Ecoer Smart Service Pro App User Manual

Contents

1. Create An ecoer Account---------- 2
2. App Layout---------- 6
3. Register a New AC/HP---------- 8
4. AC Details---------- 13
5. Trouble Shooting ---------- 19
6. Technical Manuals---------- 20

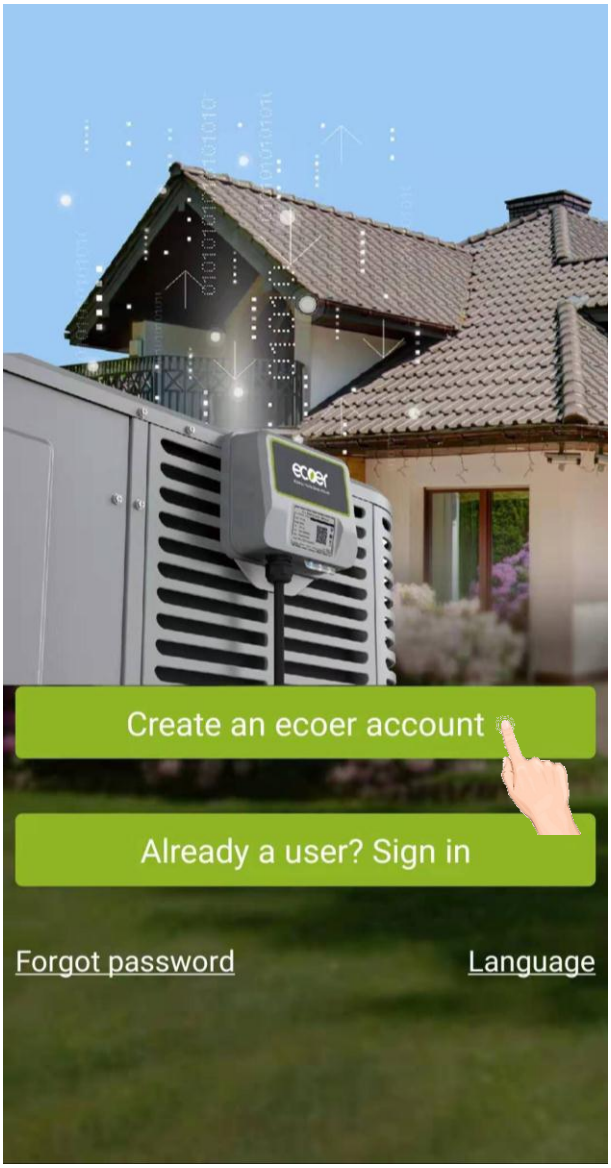
Log in **www.ecoer.com** or App >**Files** >**Installation** to get the latest user manual for Ecoer Smart Service (ESS) Pro Mobile App.

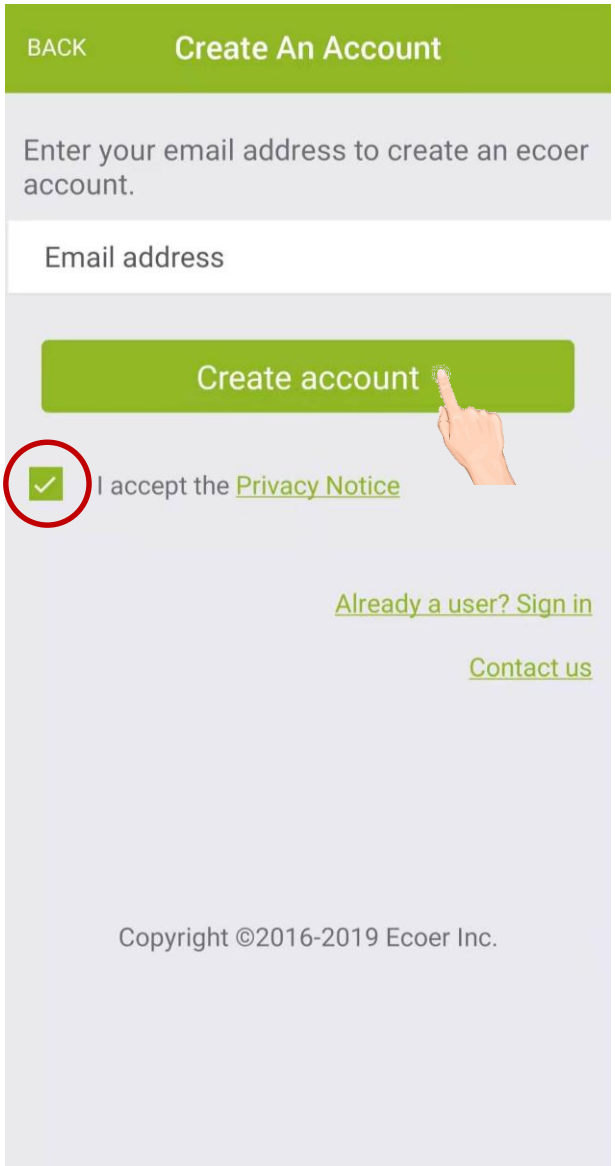
I. Create An ecoer Account

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** or calling the Ecoer Support Hotline: **855-598-4093**.

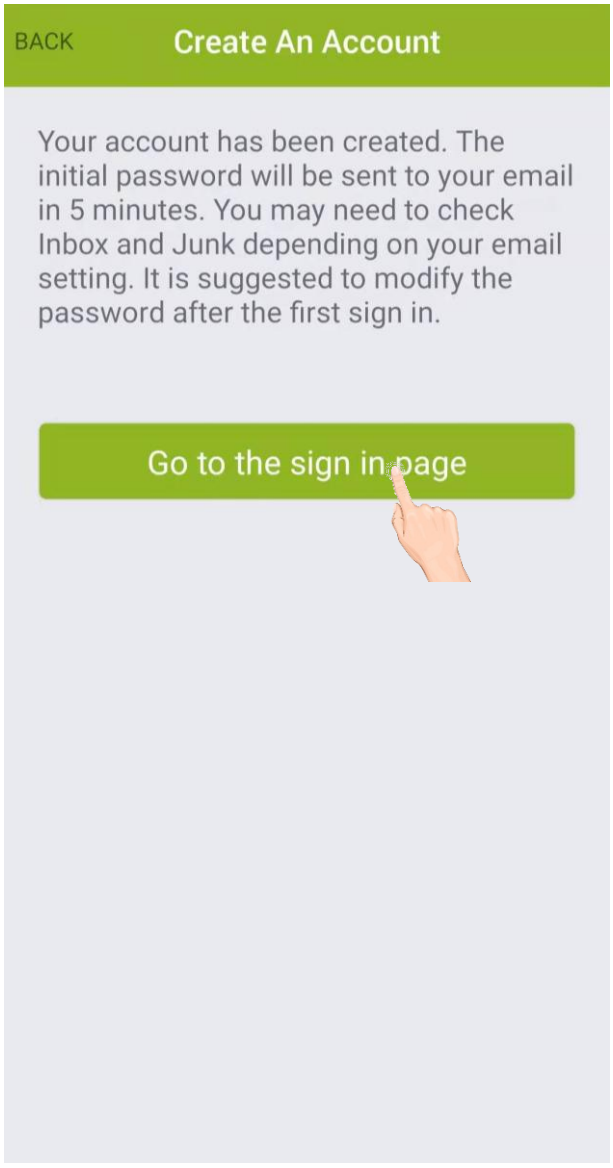


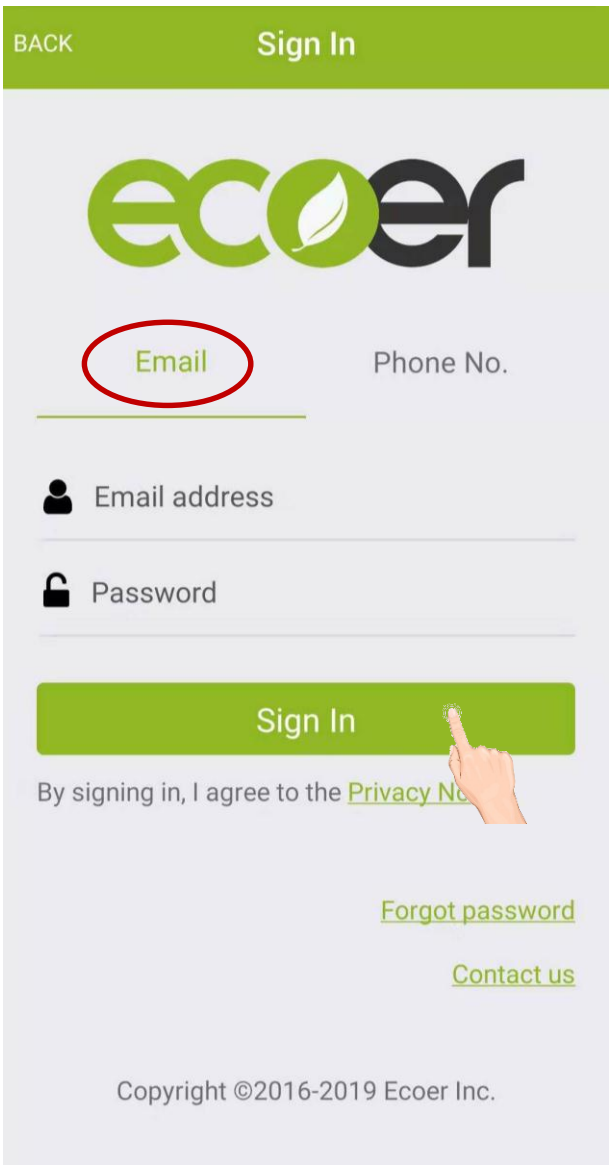


Step2. Sign in

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)



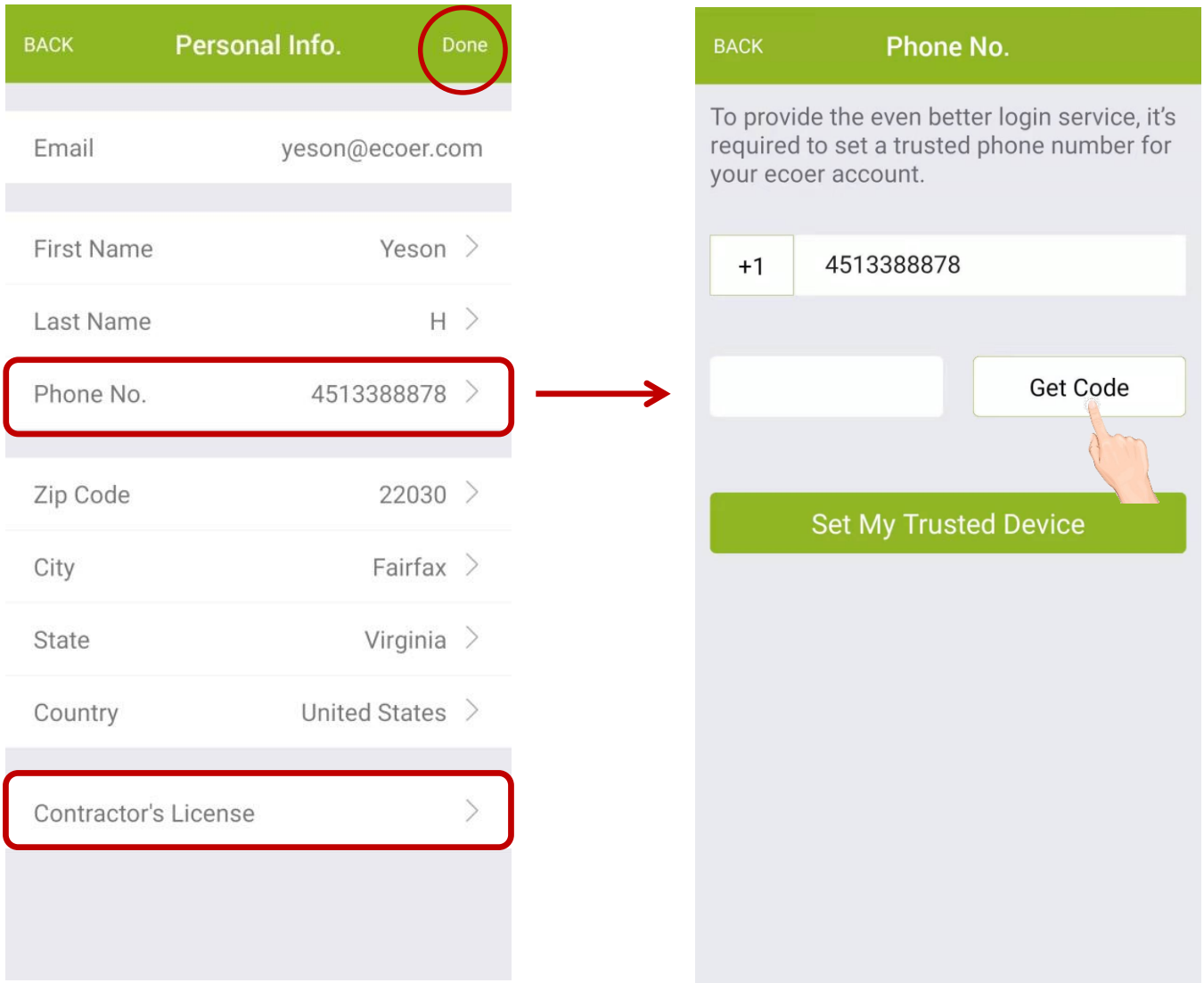


Step3. Fill in Personal Info.

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.

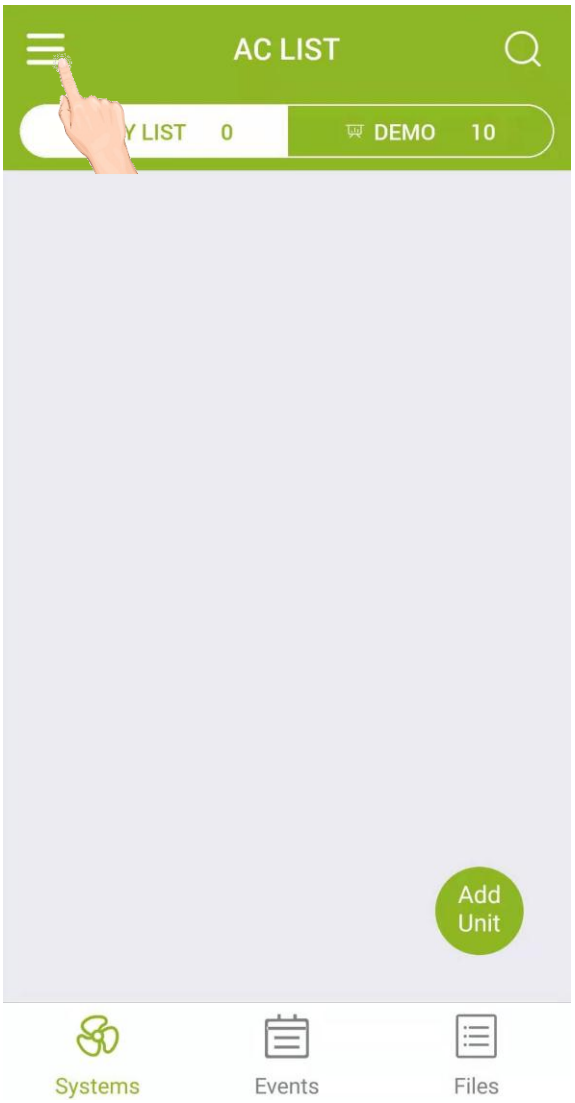


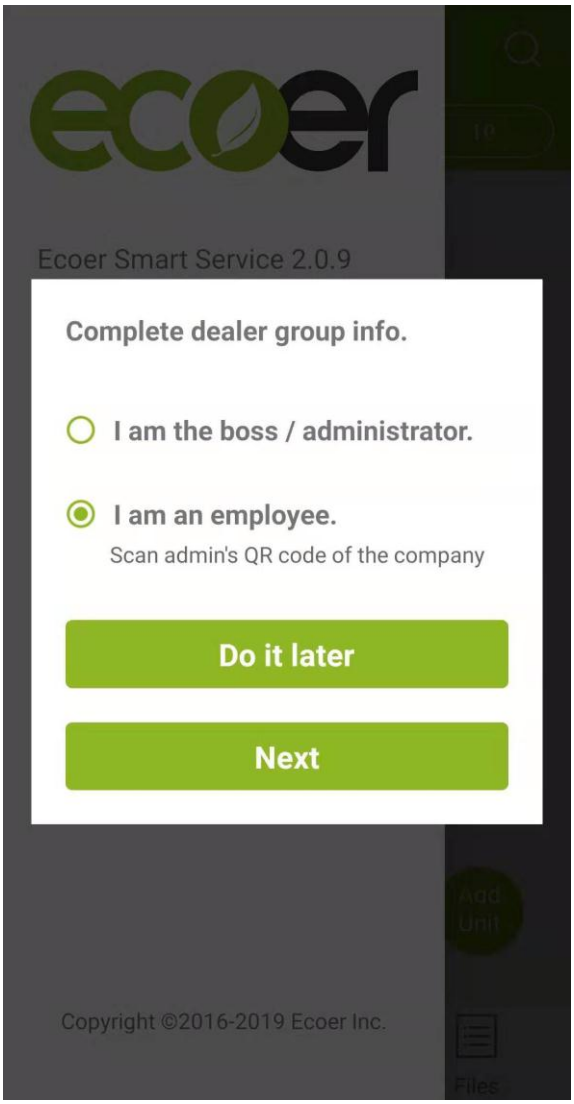
Step 4. Choose group

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.





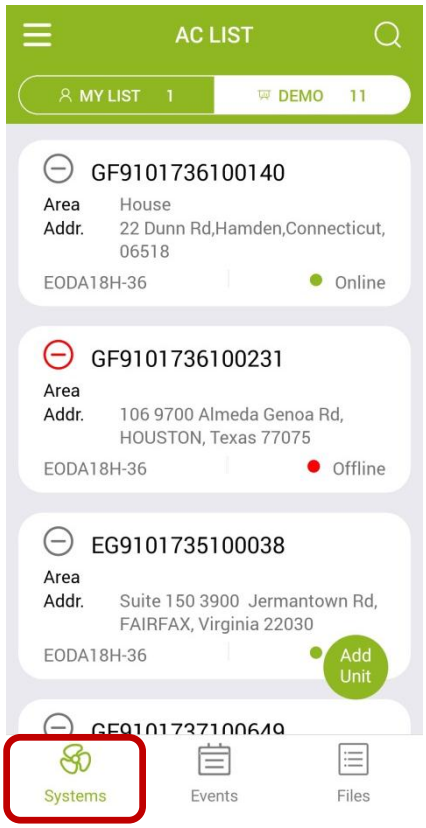
II. App Layout

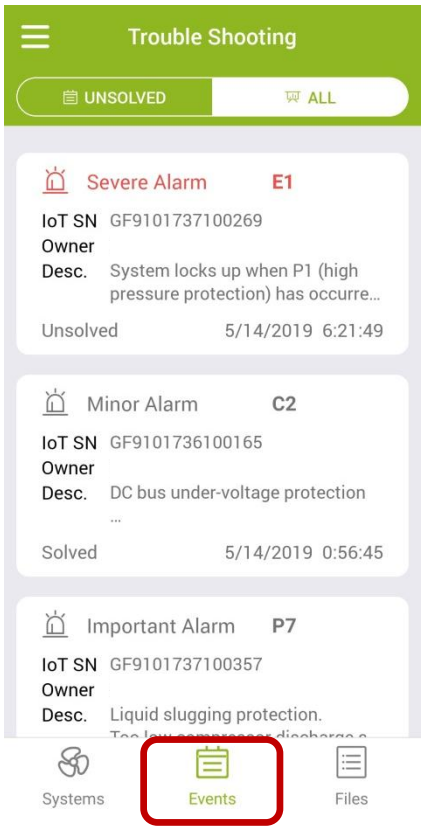
Ecoer Smart Service (ESS) Pro App is a tool that contractors can use to maintain and monitor an Ecoer AC / HP system that was installed.

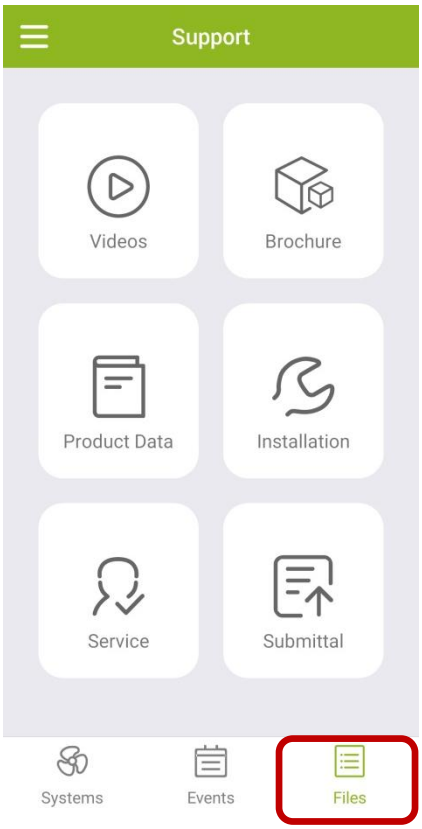
This App will display operational data of each system installed and allow continuous monitoring. Contractors will receive system alerts and service messages in real time, allowing for remote diagnostics and faster, more accurate responses.

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”

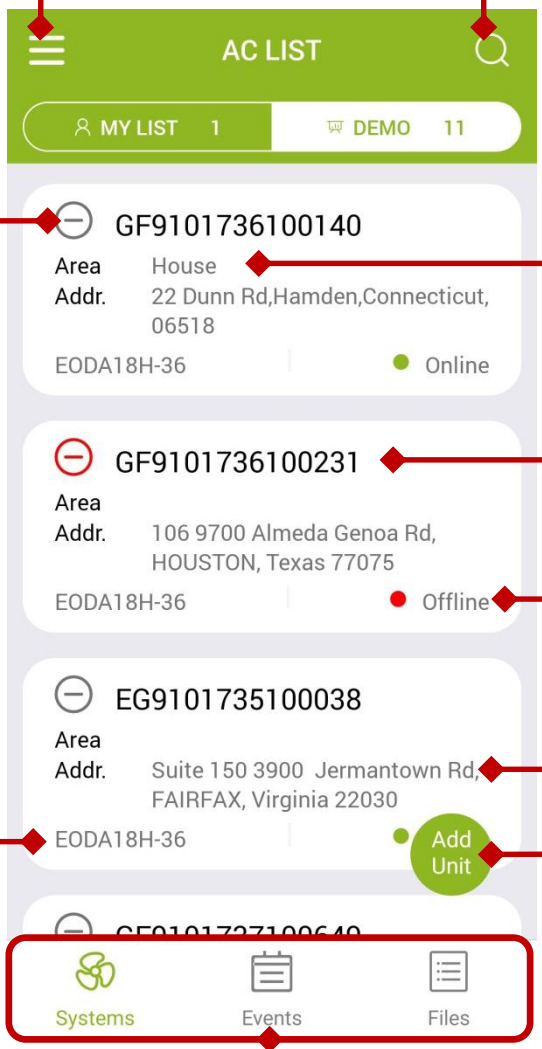
Pull up to show more units that were installed (Default amounts are 30 in AC LIST). Pull down to refresh the outdoor unit status and IoT status.

“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

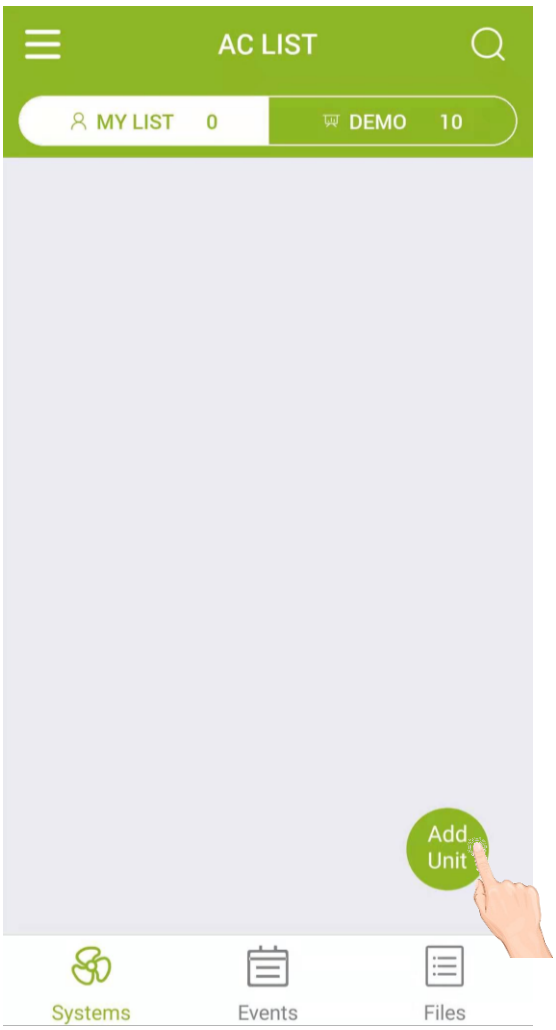
With the IoT gateway, Ecoer Inc. provides an easy way for dealers to help their customers finishing warranty registration by Ecoer Smart Service (ESS) Pro Mobile App in few minutes. Then dealers can monitor units' live/history data and receive system alerts in time.

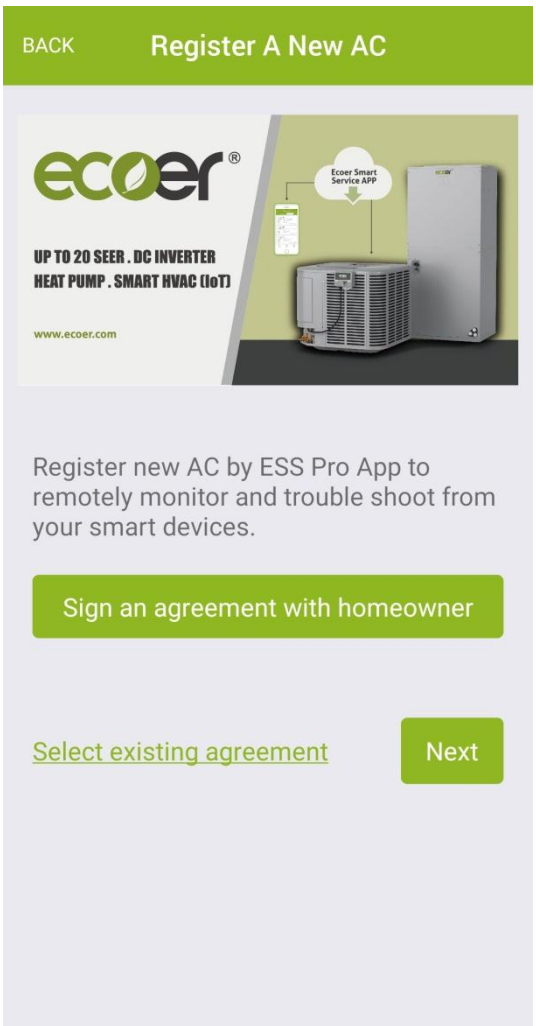
Ecoer Service Team will diagnose the installing and servicing quality, and notice the dealer to service if there is an problem.

Step 1. Enter registration page

Touch the **floating button**

in AC LIST to enter the "Register A New AC" page.



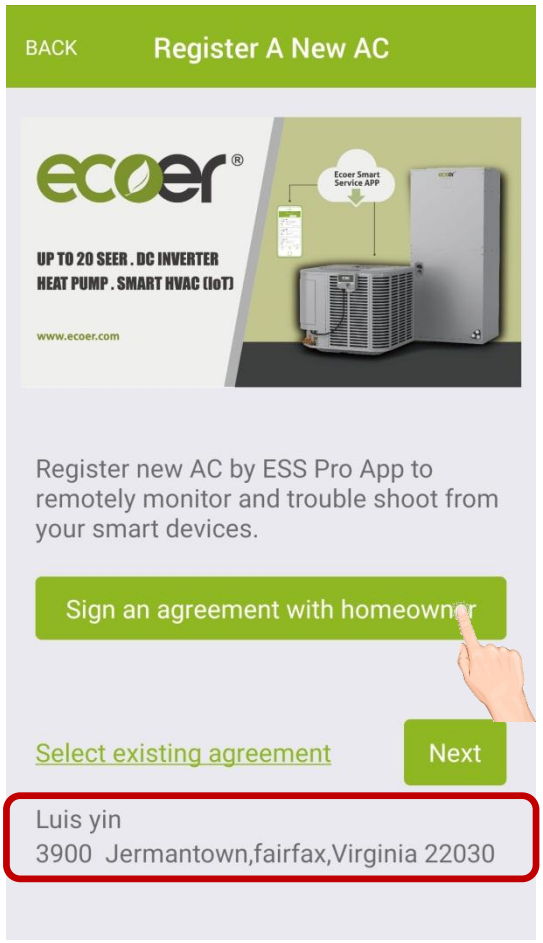


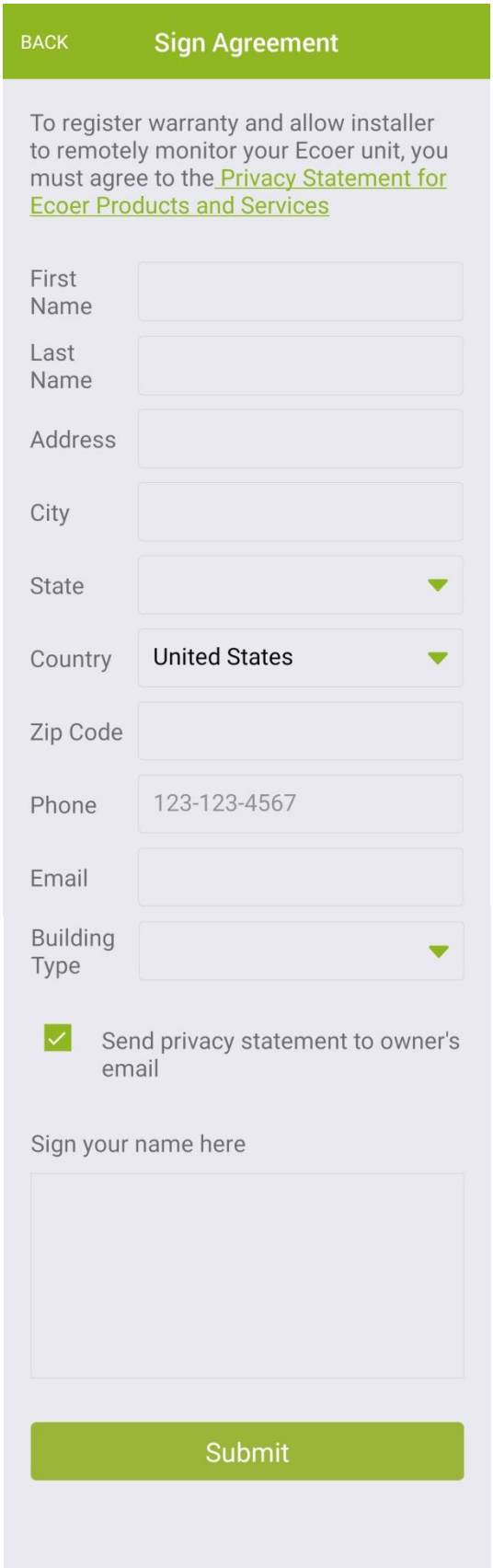
Step 2. Sign/Select agreement

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)





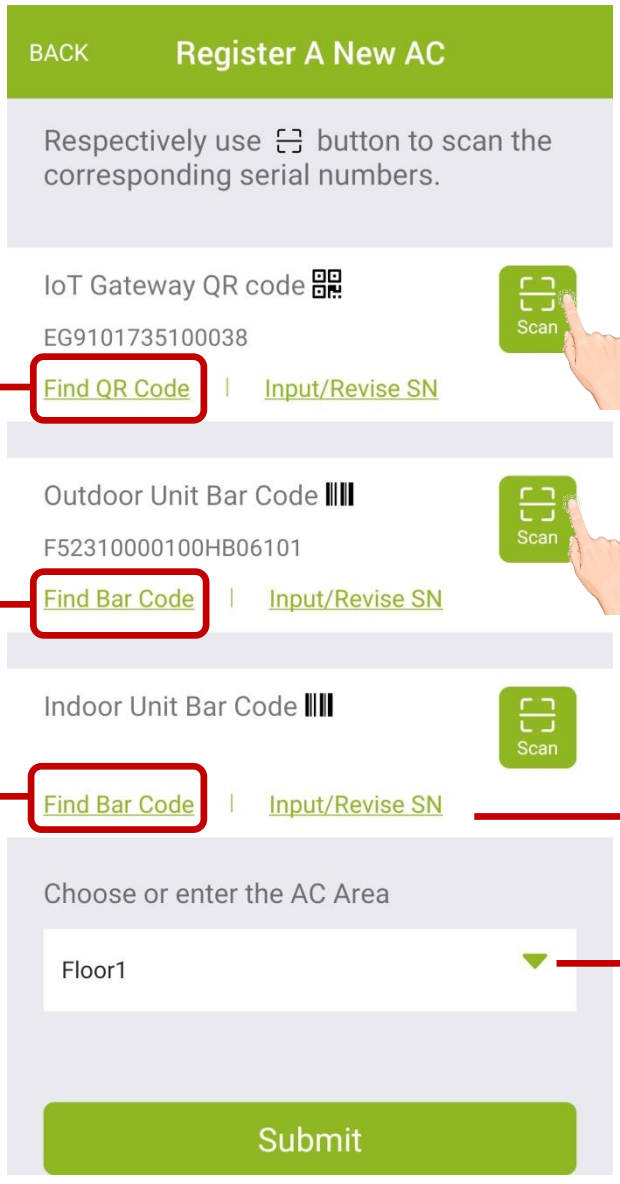
Step 3. Scan/Input SN

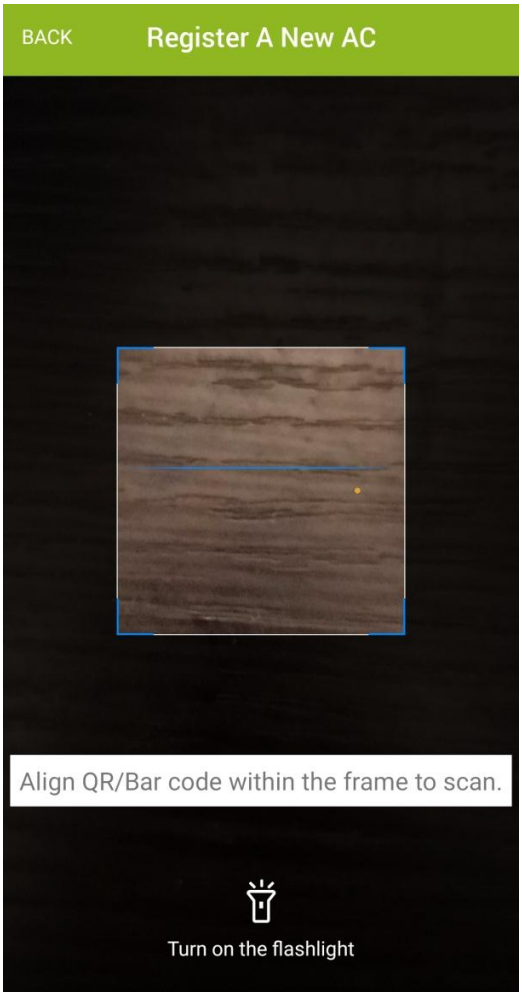
Respectively use

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.





Enter serial number manually

Available Area Selections

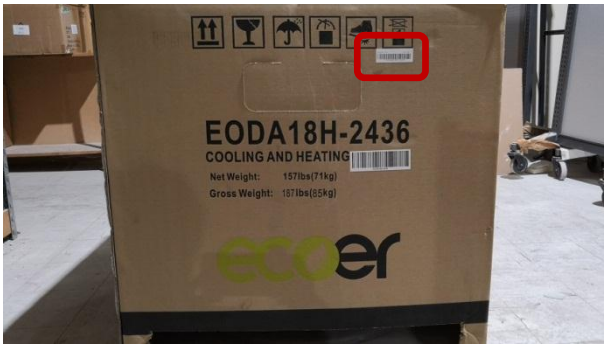
House/ Floor1/ Floor2/ Floor3
Living Room/ Bedroom

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)



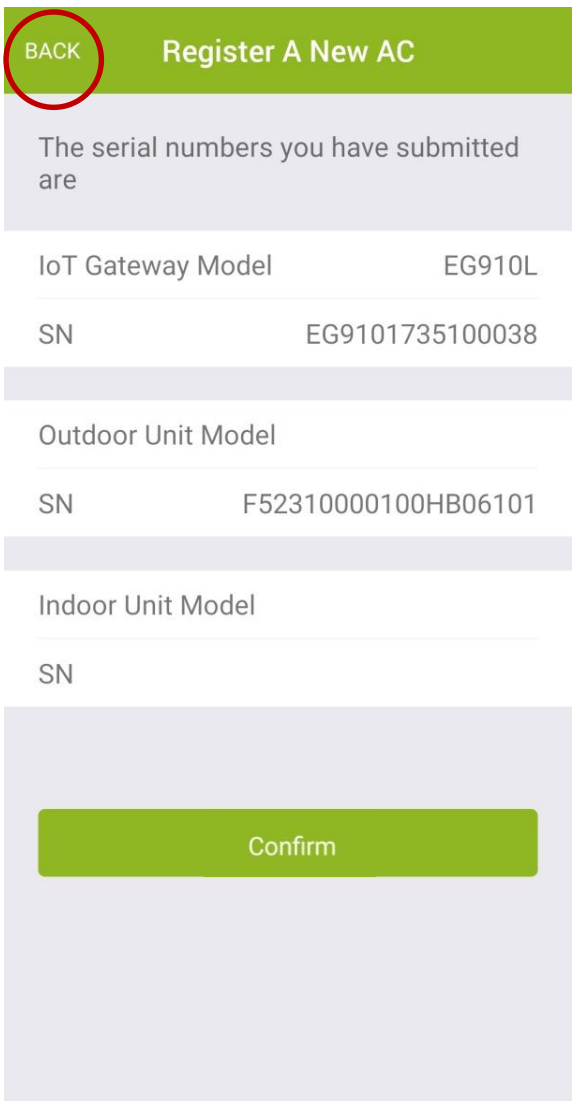
> Indoor Unit Bar Code (SN length is 20 or 22)

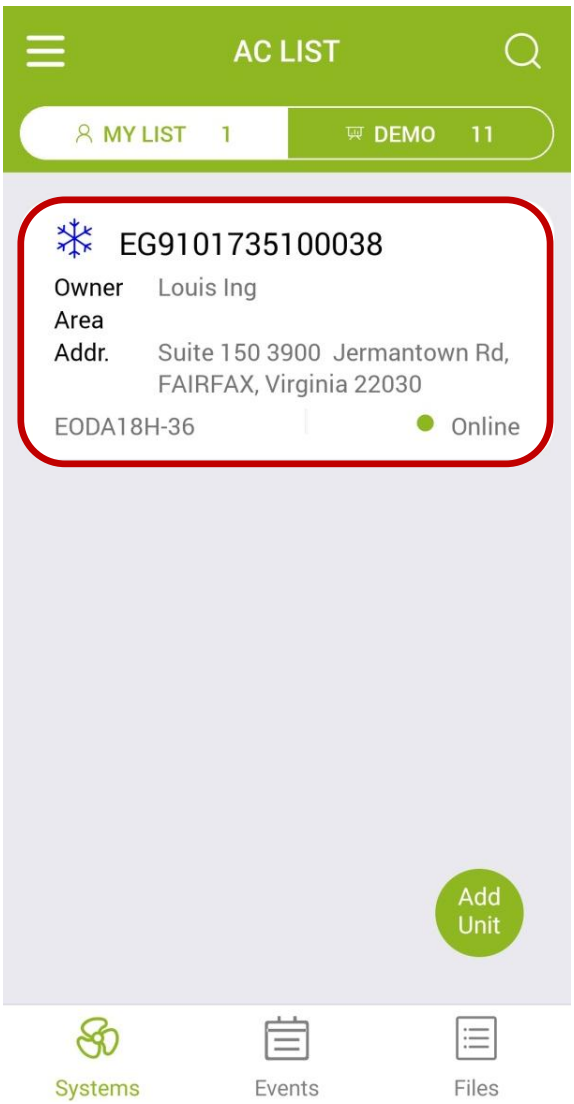
Step 4. Confirm SN

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.



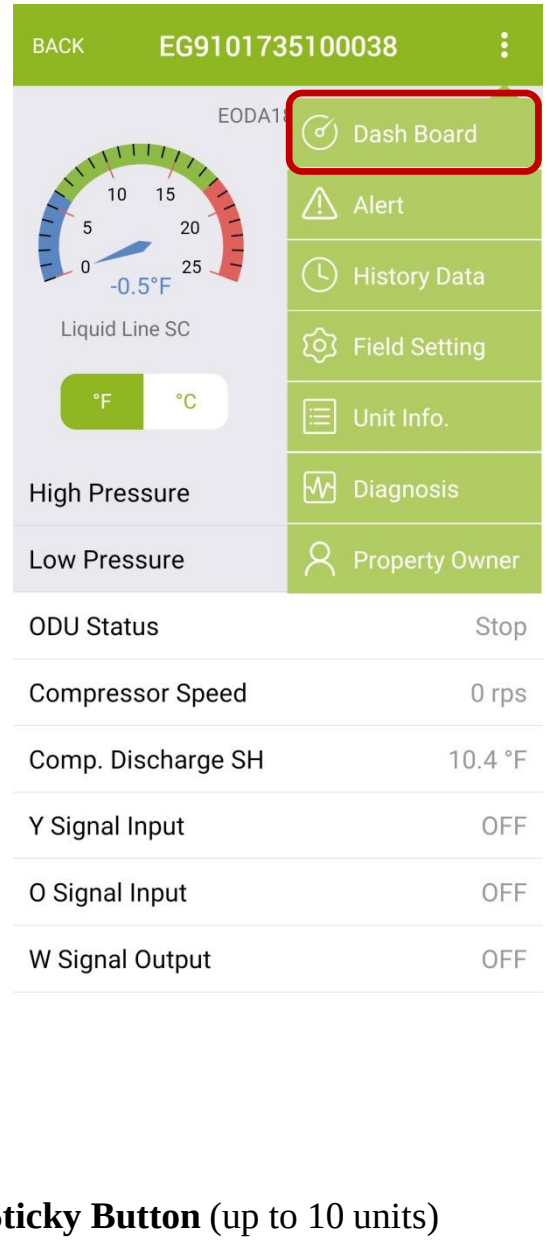


IV. AC/HP Details

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.



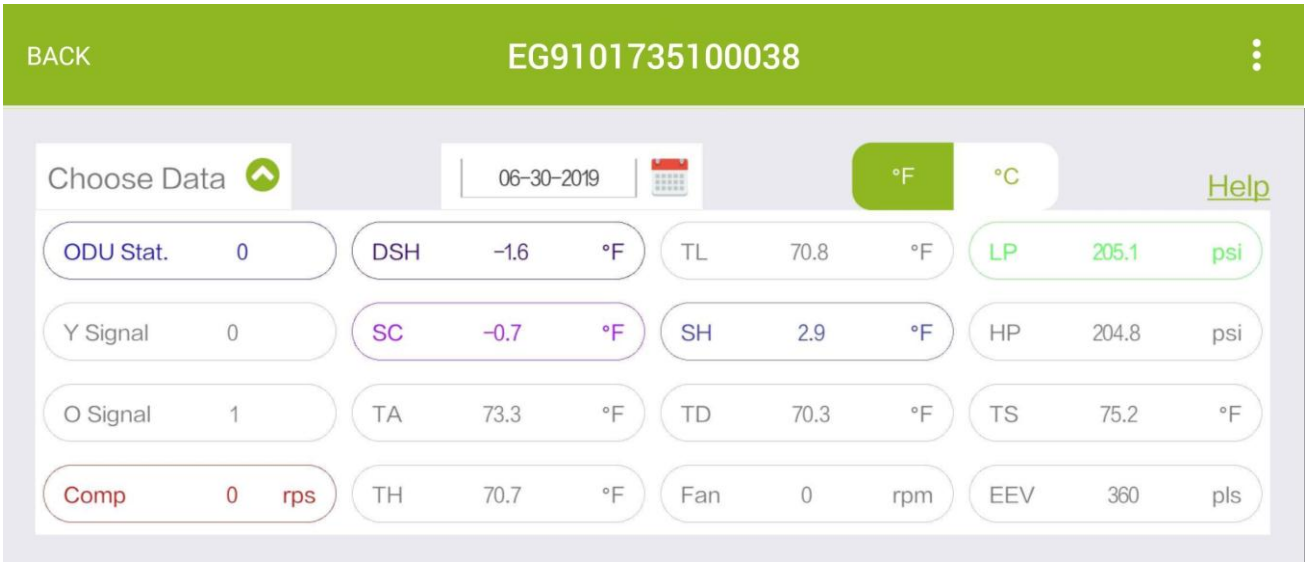
Sticky Button (up to 10 units)

- **Alert**

This subpage shows the last alert of each code reported.

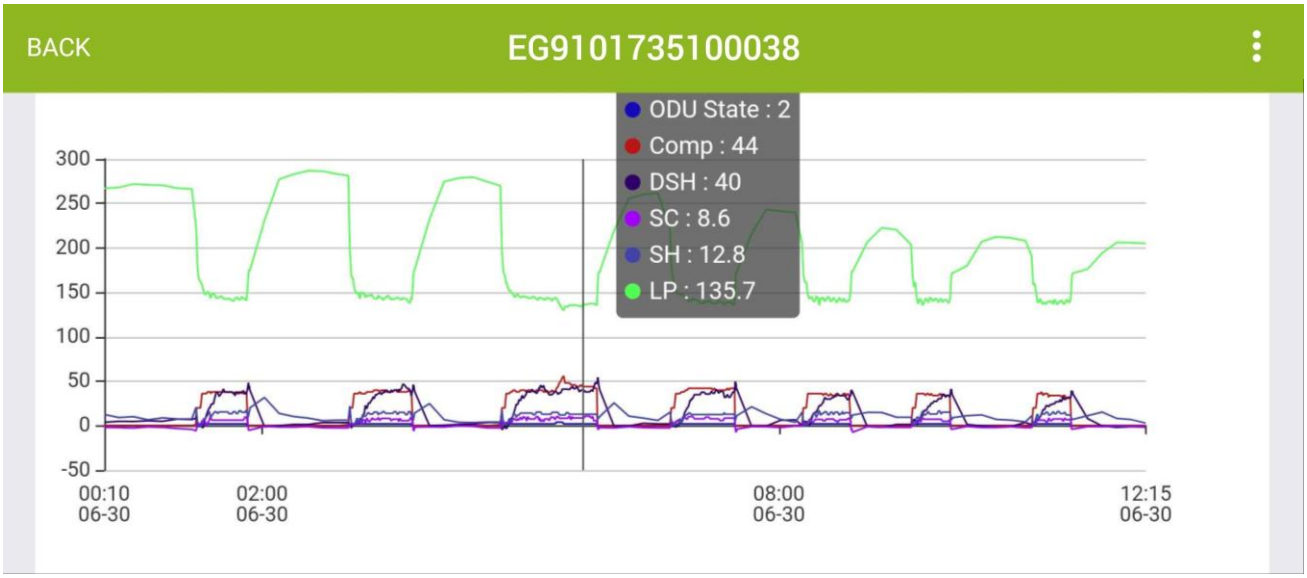
- **History Data**

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.

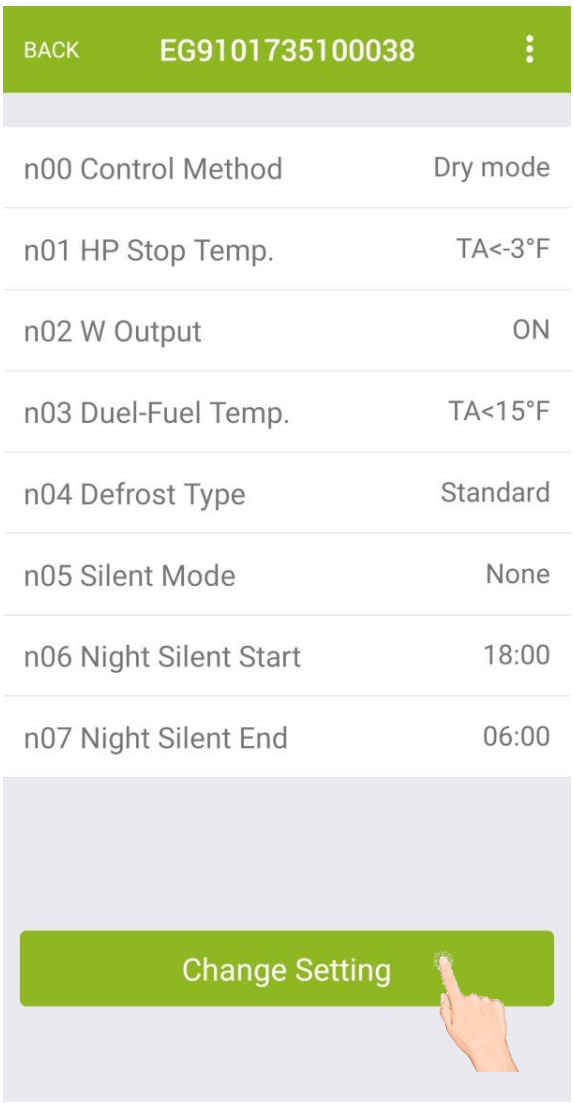


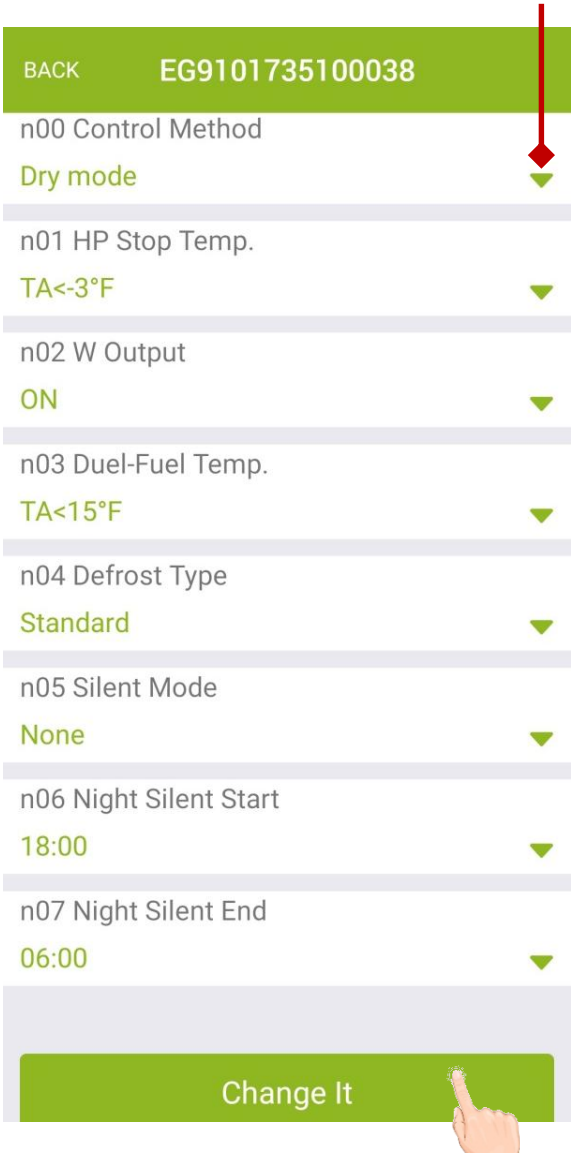
- **Field Setting**

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





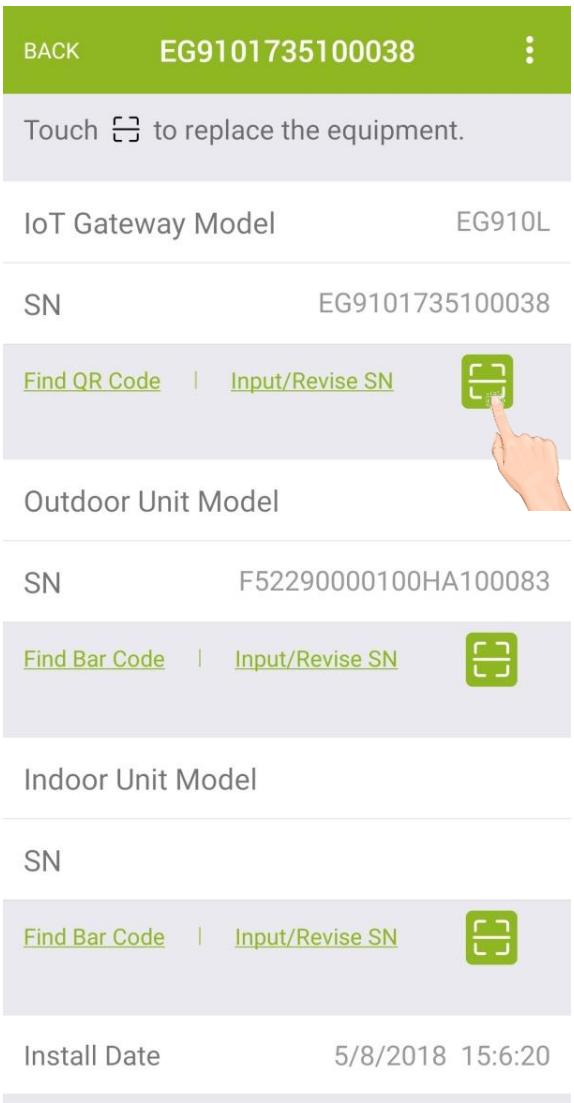
Remarks

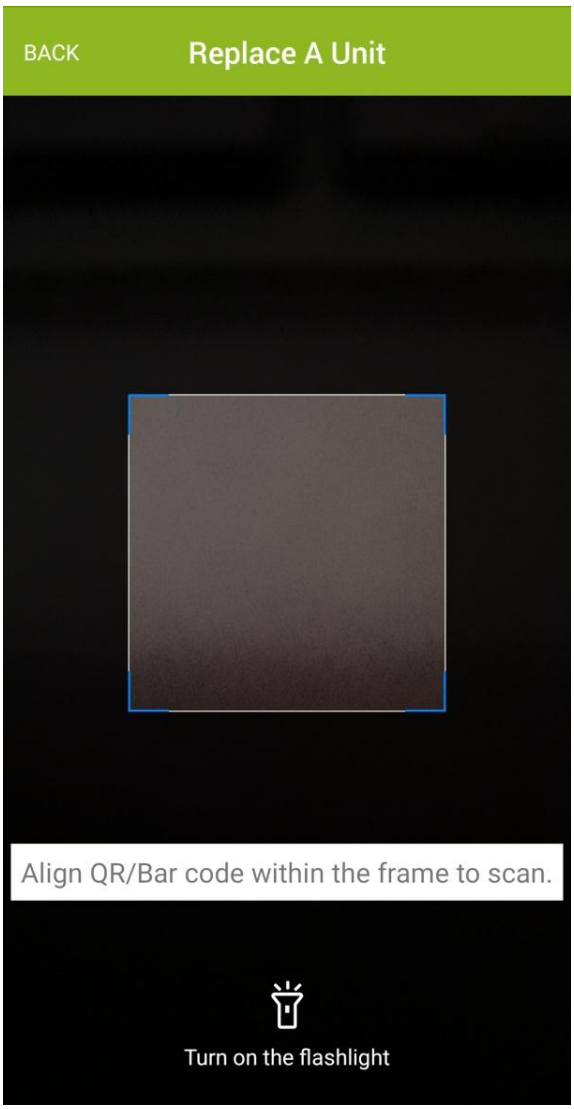
Refer to ESI (Ultra) Service Manual or ODU Installation Manual to get more details about each setting.

- **Units Info.**

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

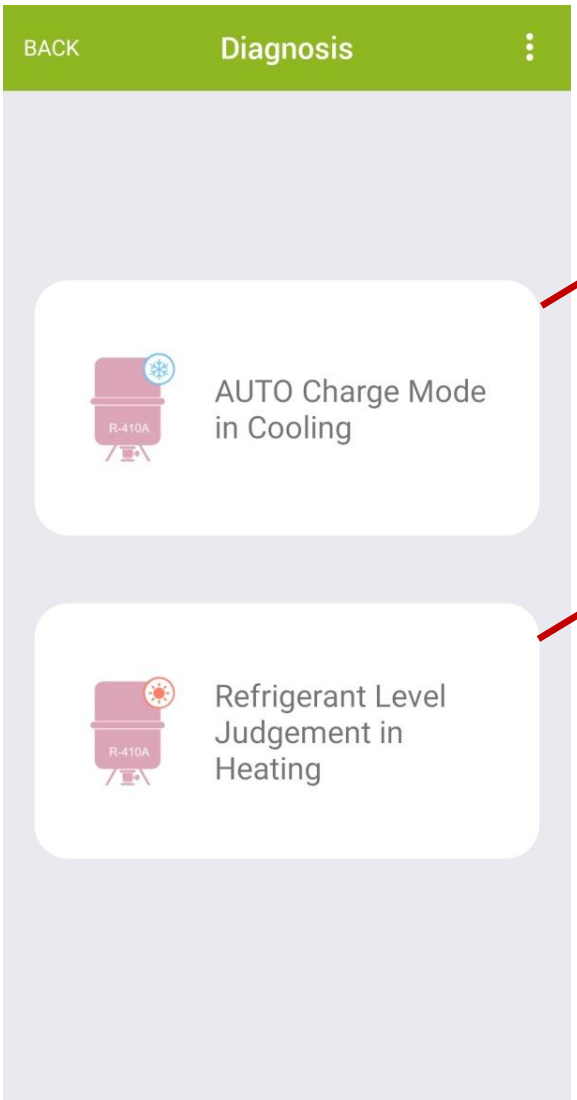
Replacement is provided by scanning or inputting the SN of the new equipment.



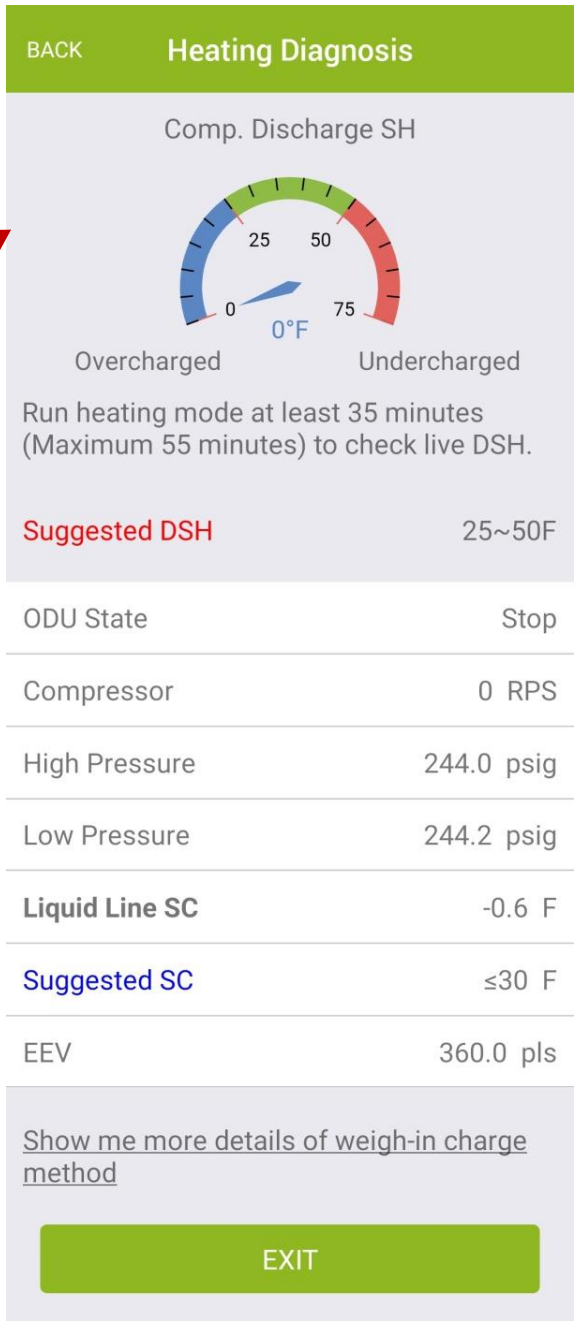


- **Diagnosis**

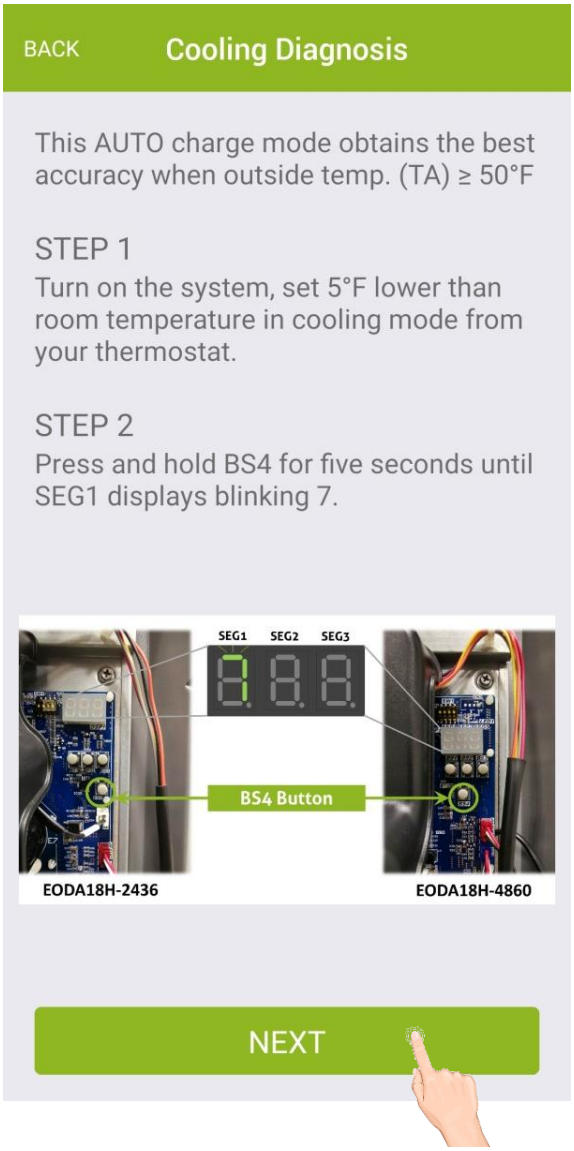
This function transfers key parameters for refrigerant level and TXV opening judgement of Ecoer systems.

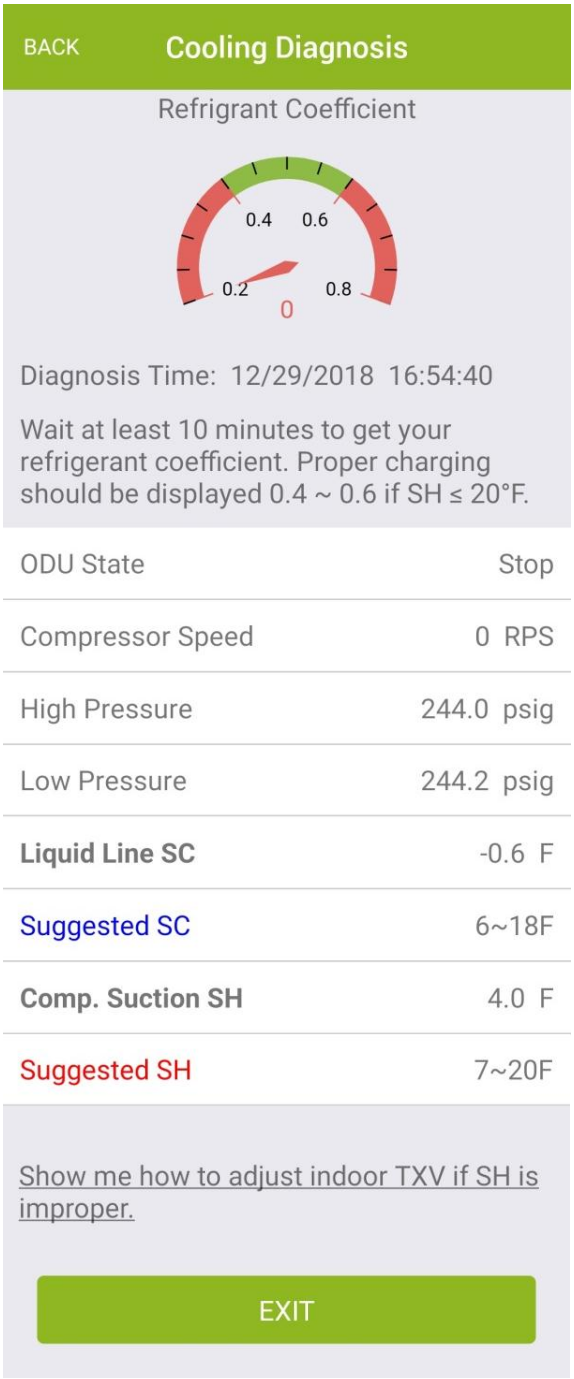


See the following page



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.



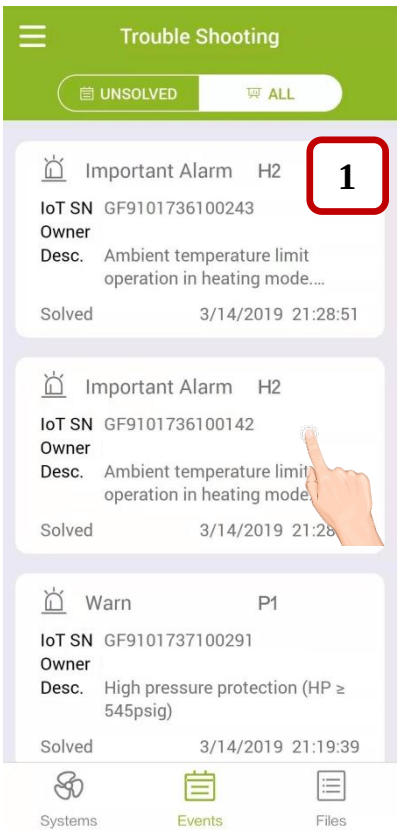


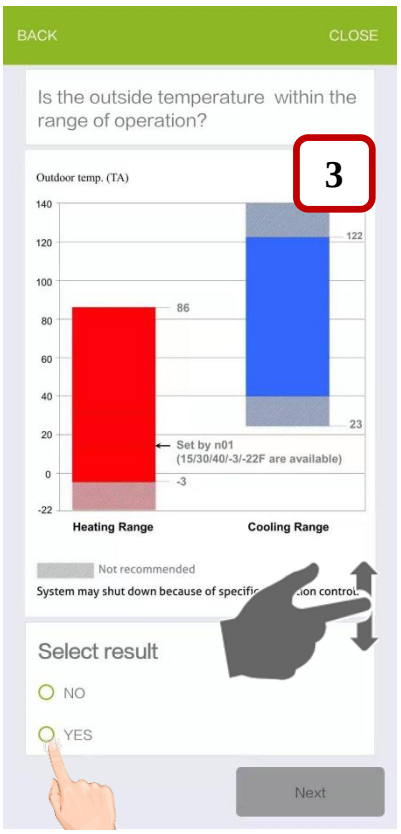
- **Property Owner**

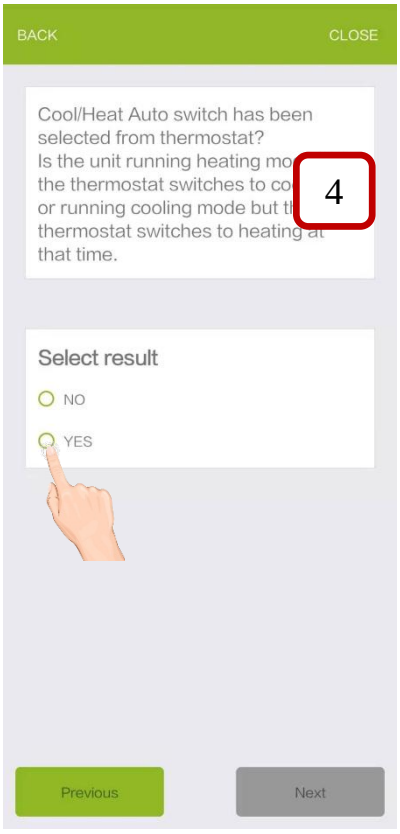
It shows the owner contact info. of the system and unit location.

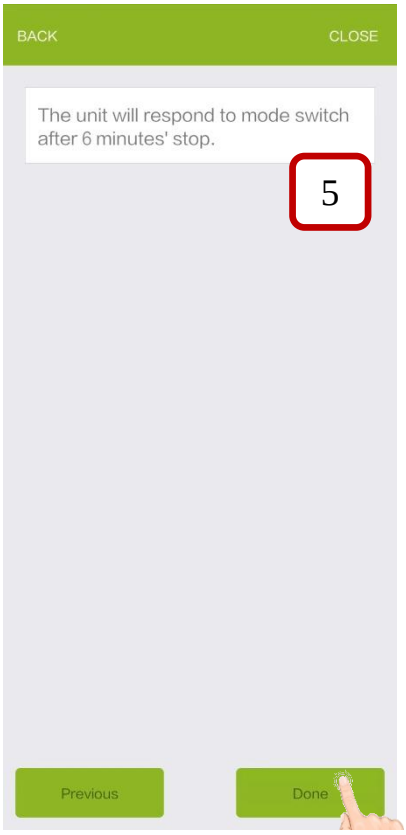
V. Trouble Shooting

Trouble shoot corresponding problem before go to the job site.





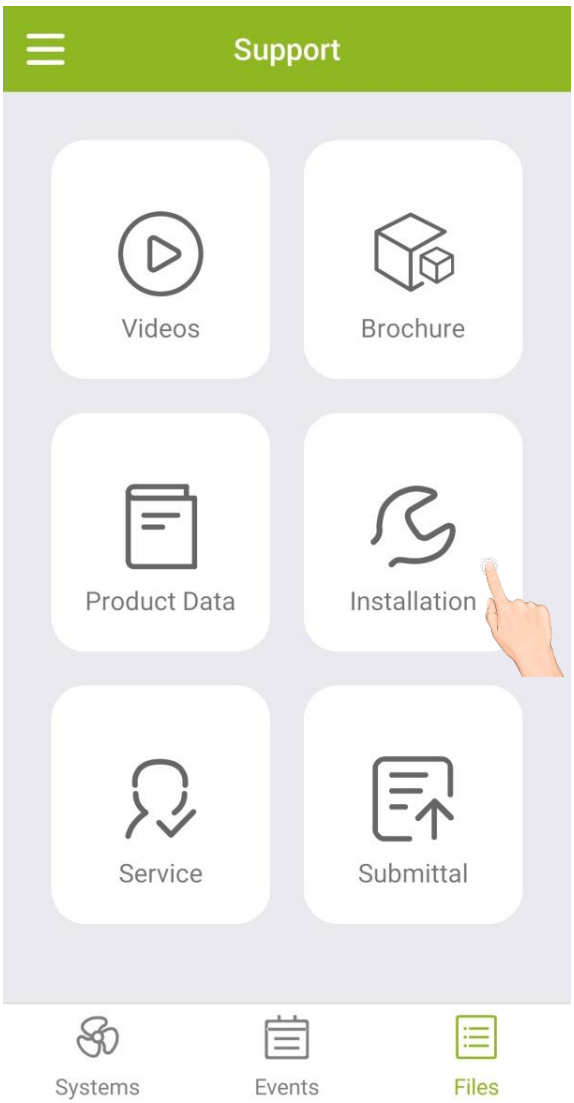


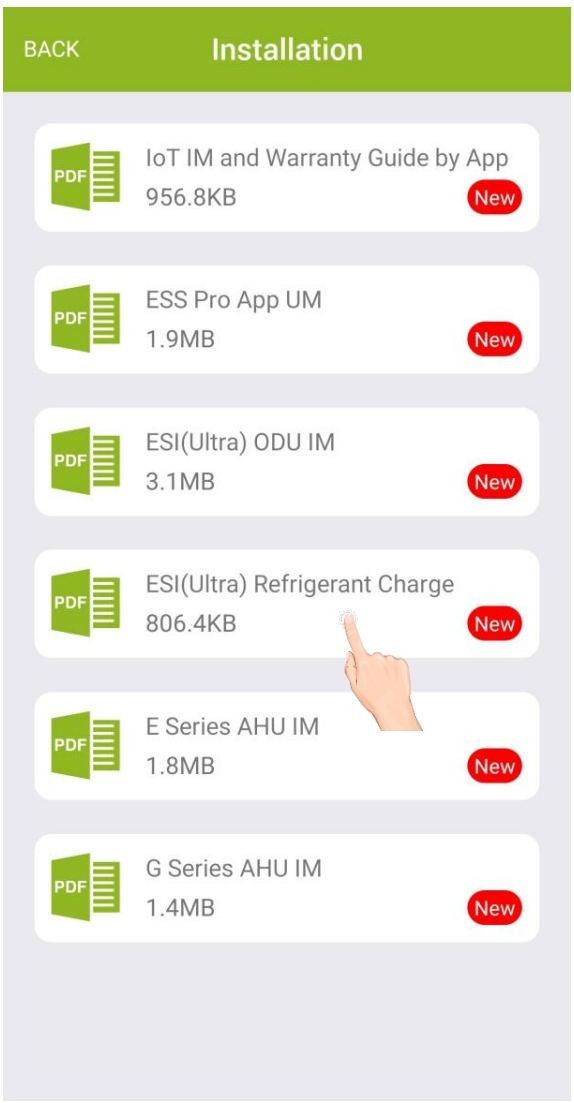


VI. Technical Manuals

Technical documents can be browsed on ESS Pro App.

Distributors/Dealers are able to download original files at **www.ecoer.com** after your login.





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