



Making You Home Green & Smart

## Ecoer Smart Service(ESS) Mobile APP 1.5.x User Guide

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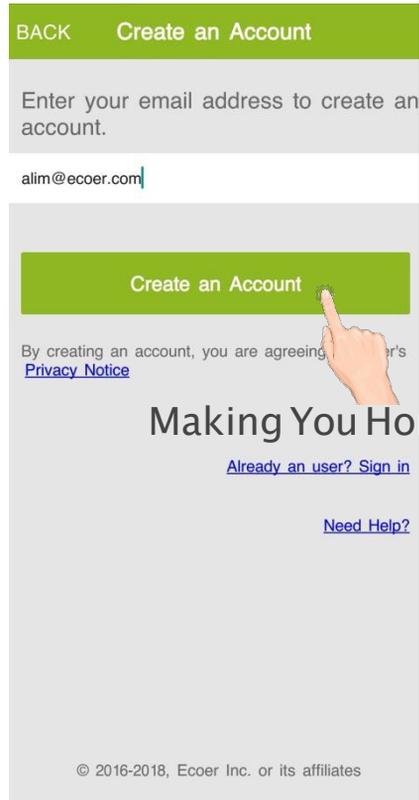


Visit <https://www.ecoer.com/library/> or login APP->**Media(Files)**  
->**Installation** to get the latest user's guide for EcoerSmart Service(ESS)  
Mobile APP.

## I. Create an account

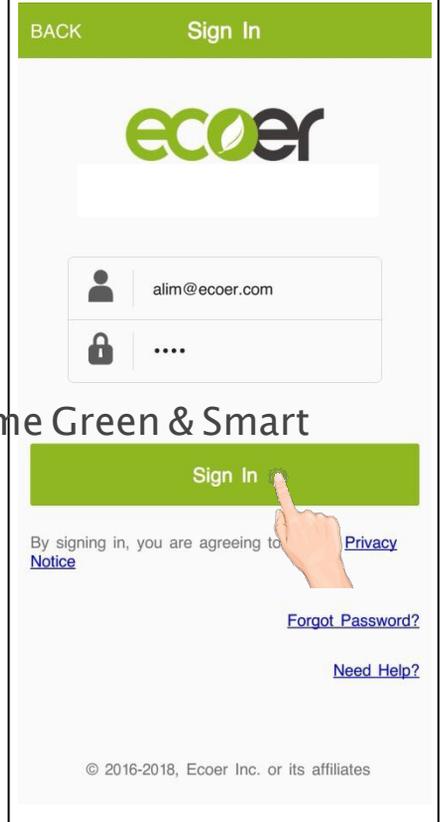
### Step1

Click “**New to Ecoer app? Create an account**” to sign up with your email. Temporary password will be sent to this email from Ecoer cloud.



### Step2

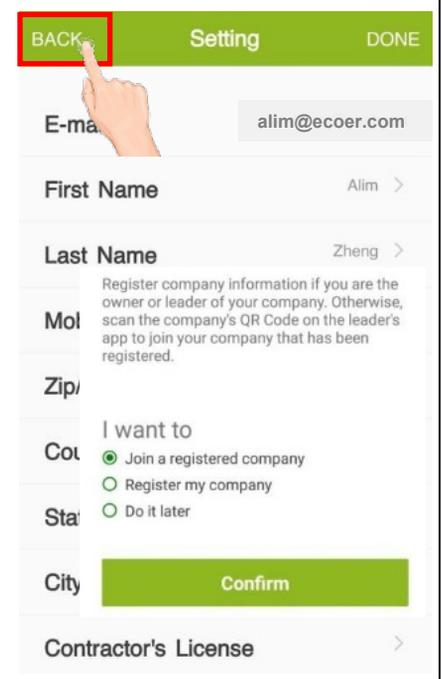
Login your new account with the 4 digital password, then touch **Sign In**.



### Step3

Registering requires your identifying information. Touch “**DONE**” (located on the upper right corner) after each input and enter all the required information.

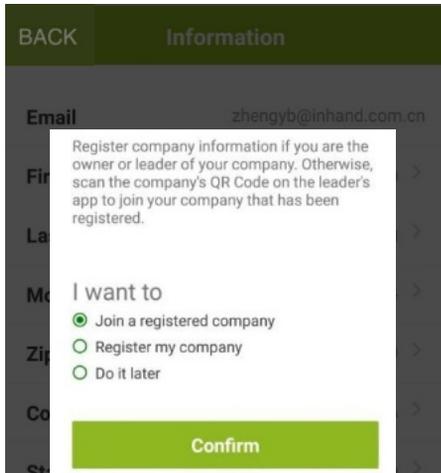
For the Contractor's License item, touch “**+**” to upload a photo of your license (contractor license, EPA license, insurance policy) and submit. After the uploading is finished, touch “**BACK**” button. If you don't have the license with you, touch “**BACK**” button on the left upper corner, click “do it later”.



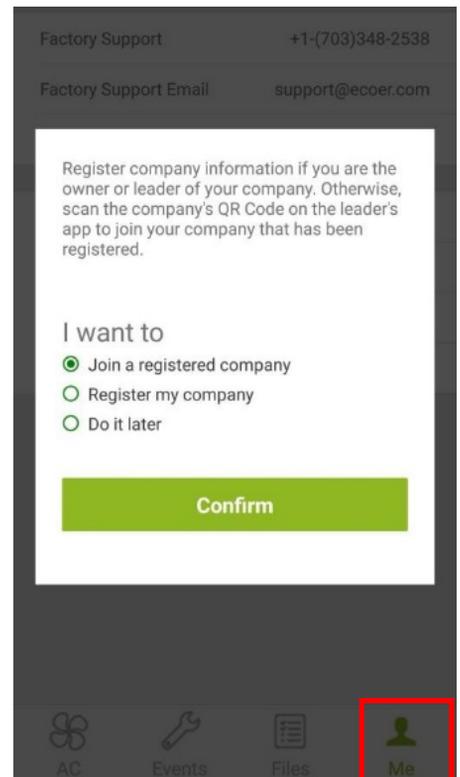
## Step 4

Choose “register my company” if you are the owner or manager of the dealer/contractor company, then complete all information. The 'Contractor NO.' is the unique ID of your company which is required for warranty claim. Show the QR Code to your employees to allow them join to the group. *Information of all units installed by your company is shared to every employees.*

Choose “Join a registered company” if you are an employee. Scan the QR Code shown in the company owner's app to complete.



If the above step has been skipped, touch “Me” Page and choose “Contractor” to select Join a registered company or register my company later.



## II. Sign an Agreement with the AC owner

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.

### Step 1

Click “⊕New AC” button located in the bottom of the AC page. Then touch  to enter the “Agreement” page.



## Step 2

Click the privacy content in “blue color” if you want to learn more about the privacy terms. Show this statement and the policies to the customer.

Input the home owner's name, unit location and other required information. Ask the home owner to agree on our ecoer system monitoring by sign on the apps. (Ecoer use independent cellular signal to monitoring the condensing unit only.)

**Note:** The agreements **MUST** be signed by the customer.

BACK Agreement

Note: To use Ecoer smart IoT service and extend the parts limited warranty period up to 10 YEARS, you must agree to the [Privacy Statement for Ecoer Products and Services](#)

Home Owner Name

Zip/Postal Code

Street

Number

Country

State

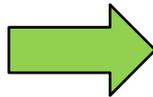
City

E-mail

Verify Email

Phone

Slide down



BACK Agreement

City

E-mail

Verify Email

Phone

Send detail policies to my Email

Please sign here

*Alim Shery*

Resetting I agree

## Step 3

All the created agreements will be listed in the page shown right.

BACK Agreement List

Alim	22030-Jasontown Road-3900	9/29/2017
Alim	22030-Jasontown Rd-3900	9/29/2017

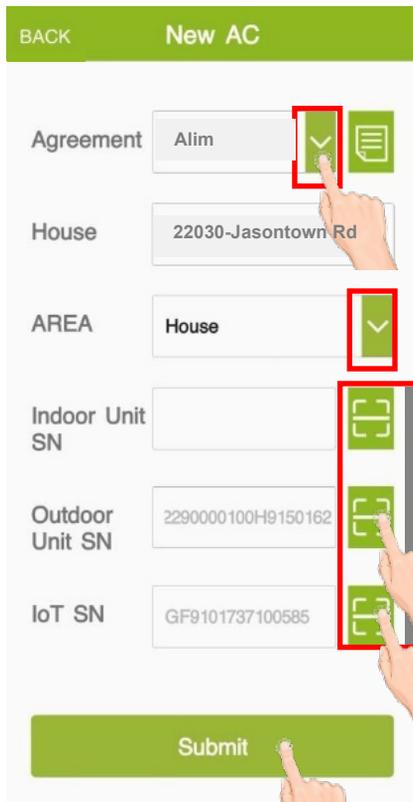
+ New Agreement

### III. Register a new AC unit

#### Step 1

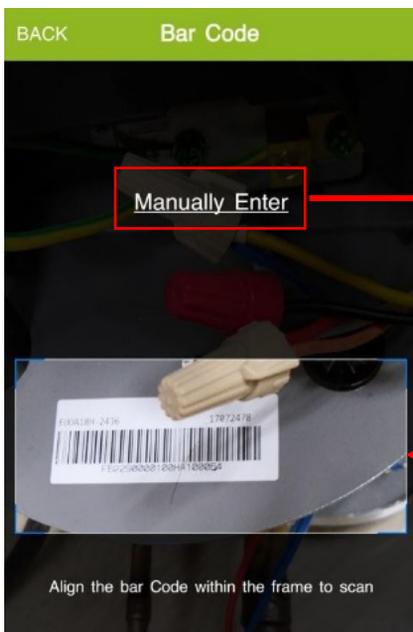
Click “⊕New AC” button in the AC page and select the agreement of the AC owner.

- Type in or select which area (or floor) the system working for .
- Respectively touch  to **scan** the bar codes for indoor and outdoor unit, QR code for IoT Gateway. If the scanned SNs are wrong, type in the correct one.
- Touch “Submit” button to finish the warranty registration.



**Notes:**  
3<sup>rd</sup> party indoor unit SN is not needed

Scan buttons



Enter serial number if the scanner cannot work properly.

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

## Step 2

### Uploading pictures of invoice for proof of installation of new evaporator coil (for 3<sup>rd</sup> party indoor unit un-matched systems)

- **Property Owner**

It shows the owner contact info. and unit location. Touch “Upload Field Installation” button to **share installation photos** for warranty verification and marketing, **select indoor electric heater kit size** for monthly energy consumption statistics.

BACK Field Installation

Share installation photos to Ecoer Inc. for warranty verification and marketing, **select indoor electric heater** for monthly electricity statistics.

After confirmed by Ecoer Inc., you will receive an additional 1-year monitoring service.

Upload Installation Photos

Select Electric Heater

BACK Installation Photos DONE

Share installation photos to Ecoer Inc. for warranty verification and marketing.

**Required**  
Purchase Receipt / Owner's House /  
Condenser Location / Electrical Conduit for  
Wirings / Indoor Unit Status

+

Upload

BACK Heating Type DONE

Select heating type and electric heater for monthly power statistics.

Furnace / Boiler

Electric Heater

0 KW

5 KW

8 KW

10 KW

15 KW

20 KW

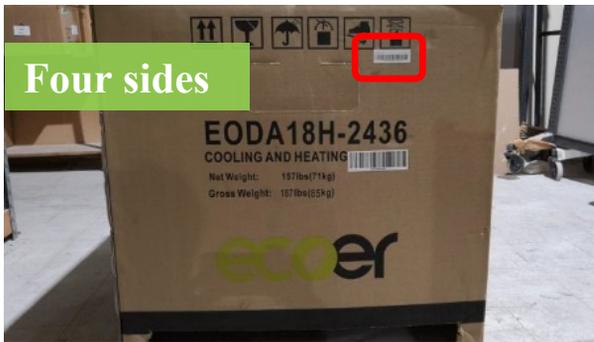
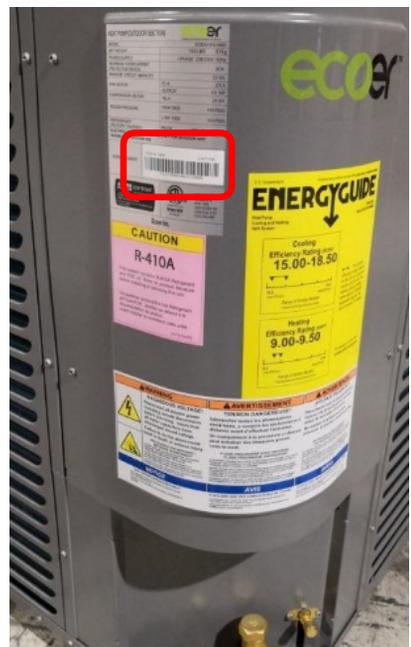
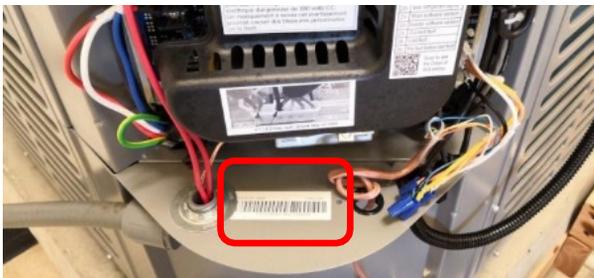
25 KW

Submit

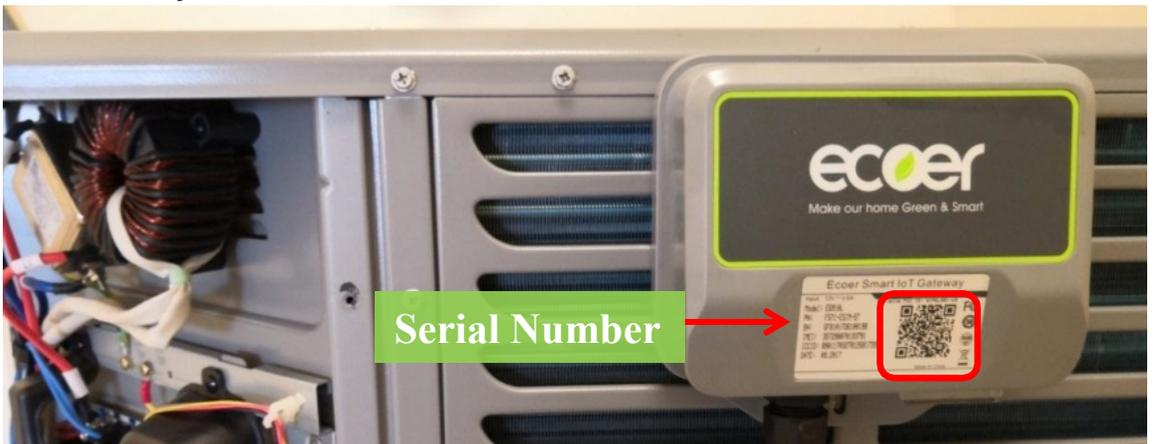
### > Indoor Unit Bar code



### > Outdoor Unit Bar code



### > IoT Gateway QRcode

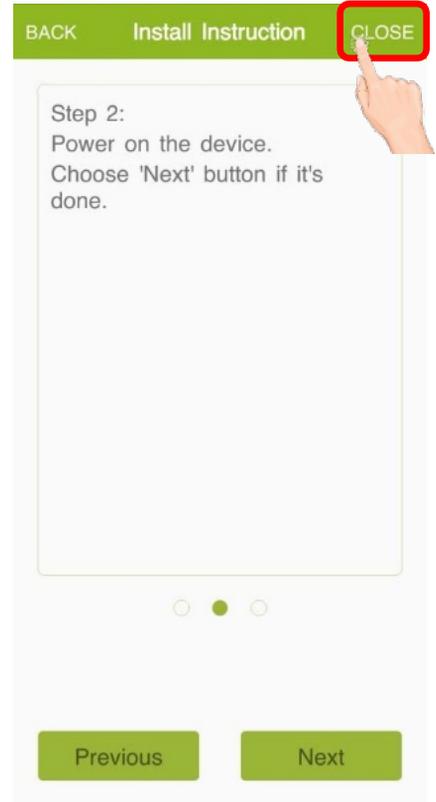
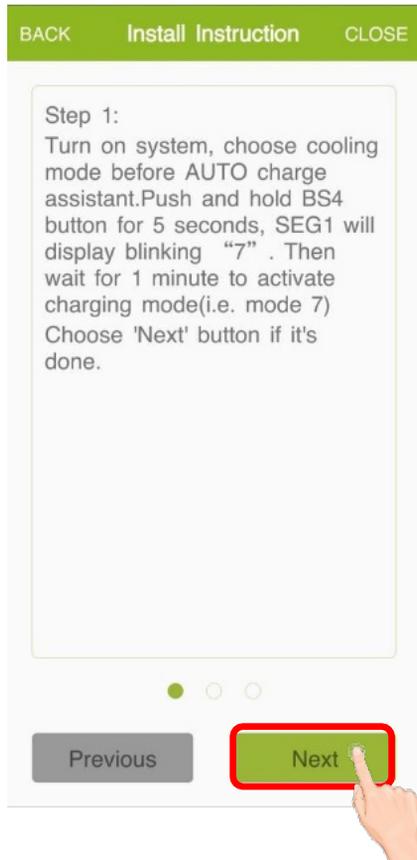


## Step 2

The “Install Instruction” page will be seen if the submit is successful. Follow the instruction to check whether the system works well.

**Touch “CLOSE” button on the right upper corner into AC page.**

Access <https://www.ecoer.com/library> for more guides and troubleshooting.

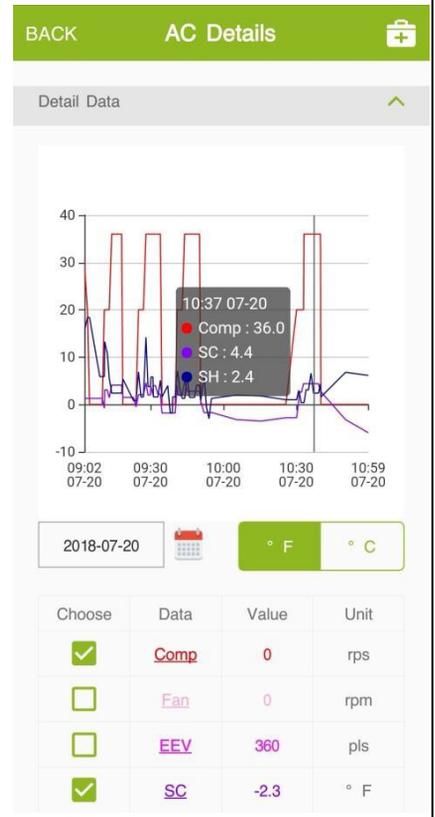
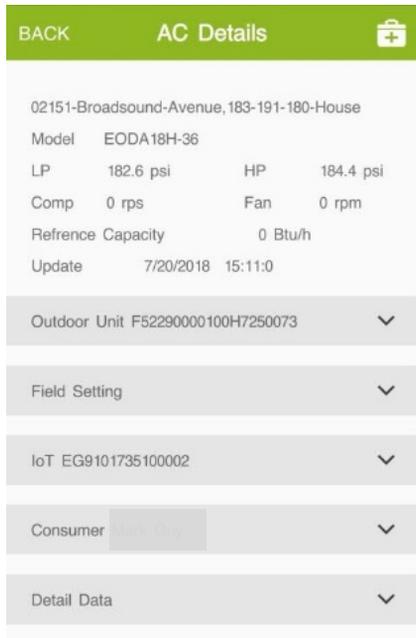


## Step 3

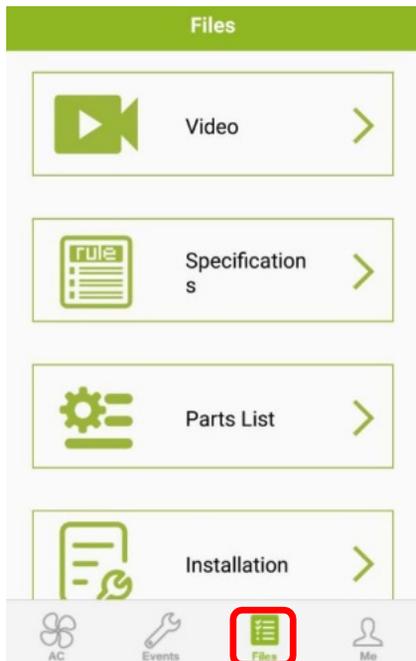
**Warranty Registration is done** once you can see the unit from the AC list.

## Appendix: Detailed information from the APP

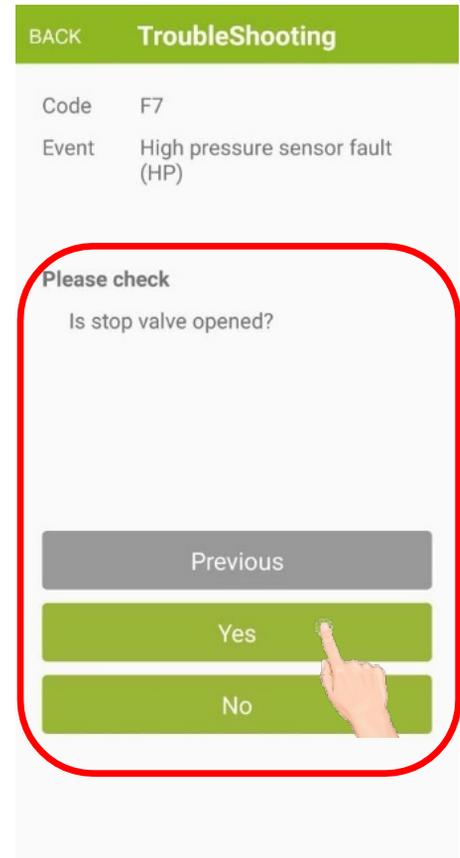
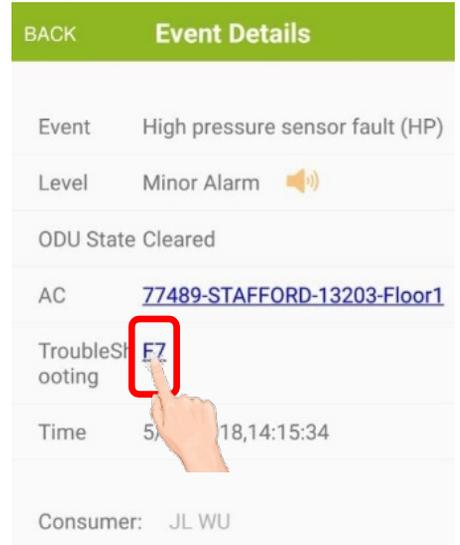
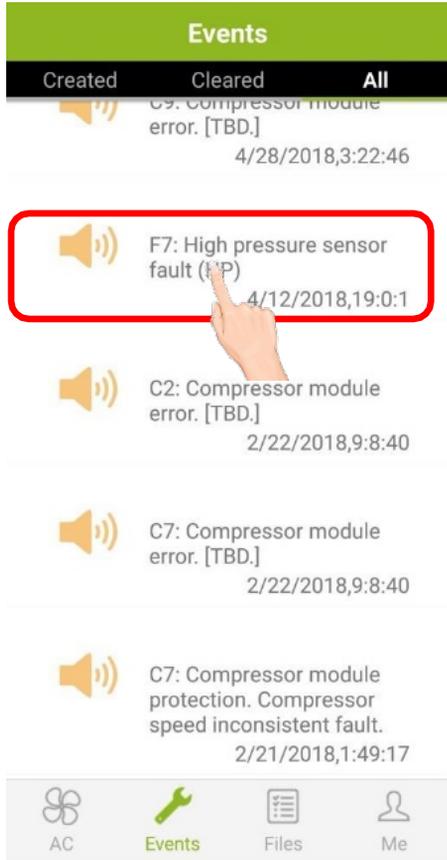
Touch the unit in AC page to enter “AC Details” interface when you want to get the live data of the air conditioner.



Documents and videos can be browsed from the app.



### Troubleshooting on the APP before go to the job site.



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