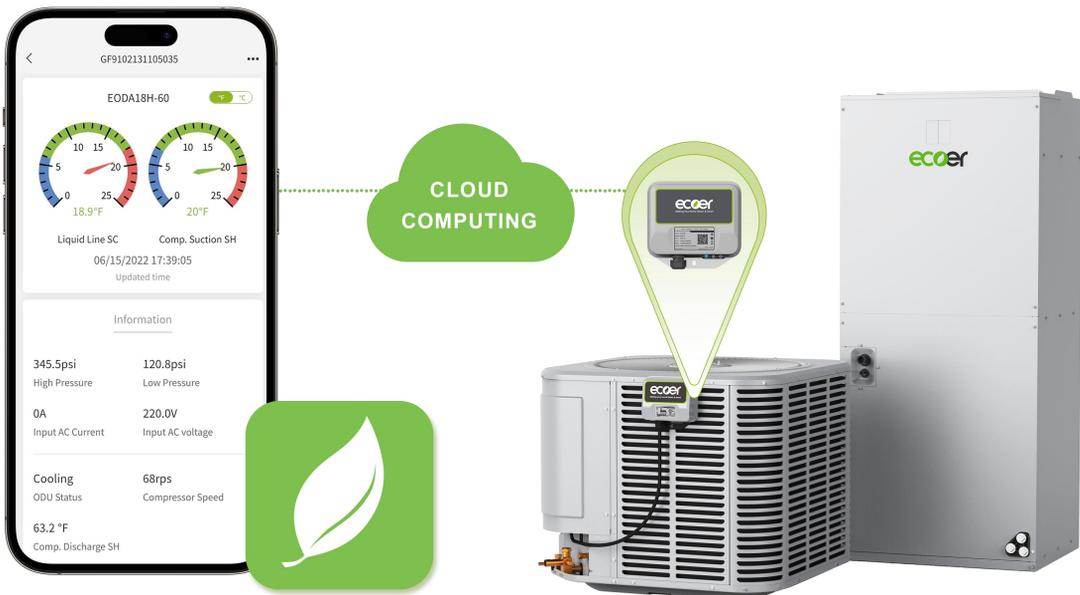




Ecoer Smart Service Pro App User Manual

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- 1. App Layout----- 2
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Log in www.ecoer.com or App >Files >Installation to get the latest user manual for Ecoer Smart Service (ESS) Pro App.

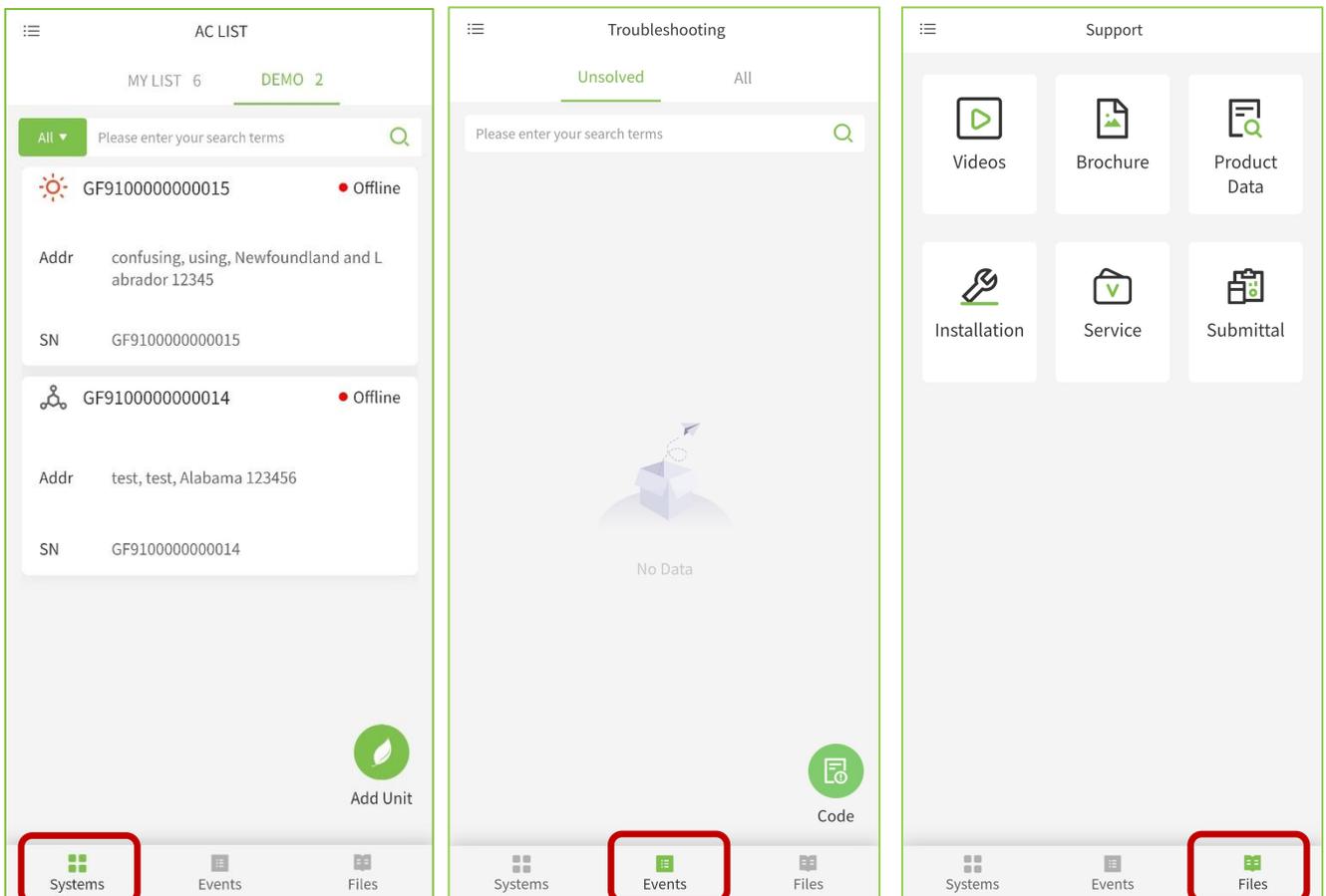
1. App Layout

Ecoer Smart Service (ESS) Pro App is a tool that dealers 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. Dealers 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 for systems you have 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 AC / HP mode and IoT status.

"Me" page App Version

- Technical Support
- Dealer Info.
- My Account
- Notification
- Firmware Update
- Log Out

Search button

Acceptable keyword

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

Search button

- All
- Online
- Offline

4G Gateway serial number

IoT status Online / Offline

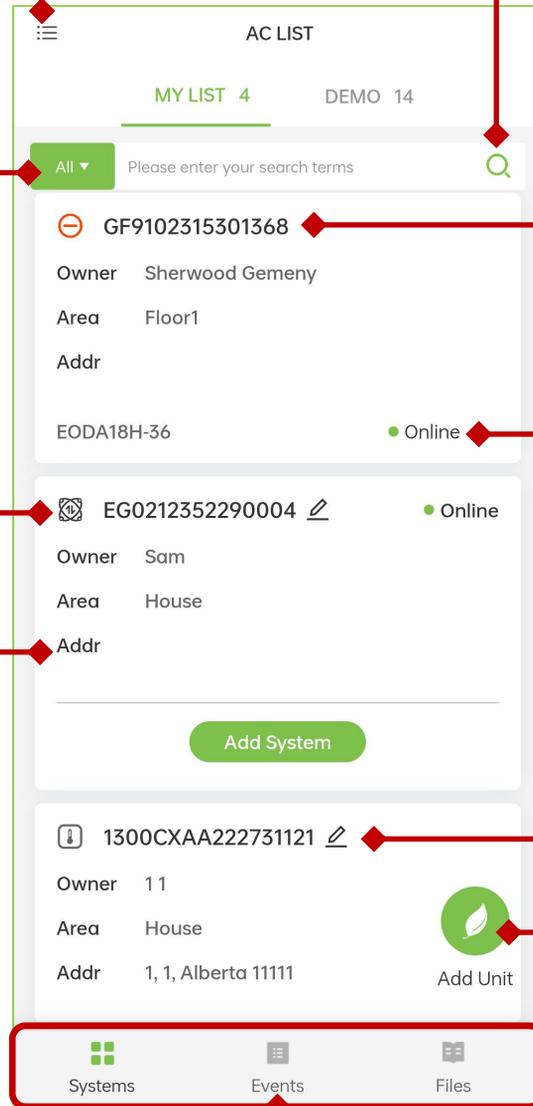
Ecolink Gateway serial number

Unit location Installation address

Thermostat serial number

Registration button

Page switch

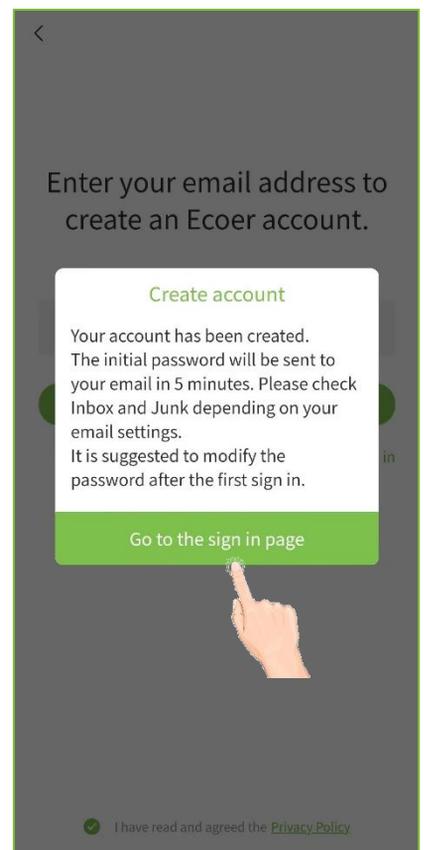
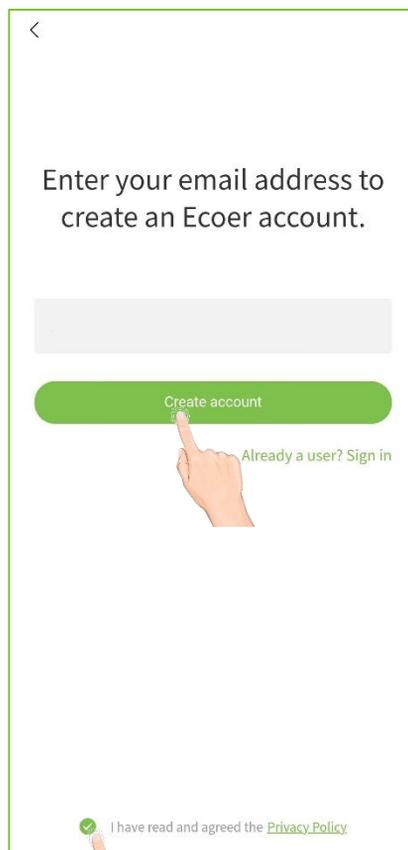
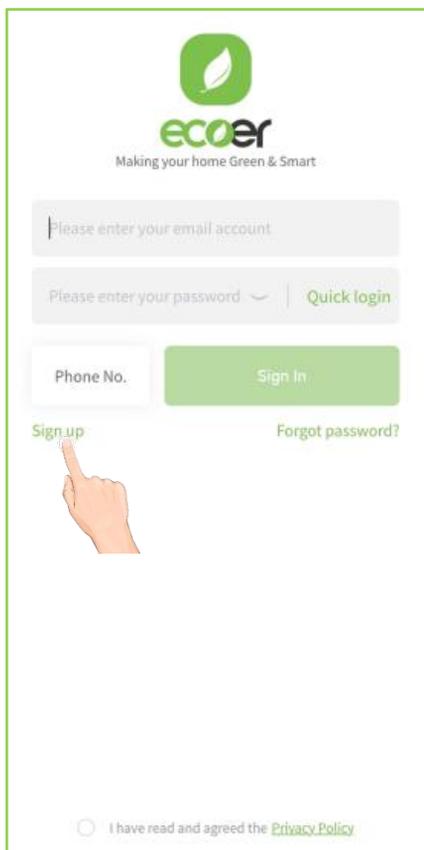


2. Create An Ecoer Account

Step 1. Create account

- 1) Click the "**Sign up**" button to enter the registration interface.
- 2) Enter your email account
- 3) Check "I have read and agree the [Privacy Policy](#)".
- 4) Click on "**Create account**" and go to the sign in page.

Initial password will be sent to your mailbox by ****@ecoer.com** in five (5) 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**.



Step 2. Sign in

1) Email sign in: Touch **“Go to the sign in page”** button. Enter email address and initial password* to sign in.

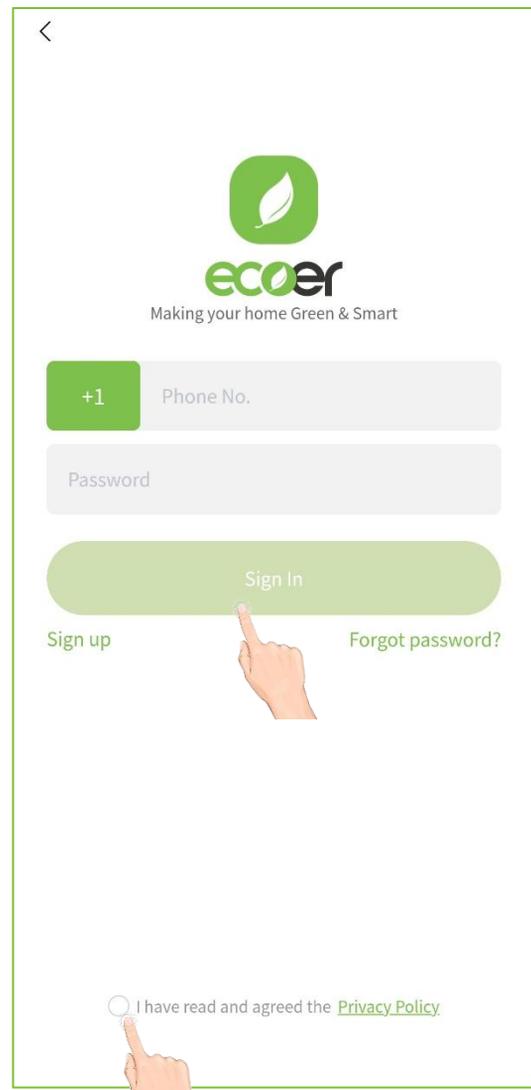
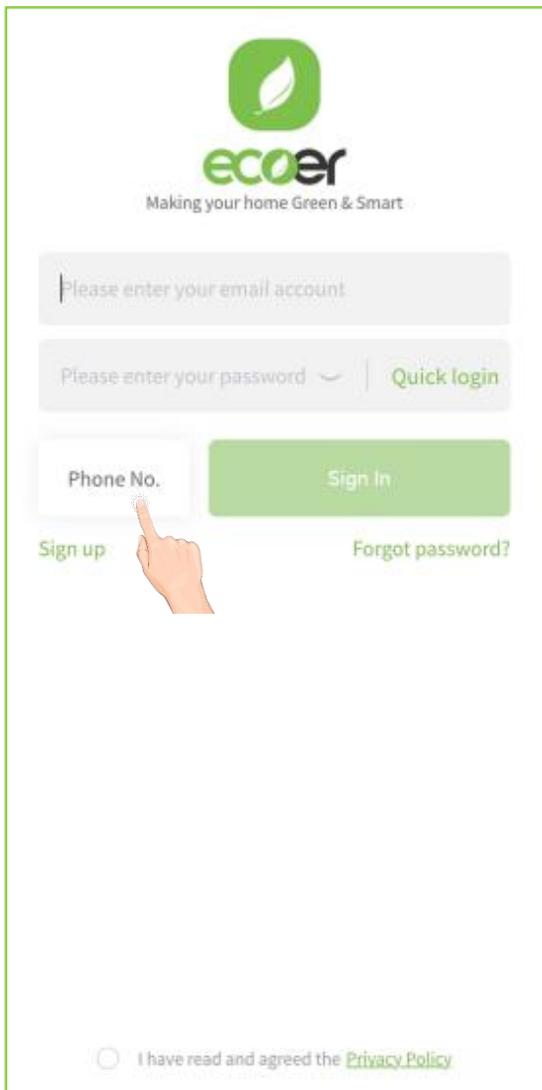
* Check Inbox and Trash depending on your email settings.

2) Phone No. sign in: Users can sign in through phone number if they have logged in through email and are bound to their phone number.

① Click the “Phone No.” button to enter the phone number login interface.

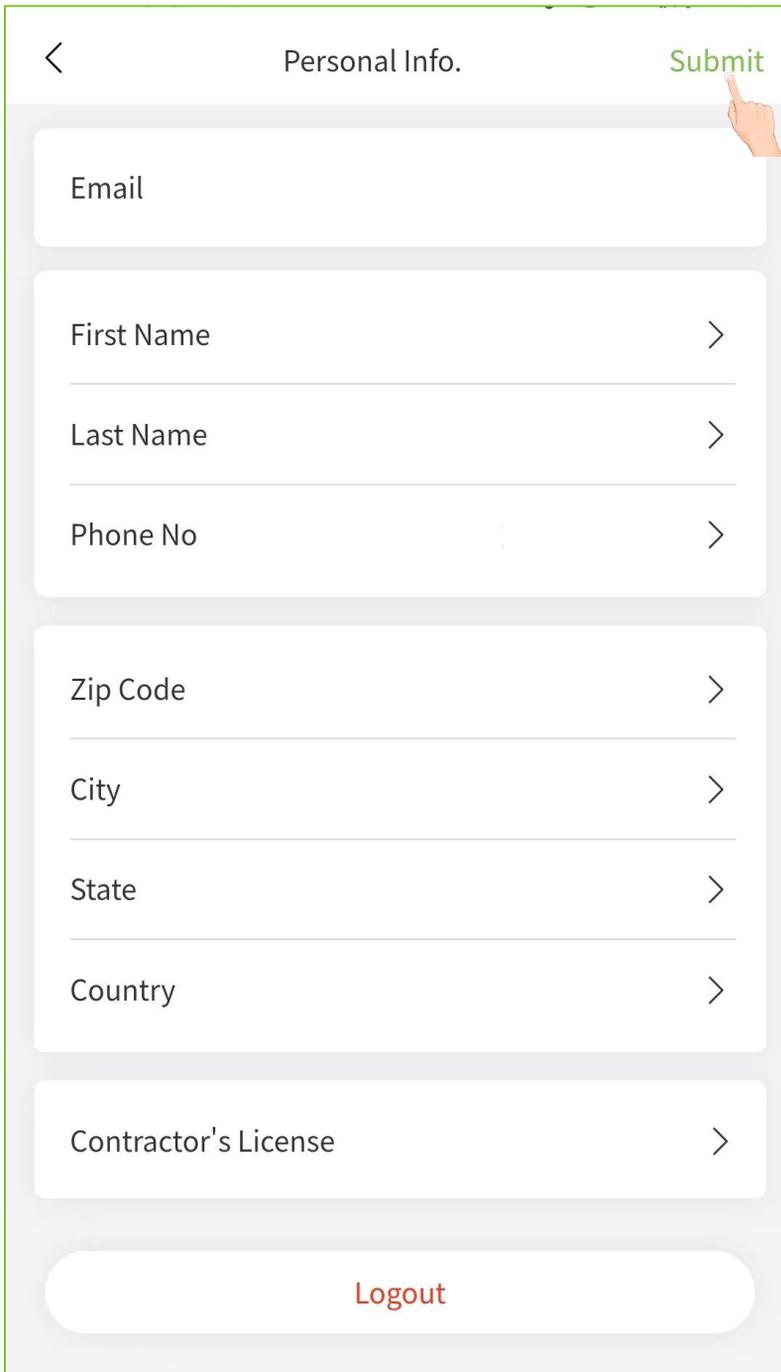
② Select the area number, enter your phone number and password.

③ Check “I have read and agree the [Privacy Policy](#)” and click “Sign In” .



Step 3. Fill in Personal Info.

Enter each item showing in Personal Info. Page, touch “**Submit**” located on the upper-right corner after filling in all information.



The screenshot displays the 'Personal Info.' page with the following fields and buttons:

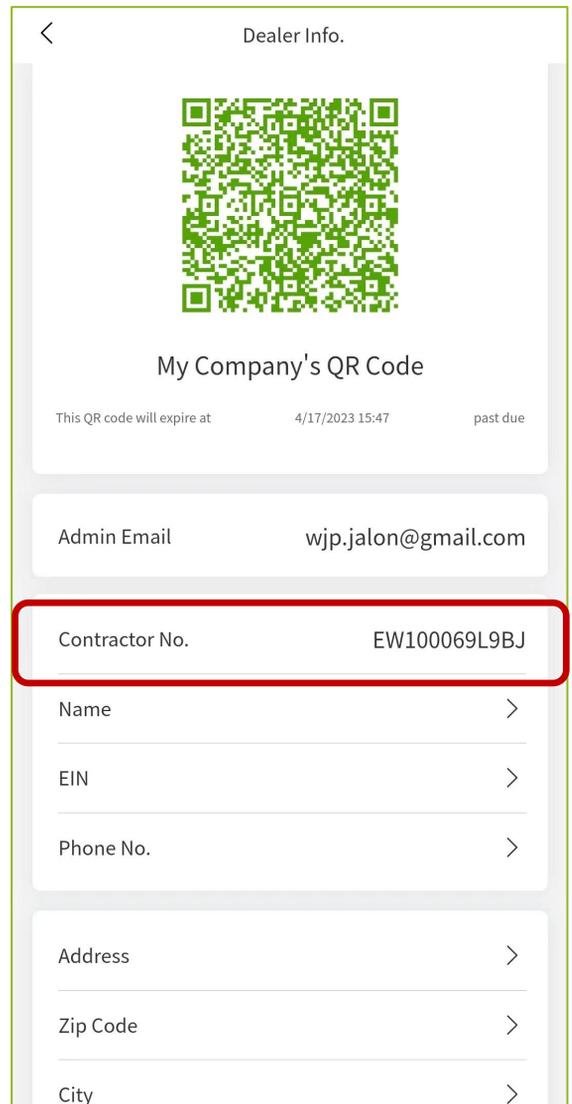
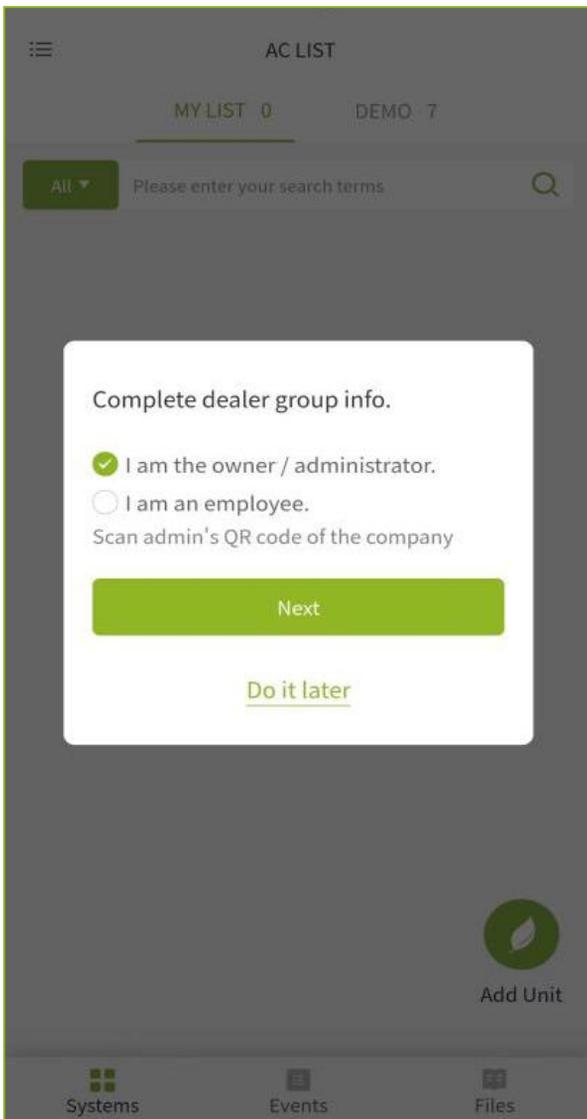
- Navigation: Back arrow on the left, 'Personal Info.' title in the center, and a green 'Submit' button on the right.
- Input Fields:
 - Email
 - First Name
 - Last Name
 - Phone No
 - Zip Code
 - City
 - State
 - Country
 - Contractor's License
- Buttons:
 - A red 'Logout' button at the bottom.
 - A hand icon pointing to the 'Submit' button in the top right corner.

Step 4. Choose group

1) Owner/Administrator group

Select **“I am the owner / administrator”** and click **“Next”** 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.

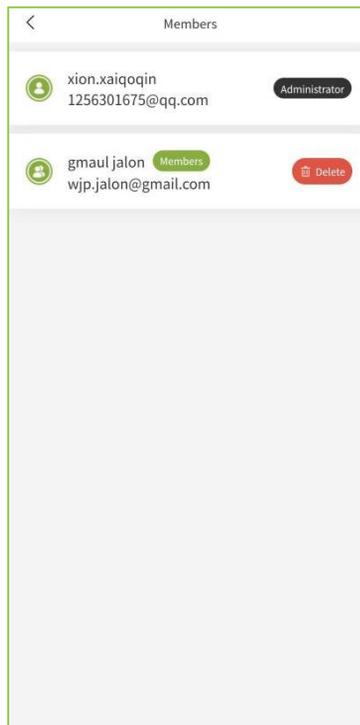
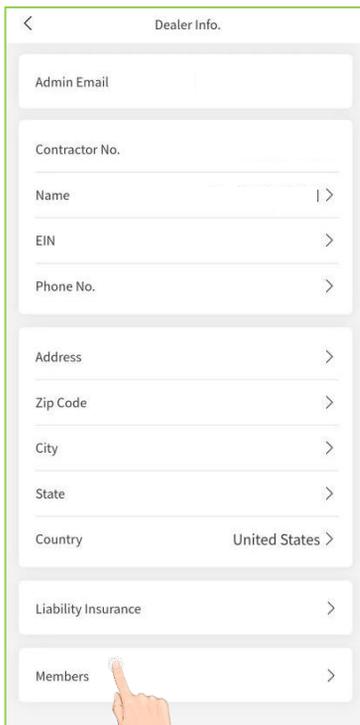
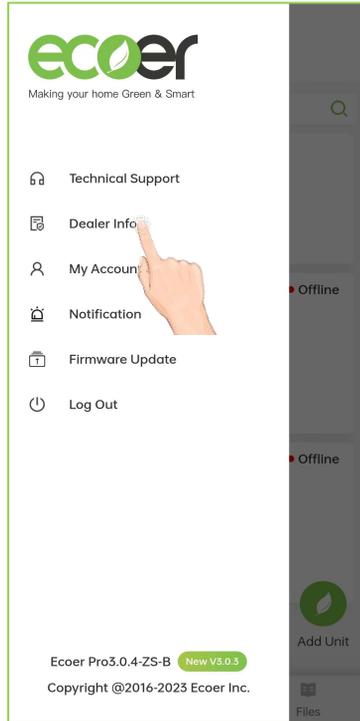
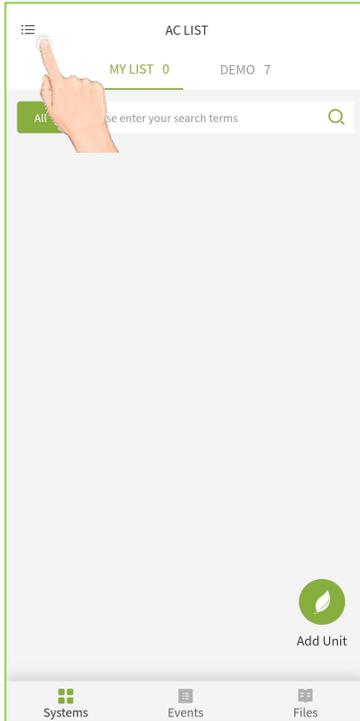


Step 4. Choose group

Members Management:

Click on the button in the upper-left corner and select "Dealer Info." to access the detailed interface.

Click on "Members" to delete "Employee" personnel.

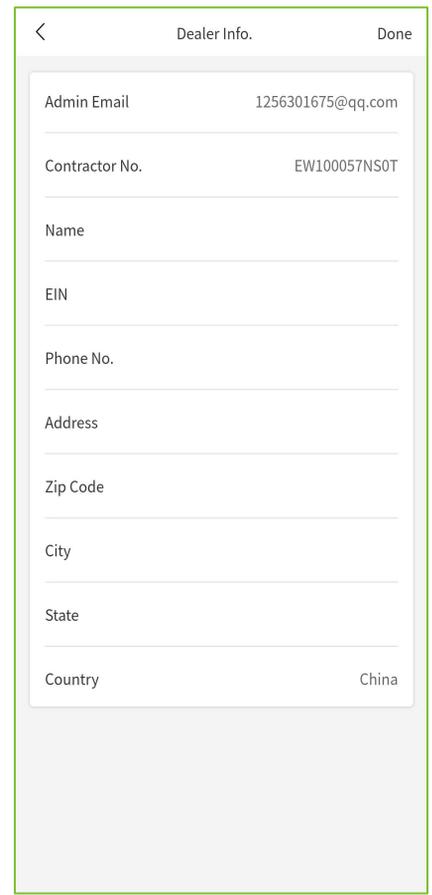
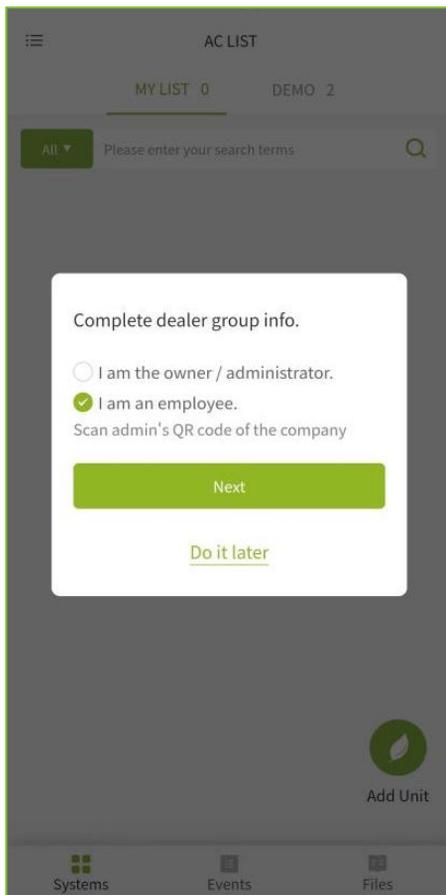


Step 4. Choose group

2) Employee group

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. Registered systems via your account will be monitored by the owner / administrator as well.

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



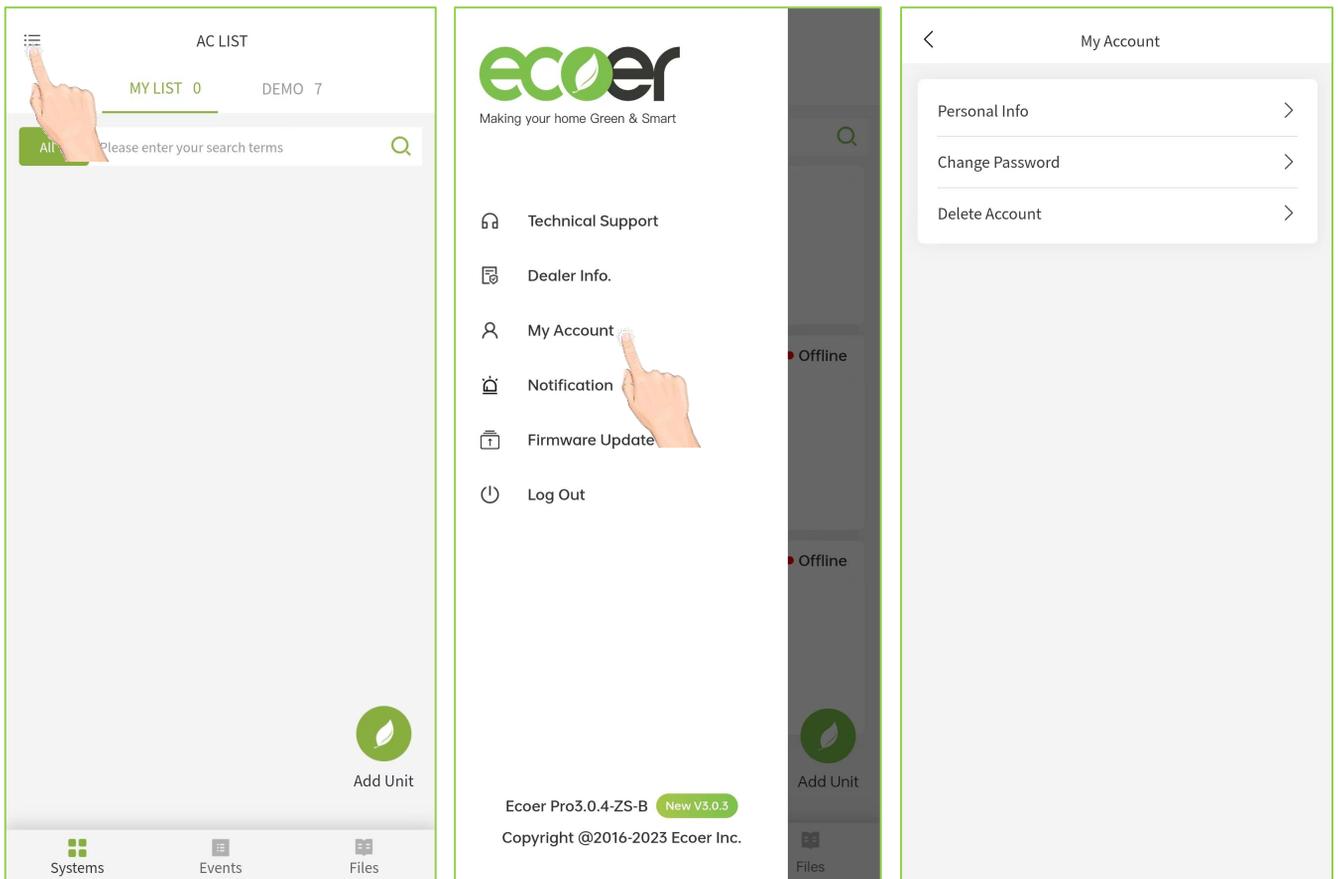
The screenshot shows the 'Dealer Info.' form with the following fields and values:

Field	Value
Admin Email	1256301675@qq.com
Contractor No.	EW100057NS0T
Name	
EIN	
Phone No.	
Address	
Zip Code	
City	
State	
Country	China

Step 5. Personal Information Maintenance

Click on the button in the upper-left corner and select "My Account" to access the detailed interface.

On this interface, you can perform operations to modify personal information, change password, and deactivate your account.



3. Register A New AC/HP

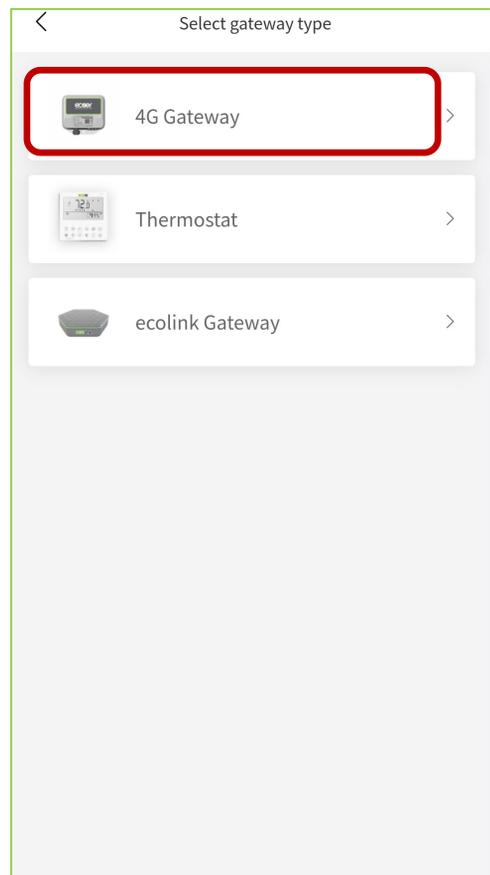
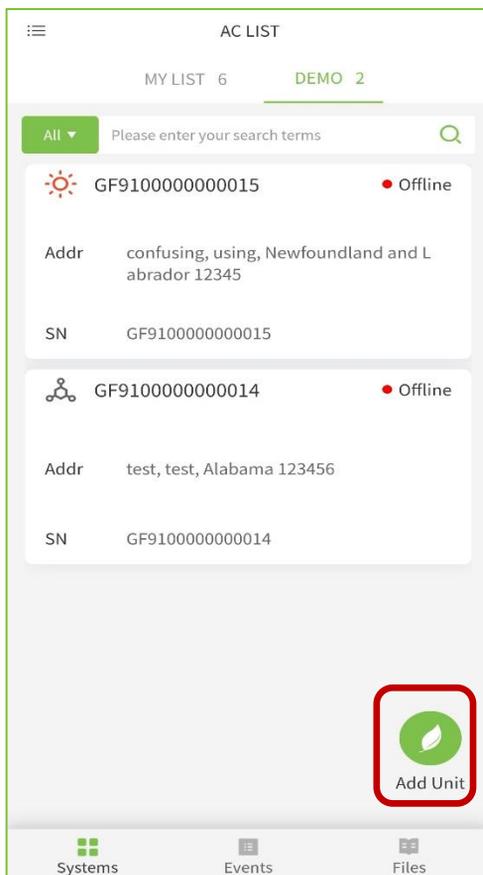
With the IoT device, Ecoer Inc. provides an easy way for dealers to help their customers finishing warranty registration via ESS Pro App in few minutes. Then dealers can monitor systems' live data and receive system alerts in time.

Before register any system, the IoT device shall be powered ON for 10 minutes to activate itself.

3.1 4G Gateway Registration

Step 1. Enter registration page

Click the “Add Unit” button and then select **4G Gateway**.



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 the homeowner to sign his/her name for your monitoring request and ecoer system registration. (Ecoer uses independent cellular data to monitor the condensing unit only.)

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

Sign Agreement

Country Country ▼

Zip Code Zip Code

Phone 000-000-0000

Email Email

Building Type Building Type ▼

Send privacy statement to owner's email

Sign your name here

Submit

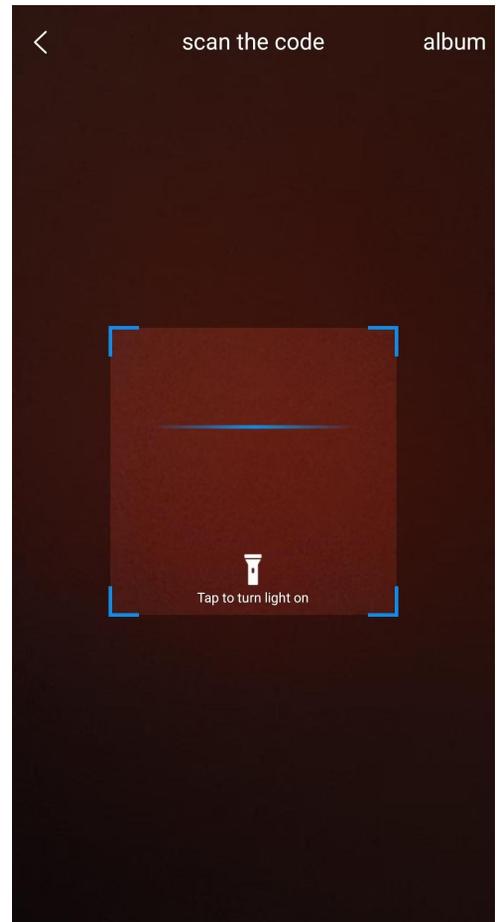
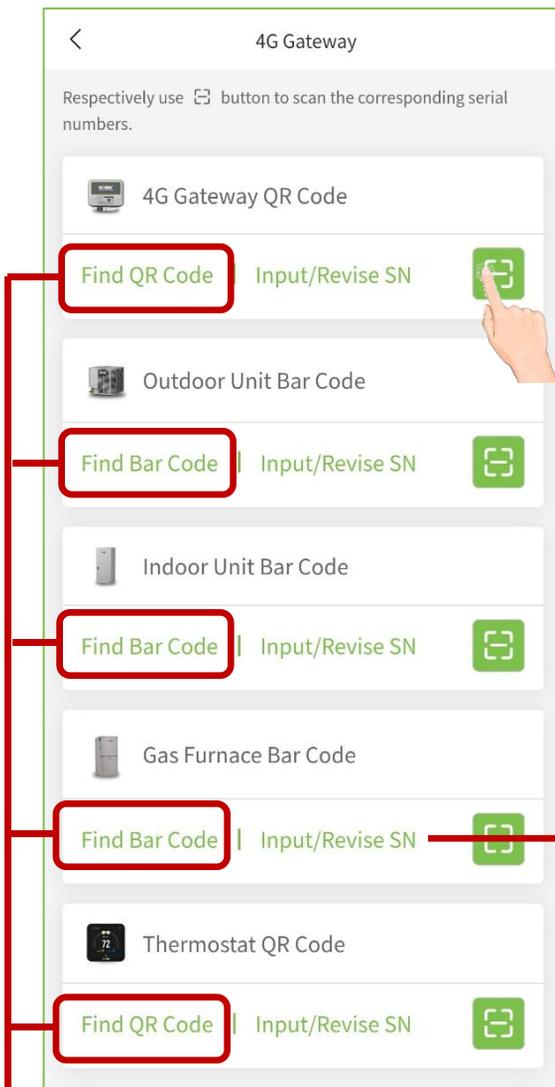


Step 3. Scan/Input SN

Select **"Input/Revise SN"** to manually input, or 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 the code.

IoT SN and outdoor unit SN are required for registration via ESS Pro App.



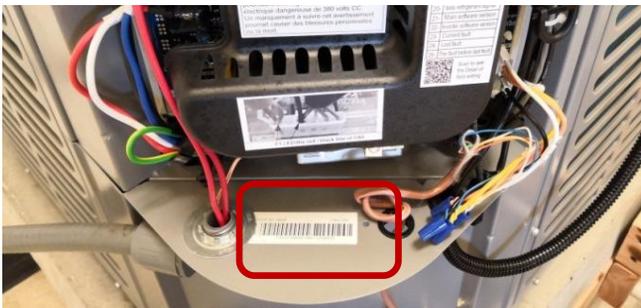
Enter serial number manually

See locations in the following page.

> 4G Gateway Device QR Code (SN length is 15)



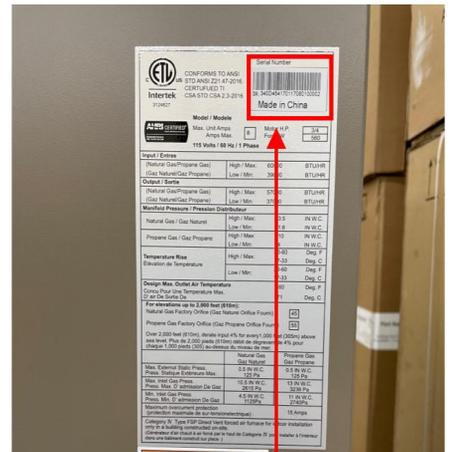
> Outdoor Unit Bar Code (SN length is 20)



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



> Gas Furnace Bar Code (SN length is 22)



> Thermostat Bar Code (SN length is 12)



Step 4. Confirm SN

Before register any Ecoer system via ESS Pro App, the IoT device shall be powered ON for 10 minutes so that the server can respond to your registration requirement.

Check serial numbers you submitted. Press “<” on the upper-left corner to revise it if one of the SN is incorrect. Homeowner will get Ecoer Warranty Registration Number by ****@ecoer.com** after the submission.

Get 1-year extended Monitoring Service as per Ecoer’s requirements or Skip Sharing. Registration is done once you can see the unit in MY LIST.

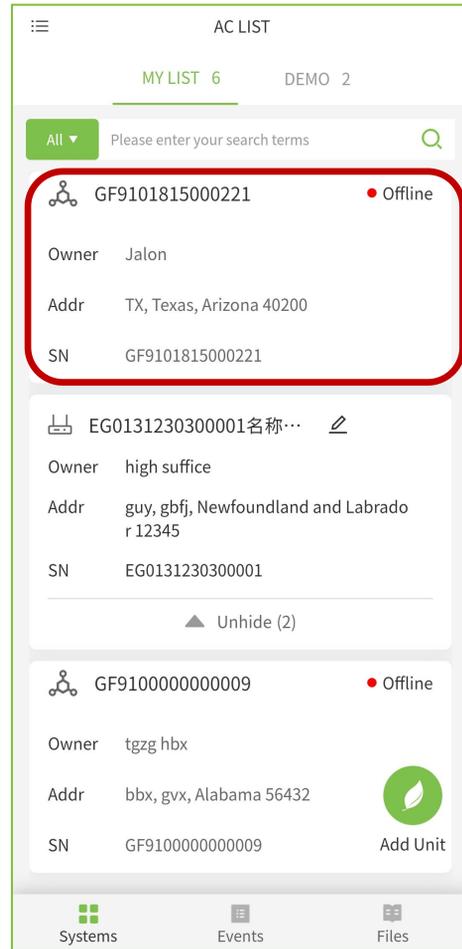
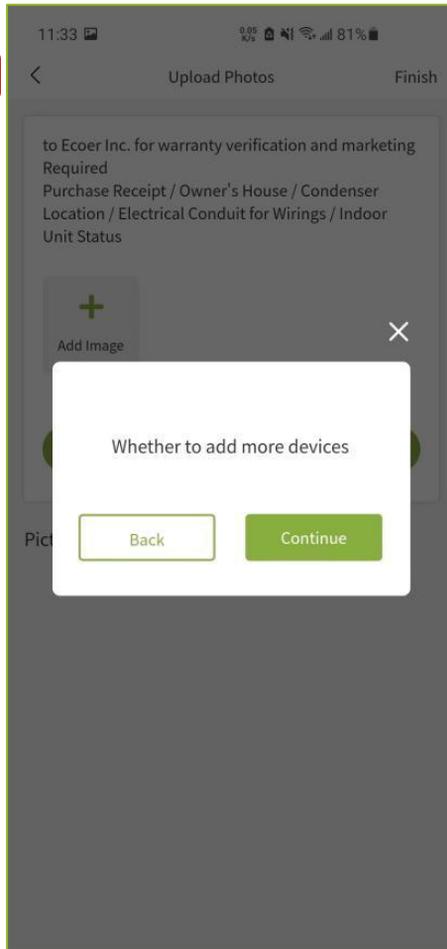
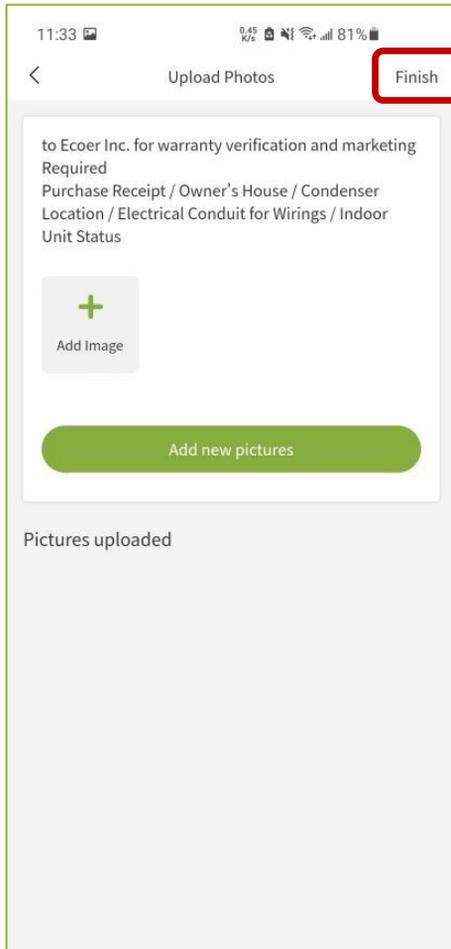
Select “**Heating Type**” and electric heater for monthly power statistics.

The image displays three sequential screenshots from the ESS Pro App:

- 4G Gateway:** Shows a list of submitted serial numbers for various components: IoT Gateway Model (EG910L, SN: GF9101815000221), Outdoor Unit Model (SN: 11201W20180229000077), Indoor Unit Model (SN: 3ENH000001Z232200060), Gas Furnace Model (SN: --||--), and Thermostat Model (SN: 347DE4BBB384). A red box highlights the "Submit" button at the bottom.
- Field Installation:** Displays instructions to share installation photos and select an indoor electric heater for power statistics. A red box highlights the "Get 1-year extended Monitoring Service" button.
- Heating Type:** Prompts the user to select a heating type and electric heater power rating. "Furnace / Boiler" is selected. Power ratings range from 0 KW to 25 KW. A "Submit" button is at the bottom.

Step 5. Upload installation photos

Upload installation photos and click “Finish”. Click “<” to see the installation device on the homepage

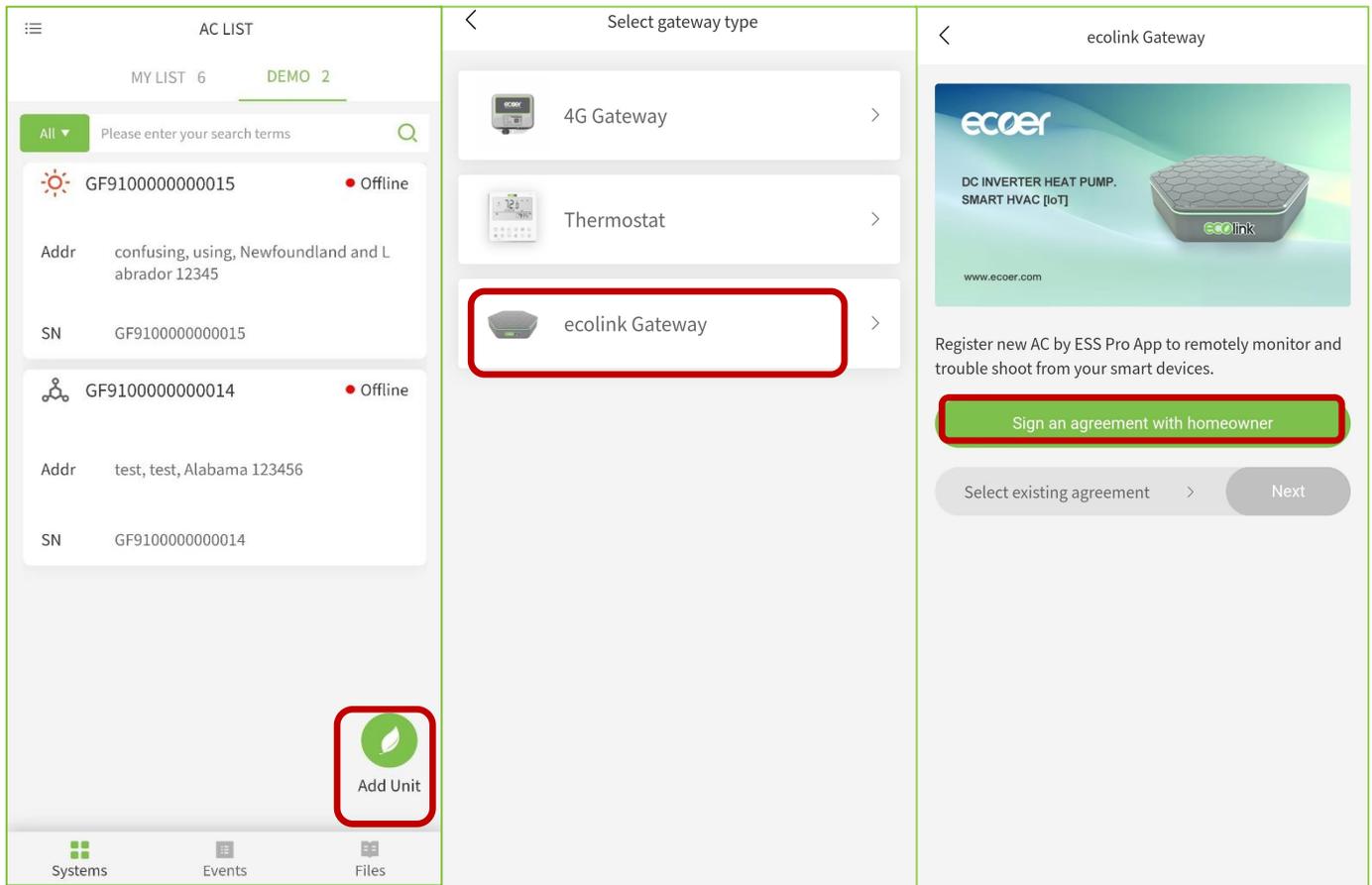


3.2 Ecolink Gateway Registration

The registration process is similar to 4G Gateway

Step 1. Enter registration page

Click the “Add Unit” button and then select **ecolink Gateway**.



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 the homeowner to sign his/her name for your monitoring request and ecoer system registration. (Ecoer uses independent cellular data to monitor the condensing unit only.)

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

ecolink Gateway

ecoer

DC INVERTER HEAT PUMP.
SMART HVAC [IoT]

www.ecoer.com

Register new AC by ESS Pro App to remotely monitor and trouble shoot from your smart devices.

Sign an agreement with homeowner

shunde ecoer > Next

shunde ecoer 11/8/2023 18:13:16

Addr: ronggui
City: foshan
State: Alabama
ZipCode: 111111

Sign Agreement

Country Country ▼

Zip Code Zip Code

Phone 000-000-0000

Email Email

Building Type Building Type ▼

Send privacy statement to owner's email

Sign your name here

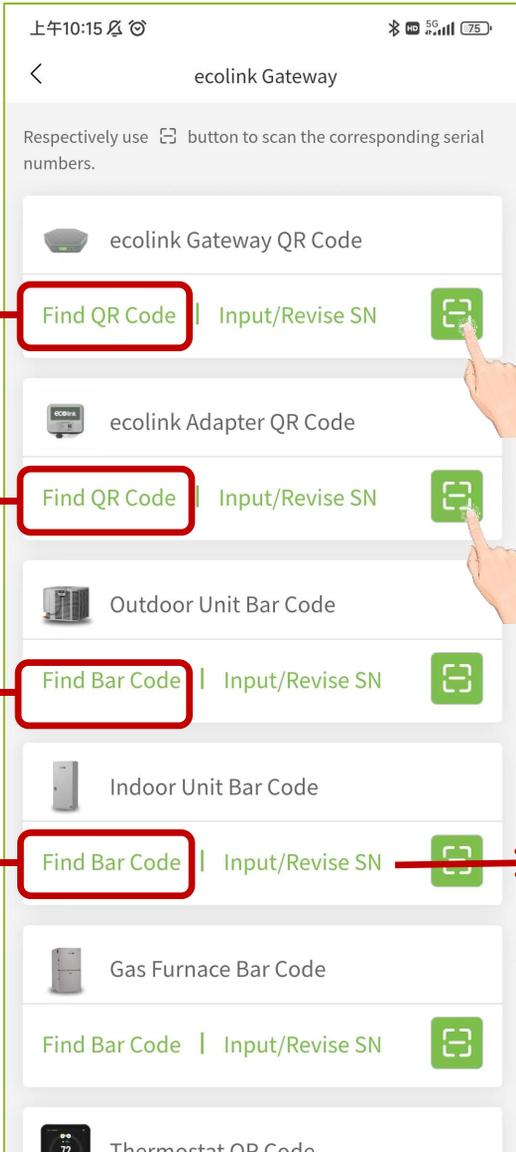
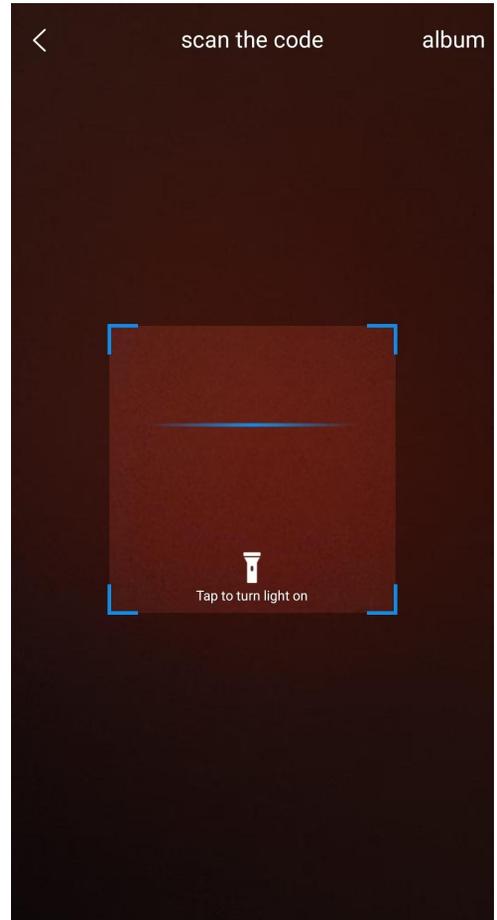
Submit

Step 3. Scan/Input SN

Select "**Input/Revise SN**" to manually input, or 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 the code.

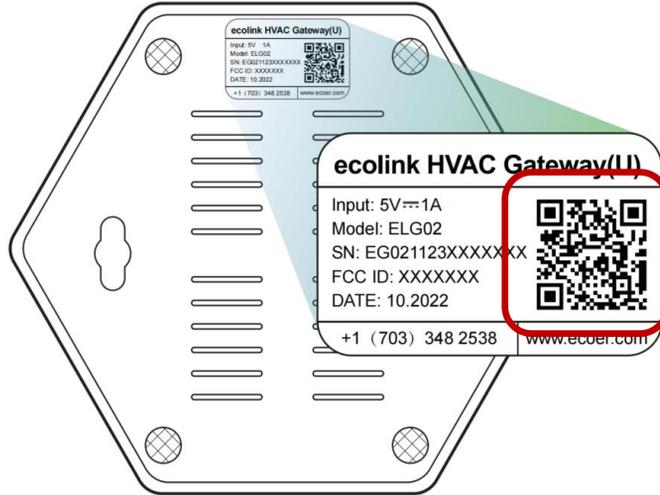
IoT SN and outdoor unit SN are required for registration via ESS Pro App.



Enter serial number manually

See locations in the following page.

> ecolink Gateway QR Code (SN length is 15)



> ecolink Adapter QR Code (SN length is 15)



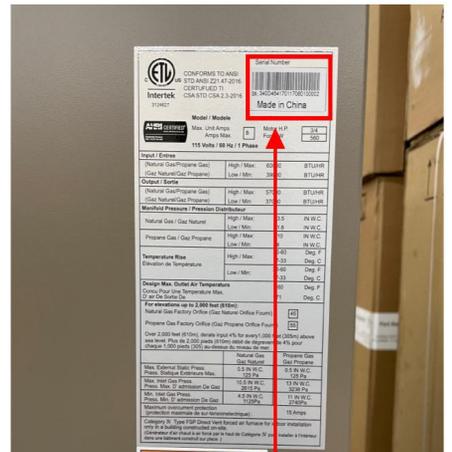
> Outdoor Unit Bar Code (SN length is 20)



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



> Gas Furnace Bar Code (SN length is 22)



> Thermostat Bar Code (SN length is 12)



Step 4. Confirm SN

Before register any Ecoer system via ESS Pro App, the IoT device shall be powered ON for 10 minutes so that the server can respond to your registration requirement.

Check serial numbers you submitted. Press “<” on the upper-left corner to revise it if one of the SN is incorrect. Homeowner will get Ecoer Warranty Registration Number by ****@ecoer.com** after the submission.

Get 1-year extended Monitoring Service as per Ecoer’s requirements or Skip Sharing. Registration is done once you can see the unit in MY LIST.

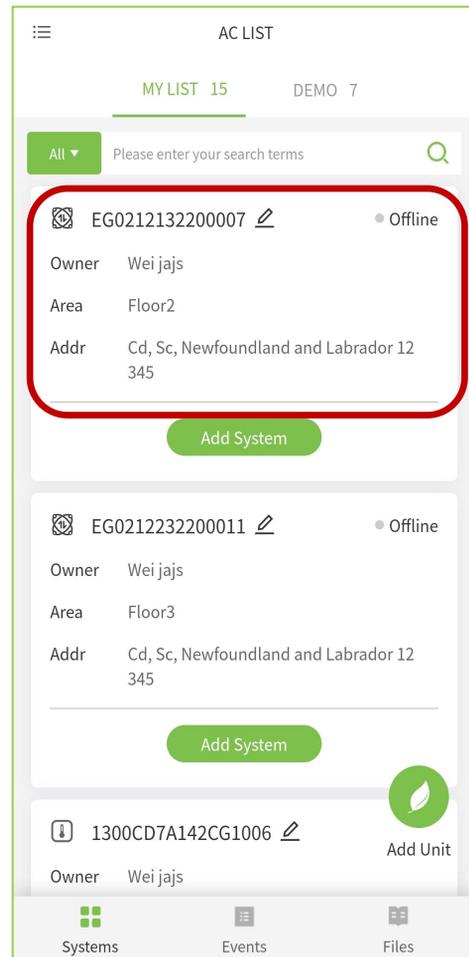
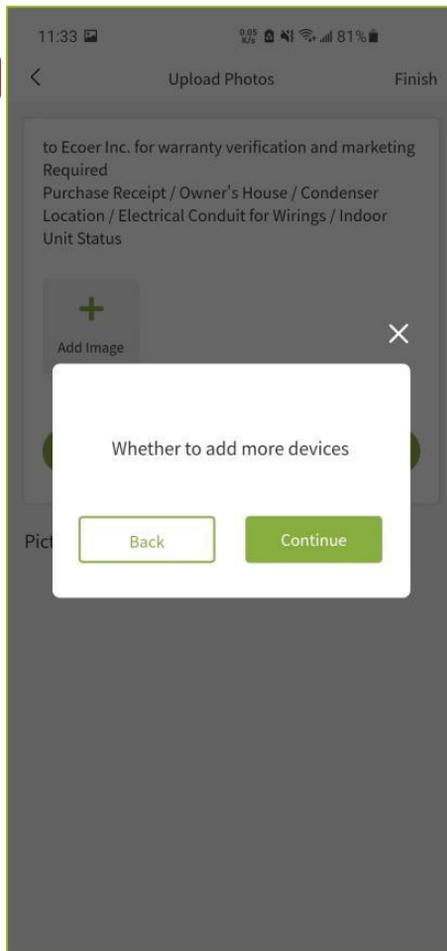
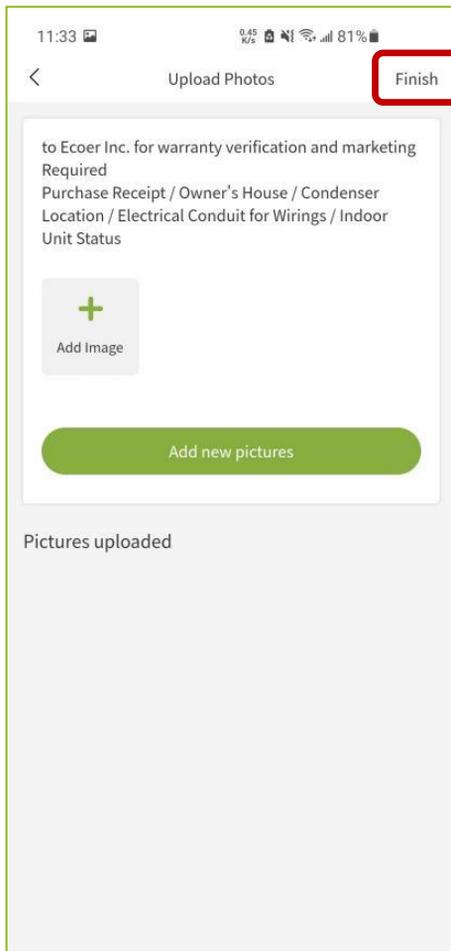
Select “**Heating Type**” and electric heater for monthly power statistics.

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- Heating Type:** Prompts the user to select a heating type and electric heater for monthly power statistics. The "Furnace / Boiler" option is selected. Power options range from 0 KW to 25 KW. A "Submit" button is at the bottom.

Step 5. Upload installation photos

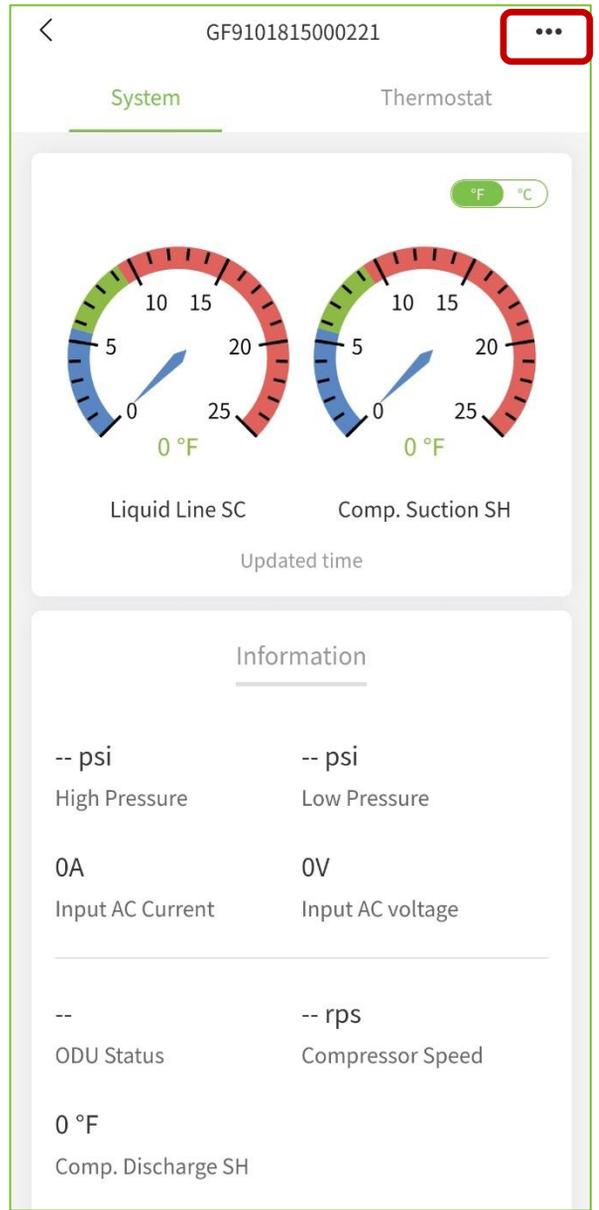
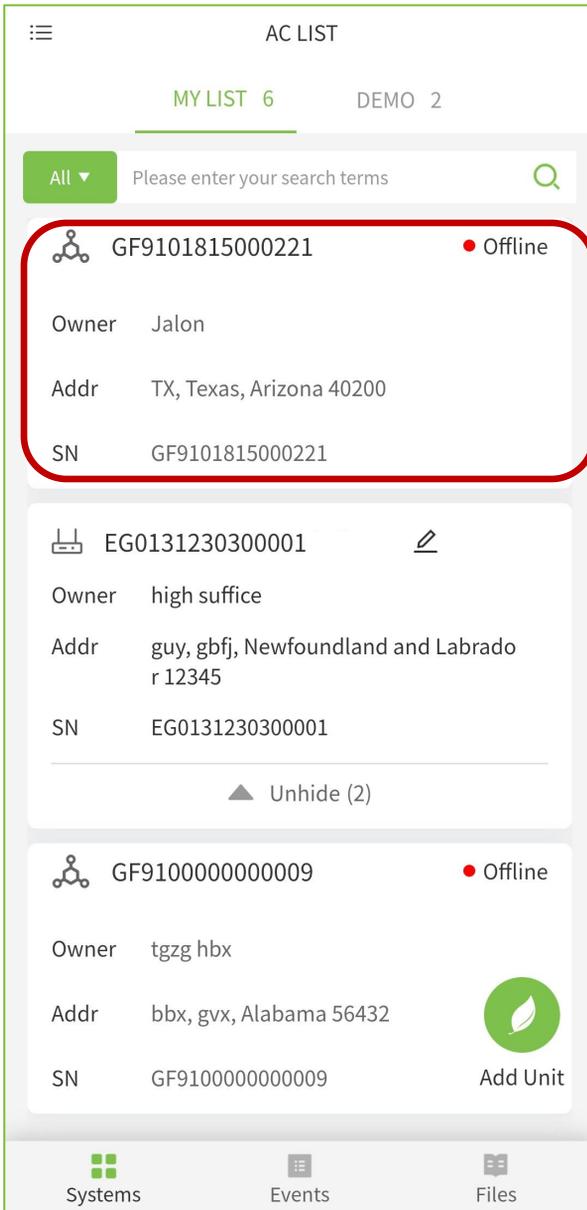
Upload installation photos and click “Finish”. Click “<” to see the installation device on the homepage.



3.3 4G Gateway / Ecolink Information and data viewing

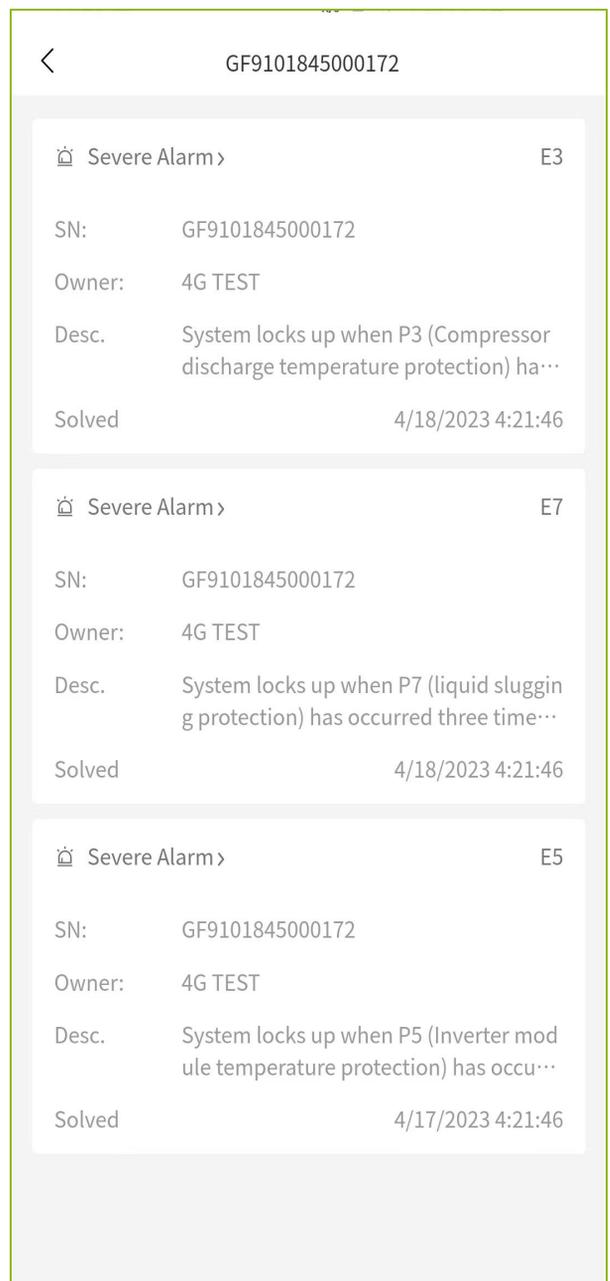
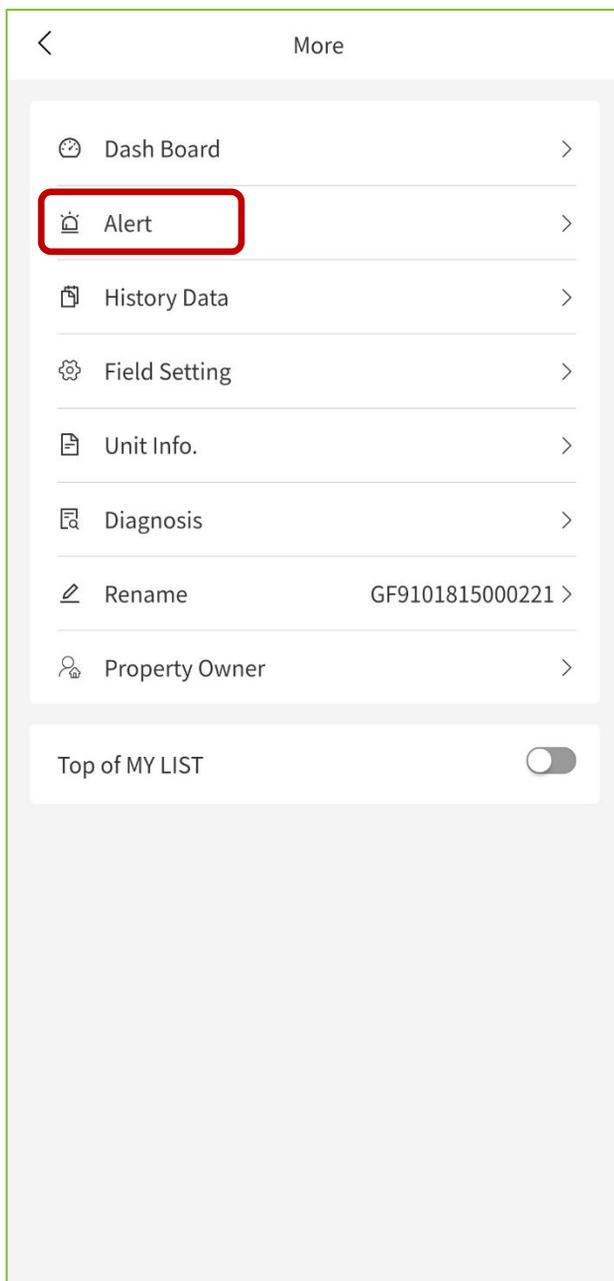
(1) Dashboard data viewing

- 1) Click “MY LIST” 4G / ecolink device to enter **Dash Board interface**.
- 2) Click on the more buttons in the upper right corner of the dashboard interface get the alarm data / live / history data of the AC or HP.



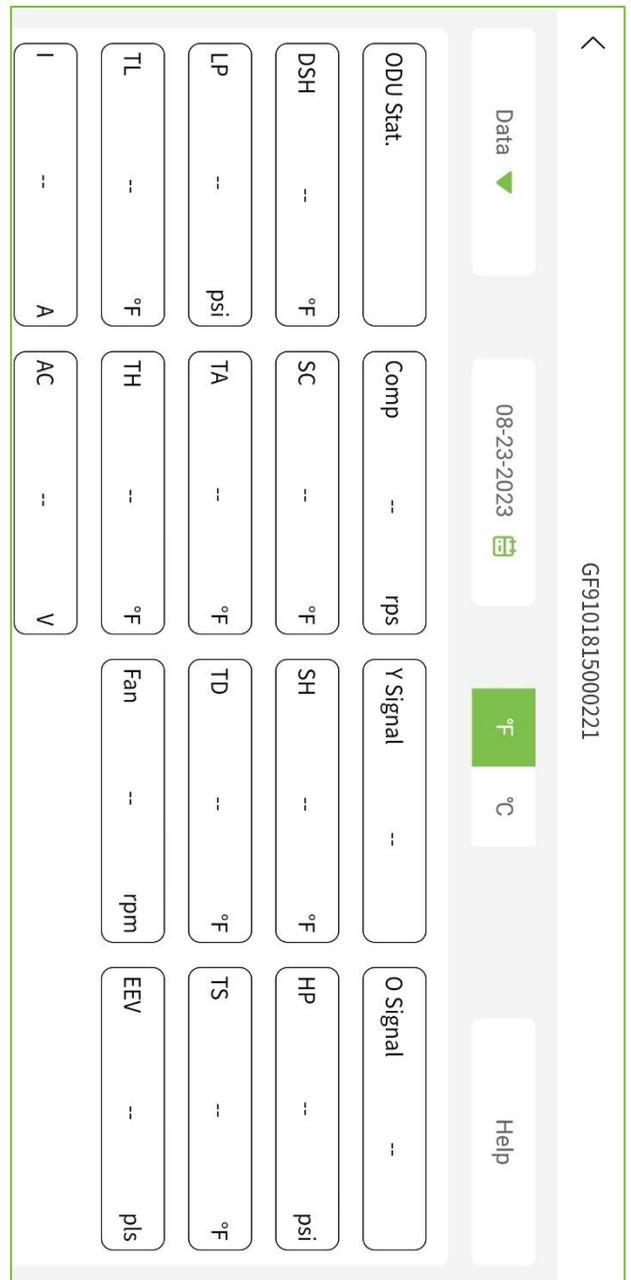
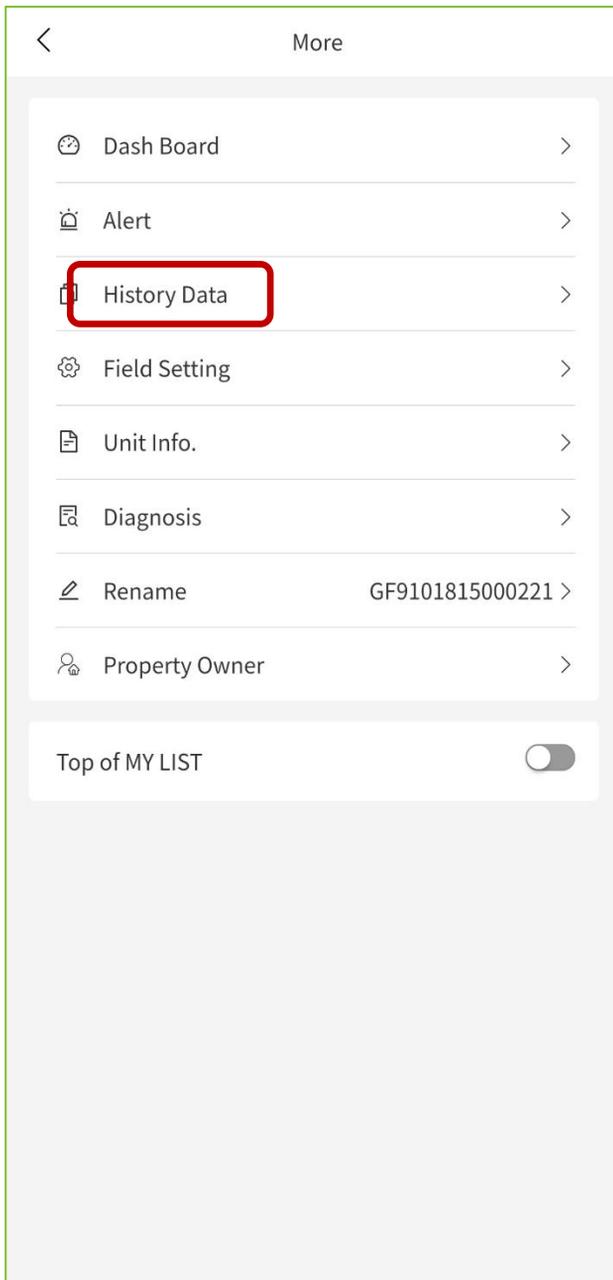
(2) Alarm data viewing

- 1) Click on the more buttons in the upper right corner of the dashboard interface.
- 2) Select '**Alert**' to view alarm data.



(3) History data viewing

- 1) Click on the more buttons in the upper right corner of the dashboard interface.
- 2) Select '**History data**' to view history data.



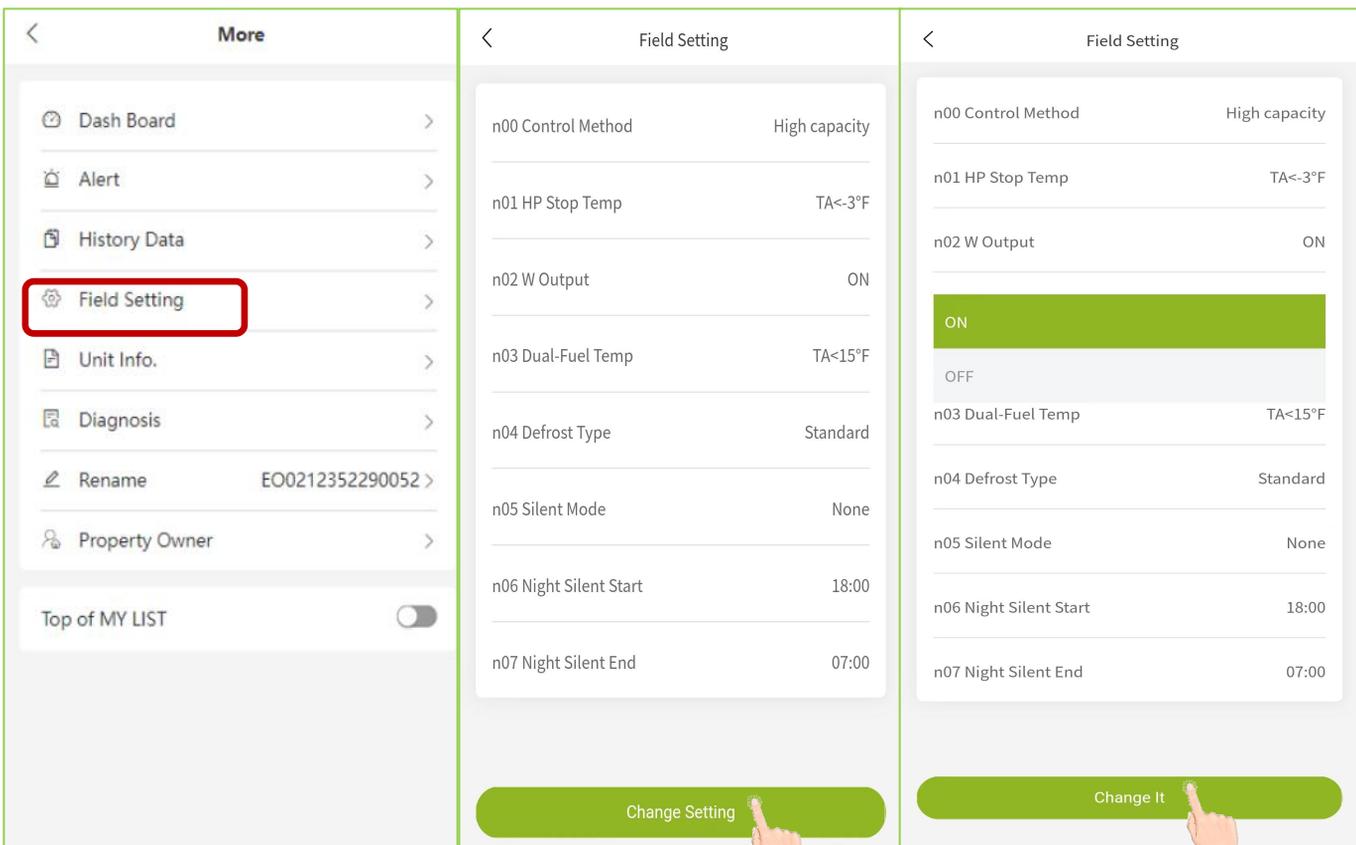
(4) Field Setting

- 1) Select '**Field Setting**' to view change setting.
- 2) Click “**Change Setting**” to edit the settings. After making changes, click “**Change it**” to save the settings.

Remotely check and change setting of Ecoer Smart Inverter condensing unit from your smart devices.

App will show prompt if the current software of IoT device cannot support your remote setting request.

Contact Ecoer Service Team to update the software for you.

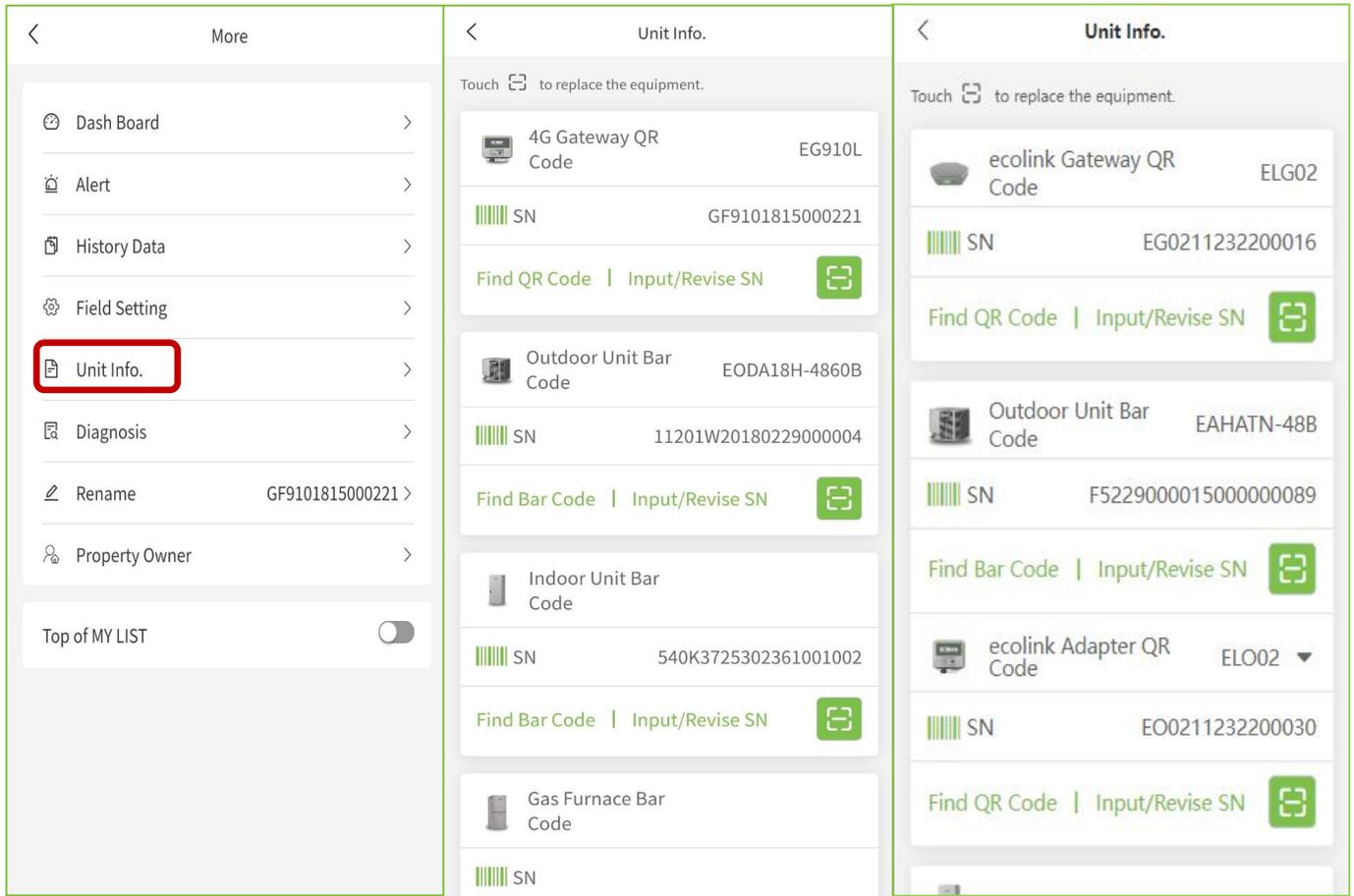


Remarks

Refer to Ecoer Decades (Extreme) SM or ODU IM to get more details about each setting.

(5) Unit Info.

1) Select '**Unit Info.**' to view detailed serial numbers and model of the AC/HP system.

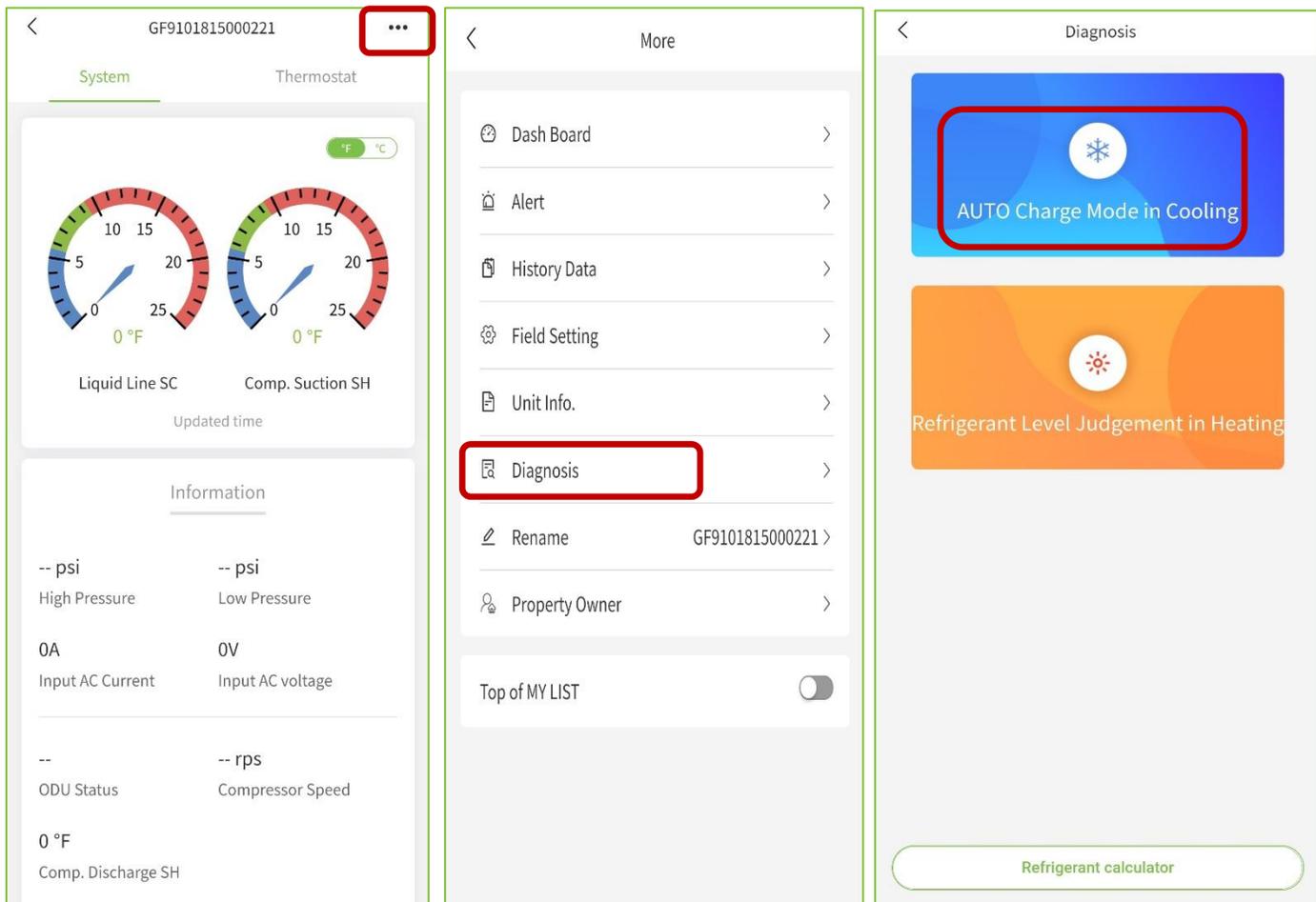


(6) Diagnosis

This function helps you to diagnose refrigerant level and TXV opening of Ecoer Smart Inverter systems.

① AUTO Charge Mode in Cooling

- 1) Click on the more buttons in the upper right corner of the dashboard interface
- 2) Select '**Diagnosis**' to enter the diagnostic interface
- 3) Click on '**AUTO Charge Mode in Cooling**'

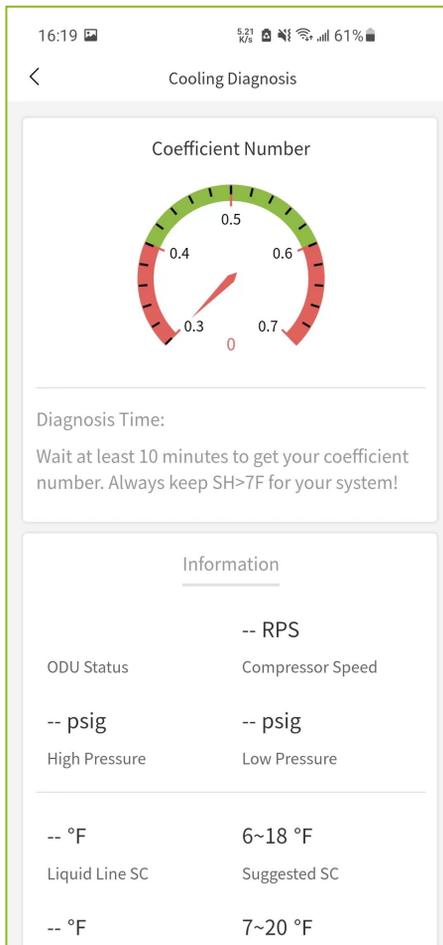
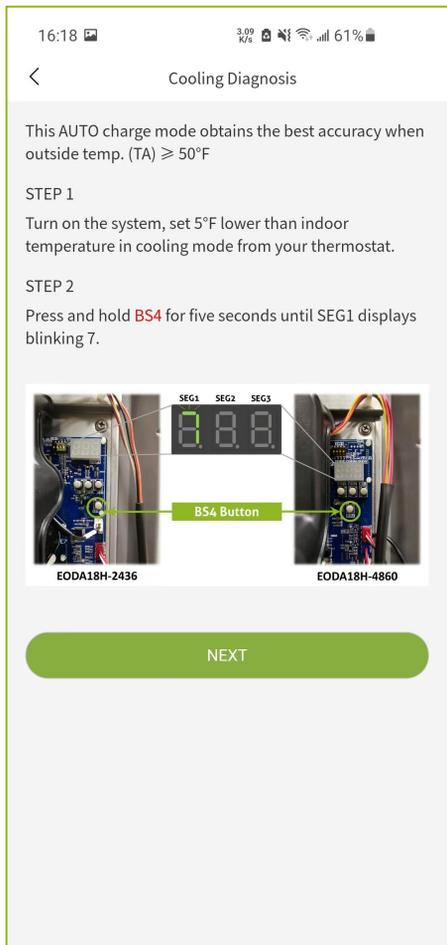


(6) Diagnosis

① AUTO Charge Mode in Cooling

4) Follow the steps on page and click on 'NEXT'.

5) Click "EXIT" to exit.



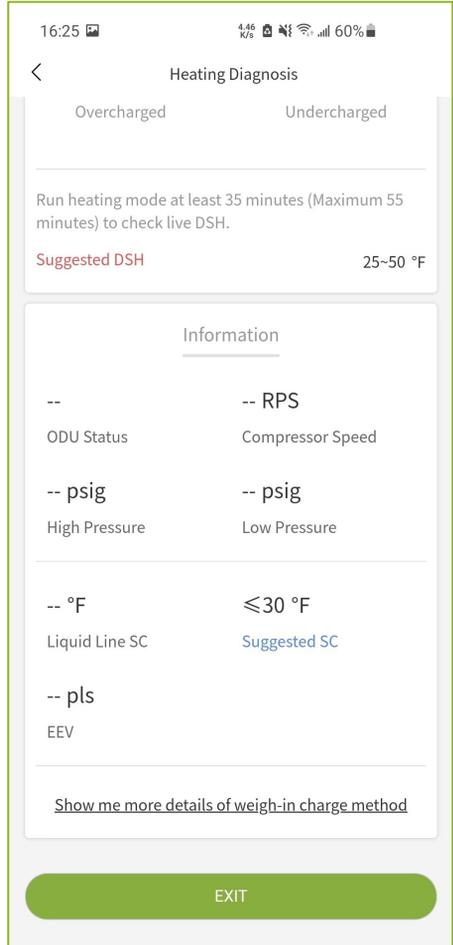
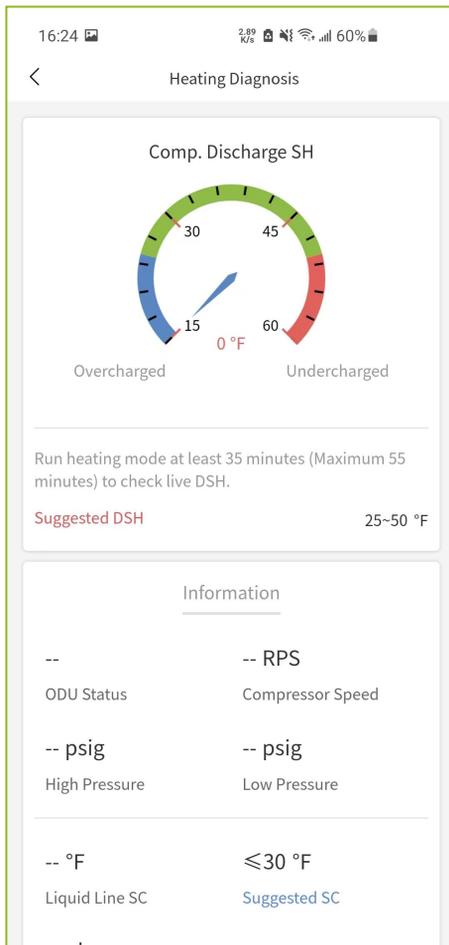
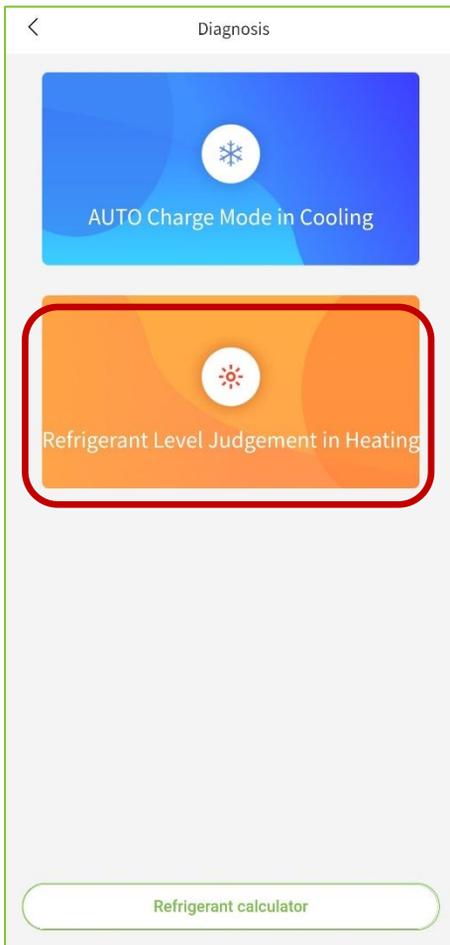
App will show prompt if the IoT device cannot get Refrigerant Coefficient in AUTO charge mode.

Contact Ecoer Service Team to update the software for you.

(6) Diagnosis

② Refrigerant Level Judgement in Heating

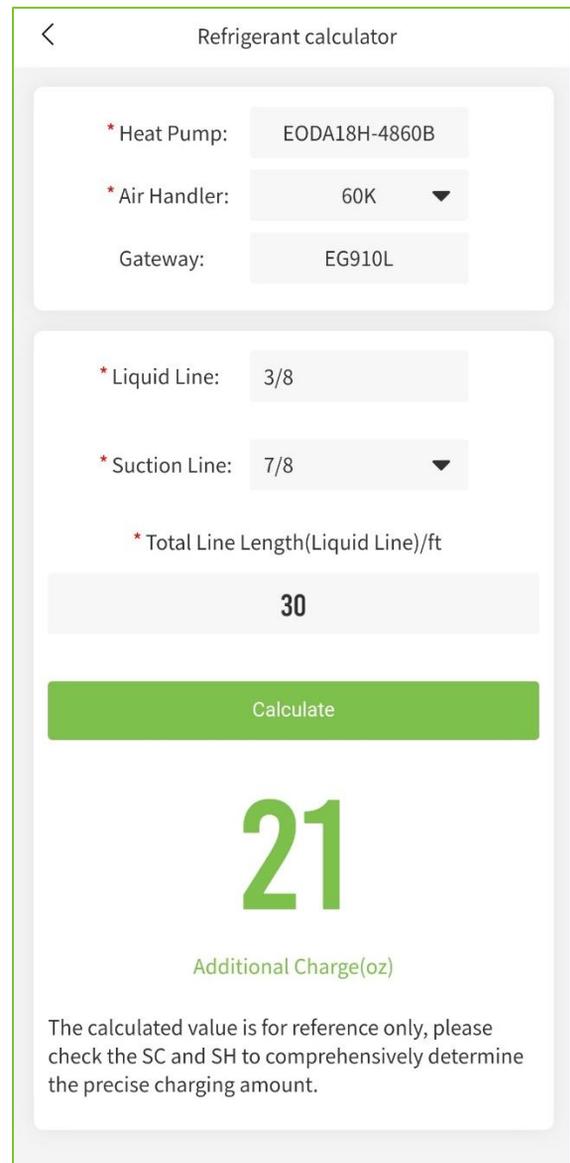
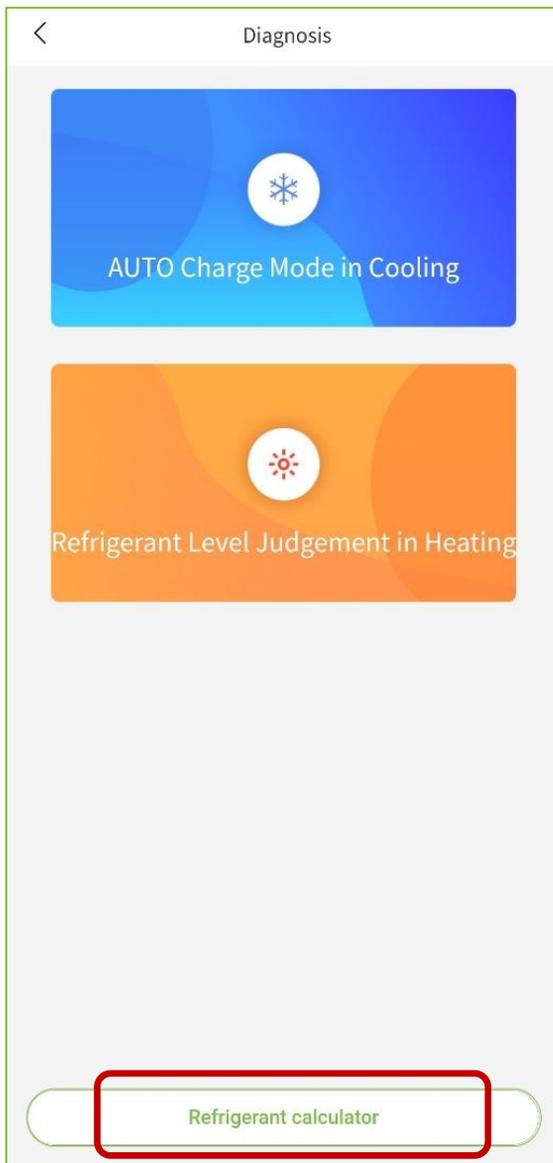
- 1) Select '**Diagnosis**' to enter the diagnostic interface.
- 2) Click on '**Refrigerant Level Judgement in Heating**' and run the heating mode for at least 35 mins.
- 3) Click "**EXIT**" to exit.



(6) Diagnosis

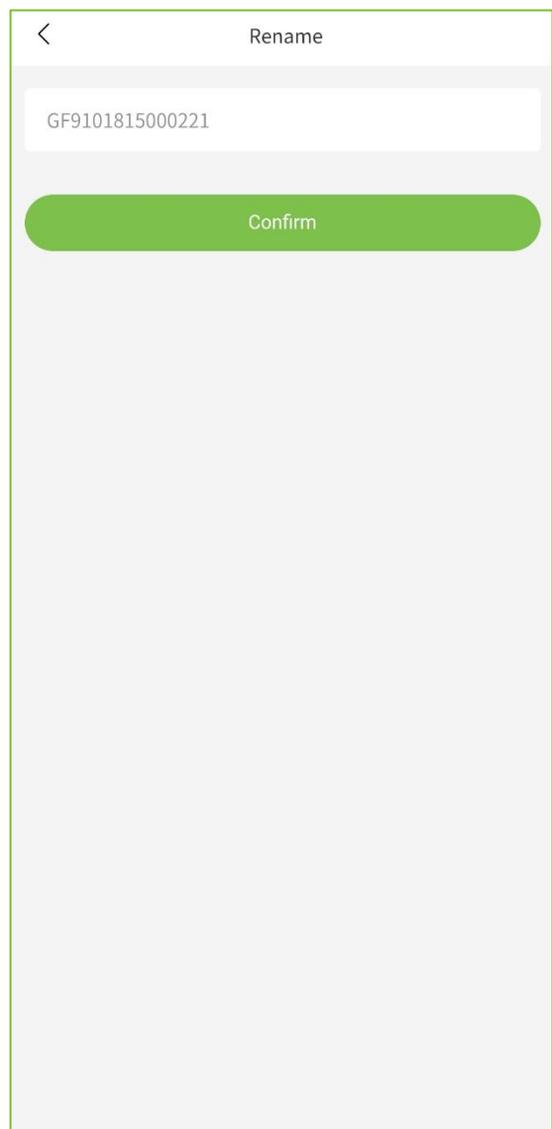
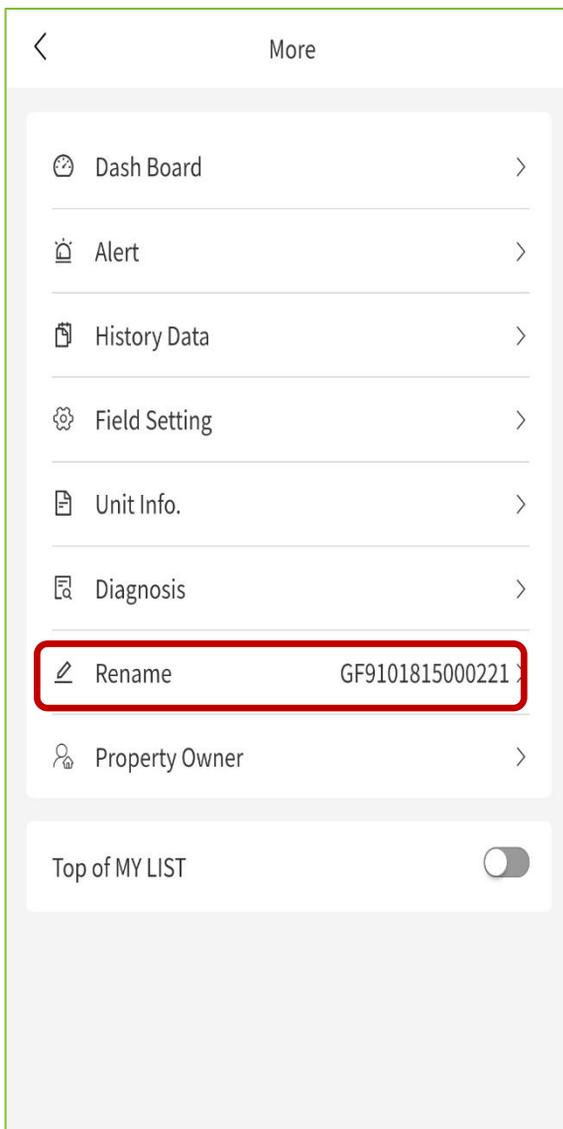
③ Refrigerant calculator

- 1) Click on “**Refrigerant calculator**” to enter calculate page
- 2) Select your unit model, line size, then enter the total liquid line length, click ‘**calculate**’, you will obtain a reference value.



(7) Rename

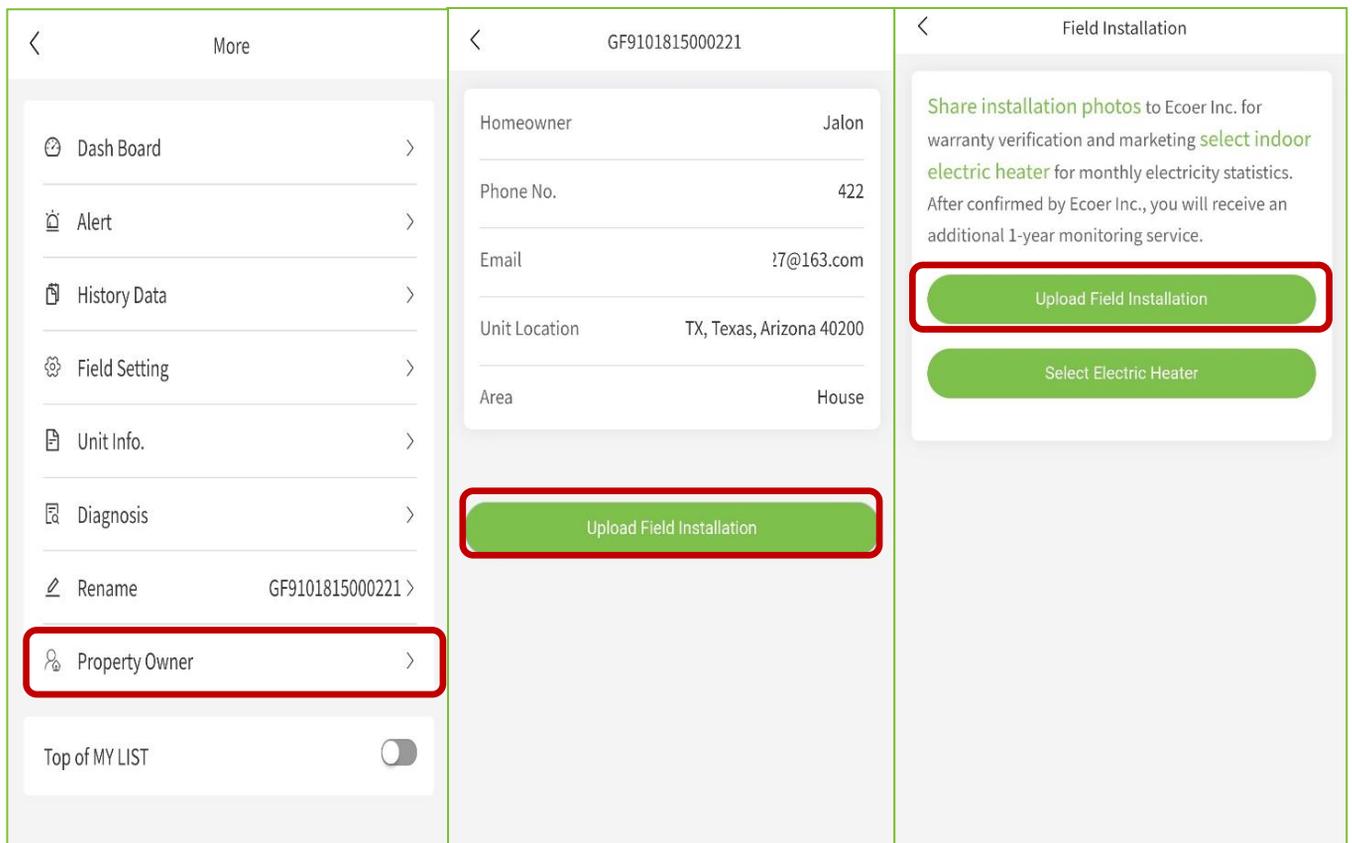
- 1) Click '**Rename**' to enter the rename interface
- 2) Enter the alias and click "**Confirm**" to see the alias on the homepage SN.



(8) Property Owner

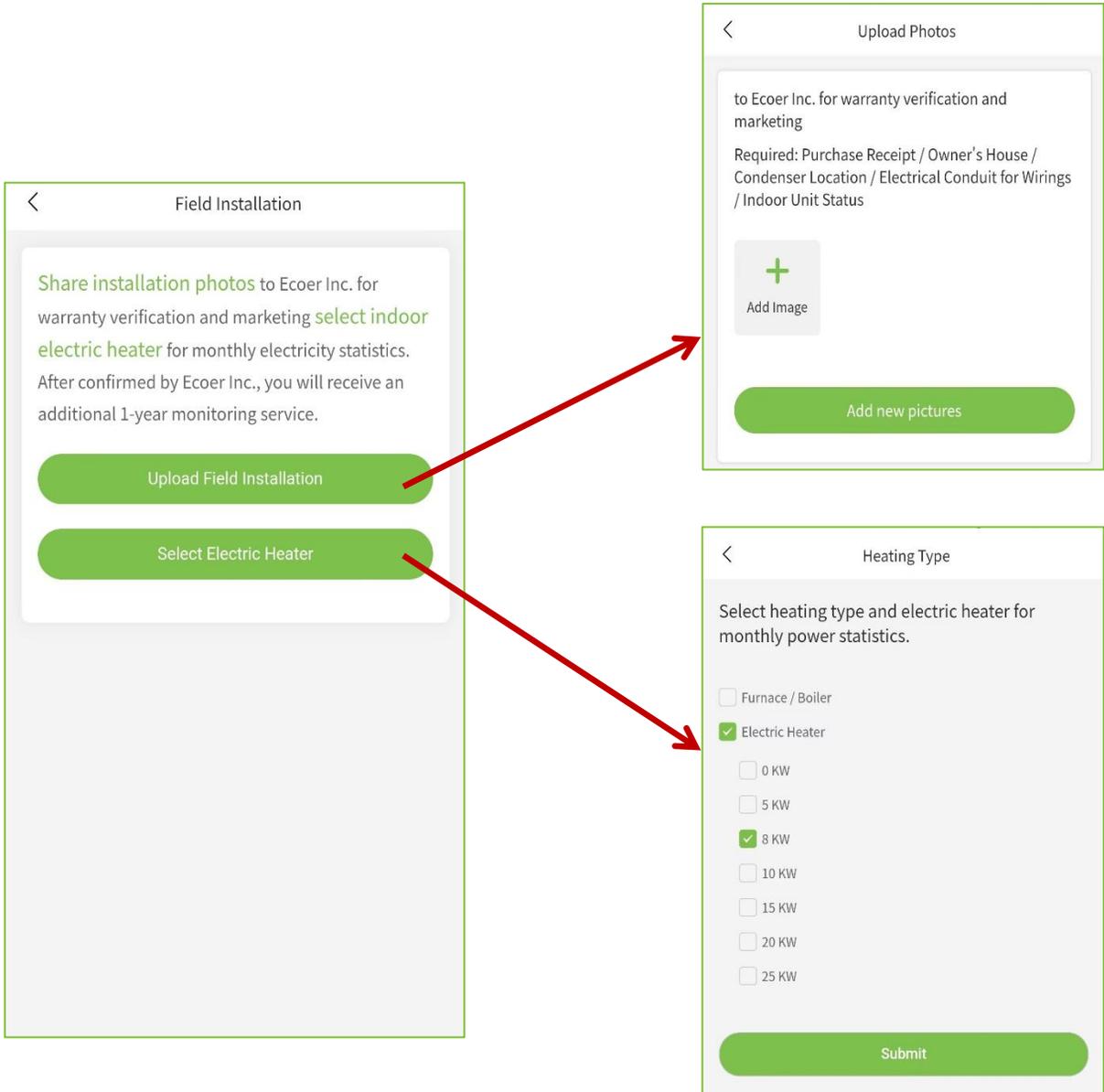
It shows the owner contact info. and unit location. Touch “Upload Field Installation” button to **share installation photos** for warranty verification and marketing, **select indoor electric heater kit size** for monthly energy consumption statistics.

- 1) Click on **"Property Owner"** to enter the owner information interface.
- 2) Click on **'Upload Field Installation'** to change the installation information



(8) 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.



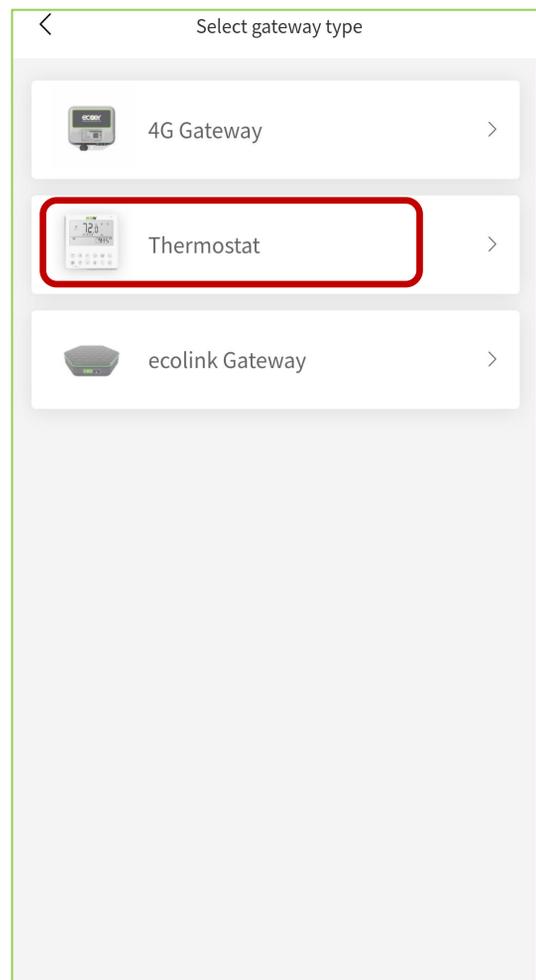
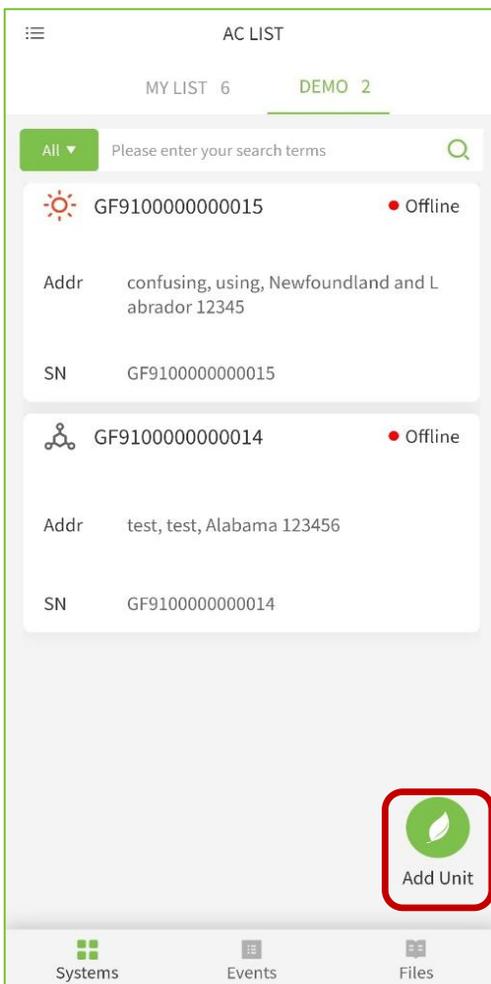
3.4 Thermostat

(1) Thermostat Registration

The registration process is similar to 4G Gateway

Step 1. Enter registration page

Click the “Add Unit” button and then select **Thermostat**.

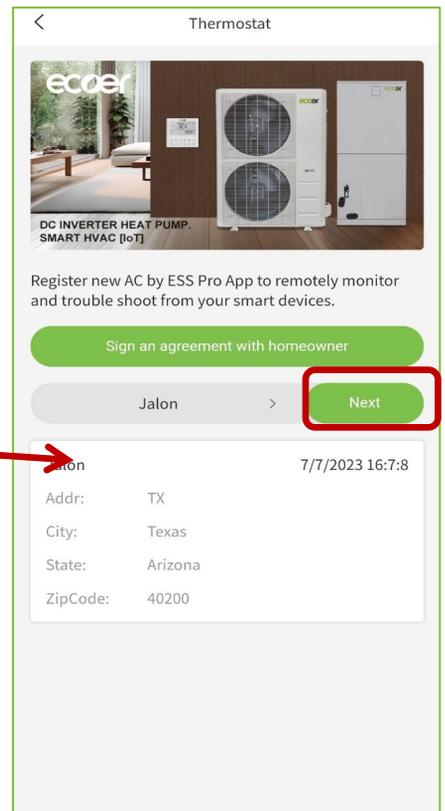
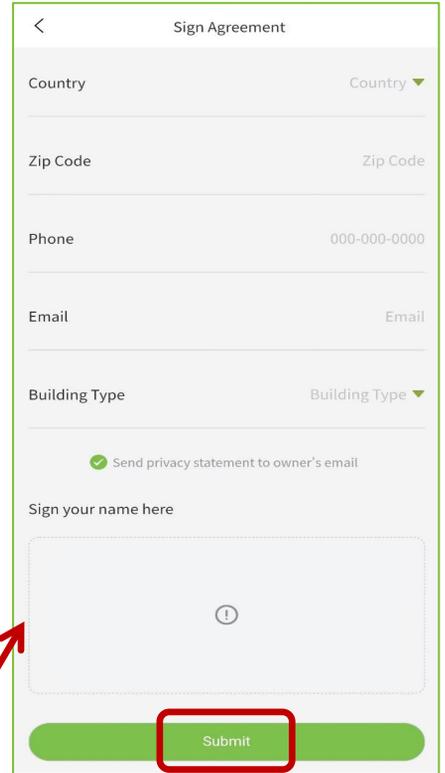
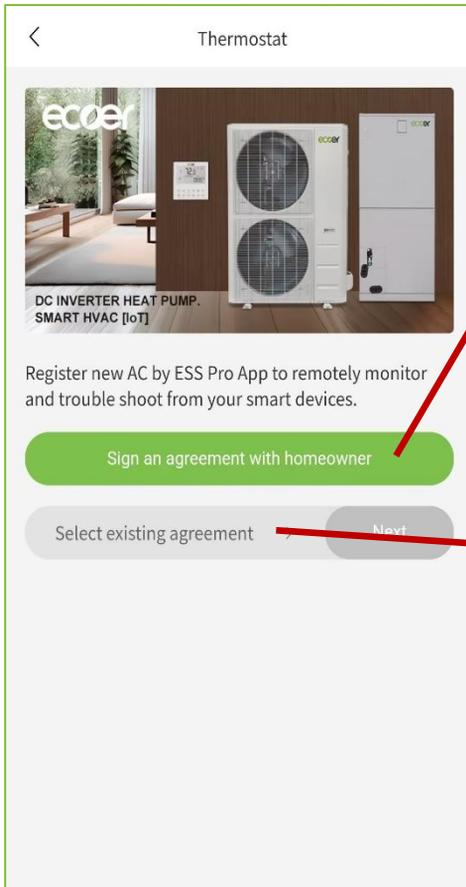


Step 2. Sign/Select agreement

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 the homeowner to sign his/her name for your monitoring request and ecoer system registration. (Ecoer uses independent cellular data to monitor the condensing unit only.)

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



Step 3. Scan/Input SN

Select "**Input/Revise SN**" to manually input, or 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 the code.

Thermostat

Respectively use  button to scan the corresponding serial numbers.

 Thermostat QR Code

Find QR Code **Input/Revise SN** 

MAC Address QR Code

Find MAC code | **Input/Revise MAC** 

 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

Thermostat

The serial numbers you have submitted are

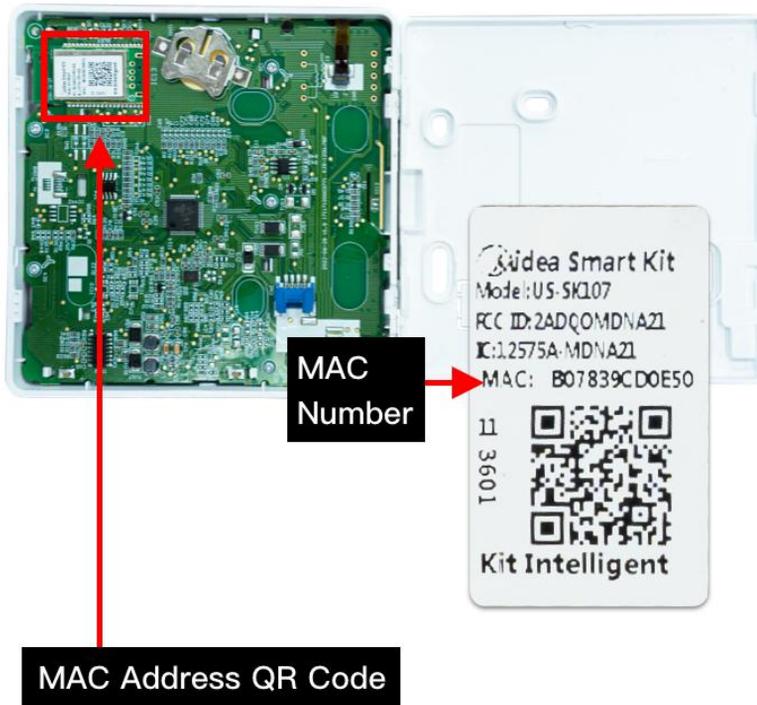
Thermostat Model	ECT01
SN	1300CD7A142CG0006
MAC	-- --
SN	AC93C42267EA
Outdoor Unit Model	ESCA16H-60
SN	3EWH000001Z201010004
Indoor Unit Model	EAHAEC-60
SN	3ENH000001Z202020009

Submit

> Thermostat QR Code (SN length is 17)

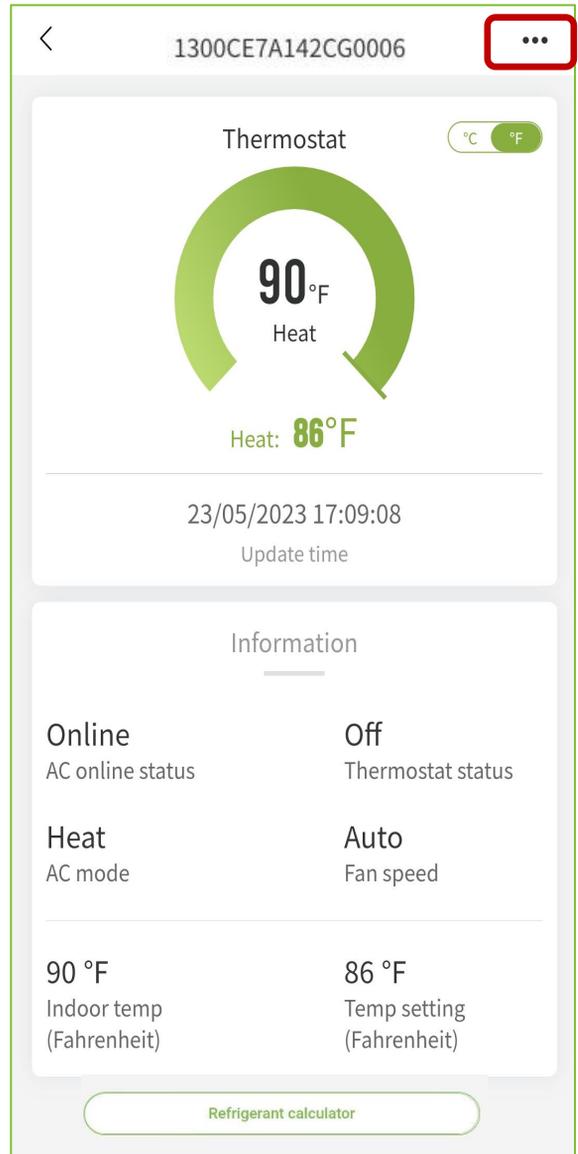
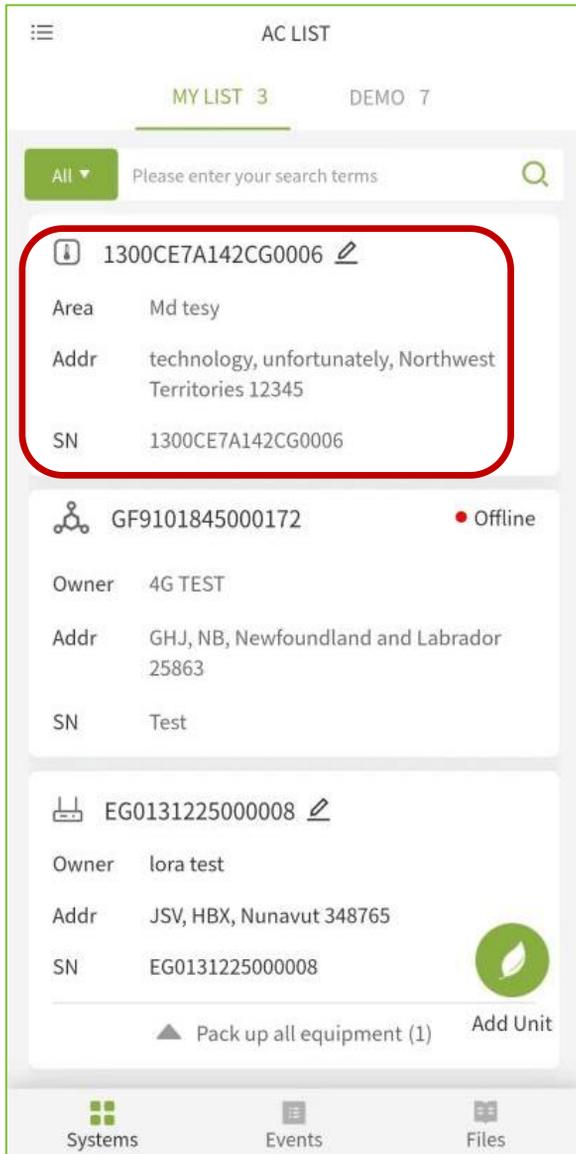


> MAC Address QR Code (SN length is 12)



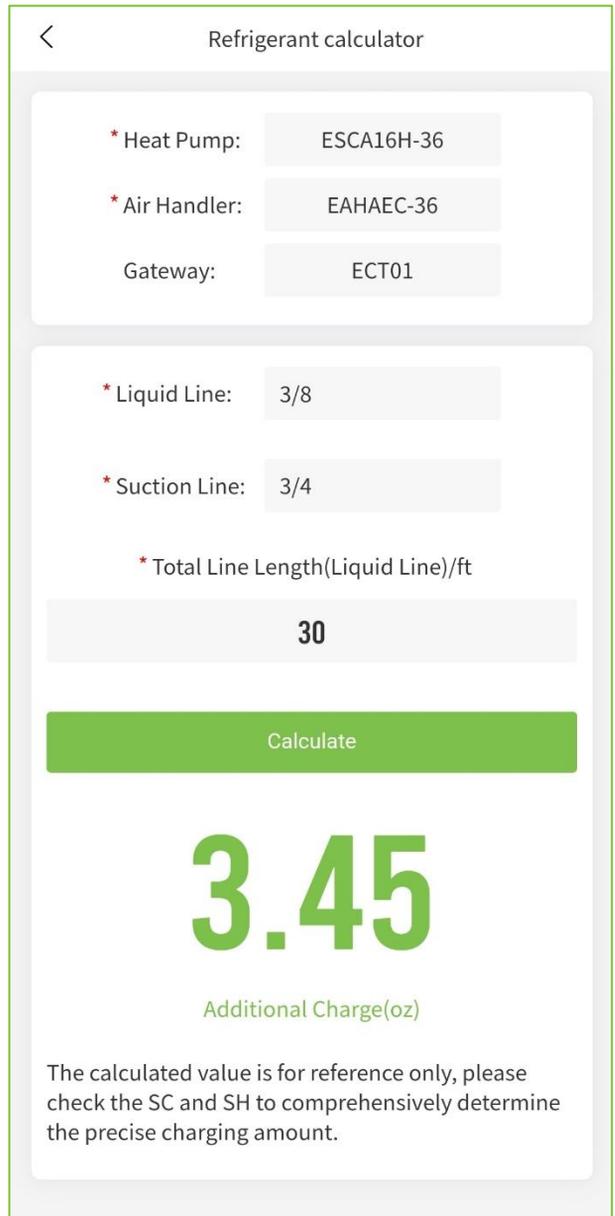
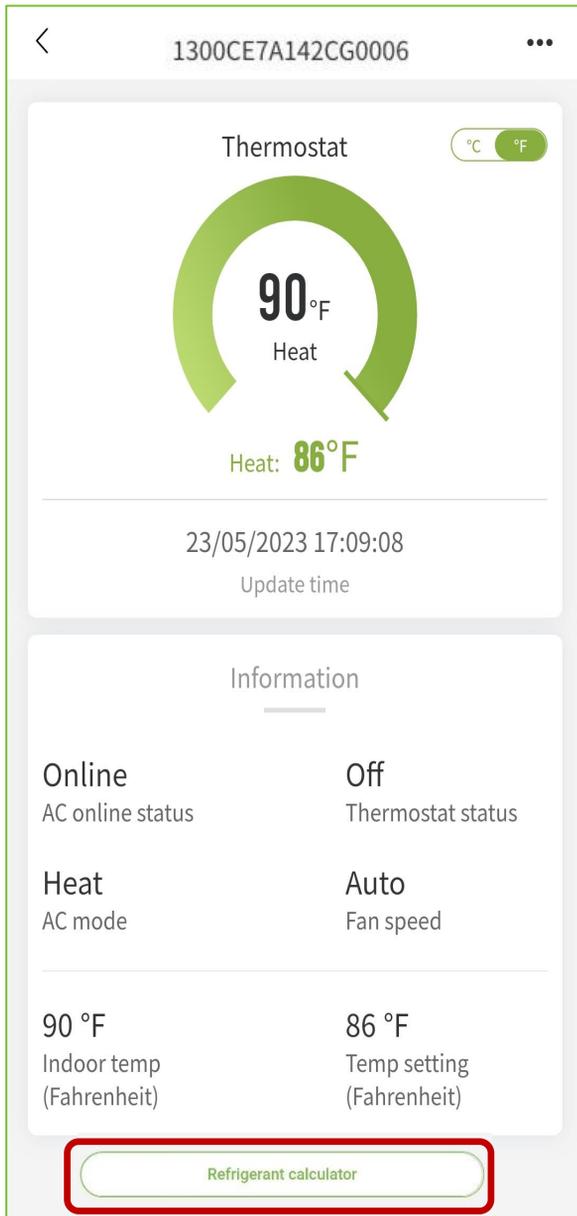
(2) Thermostat dashboard data viewing

- 1) Click “MY LIST” Thermostat device to enter **Dash Board interface**.
- 2) Click on the more buttons in the upper right corner of the dashboard interface get the alarm data / unit info. data of the AC or HP.



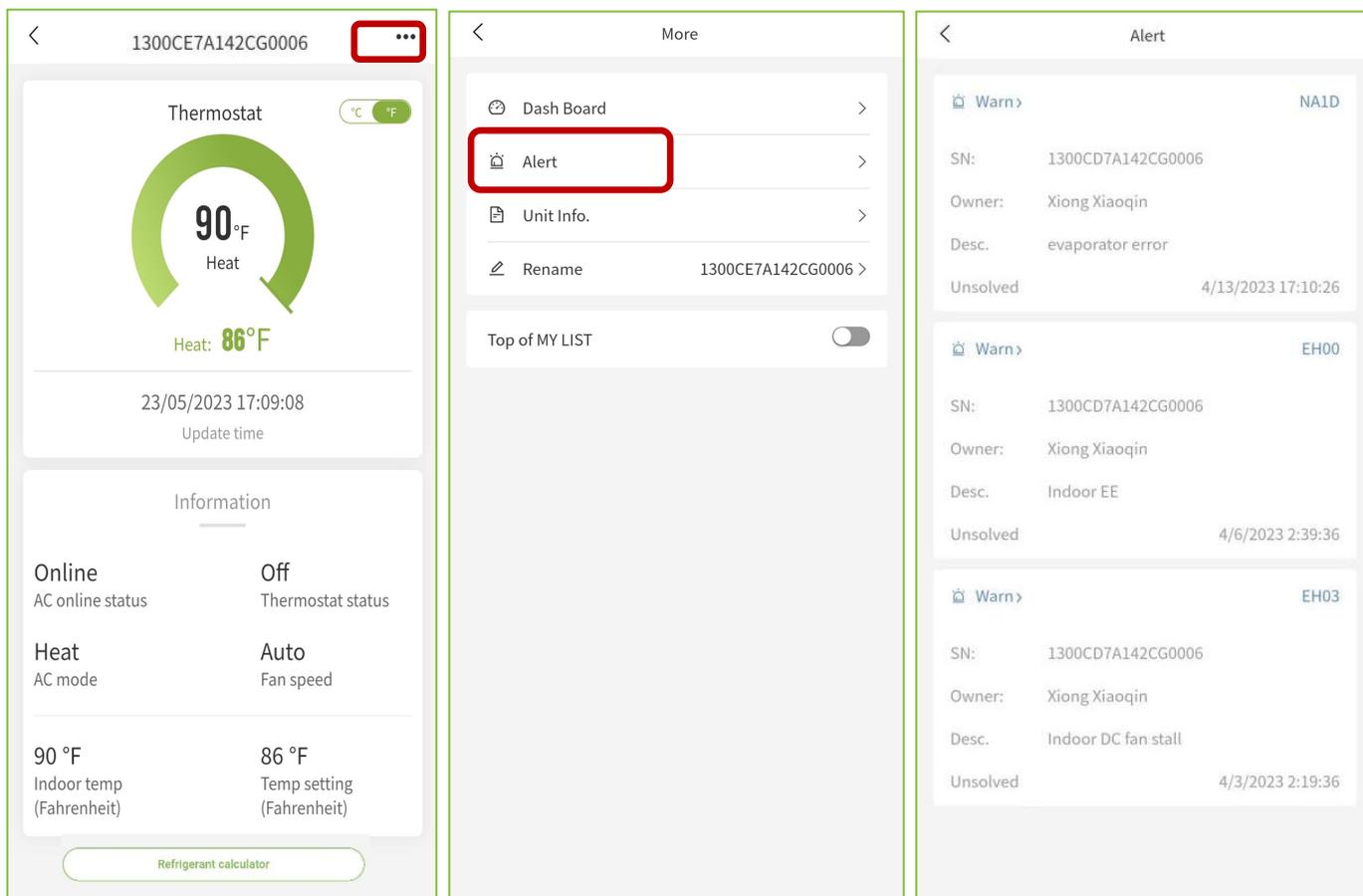
(2) Thermostat dashboard-Refrigerant calculator

- 1) Click on “Refrigerant calculator” to enter calculate page.
- 2) Select your unit model, line size, then enter the total liquid line length, click ‘calculate’, you will obtain a reference value.



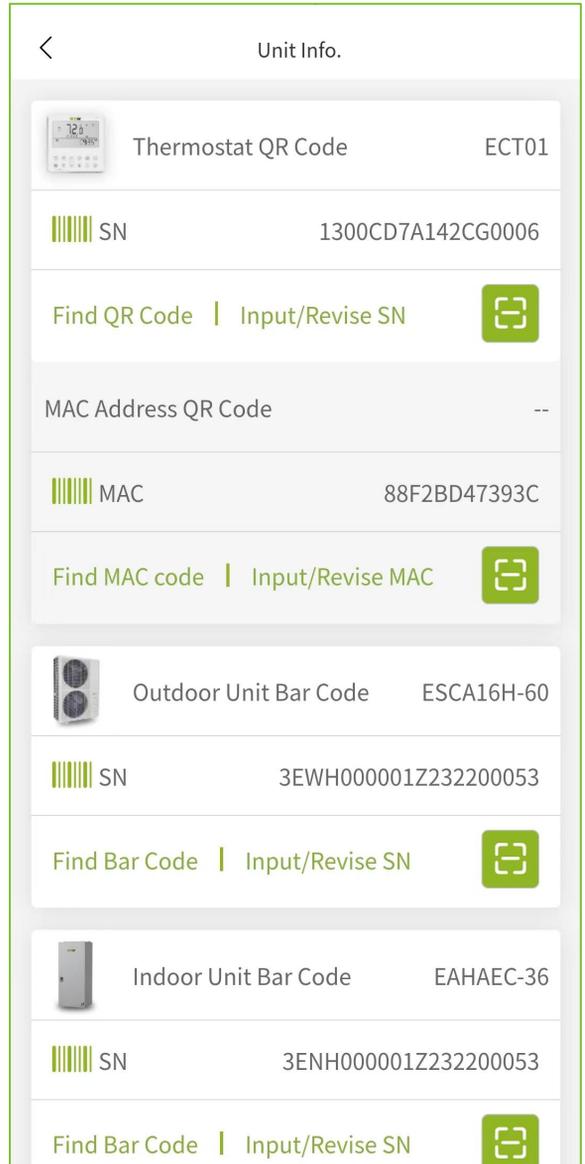
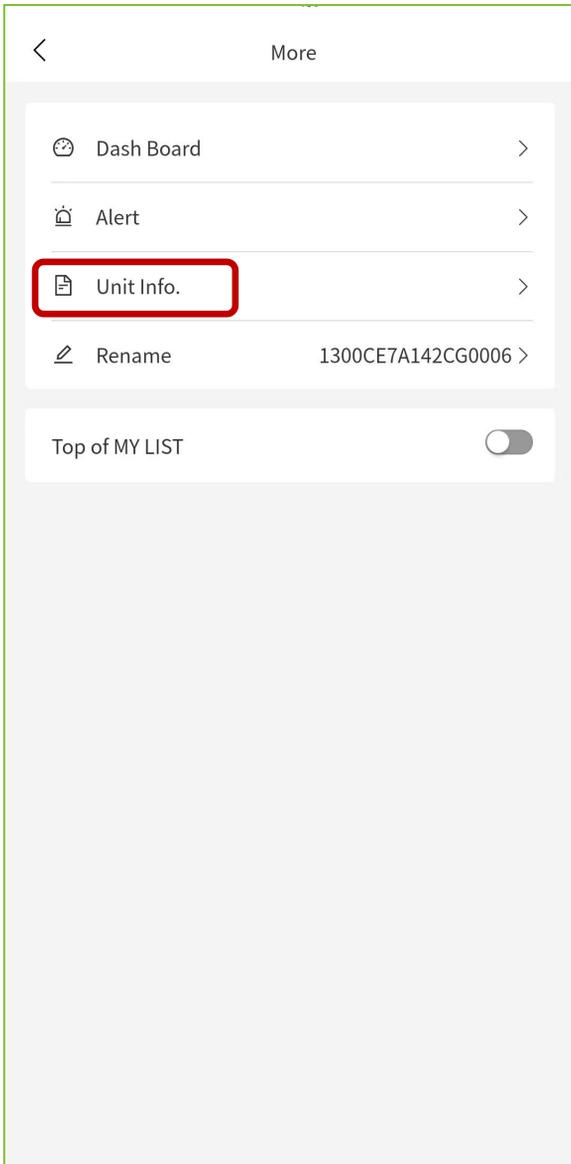
(3) Thermostat alarm data viewing

- 1) Click on the more buttons in the upper right corner of the dashboard interface.
- 2) Select '**Alert**' to view alarm data.



(4) Unit Info.

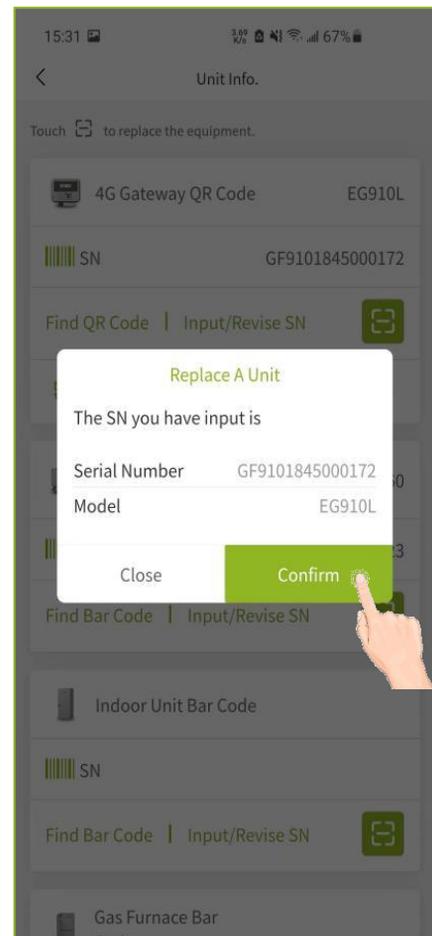
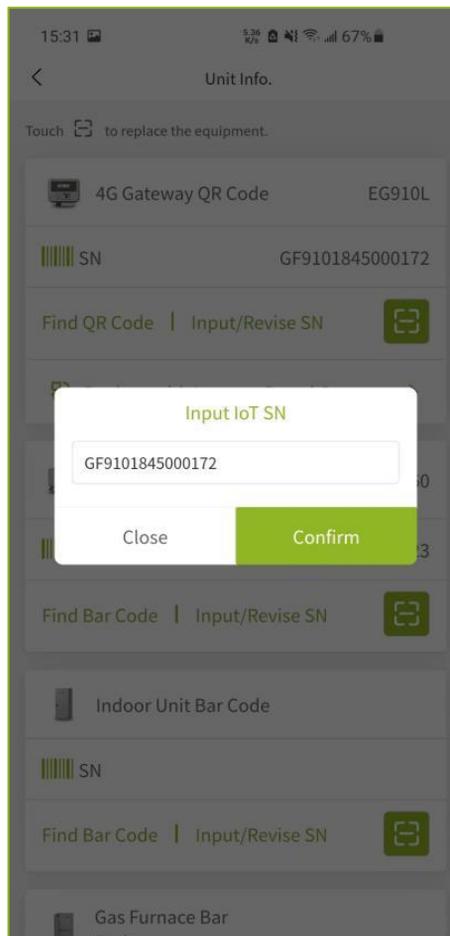
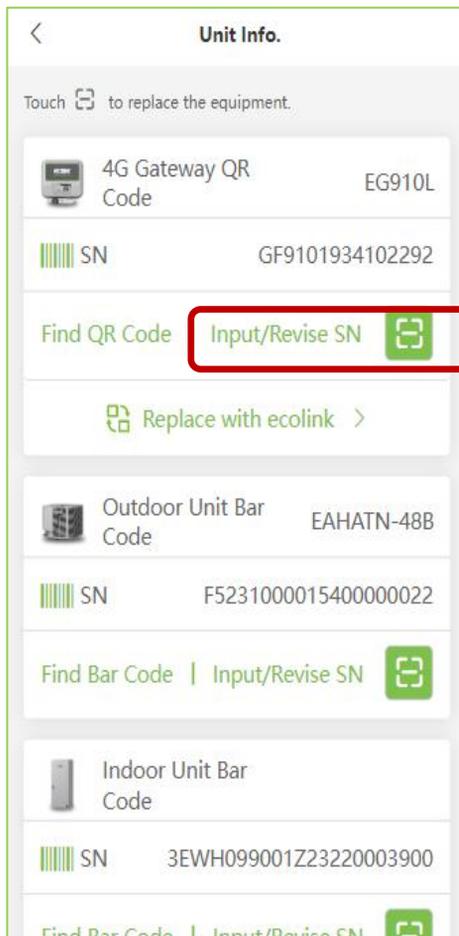
1) Select '**Unit Info.**' to view detailed serial numbers and model of the AC/HP system.



4. Device Replace

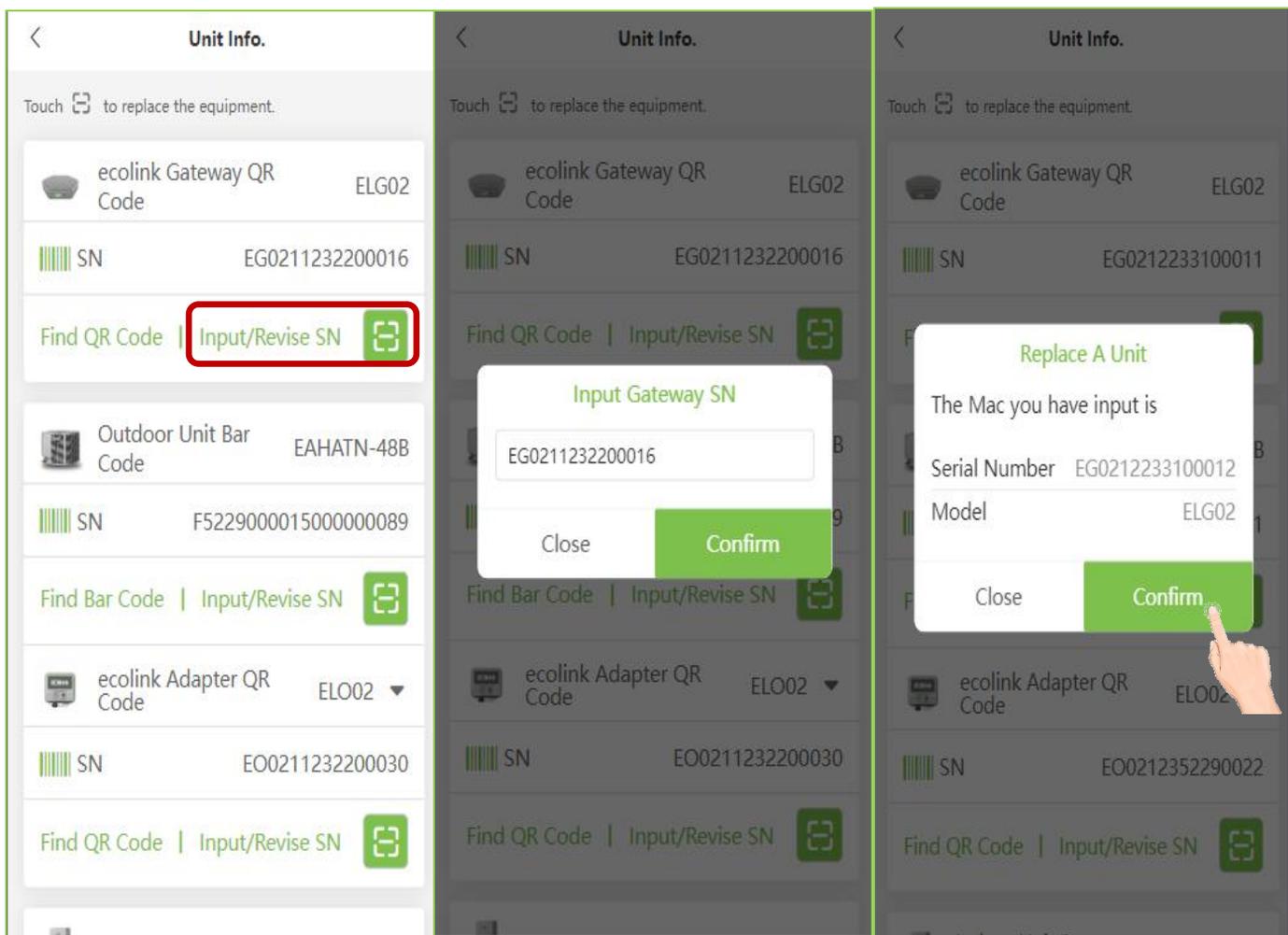
(1) 4G Gateway replace 4G Gateway

- 1) Enter the **Unit Info.** interface.
- 2) Click on the "Input/Revise SN" or "  " icon to enter a new code.
- 3) After checking the data, click on the "Confirm" button to replace the original 4G Gateway.



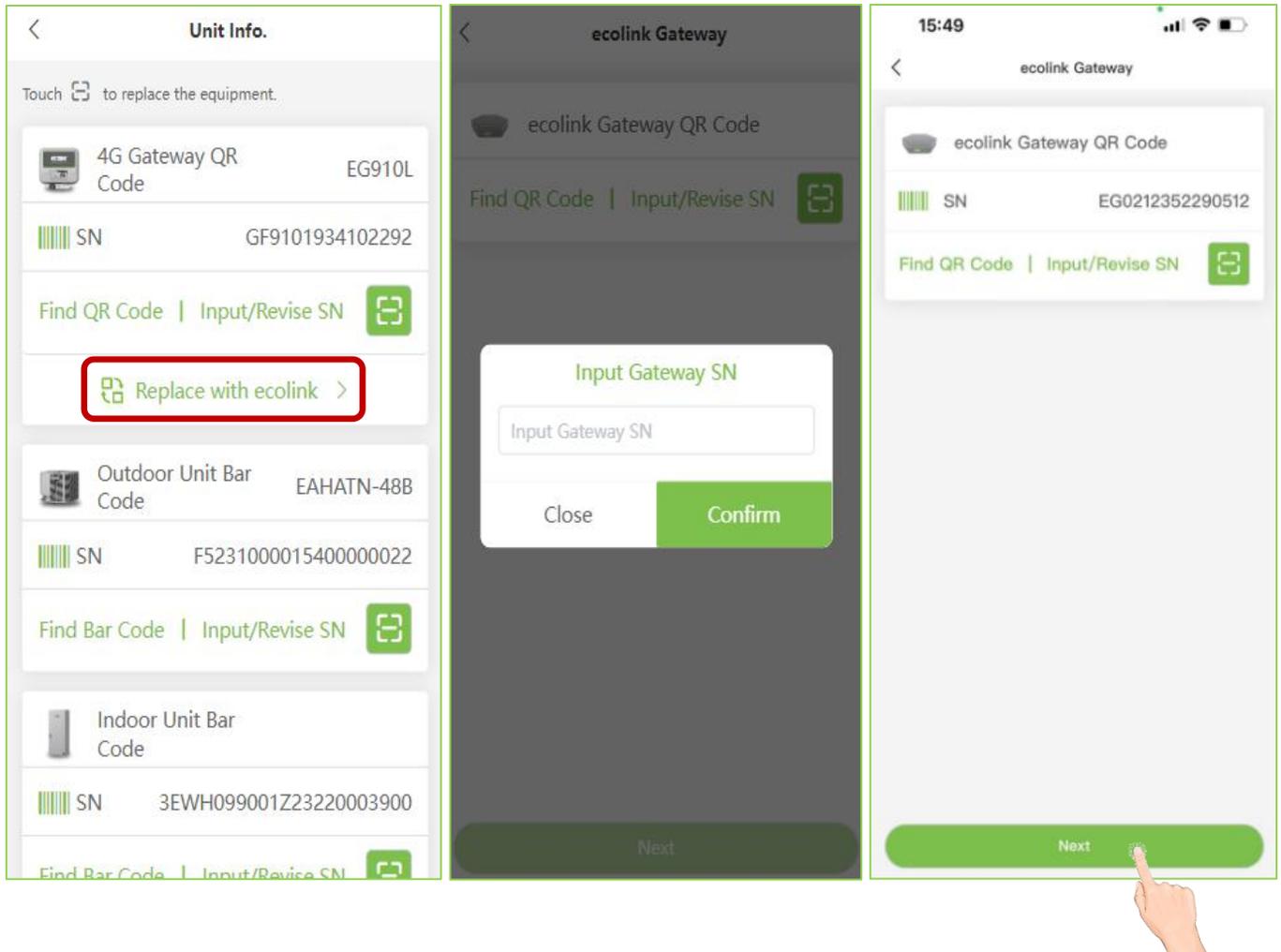
(2) Ecolink Gateway replace Ecolink Gateway

- 1) Enter the **Unit Info.** interface.
- 2) Click on the "Input/Revise SN" or "  " icon to enter a new code.
- 3) After checking the data, click on the "Confirm" button to replace the original Ecolink Gateway.



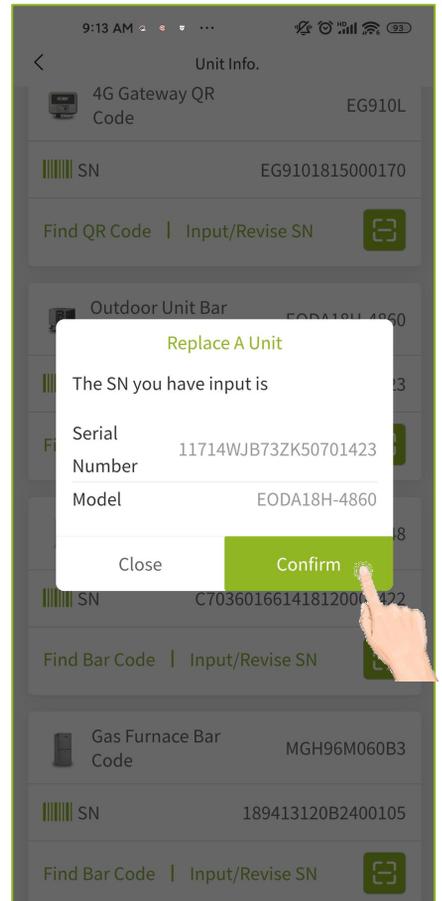
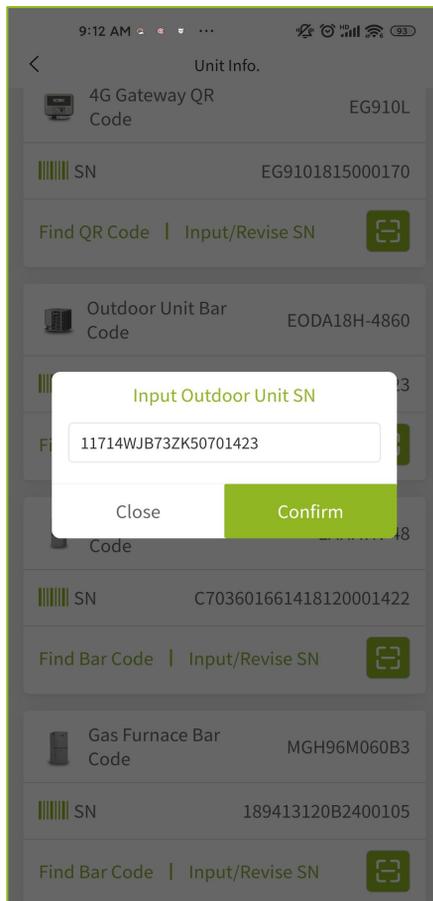
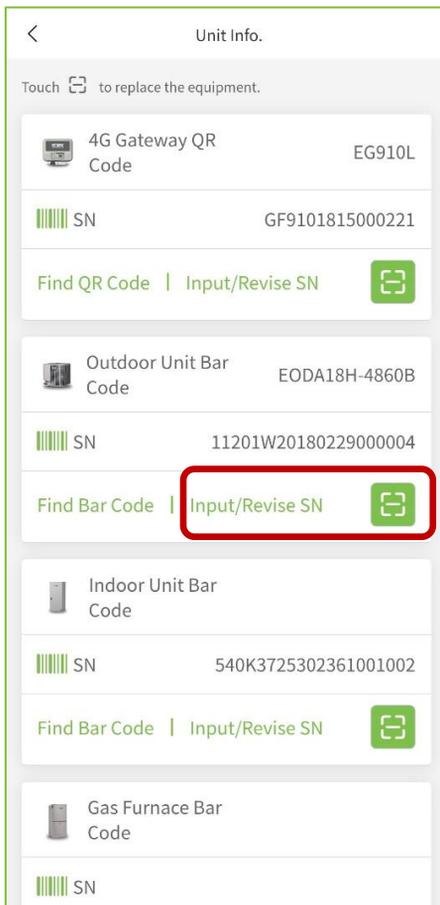
(3) Ecolink Gateway replace 4G Gateway

- 1) Enter the **Unit Info.** interface.
- 2) Click the "Replace with ecolink".
- 3) Click on the "Input/Revise SN" or "  " icon to enter a new code.
- 4) After checking the data, click on the "Confirm" button to replace the original 4G Gateway.
- 5) Click the "Next" and Submit.



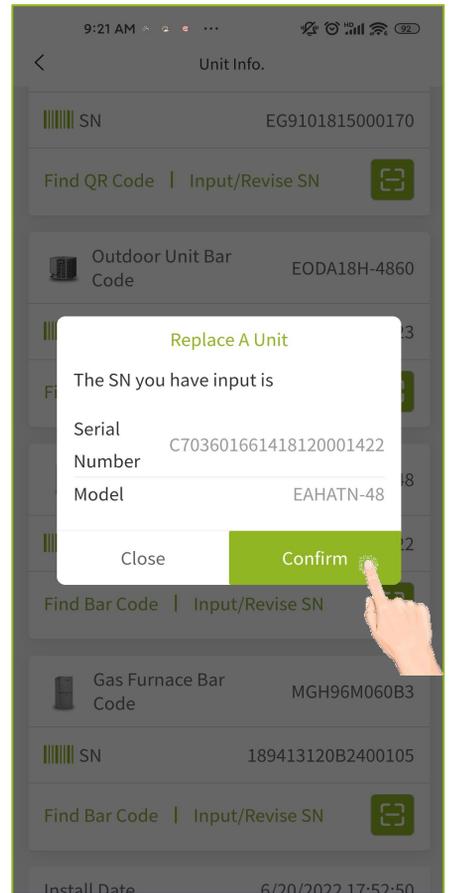
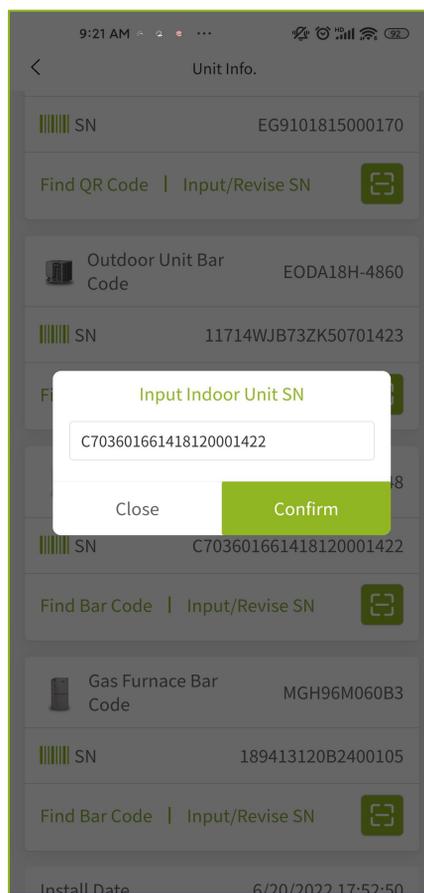
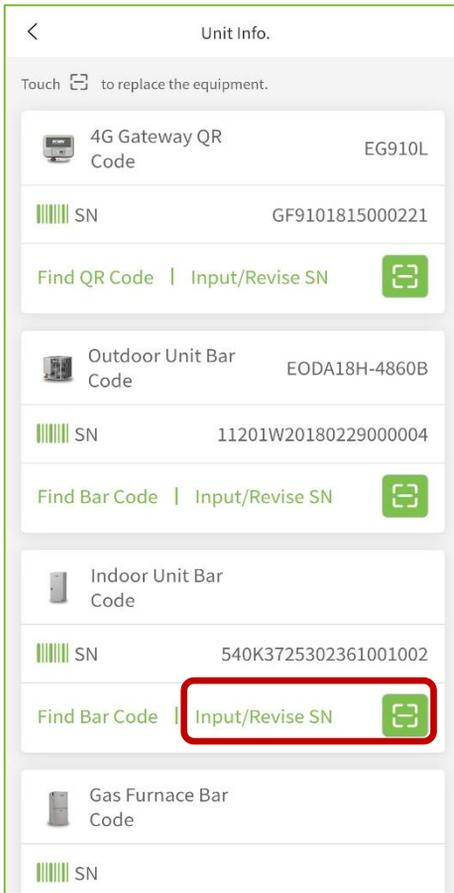
(4) Outdoor Unit Bar Code Replace

- 1) Enter the **Unit Info.** interface.
- 2) Click on the Outdoor Unit Bar Code card 'Input/Revise SN' to manually input or click on the '  ' icon to enter a new code.
- 3) Click on the "**Confirm**" button to replace successfully.



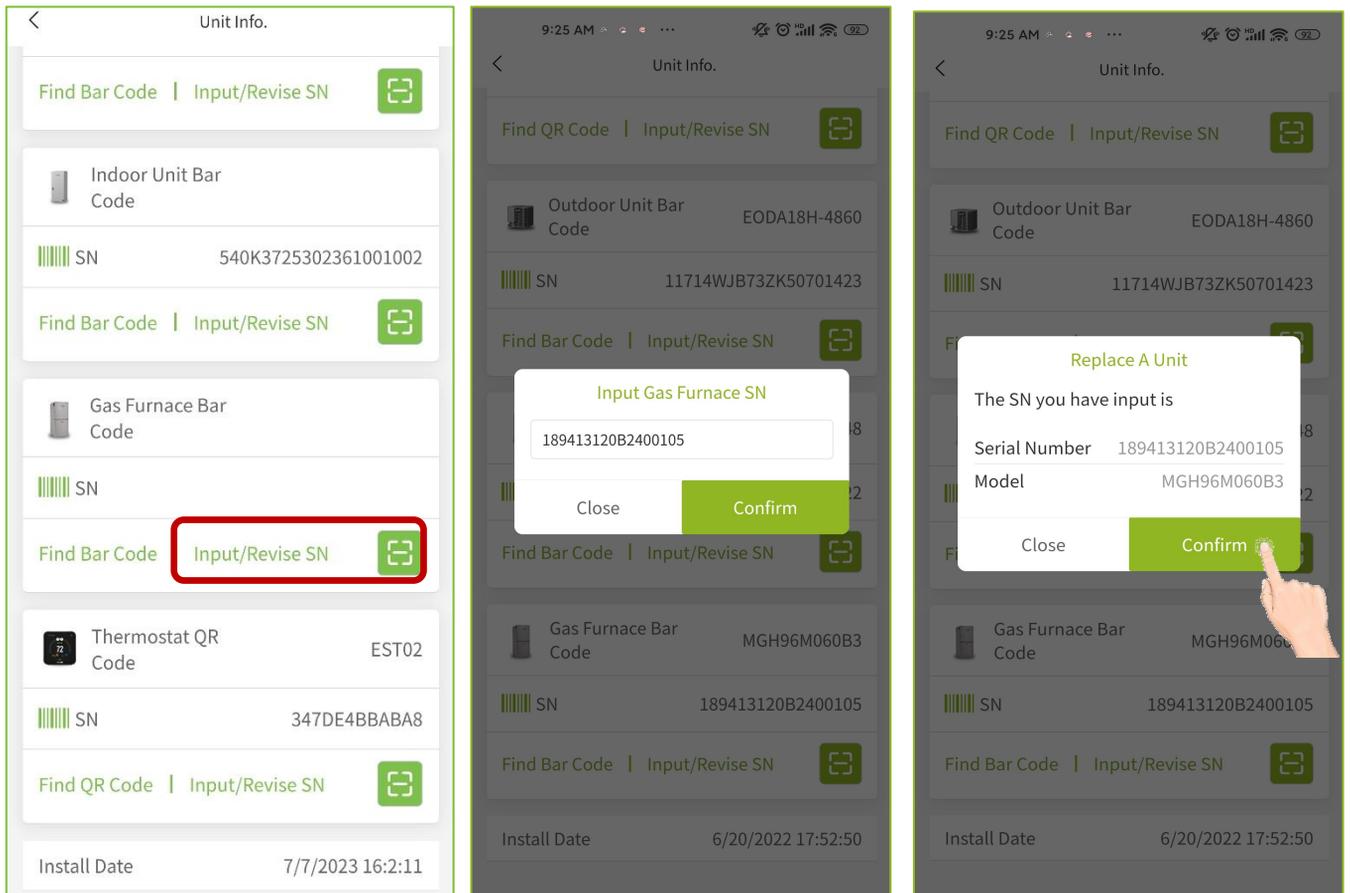
(5) Indoor Unit Bar Code Replace

- 1) Enter the **Unit Info.** interface.
- 2) Click on the Indoor Unit Bar Code card 'Input/Revise SN' to manually input or click on the '  ' icon to enter a new code.
- 3) Click on the "Confirm" button to replace successfully.



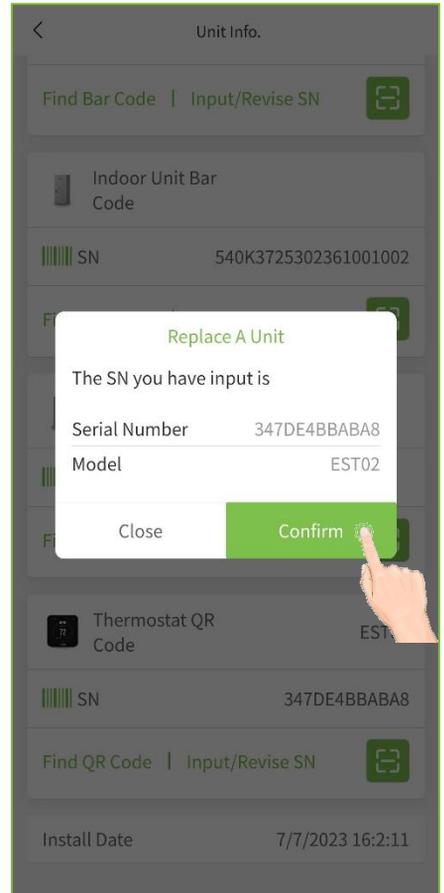
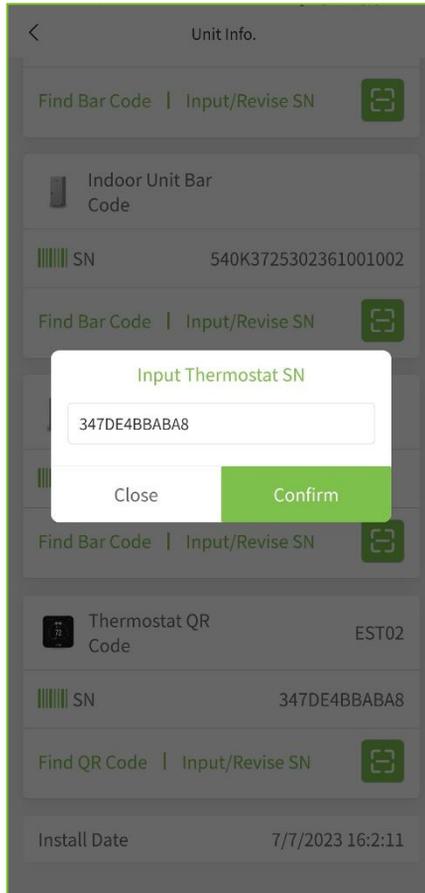
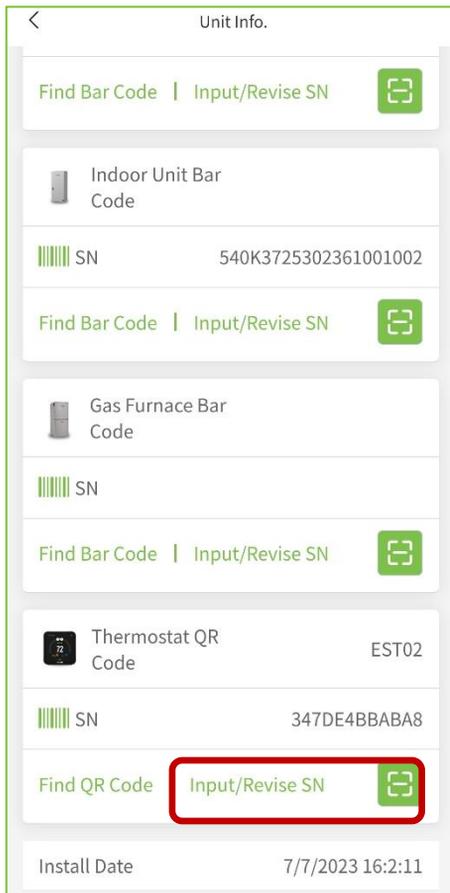
(6) Gas Furnace Bar Code Replace

- 1) Enter the **Unit Info.** interface.
- 2) Click on the Gas Furnace Bar Code card '**Input/Revise SN**' to manually input or click on the '' icon to enter a new code.
- 3) Click on the "**Confirm**" button to replace successfully.



(7) Thermostat Bar Code Replace

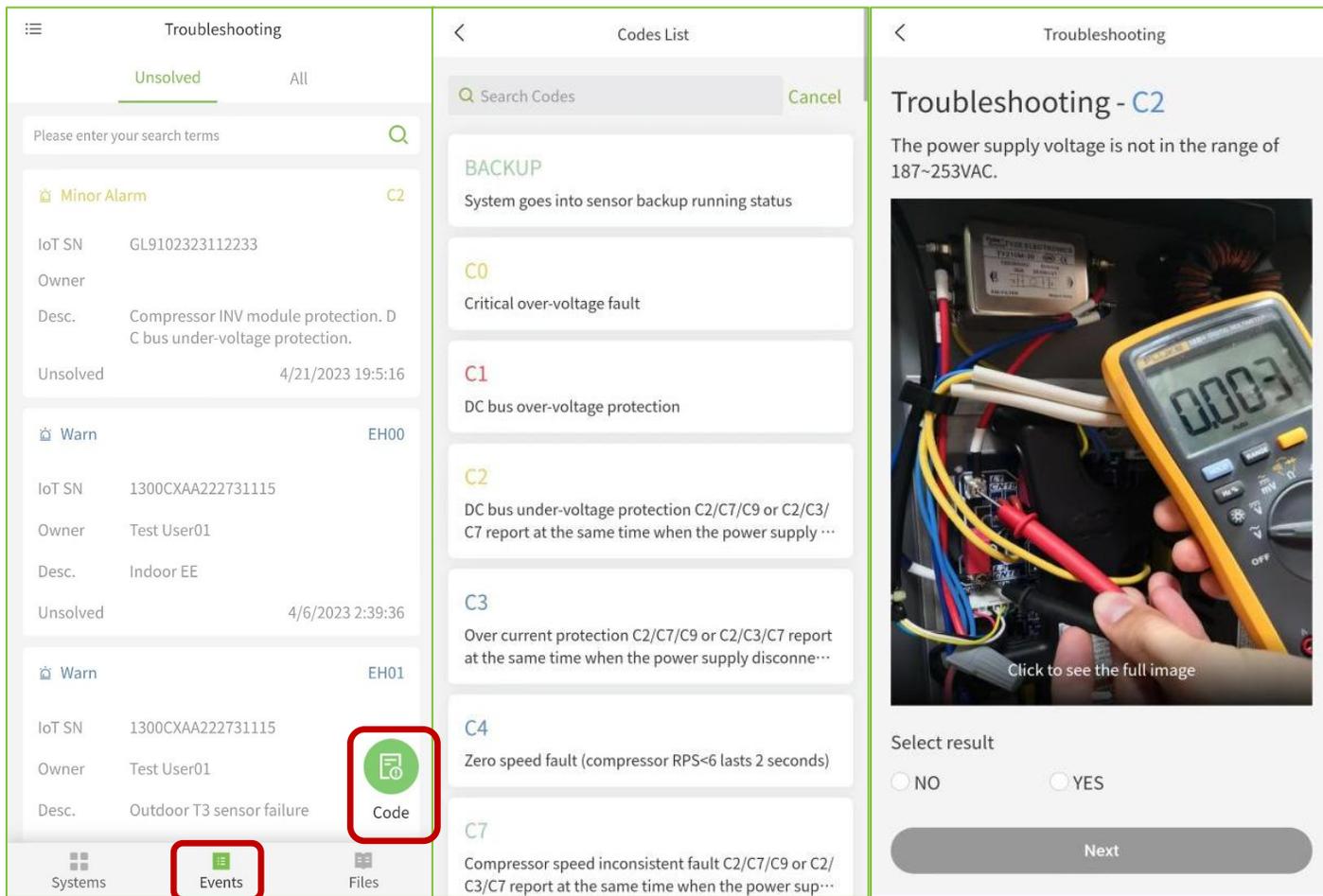
- 1) Enter the **Unit Info.** interface.
- 2) Click on the Thermostat QR Code card '**Input/Revise SN**' to manually input or click on the '  ' icon to enter a new code.
- 3) Click on the "**Confirm**" button to replace successfully.



5. Troubleshooting

Troubleshoot corresponding problem before go to the job site.

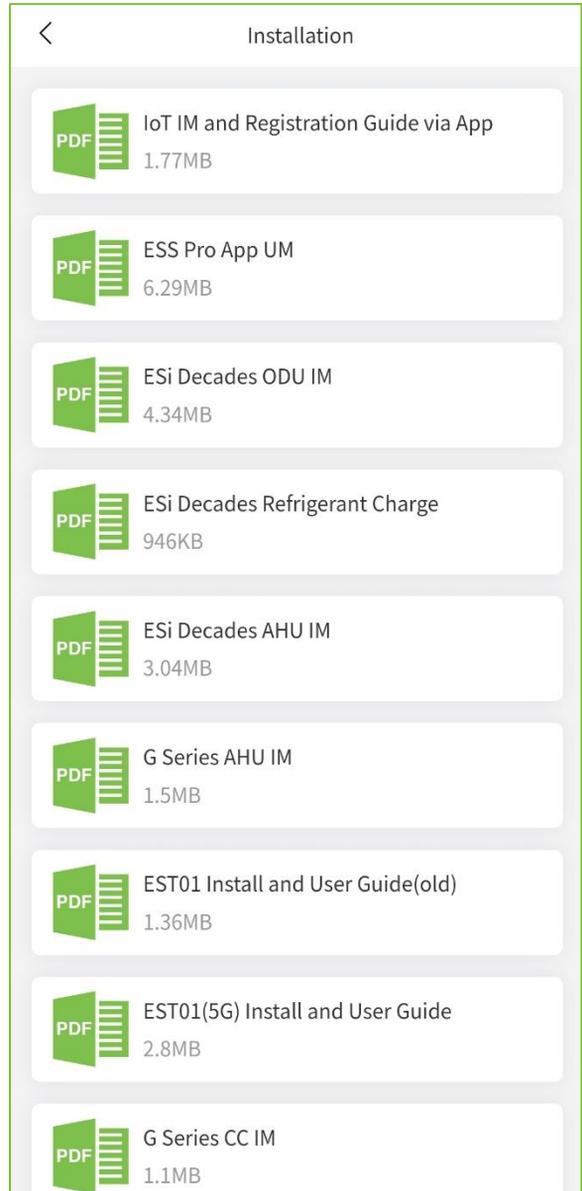
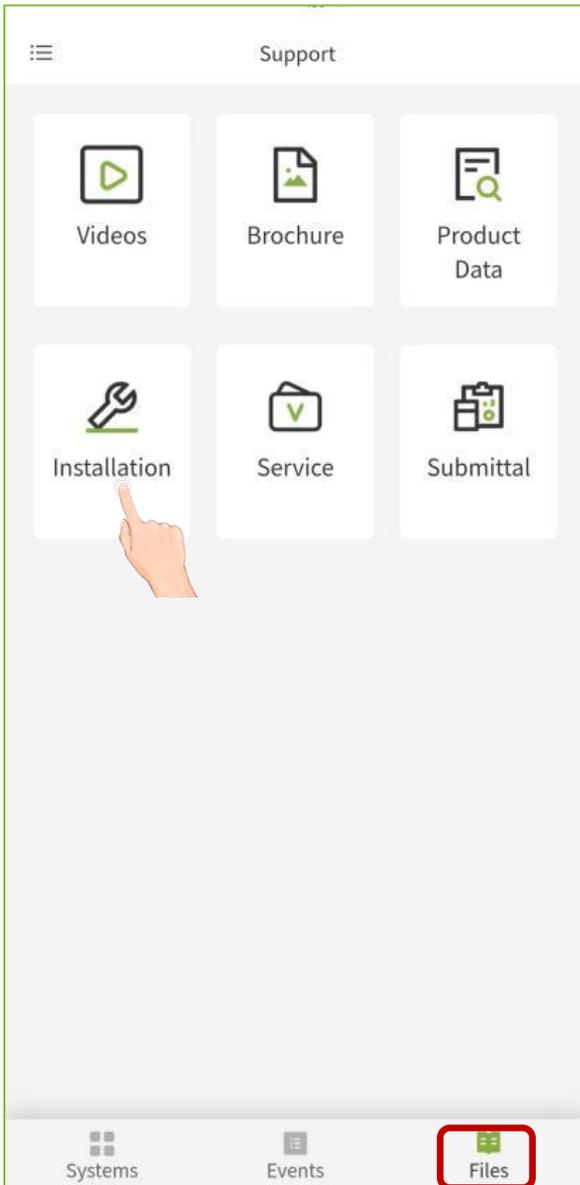
- 1) Click on **"Code"** in the **Events** interface.
- 2) Click on the alarm code that needs to be viewed to perform troubleshooting.



6. Technical Manuals

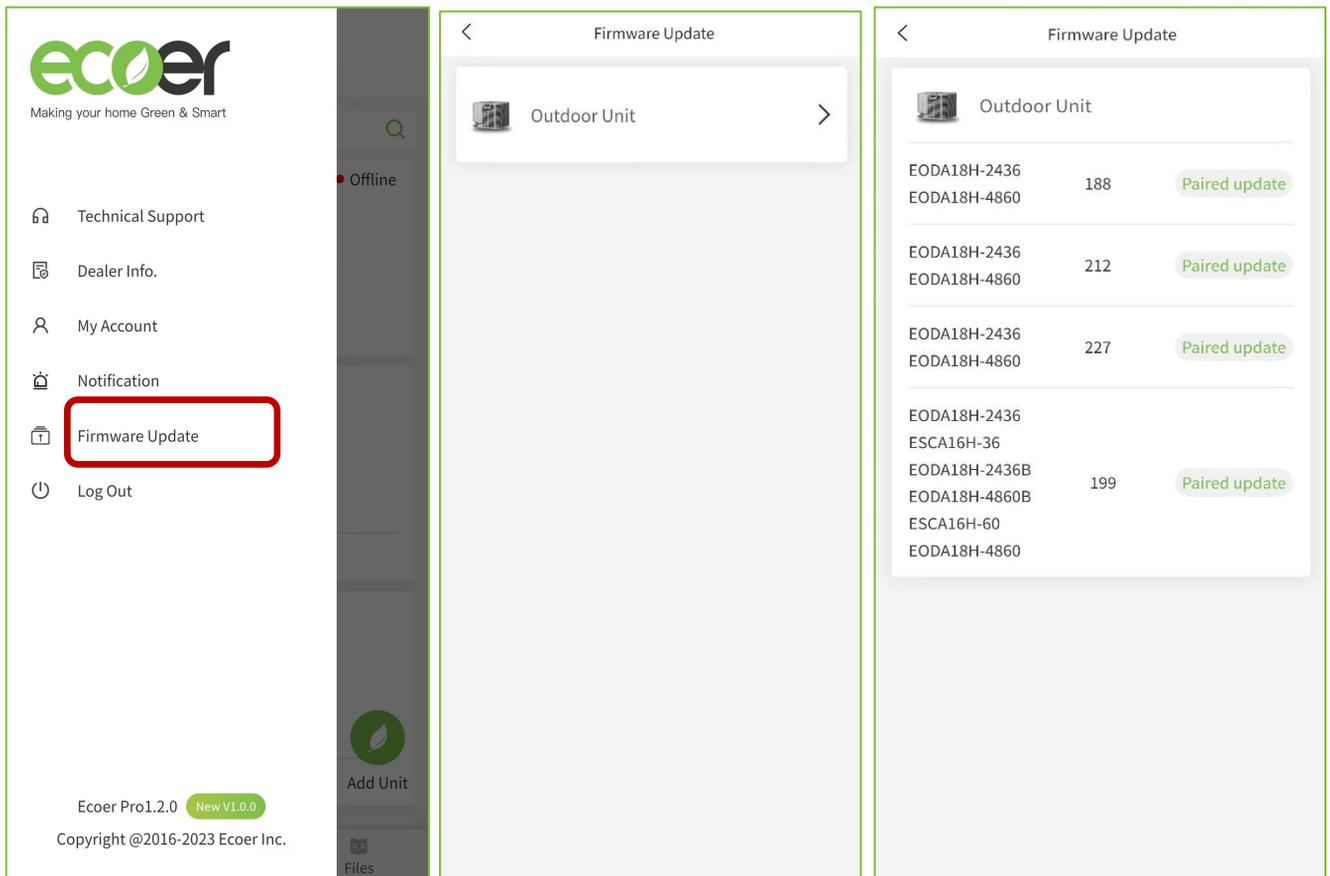
Technical documents can be browsed on ESS Pro App.

Ecoer certified Distributors / Dealers are able to download original files at www.ecoer.com after the login.



7. Firmware Update

- 1) Enter the menu bar in the upper left corner and select "**Firmware Update**".
- 2) Select the device to be upgraded.
- 3) Click on '**Paired update**' to scan the Bluetooth Kit code and connect to Bluetooth Kit.
- 4) After Bluetooth connection, click on "**Paired update**" to select the version that needs to be upgraded (note: Bluetooth cannot be disconnected during the upgrade process, do not leave the current interface, and the screen needs to remain constantly on).
- 5) Click on '**Disconnect Bluetooth**' to disconnect the Bluetooth.



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