

# **Ecoer Smart Service Pro App User Manual**

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# Log in <u>www.ecoer.com</u> 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.



## 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 <u>Privacy Policy</u>".
- 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 <u>support@ecoer.com</u> 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 <u>Privacy Policy</u>" 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 Li	cense	>
	Logout	

past due

>

>

>

>

>

>

EW100069L9BJ

#### 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  $\equiv$  located on the upper-left corner and choose "<u>Dealer Info.</u>" to do it later.

I AC LIST	17:03 😂	승규는 학생 가장 교수 49%을	<	Dealer Info. Done
MY LIST 0 DEMO 2	<	scan the code	Admin Email	1256301675@qq.com
All T Please enter your search terms	9		Contractor No.	EW100057NS0T
			Name	
Complete dealer group info.			EIN	
I am the owner / administrator.			Phone No.	
I am an employee. Scan admin's QR code of the company			Address	
Next			Zip Code	
Do it later	- E	Touch your light	City	
			State	
			Country	China
U bbA	nit			
Systems Events Files				

#### 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.

I				
	MY LIST 6 DEMO	2		
All 🔻	Please enter your search terms	Q		
-🔆 GI				
Addr	confusing, using, Newfound abrador 12345	lland and L		
SN	GF910000000015			
ුරී, GI	CF910000000014           Addr         test, test, Alabama 123456			
Addr				
SN	GF910000000014			
		Add Unit		
Systems Events Files				



#### 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 pr Sign your name he	ivacy statement to owner's email re
	1
	Submit

## Step 3. Scan/Input SN

Select "Input/Revise SN" to manually input, or rspectively 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.



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



#### > Outdoor Unit Bar Code (SN length is 20)



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**B** <u>@</u>.

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

TATAL

EAHATN-60

COOLING AND HEATING

EAHATN-60

> Gas Furnace Bar Code (SN length is 22)







Manufacturer reserves the right to change specifications or designs without notice.

## 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 " $\langle \rangle$ " on the upper-left corner to revise it if one of the SN is incorrect. Homeowner will get Ecoer Warranty Registration Number by <u>\*\*@ecoer.com</u> 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.



## **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.

i≡ AC LIST	Select gateway type	colink Gateway
MY LIST 6 DEMO 2 All  Please enter your search terms Q	4G Gateway >	eccer
GF910000000015     • Offline	Thermostat >	DC INVERTER HEAT PUMP. SMART HVAC [IoT]
abrador 12345		www.ecoer.com
SN GF91000000015	ecolink Gateway	Register new AC by ESS Pro App to remotely monitor and trouble shoot from your smart devices.
പ്പ് GF910000000014 ● Offline		Sign an agreement with homeowner
Addr test, test, Alabama 123456		Select existing agreement > Next
SN GF91000000014		
Add Unit Systems Events Files		

### 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							
CECCEC DC INVERTER HEAT PUMP. SMART HVAC [IoT]								
Register ne and troubl	Register new AC by ESS Pro App to remotely monitor and trouble shoot from your smart devices.							
	ight an agr contone							
	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	
Email	Email
Building Type	Building Type 🔻
Send pr	ivacy statement to owner's email
	0
	Submit

#### Step 3. Scan/Input SN

Select "Input/Revise SN" to manually input, or rspectively 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.





Manufacturer reserves the right to change specifications or designs without notice.

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

TATAL

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COOLING AND HEATING

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## **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 " $\langle \rangle$ " on the upper-left corner to revise it if one of the SN is incorrect. Homeowner will get Ecoer Warranty Registration Number by <u>\*\*@ecoer.com</u> 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.



## **Step 5. Upload installation photos**

Upload installation photos and click "Finish". Click "



## **3.3 4G Gateway / Ecolink Information and data viewing**

#### (1) Dashboard data viewing

Click "MY LIST" 4G / ecolink device to enter **Dash Board interface**.
 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.

≣	AC LIST		<	GF910	01815000221 •••
	MY LIST 6 DEMO	2		System	Thermostat
All 🔻	Please enter your search terms	Q			●F •C
ංරී G	F9101815000221	• Offline			
Owner	Jalon				
Addr	TX, Texas, Arizona 40200			- 0 25	0 25
SN	GF9101815000221			0 °F	0 °F
뷴 EG	i0131230300001 <u>/</u>	<u>,</u>		Liquid Line SC	Comp. Suction SH
Owner high suffice			Updated time		
Addr	Addr guy, gbfj, Newfoundland and Labrado r 12345		Information		
SN	EG0131230300001			nci	nci
	▲ Unhide (2)		ŀ	ligh Pressure	Low Pressure
,රී, G	F910000000009	• Offline	(	A	0V
Owner	tgzg hbx		-	nput AC Current	Input AC Voltage
Addr	bbx, gvx, Alabama 56432		-	-	rps
SN	GF910000000009	Add Unit	(	DDU Status	Compressor Speed
System	s Events	Files		) °F Comp. Discharge SH	

## (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.

<		More	
Ø	Dash Board		>
Ċ	Alert		>
ð	History Data		>
හි	Field Setting		>
F	Unit Info.		>
Q	Diagnosis		>
<u></u>	Rename		GF9101815000221 >
2	Property Owner		>
Тор	of MY LIST		

< compared with the second sec	GF9101845000172	
<u>ක</u> Severe	Alarm >	E3
SN:	GF9101845000172	
Owner:	4G TEST	
Desc.	System locks up when P3 discharge temperature p	8 (Compressor rotection) ha…
Solved	4/1	18/2023 4:21:46
🖄 Severe	Alarm>	E7
SN:	GF9101845000172	
Owner:	4G TEST	
Desc.	System locks up when P7 g protection) has occurre	′ (liquid sluggin d three time…
Solved	4/1	18/2023 4:21:46
🖄 Severe	Alarm>	E5
SN:	GF9101845000172	
Owner:	4G TEST	
Desc.	System locks up when P5 ule temperature protection	o (Inverter mod on) has occu…

#### (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.**

< Mor	e	K Field Sett	ing	Field Setti	ng
② Dash Board	>	n00 Control Method	High capacity	n00 Control Method	High capacity
泣 Alert	>	n01 HP Stop Temp	TA<-3°F	n01 HP Stop Temp	TA<-3°F
🖞 History Data	>			n02 W Output	ON
Field Setting	>	n02 W Output	ON	ON	
Unit Info.	>	n03 Dual-Fuel Temp	TA<15°F	OFF	
Diagnosis	>	n04 Defrost Type	Standard	n03 Dual-Fuel Temp	TA<15°F
🖉 Rename	EO0212352290052 >	n05 Silent Mode	None	n04 Defrost Type	Standard
& Property Owner	>	n06 Night Silent Start	18.00	n05 Silent Mode	None
Top of MY LIST				n06 Night Silent Start	18:00
		n07 Night Silent End	07:00	n07 Night Silent End	07:00
		Change Set	tting	Change I	

#### 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.



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'

	01815000221 ····	<	More	C Diagnosis
System	Thermostat	<ul> <li>② Dash Board</li> <li>△ Alert</li> <li>④ History Data</li> <li>③ Field Setting</li> <li>④ Unit Info.</li> <li>☑ Diagnosis</li> </ul>	>       >       >       >       >       >       >       >       >       >       >       >       >       >       >	Image: Constraint of the end of the
psi High Pressure 0A	psi Low Pressure OV	<ul> <li>Rename</li> <li>Property Owner</li> </ul>	>	
Input AC Current	Input AC voltage	Top of MY LIST		
ODU Status <b>0 °F</b> Comp. Discharge SH	Compressor Speed			Refrigerant calculator

#### **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.**

#### **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.

<	Diagnosis	16:24 🖪	2.89 K/s 🖸 💐 🖘 .uli 60% 🖬	16:25 🖬	4,45 🖸 💐 😚 .nll 60% 着
		< ۲	leating Diagnosis	< н	eating Diagnosis
			1	Overcharged	Undercharged
	*	Cor	np. Discharge SH		
	AUTO Charge Mode in Cooling		30 45	Run heating mode at minutes) to check liv	: least 35 minutes (Maximum 55 re DSH.
				Suggested DSH	25~50 °F
		Overcharged	,15 60 0 °F Undercharged		Information
					RPS
Ret	frigerant Level Judgement in Heating	Run heating mode a	at least 35 minutes (Maximum 55	ODU Status	Compressor Speed
		minutes) to check li	ve DSH.	psig	psig
		Suggested DSH	25~50 °F	High Pressure	Low Pressure
			Information	°F	≤30 °F
			RPS	Liquid Line SC	Suggested SC
		ODU Status	Compressor Speed	pls	
		psig	psig	EEV	
		High Pressure	Low Pressure	Show me more de	tails of weigh-in charge method
		°F	≪30 °F		
	Refrigerant calculator	Liquid Line SC	Suggested SC		EXIT

#### **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.

oard > / Data > etting >
oard >
<pre>&gt; / Data &gt; // Data &gt;</pre>
etting >
etting >
fo. >
sis >
e GF9101815000221 2
ty Owner >
IST

#### (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

<	More	K GF	9101815000221	Field Installation
② Dash Board	>	Homeowner	Jalon	Share installation photos to Ecoer Inc. for warranty verification and marketing select indoor electric heater for monthly electricity statistics.
🖄 Alert	>	Phone No.	422	After confirmed by Ecoer Inc., you will receive an additional 1-year monitoring service.
🖞 History Data	>	Email	27@163.com	Upload Field Installation
③ Field Setting	>	Area	House	Select Electric Heater
🖹 Unit Info.	>	1		
বি Diagnosis	>	Uploa	d Field Installation	
🖉 Rename	GF9101815000221 >			
℅ Property Owner	>			
Top of MY LIST				

### (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.





#### 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 **T** Zip Code Phone Email Building Type Building Type 🔻 Send privacy statement to owner's email Sign your name here

7/7/2023 16:7:8

#### Step 3. Scan/Input SN

Select "Input/Revise SN" to manually input, or rspectively 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 Model	ECT01
SN	1300CD7A142CG0006
MAC	
SN	AC93C42267EA
Outdoor Unit Model	ESCA16H-60
SN	3EWH000001Z201010004
Indoor Unit Model	EAHAEC-60
SN	3ENH000001Z202020009
٤	Submit





#### Manufacturer reserves the right to change specifications or designs without notice.



Ecoer Inc.

#### Manufacturer reserves the right to change specifications or designs without notice.

Indoor Unit Bar Code

FILTER **D**VER

#### (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.

≡	AC LIST		< 1300CE	7A142CG0006 ····
	MY LIST 3. DEMO 7			
All 🔻	Please enter your search terms	Q	Ine	ermostat <u>c</u>
1 13	300CE7A142CG0006 🖉			an.
Area	Md tesy			JU°F
Addr	technology, unfortunately, Nortl Territories 12345	hwest		near
SN	1300CE7A142CG0006		He	at: <b>86°F</b>
,රී, ර	GF9101845000172	• Offline	23/05/	2023 17:09:08
Owner	4G TEST			
Addr	GHJ, NB, Newfoundland and Lat 25863	prador	Inf	ormation
SN	Test		Online	Off Thermostat status
E) ليل	G0131225000008 🖉		Ac online status	mennostat status
Owner	lora test		Heat	Auto Fan speed
Addr	JSV, HBX, Nunavut 348765			runspeeu
SN	EG0131225000008		90 °F	86 °F
	A Pack up all equipment (1)	Add Unit	Indoor temp (Fahrenheit)	Temp setting (Fahrenheit)
System	ns Events	<b>DCI</b> Files	Refrige	rant calculator

#### (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.

< 1300CE	7A142CG0006	<	More		<	Alert	
The	ermostat 🔍 🕐	🙆 Dash Boar	rd	>	🖄 Warn >		NA1D
		껕 Alert		>	SN:	1300CD7A142CG0006	
	۹n	🖻 Unit Info.		>	Owner:	Xiong Xiaoqin	
	JU°F Heat	<u> </u>			Desc.	evaporator error	
	incut in the second sec	<u> </u>	1300CE7A1420	2G0006 >	Unsolved	ł	4/13/2023 17:10:26
Не	at: <b>86°</b> F	Top of MY LIST			应 Warn>		EH00
23/05/	2023 17:09:08				SN:	1300CD7A142CG0006	
U	pdate time				Owner:	Xiong Xiaoqin	
Inf	formation				Desc.	Indoor EE	
	_				Unsolved		4/6/2023 2:39:36
Online AC online status	<b>Off</b> Thermostat status				应 Warn>		EH03
Heat	Auto				SN:	1300CD7A142CG0006	
AC mode	Fan speed				Owner:	Xiong Xiaoqin	
					Desc.	Indoor DC fan stall	
90 °F Indoor temp (Fahrenheit)	86 °F Temp setting (Fahrenheit)				Unsolved		4/3/2023 2:19:36
Refrige	erant calculator						

## (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.

< Unit Info.	15:31 🖬	5.36 🖸 💐 😤 .uli 67	7% 💼	15:31 🖼	389 🖻 📲 😤ll 67% 🖥
Touch $m{m{\Xi}}$ to replace the equipment.	ζ	Unit Info.		<	Unit Info.
	Touch 🖂 to replace	the equipment.	_	Touch 🖂 to replace the	equipment.
Code EG910L	4G Gatew	vay QR Code	EG910L	4G Gateway	QR Code EG910L
GF9101934102292	IIIII SN	GF910184	45000172	IIII SN	GF9101845000172
Find QR Code Input/Revise SN	Find QR Code	Input/Revise SN		Find QR Code	nput/Revise SN
	P		<b></b>	Re	place A Unit
Replace with ecolink >		Input IoT SN		The SN you hav	ve input is
	GF91018450	000172	10	Serial Number	GF9101845000172
Outdoor Unit Bar EAHATN-48B Code	Close	Confirm	1 3	Model	EG910L
SN F523100001540000022	Find Bar Code	Input/Revise SN	8	Close Find Bar Code	Confirm Input/Revise SN
Find Bar Code   Input/Revise SN	Indoor U	nit Bar Code		Indoor Unit	Bar Code
Indoor Unit Bar	IIIIII SN			IIIIII SN	
SN 3EWH099001Z23220003900	Find Bar Code	I Input/Revise SN		Find Bar Code	Input/Revise SN
Find Par Code   Input/Pavise SN	Gas Furna	ace Bar		Gas Furnace	Bar

#### (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.

< Unit Info.	< ecolink Gateway	15:49	.ıl ≎ ∎⊃
Touch 🖯 to replace the equipment.		<	ecolink Gateway
4G Gateway QR EG910	ecolink Gateway QR Code	ecoli	nk Gateway QR Code
Code Code	Find QR Code   Input/Revise SN	SN	EG0212352290512
GF9101934102292		Find QR Co	de   Input/Revise SN
Find QR Code   Input/Revise SN			
B Replace with ecolink >	Input Gateway SN		
Outdoor Unit Bar	Input Gateway SN		
Code EAHATN-48B	Close Confirm		
F5231000015400000022			
Find Bar Code   Input/Revise SN 🗄			
Indoor Unit Bar			
Code			
3EWH099001Z23220003900			
Find Bar Code   Input/Revise SN	Next	<u> </u>	Next

#### (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.

< Unit Info.	9:12 AM • • • · · · ½ 🌀 📶 🛜 🐵	9:13 AM 4 • • · · · 🧏 🗑 🖬 🕱 🗐
Touch 🖯 to replace the equipment.	C Unit Info.	C Unit Info.
4G Gateway QR EG910L Code	Code EG9101815000170	Code
GF9101815000221	Find QR Code   Input/Revise SN	Find QR Code   Input/Revise SN
Find QR Code   Input/Revise SN	Outdoor Unit Bar EODA18H-4860	Outdoor Unit Bar
Outdoor Unit Bar EODA18H-4860B Code	Input Outdoor Unit SN	Replace A Unit The SN you have input is
IIIIII SN 11201W20180229000004	Fi 11714WJB73ZK50701423	F Serial 11714WJB73ZK50701423 Number
Find Bar Code   Input/Revise SN	Close Confirm	Model EODA18H-4860
Indoor Unit Bar Code	IIIIII SN C703601661418120001422	Close Confirm
<b>SN</b> 540K3725302361001002	Find Bar Code   Input/Revise SN	Find Bar Code   Input/Revise SN
Find Bar Code   Input/Revise SN	Gas Furnace Bar MGH96M060B3 Code	Gas Furnace Bar MGH96M060B3 Code
Gas Furnace Bar Code	IIIII SN 189413120B2400105	IIIII SN 189413120B2400105
<b>IIIII</b> SN	Find Bar Code   Input/Revise SN	Find Bar Code   Input/Revise SN

#### (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.

۲ Unit Info.	9:21 AM ^ 4 • • • • ½ Ö 📶 🛜 💷	9:21 AM 🌣 e • · · · 🛷 🎯 🕍 🛱 😨
Touch 🖯 to replace the equipment.	C Unit Info.	< Unit Info.
4G Gateway QR EG910L	EG9101815000170	EG9101815000170
SN GF9101815000221	Find QR Code   Input/Revise SN	Find QR Code   Input/Revise SN
Find QR Code   Input/Revise SN	Outdoor Unit Bar EODA18H-4860 Code	Uutdoor Unit Bar EODA18H-4860 Code
Outdoor Unit Bar	IIIII SN 11714WJB73ZK50701423	III Replace A Unit 13
Code EODA18H-4860B	F Input Indoor Unit SN	The SN you have input is
SN 11201W20180229000004	C703601661418120001422	Serial C703601661418120001422 Number
Find Bar Code   Input/Revise SN	Close Confirm	Model EAHATN-48
Indoor Unit Bar Code	Find Bar Code   Input/Revise SN	Close Confirm 22 Find Bar Code   Input/Revise SN
SN 540K3725302361001002		
Find Bar Code   Input/Revise SN	Gas Furnace Bar MGH96M060B3 Code	Code MGH96M060B3
	IIIIII SN 189413120B2400105	IIIIII SN 189413120B2400105
Gas Furnace Bar Code	Find Bar Code   Input/Revise SN	Find Bar Code   Input/Revise SN
SN	Install Date 6/20/2022 17:52:50	Install Date 6/20/2022 17:52:50

#### (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 'E' ' icon to enter a new code.

3) Click on the "Confirm" button to replace successfully.

< Unit Info.	9:25 AM * * • · · · 💅 🗑 📶 🔶 💯	9:25 AM * * • · · · 🖋 🗑 📶 🛜 💯
Find Bar Code   Input/Revise SN	C Unit Info.	C Unit Info.
- Indeer Unit Per	Find QR Code   Input/Revise SN	Find QR Code   Input/Revise SN
Code	Outdoor Unit Bar EODA18H-4860	Outdoor Unit Bar EODA18H-4860
SN 540K3725302361001002	IIIIII SN 11714WJB73ZK50701423	IIIIII SN 11714WJB73ZK50701423
Find Bar Code   Input/Revise SN	Find Bar Code   Input/Revise SN	Fr Replace A Unit
Gas Furnace Bar Code	Input Gas Furnace SN	The SN you have input is
SN	III Close Confirm 22	Model MGH96M060B3 2
Find Bar Code Input/Revise SN	Find Bar Code   Input/Revise SN	Close Confirm
Thermostat QR EST02	Gas Furnace Bar MGH96M060B3 Code	Gas Furnace Bar MGH96M06
SN 347DE4BBABA8	IIIIII SN 189413120B2400105	IIIIII SN 189413120B2400105
Find QR Code   Input/Revise SN	Find Bar Code   Input/Revise SN	Find Bar Code   Input/Revise SN
Install Date 7/7/2023 16:2:11	Install Date 6/20/2022 17:52:50	Install Date 6/20/2022 17:52:50

#### (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.

C Unit Info.	< Unit Info.	< 4	Jnit Info.		
Find Bar Code   Input/Revise SN	Find Bar Code   Input/Revise SN	Find Bar Code   Ir	nput/Revise SN		
Indoor Unit Bar Code	Indoor Unit Bar Code	Indoor Unit B Code	ar		
SN 540K3725302361001002	SN 540K372530236	1001002	540K3725302361001002		
Find Bar Code   Input/Revise SN	Find Bar Code   Input/Revise SN	E Repl	F Replace A Unit		
	Input Thermostat SN	The SN you have	The SN you have input is		
Gas Furnace Bar Code	347DE4BBABA8	Serial Number	347DE4BBABA8		
SN	Close Confirm	Model	EST02		
Find Bar Code   Input/Revise SN	Find Bar Code   Input/Revise SN	Close	Confirm		
Thermostat QR EST02	Thermostat QR Code	EST02 Thermostat Q Code	R EST		
SN 347DE4BBABA8	347DE4	IBBABA8	347DE4BBABA8		
Find QR Code Input/Revise SN	Find QR Code   Input/Revise SN	Find QR Code   In	put/Revise SN		
Install Date 7/7/2023 16:2:11	Install Date 7/7/2023	3 16:2:11 Install Date	7/7/2023 16:2:11		

## 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 <u>www.ecoer.com</u> after the login.

IE	Support		<	Installation
Videos Brochure	E	P	IoT IM and Registration Guide via App 1.77MB	
	Product Data	P	6.29MB	
ß	<u>&amp;</u>	f	P	ESi Decades ODU IM 4.34MB
Installation	Service	Submittal	P	ESi Decades Refrigerant Charge
			P	ESi Decades AHU IM 3.04MB
			Р	G Series AHU IM 1.5MB
			Р	EST01 Install and User Guide(old) 1.36MB
			Р	EST01(5G) Install and User Guide 2.8MB
Systems	Events	Files	P	G Series CC IM 1.1MB

## 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.

~~~~~		Firmware Update		< Firmware Update		
Making your home Green & Smart	Q	Outdoor Unit	>	Outdoor U	Init	
	<ul> <li>Offline</li> </ul>		_	EODA18H-2436 EODA18H-4860	188	Paired update
Dealer Info.				EODA18H-2436	212	Paired update
A My Account				EODA18H-2436		
道 Notification				EODA18H-4860	227	Paired update
Firmware Update				EODA18H-2436 ESCA16H-36		
() Log Out				EODA18H-2436B EODA18H-4860B ESCA16H-60	199	Paired update
				EODA18H-4860		
	0					
Ecoer Pro1.2.0 New V1.0.0	Add Unit					
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