



Ecoer Smart Service Pro App User Manual

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Visit www.ecoer.com or Sign In 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” to submit.

Initial password will be sent to your mailbox by *****@ecoer.com**.



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](#)

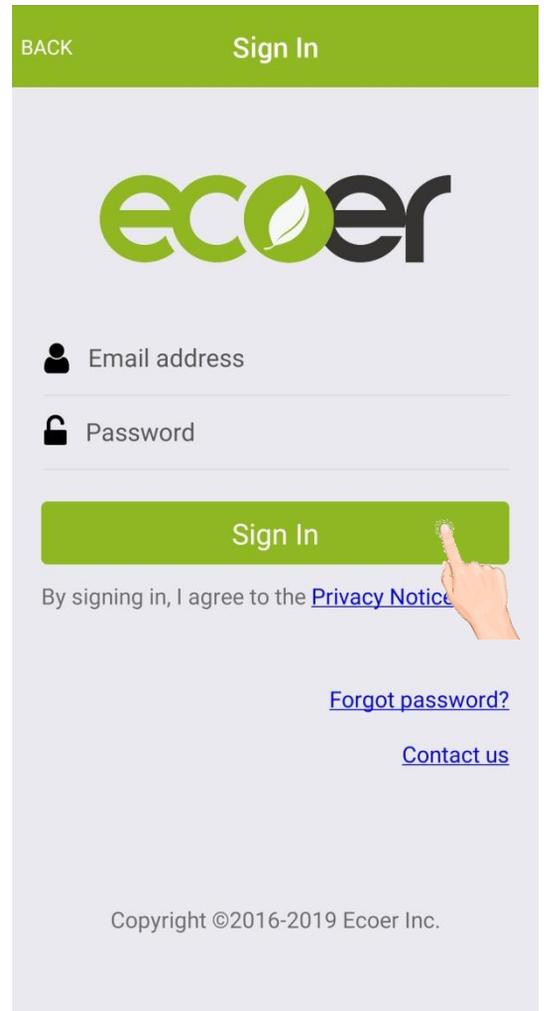
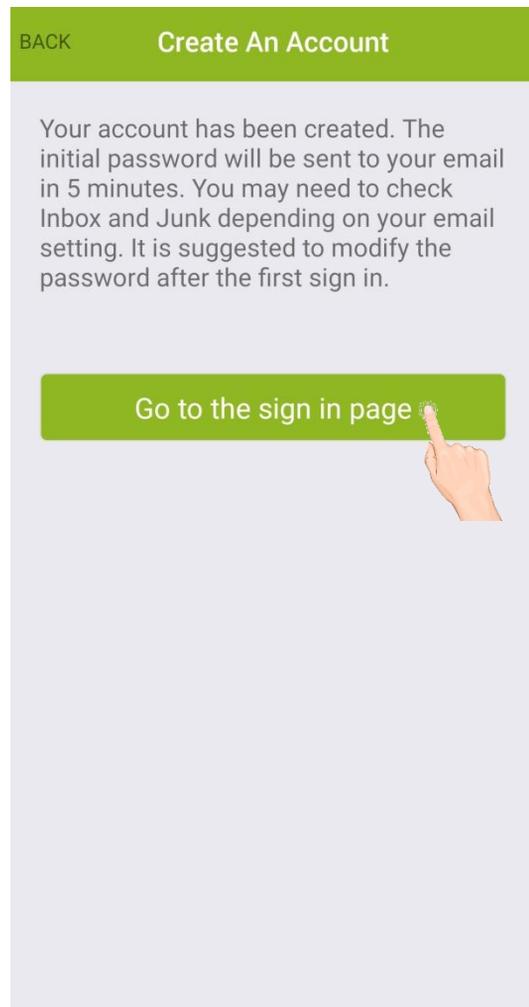
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I. Create An ecoer Account

Step2. Sign in

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

Touch “Forgot password” can reset password if you already have an ecoer account.



Step3. Complete personal information

Touch “**DONE**” (located on the upper-right corner) after each input and fill all required information.

Remarks:

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 complete the license upload.



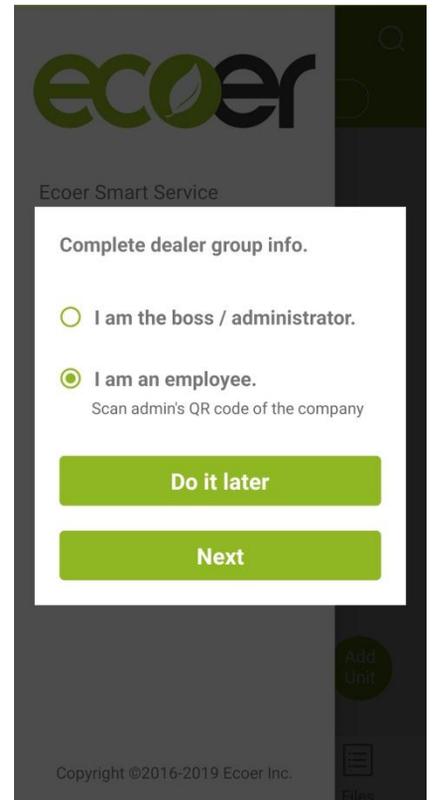
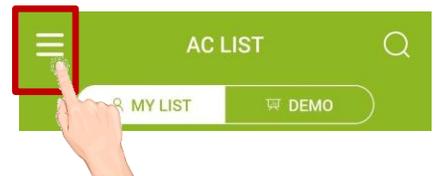
Step 4. Choose group

Select “**I am the boss / administrator**” to register your company, then complete required information. The 'Contractor NO.' is the unique ID of your company which may be required for parts warranty claim. All units registered by ESS Pro App can be reviewed by your employees.

Choose “**I am an employee**” to scan the owner’s or administrator’s QR Code shown in his/her App to join the company group.

NOTE:

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



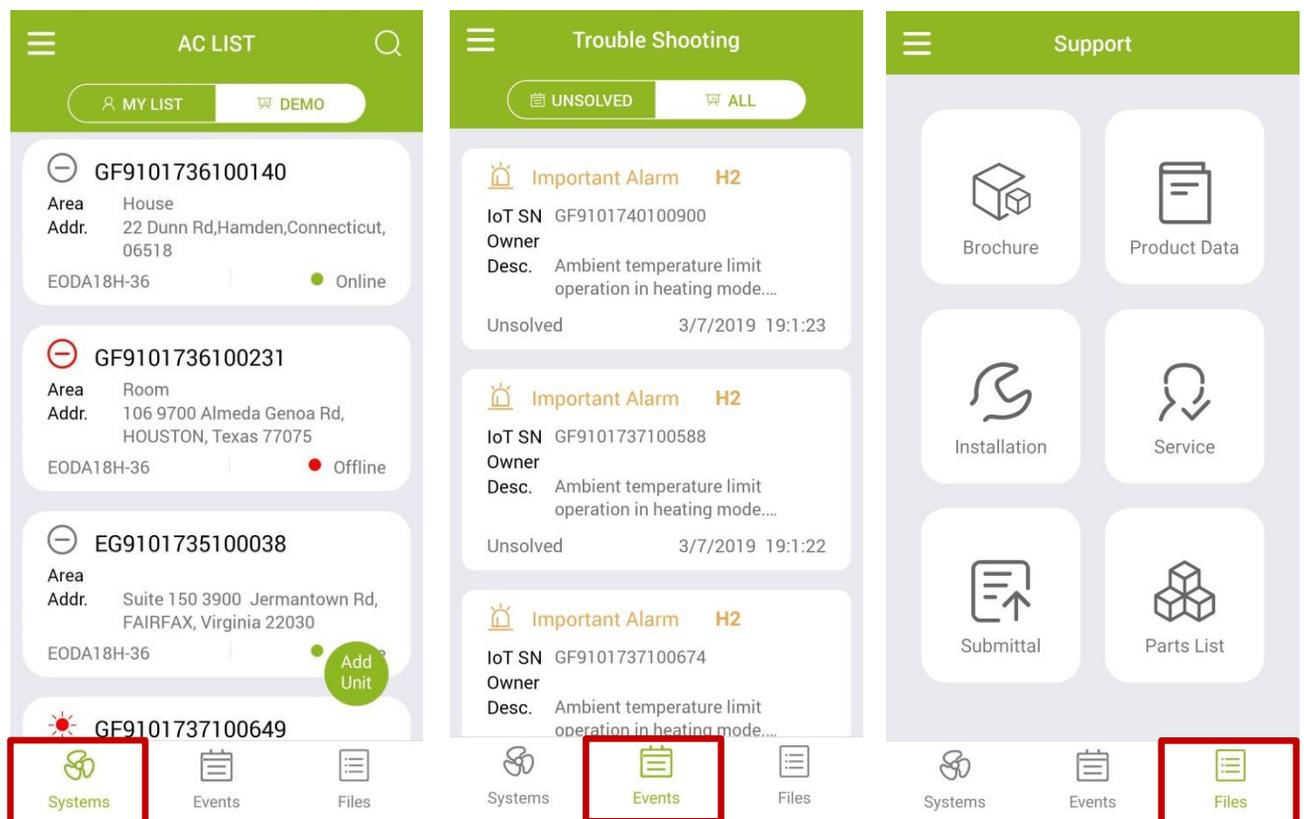
II. App Layout

Ecoer Smart Service (ESS) Pro App is a tool that contractors can use to maintain and monitor an Ecoer AC or Heat Pump 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 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 (including Brochure, Product Data, Submittal, Installation and Service)



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

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

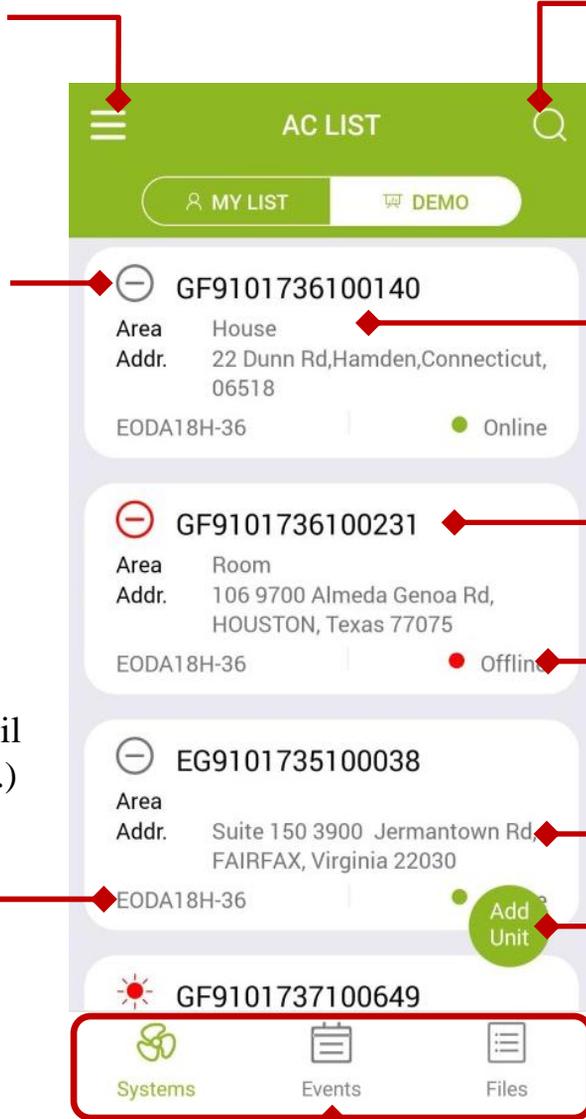
Search button

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

Cooling only (AC)

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

Page switch

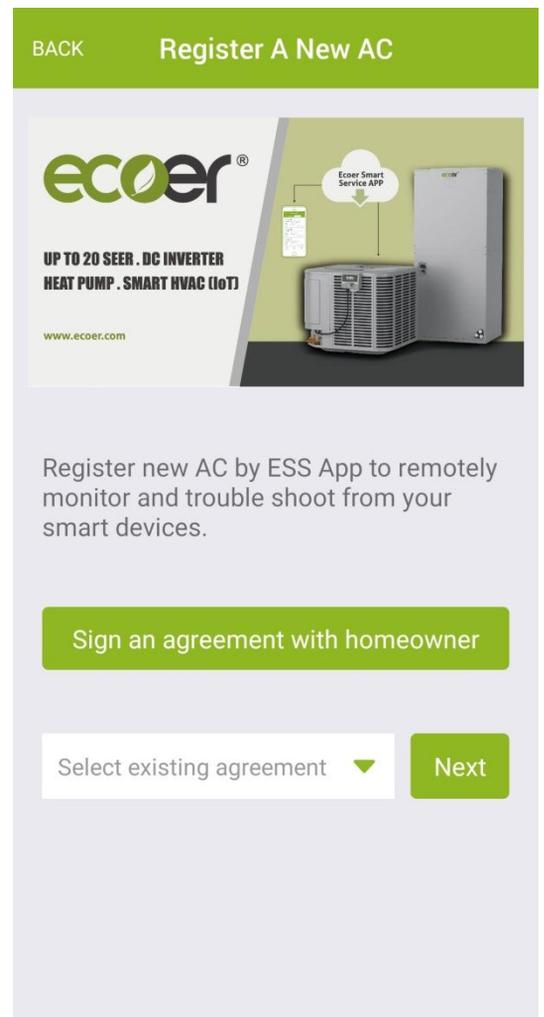
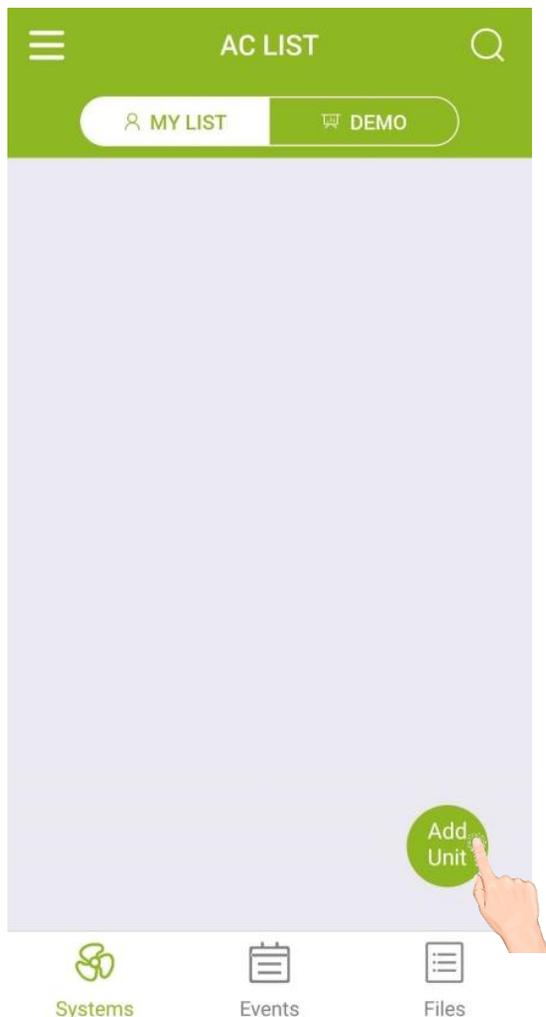
III. Register A New AC

With the IoT gateway, Ecoer Inc. provides an easy way for the 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 issue.

Step 1. Enter registration page

Touch floating button  in **AC LIST** to enter the “Register A New AC” page.



Step 2. Sign/Select agreement

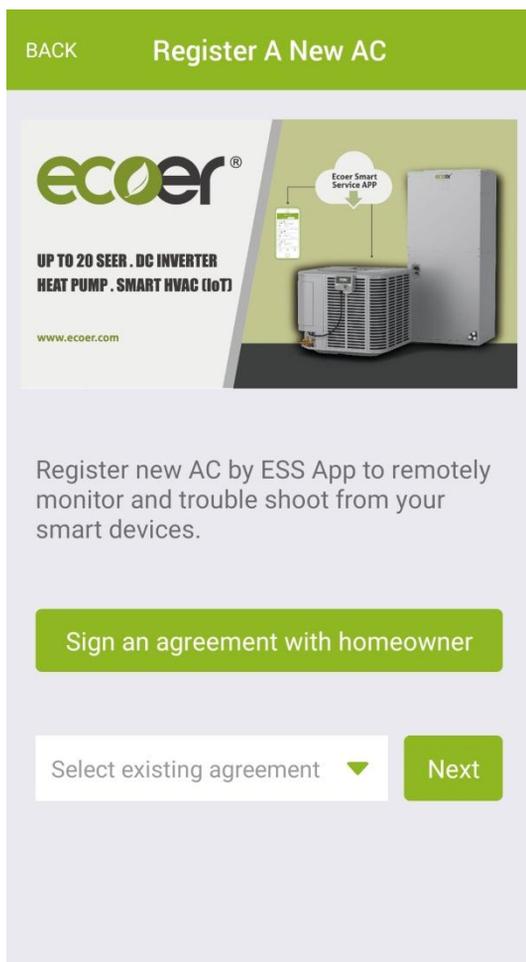
Sign an agreement with homeowner to start the registration.

Choose the existing agreement if units are going to be installed in the same location.

Touch the privacy content in “blue color” if you want to learn more about the [Privacy Terms](#). Show this statement to the homeowner. (Ecoer uses independent cellular data to monitoring the condensing unit only.)

Type in homeowner’s name, unit location and other required information. Ask the homeowner to agree on ecoer system monitoring by sign his/her name on the App.

Note: The agreements MUST be signed by the homeowner.



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

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  

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

Outdoor Unit Bar Code  

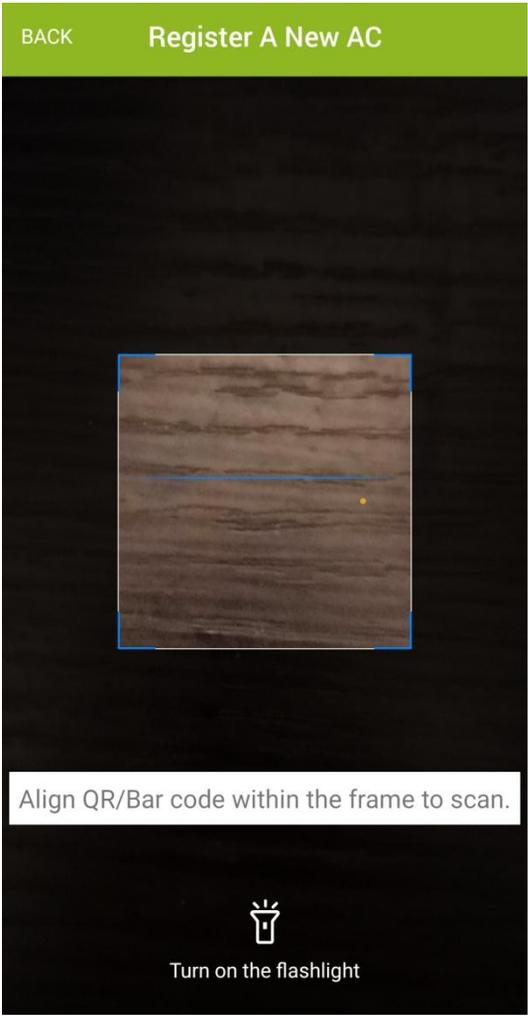
[Find Bar Code](#) | [Input/Revise SN](#)

Indoor Unit Bar Code  

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

Choose or enter the AC Area

Submit



Enter serial number manually

Available Area Selections

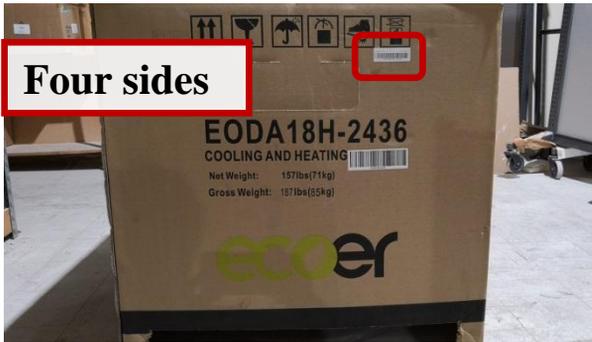
- House/ Floor1/ Floor2/ Floor3
 - Living Room/ Bedroom
- Manually enter for other options.

Find QR/Bar Codes' locations in the following page

> IoT Gateway QR Code



> Outdoor Unit Bar Code



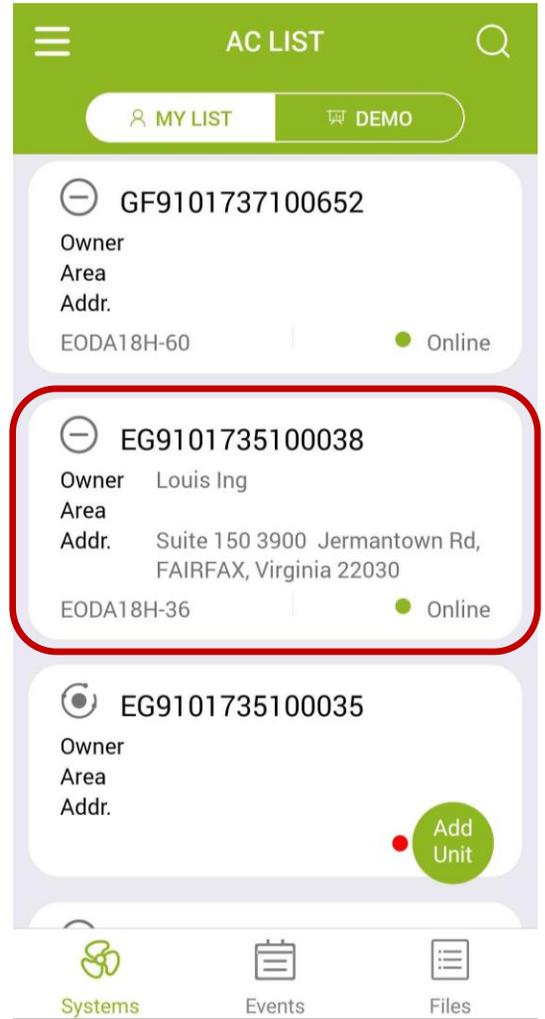
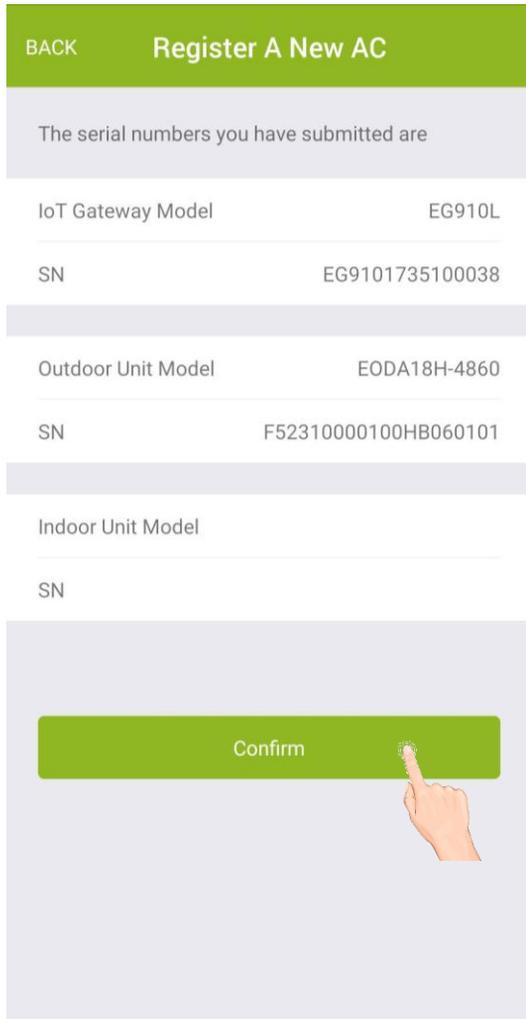
> Indoor Unit Bar Code



Step 4. Confirm SN

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.



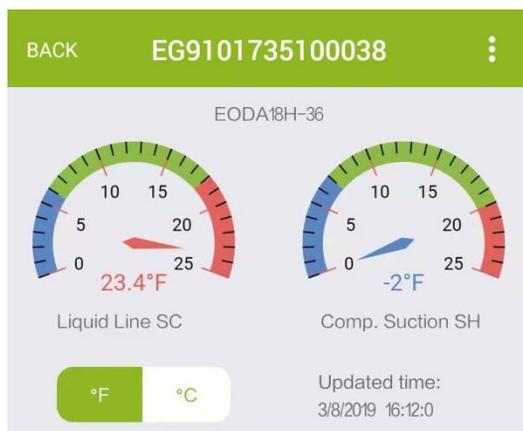
NOTE: Before register any system by ESS Pro App, the gateway shall be powered on so that ecoer server can respond to the gateway’s requirement.

IV. AC Details

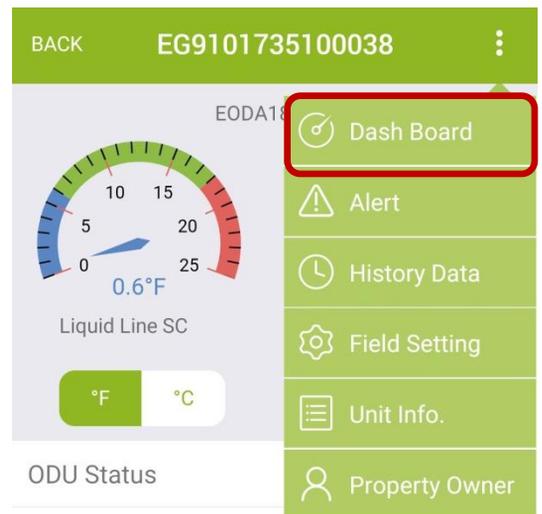
Touch the unit in AC LIST to enter “AC Details” interface when you want to get the live/history data of the AC or HP. Check other subpages by touching the upper-right button  to review more info.

- **Dash Board**

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



ODU Status	Heating
Compressor Speed	90 rps
Comp. Discharge SH	39.5 °F
High Pressure	275.9psi
Low Pressure	47.2psi
Y Signal Input	ON
O Signal Input	OFF
W Signal Output	OFF
Reference Capacity	0 Btu/h
Comp. Speed Limitation	<input checked="" type="checkbox"/>
Top of MY LIST	<input type="checkbox"/>



ODU Status	
Compressor Speed	0 rps
Comp. Discharge SH	-3.1 °F
High Pressure	193.6psi
Low Pressure	194.3psi
Y Signal Input	OFF
O Signal Input	OFF
W Signal Output	OFF
Reference Capacity	0 Btu/h

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

- **Alert**

This subpage shows the last alert of each code reported.

- **History Data**

Each symbols show the real-time data inside oval frame.

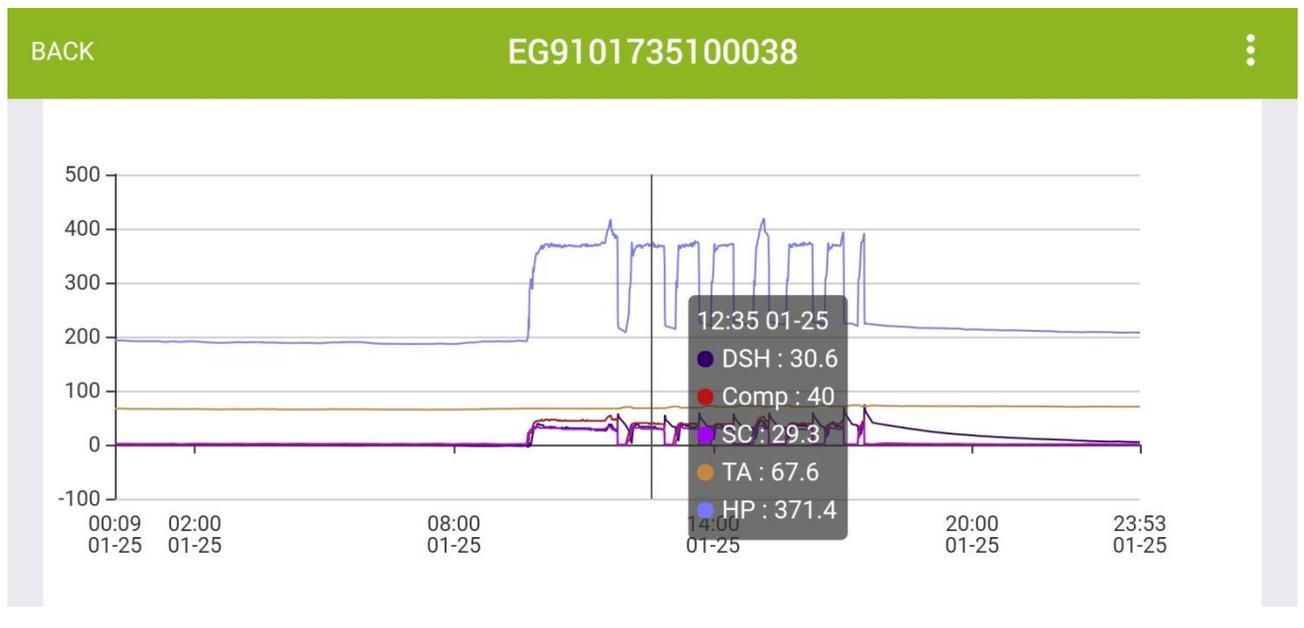
ODU Stat.: Outdoor unit mode

(0-Stop, 1-Ready to start, 2-Cooling, 3-Heating, 4-Oil Return, 5-Defrost, 6-Manually defrost, 10-Test)

... Touch **Help** to get meanings of other symbols.



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**

Check Field Setting of the Ecoer unit, especially for dual-fuel applications.

- **Units Info.**

Units Info. page shows all scanned/input serial numbers of the system.

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

BACK EG9101735100038	
Field Setting	HELP
n00	Normal mode
n01	Stop heat pump when TA<-3°F
n02	ON (24VAC output)
n03	TA<15°F (24VAC output)
n04	Standard mode
n05	None silent mode
n06	18:00
n07	6:00

BACK EG9101735100038	
Touch  to replace the equipment.	
IoT Gateway Model	EG910L
SN	EG9101735100038
Find QR Code Input/Revise SN	
Outdoor Unit Model	
SN	F52290000100HA100083
Find Bar Code Input/Revise SN	
Indoor Unit Model	
SN	
Find Bar Code Input/Revise SN	
Install Date	5/8/2018 15:6:20

- **Property Owner**

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

V. Trouble Shooting

Trouble shooting corresponding issue before go to the job site.

1 Important Alarm H2
IoT SN GF9101736100243
Owner
Desc. Ambient temperature limit operation in heating mode...
Solved 3/14/2019 21:28:51

2 Event Detail
Alert H2
Status
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

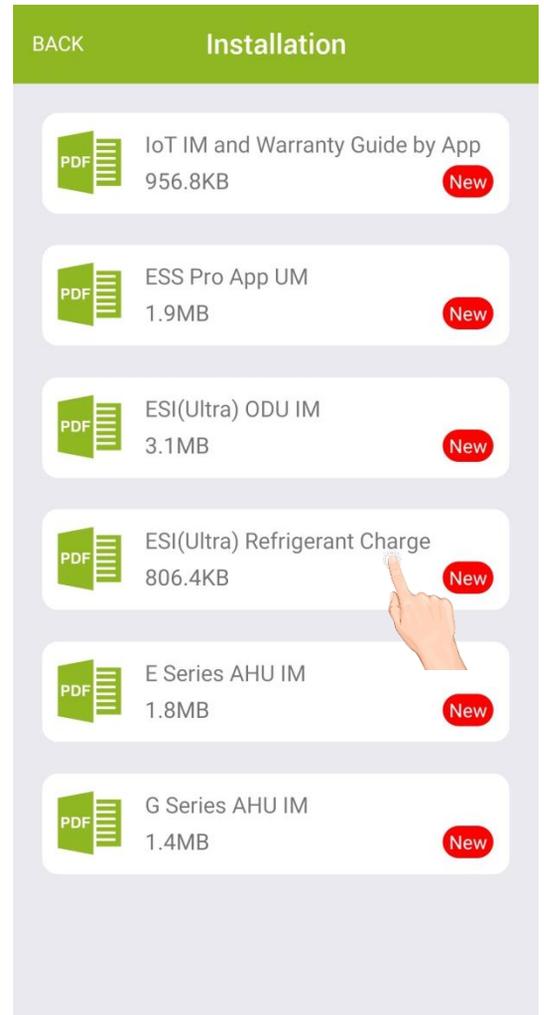
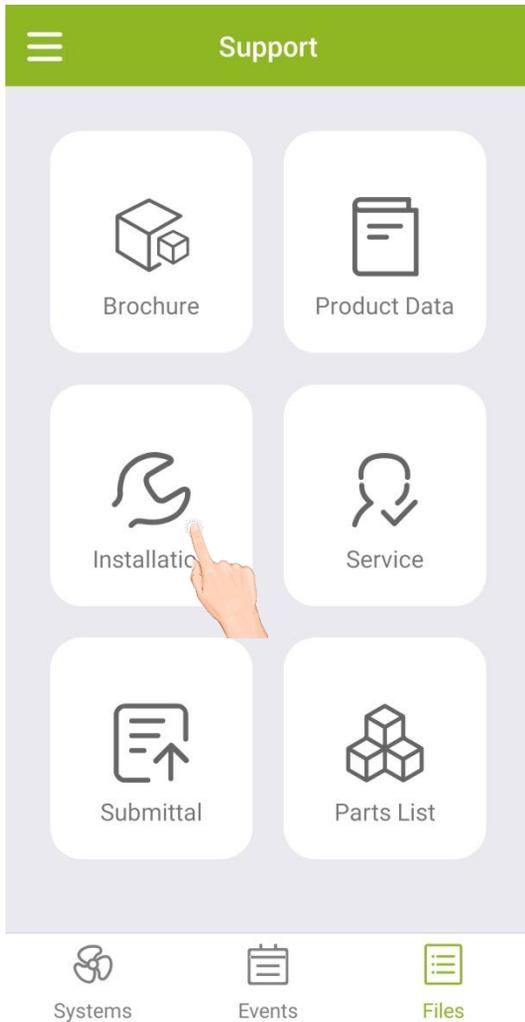
3 Is the outside temperature within the range of operation?
Outdoor temp. (TA)
Heating Range: 86, -3
Cooling Range: 122, 23
Set by n01 (15/30/40/-3/-22F are available)
Not recommended
System may shut down because of specific protection control.
Select result
NO
YES

4 Cool/Heat Auto switch has been selected from thermostat?
Is the unit running heating mode but the thermostat switches to cooling, or running cooling mode but the thermostat switches to heating at that time.
Select result
NO
YES

5 The unit will respond to mode switch after 6 minutes' stop.
Select result
NO
YES

VI. Technical Manuals

Technical documents can be loaded and browsed from ESS Pro App. Download files at www.ecoer.com if you need the PDF ones.



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