >

State Virginia >

Country United States >

Contractor's License >

BACK Phone No.

To provide the even better login service, it's required to set a trusted phone number for your ecoer account.

+1 4513388878

Get Code

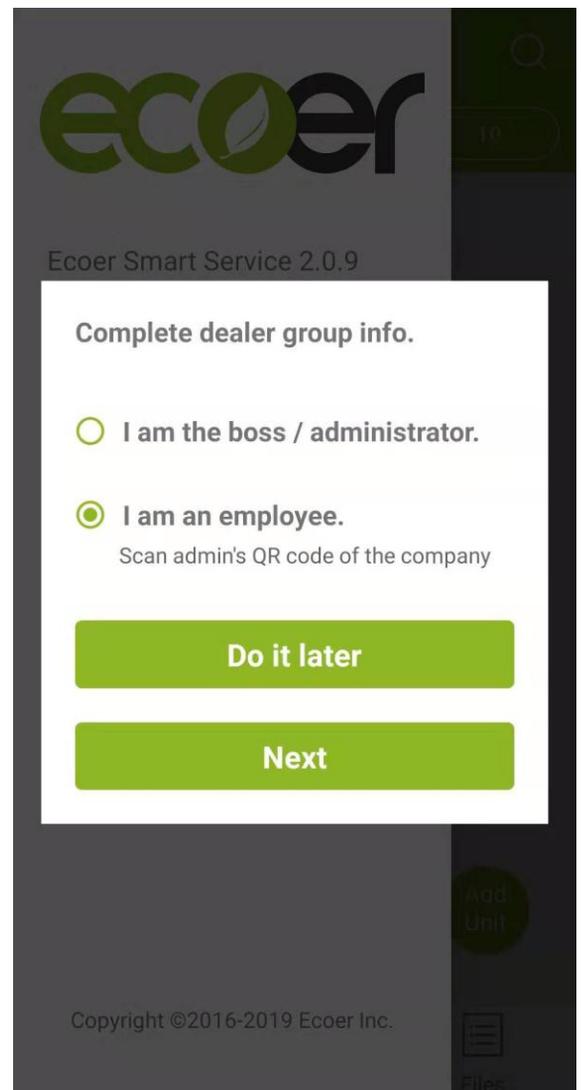
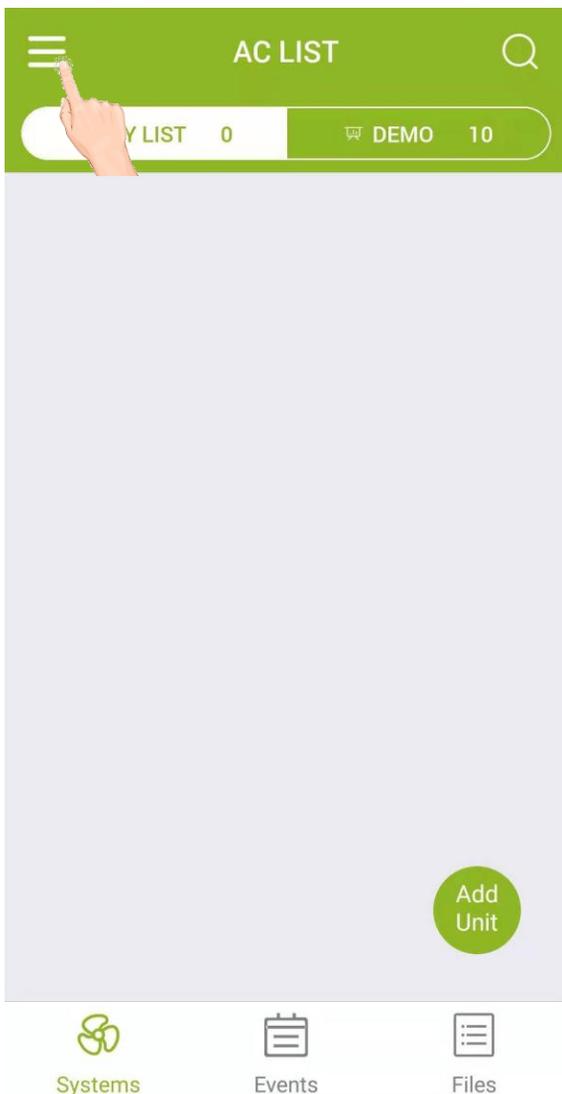
Set My Trusted Device

## Step 4. Choose group

Select “  I am the boss / administrator” to register your company, then fill in required information. The 'Contractor NO.' is the unique ID of your company which is required for parts warranty claim.

Select “  I am an employee” to scan the owner’s or administrator’s QR Code showing on his/her App to join into the company group. All units registered by ESS Pro App will be monitored by the boss / administrator.

\* If the above step has been skipped, touch  located on the upper-left corner and choose “Dealer Info.” to finish it later.



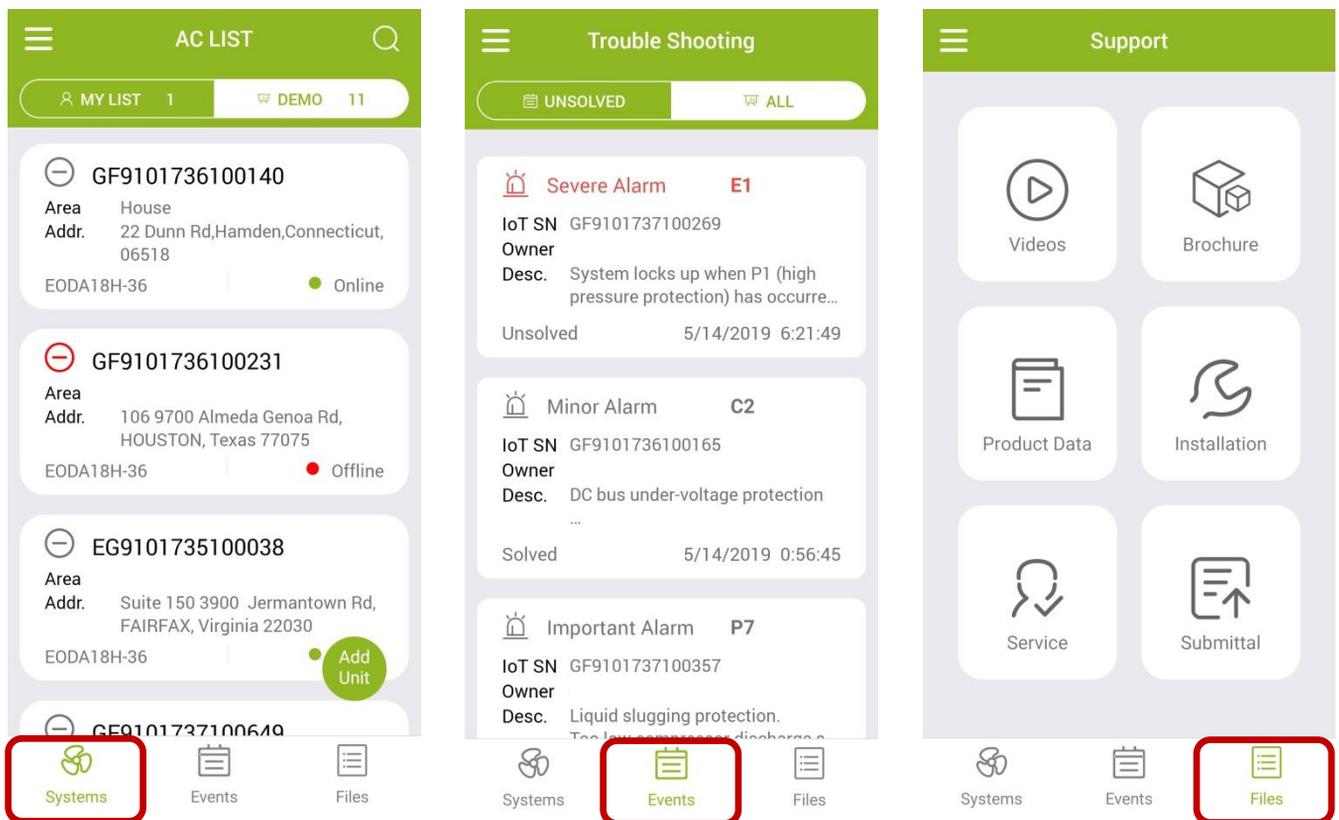
## II. App Layout

Ecoer Smart Service (ESS) Pro App is a tool that contractors can use to maintain and monitor an Ecoer AC / HP system that was installed.

This App will display operational data of each system installed and allow continuous monitoring. Contractors will receive system alerts and service messages in real time, allowing for remote diagnostics and faster, more accurate responses.

### ESS Pro App has three main pages:

- “**Systems**” includes MY LIST and DEMO. See more details about the interface in the following page.
- “**Events**” provides real-time alerts of systems that were installed.
- “**Files**” presents training videos and technical manuals (e.g. Product Data, Installation, Service and so on)



# Interface of "Systems"

Pull up to show more units that were installed (Default amounts are 30 in AC LIST). Pull down to refresh the outdoor unit status and IoT status.

## "Me" page

App Version

- Customer Service
- Dealer Info.
- My Account
- Log Out

## Search button

Acceptable keyword

- IoT SN
- ODU SN
- Owner name
- Zip code

## Outdoor unit status

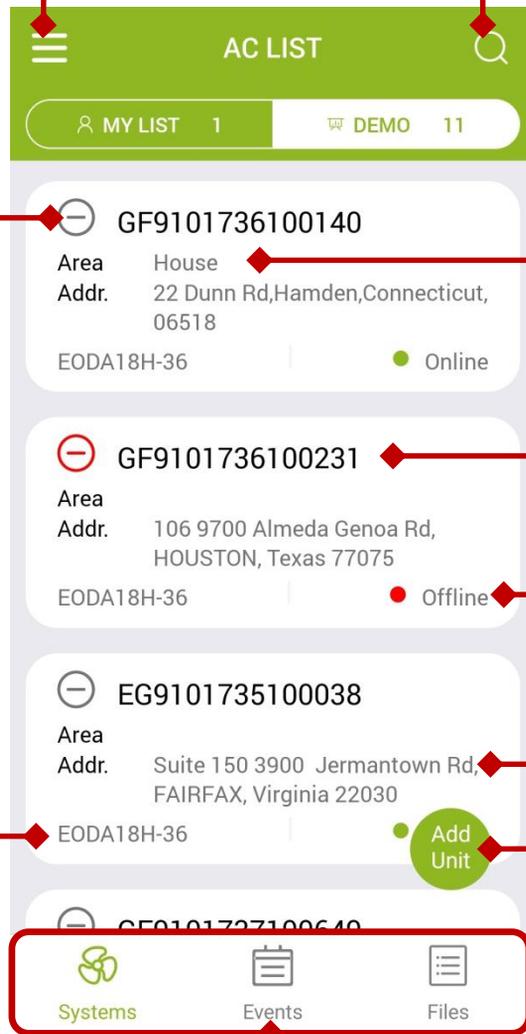
Fault stop

Stop

Cooling

Heating

Others (Start-up, oil return, defrost, etc.)



## AC or HP Area

## IoT serial number

## IoT status

Online/Offline

## Unit location

Installation address

## Registration button

## Outdoor unit model

### Heat Pump (HP)

- EODA18H-24
- EODA18H-36
- EODA18H-48
- EODA18H-60

### Air Conditioner (AC)

- EODA18C-24
- EODA18C-36
- EODA18C-48
- EODA18C-60

## Page switch

## III. Register A New AC/HP

With the IoT gateway, Ecoer Inc. provides an easy way for dealers to help their customers finishing warranty registration by Ecoer Smart Service (ESS) Pro Mobile App in few minutes. Then dealers can monitor units' live/history data and receive system alerts in time.

Ecoer Service Team will diagnose the installing and servicing quality, and notice the dealer to service if there is an problem.

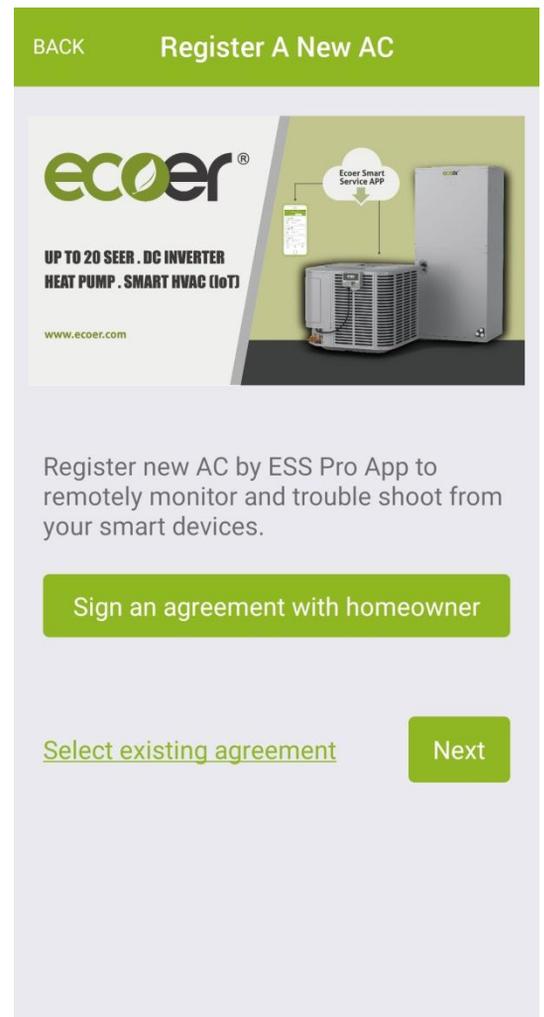
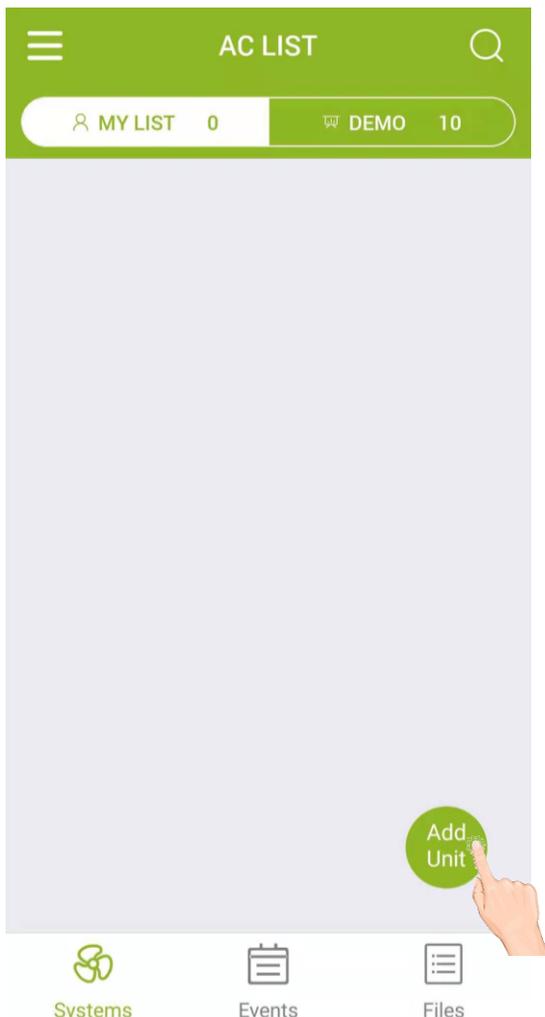
### Step 1. Enter registration page

Touch the **floating button**



in AC LIST to enter the “Register A

New AC” page.



## Step 2. Sign/Select agreement

**Sign an agreement with homeowner to start the registration.**

Touch **Privacy Statement** in “Green color” and show it to the homeowner. Type in homeowner’s name, unit location and other required information. Ask him/her to sign name for your monitoring request and his/her system registration. (Ecoer uses independent cellular data to monitoring the condensing unit only.)

**Choose the existing agreement if units are going to be installed in the same location.** (Homeowner name and unit location will be showed as below)



BACK
Sign Agreement

To register warranty and allow installer to remotely monitor your Ecoer unit, you must agree to the [Privacy Statement for Ecoer Products and Services](#)

First Name

Last Name

Address

City

State

Country

Zip Code

Phone

Email

Building Type

Send privacy statement to owner's email

Sign your name here

Submit

### Step 3. Scan/Input SN

Respectively use  button to scan the corresponding serial numbers.

**Tips:** Make sure the code is steady and well-lit. Hold your phone 12 inches away and then bring it closer to cover all code.

**IoT Gateway SN and Outdoor Unit SN are required for registration by ESS Pro App.**

BACK Register A New AC

Respectively use  button to scan the corresponding serial numbers.

IoT Gateway QR code  

EG9101735100038

[Find QR Code](#) | [Input/Revise SN](#)

---

Outdoor Unit Bar Code  

F52310000100HB06101

[Find Bar Code](#) | [Input/Revise SN](#)

---

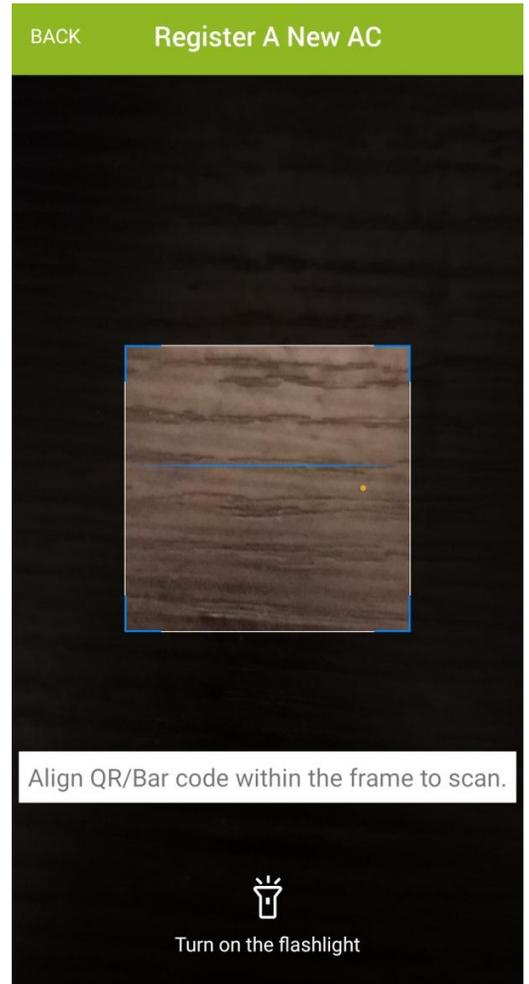
Indoor Unit Bar Code  

[Find Bar Code](#) | [Input/Revise SN](#)

Choose or enter the AC Area

Floor1 

Submit



→ Enter serial number manually

→ Available Area Selections

House/ Floor1/ Floor2/ Floor3  
Living Room/ Bedroom

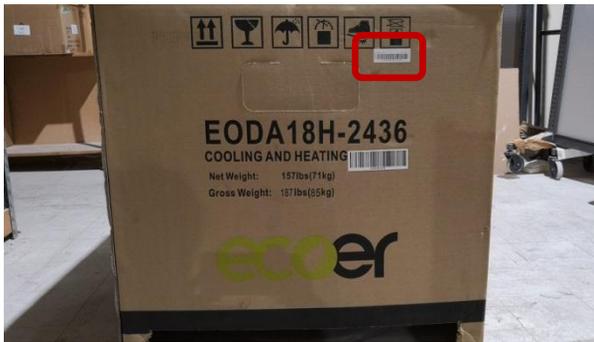
*Manually enter for other options.*

**Find QR/Bar Codes' locations in the following page.**

> IoT Gateway QR Code (SN length is 15)



> Outdoor Unit Bar Code (SN length is 20)



> Indoor Unit Bar Code (SN length is 20 or 22)



## Step 4. Confirm SN

**Before register any system by ESS Pro App, the gateway shall be powered on so that the ecoer server can respond to the its registration requirement.**

Check the serial numbers you submitted. Press “**BACK**” in the upper-left corner to revise the serial number if one of the SN is incorrect.

Registration is done once you can see the unit in MY LIST. Homeowner will get his/her Ecoer Warranty Registration Number by **\*\*\*@ecoer.com**.

**BACK** Register A New AC

The serial numbers you have submitted are

IoT Gateway Model EG910L

SN EG9101735100038

Outdoor Unit Model

SN F52310000100HB06101

Indoor Unit Model

SN

Confirm

AC LIST

MY LIST 1 DEMO 11

❄️ EG9101735100038

Owner Louis Ing

Area

Addr. Suite 150 3900 Jermantown Rd,  
FAIRFAX, Virginia 22030

EODA18H-36 Online

Add Unit

Systems Events Files

# IV. AC/HP Details

Touch the unit in Systems page to enter “AC/HP Details” interface when you want to get the live/history data of the AC or HP. Check other subpages by touching the upper-right button  to review more info.

## • Dash Board

The default interface of AC/HP Detail is **Dash Board**. You will be able to see Liquid Line SC, Compressor Suction SH, High/Low Pressure, Outdoor Unit (ODU) Status, Compressor speed, Compressor discharge SH (i.e. DSH), Y/O/W Signals, Reference Capacity, Compressor Speed Limitations.



BACK EG9101735100038

EODA18H-36

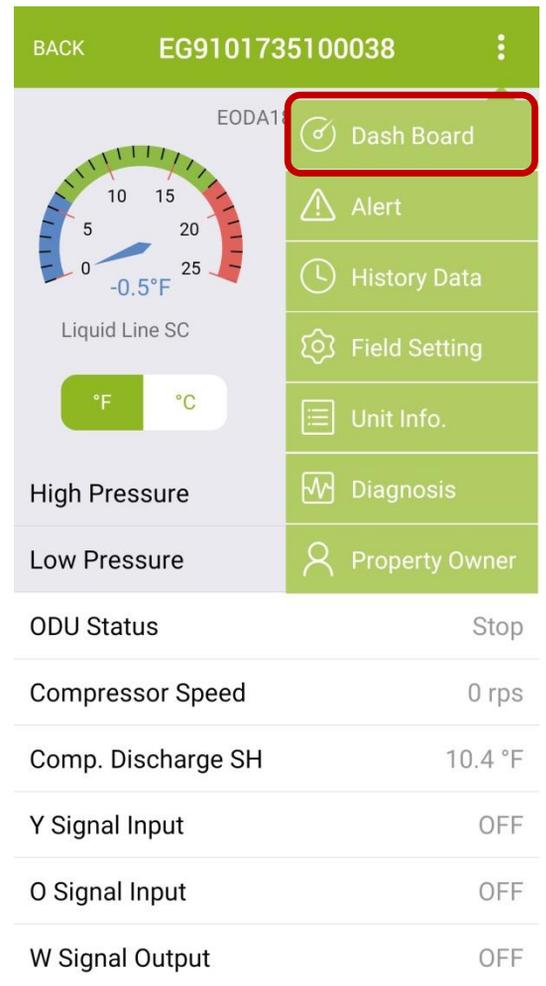
Liquid Line SC: -0.5°F

Comp. Suction SH: 4.3°F

Updated time: 5/13/2019 22:0:10

High Pressure	243.5psi
Low Pressure	243.7psi
ODU Status	Stop
Compressor Speed	0 rps
Comp. Discharge SH	10.4 °F
Y Signal Input	OFF
O Signal Input	OFF
W Signal Output	OFF
Reference Capacity	0 Btu/h
Comp. Speed Limitation	<input checked="" type="checkbox"/>

Top of MY LIST



BACK EG9101735100038

EODA18H-36

Liquid Line SC: -0.5°F

High Pressure: 243.5psi

Low Pressure: 243.7psi

ODU Status: Stop

Compressor Speed: 0 rps

Comp. Discharge SH: 10.4 °F

Y Signal Input: OFF

O Signal Input: OFF

W Signal Output: OFF

Reference Capacity: 0 Btu/h

Comp. Speed Limitation:

- Dash Board
- Alert
- History Data
- Field Setting
- Unit Info.
- Diagnosis
- Property Owner

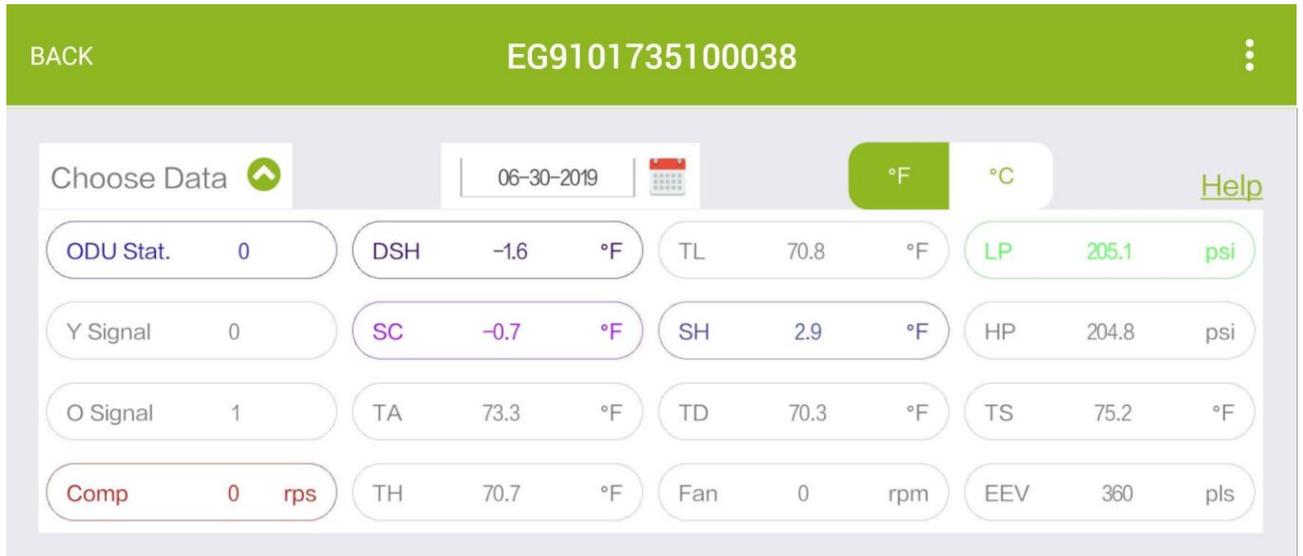
 **Sticky Button** (up to 10 units)

- **Alert**

This subpage shows the last alert of each code reported.

- **History Data**

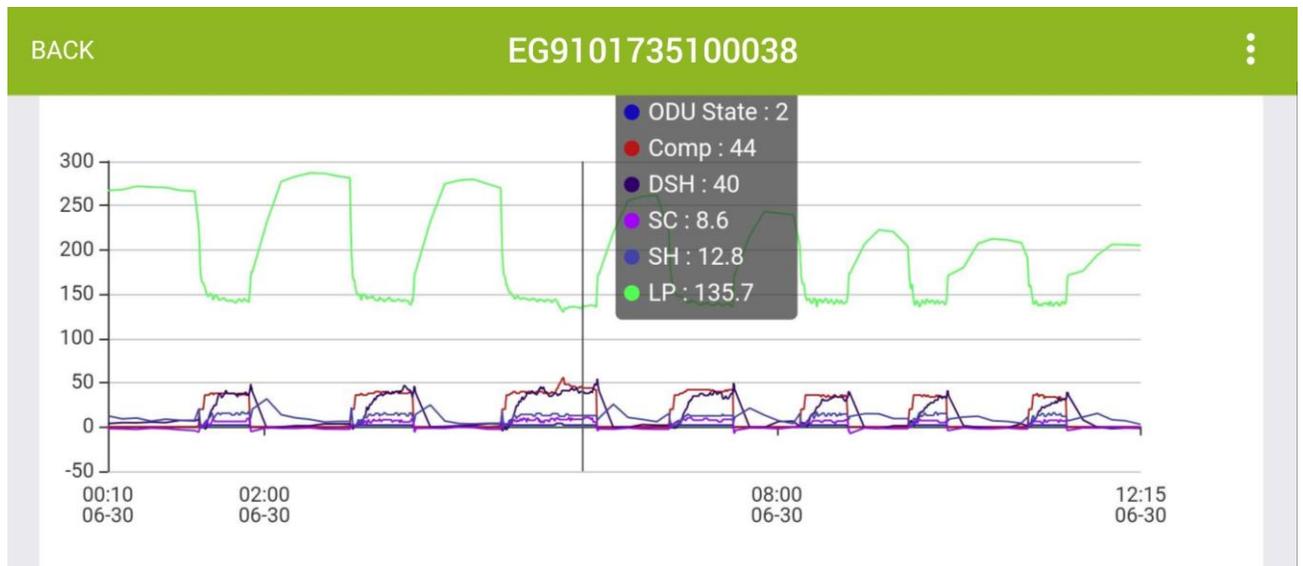
Each symbols (Touch **Help** to get symbol's meaning) show real-time data inside the oval frame.



**ODU Stat.:** Outdoor unit mode

(0-Stop, 1-Ready to start, 2-Cooling, 3-Heating, 4-Oil Return, 5-Defrost, 6-Manually defrost, 10-AUTO charge mode or pump down operation)

Slide down the screen to review the history curve of the selected symbols. Ecoer provides up to two months data for check from ESS Pro App.

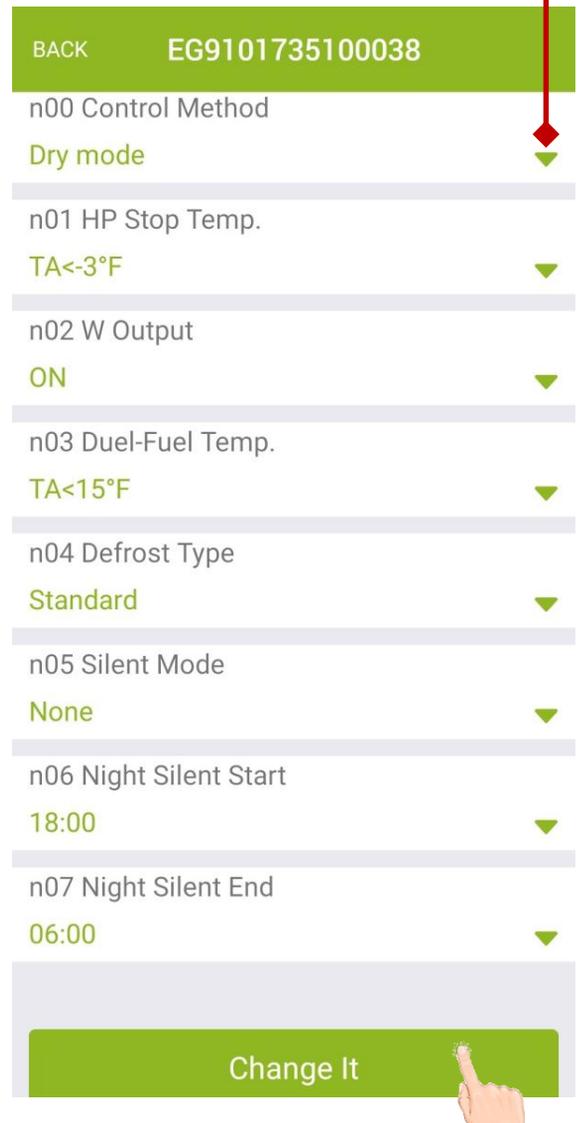
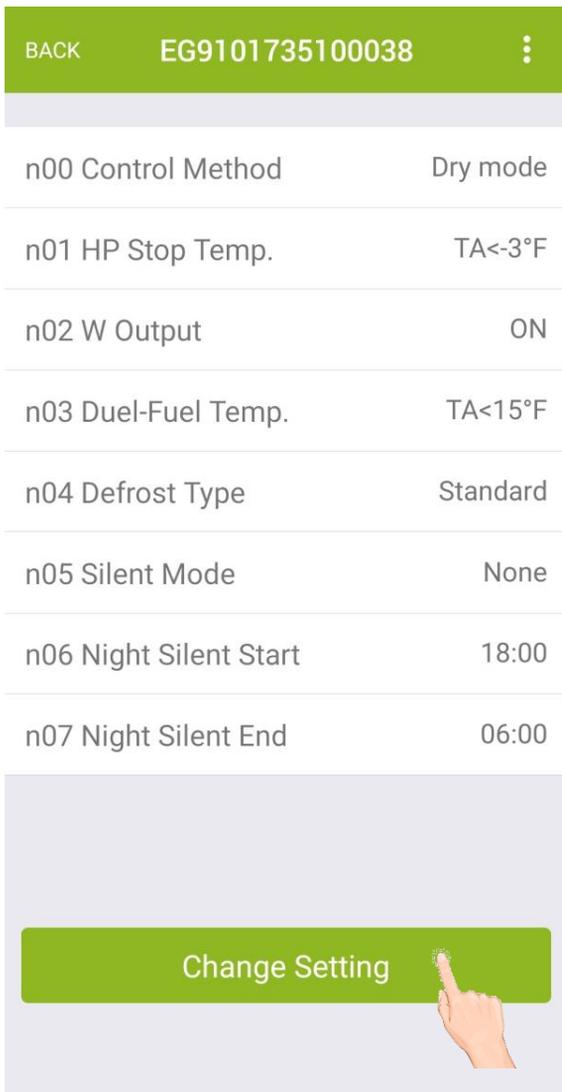


• **Field Setting**

Remotely check and change setting of Ecoer condensing unit from your smart device.

**App will show prompt if the current software of gateway cannot support your remote setting.  
Contact Ecoer Service Team to update the software for you.**

Select button



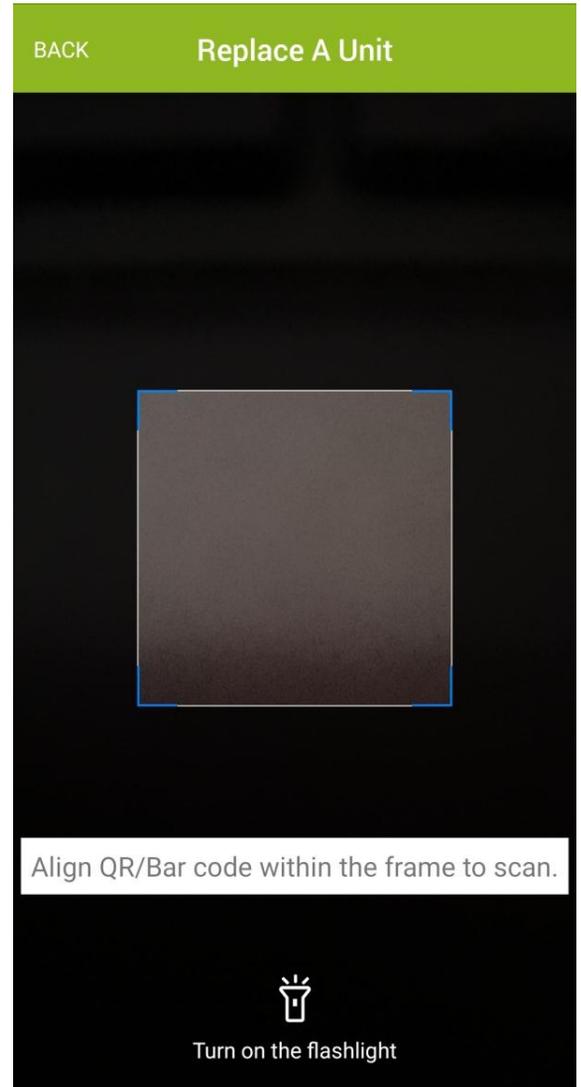
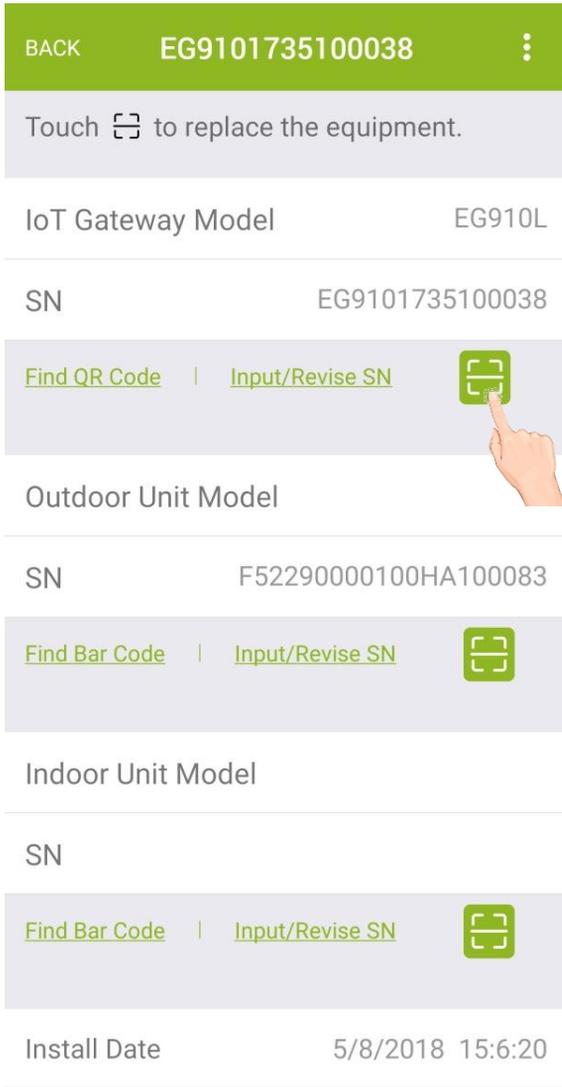
**Remarks**

Refer to ESI (Ultra) Service Manual or ODU Installation Manual to get more details about each setting.

- **Units Info.**

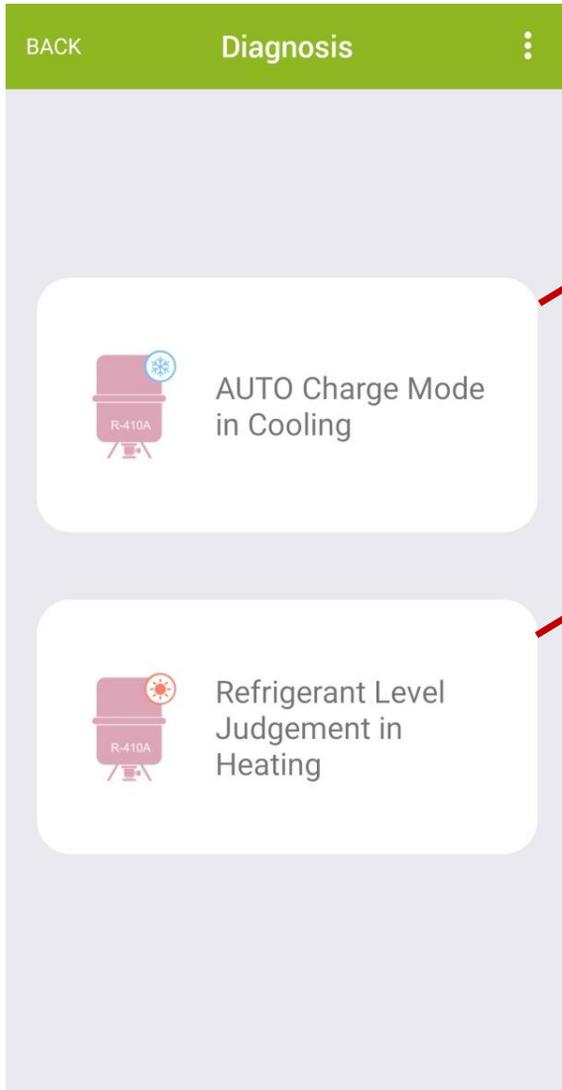
Units Info. page shows serial numbers of the AC/HP system.

Replacement is provided by scanning or inputting the SN of the new equipment.

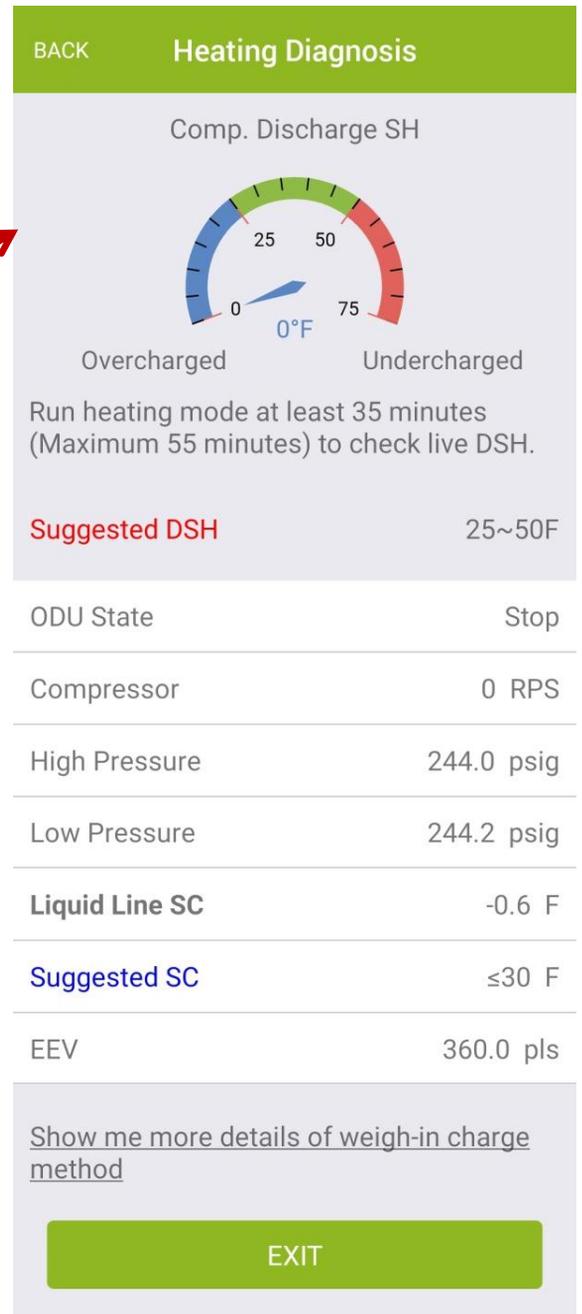


• **Diagnosis**

This function transfers key parameters for refrigerant level and TXV opening judgement of Ecoer systems.



See the following page



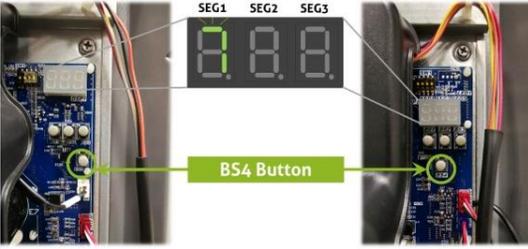
**App will show prompt if the gateway cannot get Refrigerant Coefficient in AUTO charge mode.  
Contact Ecoer Service Team to update the software for you.**

BACK Cooling Diagnosis

This AUTO charge mode obtains the best accuracy when outside temp. (TA) ≥ 50°F

**STEP 1**  
Turn on the system, set 5°F lower than room temperature in cooling mode from your thermostat.

**STEP 2**  
Press and hold BS4 for five seconds until SEG1 displays blinking 7.



EODA18H-2436 EODA18H-4860

NEXT



BACK Cooling Diagnosis

Refrigerant Coefficient



Diagnosis Time: 12/29/2018 16:54:40

Wait at least 10 minutes to get your refrigerant coefficient. Proper charging should be displayed 0.4 ~ 0.6 if SH ≤ 20°F.

ODU State	Stop
Compressor Speed	0 RPS
High Pressure	244.0 psig
Low Pressure	244.2 psig
Liquid Line SC	-0.6 F
Suggested SC	6~18F
Comp. Suction SH	4.0 F
Suggested SH	7~20F

[Show me how to adjust indoor TXV if SH is improper.](#)

EXIT

• **Property Owner**

It shows the owner contact info. of the system and unit location.

# V. Trouble Shooting

Trouble shoot corresponding problem before go to the job site.

**Trouble Shooting**

UNRESOLVED ALL

**1**

Important Alarm H2

IoT SN GF9101736100243

Owner

Desc. Ambient temperature limit operation in heating mode...

Solved 3/14/2019 21:28:51

Important Alarm H2

IoT SN GF9101736100142

Owner

Desc. Ambient temperature limit operation in heating mode...

Solved 3/14/2019 21:28:22

Warn P1

IoT SN GF9101737100291

Owner

Desc. High pressure protection (HP ≥ 545psig)

Solved 3/14/2019 21:19:39

Systems Events Files

**Event Detail**

Alert H2

Status **2**

Level Important Alarm

IoT SN [GF9101736100142](#)

Alert Time 3/14/2019 21:28:12

Fixed Time 3/14/2019 21:28:22

Description

Ambient temperature limit operation in heating mode.

TA ≥ 86°F or TA < forced heating stop temperature set by n01

Trouble Shooting

**BACK** **CLOSE**

Is the outside temperature within the range of operation?

**3**

Outdoor temp. (TA)

140 120 100 80 60 40 20 0 -20

86 122 -3 23

Heating Range Cooling Range

Not recommended

System may shut down because of specific operation control

Select result

NO

YES

Next

**BACK** **CLOSE**

Cool/Heat Auto switch has been selected from thermostat?

Is the unit running heating mode when the thermostat switches to cooling mode or running cooling mode but the thermostat switches to heating mode at that time?

**4**

Select result

NO

YES

Previous Next

**BACK** **CLOSE**

The unit will respond to mode switch after 6 minutes' stop.

**5**

Select result

NO

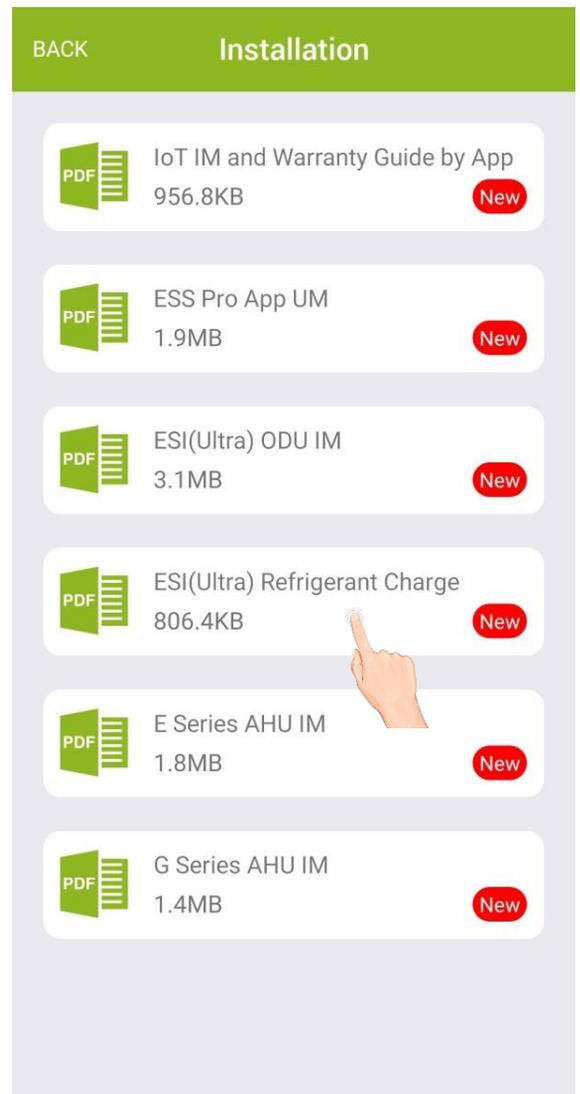
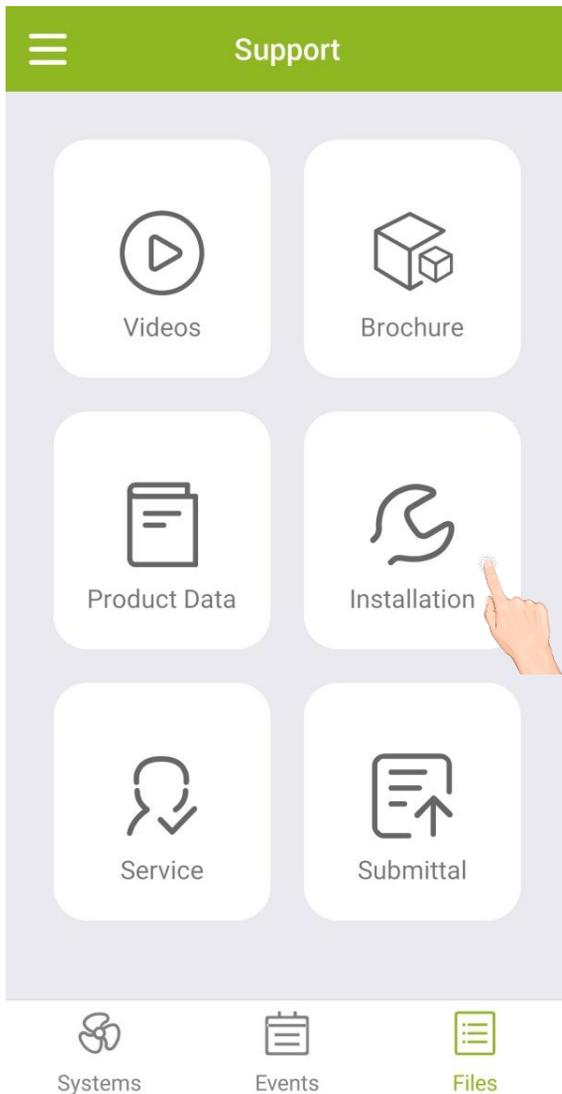
YES

Previous Done

# VI. Technical Manuals

Technical documents can be browsed on ESS Pro App.

Distributors/Dealers are able to download original files at [www.ecoer.com](http://www.ecoer.com) after your login.





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