Making your home Green & Smart

Contractor Guidelines

1) Ecoer recommends that pricing for Ecoer systems installed should not exceed more 2x markup to the homeowner. (Ex. $3,240 x 2= $6,480 to the homeowner plus installation price) or more than 3x the system price for full complete contract price, including installation and labor (Ex. $3,240 x 3= $9,720). This will allow you to be competitive in the market place.

2) Ecoer recommends selling a total of 10 years (ESS) monitoring system service with each install. We ask that the contactors sell it this service at cost or not more than $100 markup.

3) To be considered an Ecoer Certified Installer, you must attend both Ecoer Sales and Technical training provided by either your distributor or Ecoer.

4) Ecoer ask that you make time for your entire company to attend training before the first system is sold and installed.

5) Ecoer recommends using the Ecoer website and Contractors App for all warranty issues or equipment specifications.

6) Before a warranty claim can be filed, be sure to call the Ecoer Technical Support Hotline or email support@ecoer.com while in the field at the customer system.

7) In order to register the Ecoer equipment, the Contractor must log onto the Ecoer Contractor App. (We recommend the Contractor registers the equipment for their customers at the time of install)

8) If contractor sells Ecoer (ESS) monitoring Service to homeowner and receives alerts on the Ecoer Contractor App., we ask that you respond to homeowner not later than 12-24 hrs. of receiving the alert.

9) An Ecoer Certified Contractor must provide excellent customer service to homeowner, and Ecoer reserves the right to change the Contractor connected to the Ecoer App., if customer complains about the level of service. Ecoer will consult with the installing contractor and decide the best possible path with the circumstances at hand.

10) Contractors must be willing to return to the jobsite after installation, if Ecoer Data collected from (ESS) monitoring determines equipment issues due to installation.