



Ecoer Smart Service Pro App User Manual

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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.

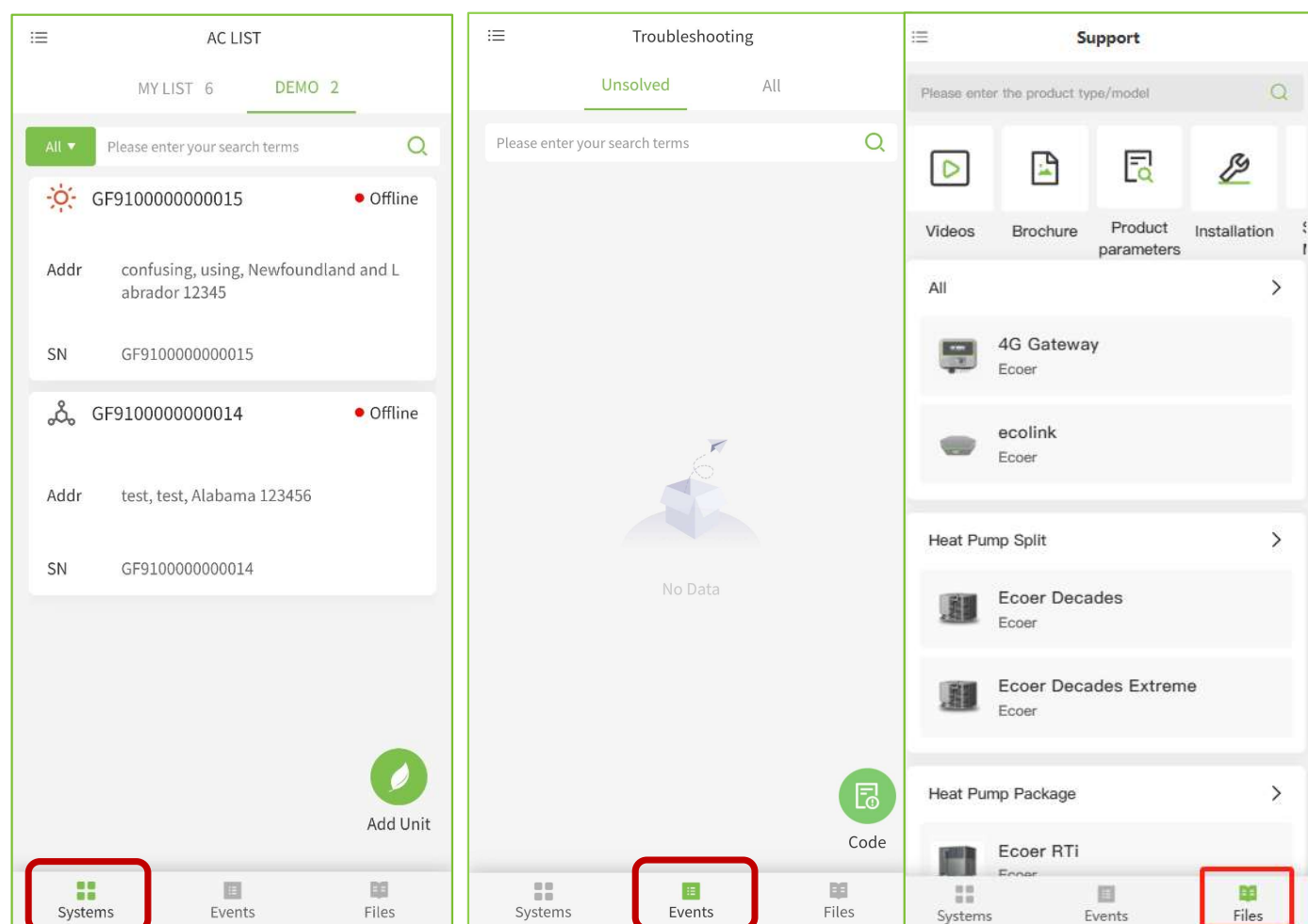
1. App Layout

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

- All
- Online
- Offline

Search button

Acceptable keyword

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

4G Gateway serial number

IoT status

Online / Offline

Ecolink Gateway serial number

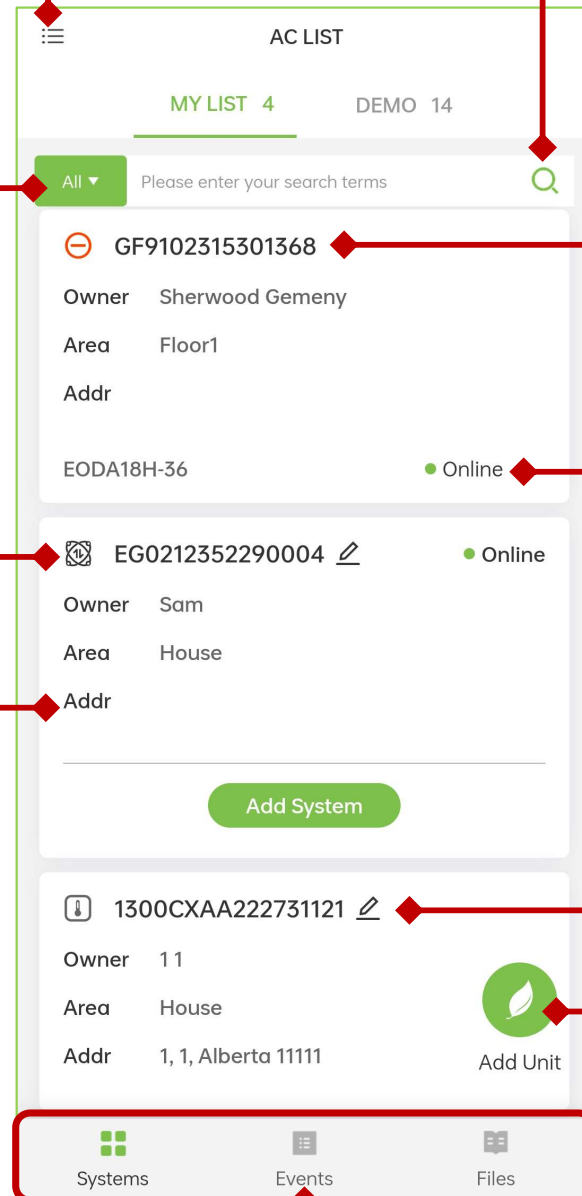
Unit location

Installation address

Thermostat serial number

Registration button

Page switch

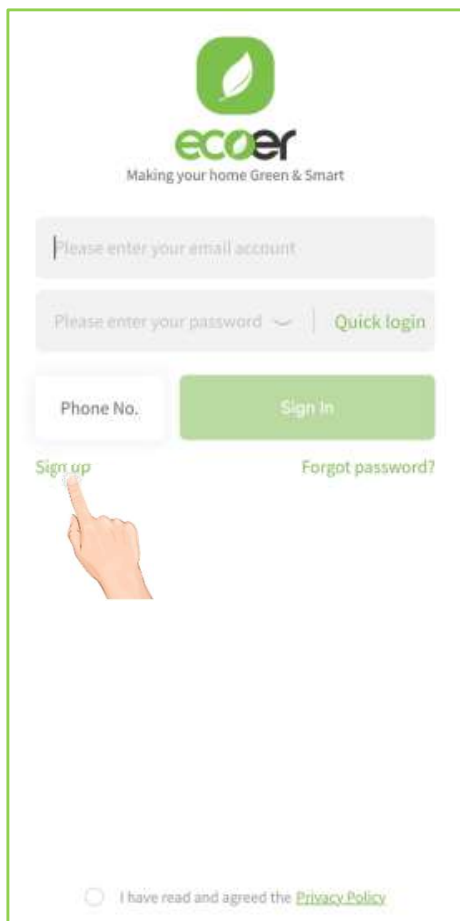
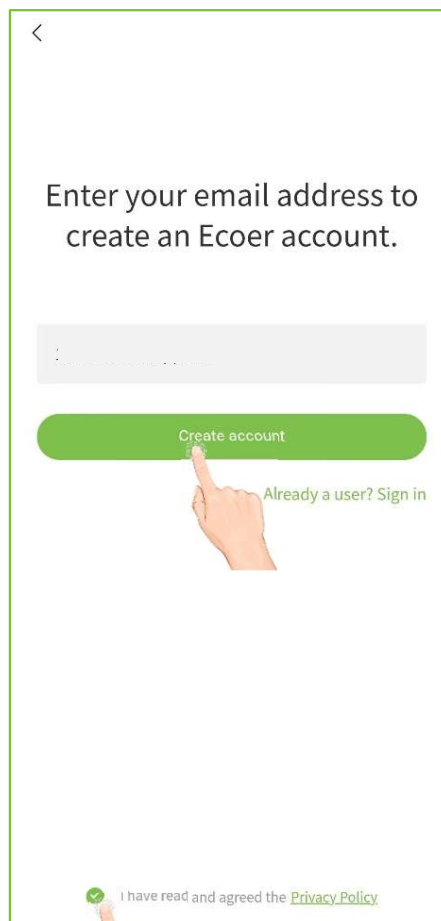
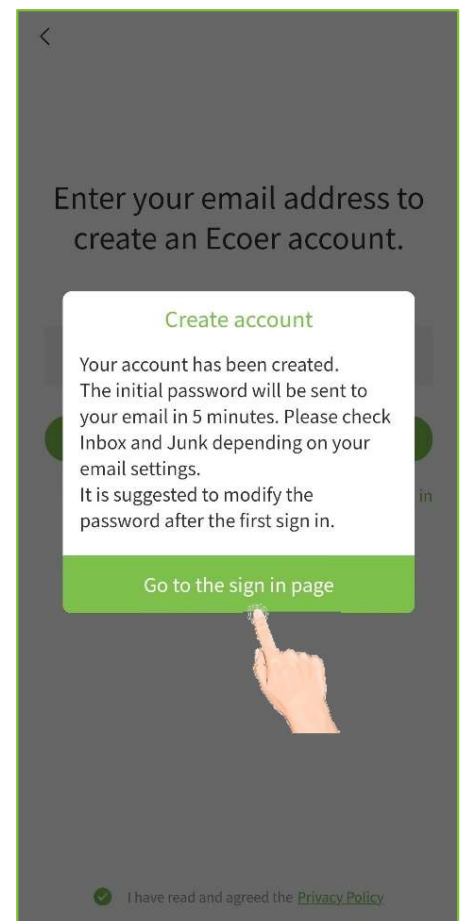


2. Create An Ecoer Account

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.

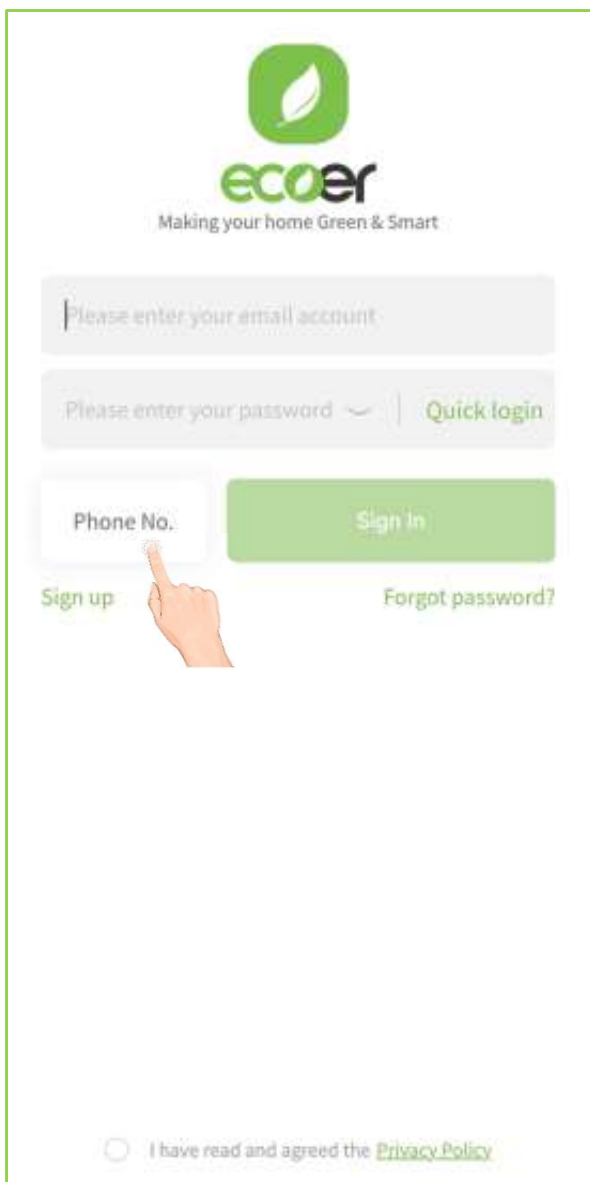
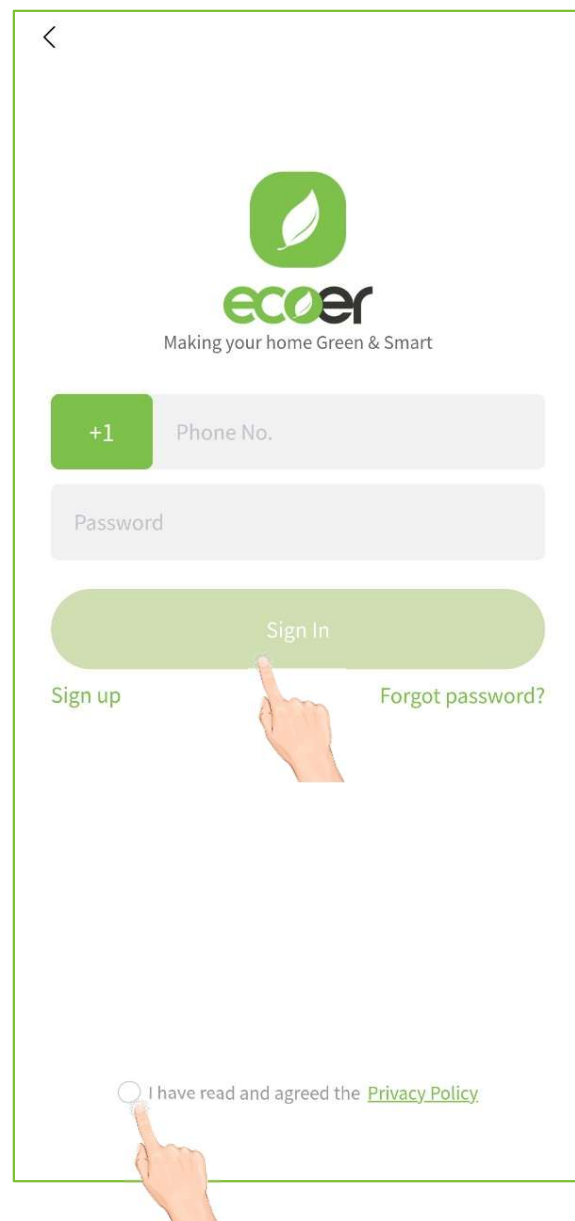
* Check Inbox and Trash depending on your email settings.

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.

<

Personal Info.

Submit

Email

First Name

>

Last Name

>

Phone No

>

Zip Code

>

City

>

State

>

Country

>

Contractor's License

>

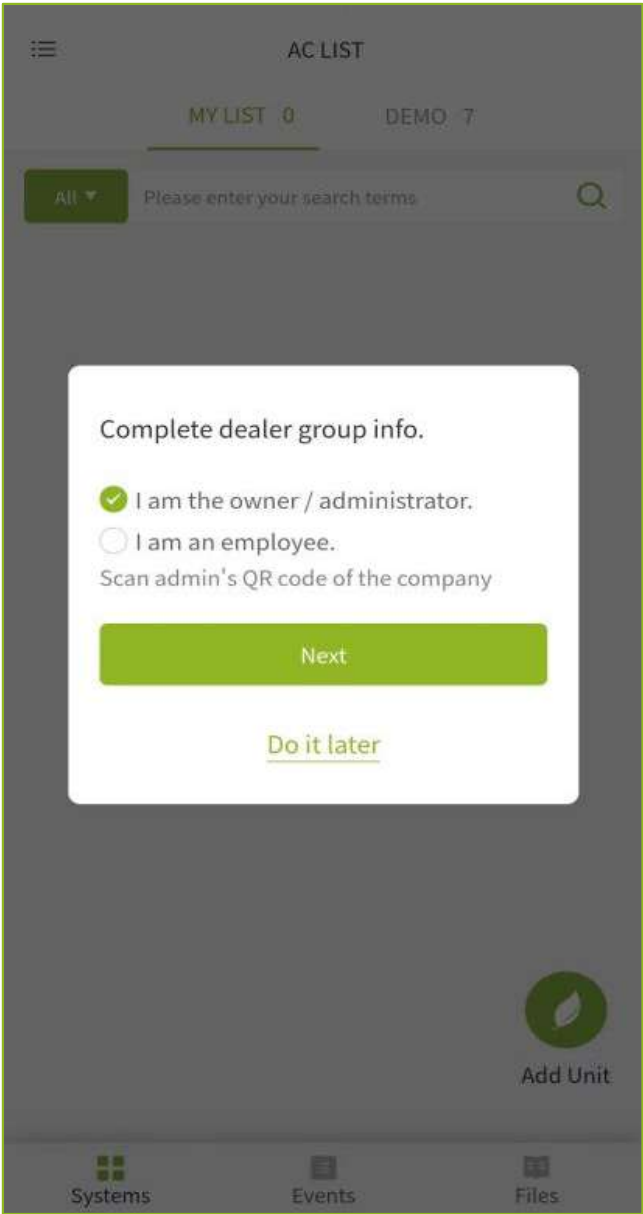
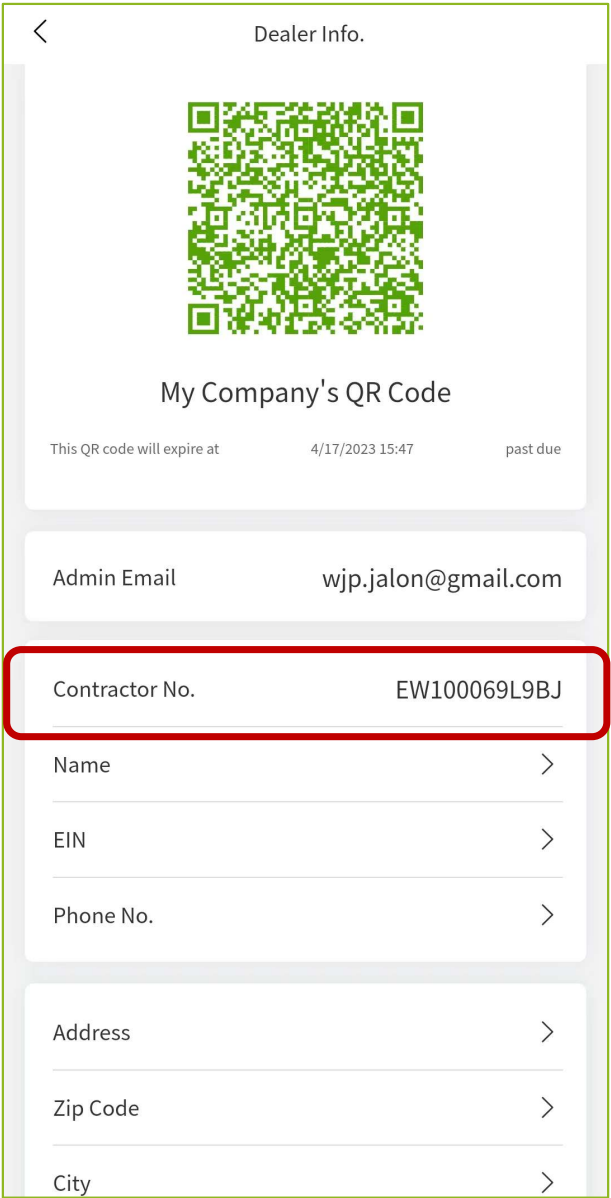
Logout

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.

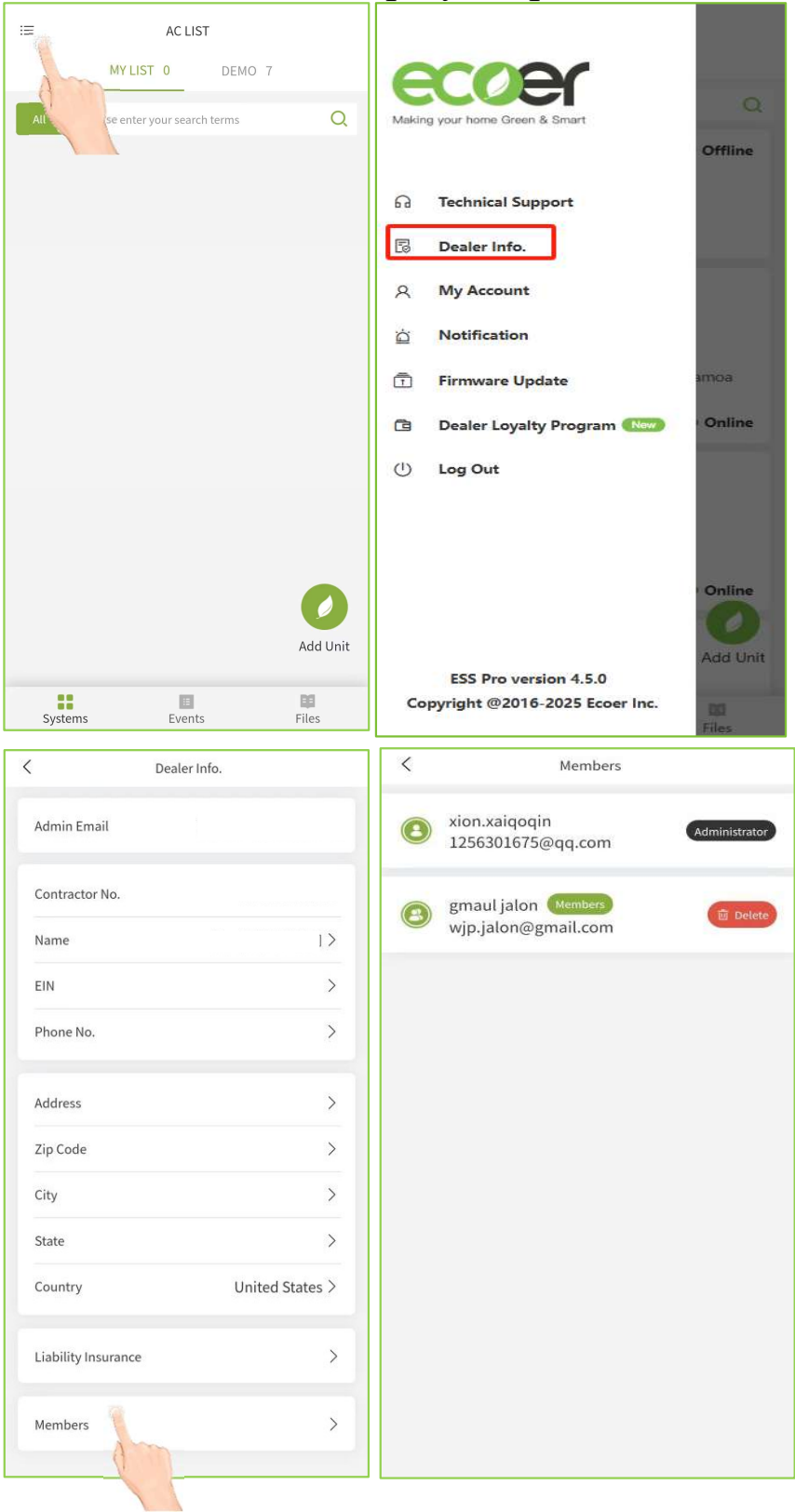


Step 4. Choose group

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.

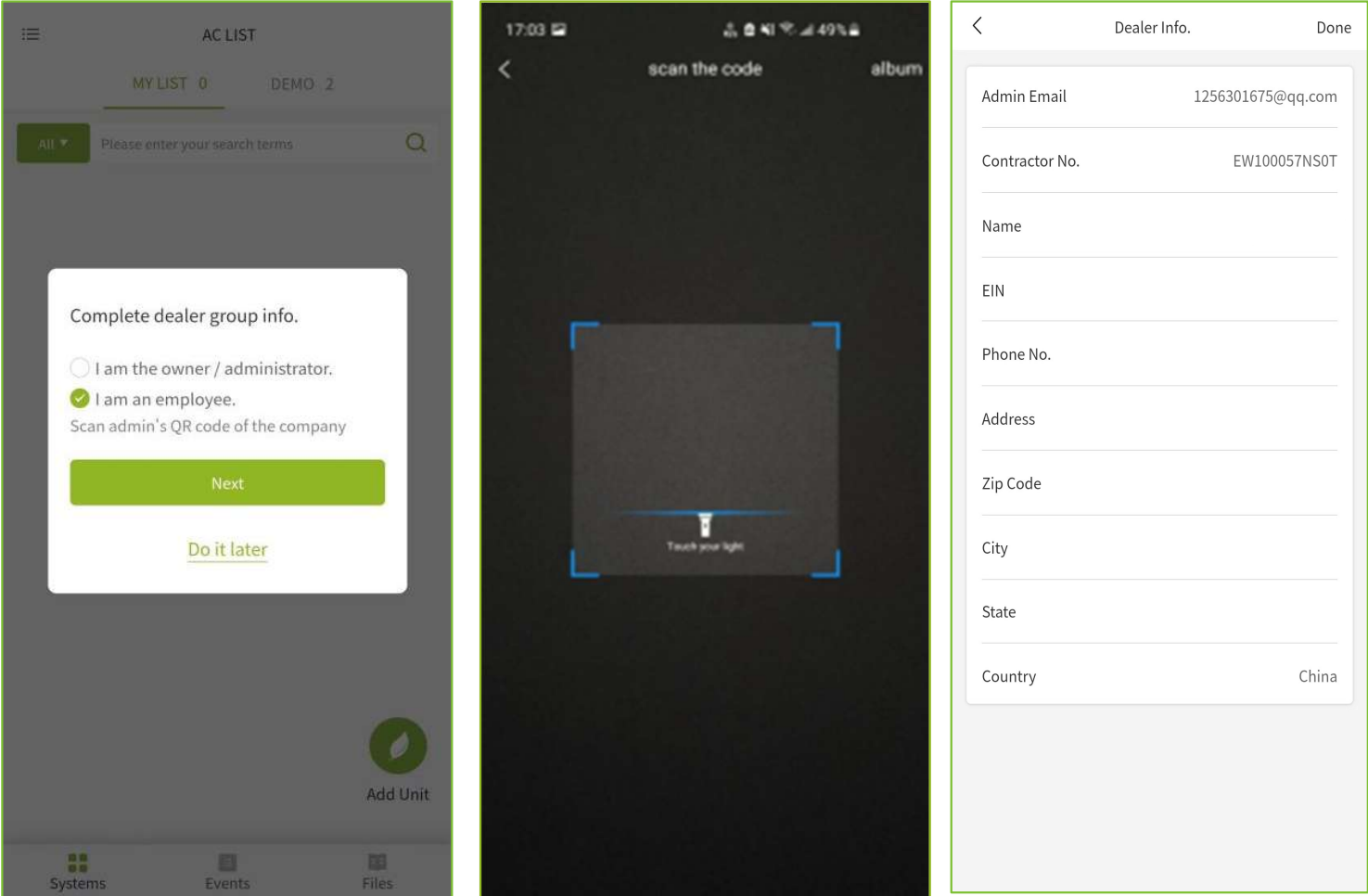


Step 4. Choose group

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.

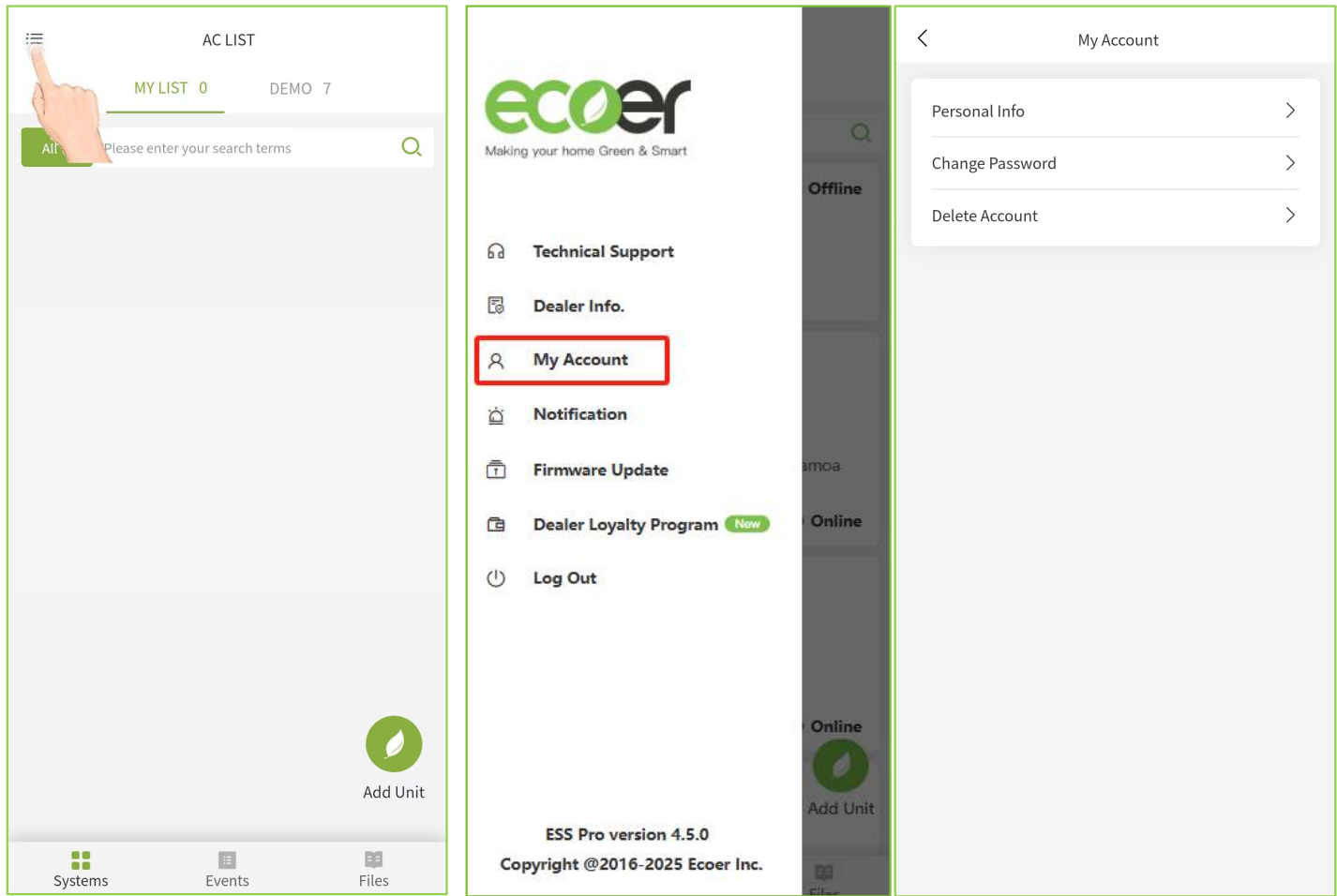
* If the above step has been skipped, touch  located on the upper-left corner and choose **“Dealer Info.”** to do it later.



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

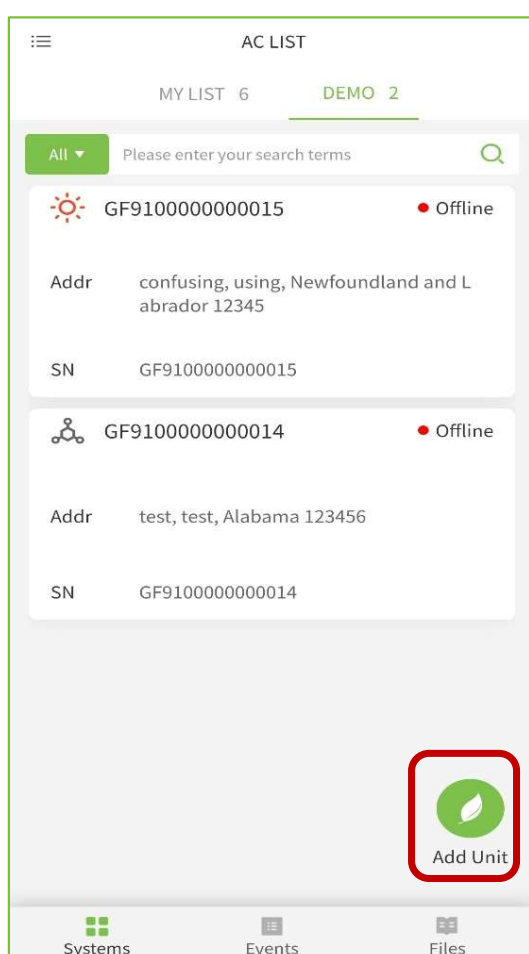
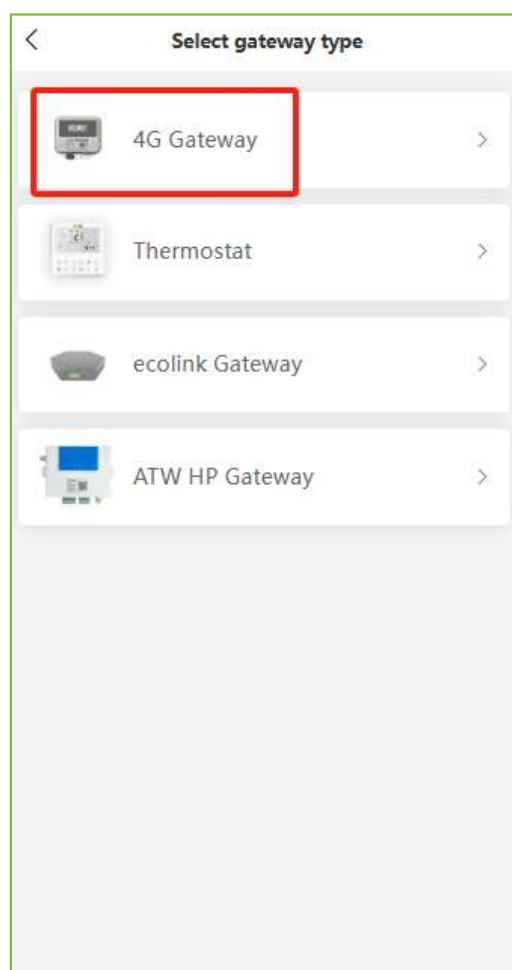
With the IoT device, Ecoer Inc. provides an easy way for dealers to help their customers finishing warranty registration via ESS Pro App in few minutes. Then dealers can monitor systems' live data and receive system alerts in time.

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

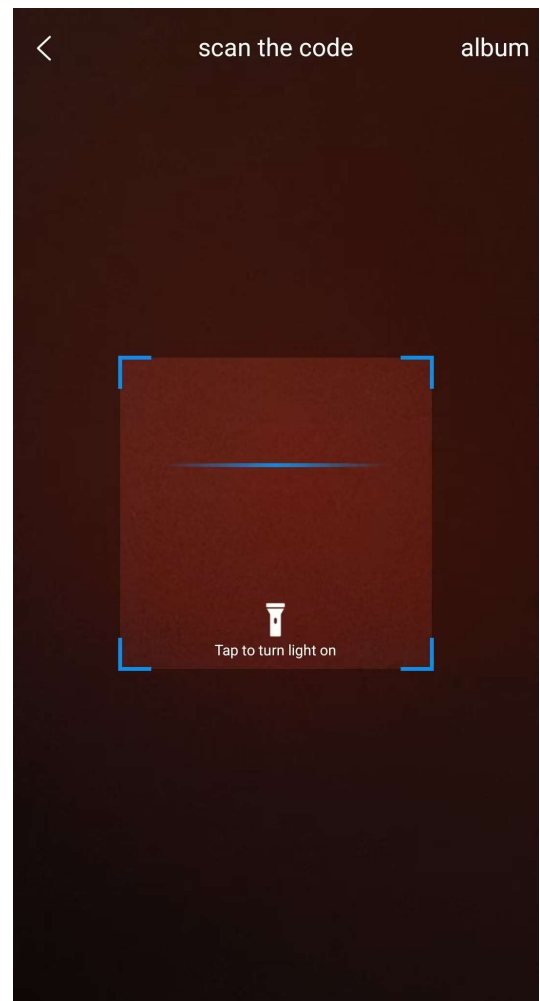
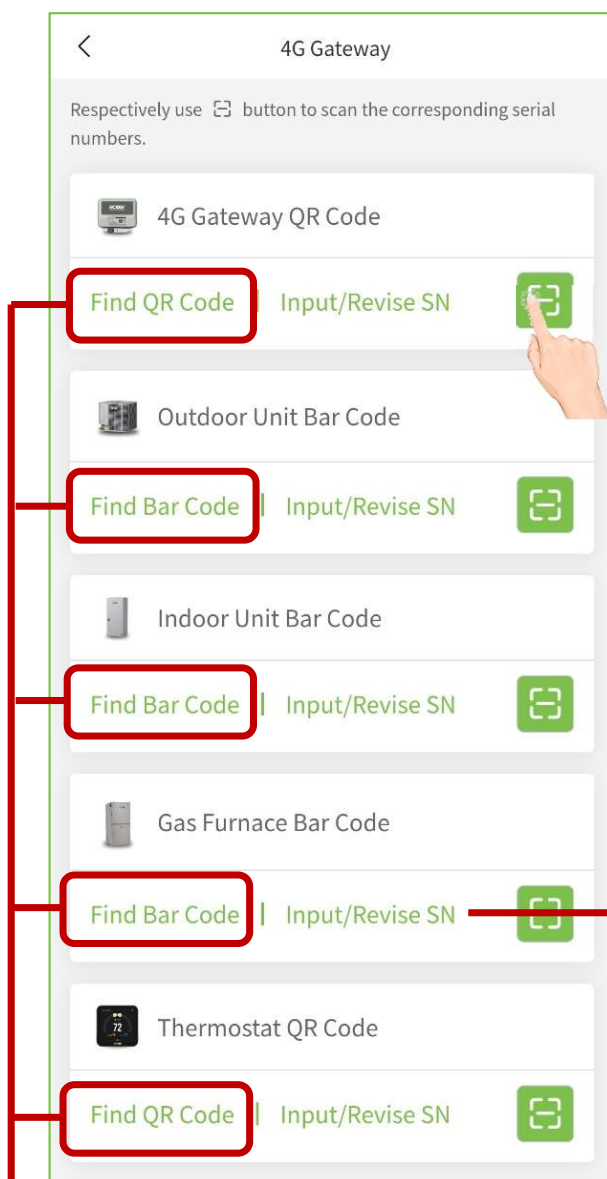


Step 3. Scan/Input SN

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.



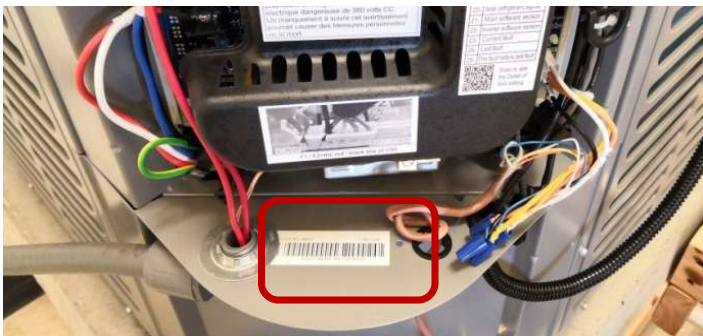
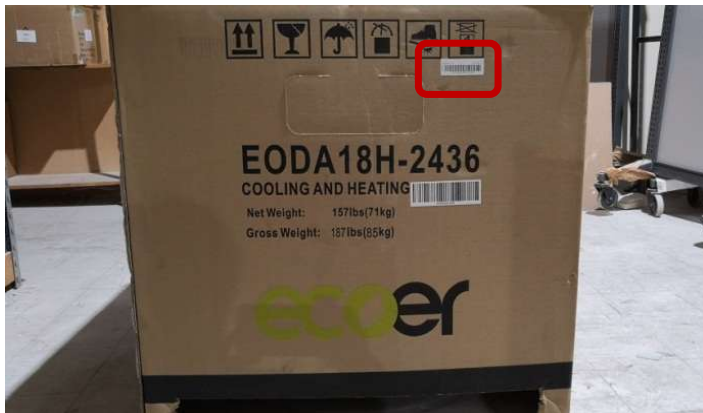
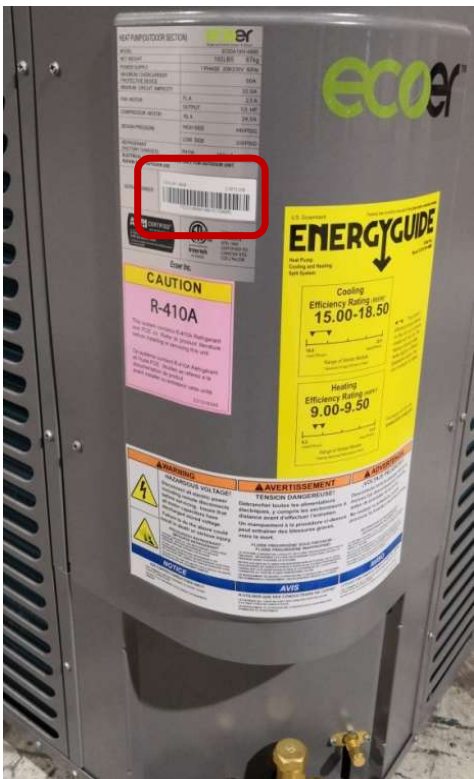
Enter serial number manually

See locations in the following page.

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



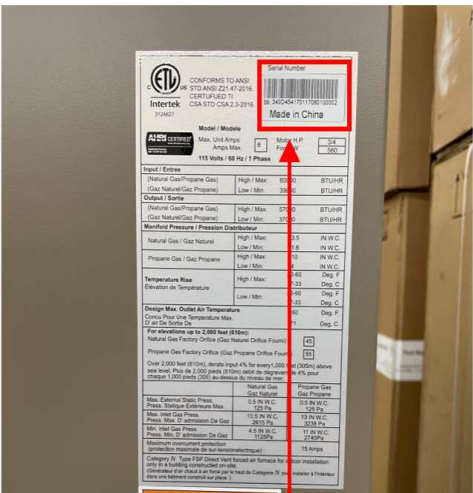
> Outdoor Unit Bar Code (SN length is 20)



> 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 during the registration process.

4G Gateway: This screen shows a list of submitted serial numbers for various components. At the bottom, a green "Submit" button is highlighted with a red rectangle.

- IoT Gateway Model: EG910L, SN: GF9101815000221
- Outdoor Unit Model: -- || --, SN: 11201W20180229000077
- Indoor Unit Model: -- || --, SN: 3ENH000001Z232200060
- Gas Furnace Model: -- || --, SN: -- || --
- Thermostat Model: -- || --, SN: 347DE4BBB384

Field Installation: This screen provides instructions to share installation photos and select an indoor electric heater. A green button labeled "Get 1-year extended Monitoring Service" is highlighted with a red rectangle.

Heating Type: This screen allows the user to select a heating type and electric heater for monthly power statistics. The "Furnace / Boiler" option is selected. A green "Submit" button is at the bottom.

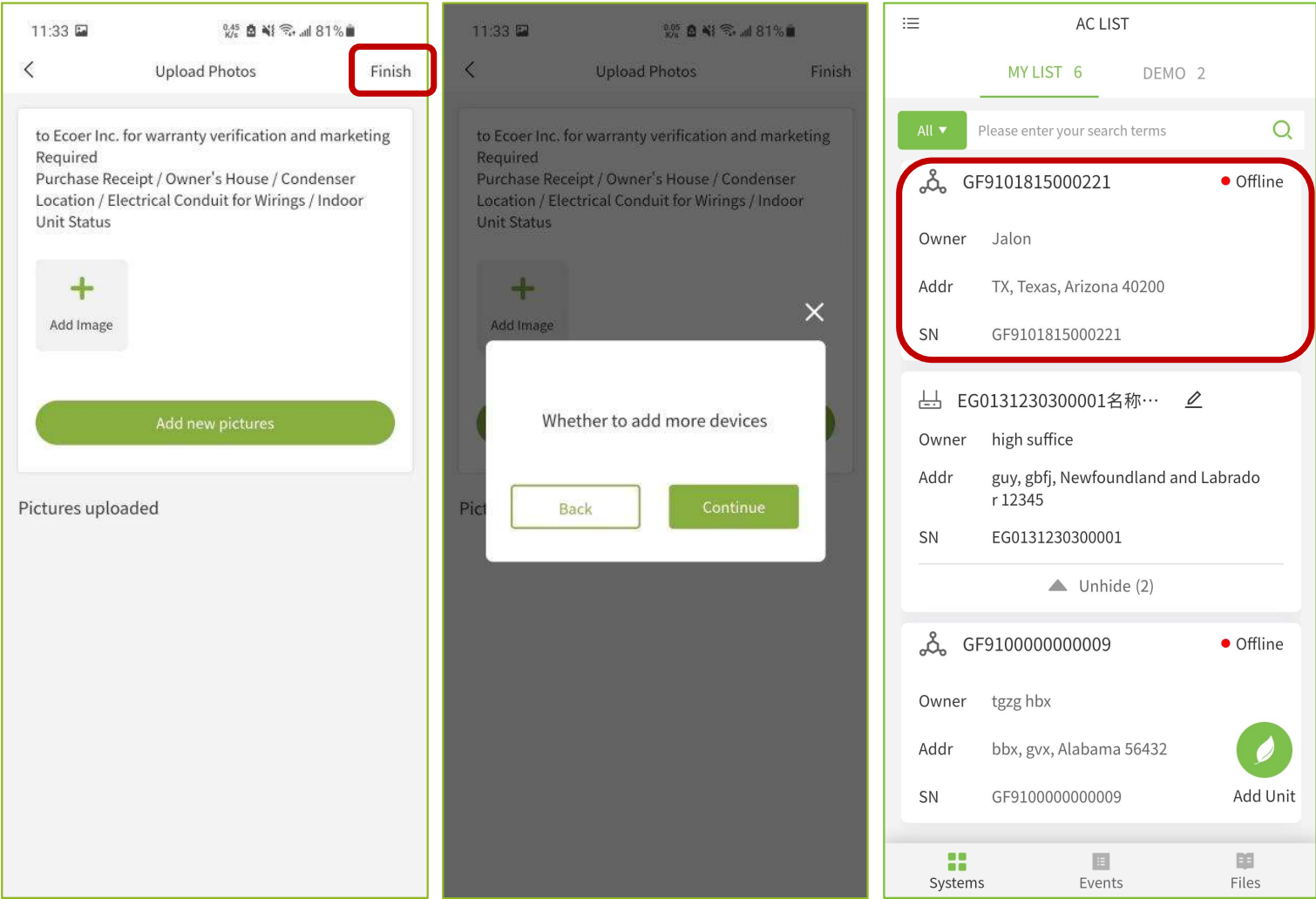
Options for Heating Type:

- ☒ Furnace / Boiler
- ☐ Electric Heater
 - ☐ 0 KW
 - ☐ 5 KW
 - ☐ 8 KW
 - ☐ 10 KW
 - ☐ 15 KW
 - ☐ 20 KW
 - ☐ 25 KW

At the bottom of the Field Installation screen, there is a green button labeled "Continue adding Devices" and a link "Skip sharing, go to AC List".

Step 5. Upload installation photos

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

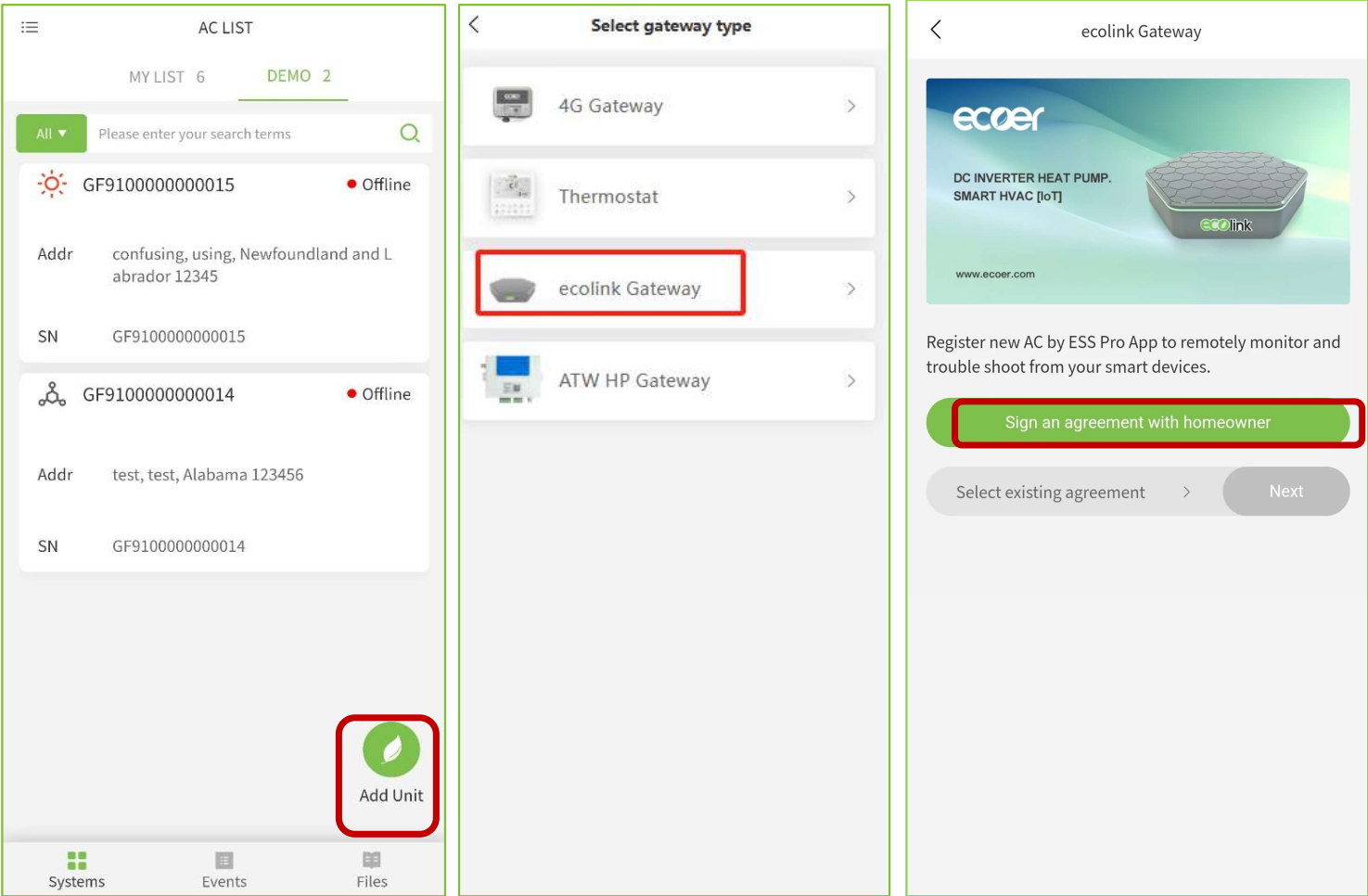


3.2 Ecolink Gateway Registration

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

ecolink

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

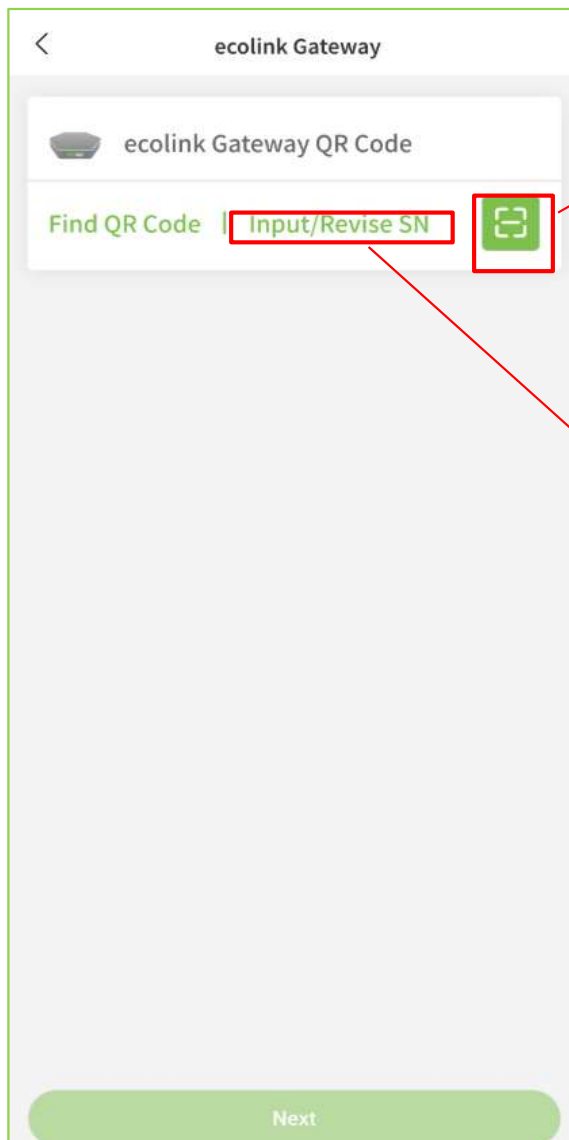
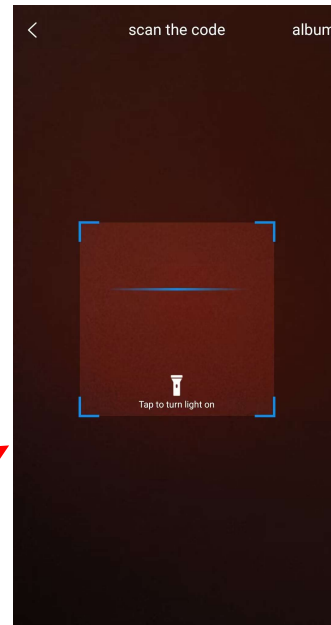
Select **"Input/Revise SN"** to manually input, or respectively use button to scan the corresponding serial numbers.

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.

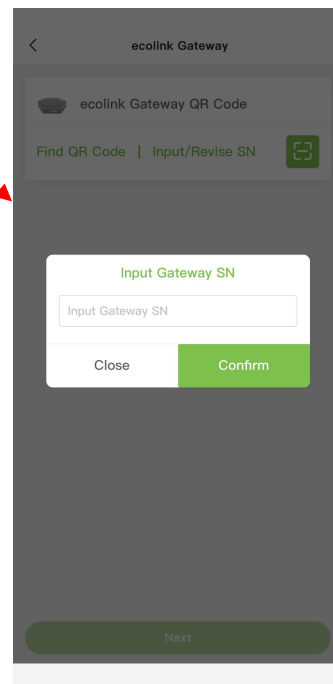
IoT SN and outdoor unit SN are required for registration via ESS Pro App.

Step 3.1 Input SN of ecolink gateway

Choose input SN or scan QR code



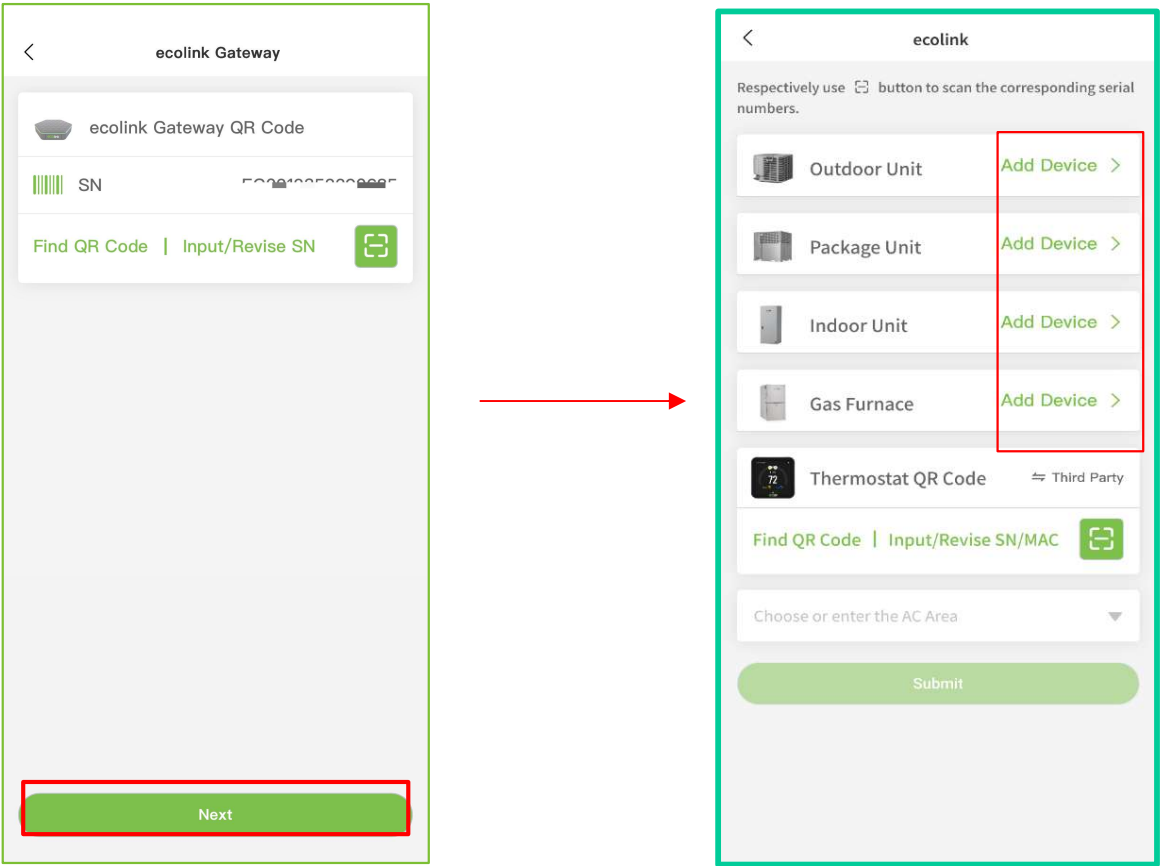
Scan QR code



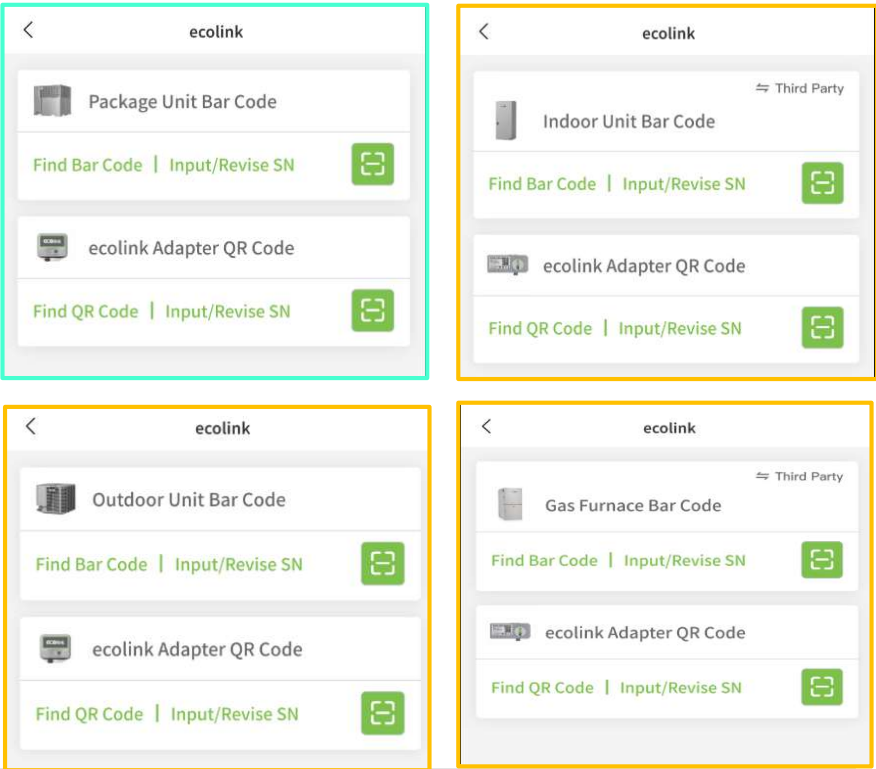
Input SN

Step 3.2 Input SN of the installed products

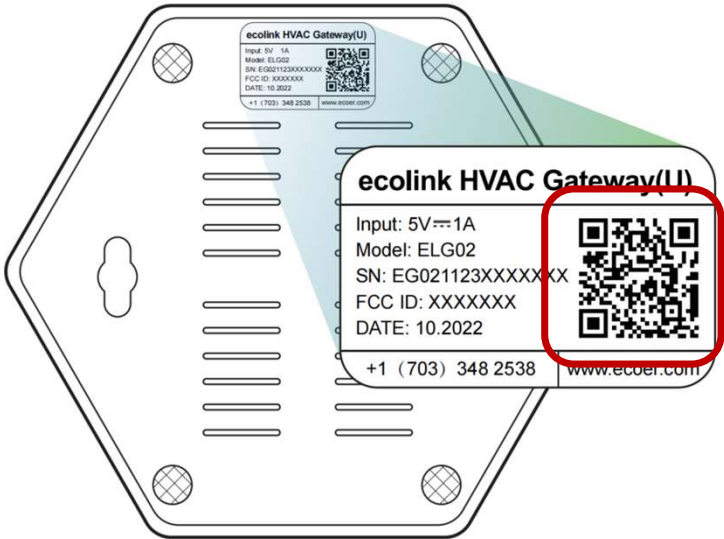
Check the SN and press “Next” button , choose the corresponding model that needs to be added and click "add device"



Each product can add SN information either by manual input or by scanning a QR code



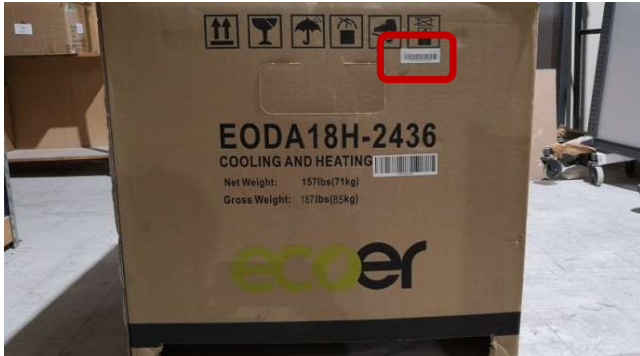
> ecolink Gateway QR Code (SN length is 15)



> ecolink Adapter QR Code (SN length is 15)



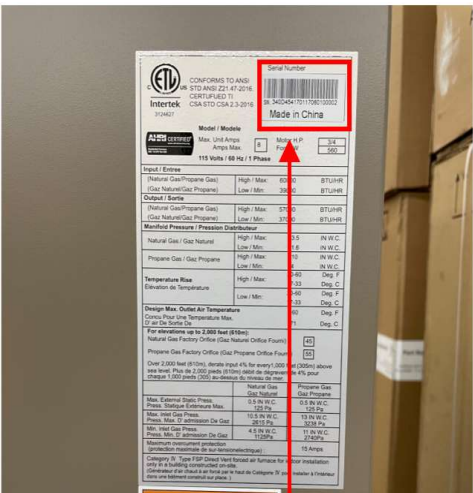
> Outdoor Unit Bar Code (SN length is 20)



> 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.

The image displays three sequential screenshots from the ESS Pro App during the registration process.

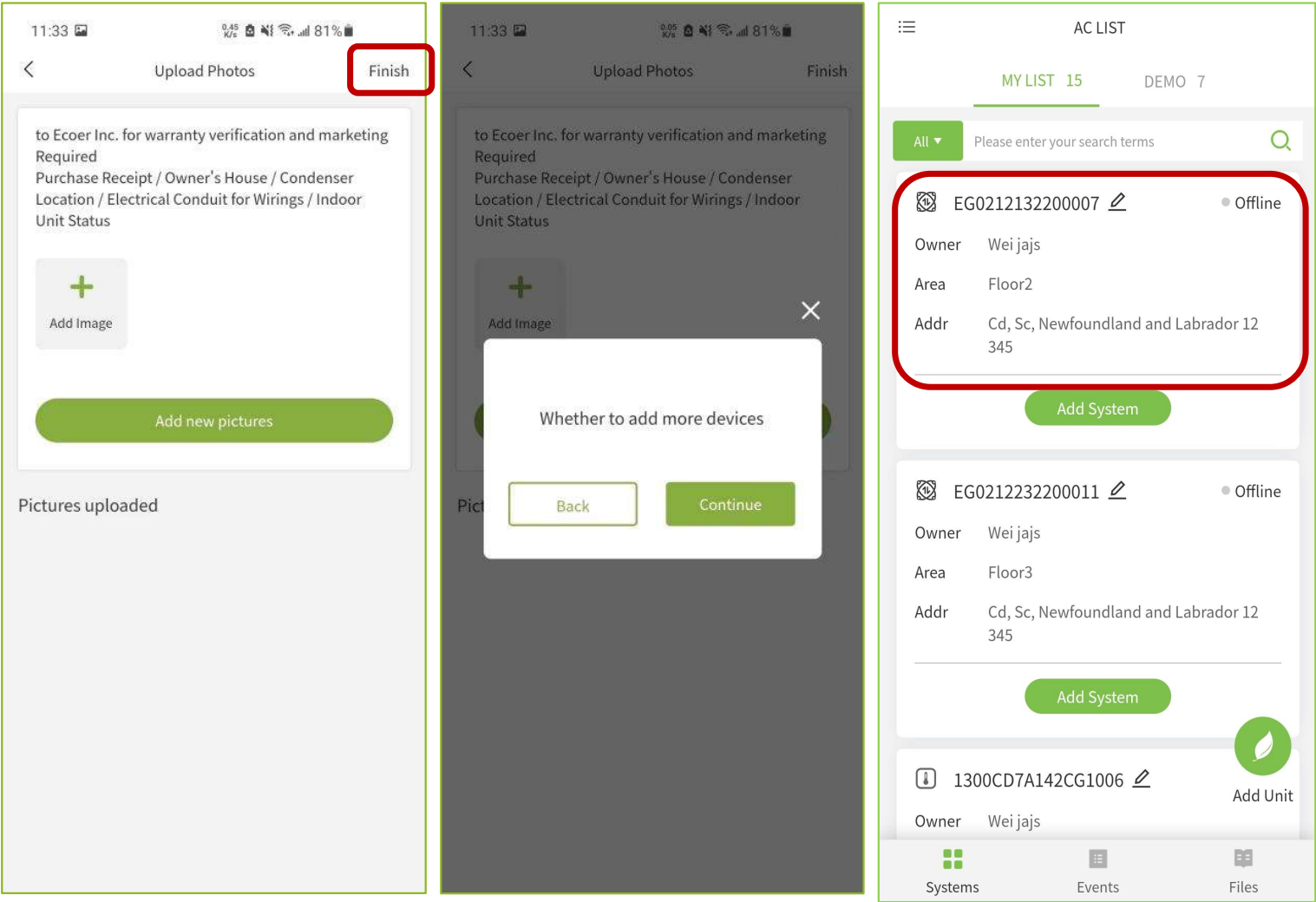
4G Gateway: This screen shows a list of submitted serial numbers for various components. At the bottom, a green "Submit" button is highlighted with a red rectangle.

Field Installation: This screen provides instructions to share installation photos and select an indoor electric heater for power statistics. A green button labeled "Get 1-year extended Monitoring Service" is highlighted with a red rectangle.

Heating Type: This screen allows the user to select a heating type and electric heater for monthly power statistics. The "Furnace / Boiler" option is selected. A green "Submit" button is located at the bottom.

Step 5. Upload installation photos

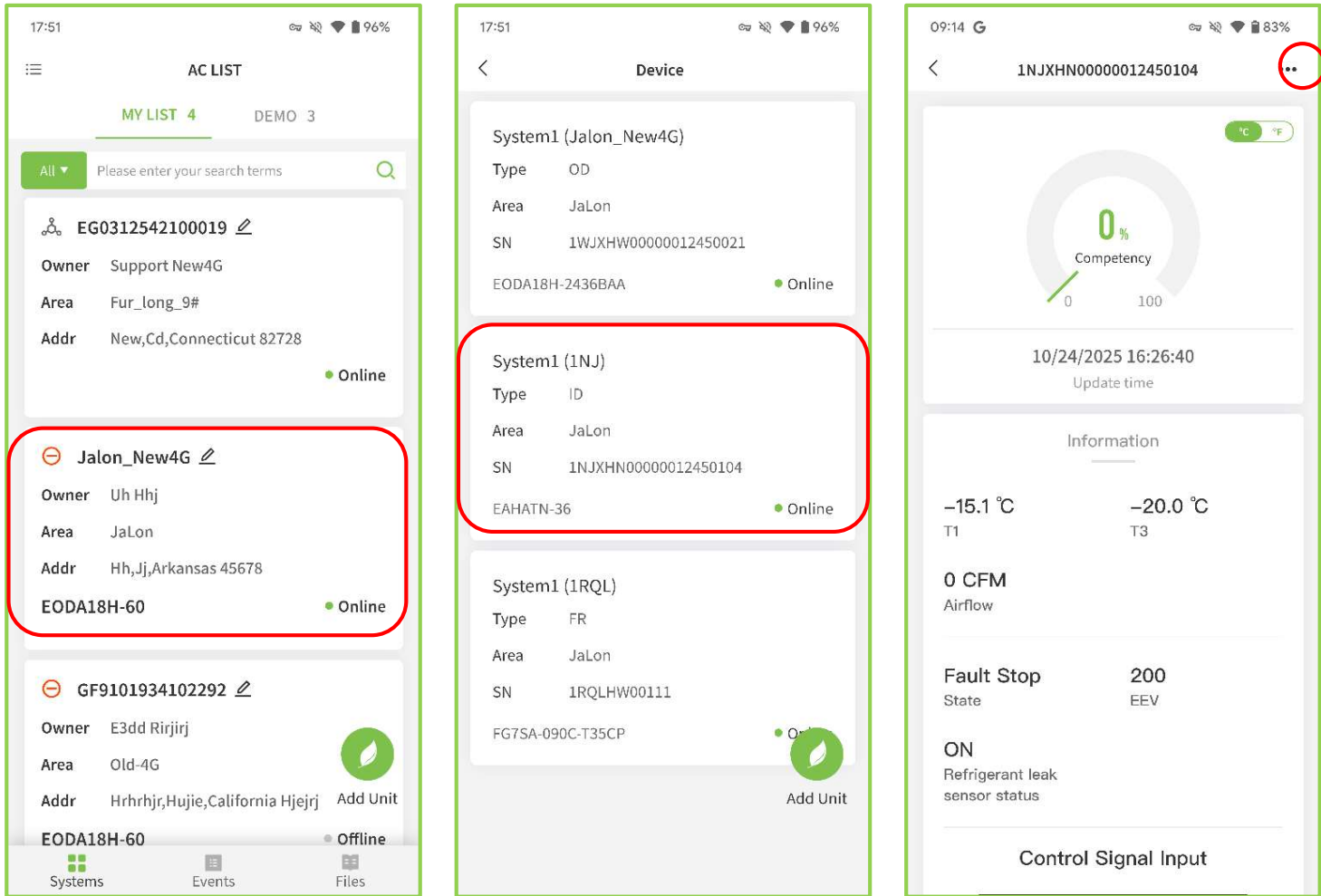
Upload installation photos and click “Finish”. Click " < " to see the installation device on the homepage.



3.3 4G Gateway / Ecolink Information and data viewing

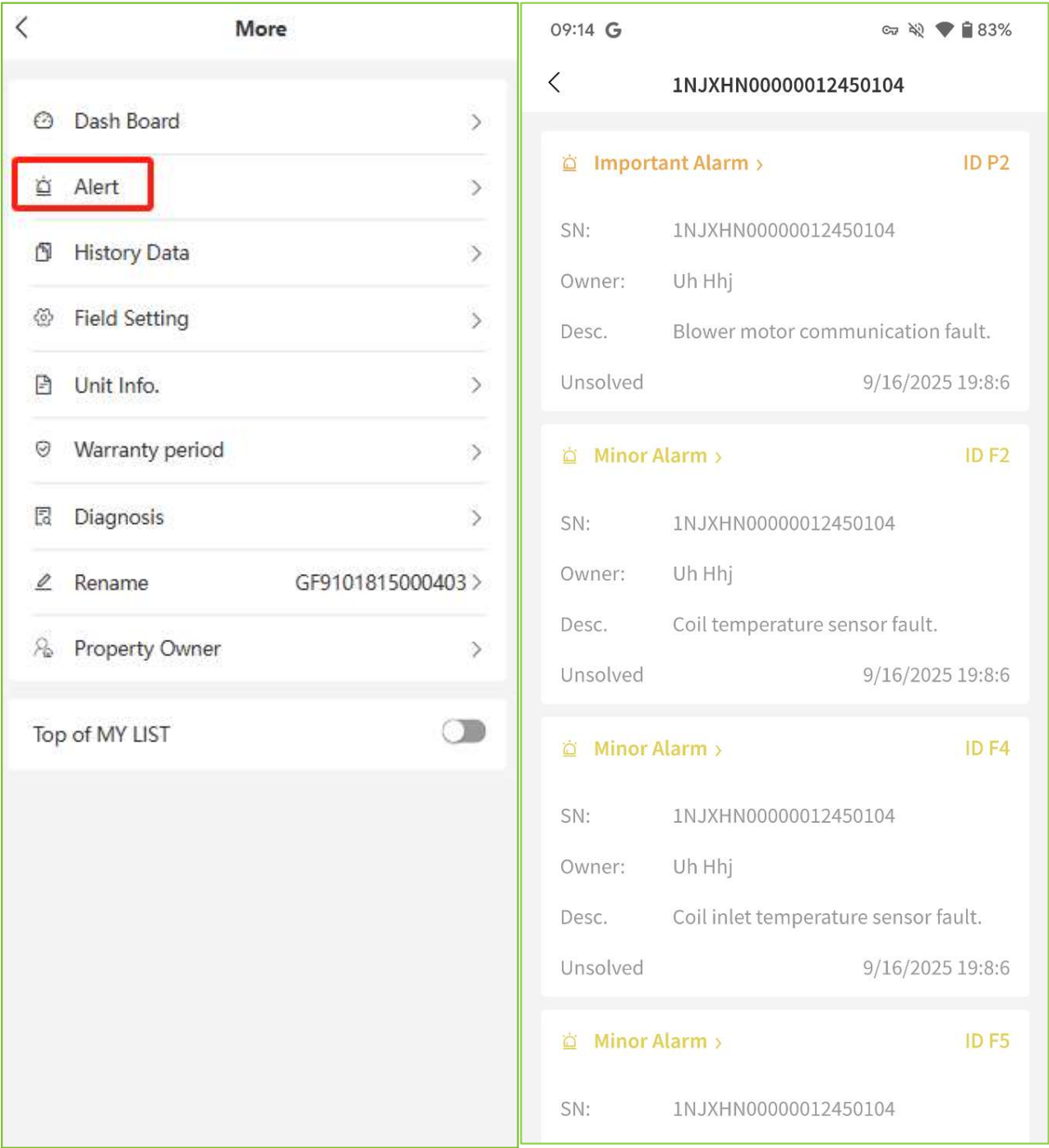
(1) Dashboard data viewing

- 1) Click “MY LIST” 4G / ecolink device to enter **Dash Board** interface.
- 2) Select the device card to enter.
- 3)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.



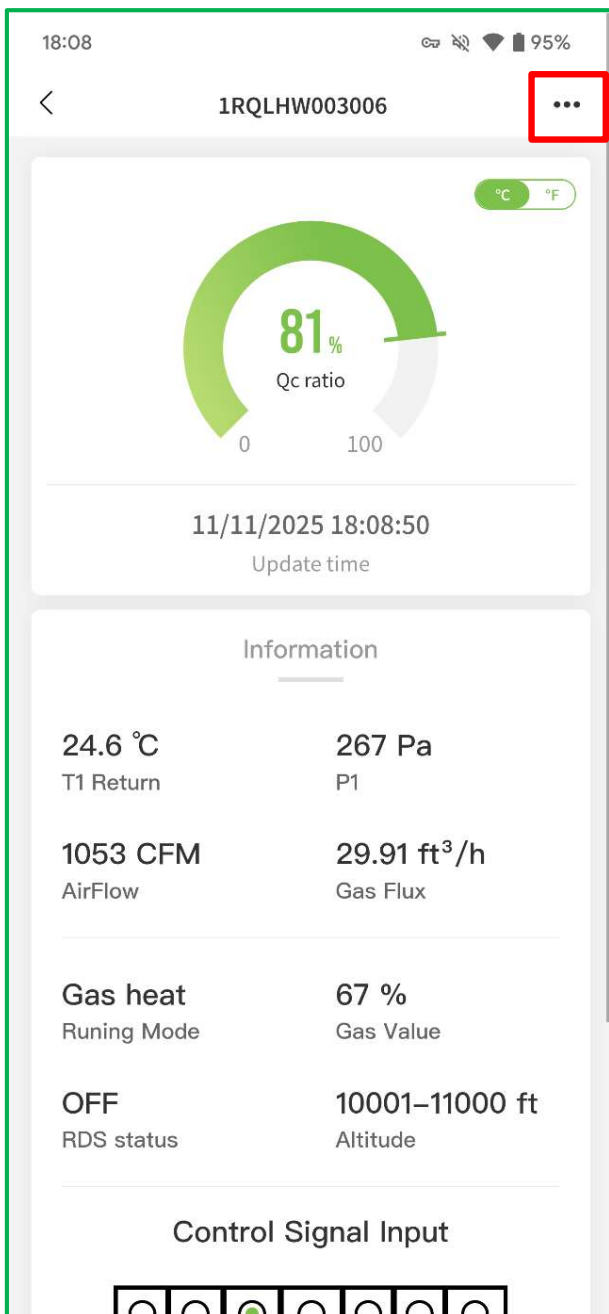
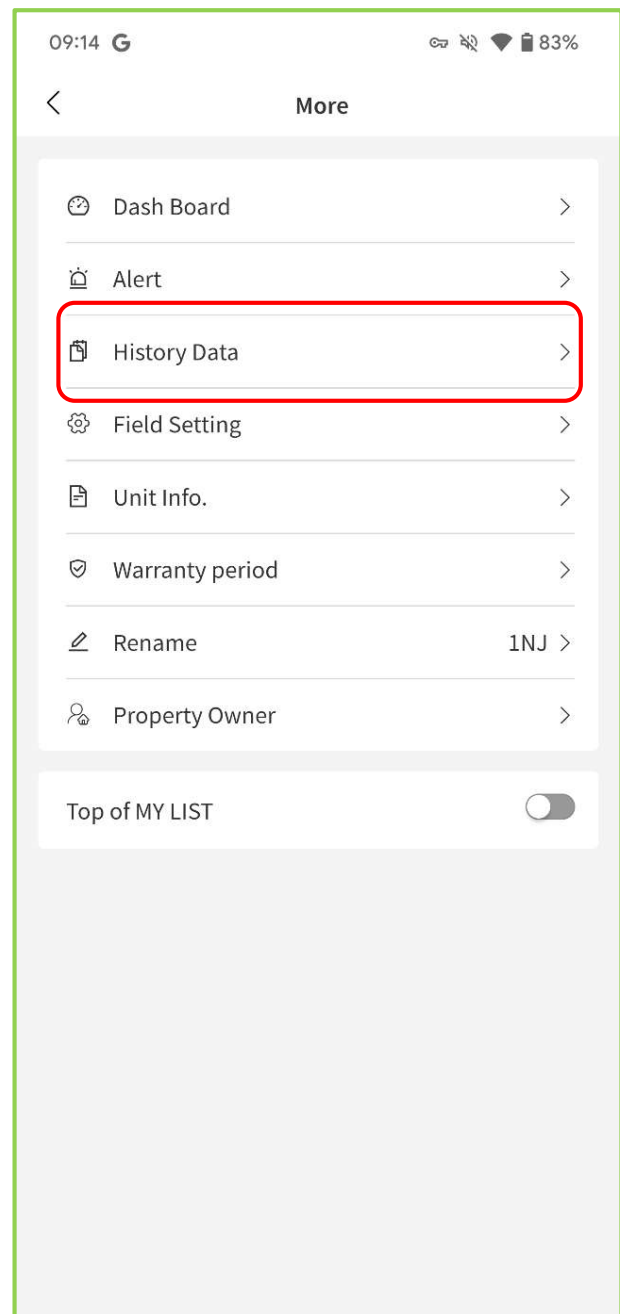
(2) Alarm data viewing

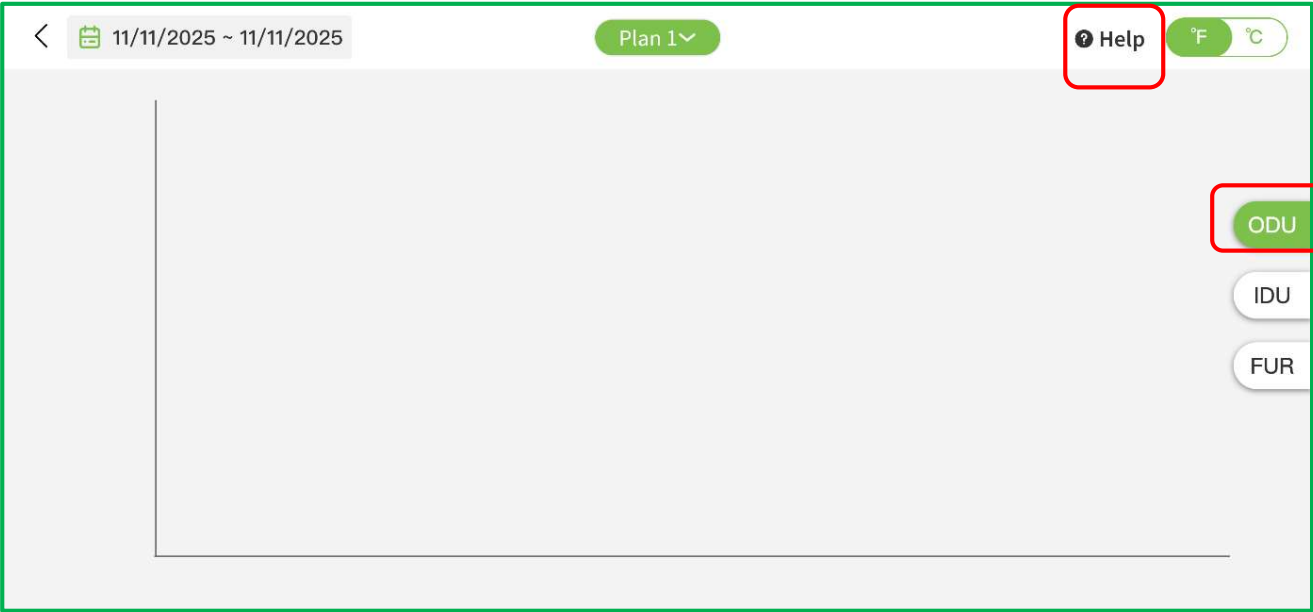
- 1) Click on the more buttons in the upper right corner of the dashboard interface.
- 2) Select 'Alert' to view alarm data.



(3) History data viewing

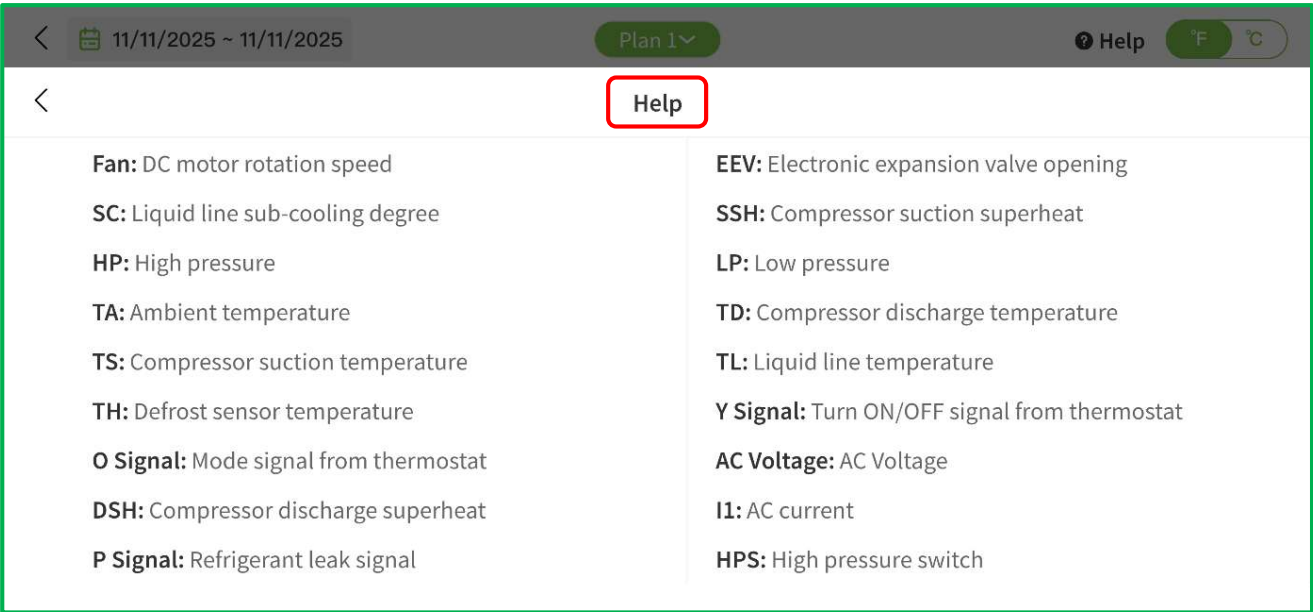
- 1) Click on the more buttons in the upper right corner of the dashboard interface.
- 2) Select '**History data**' to view history data.
- 3) Click the ODU, IDU and FUR tabs on the right side of the historical data trend chart to switch and view data, and click Help to check the indicator descriptions.
- 4) Click Plan at the top and then click Edit to perform indicator selection. Save the settings after configuring the indicator selection as required.



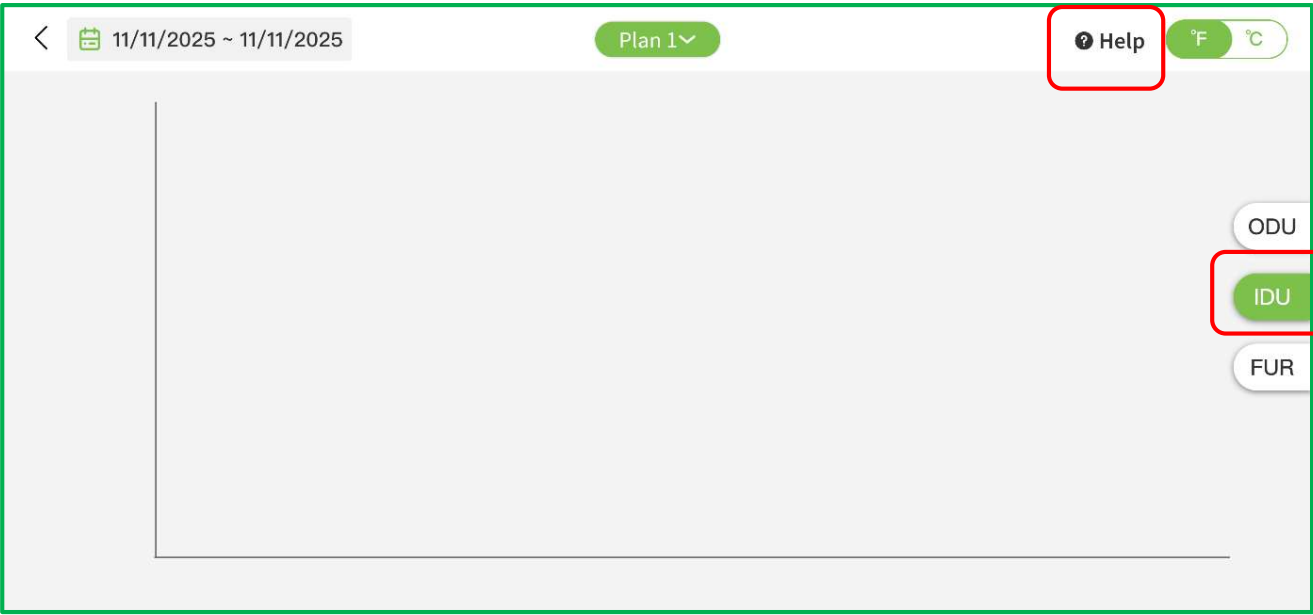


ODU Indicator

Click Help in the upper right to view the parameter definitions

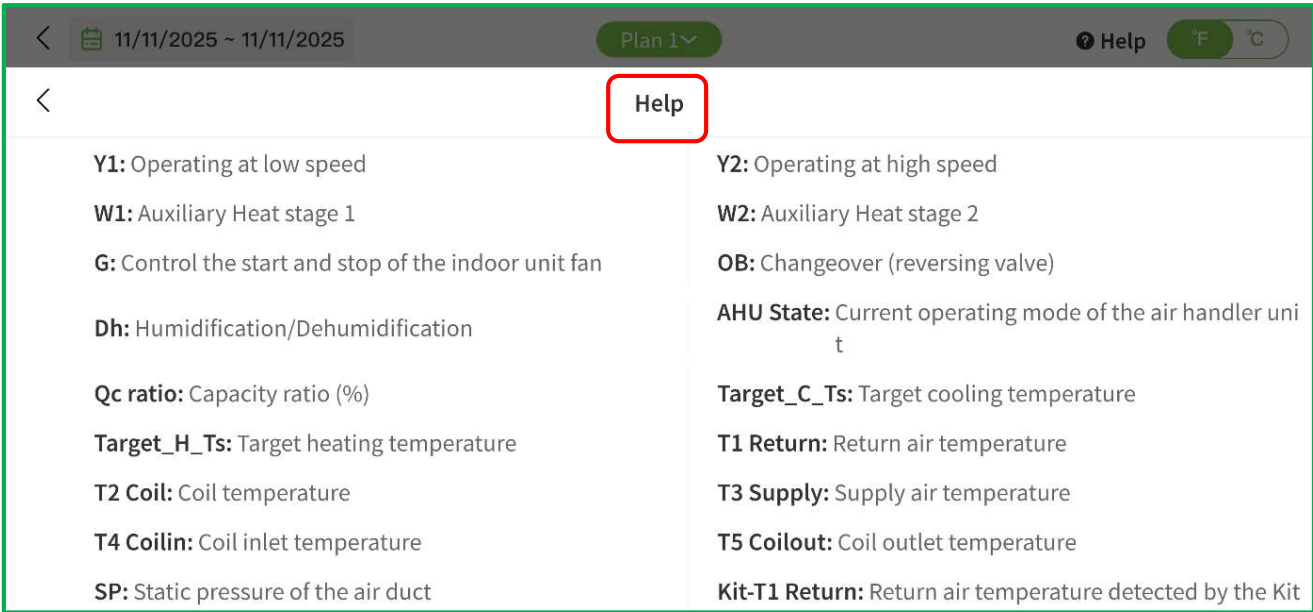


Parameter definitions of ODU

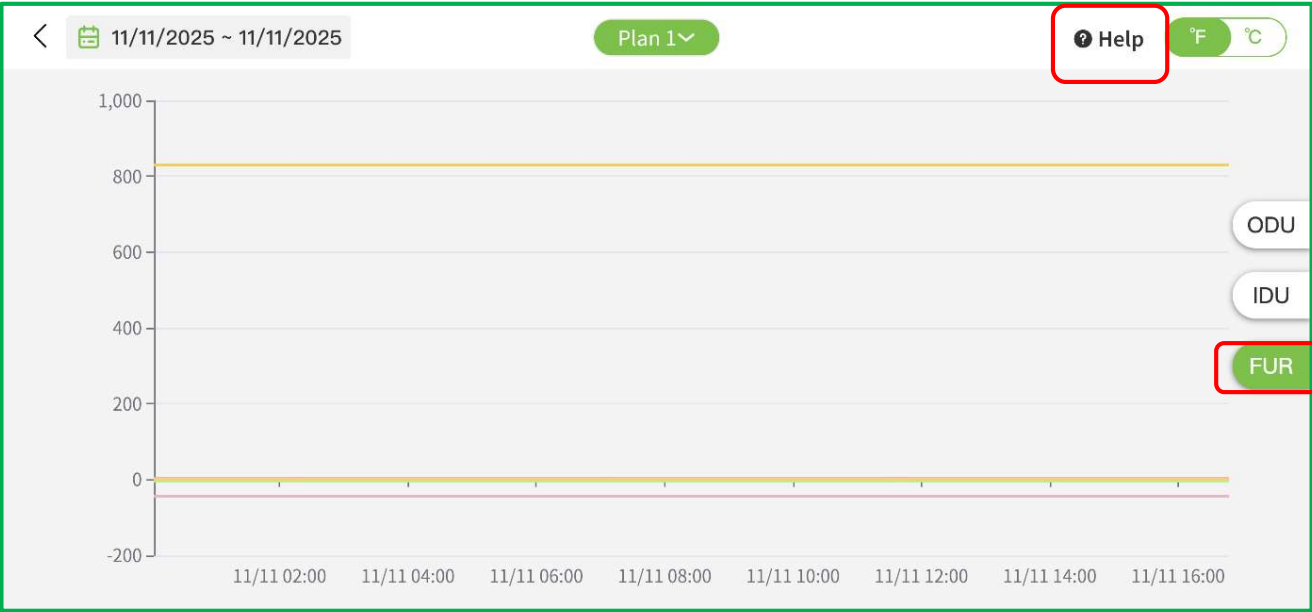


IDU Indicator

Click Help in the upper right to view the parameter definitions



Parameter definitions of IDU



Furnace Indicator

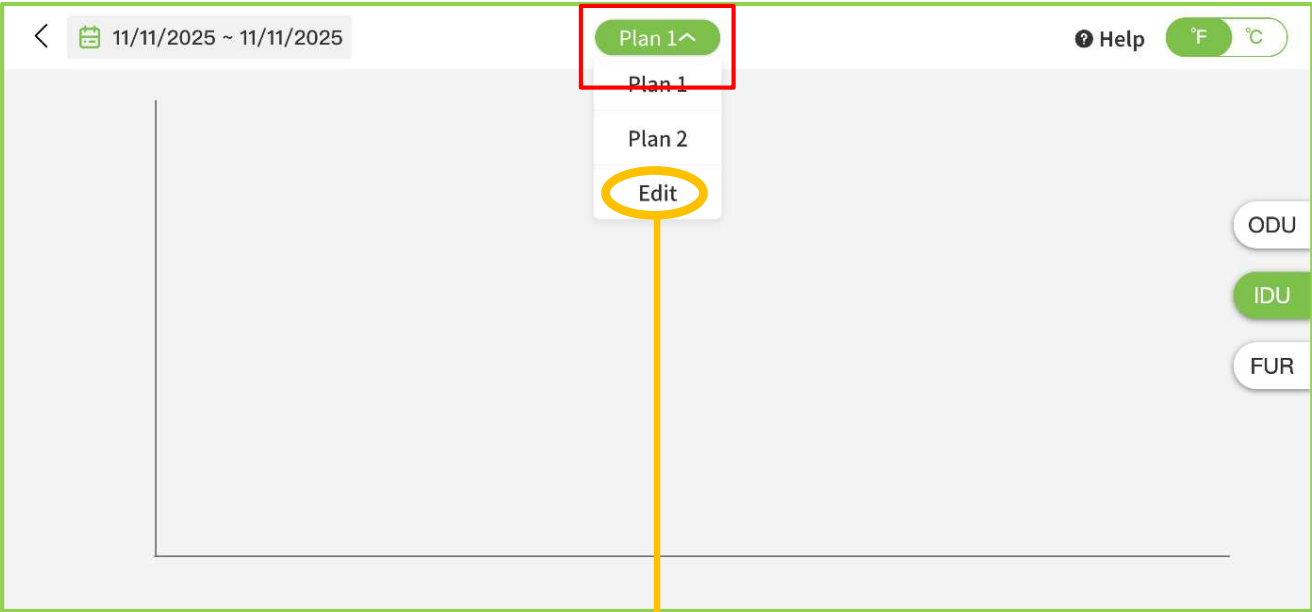
Click Help in the upper right to view the parameter definitions

The screenshot shows the 'Help' screen in the ESS Pro App. The 'Help' button is circled in red. The screen displays a list of parameters and their definitions, organized into two columns.

Y1: Operating at low speed	Y2: Operating at high speed
W1: Heat stage 1	W2: Heat stage 2
G: Control the start and stop of the indoor unit fan	OB: Changeover (reversing valve)
Dh: Humidification/Dehumidification	FUR Mode: Current operating mode of the Furnace
Qc ratio: Capacity ratio (%)	T1 Return: Return air temperature
AirFlow: CFM	Inducer: Inducer fan rotation speed
Gv: Gas Value Ratio	P1: Exhaust pipe pressure
SP: Static pressure of the air duct	Kit-T1 Return: Return air temperature detected by the Kit
Kit-Humi Return: Return air humidity detected by the Kit	Kit-Return SP: Return air pressure detected by the Kit
	Kit-T2 Supply: Supply air temperature detected by the Ki

Parameter definitions of Furnace

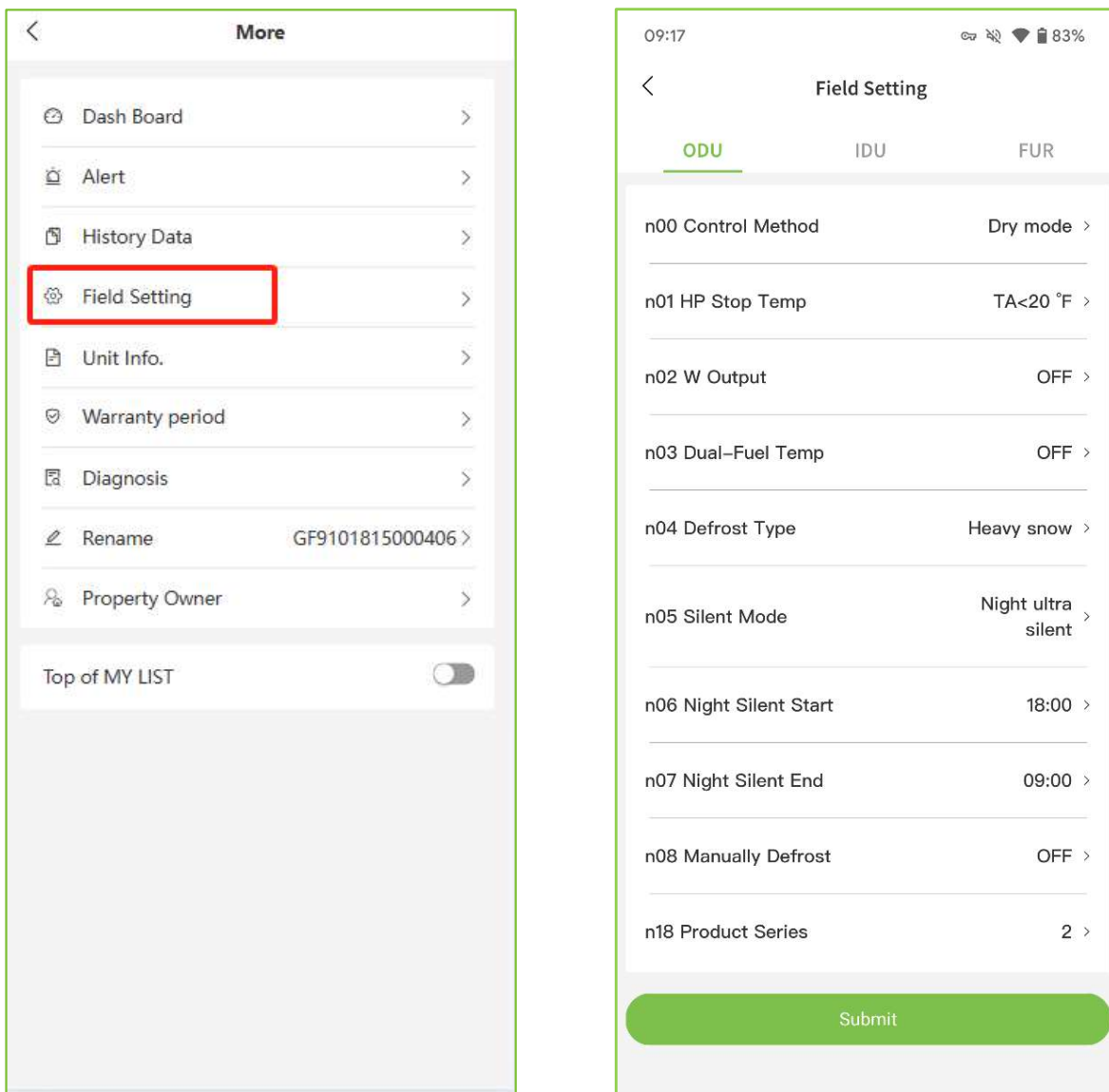
Click Help in the upper middle to set the required parameter for monitoring



(4) Field Setting

- 1) Select '**Field Setting**' to view the settings to be changed.
- 2) Modify the device configuration, and click Submit to apply the configuration changes.

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

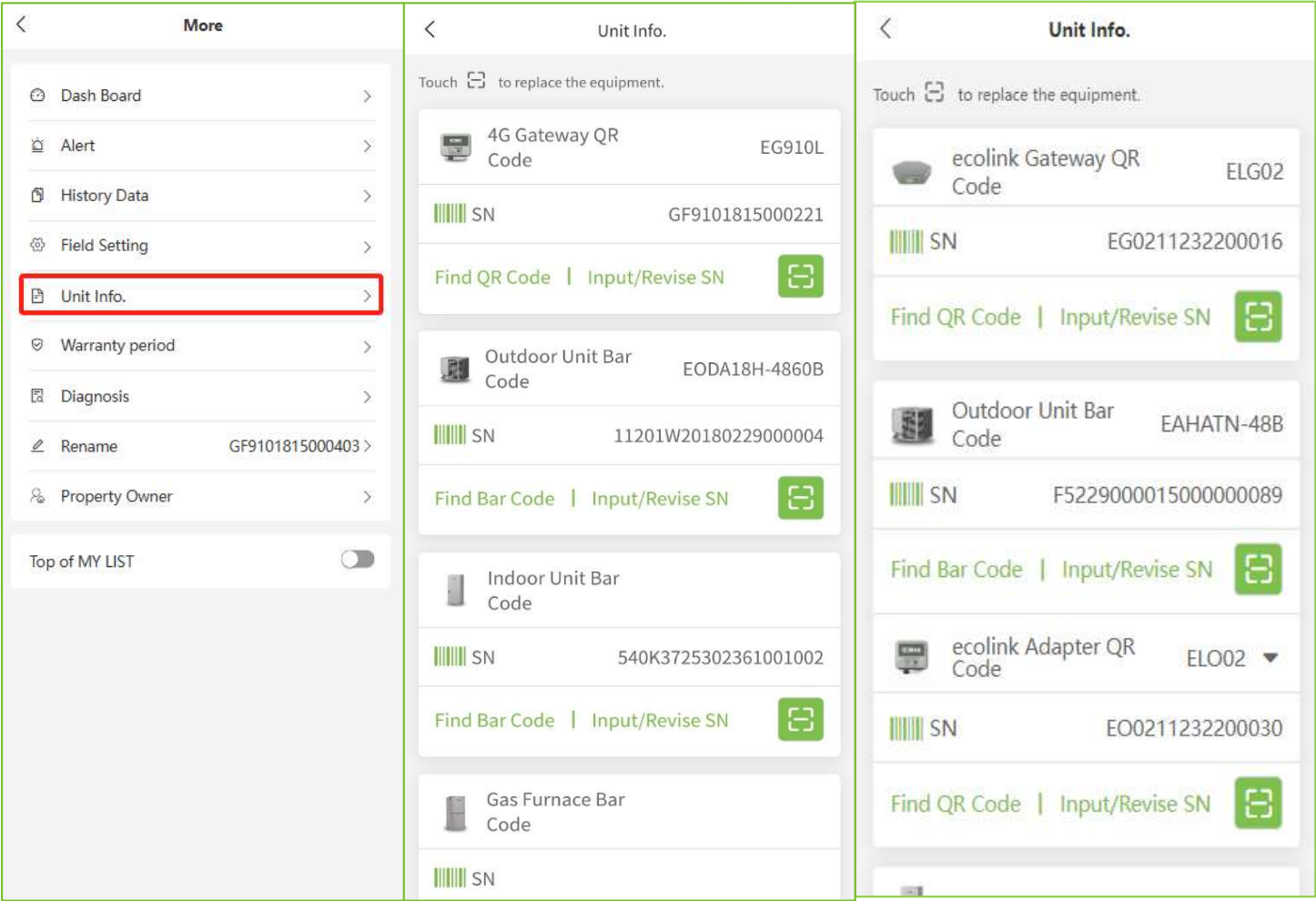


Remarks

Refer to corresponding model 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.

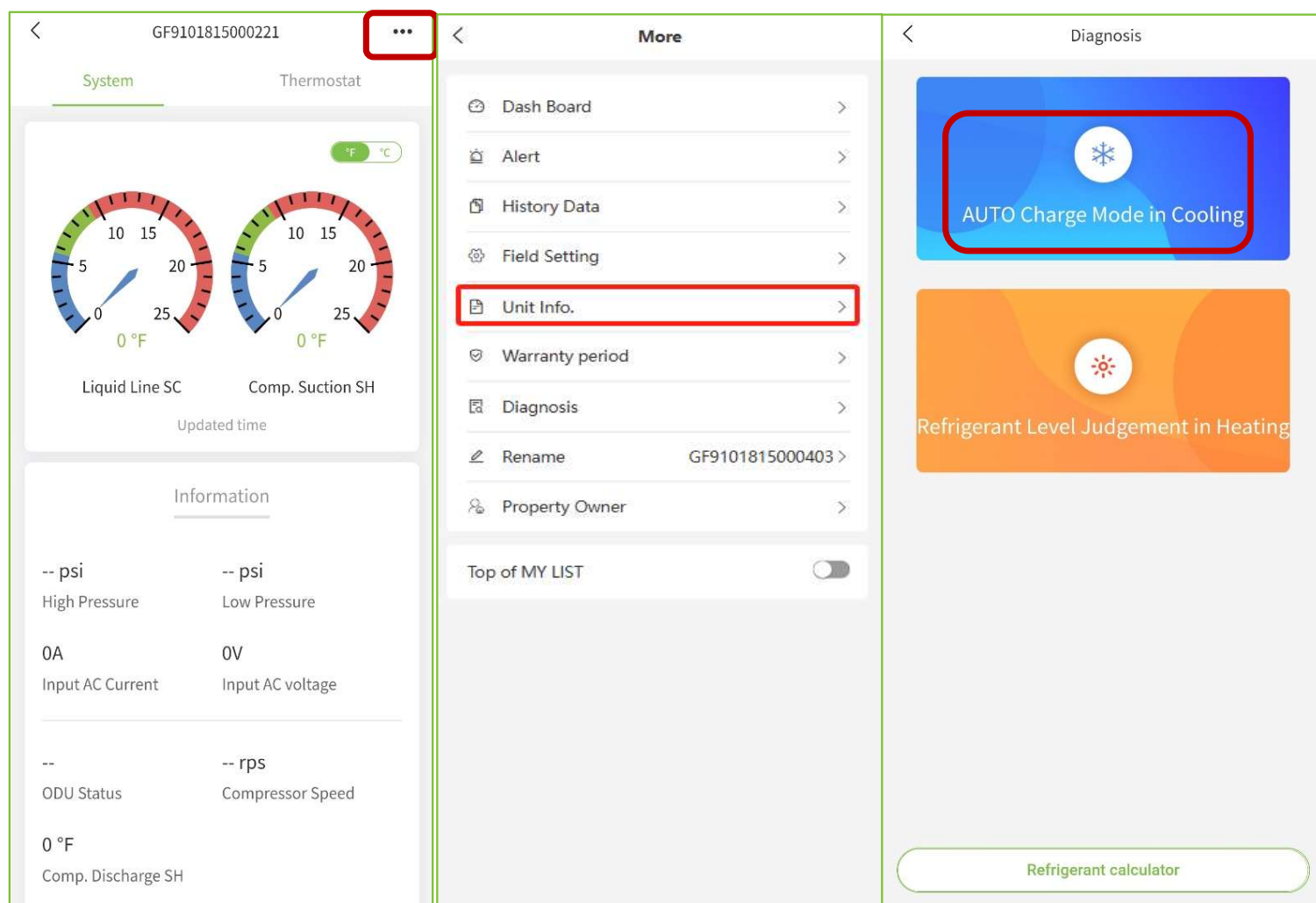


(6) Diagnosis

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.

16:18

3.09 KHz

61%

Cooling Diagnosis

This AUTO charge mode obtains the best accuracy when outside temp. (TA) ≥ 50°F

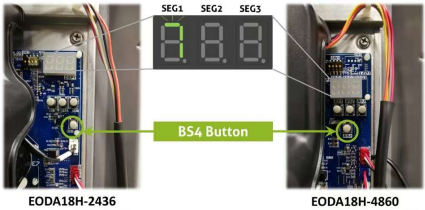
STEP 1
Turn on the system, set 5°F lower than indoor temperature in cooling mode from your thermostat.

STEP 2
Press and hold **BS4** for five seconds until SEG1 displays blinking 7.

SEG1

SEG2

SEG3



EODA18H-2436EODA18H-4860

NEXT

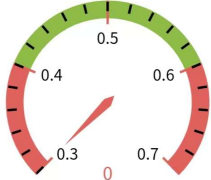
16:19

5.21 KHz

61%

Cooling Diagnosis

Coefficient Number



Diagnosis Time:
Wait at least 10 minutes to get your coefficient number. Always keep SH>7F for your system!

Information

ODU Status

-- RPS

-- psig

High Pressure

-- °F

Liquid Line SC

-- °F

Compressor Speed

-- psig

Low Pressure

6~18 °F

Suggested SC

7~20 °F

16:21

83.58 KHz

61%

Cooling Diagnosis

Diagnosis Time:
Wait at least 10 minutes to get your coefficient number. Always keep SH>7F for your system!

Information

ODU Status

-- RPS

-- psig

High Pressure

-- °F

Liquid Line SC

-- °F

Comp. Suction SH

Compressor Speed

-- psig

Low Pressure

6~18 °F

Suggested SC

7~20 °F

Suggested SH

Show me how to adjust indoor TXV if SH is improper.

EXIT

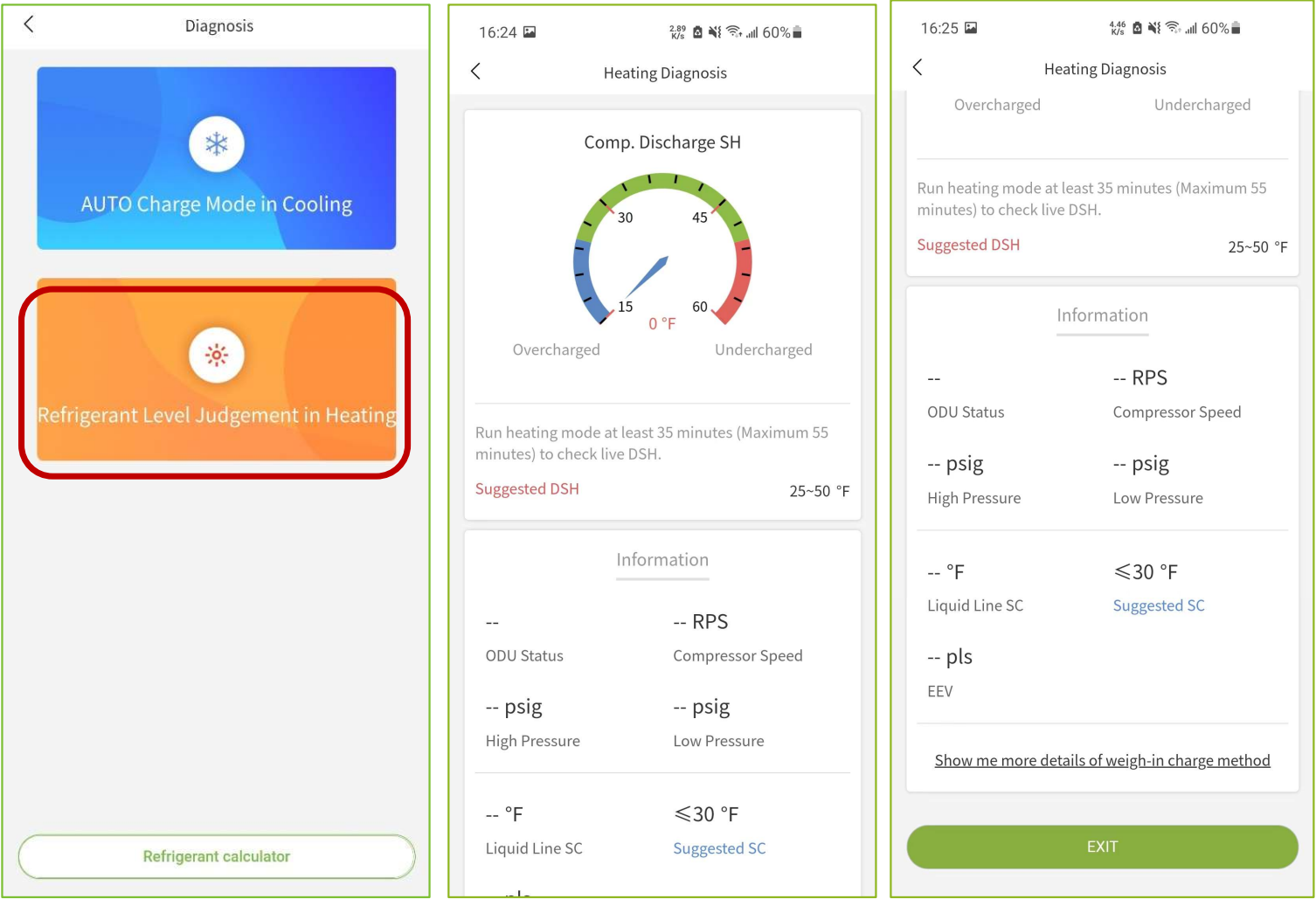
App will show prompt if the IoT device cannot get Refrigerant Coefficient in AUTO charge mode.

Contact Ecoer Service Team to update the software for you.

(6) Diagnosis

② Refrigerant Level Judgement in Heating

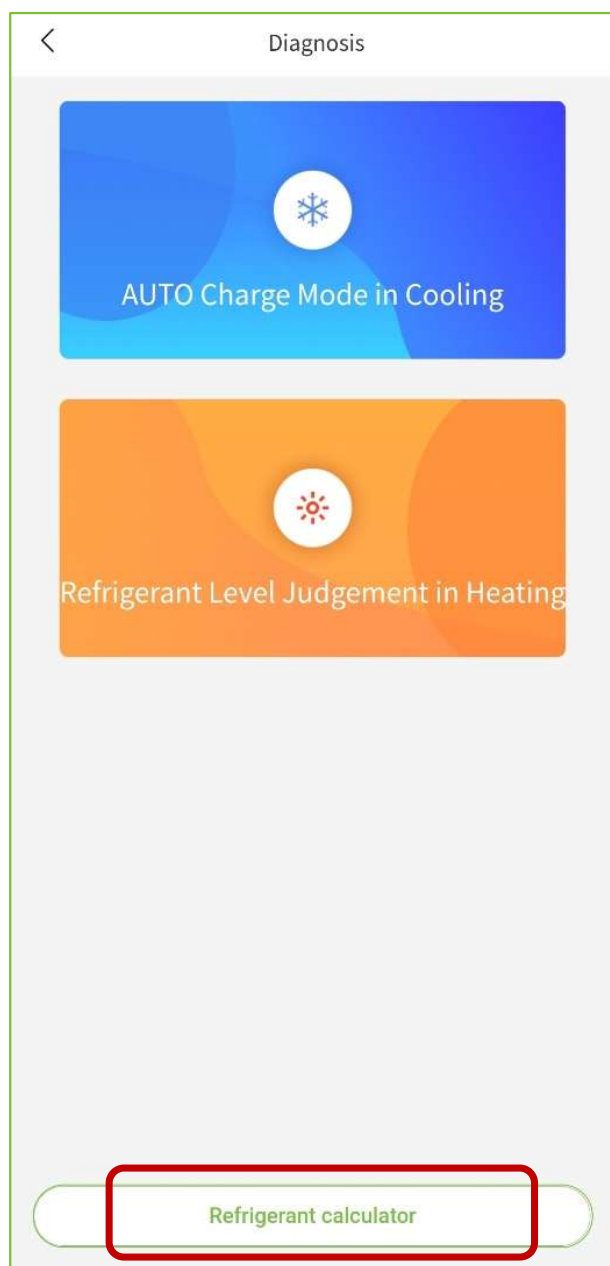
- 1) Select '**Diagnosis**' to enter the diagnostic interface.
- 2) Click on '**Refrigerant Level Judgement in Heating**' and run the heating mode for at least 35 mins.
- 3) Click "**EXIT**" to exit.



(6) Diagnosis

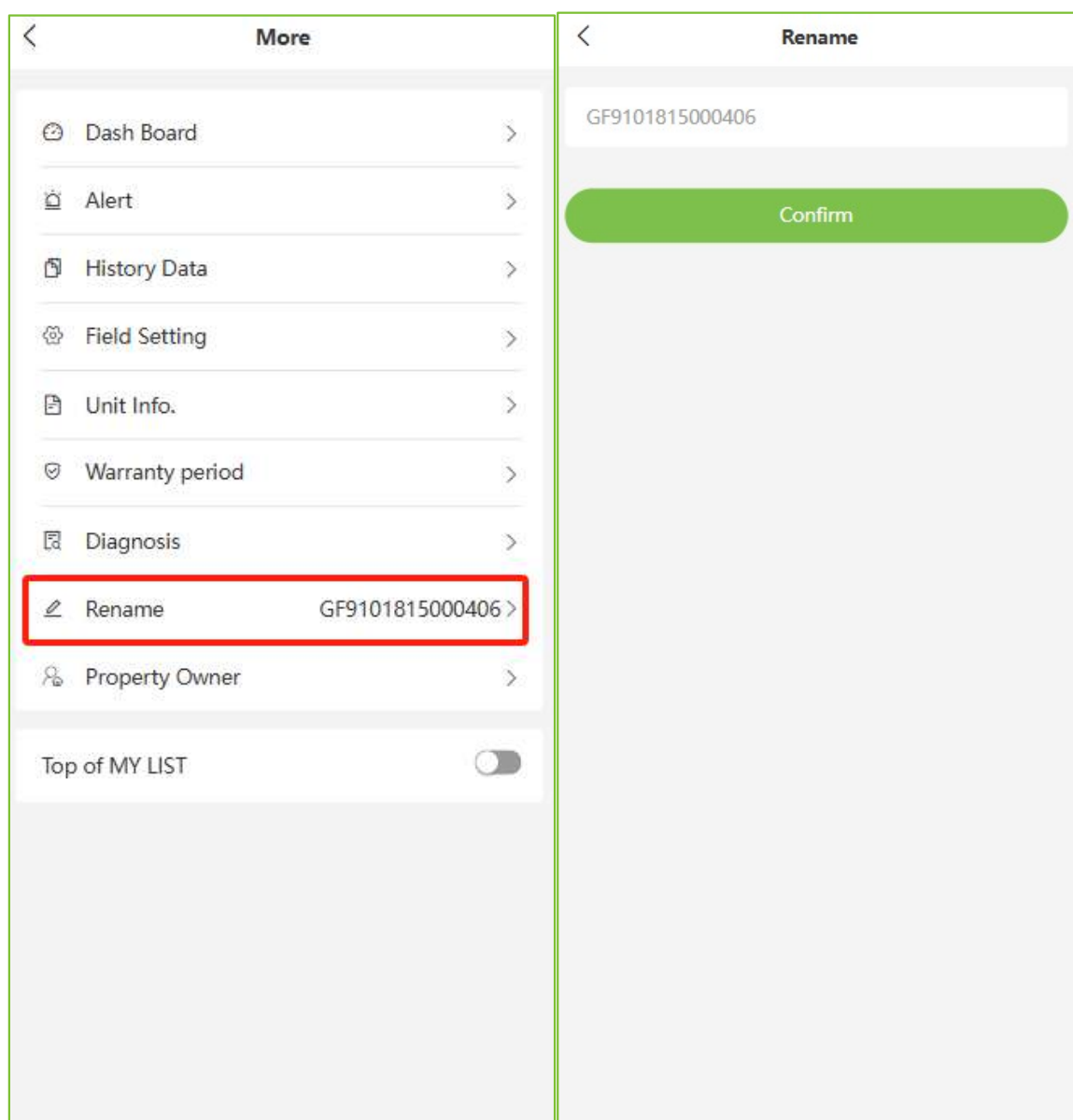
③ Refrigerant calculator

- 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

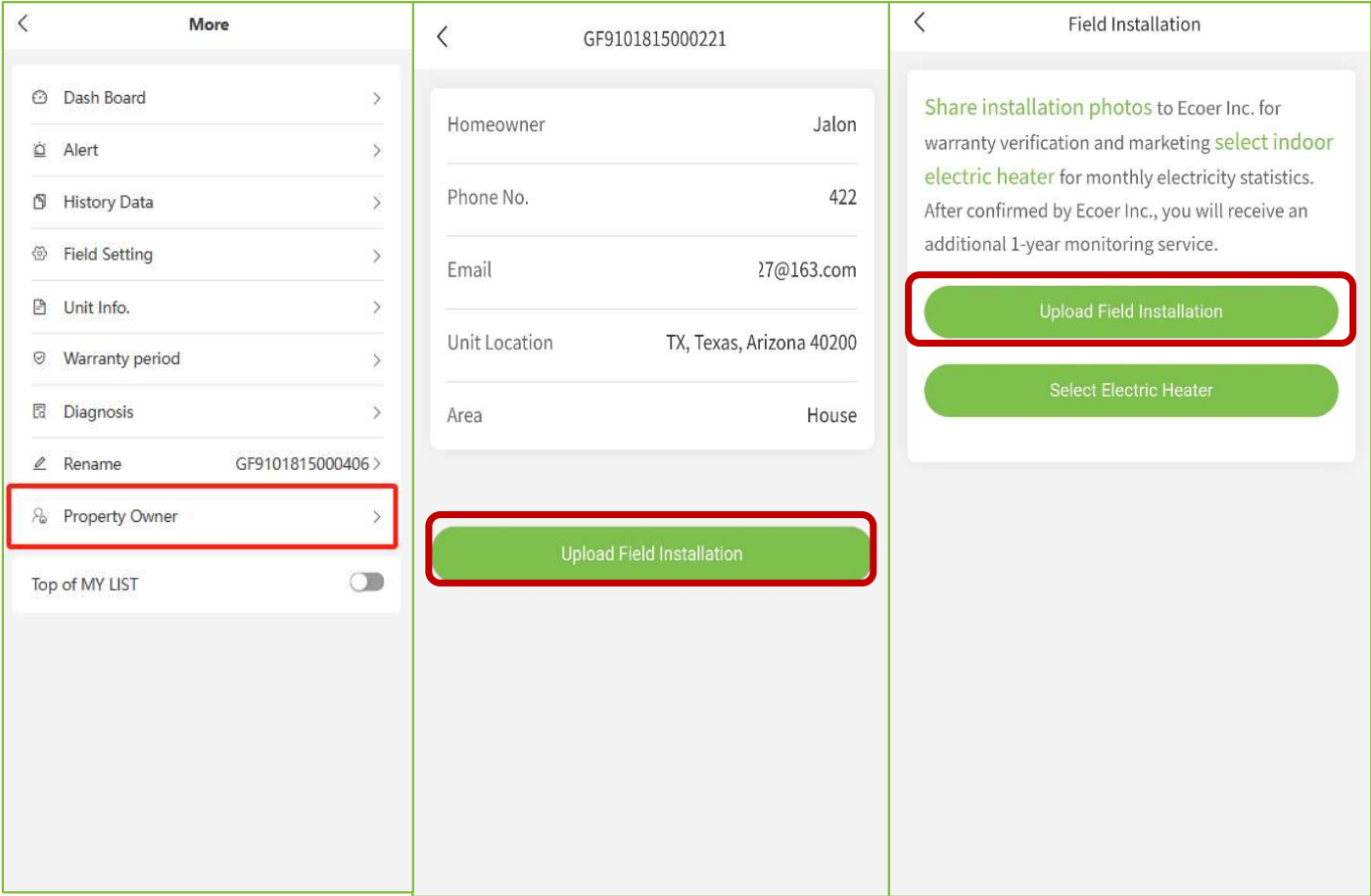
- 1) Click '**Rename**' to enter the rename interface
- 2) Enter the alias and click "**Confirm**" to see the alias on the homepage SN.



(8) Property Owner

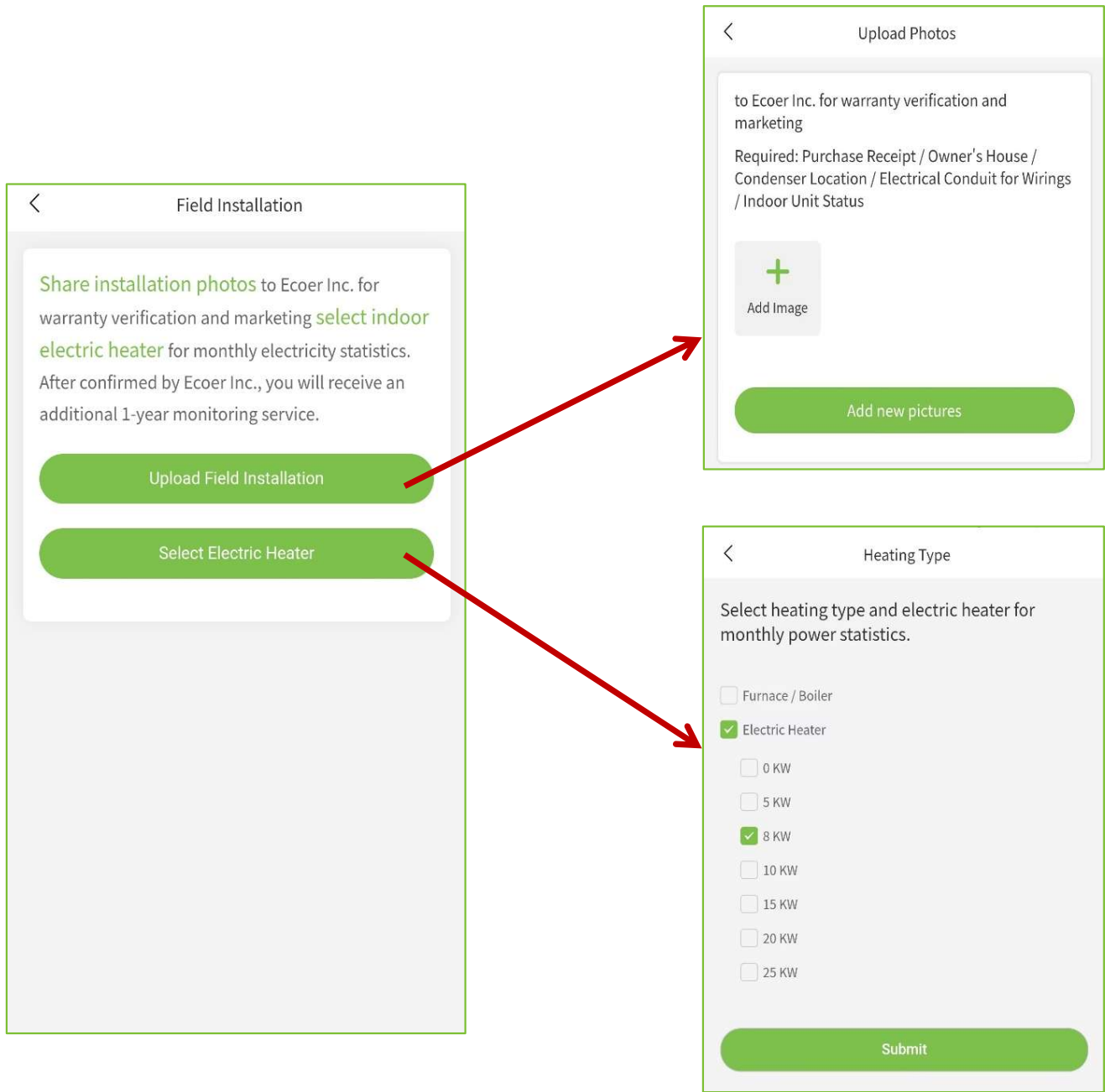
It shows the owner contact info. and unit location. Touch “Upload Field Installation” button to **share installation photos** for warranty verification and marketing, **select indoor electric heater kit size** for monthly energy consumption statistics.

- 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.



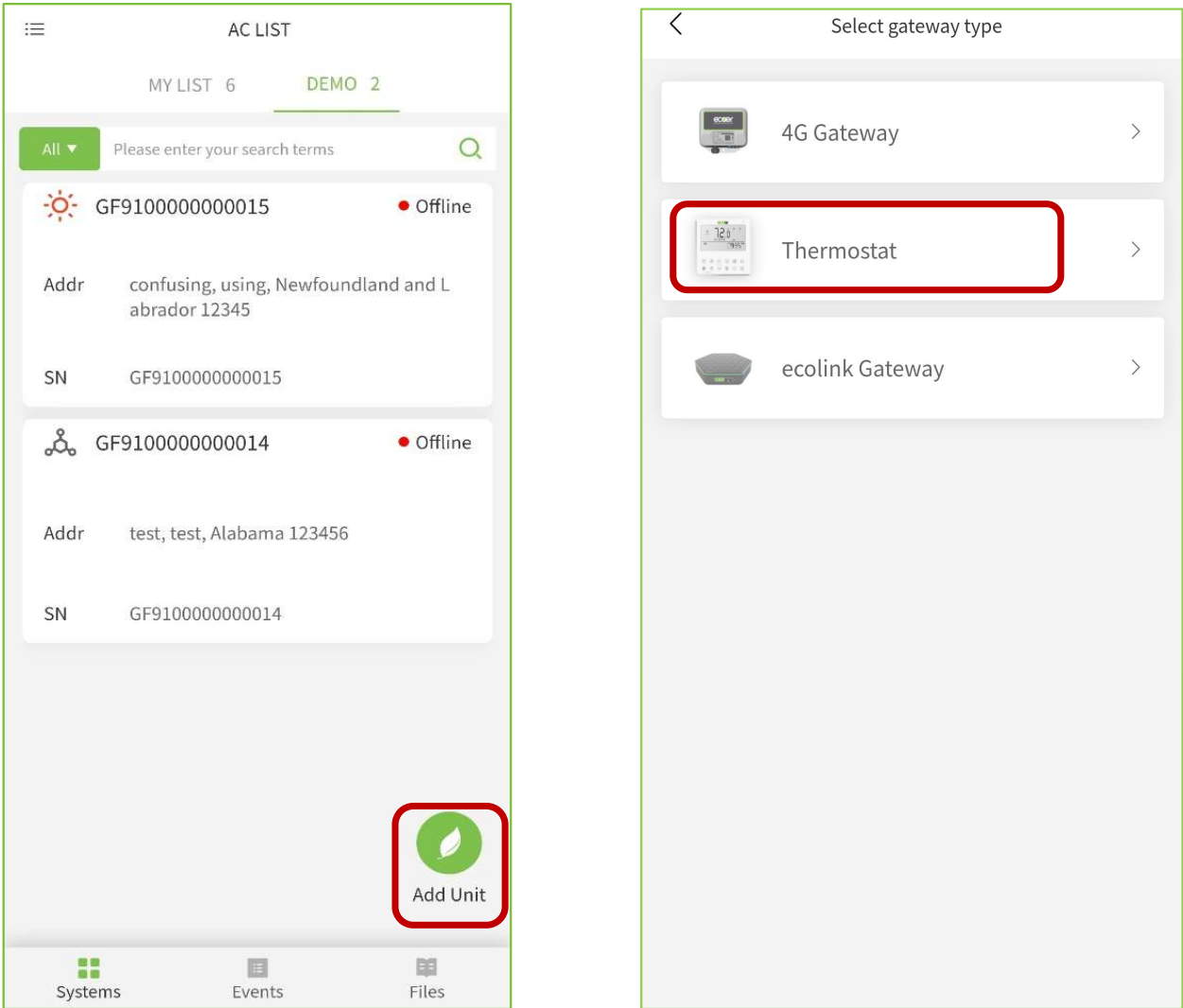
3.4 Thermostat

(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)

The screenshot shows the 'Thermostat' screen with a header image of an ecoer unit. Below the image, it says 'DC INVERTER HEAT PUMP, SMART HVAC [IoT]' and 'Register new AC by ESS Pro App to remotely monitor and trouble shoot from your smart devices.' There are two buttons: a green 'Sign an agreement with homeowner' button and a grey 'Select existing agreement' button. A red arrow points from the green button to the 'Sign Agreement' screen on the right.

The screenshot shows the 'Sign Agreement' screen. It has a back arrow and a title 'Sign Agreement'. Below are fields for 'Country', 'Zip Code', 'Phone' (with a placeholder '000-000-0000'), 'Email', and 'Building Type'. There is a green checkmark icon and the text 'Send privacy statement to owner's email'. Below that is a 'Sign your name here' section with a large blue box containing an information icon. At the bottom is a green 'Submit' button, which is highlighted with a red box.

The screenshot shows the 'Thermostat' screen after selecting an existing agreement. It displays the unit name 'Jalon' and a date/time '7/7/2023 16:7:8'. Below is a table with location details:

Addr:	TX
City:	Texas
State:	Arizona
ZipCode:	40200

At the bottom is a green 'Next' button, which is highlighted with a red box. A red arrow points from the 'Next' button back to the 'Thermostat' screen on the left.

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

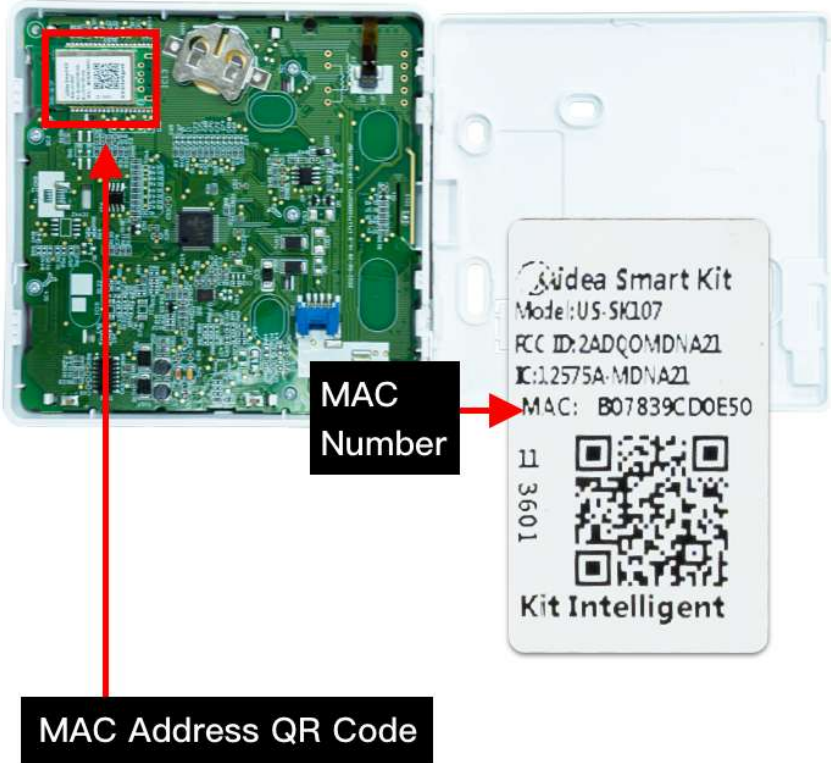
3ENH000001Z202020009

Submit

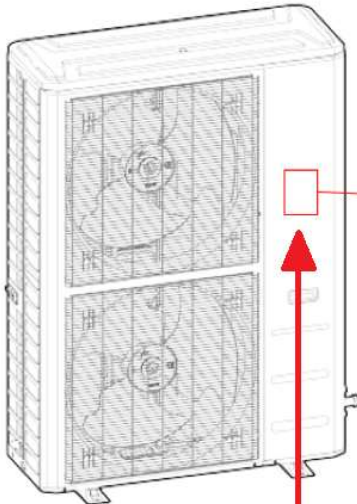
> Thermostat QR Code (SN length is 17)



> MAC Address QR Code (SN length is 12)



> Outdoor Unit Bar Code (SN length is 20)



HEAT PUMP(OUDOOR SECTION) **ecoer**

MODEL	ESCA16H-60	
NET WEIGHT	239.9 lbs	108.8kg
POWER SUPPLY	1 PHASE 208/230V ~ 60Hz	
The Rated Input Current of The Power Conversion Equipment	208/230V	
MAXIMUM OVERCURRENT	28.0A	
PROTECTIVE DEVICE	60.0A	
MINIMUM CIRCUIT AMPACITY	42.0A	
OUTDOOR UNIT RESISTANCE CLASS	IPX4	
FAN MOTOR OUTPUT	1.9HP/2.2	
COMPRESSOR MOTOR RLA	26.2A	
DESIGN PRESSURE	HIGH SIDE	550 PSIG/3.79MPa
	LOW SIDE	340 PSIG/2.34MPa
REFRIGERANT (FACTORY CHARGED)	R410A 169.32oz/4.8kg	

ELECTRICAL CHARACTERISTICS ARE ONLY FOR OUTDOOR UNIT
SUITABLE FOR OUTDOOR USE. UTILIZATION 1 - EXTREME

ESCA16H-60

20230223

SERIAL NUMBER

3 EWH0020012231010001

AMCI CERTIFIED
www.amciusa.org

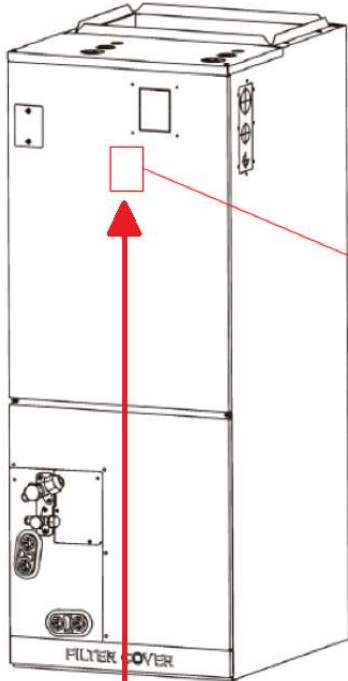
UL LISTED Split Air Conditioner 452R
MADE IN CHINA

UL FILE NUMBER: SA33108
DATE MANUFACTURED: 08/2021

Ecoer Inc.

Outdoor Unit Bar Code

> Indoor Unit Bar Code (SN length is 20)



AIR HANDLER UNIT (INDOOR SECTION) **ecoer**

MODEL	EAHAEC-60	
NET WEIGHT	162.7 lbs	73.8kg
POWER SUPPLY	1 PHASE 208/230V ~ 60Hz	
The Rated Input Current of The Power Conversion Equipment	208/230V	
MAX. OVERCURRENT PROTECTIVE DEVICE	7.0A	
MIN. CIRCUIT AMPACITY	15.0A	
FAN MOTOR OUTPUT	9.0A	
	1 HP	
DESIGN PRESSURE	HIGH SIDE	550 PSIG /3.79MPa
	LOW SIDE	340 PSIG /2.34MPa
MAX. AUXILIARY ELECTRIC HEATER POWER	29kW	

ELECTRICAL CHARACTERISTICS ARE ONLY FOR INDOOR UNIT
Optional Heater Circuit (Power Without Air Conditioner)

Notice: Heater Kit Used	Model	Electric Heating (kW)	Min Circuit Ampacity	Min. Pump Voltage	Min. Pump Current

Model	Electric Heating (kW)	Min Circuit Ampacity	Min. Pump Voltage	Min. Pump Current
E-AH108(U)	7.5/9.2/0	46.0/53.0	208/230/208/230	30.0/30.0
E-AH108(U)	11.2/13.8/0	23.0/27.0/46.0/53.0	208/230/208/230	25.0/30.0/30.0/30.0
E-AH108(U)	15.0/18.4/0	46.0/53.0/46.0/53.0	208/230/208/230	30.0/30.0/30.0/30.0

EAHAEC-60

20230223

SERIAL NUMBER

3 ENH0020012231010001

UL LISTED Split Air Conditioner 452R
MADE IN CHINA

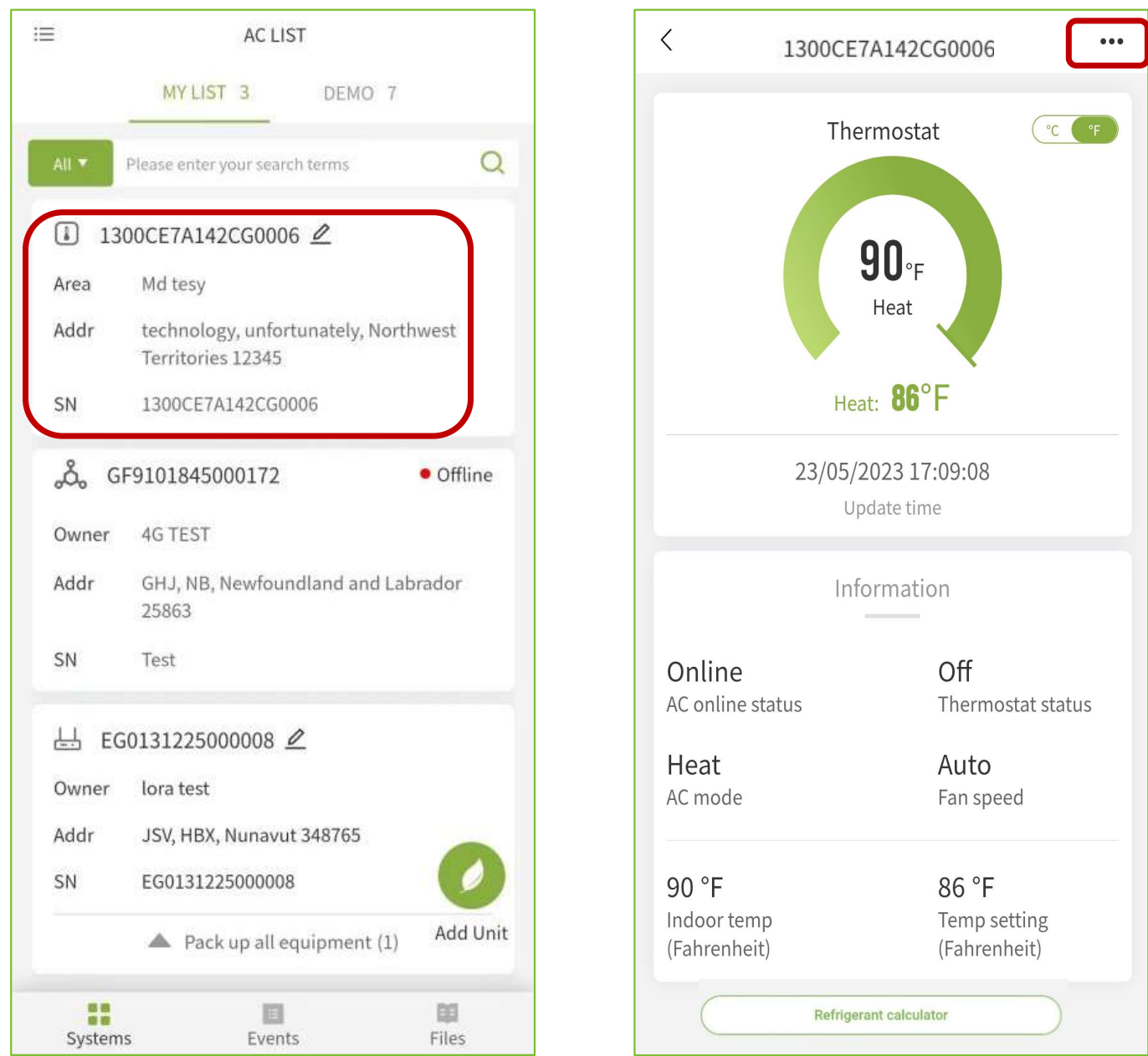
UL FILE NUMBER: SA33108
DATE MANUFACTURED: 08/2021

Ecoer Inc.

Indoor Unit Bar Code

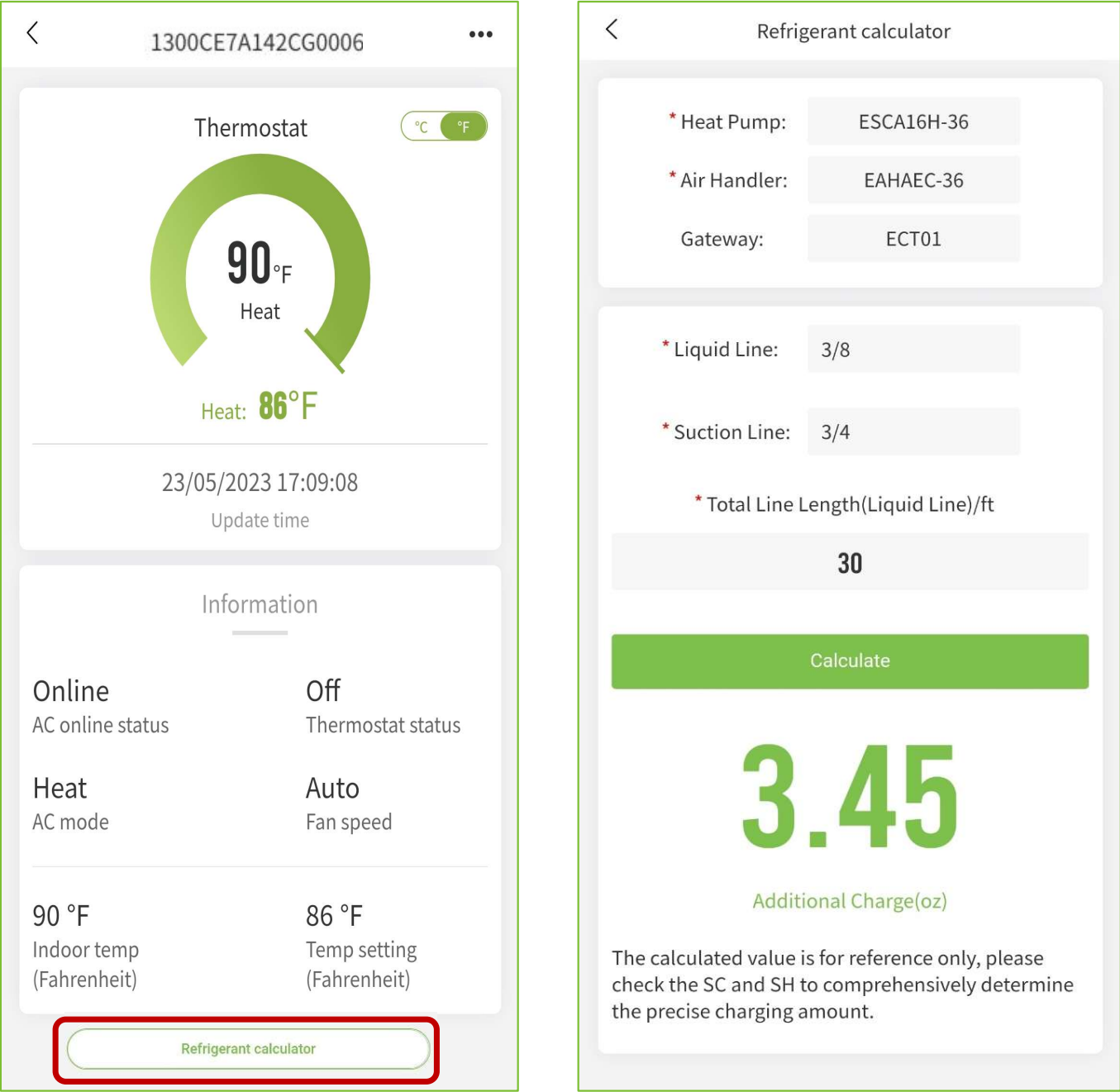
(2) Thermostat dashboard data viewing

- 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.



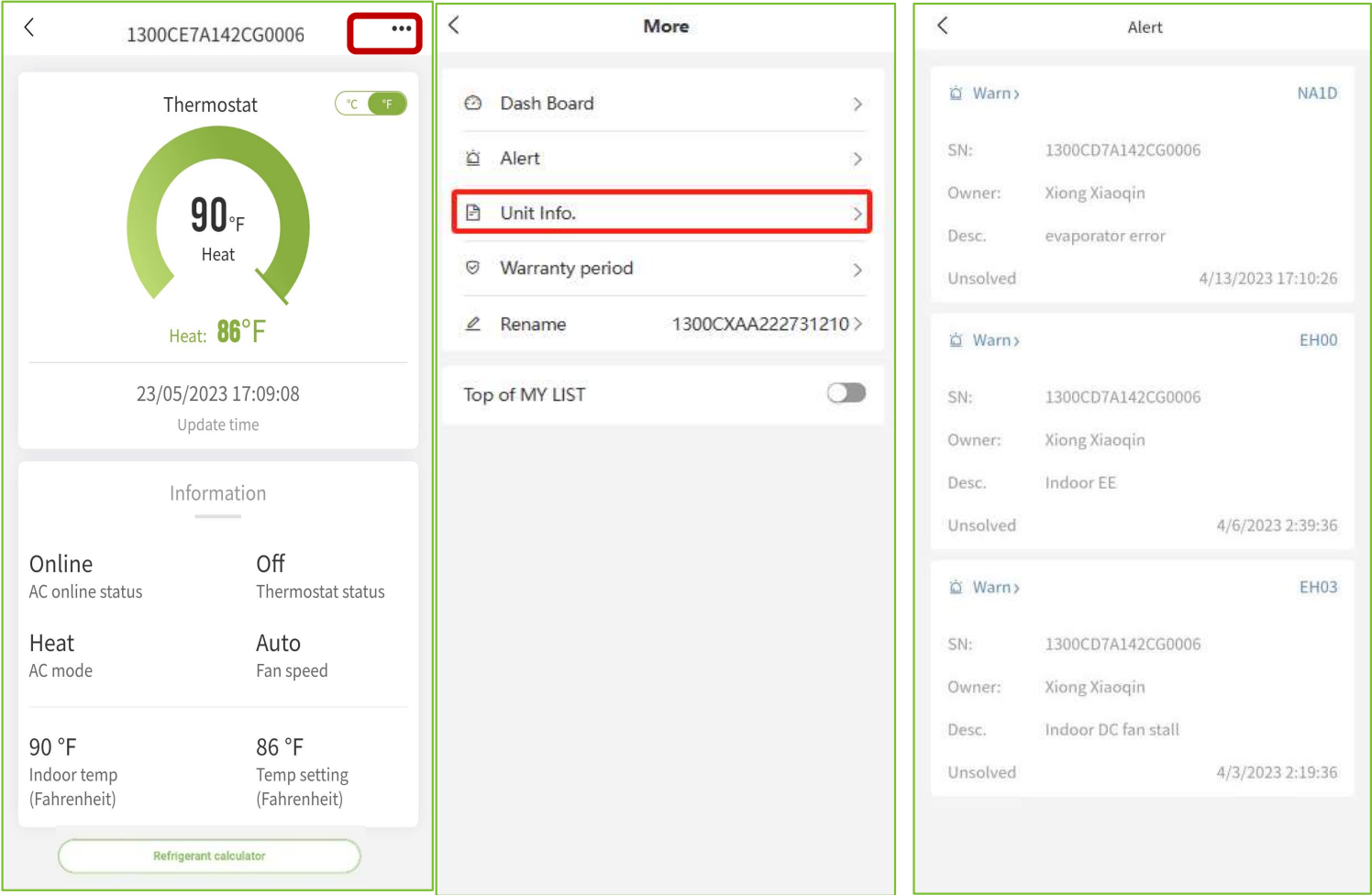
(2) Thermostat dashboard-Refrigerant calculator

- 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.



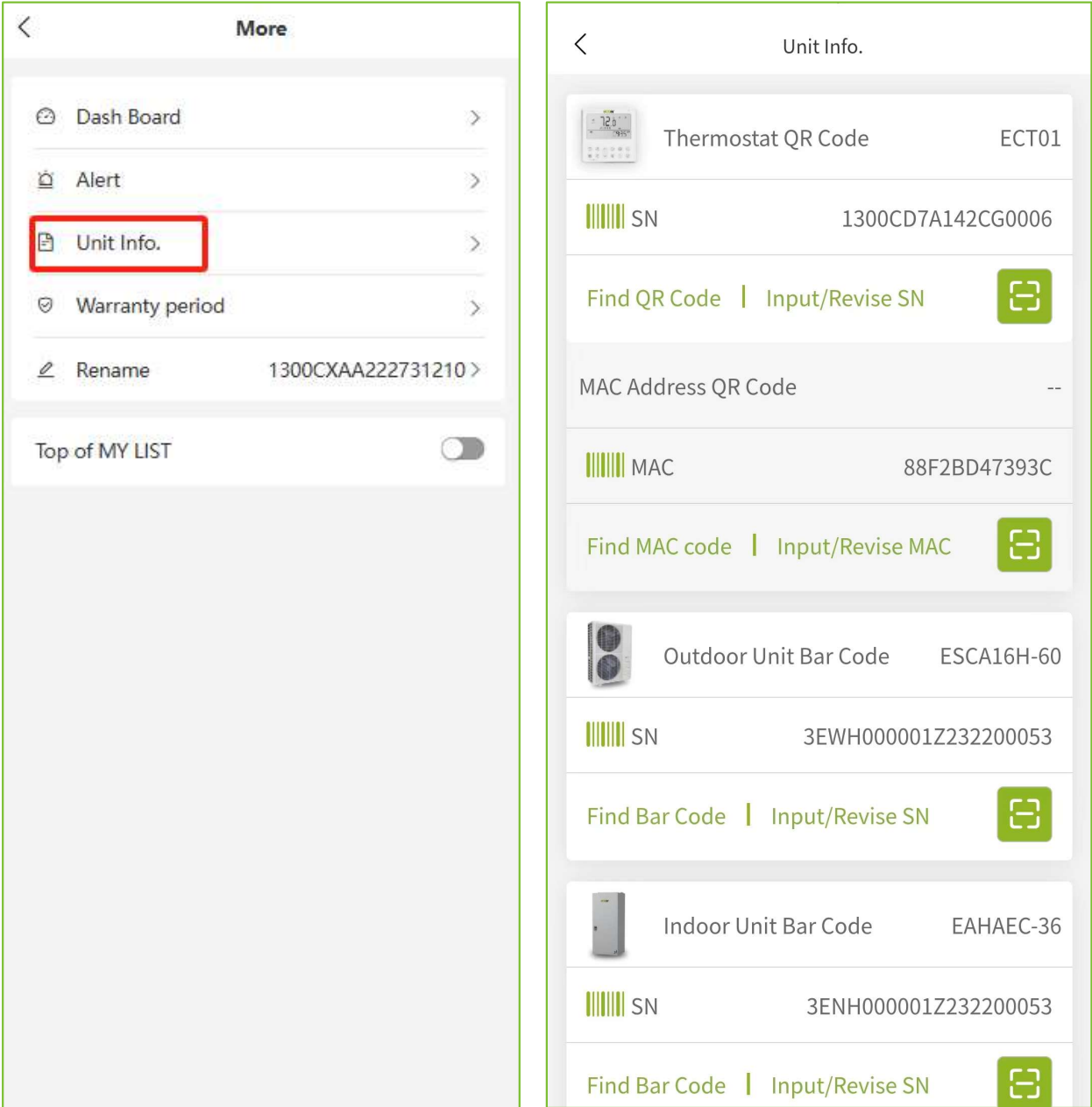
(3) Thermostat alarm data viewing

- 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.

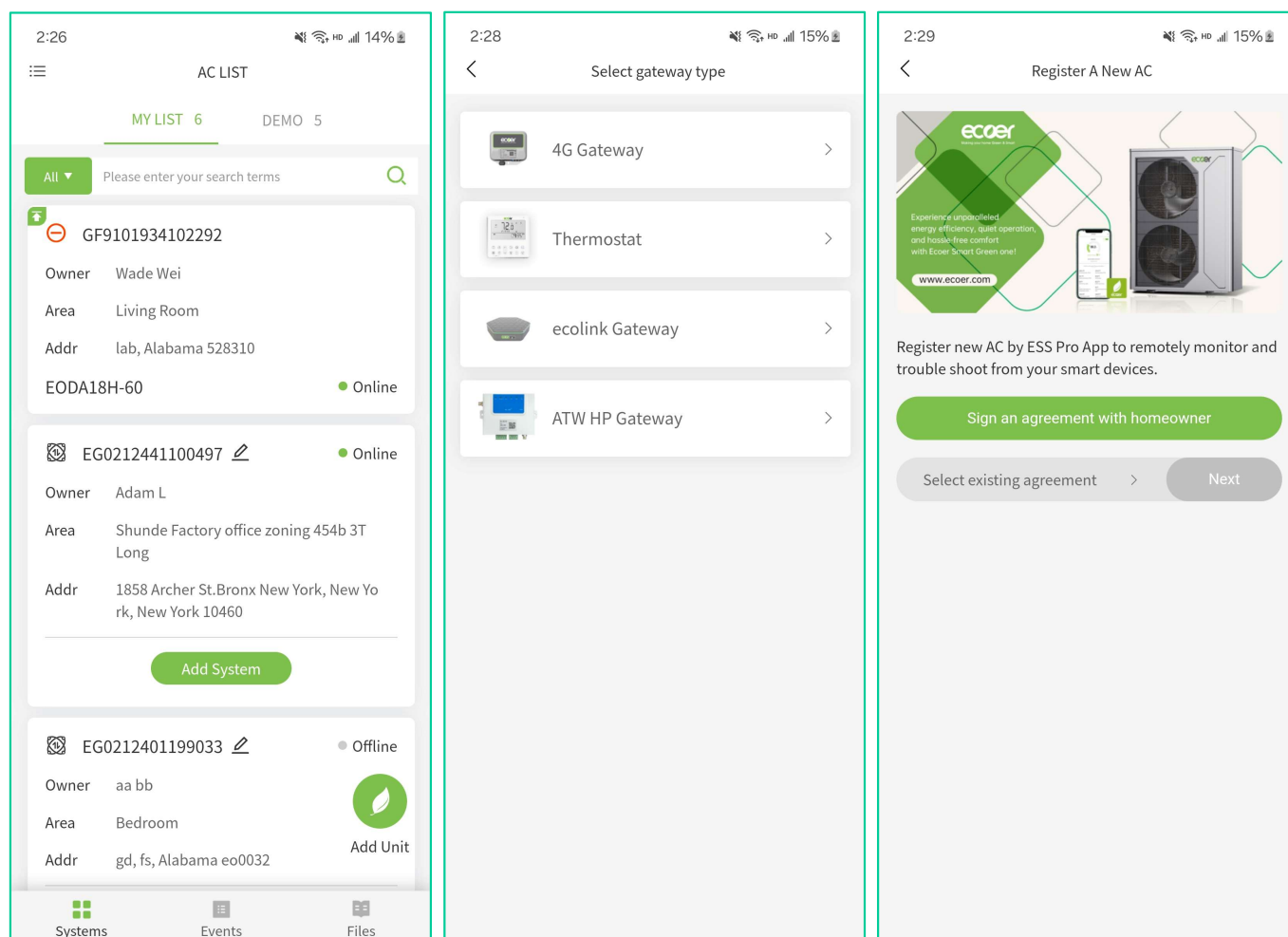
1) Select 'Unit Info.' to view detailed serial numbers and model of the AC/HP system.



3.5 ATW HP

(1) ATW HP Registration

- 1) Click “Add Unit”
- 2) Select the ATW HP
- 3) Click “Sign an agreement with homeowner”
- 4) Sign the agreement
- 5) “Select existing agreement” to choose a signed agreement
- 6) Fill in the device serial number to be added, select “Input/Revise SN” to manually input, or click the “Scan” icon to scan and input
- 7) Submit the filled data and confirm the device model



2:30

ATW HP

Respectively use button to scan the corresponding serial numbers.

ATW HP Gateway QR Code

Find QR Code | Input/Revise SN

Air to Water Heat Pump Bar Code

Find Bar Code | Input/Revise SN

Indoor Bar Code

Find Bar Code | Input/Revise SN

Choose or enter the AC Area

Submit

2:31

ATW HP

Respectively use button to scan the corresponding serial numbers.

ATW HP Gateway QR Code

Find QR Code | Input/Revise SN

Air to Water Heat Pump Bar Code

Find Bar Code | Input/Revise SN

Indoor Bar Code

Find Bar Code | Input/Revise SN

Choose or enter the AC Area

Submit

Input ATW HP Gateway SN

Input ATW HP Gateway SN

Close

Confirm

2:38

ATW HP

Respectively use button to scan the corresponding serial numbers.

ATW HP Gateway QR Code

SN2443208

Find QR Code | Input/Revise SN

Air to Water Heat Pump Bar Code

SN8EPM001001Z212010090

Find Bar Code | Input/Revise SN

Indoor Bar Code

SN8ENW001001Z212010080

Find Bar Code | Input/Revise SN

Living Room

Submit

2:38

ATW HP

The serial numbers you have submitted are

Gateway

SL-4G-W

SN

2443208

Monobloc Bar Code

ESMA-060ADP

SN

8EPM001001Z212010090

Indoor Unit Bar Code

EHM1A-060A13

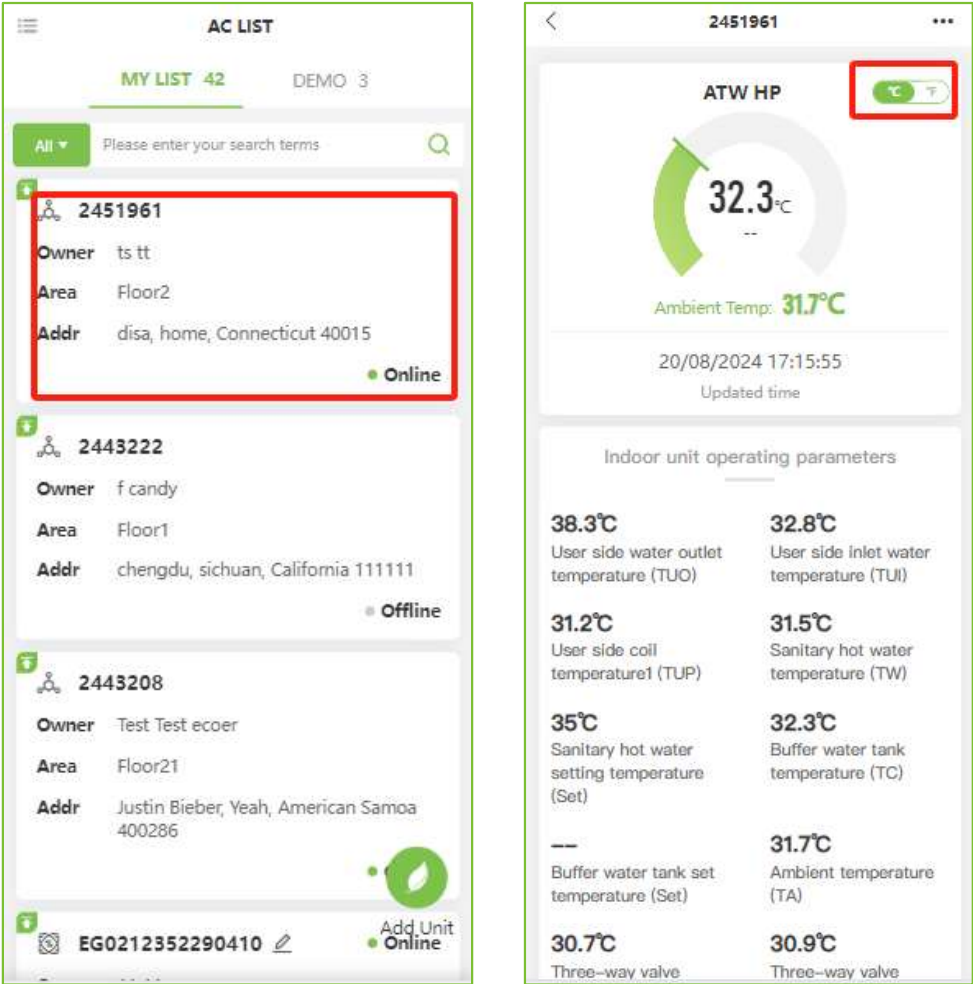
SN

8ENW001001Z212010080

Submit

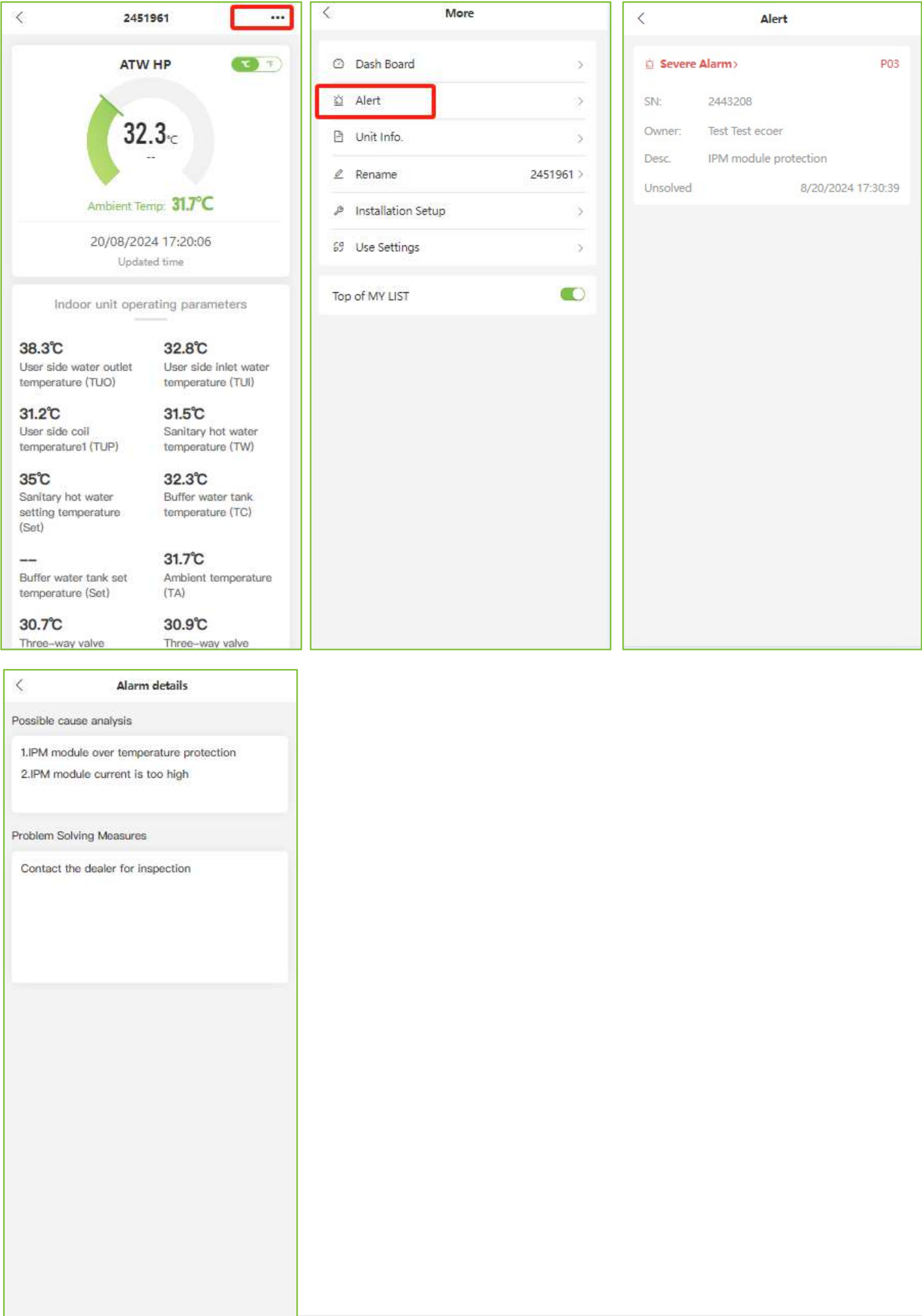
(2) ATW HP Dashboard Data Viewing

- 1) Click “MY LIST” water heater device to check device data
- 2) Select “°F / °C” button to switch temperature unit



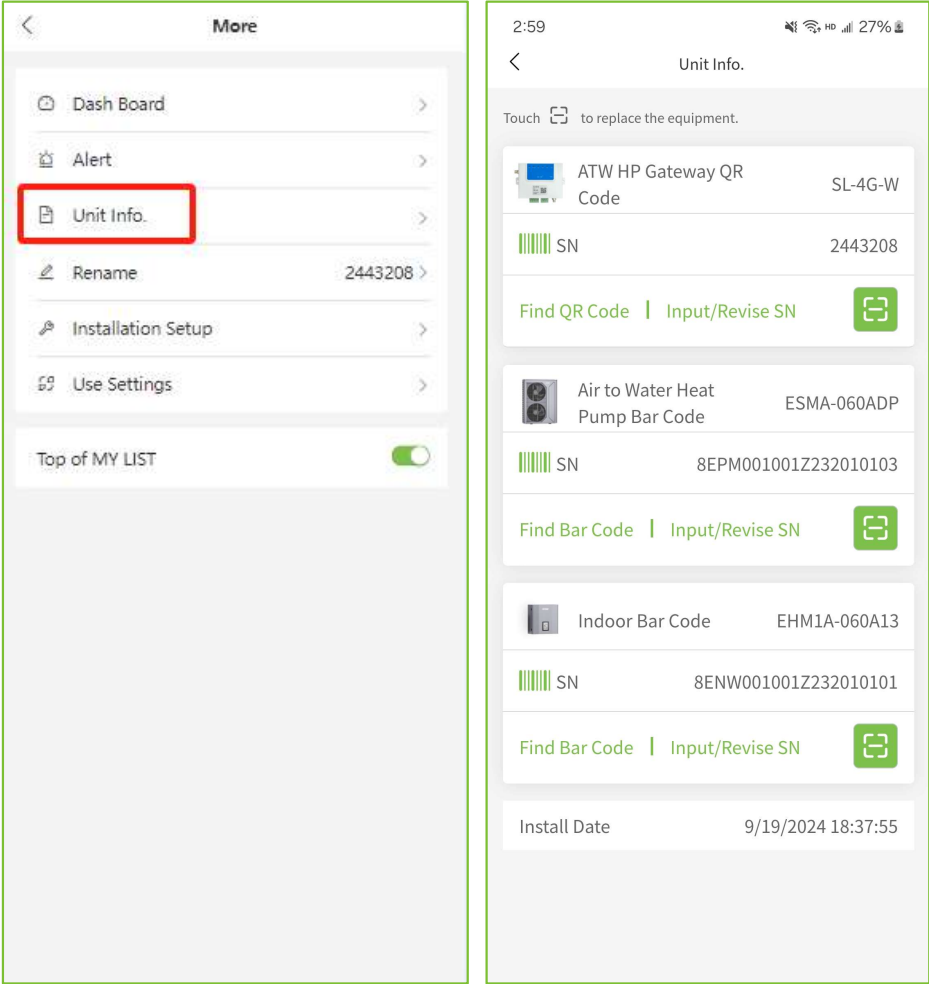
(3) ATW HP Gateway Device Alarm Data Viewing

- 1) Click the “...” in the upper right corner of the dashboard interface
- 2) Select “Alert” to view all alarm data



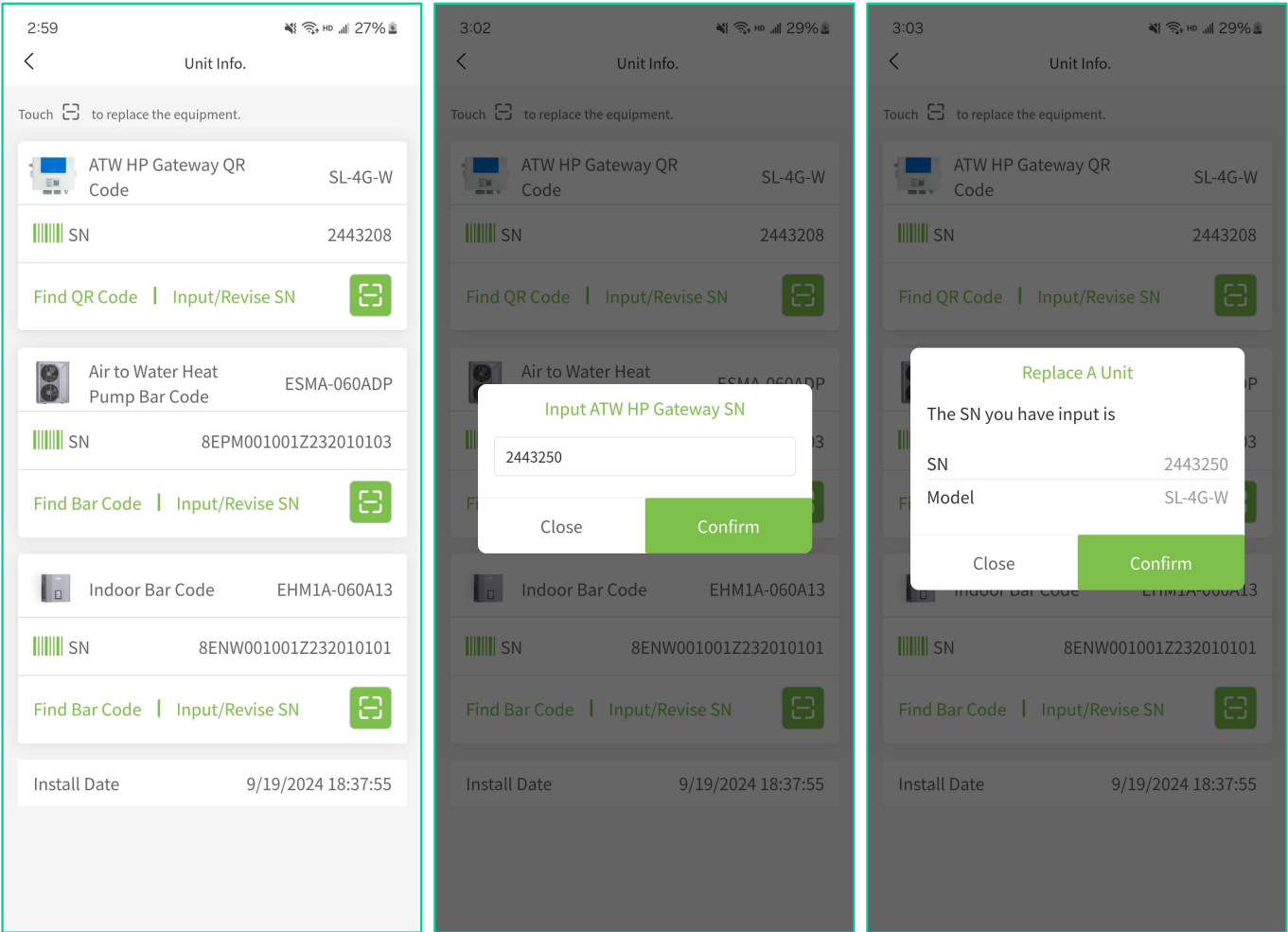
(4) ATW HP Gateway Device Information Viewing

- 1) Click the “...” in the upper right corner of the dashboard interface
- 2) Select “Unit Info.” to enter the device information interface



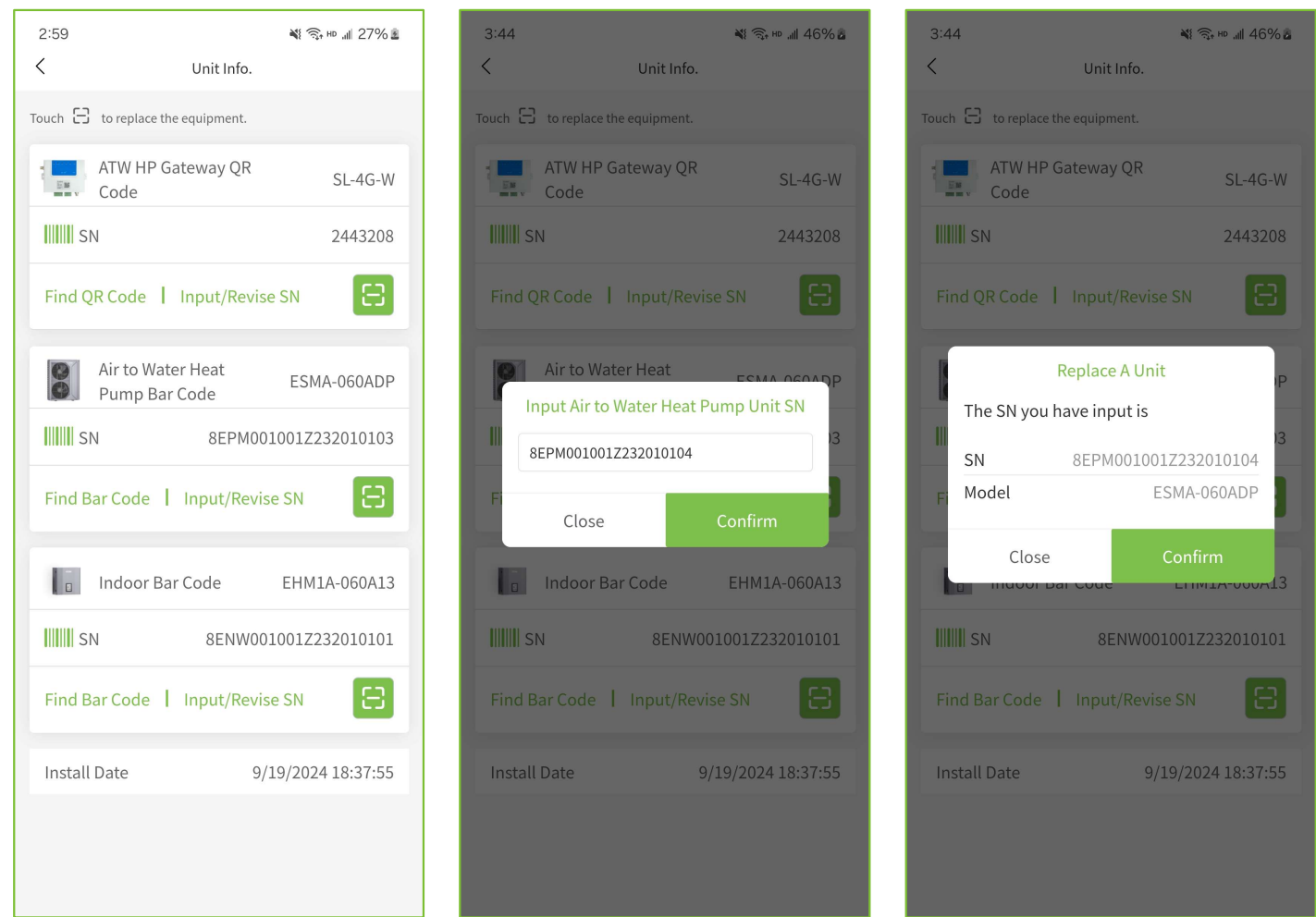
(5) ATW HP Gateway Device Replacement

- 1) Enter the Unit Info. interface
- 2) Click the ATW HP Gateway QR Code card “Input/Revise SN” or “Scan” icon to input a new Code
- 3) After checking the data, click “Confirm” to replace the original ATW HP Gateway



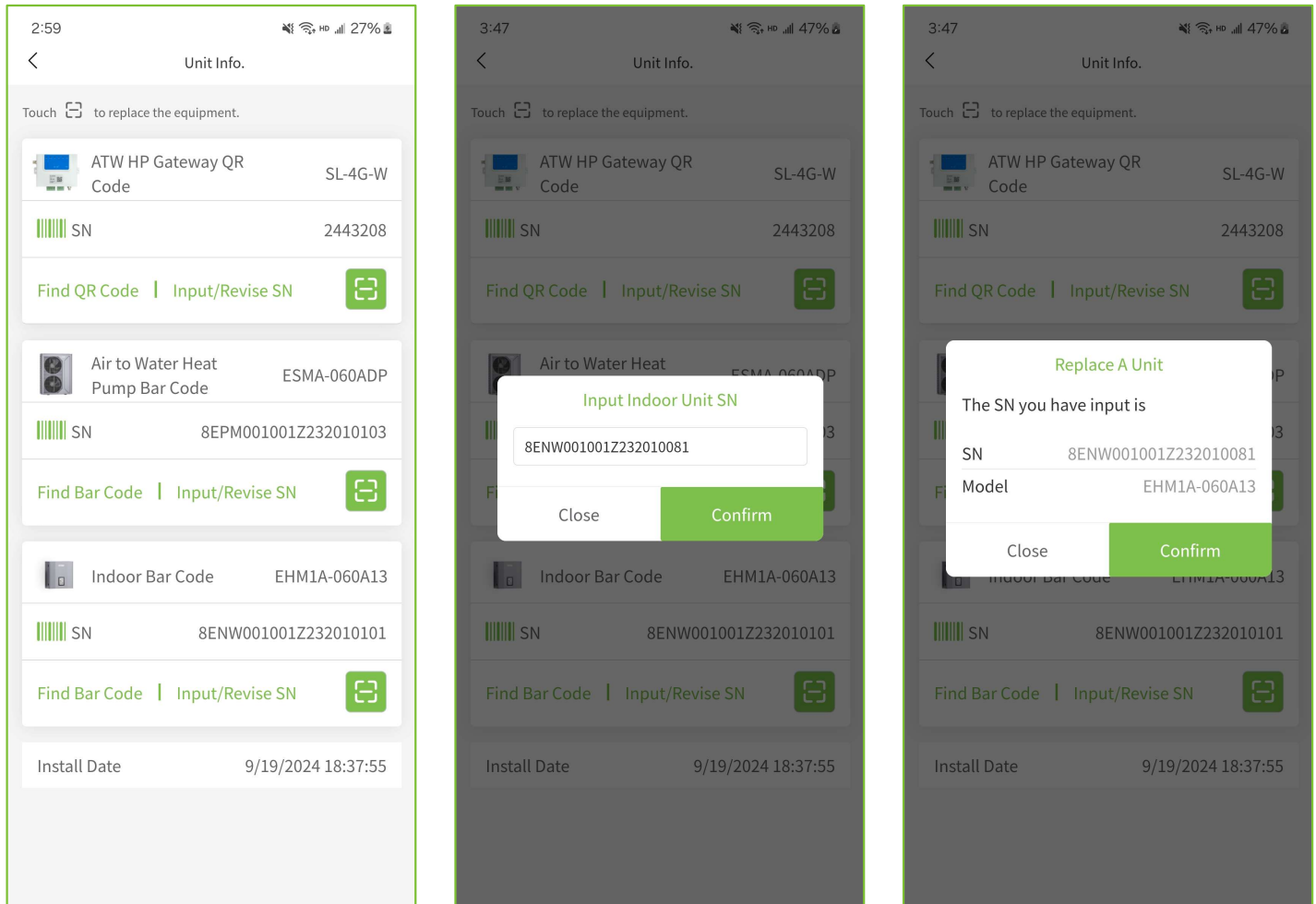
(6) Monobloc Replacement Replacement

- 1) Enter the Unit Info. interface
- 2) Click the ATW HP Monobloc QR Code card “Input/Revise SN” or “Scan” icon to input a new Code
- 3) After checking the data, click “Confirm” to replace the original Monobloc Replacement



(7) Indoor unit Replacement

- 1) Enter the Unit Info. interface
- 2) Click the ATW HP Indoor QR Code card “Input/Revise SN” or “Scan” icon to input a new Code
- 3) After checking the data, click “Confirm” to replace the original Indoor unit Replacement



(8) ATW HP Installation Settings

- 1) Enter the More interface
- 2) Click Installation Setup to enter the Installation Setup interface
- 3) Default selection is Water system settings
- 4) Click Pre-run preparation

<

More

Dash Board

>

Alert

>

Unit Info.

>

Rename

2443208

>

Installation Setup

>

Use Settings

>

Top of MY LIST

<

Installation Setup

Water system settings

Pre-run preparation

Sanitary hot water

Valid

>

Heating

Valid

>

Cooling

Valid

>

Heating Back-up Heater(HBH)

OFF

>

Backup source start accumulating value (HBH)

>

Priority for backup heating sources (HBH)

High priority

>

Hot Water Back-up Heater(HWTBH)

OFF

>

Water temperature rise reading interval (HWTBH)

10min

>

Priority for backup heating sources (HWTBH)

High priority

>

Buffer tank

OFF

>

P1 pump heating

ON

>

P1 pump cooling

ON

>

P1 Pump high temp. signal

OFF

>

P2 pump heating

ON

>

P2 pump cooling

ON

>

P2 Pump high temp. signal

OFF

>

Mode signal output

Cooling output

>

Mode signal type

Normally close

>

<

Installation Setup

Heating Back-up Heater(HBH)

OFF

>

Backup source start accumulating value (HBH)

>

Priority for backup heating sources (HBH)

High priority

>

Hot Water Back-up Heater(HWTBH)

OFF

>

Water temperature rise reading interval (HWTBH)

10min

>

Priority for backup heating sources (HWTBH)

High priority

>

Buffer tank

OFF

>

P1 pump heating

ON

>

P1 pump cooling

ON

>

P1 Pump high temp. signal

OFF

>

P2 pump heating

ON

>

P2 pump cooling

ON

>

P2 Pump high temp. signal

OFF

>

Mode signal output

Cooling output

>

Mode signal type

Normally close

>

<

Installation Setup

Water system settings

Pre-run preparation

Heating and cooling water pump emptying

0

DHW water pump emptying

0

Floor Curing

OFF

>

Floor curing operation stage

0

Floor curing operation time

0min

Floor curing setting temp.

32°F

Valid running time for current stage

0min

Floor curing operation time (Total)

0min

Floor curing maximum temp.

32°F

Floor curing 2 start temp.

86°F

>

Floor curing 2 Max temp.

131°F

>

Floor curing 2 max temp. running time

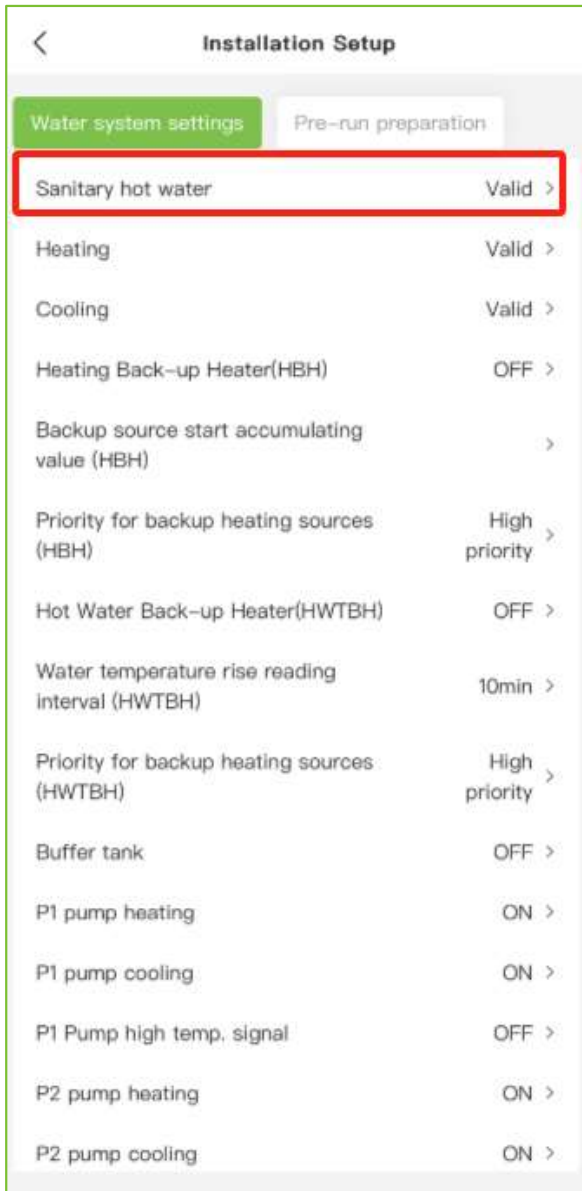
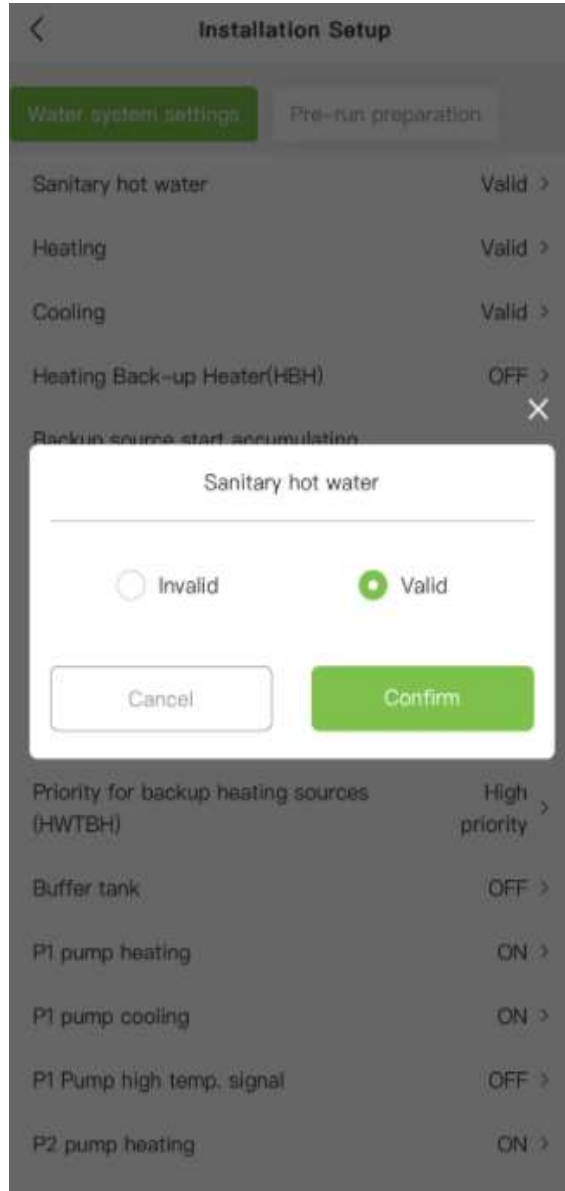
144h

>

(9) ATW HP Installation Settings

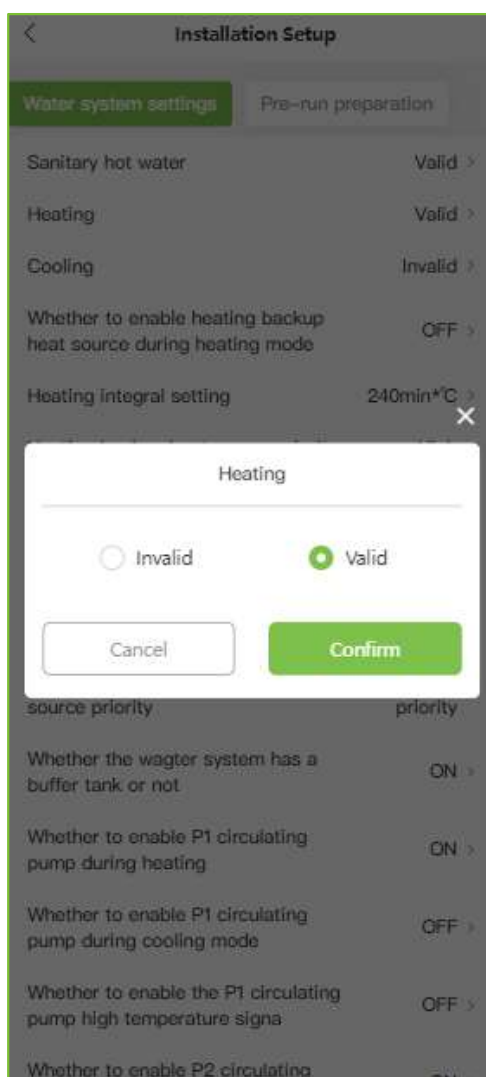
① Edit Sanitary hot water

- 1) Enter the More interface
- 2) Click Installation Setup to enter the Installation Setup interface
- 3) Default selection is Water system settings
- 4) Click Hot Water to pop up a secondary window



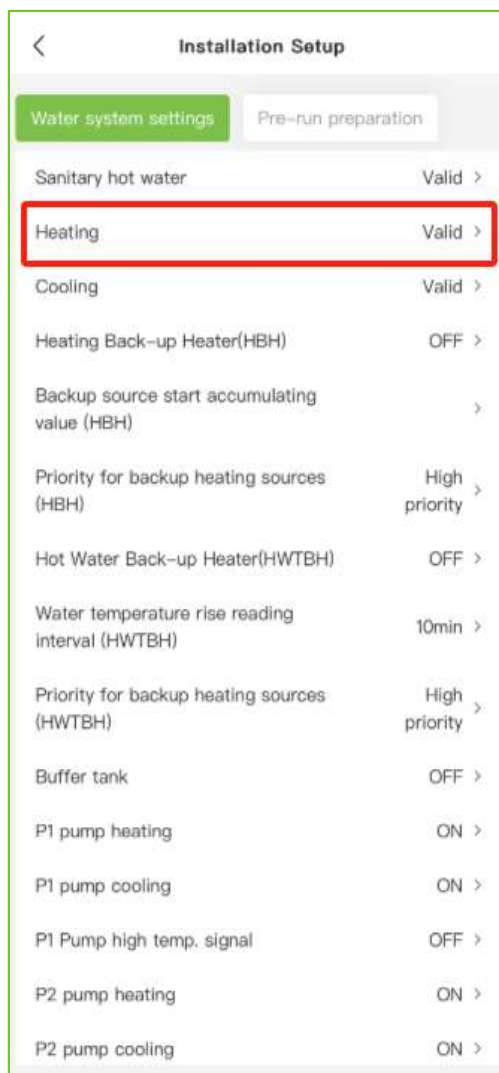
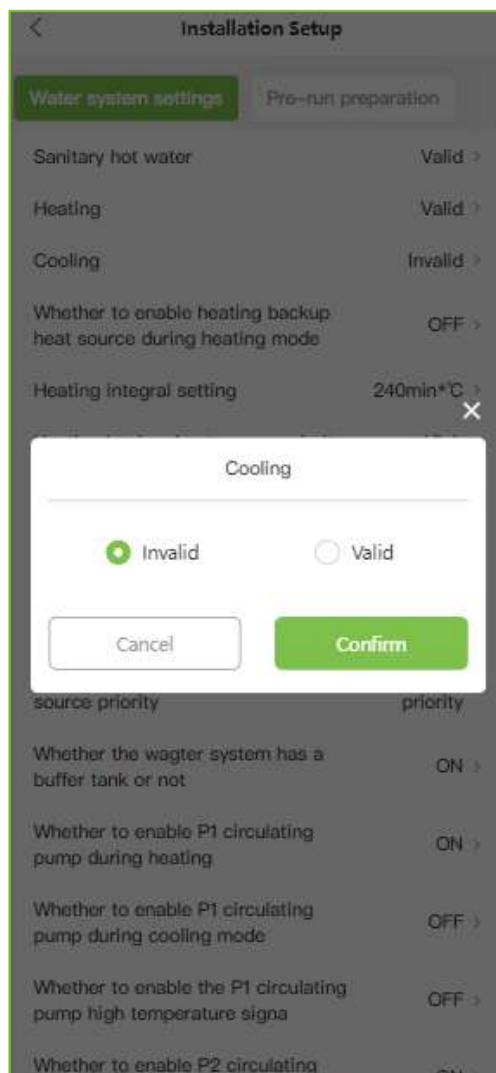
② Edit Heating

- 1) Enter the More interface
- 2) Click Installation Setup to enter the Installation Setup interface
- 3) Default selection is Water system settings
- 4) Click Heating to pop up a secondary window

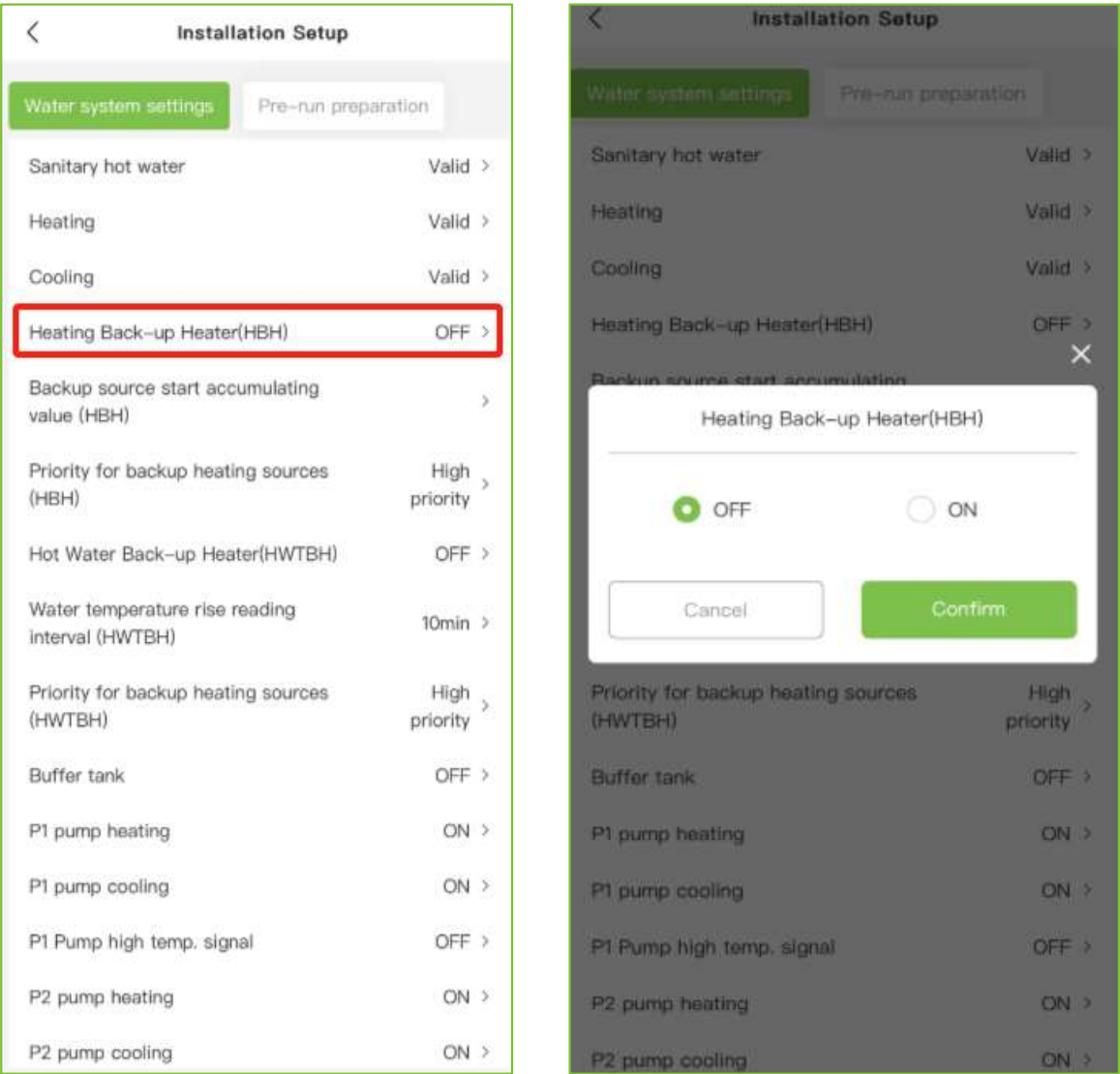


③ Edit Cooling

- 1) Enter the More interface
- 2) Click Installation Setup to enter the Installation Setup interface
- 3) Default selection is Water system settings
- 4) Click Cooling to pop up a secondary window

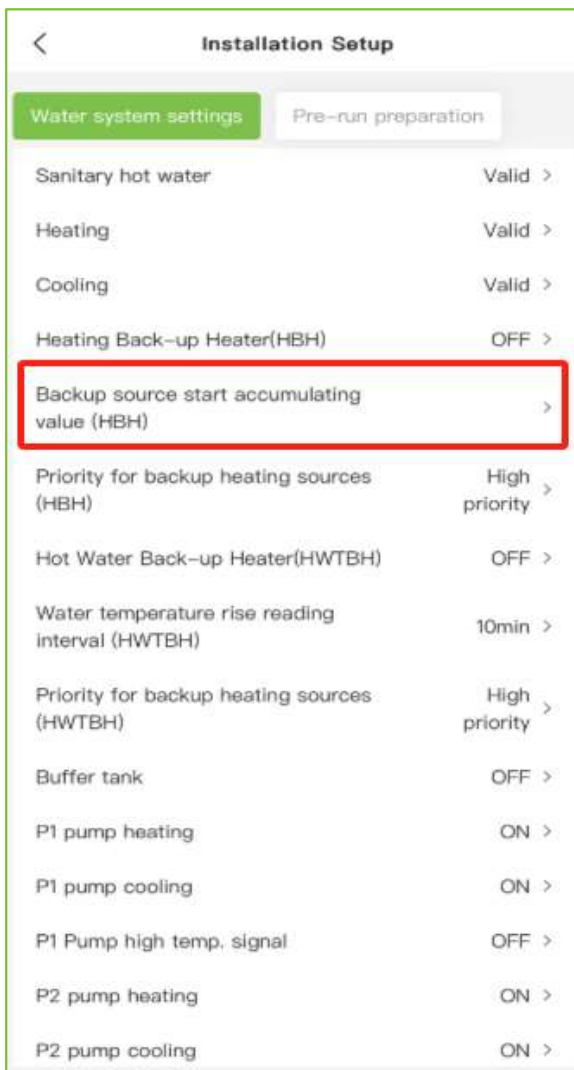
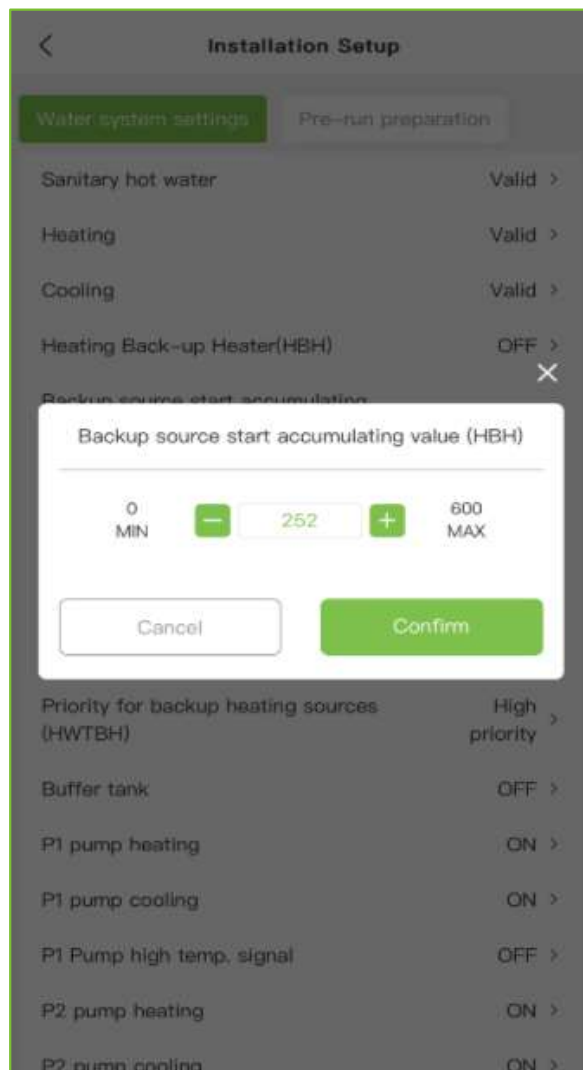


- ④ Edit Whether Backup Heat
- 1) Enter the More interface
 - 2) Click Installation Setup to enter the Installation Setup interface
 - 3)Default selection is Water system settings
 - 4) Click Whether Backup Heat Source is Enabled to pop up a secondary window



⑤ Edit Heating Integration Settings

- 1) Enter the More interface
- 2) Click Installation Setup to enter the Installation Setup interface
- 3) Default selection is Water system settings
- 4) Click Heating Integration Settings to pop up a secondary window

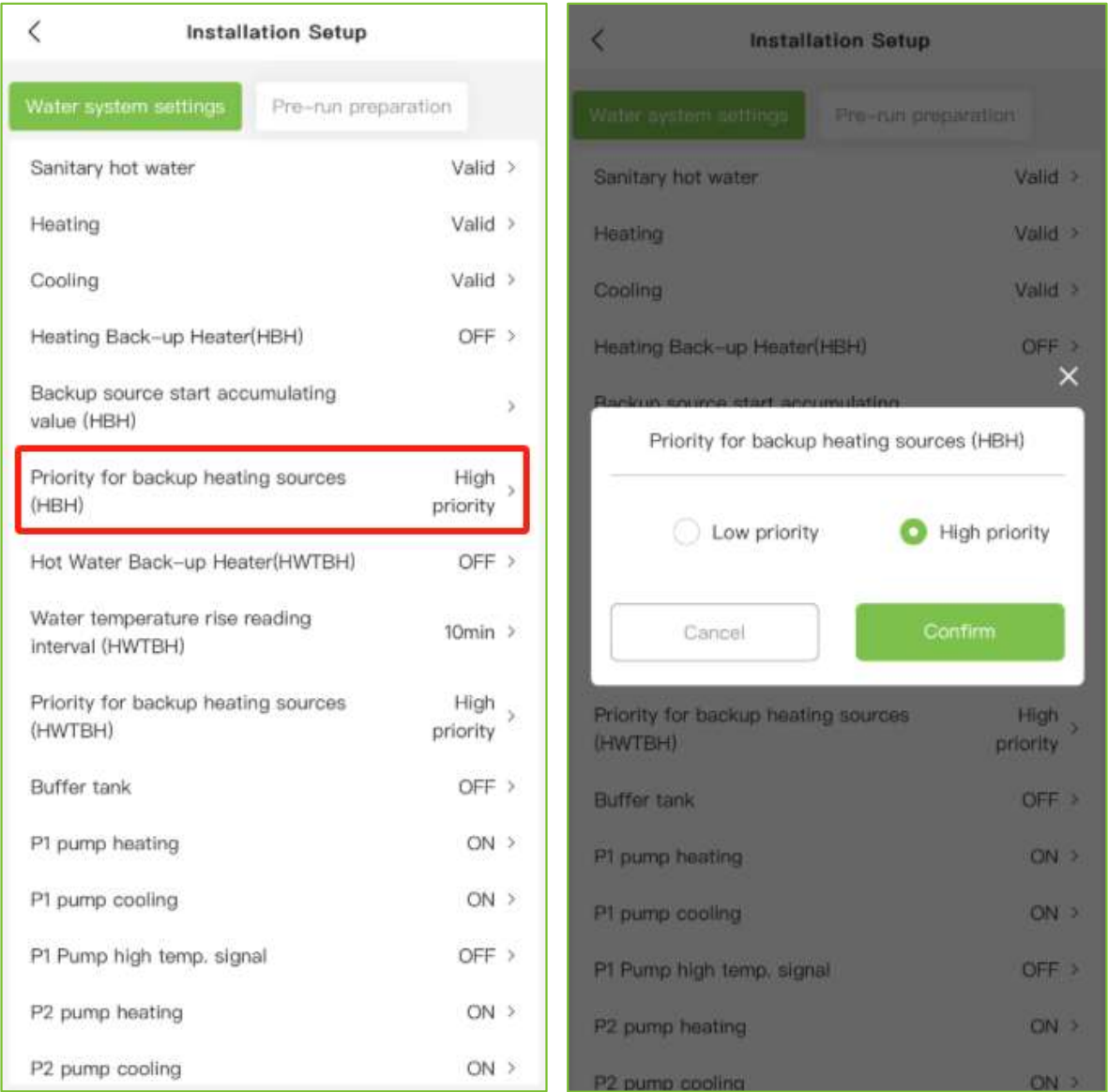


- ⑥ Edit Backup Heat Source Priority Level
- 1) Enter the More interface

2) Click Installation Setup to enter the Installation Setup interface

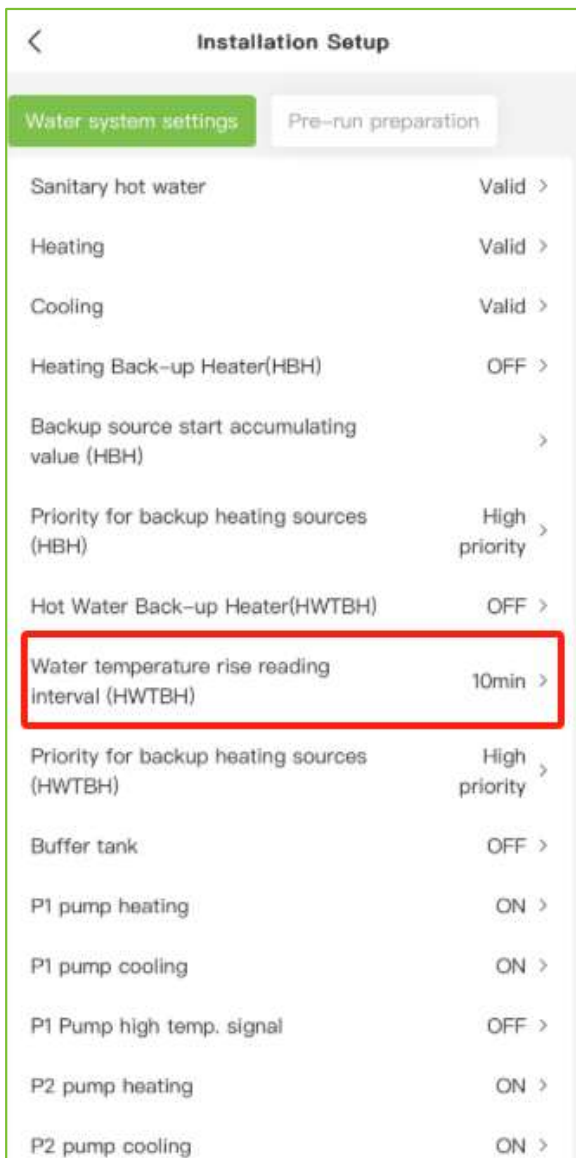
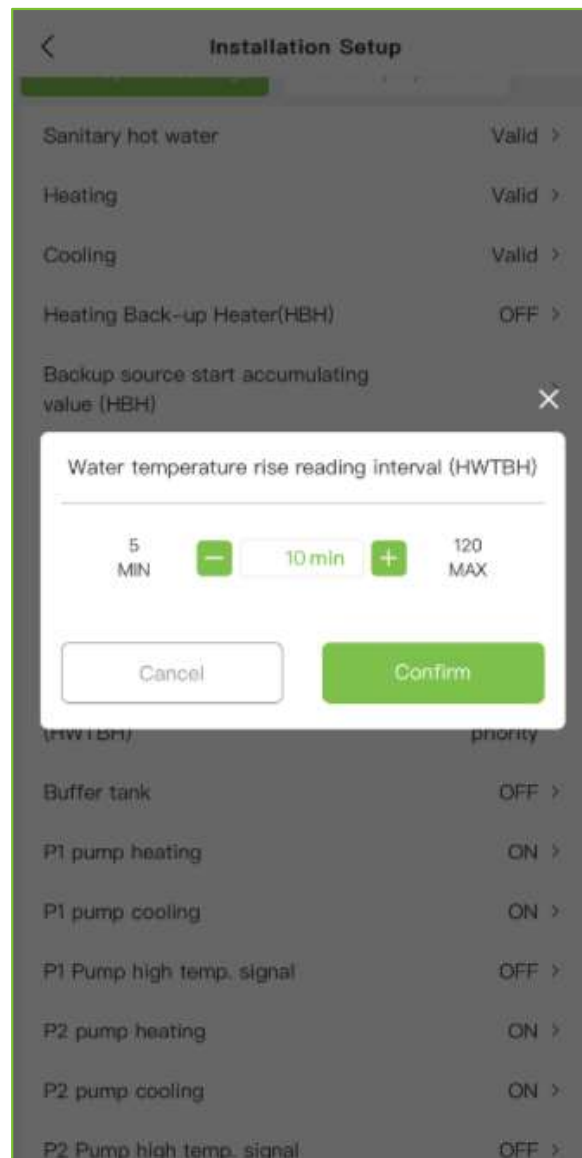
3)Default selection is Water system settings

4) Click Backup Heat Source Priority Level to pop up a secondary window

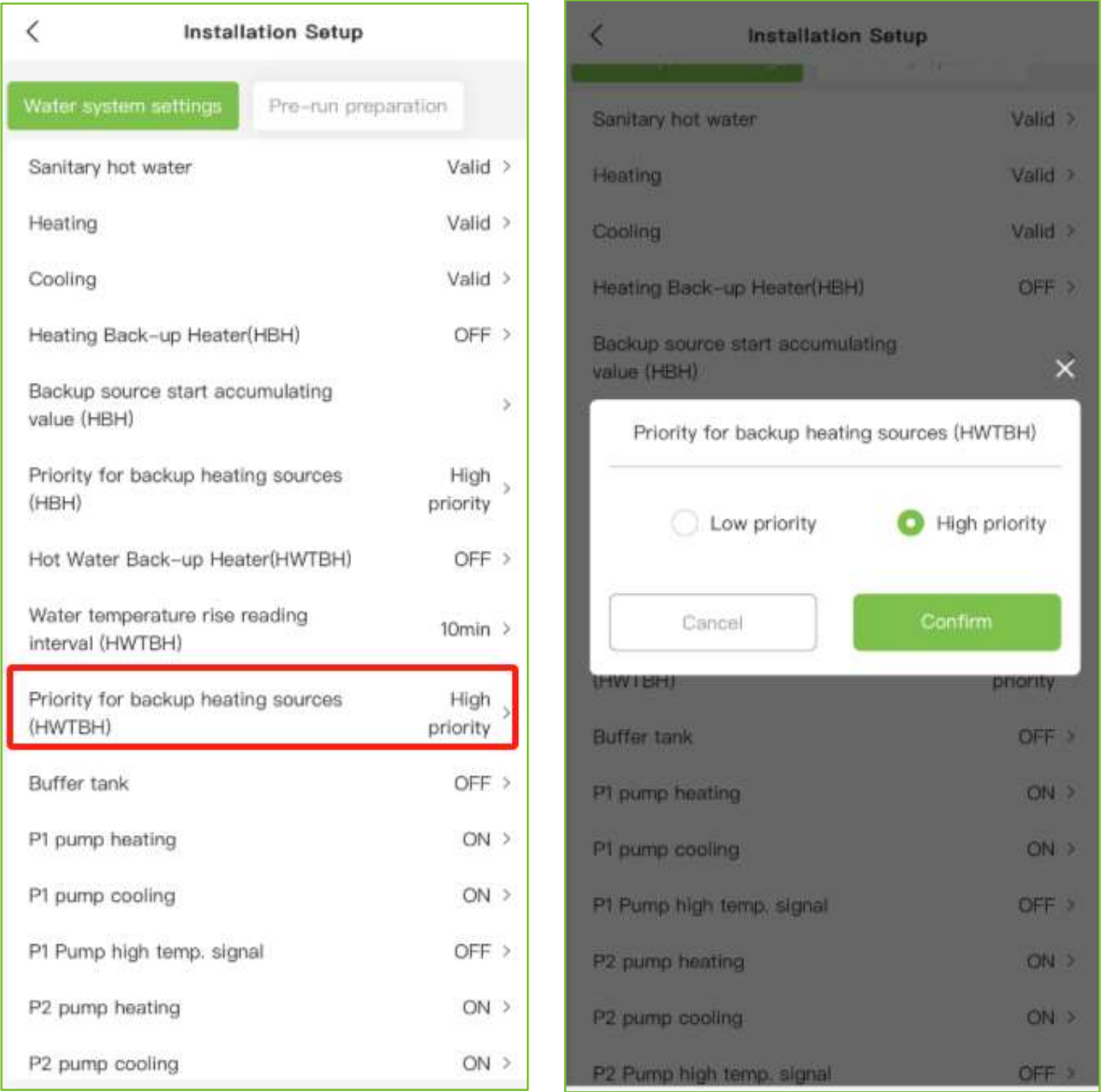


⑦ Edit Hot Water Temperature Rise Trend Detection Cycle

- 1) Enter the More interface
- 2) Click Installation Setup to enter the Installation Setup interface
- 3) Default selection is Water system settings
- 4) Click Hot Water Temperature Rise Trend Detection Cycle to pop up a secondary window



- ⑧ Edit Hot Water Backup Heat Source Priority Level
- 1) Enter the More interface
 - 2) Click Installation Setup to enter the Installation Setup interface
 - 3)Default selection is Water system settings
 - 4) Click Hot Water Backup Heat Source Priority Level to pop up a secondary window

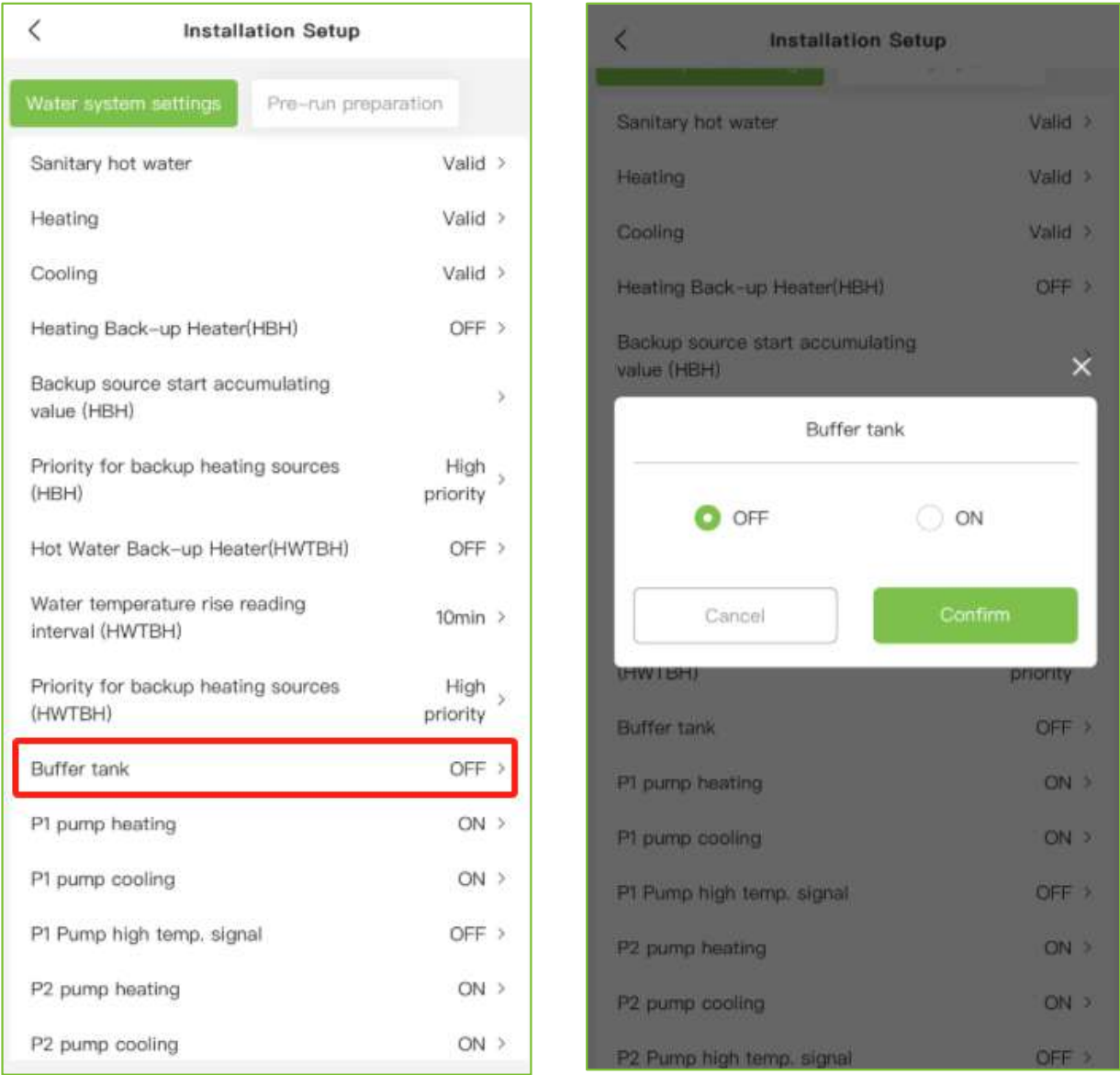


- ⑨ Edit Whether There is a Buffer Tank
- 1) Enter the More interface

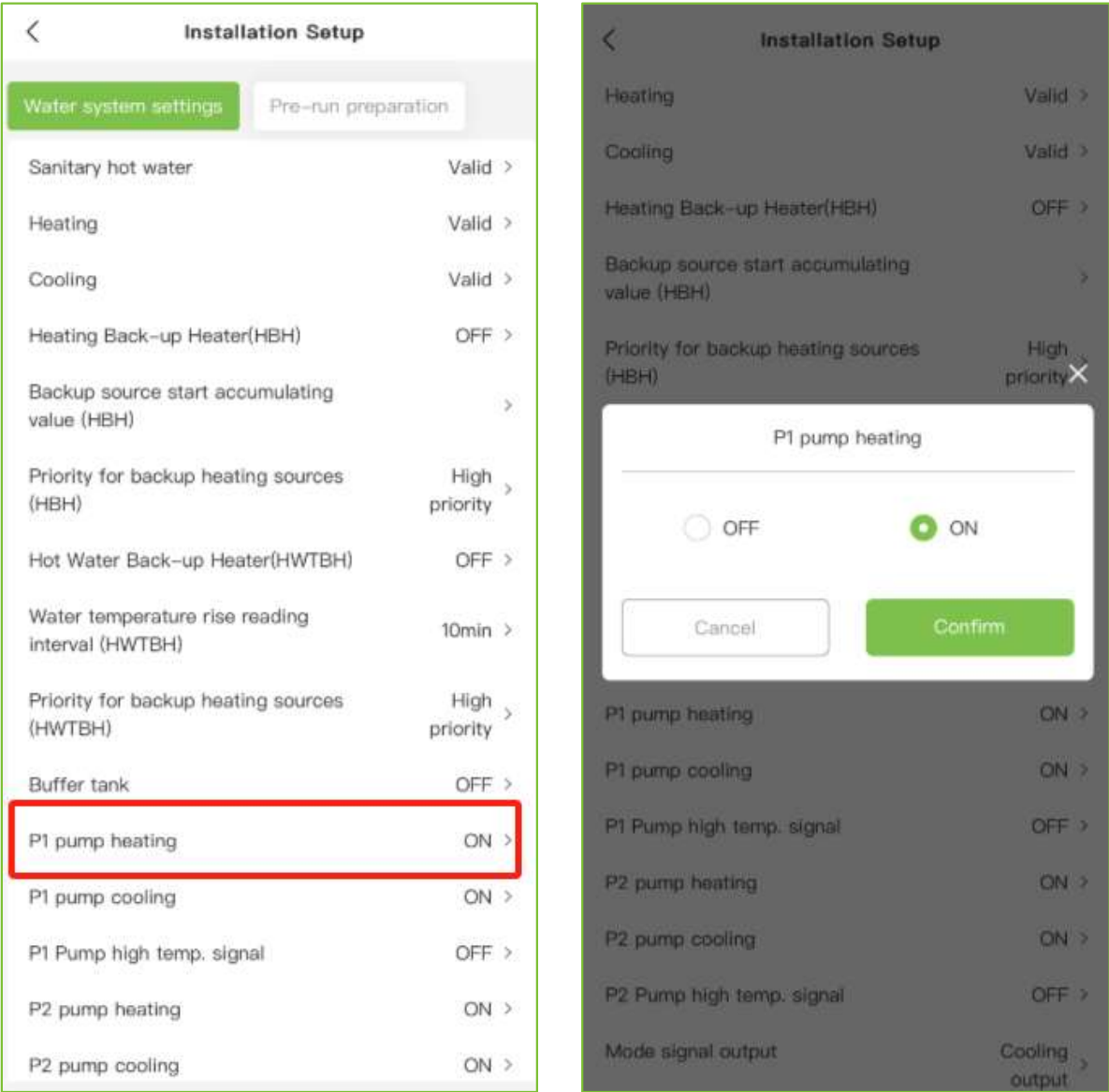
2) Click Installation Setup to enter the Installation Setup interface

3) Default selection is Water system settings

4) Select whether there is a buffer Tank to pop up a secondary window



- ⑩ Edit Whether P1 Pump Heating is Enabled
- 1) Enter the More interface
 - 2) Click Installation Setup to enter the Installation Setup interface
 - 3) Default selection is Water system settings
 - 4) Click Whether P1 Pump Heating is Enabled to pop up a secondary window

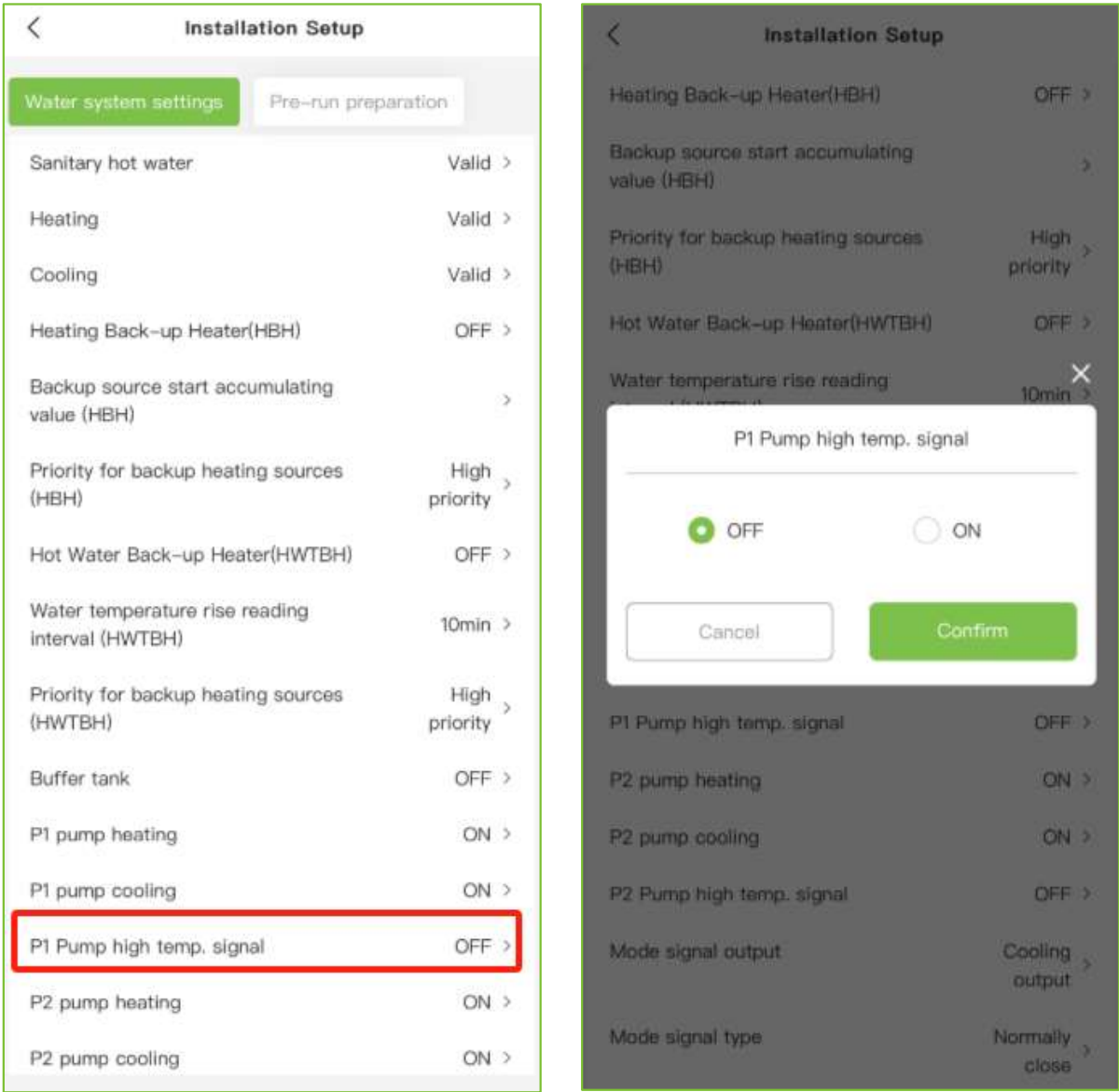


- ⑪Edit Whether P1 Pump High-Temperature Signal is Enabled
- 1) Enter the More interface

2) Click Installation Setup to enter the Installation Setup interface

3)Default selection is Water system settings

4) Click Whether P1 Pump High-Temperature Signal is Enabled to pop up a secondary window

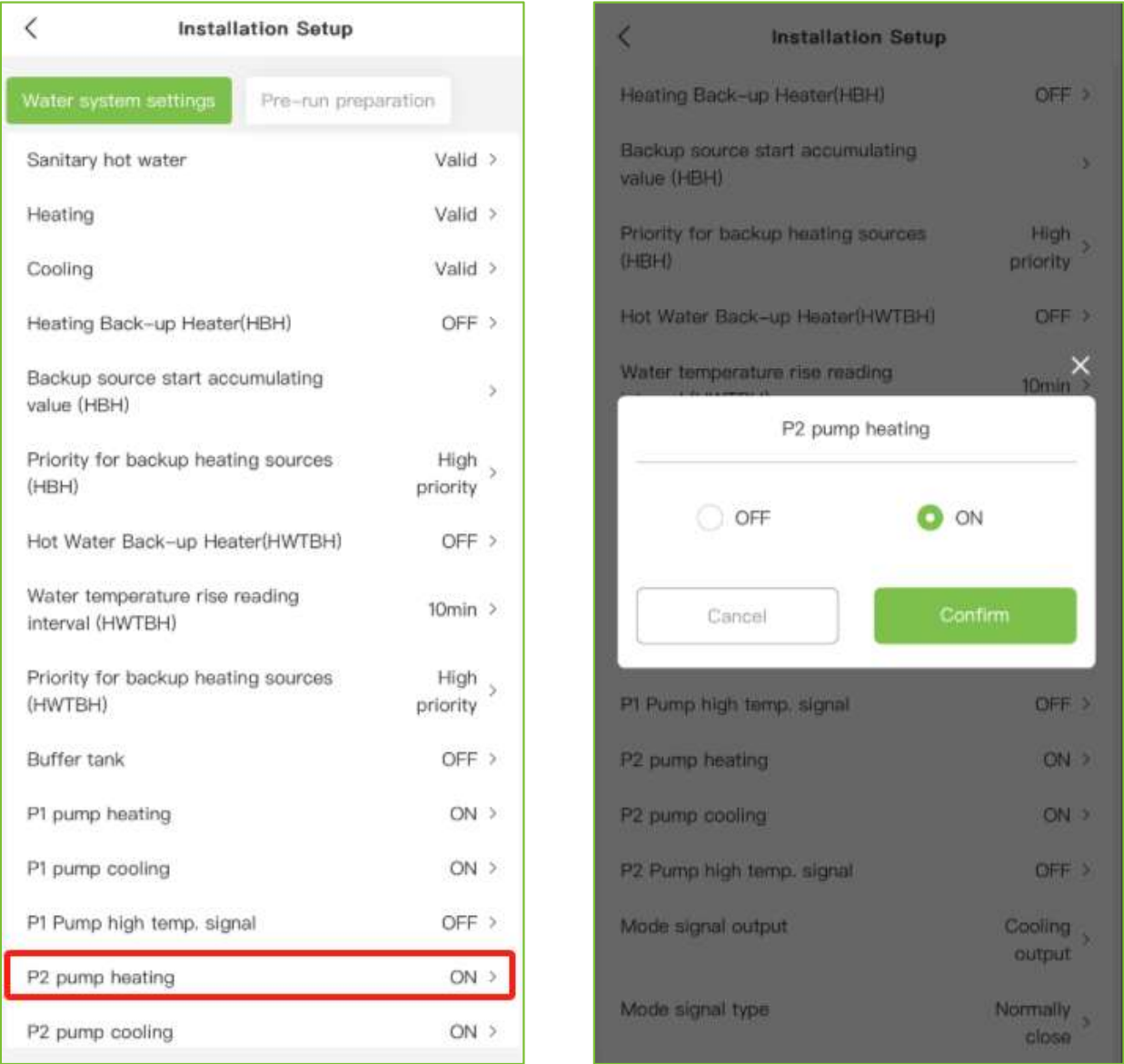


- ⑫ Edit Whether P2 Pump Heating is Enabled
- 1) Enter the More interface

2) Click Installation Setup to enter the Installation Setup interface

3) Default selection is Water system settings

4) Click Whether P2 Pump Heating is Enabled to pop up a secondary window

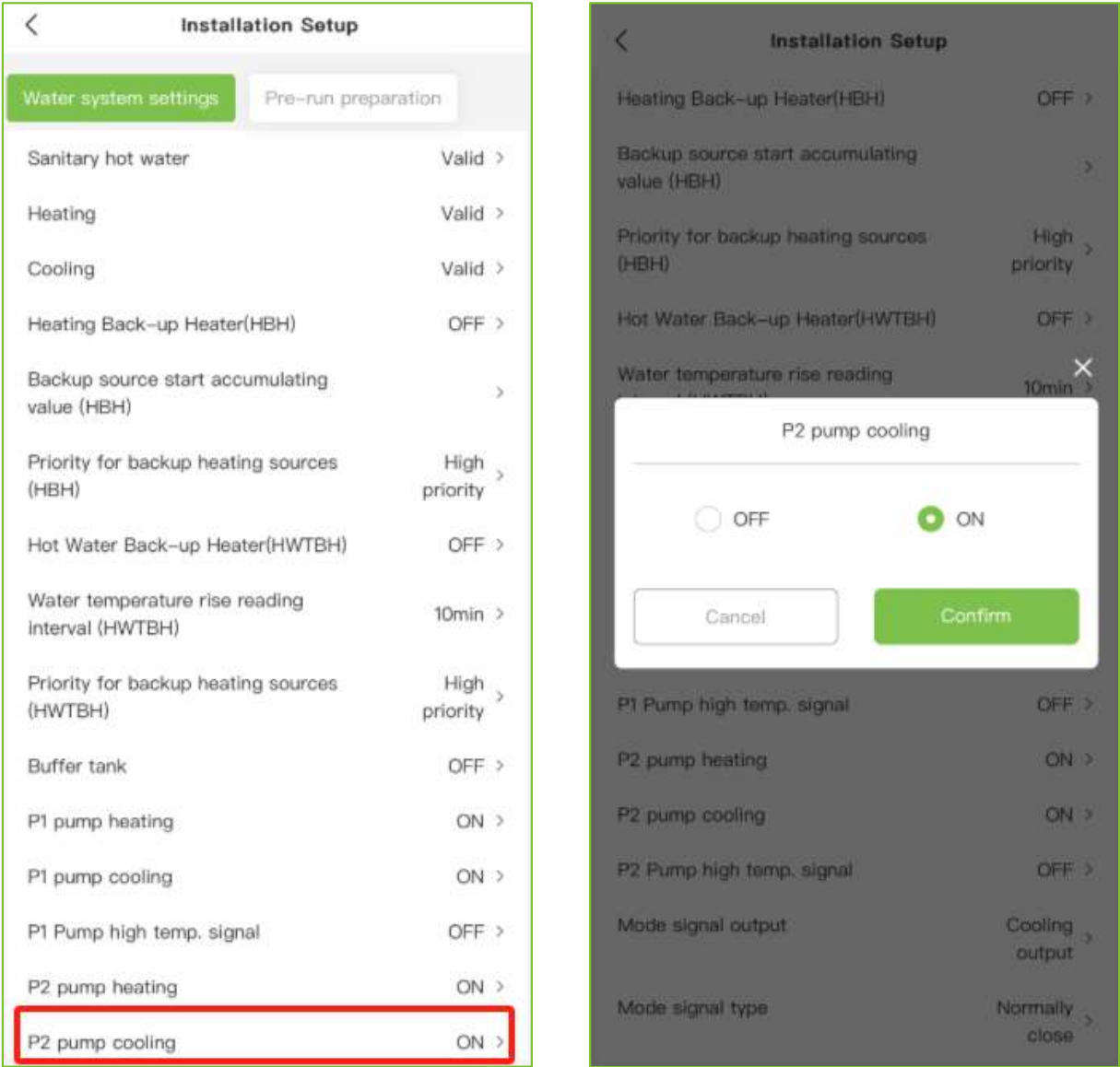


- ⑬ Edit Whether P2 Pump Cooling is Enabled
- 1) Enter the More interface

2) Click Installation Setup to enter the Installation Setup interface

3) Default selection is Water system settings

4) Click Whether P2 Pump Cooling is Enabled to pop up a secondary window

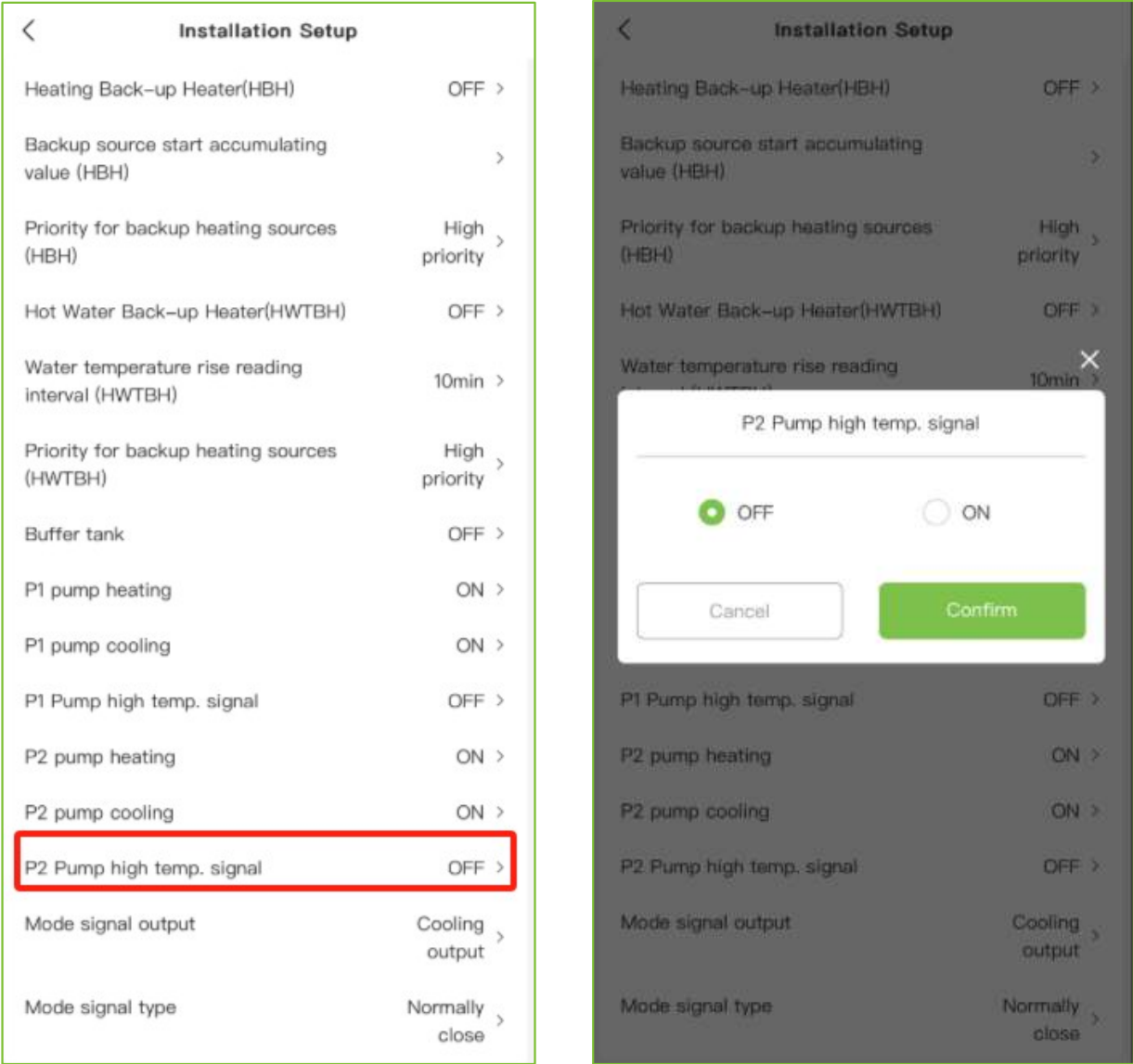


- ⑭ Edit Whether P2 Pump High-Temperature Signal is Enabled
- 1) Enter the More interface

2) Click Installation Setup to enter the Installation Setup interface

3) Default selection is Water system settings

4) Click Whether P2 Pump High-Temperature Signal is Enabled to pop up a secondary window

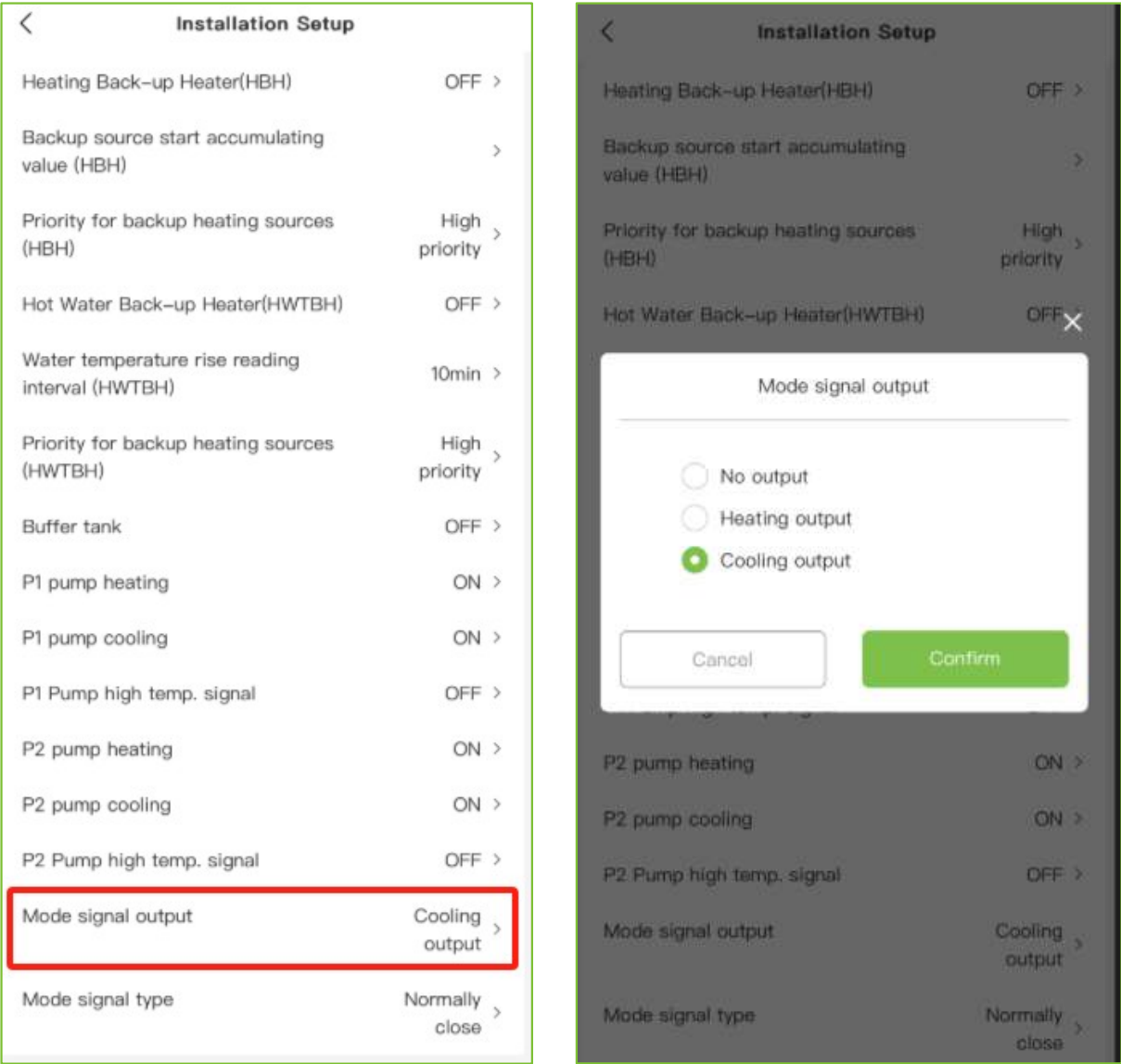


- ⑮ Edit Mode Signal Output
- 1) Enter the More interface

2) Click Installation Setup to enter the Installation Setup interface

3) Default selection is Water system settings

4) Click Mode Signal Output to pop up a secondary window

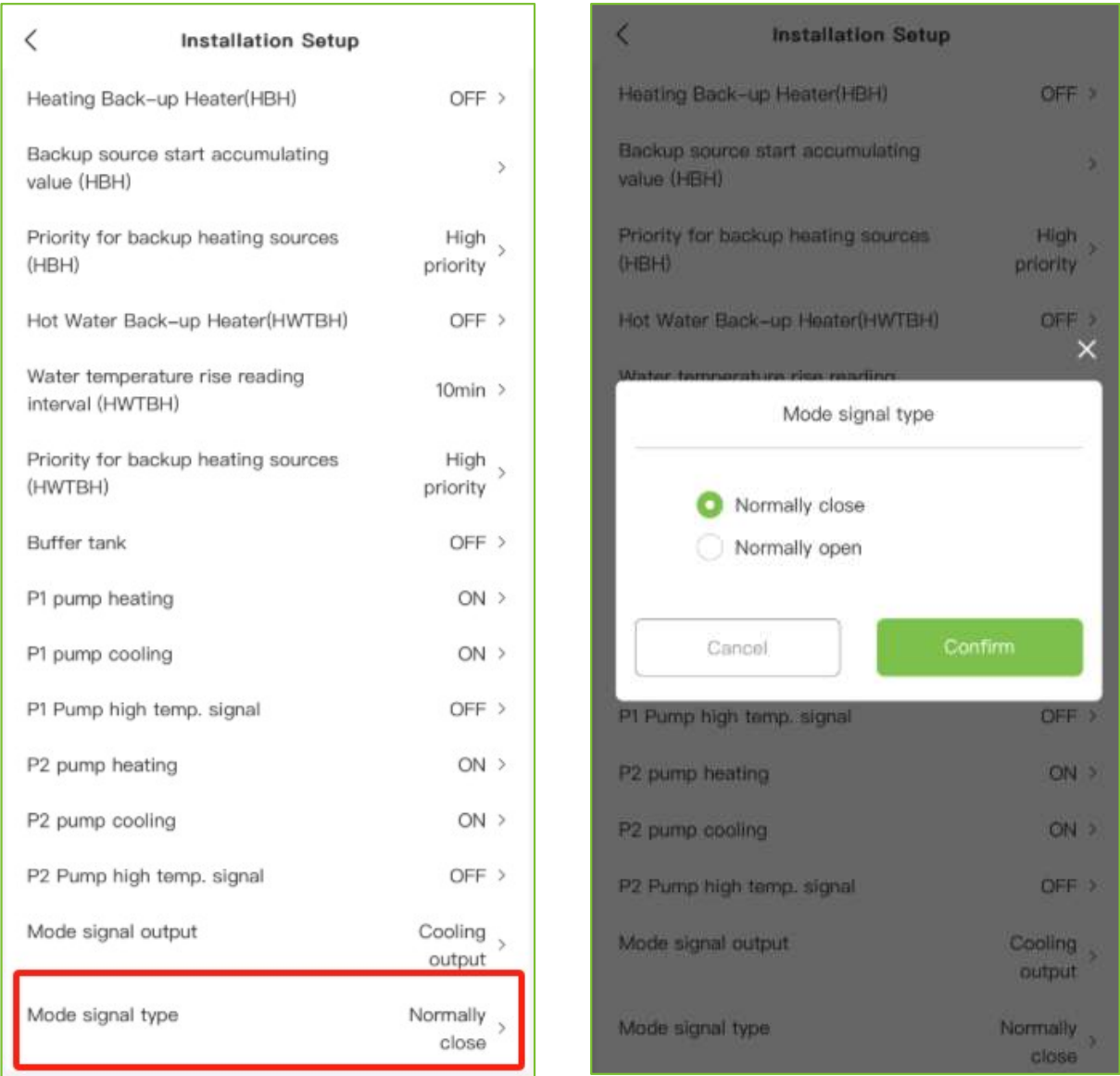


- ⑩ Edit Mode Signal Type
- 1) Enter the More interface

2) Click Installation Setup to enter the Installation Setup interface

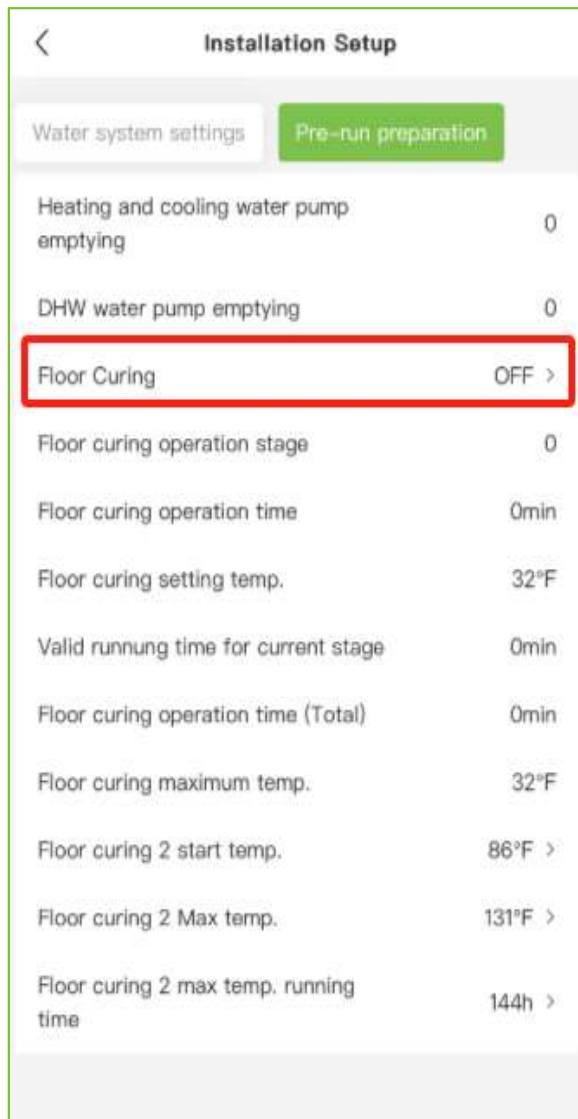
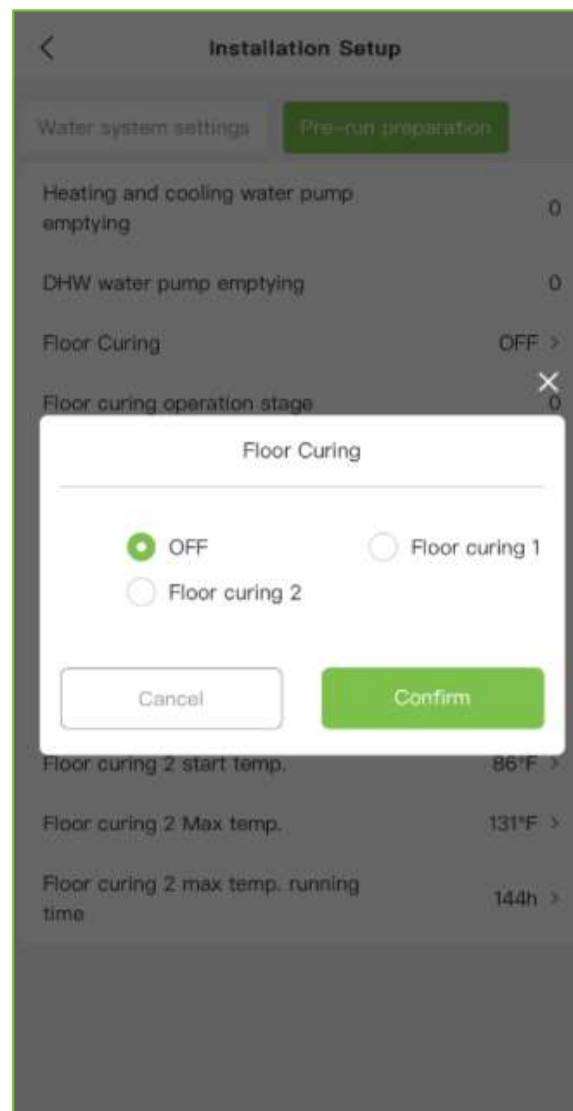
3) Default selection is Water system settings

4) Click Mode Signal Type to pop up a secondary window



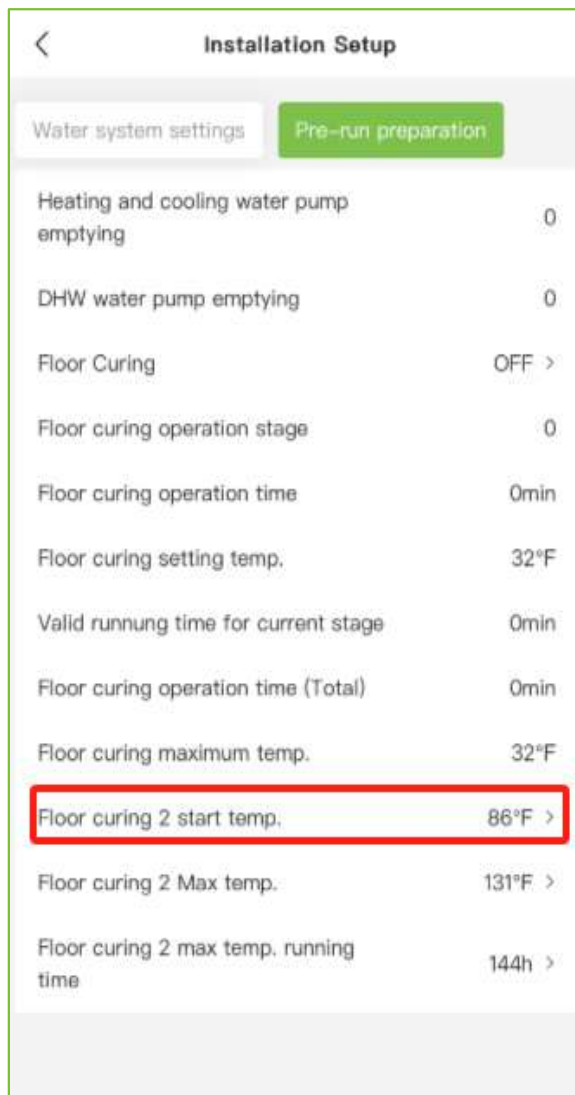
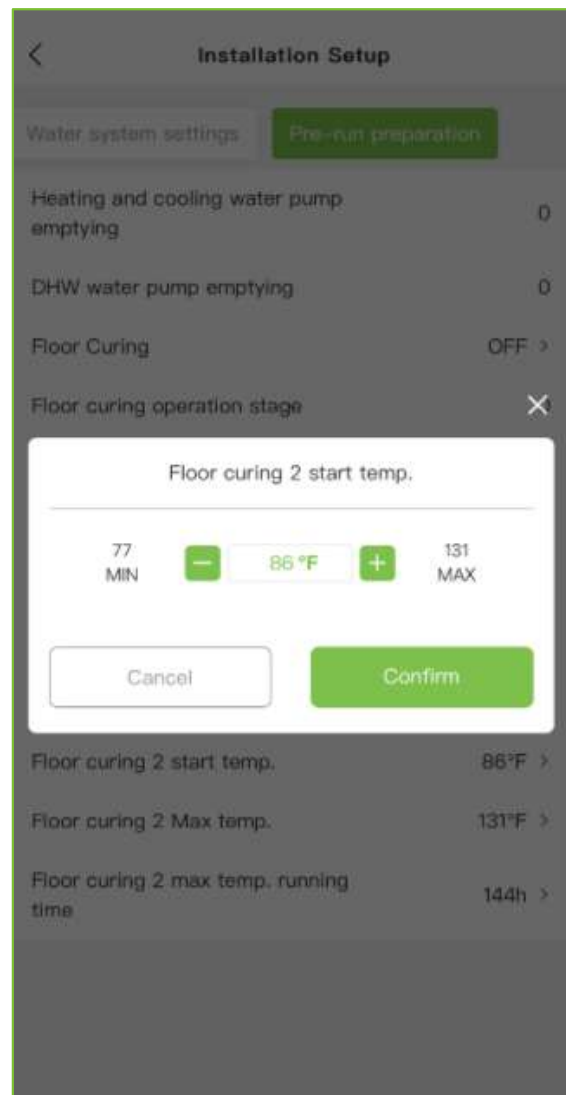
⑪ Edit Whether Floor Heating First Heat Function is Enabled

- 1) Enter the More interface
- 2) Click Installation Setup to enter the Installation Setup interface
- 3) Click Pre-run preparation
- 4) Click Whether Floor Heating First Heat Function is Enabled to pop up a secondary window



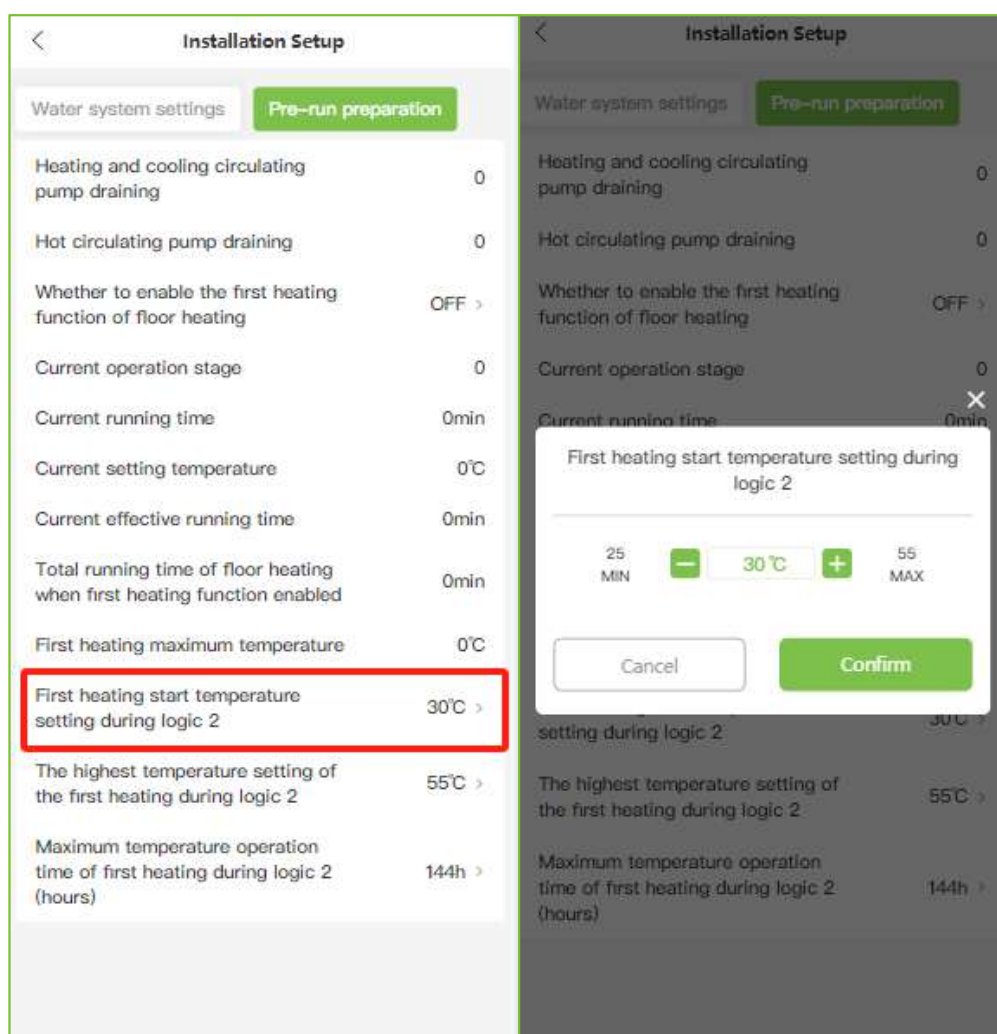
⑱ Edit First Heat Logic 2 Start Temperature Setting

- 1) Enter the More interface
- 2) Click Installation Setup to enter the Installation Setup interface
- 3) Default selection is Water system settings
- 4) Click First Heat Logic 2 Start Temperature Setting to pop up a secondary window



⑪ Edit First Heat Logic 2 Start Temperature Setting

- 1) Enter the More interface
- 2) Click Installation Setup to enter the Installation Setup interface
- 3) Default selection is Water system settings
- 4) Click First Heat Logic 2 Start Temperature Setting to pop up a secondary window

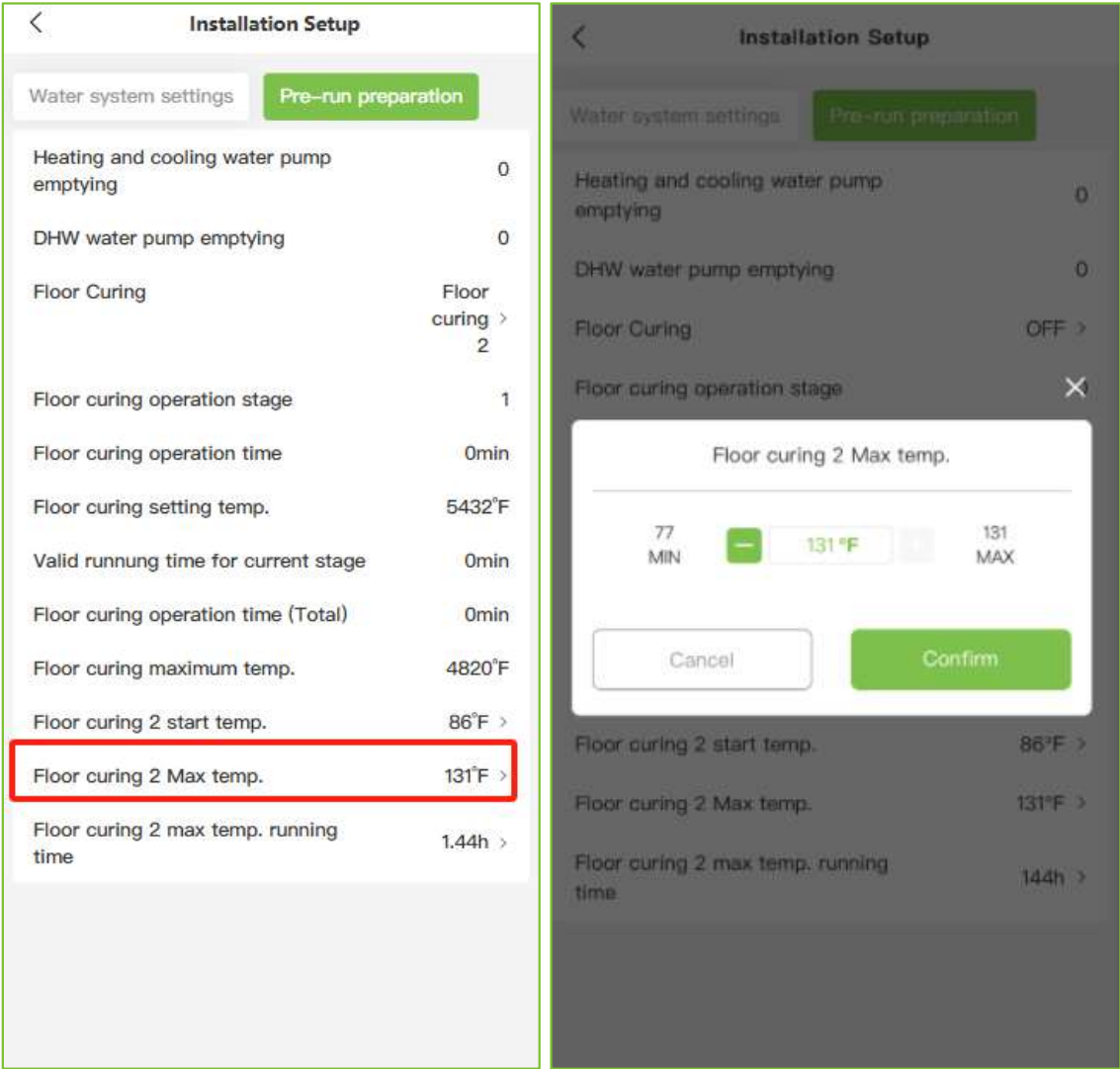


- ②0 Edit First Heat Logic 2 Maximum Temperature Setting
- 1) Enter the More interface

2) Click Installation Setup to enter the Installation Setup interface

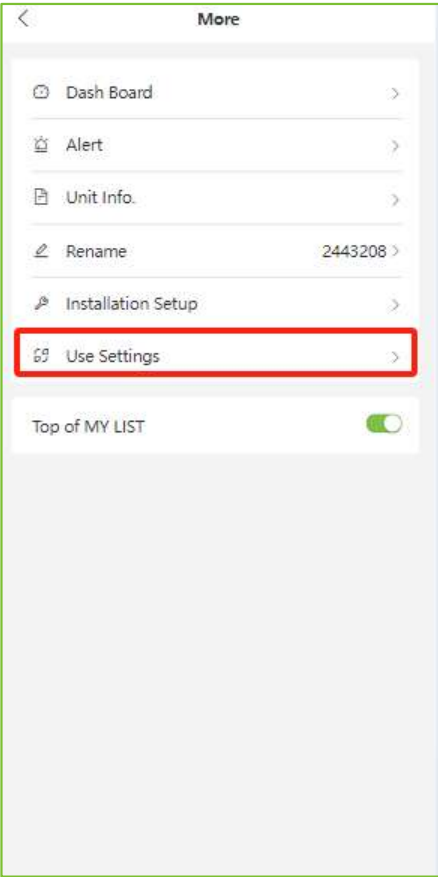
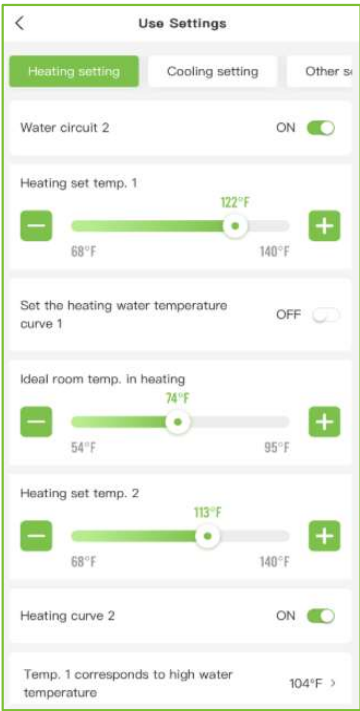
3)Default selection is Water system settings

4) Click First Heat Logic 2 Maximum Temperature Setting to pop up a secondary window

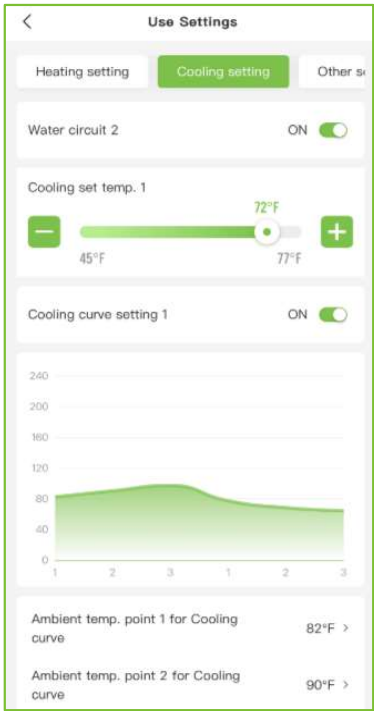


(10) ATW HP Use Settings

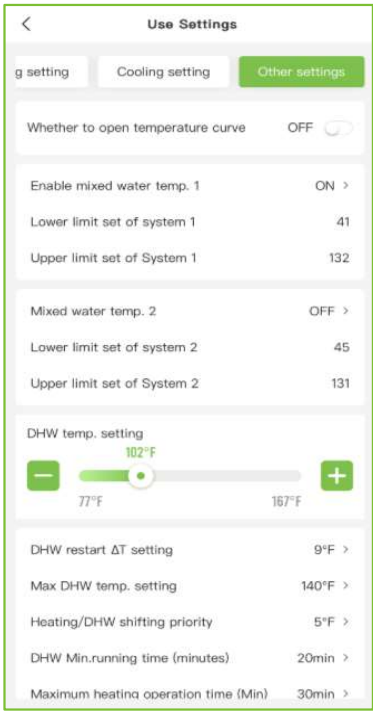
- 1) Enter the More interface
- 2) Click Use Settings to enter the Use Settings interface
- 3) Heating setting/Cooling setting/Other setting can be adjusted



Heating setting:



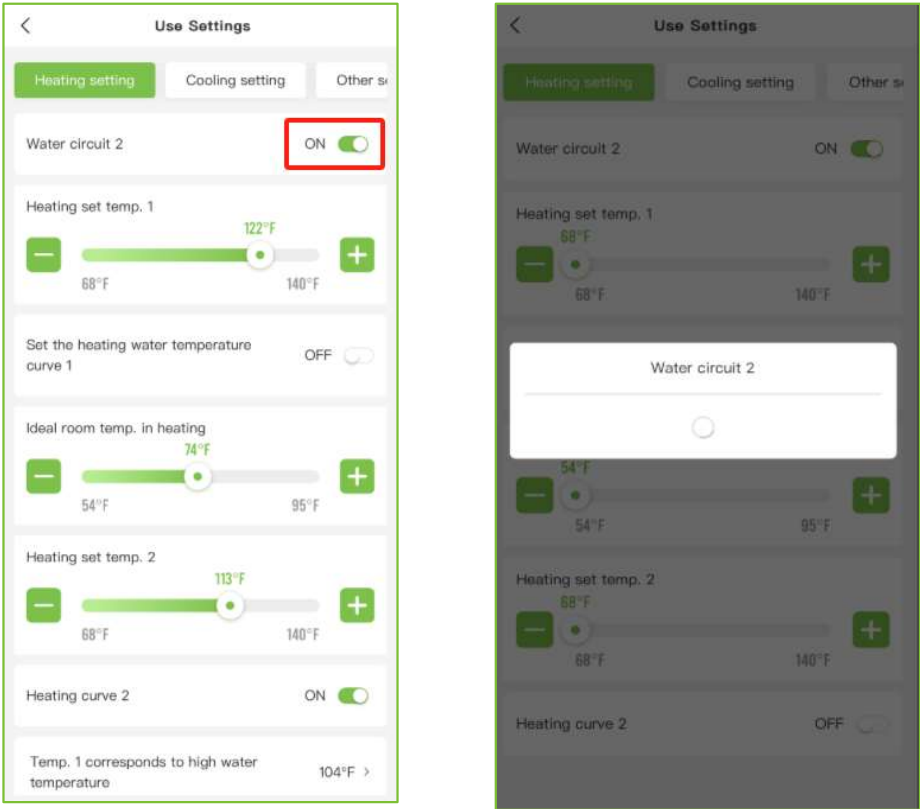
Cooling setting:



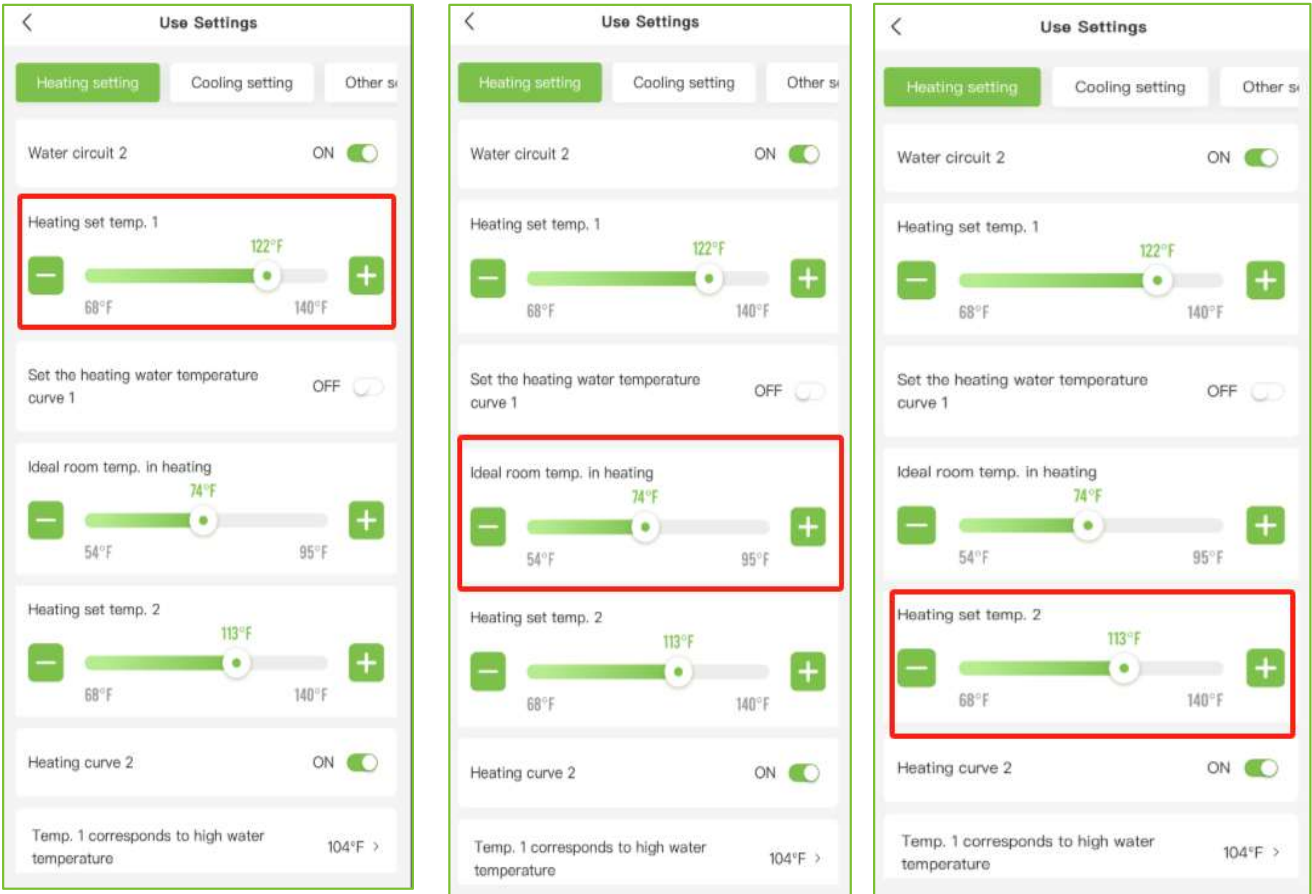
Other setting:

(10.1) Heating setting items:

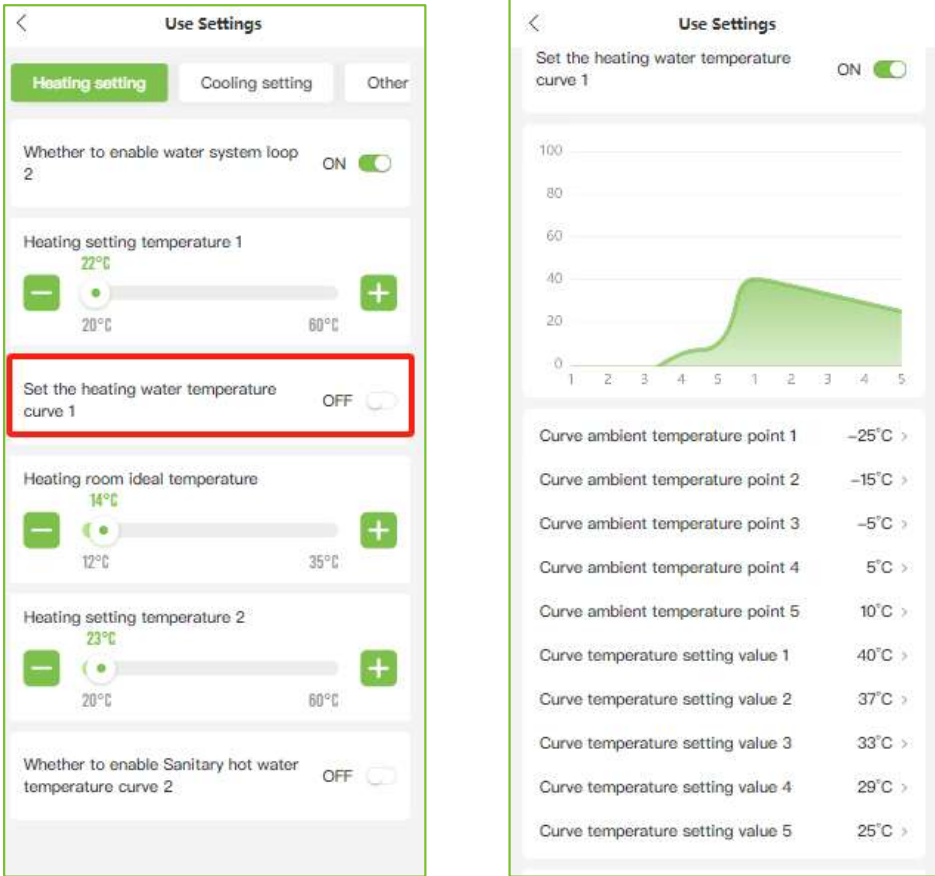
- Water Circuit 2



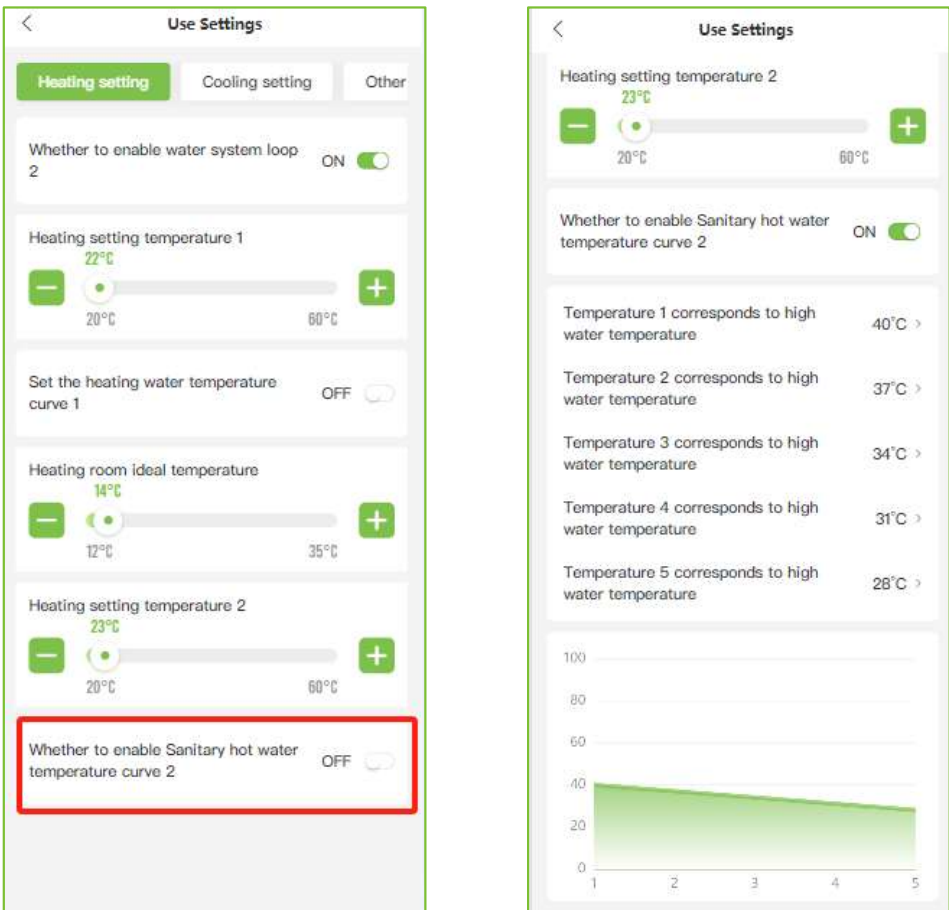
- Temp Setting



• Set Heating Water Temperature Curve 1

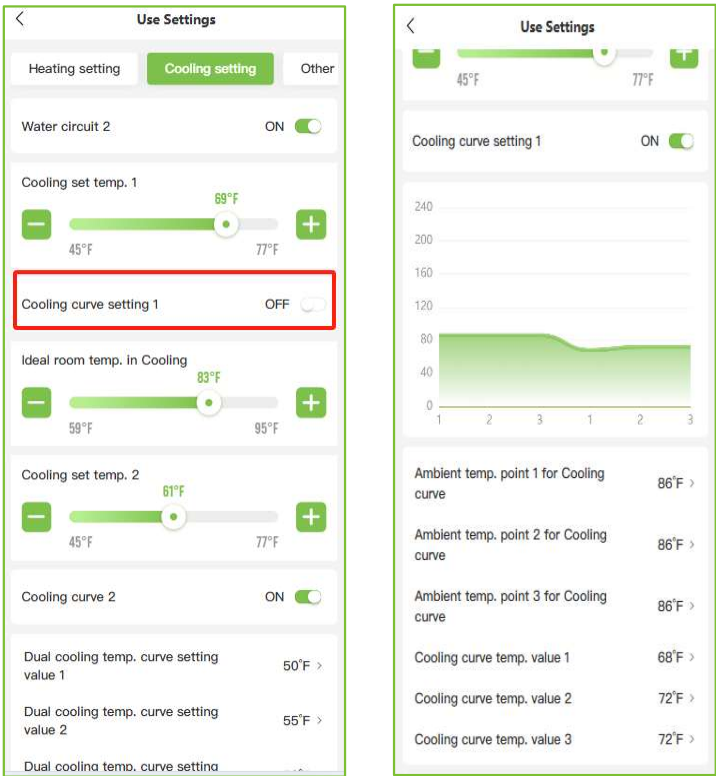


• Heating Set Temperature Curve 2

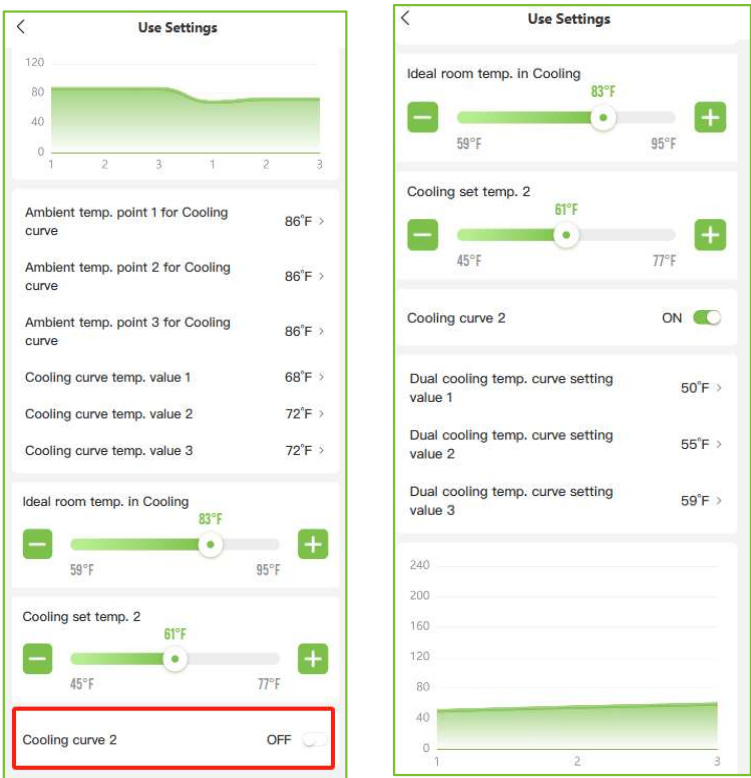


(10.2) Cooling setting items:

- Set Cooling Water Temperature Curve 1

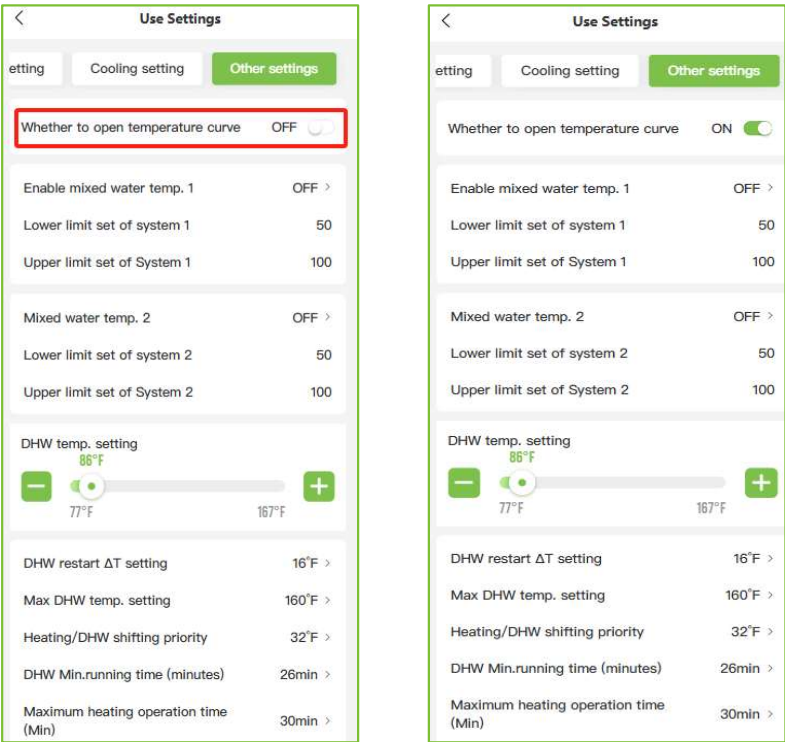


- Cooling Water Temperature Curve 2

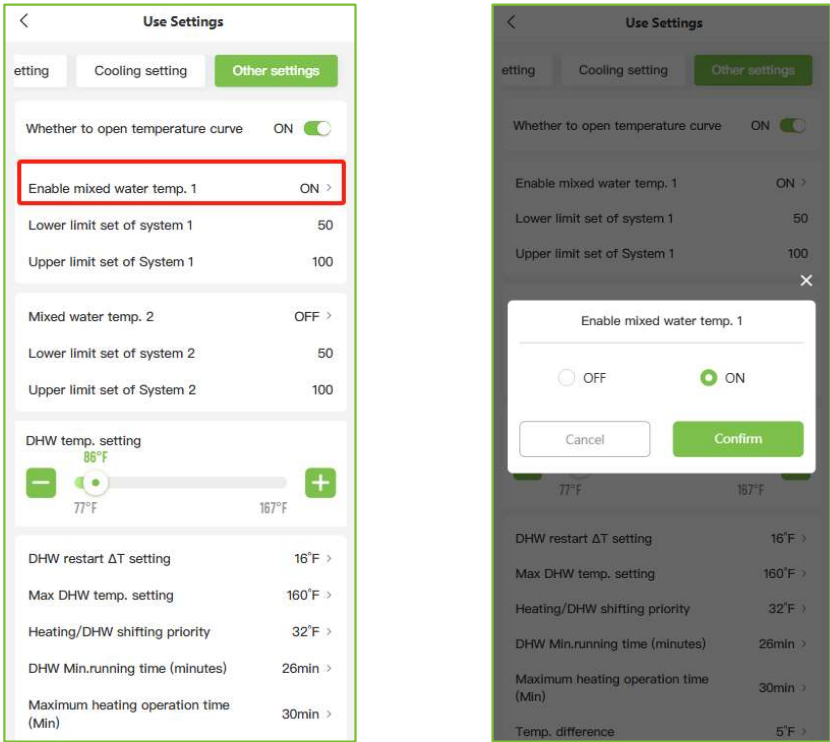


(10.3) Other setting items:

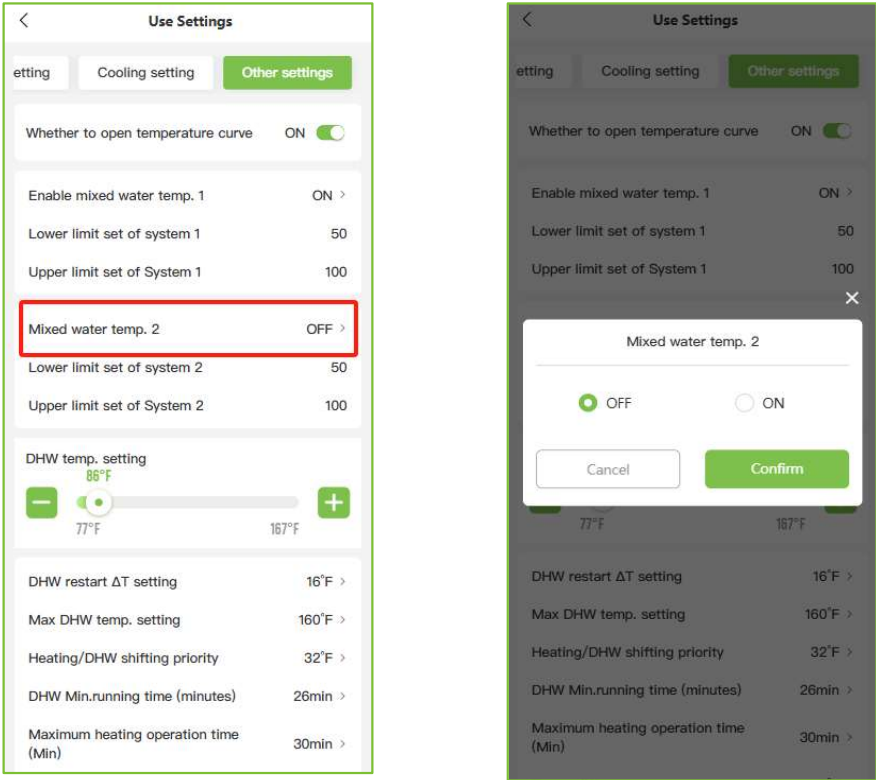
- Whether to open Temperature Curve



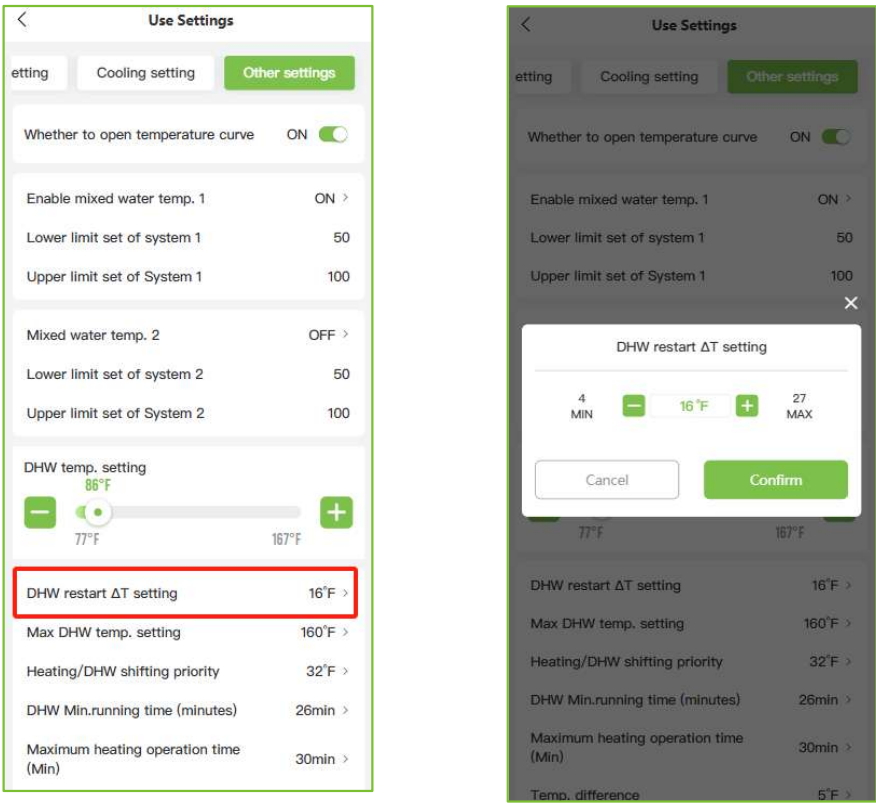
- Enable mixed water temp.1



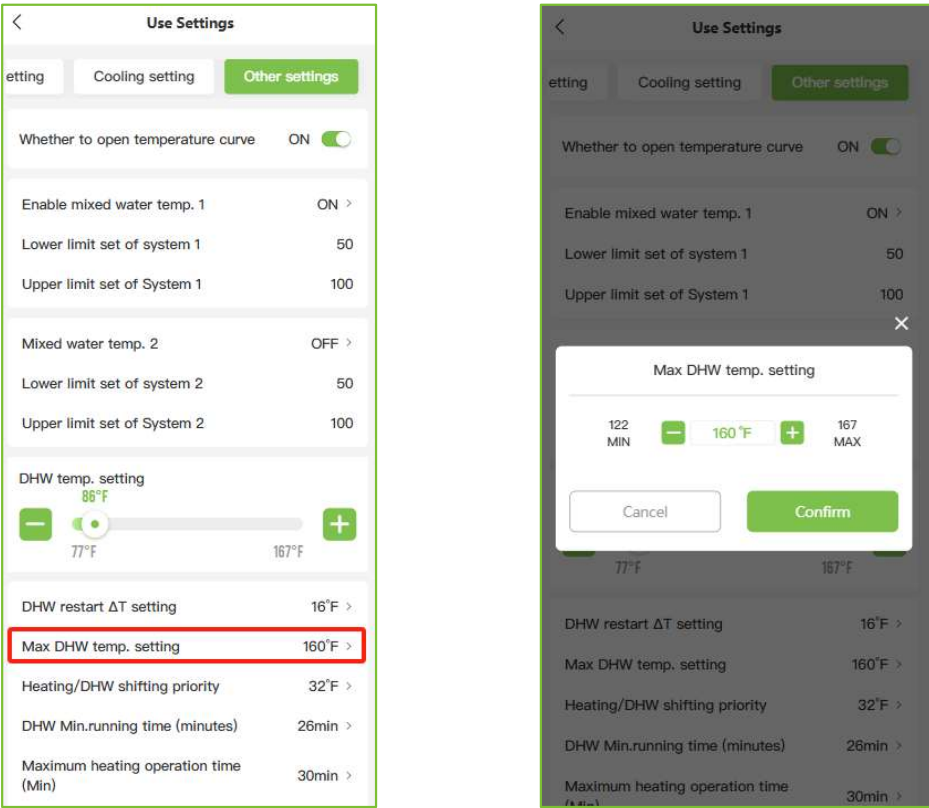
• Mixed water temp. 2



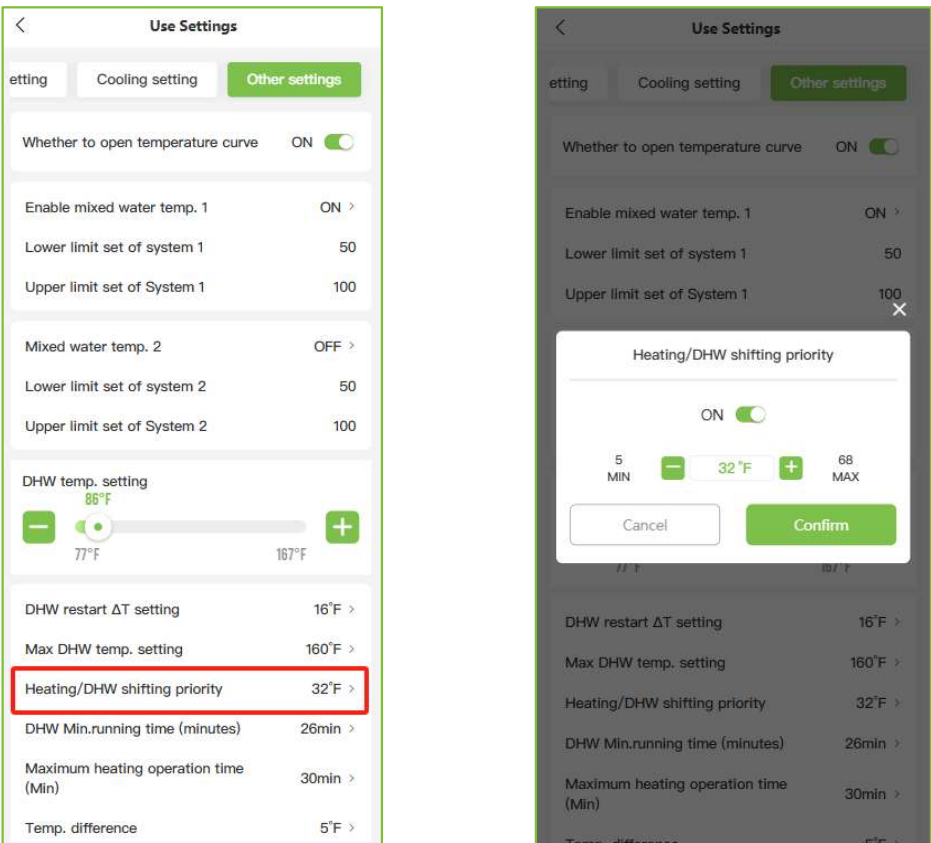
• DHW restart temp.



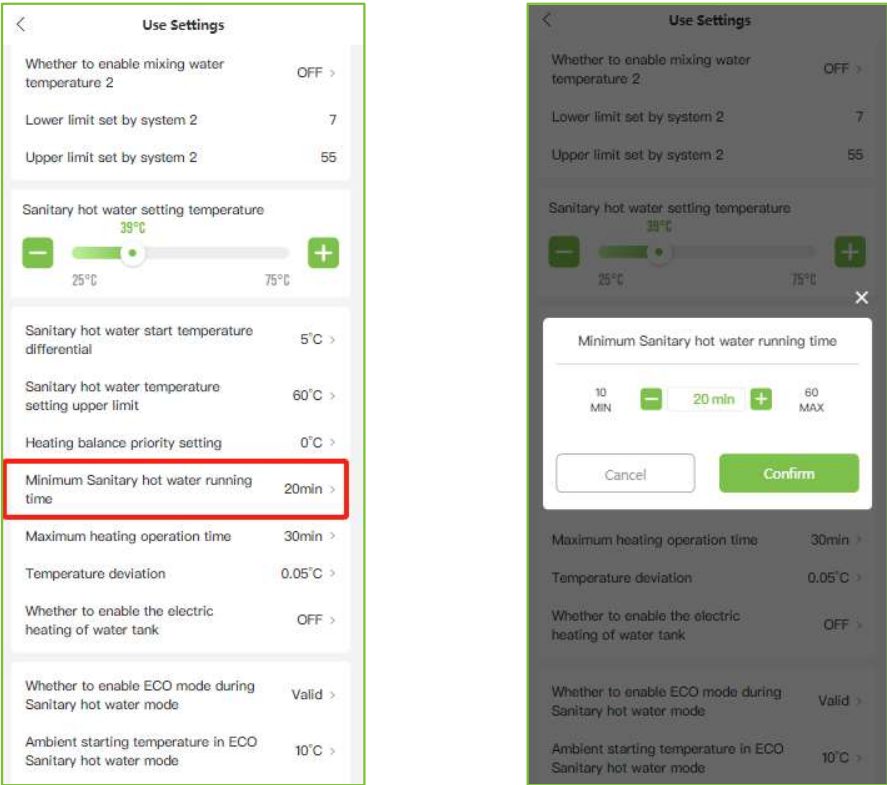
• Max DHW temp. setting



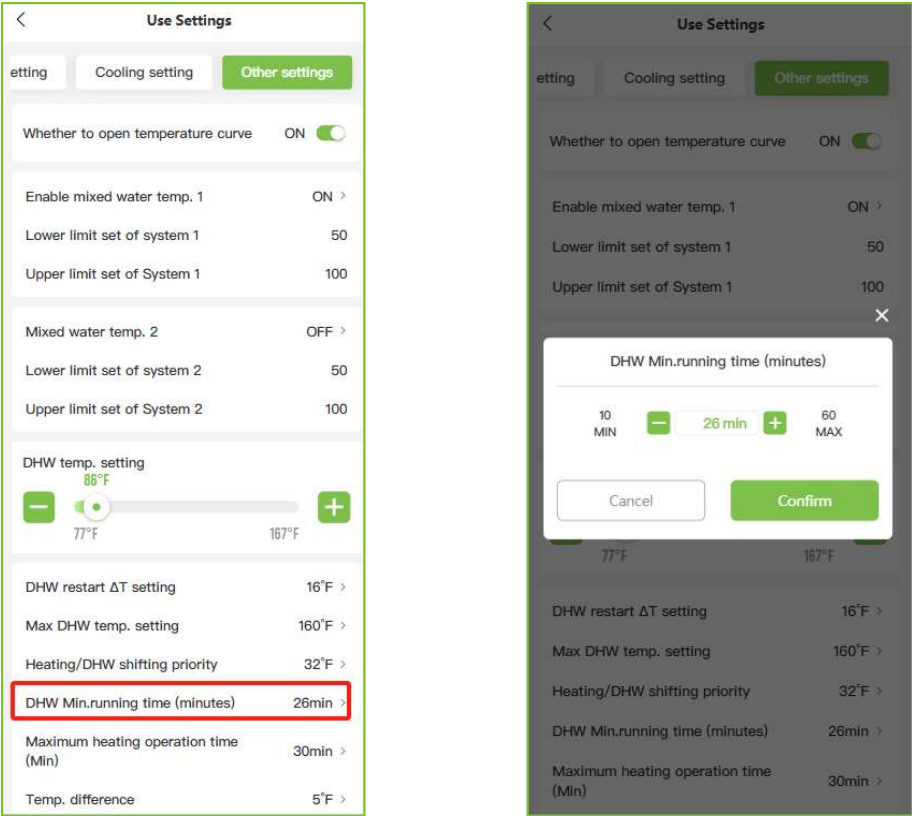
• Heating/ DHW priority



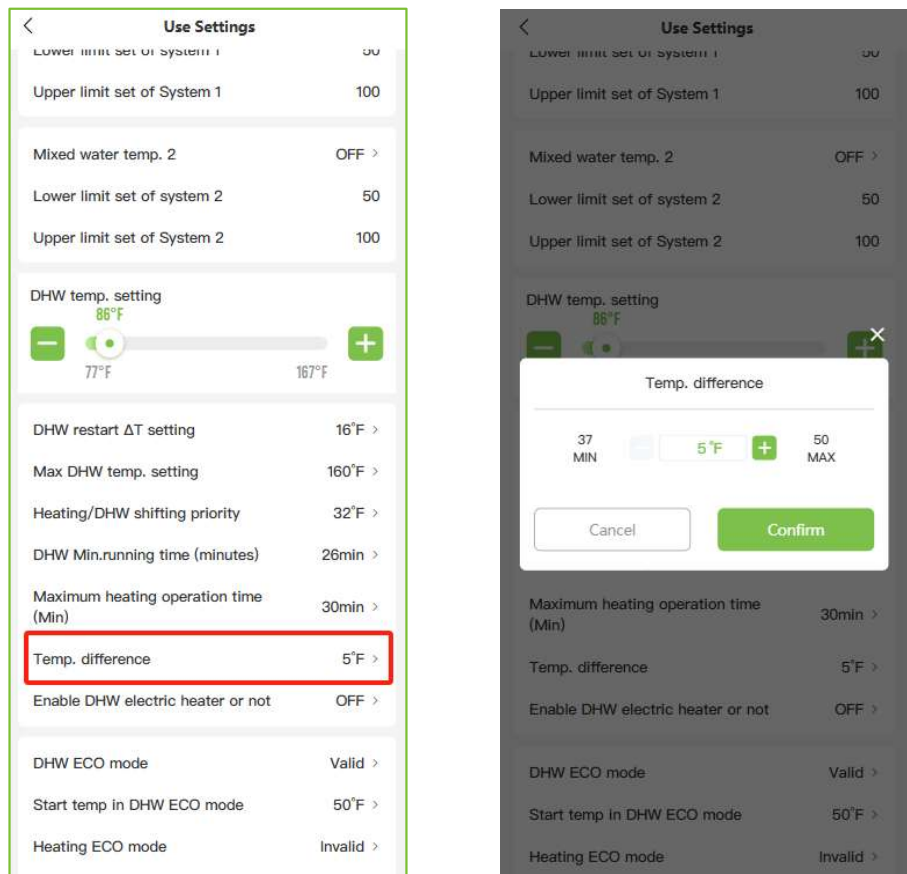
- Minimum Sanitary Hot Water Running Time



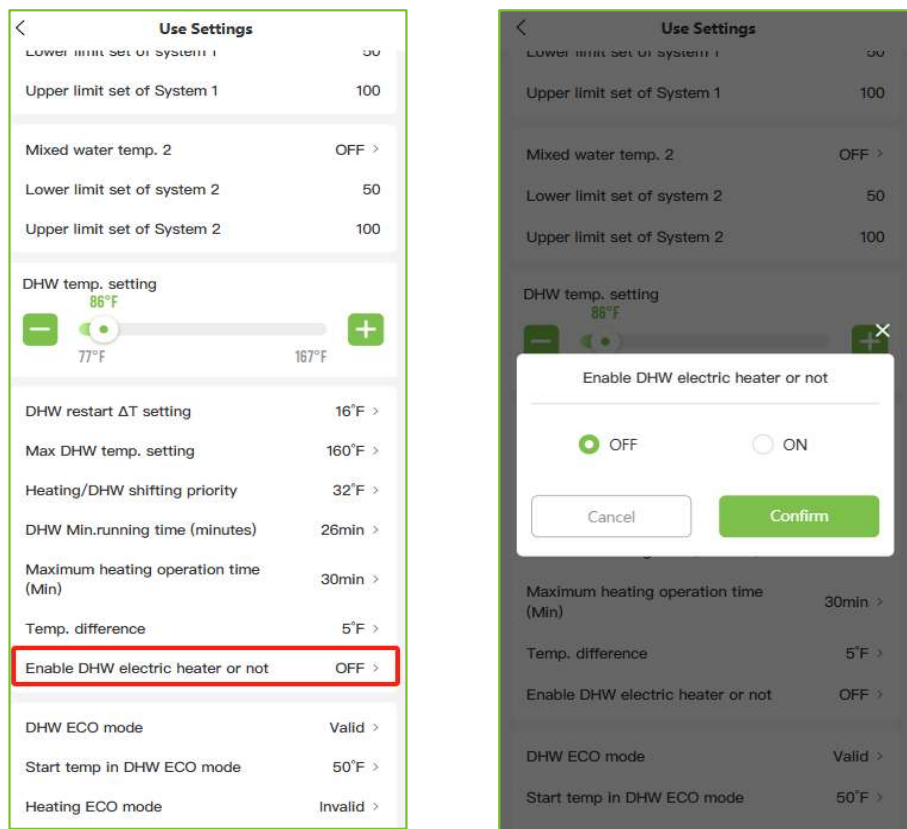
- DHW Minimum running time



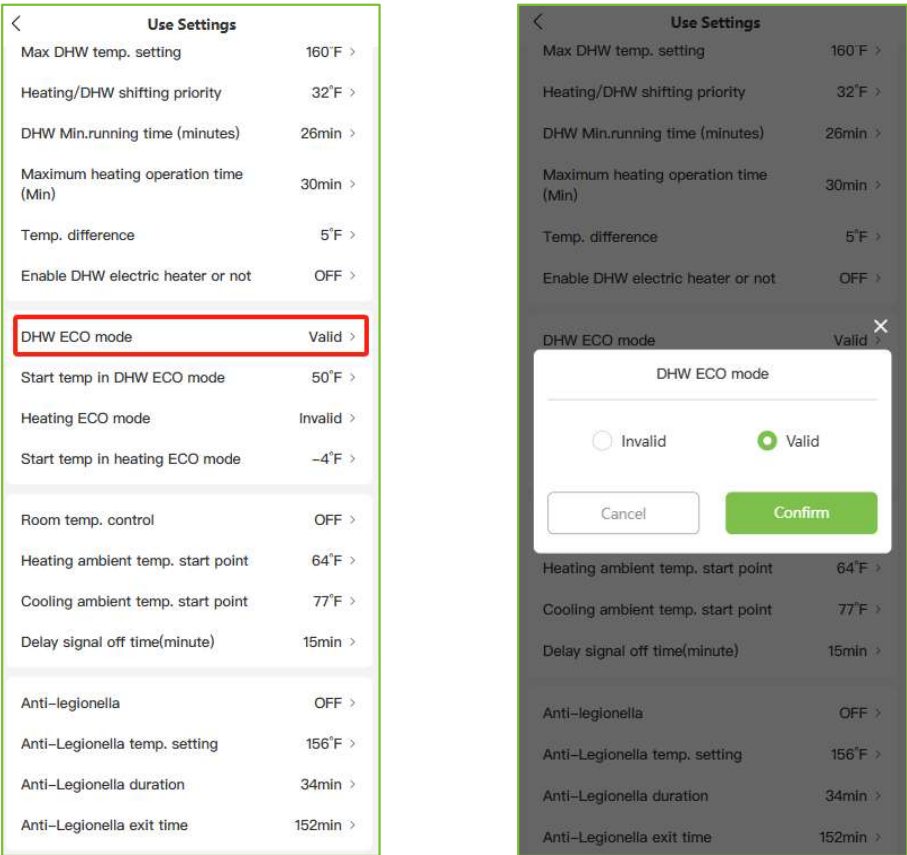
Temp. difference setting



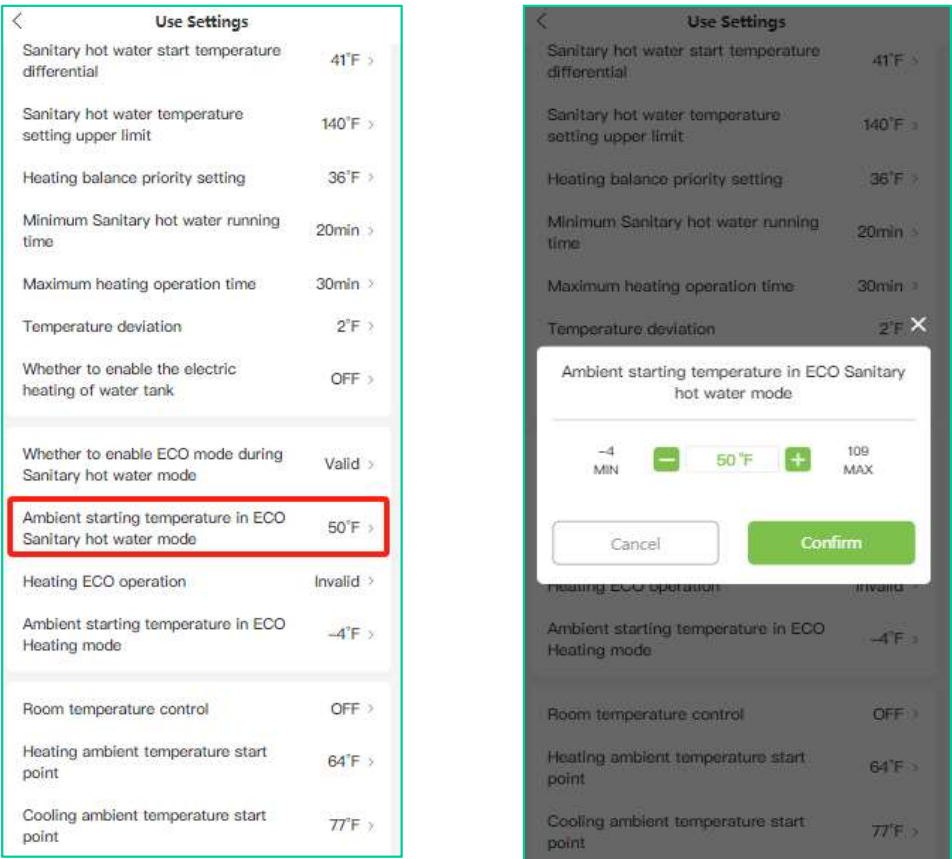
DHW electric heater setting



• DHW ECO mode



• Starting temp setting in ECO Sanitary hot water mode



• Heating ECO mode

<

Use Settings

Max DHW temp. setting

160°F >

Heating/DHW shifting priority

32°F >

DHW Min.running time (minutes)

26min >

Maximum heating operation time (Min)

30min >

Temp. difference

5°F >

Enable DHW electric heater or not

OFF >

DHW ECO mode

Valid >

Start temp in DHW ECO mode

50°F >

Heating ECO mode

Invalid >

Start temp in heating ECO mode

-4°F >

Room temp. control

OFF >

Heating ambient temp. start point

64°F >

Cooling ambient temp. start point

77°F >

Delay signal off time(minute)

15min >

Anti-legionella

OFF >

Anti-Legionella temp. setting

156°F >

Anti-Legionella duration

34min >

Anti-Legionella exit time

152min >

<

Use Settings

Max DHW temp. setting

160°F >

Heating/DHW shifting priority

32°F >

DHW Min.running time (minutes)

26min >

Maximum heating operation time (Min)

30min >

Temp. difference

5°F >

Enable DHW electric heater or not

OFF >

DHW ECO mode

Valid >

Heating ECO mode

Invalid >

Start temp in DHW ECO mode

50°F >

Start temp in heating ECO mode

-4°F >

Room temp. control

OFF >

Heating ambient temp. start point

64°F >

Cooling ambient temp. start point

77°F >

Delay signal off time(minute)

15min >

Anti-legionella

OFF >

Anti-Legionella temp. setting

156°F >

Anti-Legionella duration

34min >

Anti-Legionella exit time

152min >

Heating ECO mode

Invalid

Valid

Cancel

Confirm

• Room temp. control

<

Use Settings

Max DHW temp. setting

160°F >

Heating/DHW shifting priority

32°F >

DHW Min.running time (minutes)

26min >

Maximum heating operation time (Min)

30min >

Temp. difference

5°F >

Enable DHW electric heater or not

OFF >

DHW ECO mode

Valid >

Start temp in DHW ECO mode

50°F >

Heating ECO mode

Invalid >

Start temp in heating ECO mode

-4°F >

Room temp. control

OFF >

Heating ambient temp. start point

64°F >

Cooling ambient temp. start point

77°F >

Delay signal off time(minute)

15min >

Anti-legionella

OFF >

Anti-Legionella temp. setting

156°F >

Anti-Legionella duration

34min >

Anti-Legionella exit time

152min >

<

Use Settings

Max DHW temp. setting

160°F >

Heating/DHW shifting priority

32°F >

DHW Min.running time (minutes)

26min >

Maximum heating operation time (Min)

30min >

Temp. difference

5°F >

Enable DHW electric heater or not

OFF >

DHW ECO mode

Valid >

Room temp. control

OFF >

Start temp in DHW ECO mode

50°F >

Start temp in heating ECO mode

-4°F >

Heating ECO mode

Invalid >

Heating ambient temp. start point

64°F >

Cooling ambient temp. start point

77°F >

Delay signal off time(minute)

15min >

Anti-legionella

OFF >

Anti-Legionella temp. setting

156°F >

Anti-Legionella duration

34min >

Anti-Legionella exit time

152min >

Room temp. control

OFF

ON

Cancel

Confirm

• Heating ambient Temp. Start Point

<

Use Settings

Max DHW temp. setting160°F >

Heating/DHW shifting priority32°F >

DHW Min.running time (minutes)26min >

Maximum heating operation time (Min)30min >

Temp. difference5°F >

Enable DHW electric heater or notOFF >

DHW ECO modeValid >

Start temp in DHW ECO mode50°F >

Heating ECO modeInvalid >

Start temp in heating ECO mode-4°F >

Room temp. controlOFF >

Heating ambient temp. start point64°F >

Cooling ambient temp. start point77°F >

Delay signal off time(minute)15min >

Anti-legionellaOFF >

Anti-Legionella temp. setting156°F >

Anti-Legionella duration34min >

Anti-Legionella exit time152min >

<

Use Settings

Max DHW temp. setting160°F >

Heating/DHW shifting priority32°F >

DHW Min.running time (minutes)26min >

Maximum heating operation time (Min)30min >

Temp. difference5°F >

Enable DHW electric heater or notOFF >

DHW ECO modeValid >

Start temp in DHW ECO mode50°F >

Heating ECO modeInvalid >

Start temp in heating ECO mode-4°F >

Room temp. controlOFF >

Heating ambient temp. start point64°F >

Cooling ambient temp. start point77°F >

Delay signal off time(minute)15min >

Anti-legionellaOFF >

Anti-Legionella temp. setting156°F >

Anti-Legionella duration34min >

Anti-Legionella exit time152min >

Heating ambient temp. start point

14 MIN

-

64°F

+

77 MAX

Cancel

Confirm

• Cooling ambient Temp. Start Point

<

Use Settings

Max DHW temp. setting160°F >

Heating/DHW shifting priority32°F >

DHW Min.running time (minutes)26min >

Maximum heating operation time (Min)30min >

Temp. difference5°F >

Enable DHW electric heater or notOFF >

DHW ECO modeValid >

Start temp in DHW ECO mode50°F >

Heating ECO modeInvalid >

Start temp in heating ECO mode-4°F >

Room temp. controlOFF >

Heating ambient temp. start point64°F >

Cooling ambient temp. start point77°F >

Delay signal off time(minute)15min >

Anti-legionellaOFF >

Anti-Legionella temp. setting156°F >

Anti-Legionella duration34min >

Anti-Legionella exit time152min >

<

Use Settings

Max DHW temp. setting160°F >

Heating/DHW shifting priority32°F >

DHW Min.running time (minutes)26min >

Maximum heating operation time (Min)30min >

Temp. difference5°F >

Enable DHW electric heater or notOFF >

DHW ECO modeValid >

Start temp in DHW ECO mode50°F >

Heating ECO modeInvalid >

Start temp in heating ECO mode-4°F >

Room temp. controlOFF >

Heating ambient temp. start point64°F >

Cooling ambient temp. start point77°F >

Delay signal off time(minute)15min >

Anti-legionellaOFF >

Anti-Legionella temp. setting156°F >

Anti-Legionella duration34min >

Anti-Legionella exit time152min >

Cooling ambient temp. start point

68 MIN

-

77°F

+

127 MAX

Cancel

Confirm

• Delayed Signal off Time

<

Use Settings

Max DHW temp. setting160°F >

Heating/DHW shifting priority32°F >

DHW Min.running time (minutes)26min >

Maximum heating operation time (Min)30min >

Temp. difference5°F >

Enable DHW electric heater or notOFF >

DHW ECO modeValid >

Start temp in DHW ECO mode50°F >

Heating ECO modeInvalid >

Start temp in heating ECO mode-4°F >

Room temp. controlOFF >

Heating ambient temp. start point64°F >

Cooling ambient temp. start point77°F >

Delayed signal off time(minute)15min >

Anti-legionellaOFF >

Anti-Legionella temp. setting156°F >

Anti-Legionella duration34min >

Anti-Legionella exit time152min >

<

Use Settings

Max DHW temp. setting160°F >

Heating/DHW shifting priority32°F >

DHW Min.running time (minutes)26min >

Maximum heating operation time (Min)30min >

Temp. difference5°F >

Enable DHW electric heater or notOFF >

DHW ECO modeValid >

Start temp in DHW ECO mode50°F >

Heating ECO modeInvalid >

Start temp in heating ECO mode-4°F >

Room temp. controlOFF >

Heating ambient temp. start point64°F >

Cooling ambient temp. start point77°F >

Delayed signal off time(minute)15min >

Anti-legionellaOFF >

Anti-Legionella temp. setting156°F >

Anti-Legionella duration34min >

Anti-Legionella exit time152min >

Delay signal off time(minute)

1 MIN - 15 min + 60 MAX

Cancel Confirm

• Anti-Legionella Function

<

Use Settings

Start temp in heating ECO mode-4°F >

Room temp. controlOFF >

Heating ambient temp. start point64°F >

Cooling ambient temp. start point77°F >

Delayed signal off time(minute)15min >

Anti-legionellaOFF >

Anti-Legionella temp. setting156°F >

Anti-Legionella duration34min >

Anti-Legionella exit time152min >

Temp. drop / rise43°F >

Allowable deviation temperature value46°F >

DHW temp. drop (Vactaion mode)61°F >

Heating water temp. drop (Vactaion mode)64°F >

Automatic function control conditionsExternal signal >

DC speed regulating pump feedback duty ratio0 >

Enable emergency operationOFF >

<

Use Settings

Start temp in heating ECO mode-4°F >

Room temp. controlOFF >

Heating ambient temp. start point64°F >

Cooling ambient temp. start point77°F >

Delayed signal off time(minute)15min >

Anti-legionellaOFF >

Anti-Legionella temp. setting156°F >

Anti-Legionella duration34min >

Anti-Legionella exit time152min >

Temp. drop / rise43°F >

Allowable deviation temperature value46°F >

DHW temp. drop (Vactaion mode)61°F >

Heating water temp. drop (Vactaion mode)64°F >

Automatic function control conditionsExternal signal >

DC speed regulating pump feedback duty ratio0 >

Enable emergency operationOFF >

Anti-legionella

☒ OFF ☐ ON

Cancel Confirm

• Set Temperature during Anti-Legionella

<

Use Settings

Start temp in heating ECO mode

-4°F >

Room temp. control

OFF >

Heating ambient temp. start point

64°F >

Cooling ambient temp. start point

77°F >

Delay signal off time(minute)

15min >

Anti-legionella

OFF >

Anti-Legionella temp. setting

156°F >

Anti-Legionella duration

34min >

Anti-Legionella exit time

152min >

Temp. drop / rise

43°F >

Allowable deviation temperature value

46°F >

DHW temp. drop (Vactaion mode)

61°F >

Heating water temp. drop (Vactaion mode)

64°F >

Automatic function control conditions

External signal >

DC speed regulating pump feedback duty ratio

0

<

Use Settings

Start temp in heating ECO mode

-4°F >

Room temp. control

OFF >

Heating ambient temp. start point

64°F >

Cooling ambient temp. start point

77°F >

Delay signal off time(minute)

15min >

Anti-legionella

OFF >

Anti-Legionella temp. setting

156°F >

Anti-Legionella temp. setting

140 MIN - 156°F + 167 MAX

Cancel

Confirm

DHW temp. drop (Vactaion mode)

61°F >

Heating water temp. drop (Vactaion mode)

64°F >

Automatic function control conditions

External signal >

DC speed regulating pump feedback duty ratio

0

Enable emergency operation

OFF >

• Anti-Legionella Duration

<

Use Settings

Start temp in heating ECO mode

-4°F >

Room temp. control

OFF >

Heating ambient temp. start point

64°F >

Cooling ambient temp. start point

77°F >

Delay signal off time(minute)

15min >

Anti-legionella

OFF >

Anti-Legionella temp. setting

156°F >

Anti-Legionella duration

34min >

Anti-Legionella exit time

152min >

Temp. drop / rise

43°F >

Allowable deviation temperature value

46°F >

DHW temp. drop (Vactaion mode)

61°F >

Heating water temp. drop (Vactaion mode)

64°F >

Automatic function control conditions

External signal >

DC speed regulating pump feedback duty ratio

0

<

Use Settings

Start temp in heating ECO mode

-4°F >

Room temp. control

OFF >

Heating ambient temp. start point

64°F >

Cooling ambient temp. start point

77°F >

Delay signal off time(minute)

15min >

Anti-legionella

OFF >

Anti-Legionella temp. setting

156°F >

Anti-Legionella duration

5 MIN - 34 min + 60 MAX

Cancel

Confirm

DHW temp. drop (Vactaion mode)

61°F >

Heating water temp. drop (Vactaion mode)

64°F >

Automatic function control conditions

External signal >

DC speed regulating pump feedback duty ratio

0

Enable emergency operation

OFF >

- Anti-Legionella Exit Time

<

Use Settings

Start temp in heating ECO mode

-4°F >

Room temp. control

OFF >

Heating ambient temp. start point

64°F >

Cooling ambient temp. start point

77°F >

Delay signal off time(minute)

15min >

Anti-legionella

OFF >

Anti-Legionella temp. setting

156°F >

Anti-Legionella duration

34min >

Anti-Legionella exit time

152min >

Temp. drop / rise

43°F >

Allowable deviation temperature value

46°F >

DHW temp. drop (Vactaion mode)

61°F >

Heating water temp. drop (Vactaion mode)

64°F >

Automatic function control conditions

External signal >

DC speed regulating pump feedback duty ratio

0

<

Use Settings

Start temp in heating ECO mode

-4°F >

Room temp. control

OFF >

Heating ambient temp. start point

64°F >

Cooling ambient temp. start point

77°F >

Delay signal off time(minute)

15min >

Anti-legionella

OFF >

Anti-Legionella temp. setting

156°F >

Anti-Legionella exit time

152min >

Temp. drop / rise

43°F >

Allowable deviation temperature value

46°F >

DHW temp. drop (Vactaion mode)

61°F >

Heating water temp. drop (Vactaion mode)

64°F >

Automatic function control conditions

External signal >

DC speed regulating pump feedback duty ratio

0

Anti-Legionella exit time

10 MIN - 152 min + 240 MAX

Cancel Confirm

- Temperature Adjustment Value setting

<

Use Settings

Start temp in heating ECO mode

-4°F >

Room temp. control

OFF >

Heating ambient temp. start point

64°F >

Cooling ambient temp. start point

77°F >

Delay signal off time(minute)

15min >

Anti-legionella

OFF >

Anti-Legionella temp. setting

156°F >

Anti-Legionella duration

34min >

Anti-Legionella exit time

152min >

Temp. drop / rise

43°F >

Allowable deviation temperature value

46°F >

DHW temp. drop (Vactaion mode)

61°F >

Heating water temp. drop (Vactaion mode)

64°F >

Automatic function control conditions

External signal >

DC speed regulating pump feedback duty ratio

0

<

Use Settings

Start temp in heating ECO mode

-4°F >

Room temp. control

OFF >

Heating ambient temp. start point

64°F >

Cooling ambient temp. start point

77°F >

Delay signal off time(minute)

15min >

Anti-legionella

OFF >

Anti-Legionella temp. setting

156°F >

Anti-Legionella exit time

152min >

Temp. drop / rise

43°F >

Allowable deviation temperature value

46°F >

DHW temp. drop (Vactaion mode)

61°F >

Heating water temp. drop (Vactaion mode)

64°F >

Automatic function control conditions

External signal >

DC speed regulating pump feedback duty ratio

0

Enable emergency operation

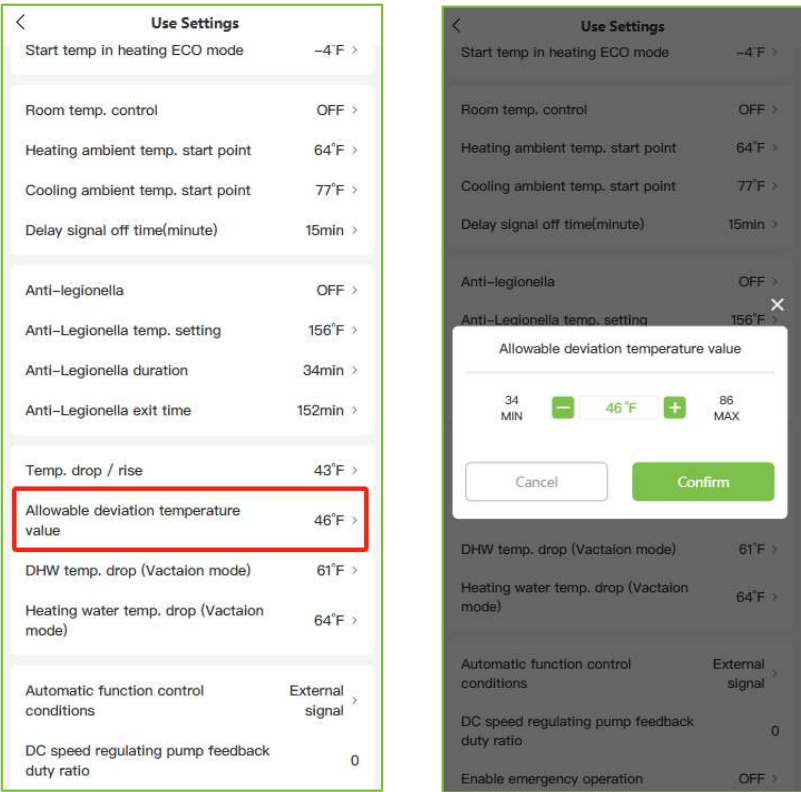
OFF >

Temp. drop / rise

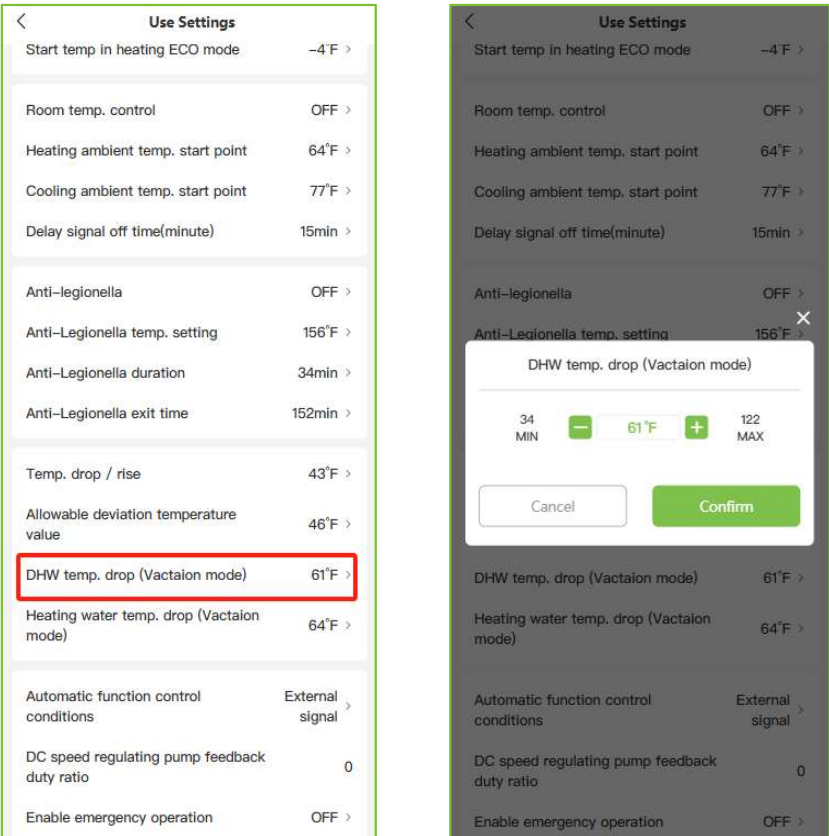
36 MIN - 43 °F + 50 MAX

Cancel Confirm

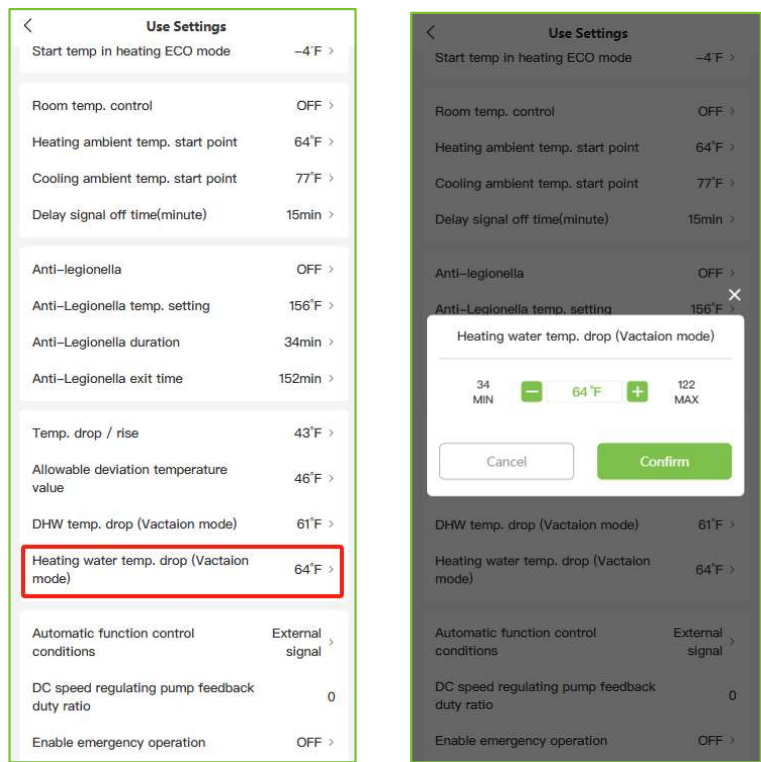
- Allowable Deviation Temperature Value during low noise operation



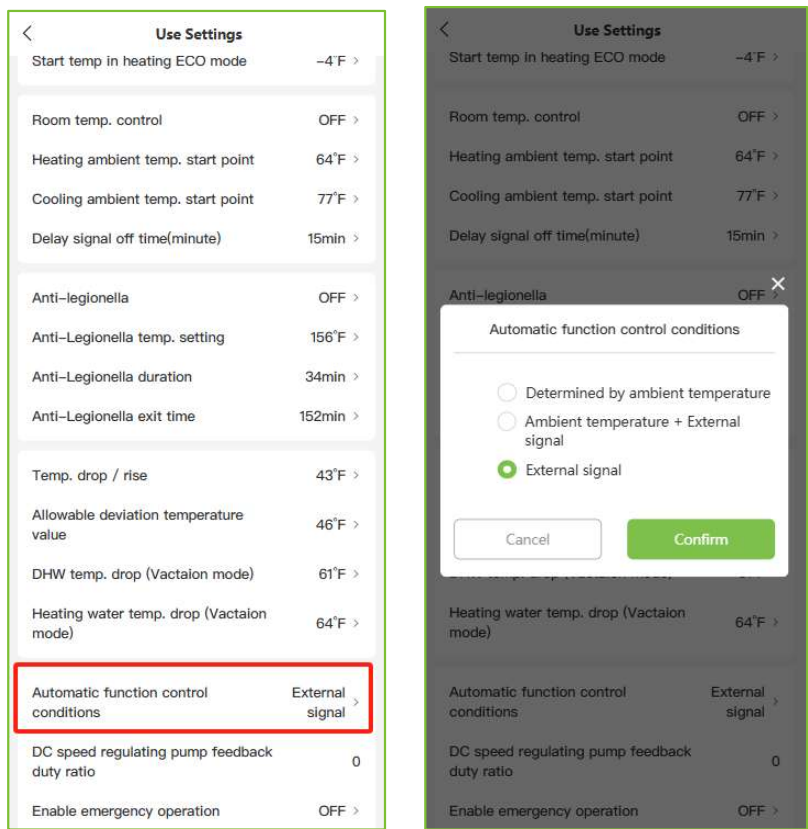
- Vacation Mode setting (temp. drop)



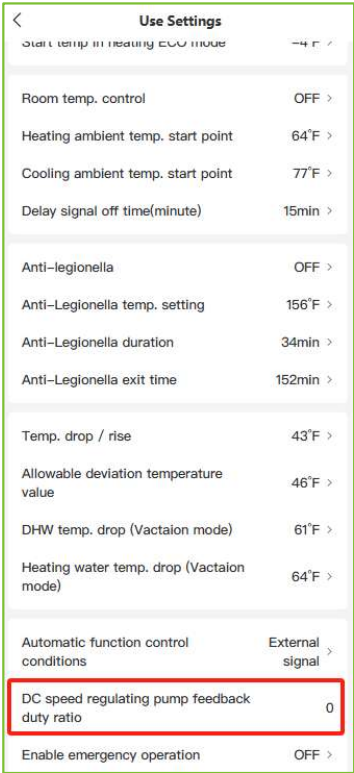
• Vacation heating temperature drop setting



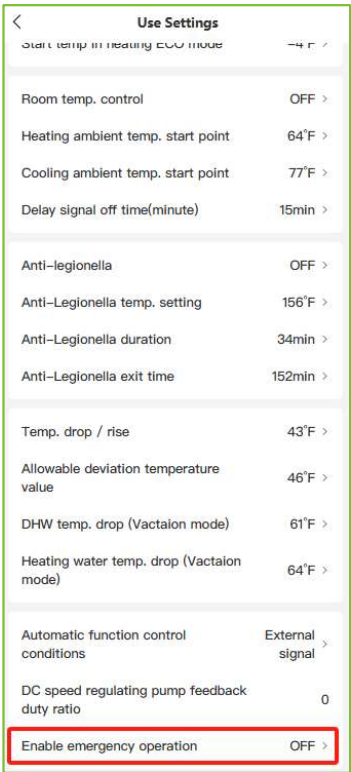
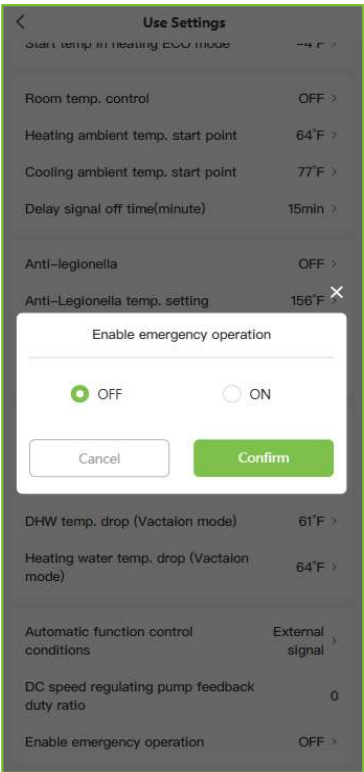
• Automatic function



- DC speed regulating pump feedback duty ratio



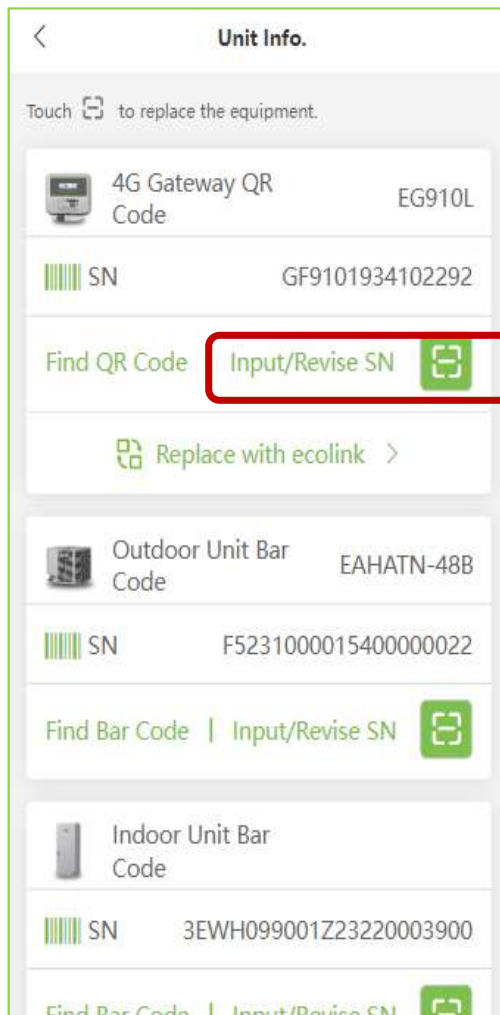
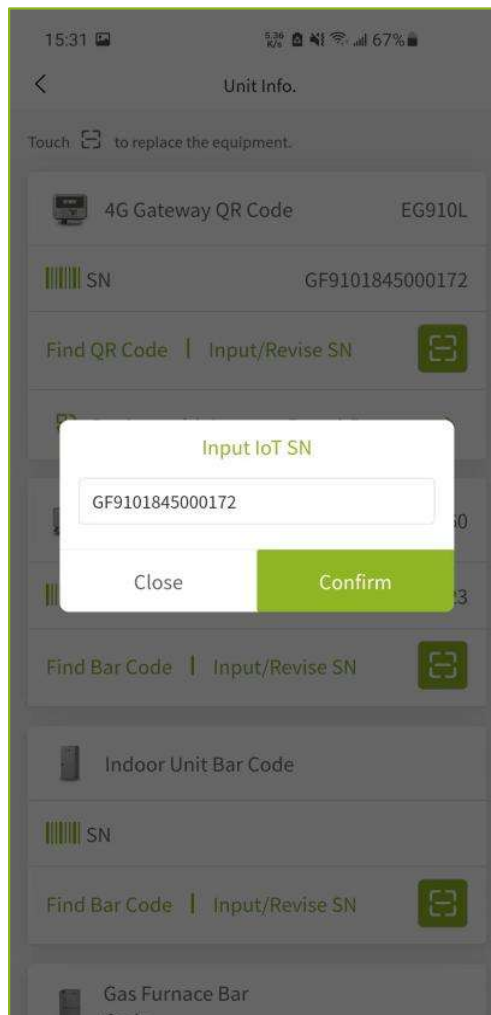
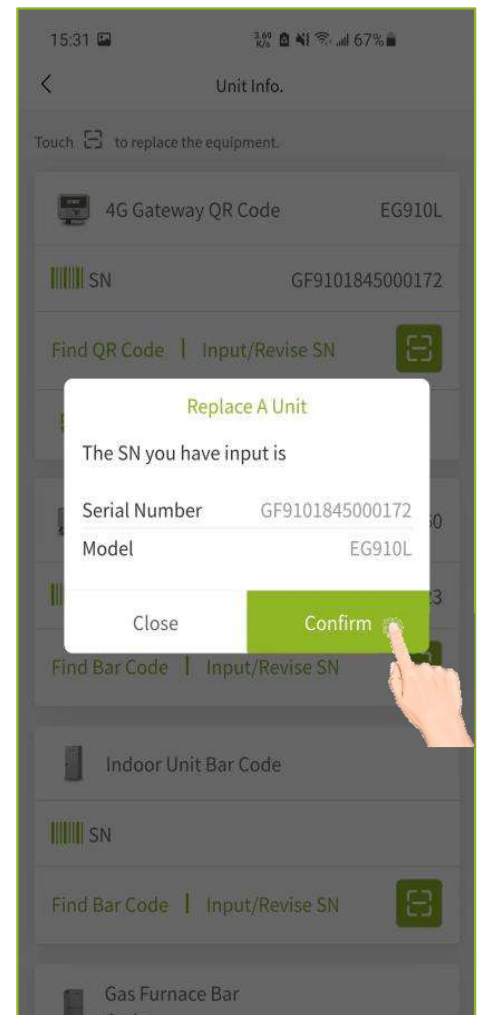
- Emergency operation setting



4. Device Replace

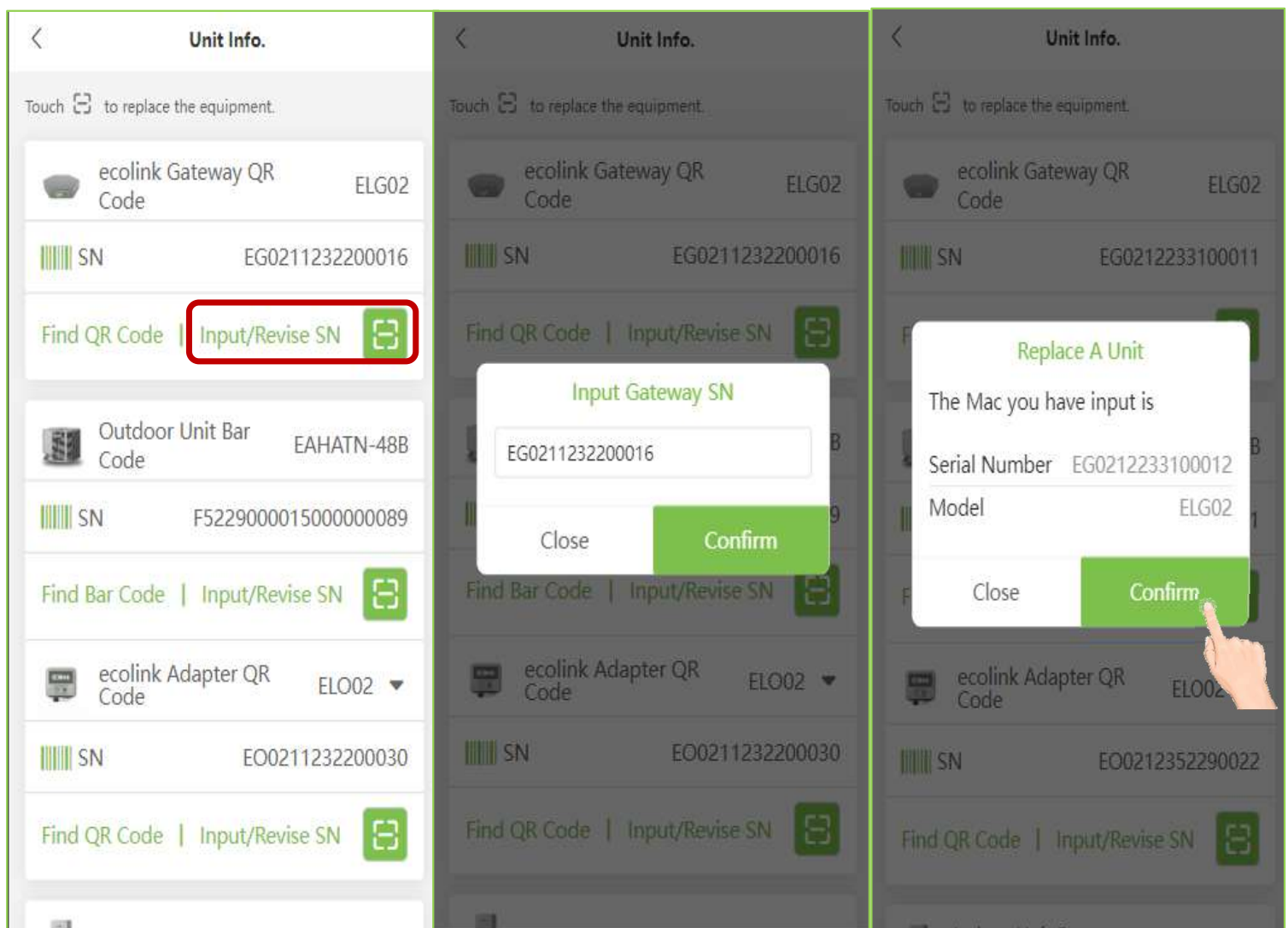
(1) 4G Gateway replace 4G Gateway

- 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.



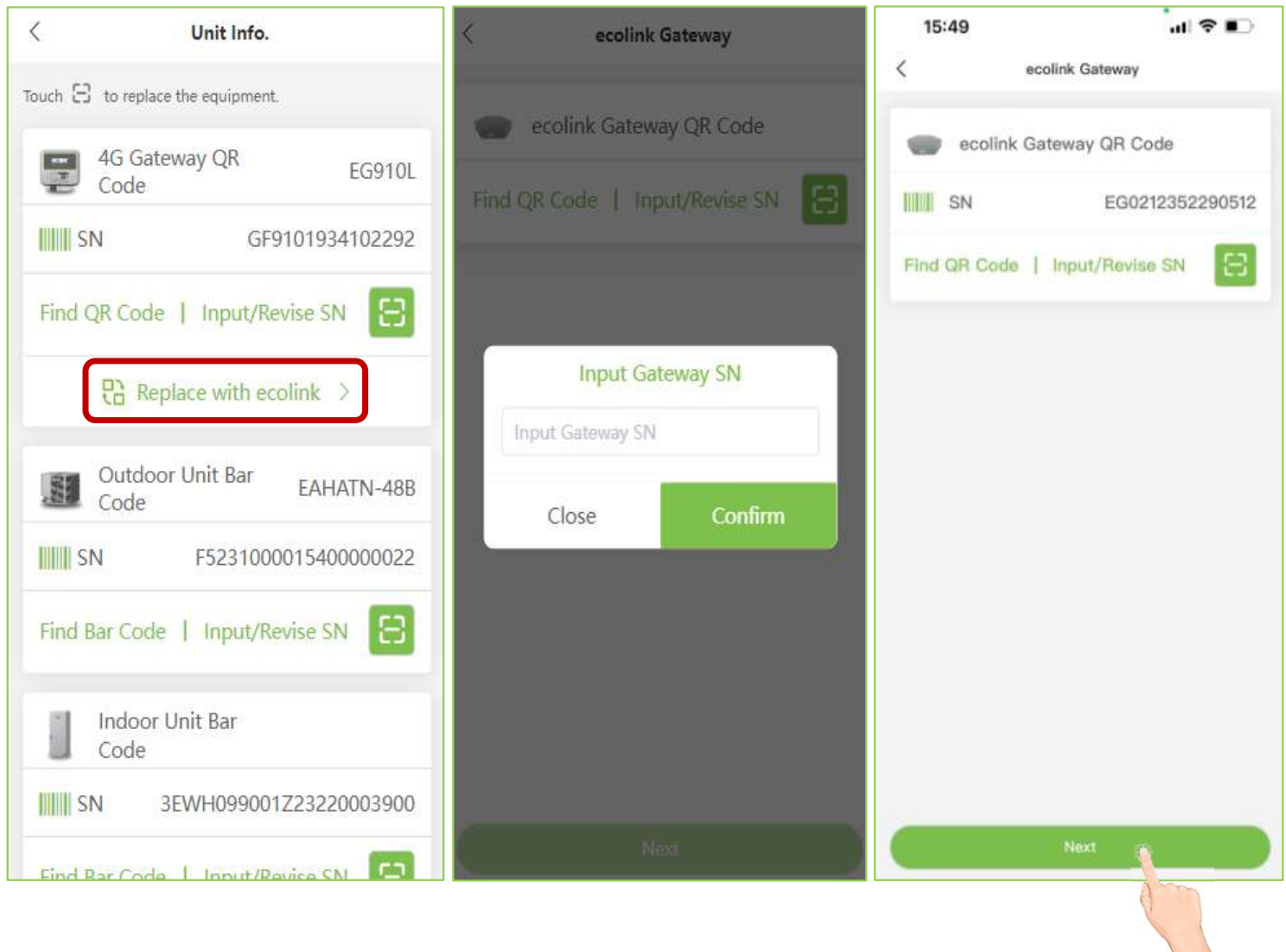
(2) Ecolink Gateway replace Ecolink Gateway

- 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.



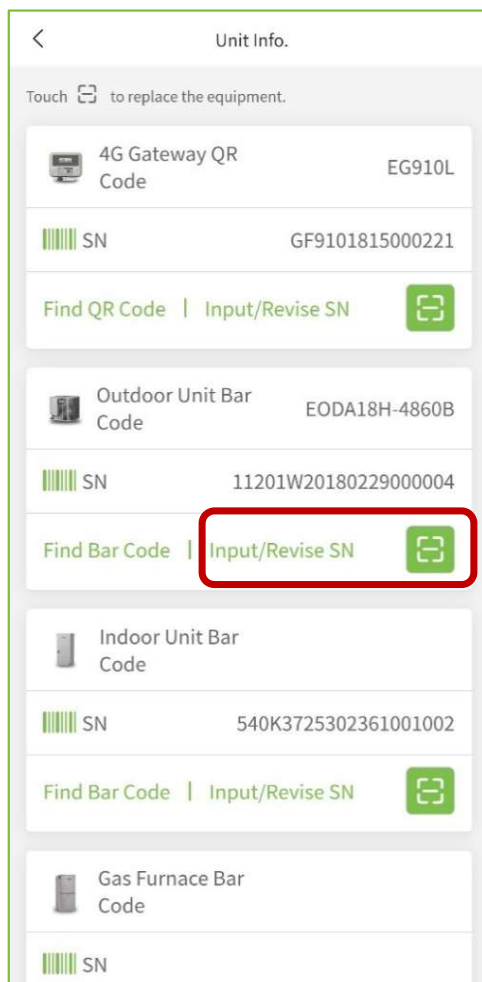
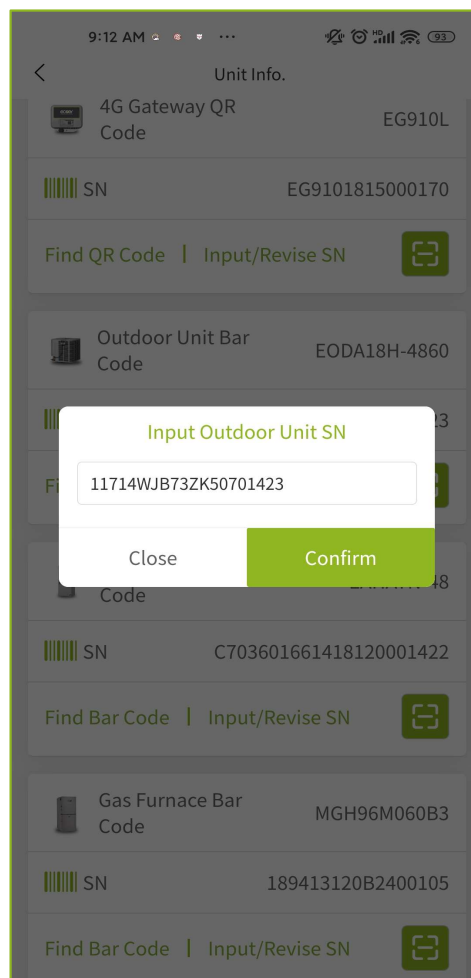
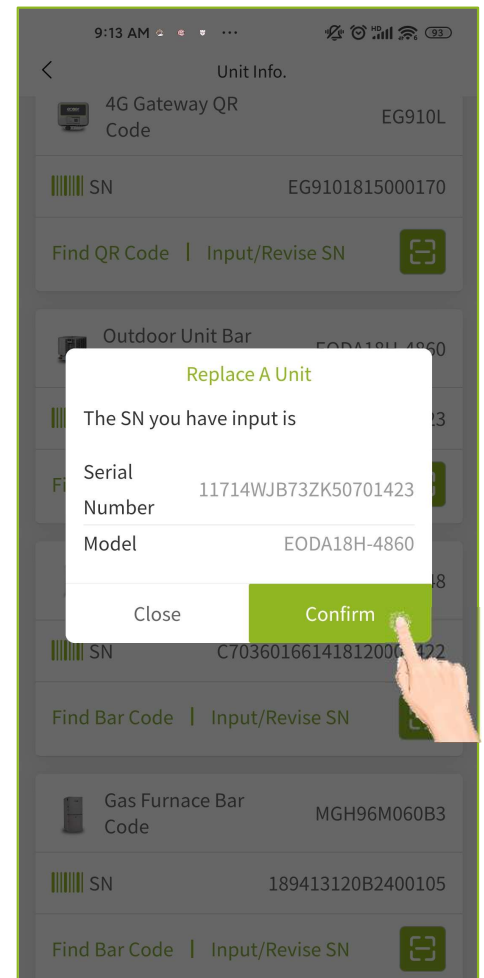
(3) Ecolink Gateway replace 4G Gateway

- 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.



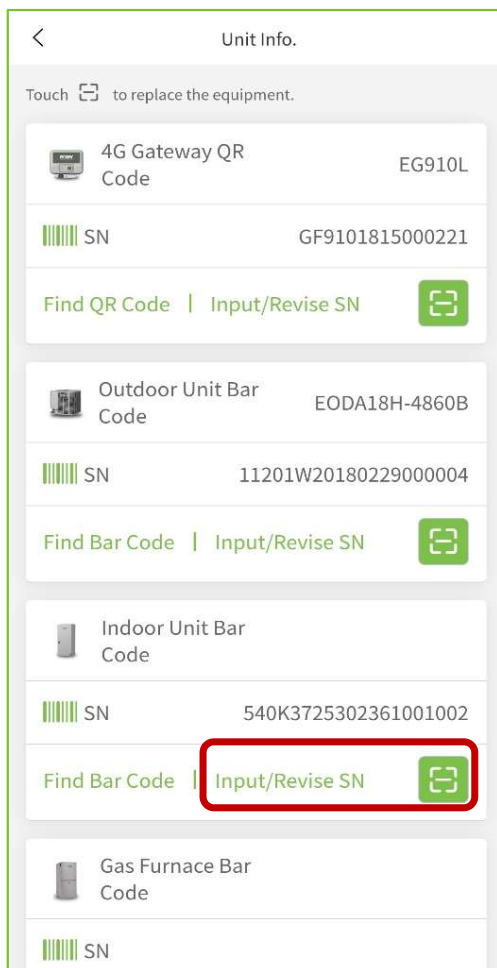
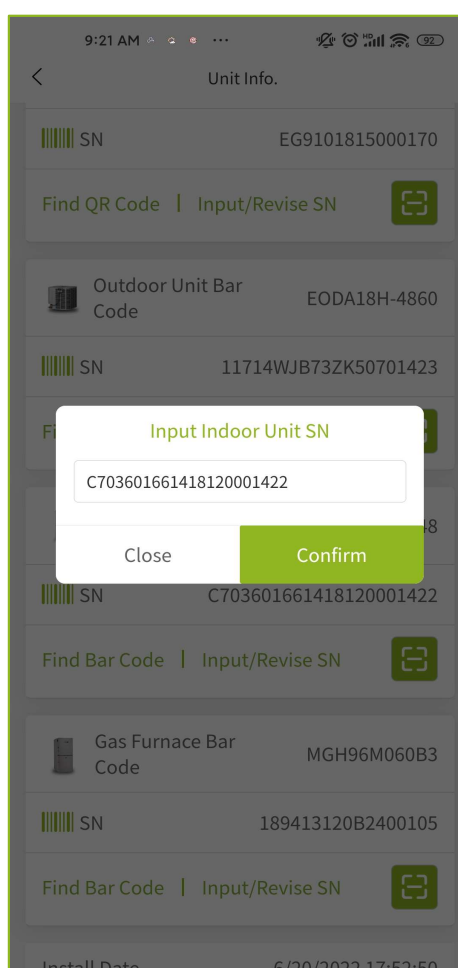
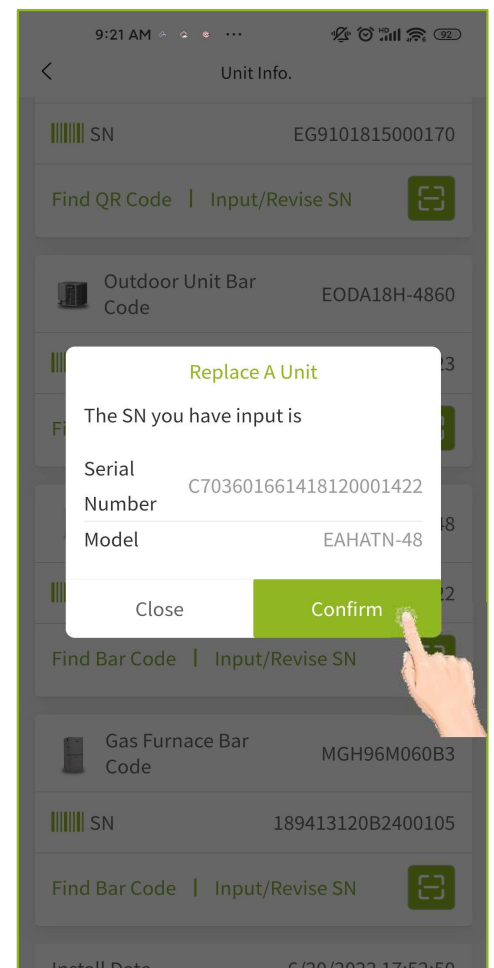
(4) Outdoor Unit Bar Code Replace

- 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.



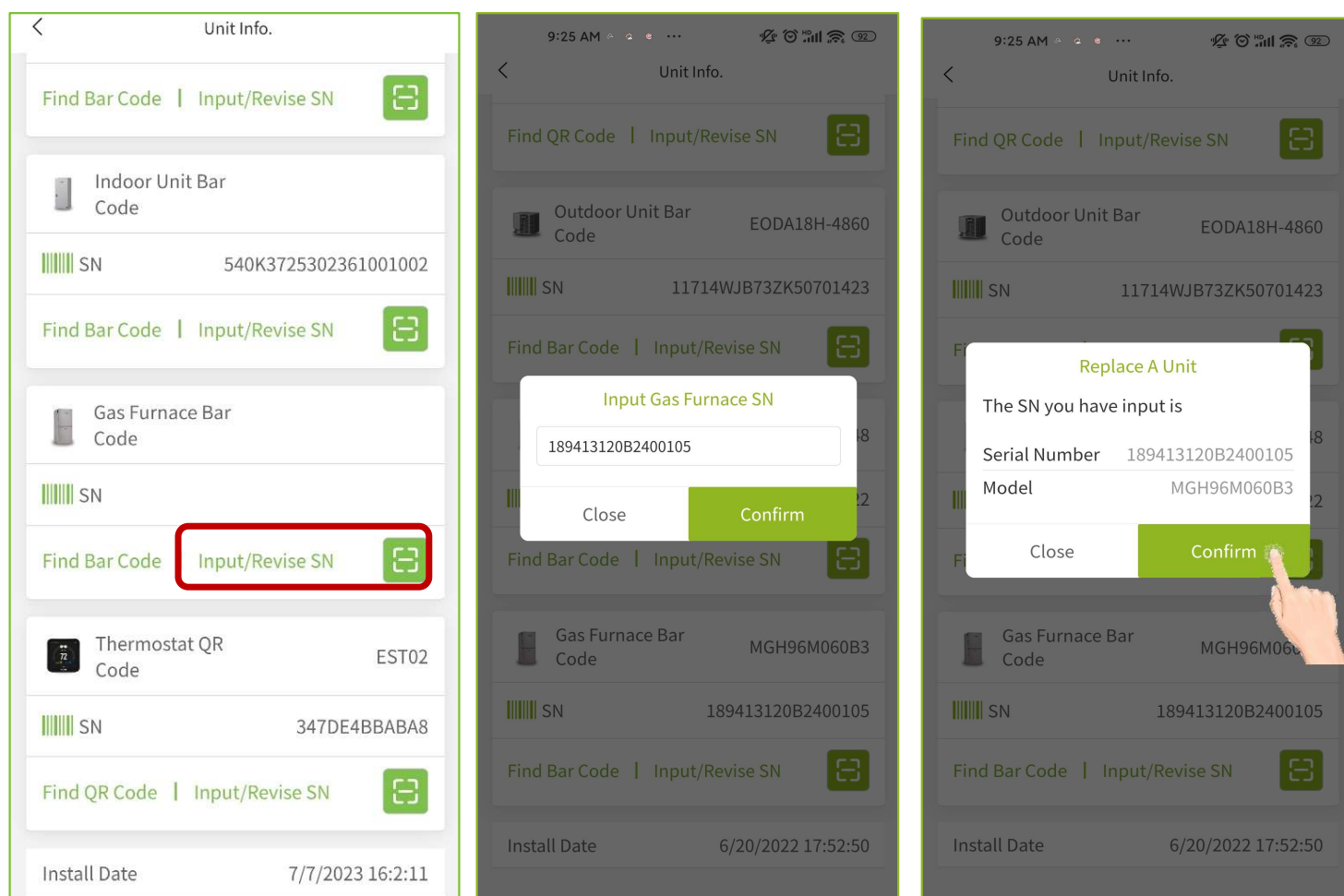
(5) Indoor Unit Bar Code Replace

- 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.



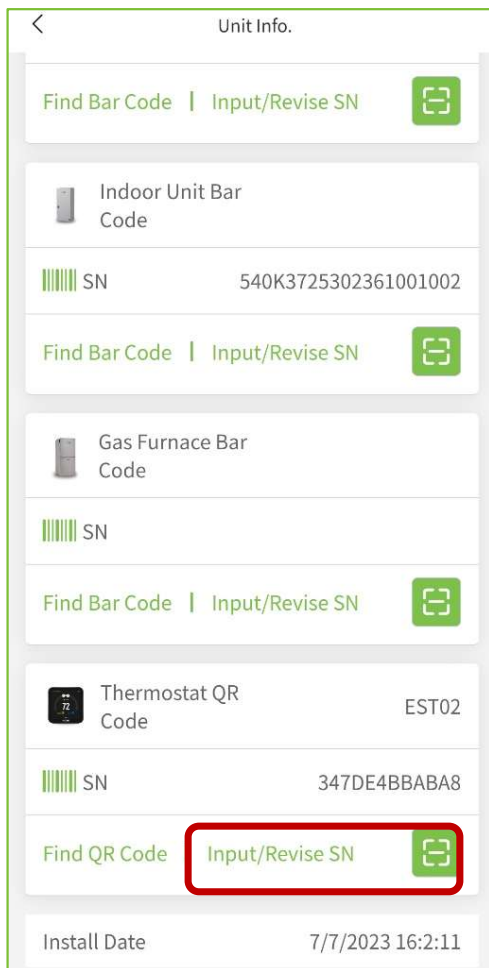
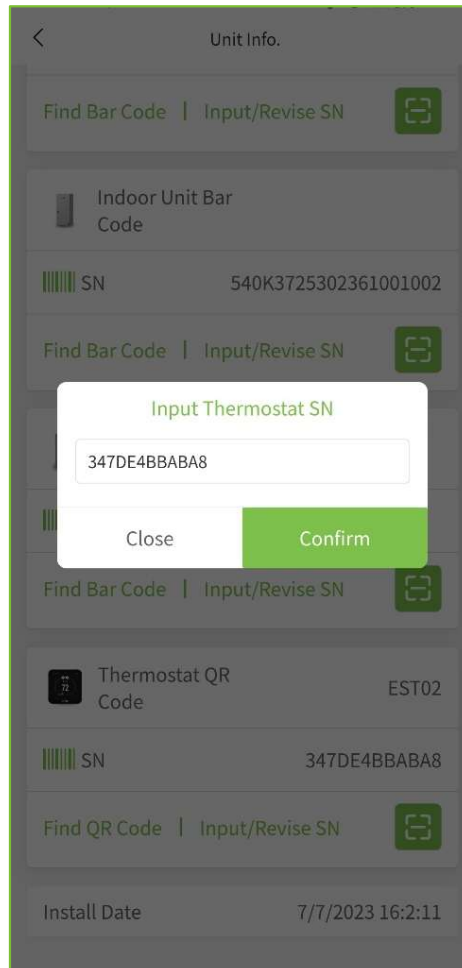
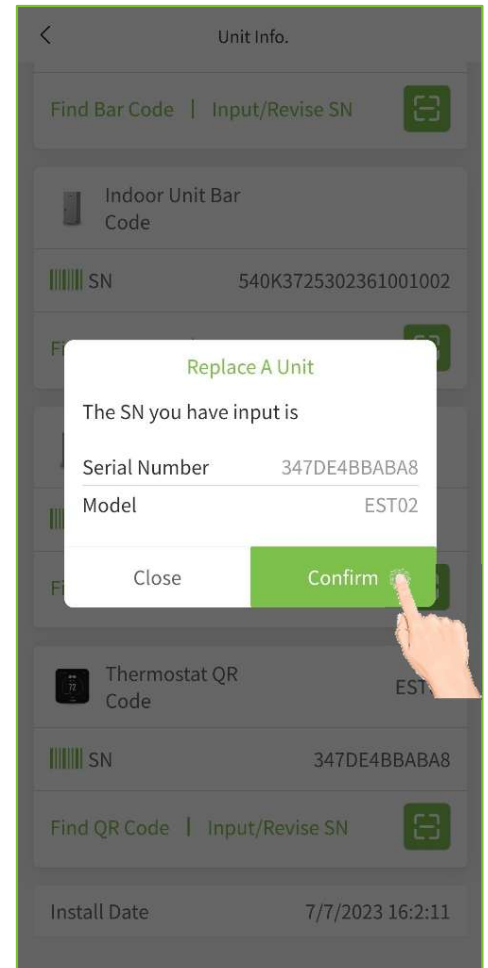
(6) Gas Furnace Bar Code Replace

- 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

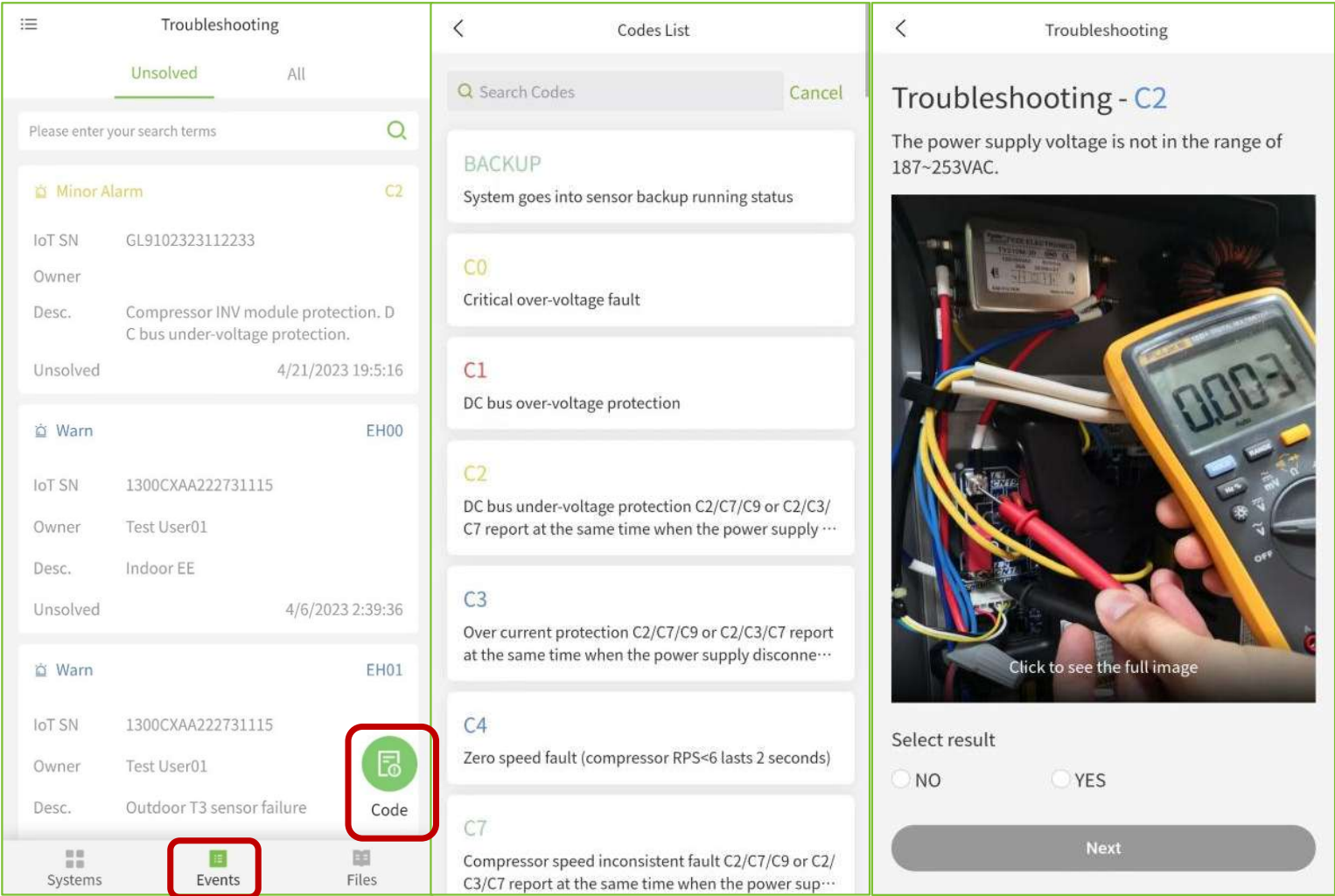
- 1) Enter the **Unit Info.** interface.
- 2) Click on the Thermostat QR Code card '**Input/Revise SN**' to manually input or click on the '  ' icon to enter a new code.
- 3) Click on the "**Confirm**" button to replace successfully.



5. Troubleshooting

Troubleshoot corresponding problem before go to the job site.

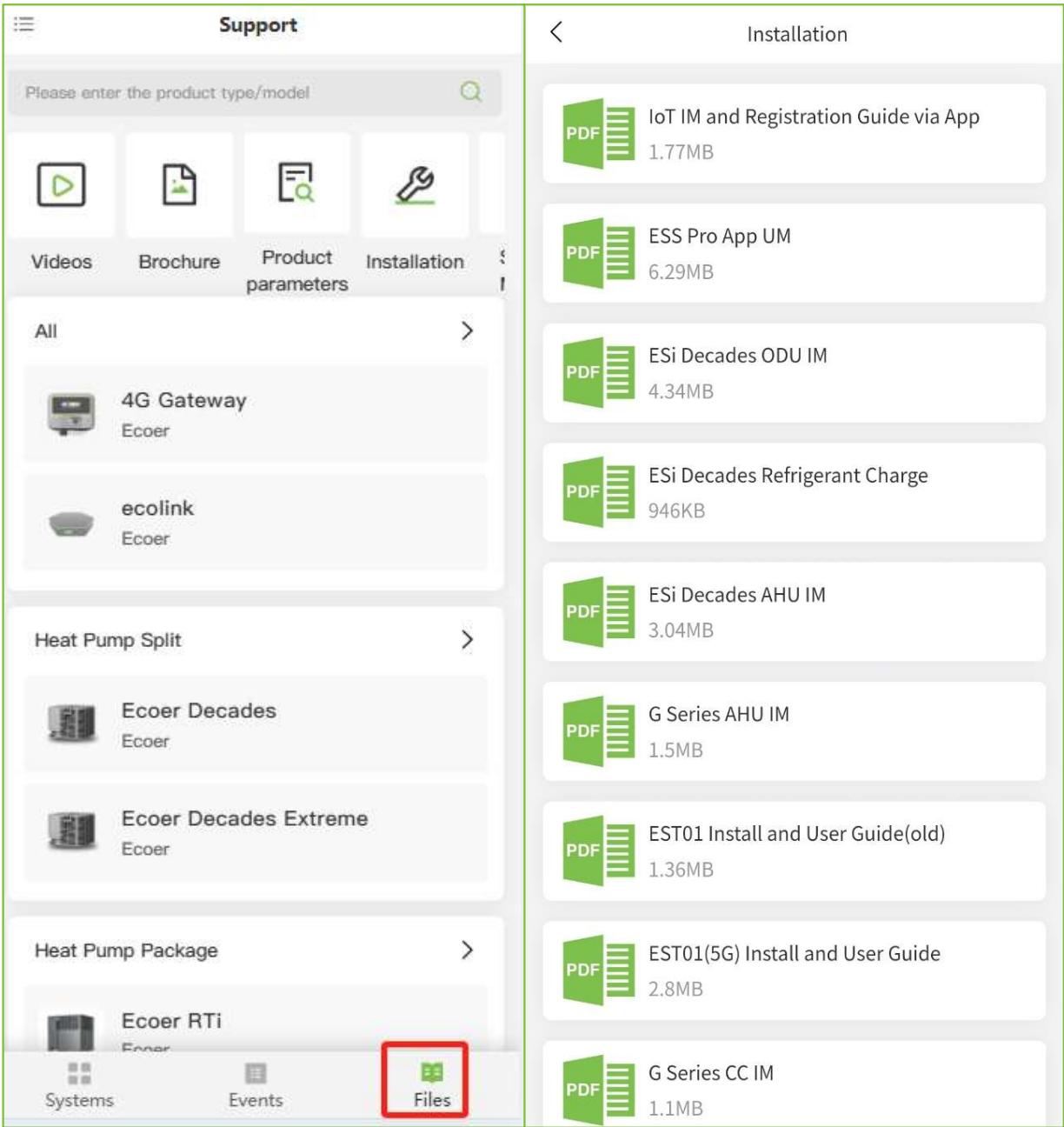
- 1) Click on "Code" in the Events interface.
- 2) Click on the alarm code that needs to be viewed to perform troubleshooting.



6. Technical Manuals

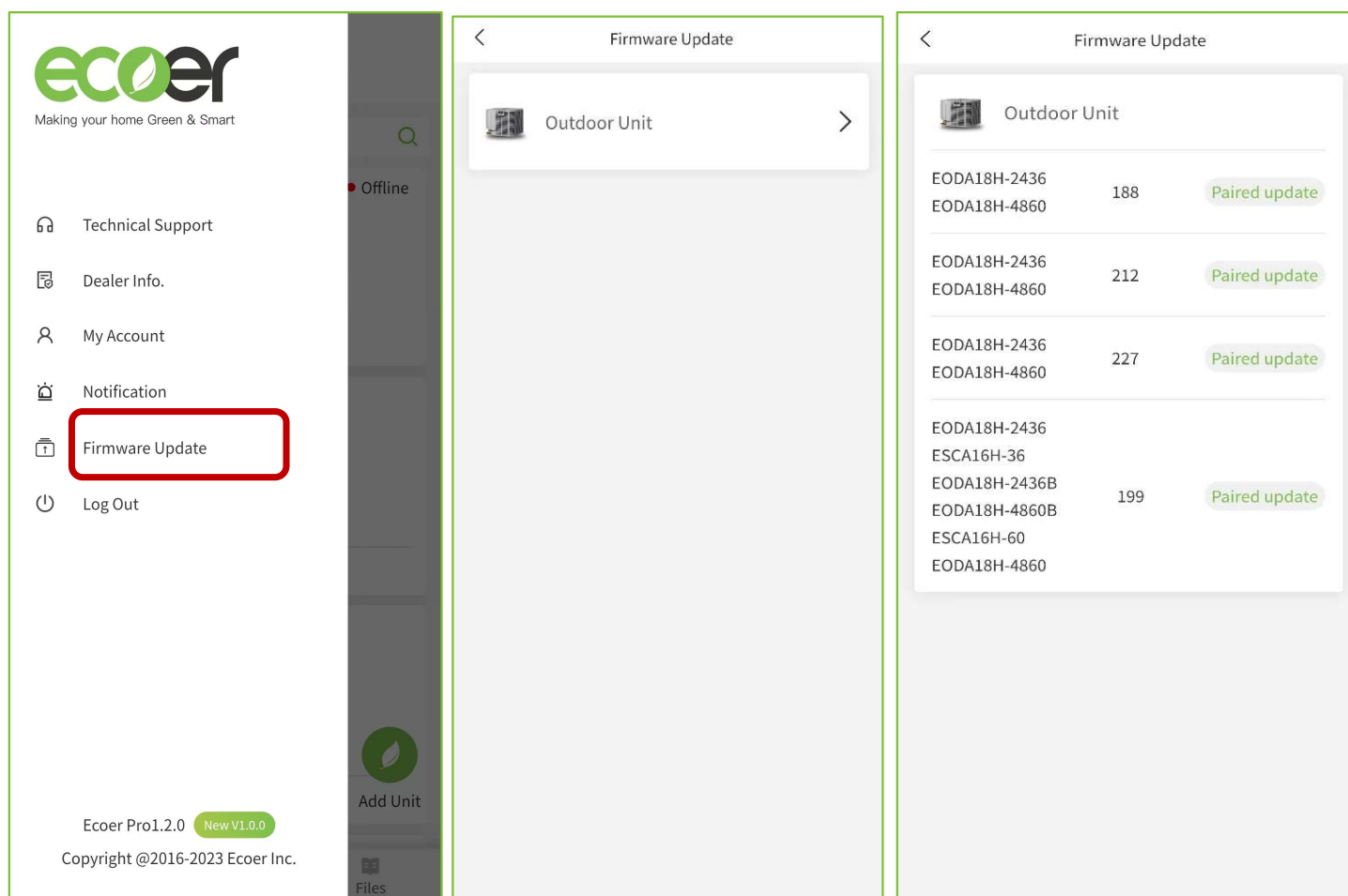
Technical documents can be browsed on ESS Pro App.

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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