



# Ecoer Smart Service Pro App User Manual

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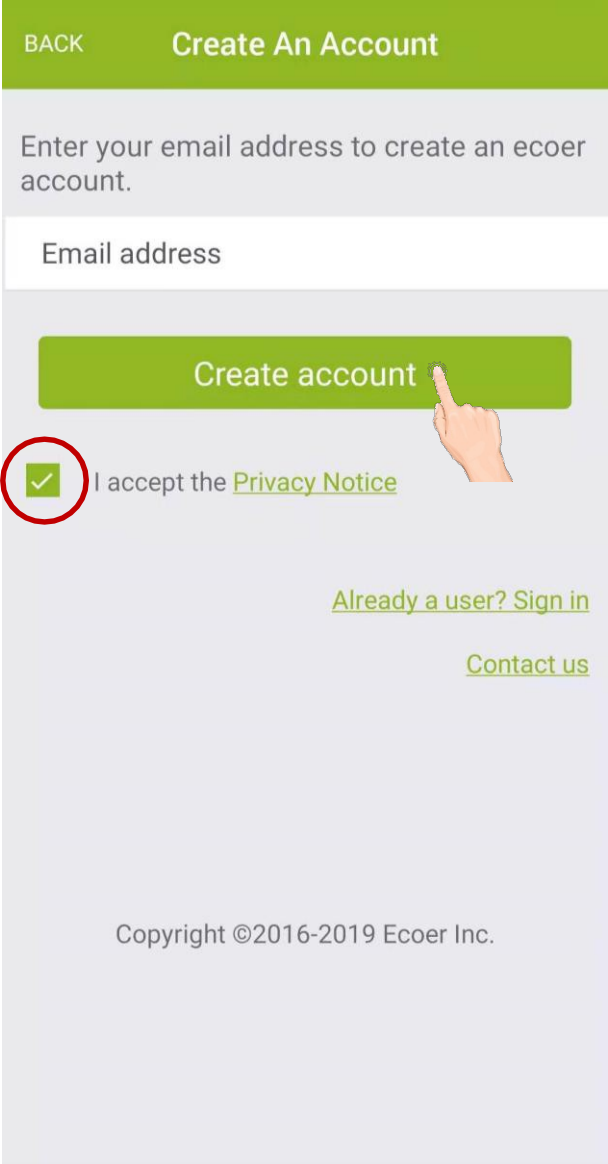
Log in [www.ecoer.com](http://www.ecoer.com) or App >Files >Installation to get the latest user manual for Ecoer Smart Service (ESS) Pro App.

# I. Create An Ecoer Account

## Step 1. Create account

Touch “**Create an ecoer account**” button to the sign up page.  
Enter your email address, check “I accept the Privacy Notice”, then touch “Create account” button to submit.

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

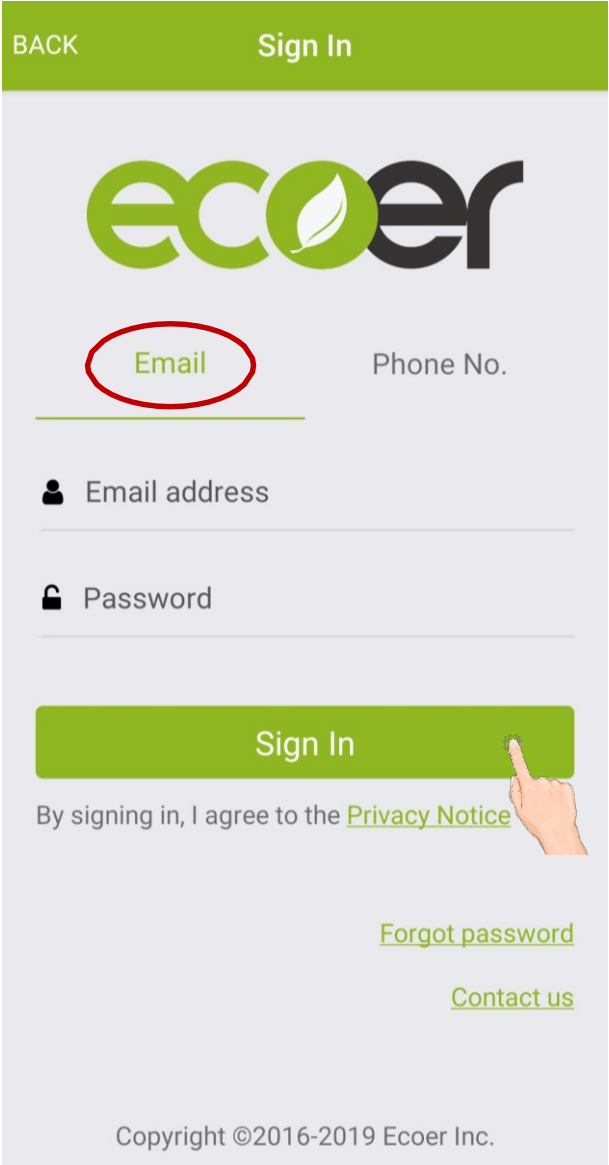
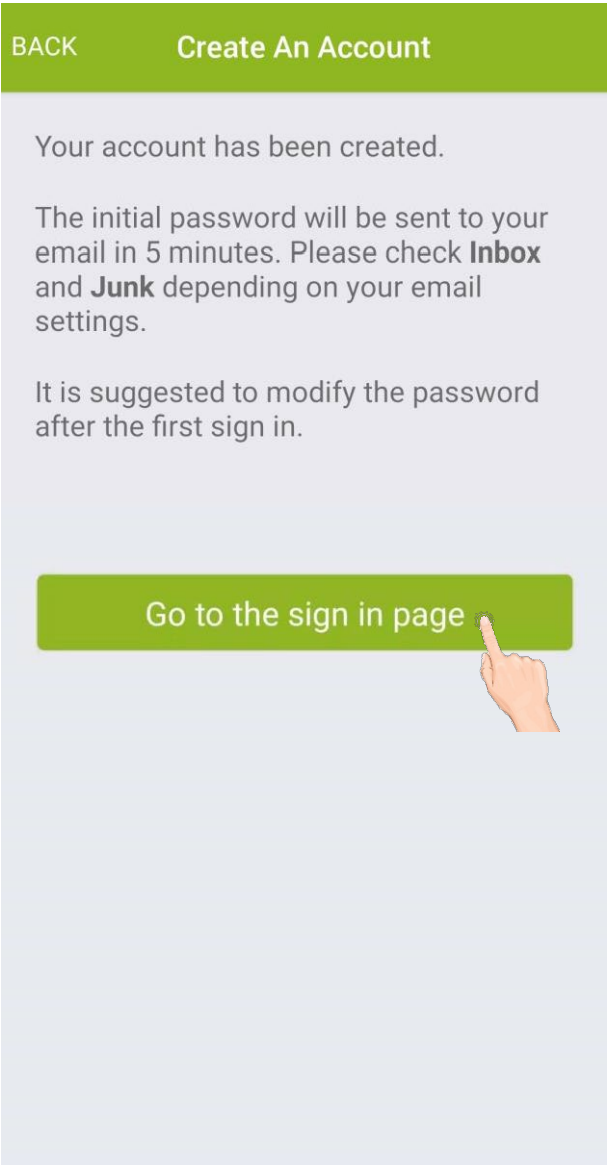


## Step 2. Sign in

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.

For users who have registered an ecoer account before **App ver 2.0.9** was released, you will be able to sign in and reset password using phone number once you **set a trusted phone number** after the login by email address.  
(A pop-up window requesting phone number verification will be showed.)

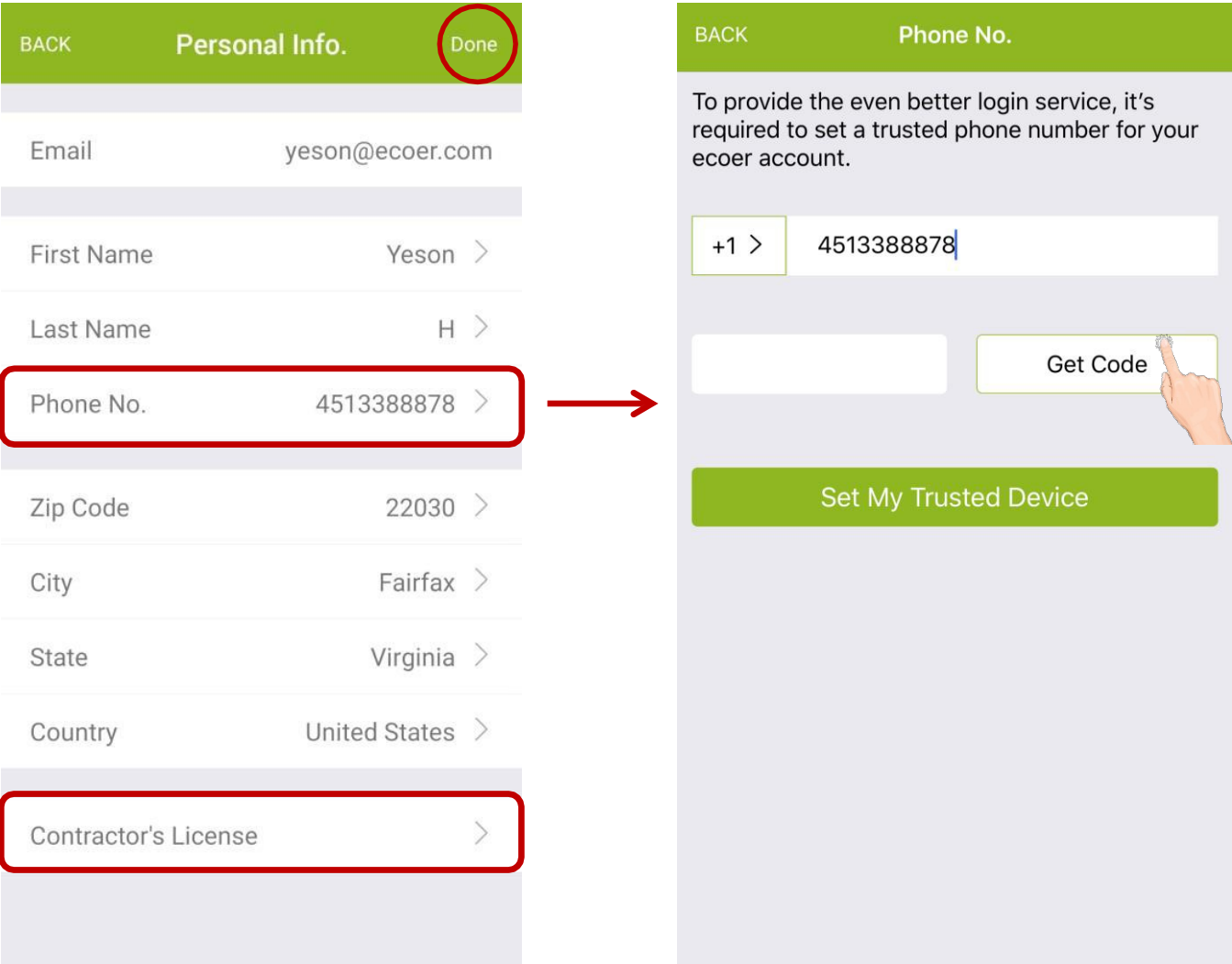


Step 3. Fill in Personal Info.

Enter each item showing in Personal Info. Page, touch “**DONE**” (located on the upper-right corner) after each input.

Ecoer verifies your phone number for login and resetting password service. Press “**Get Code**”, input verification code you got on SMS, then click “**Set My Trusted Device**” to complete.


For the Contractor’s License item, touch “**+** ” to upload a photo of your license (contractor license, EPA license and insurance liability coverage). After the uploading is finished, touch “**BACK**” button.  
If you don’t have the license with you in hand, touch “**BACK**” button on the upper-left corner, click “**Do it later**” to exit.

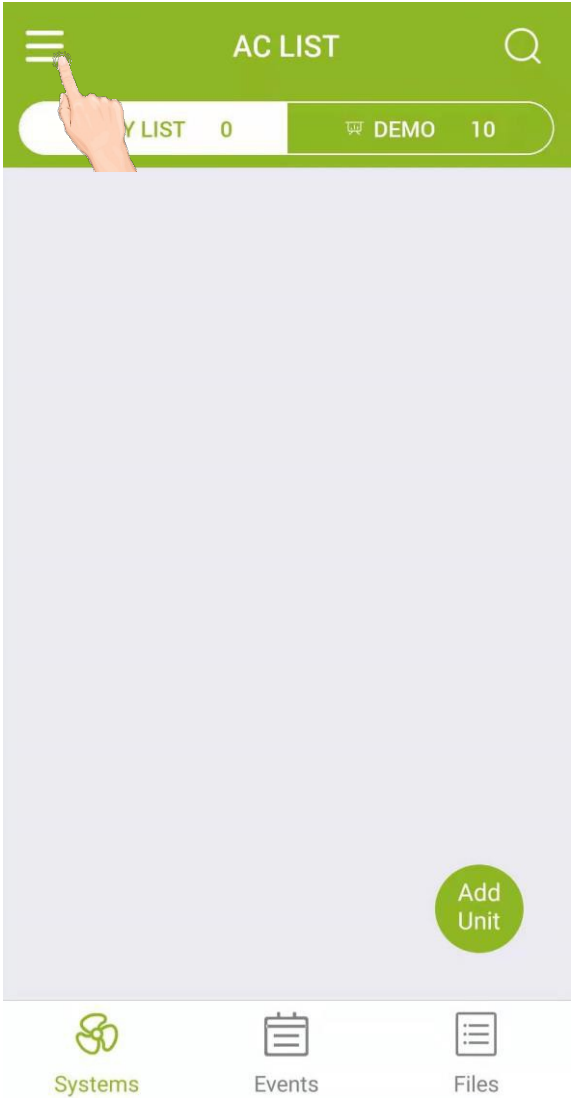
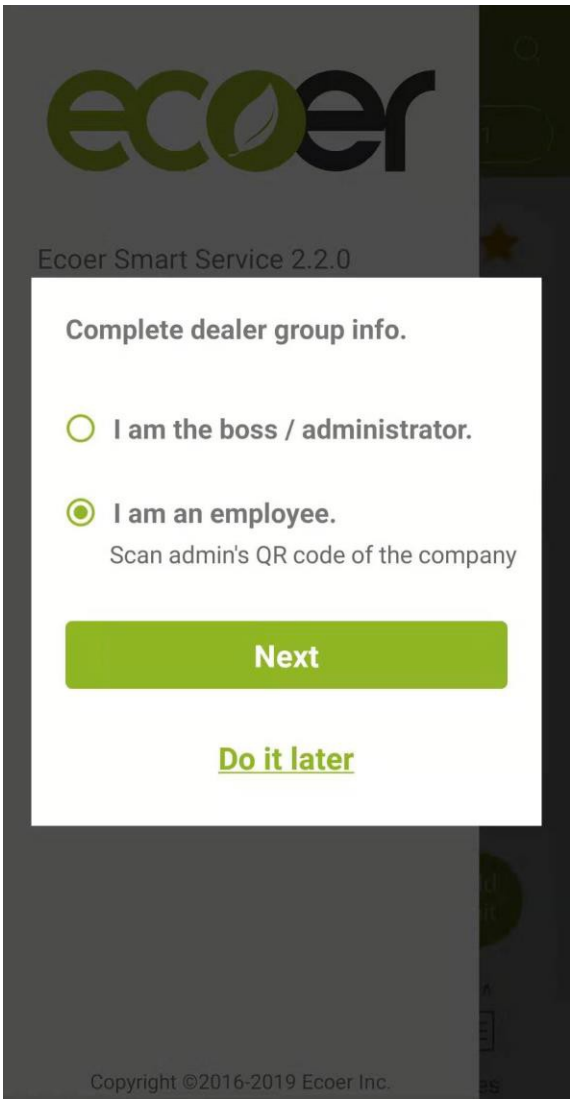


Step 4. Choose group

Select “ **○ I am the boss / administrator**” 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.

Select “ **○ I am an employee**” to scan the boss’s or administrator’s QR Code showing on his / her App to join into the company group. Registered systems by ESS Pro App will be monitored by the boss / administrator.

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



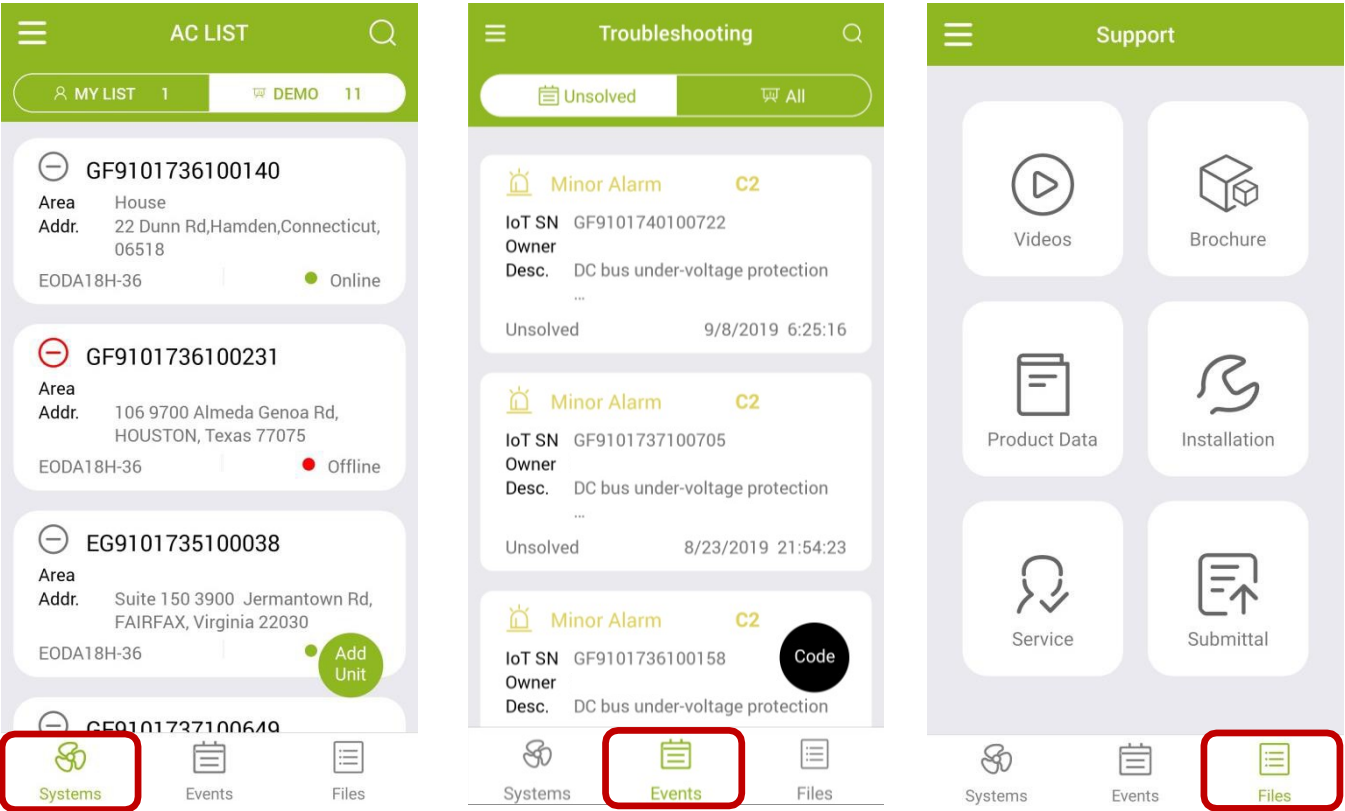
## II. App Layout

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)







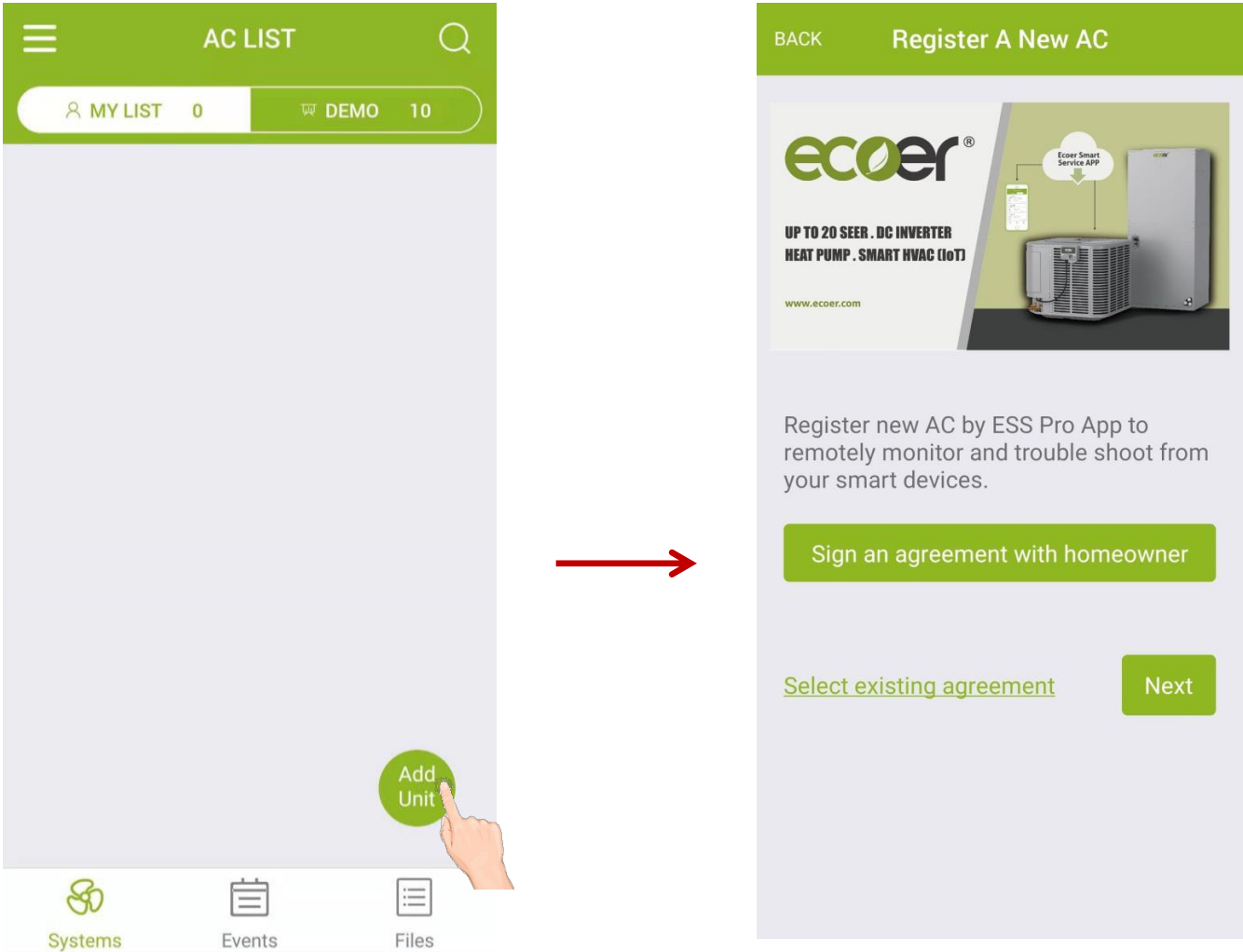
### III. Register A New AC/HP

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

**Before register any system, the IoT device shall be powered ON so that the server can respond to its registration requirement.**

Step 1. Enter registration page

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





Step 2. Sign/Select agreement

**Sign an agreement with homeowner to start the registration.**

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 monitoring 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)

BACK

Register A New AC

ecoer®

UP TO 20 SEER . DC INVERTER  
HEAT PUMP . SMART HVAC (IoT)

www.ecoer.com

Ecoer Smart  
Service APP



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

Sign an agreement with homeowner

Select existing agreement

Next

Luis yin

3900  Jermantown,fairfax,Virginia 22030

BACK

Sign Agreement

To register warranty and allow installer  
to remotely monitor your Ecoer unit, you  
must agree to the [Privacy Statement for  
Ecoer Products and Services](#)

First  
Name

Last  
Name

Address

City

State

CountryUnited States

Zip Code

Phone123-123-4567

Email

Building  
Type

☒ Send privacy statement to owner's  
email


Sign your name here

Submit

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

10.2019


### Step 3. Scan/Input SN


Respectively use  button to scan the corresponding serial numbers.

**Tips:** Make sure the code is steady and well-lit. Hold your phone 12 inches away and then bring it closer to cover the code.

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


BACKRegister A New AC

Respectively use  button to scan the corresponding serial numbers.

IoT Gateway QR code  
EG9101735100038


Find QR Code

Input/Revise SN

Outdoor Unit Bar Code  
F52310000100HB06101

Find Bar Code

Input/Revise SN

Indoor Unit Bar Code

Find Bar Code

Input/Revise SN

Choose or enter the AC Area

Floor1

Submit

Enter serial number manually


Area Selections

House / Floor1 / Floor2 / Floor3  
Living Room / Bedroom


Manually enter for other options.

Find QR/Bar Codes' locations in the following page.

BACKRegister A New AC



Align QR/Bar code within the frame to scan.

  
Turn on the flashlight

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

10.2019

> IoT 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)



Step 4. Confirm SN

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

Check serial numbers you submitted. Press “**BACK**” 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.

BACK

Register A New AC

The serial numbers you have submitted are

IoT Gateway Model

EG910L

SN

EG9101735100038

Outdoor Unit Model

SN

F52310000100HB06101

Indoor Unit Model

SN

Confirm

BACK

Field Installation

**Share installation photos** to Ecoer Inc. for warranty verification and marketing, **select indoor electric heater** for monthly electricity statistics.

After confirmed by Ecoer Inc., you will receive an additional 1-year monitoring service.


Get 1-year extended Monitoring Service

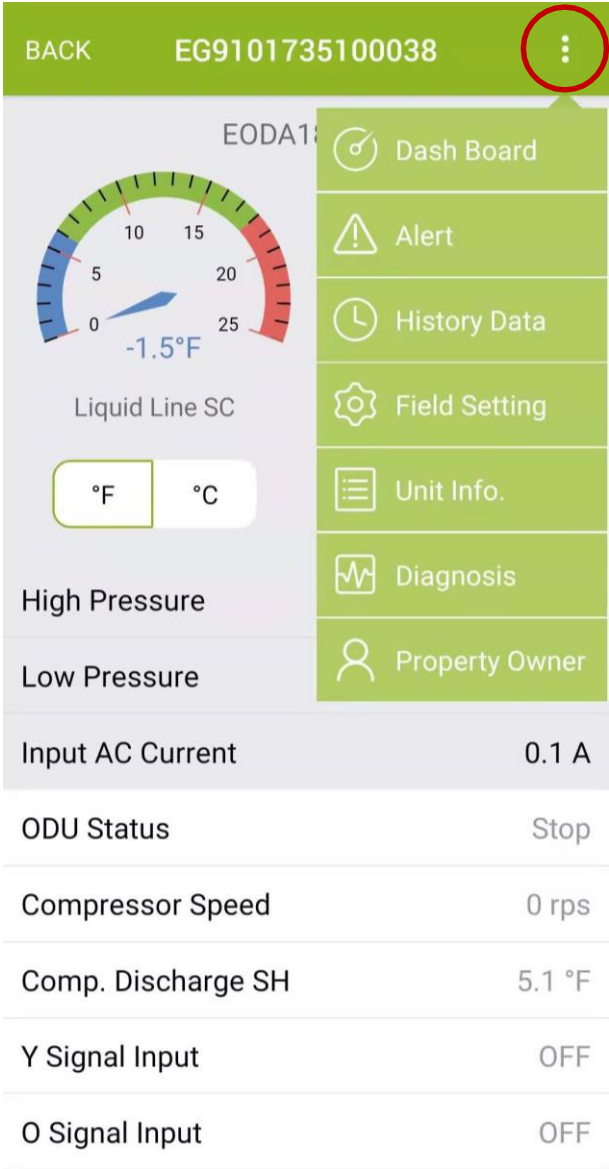
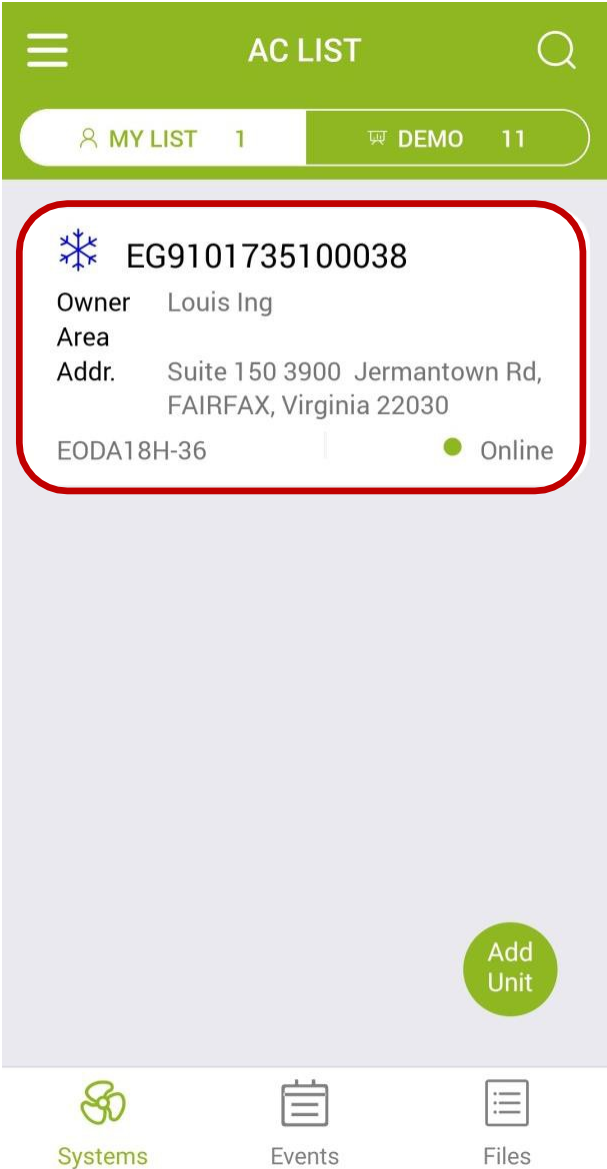
**Skip sharing, go to AC List**  
(Do it later at Property Owner Page)



## IV.AC/HP Details

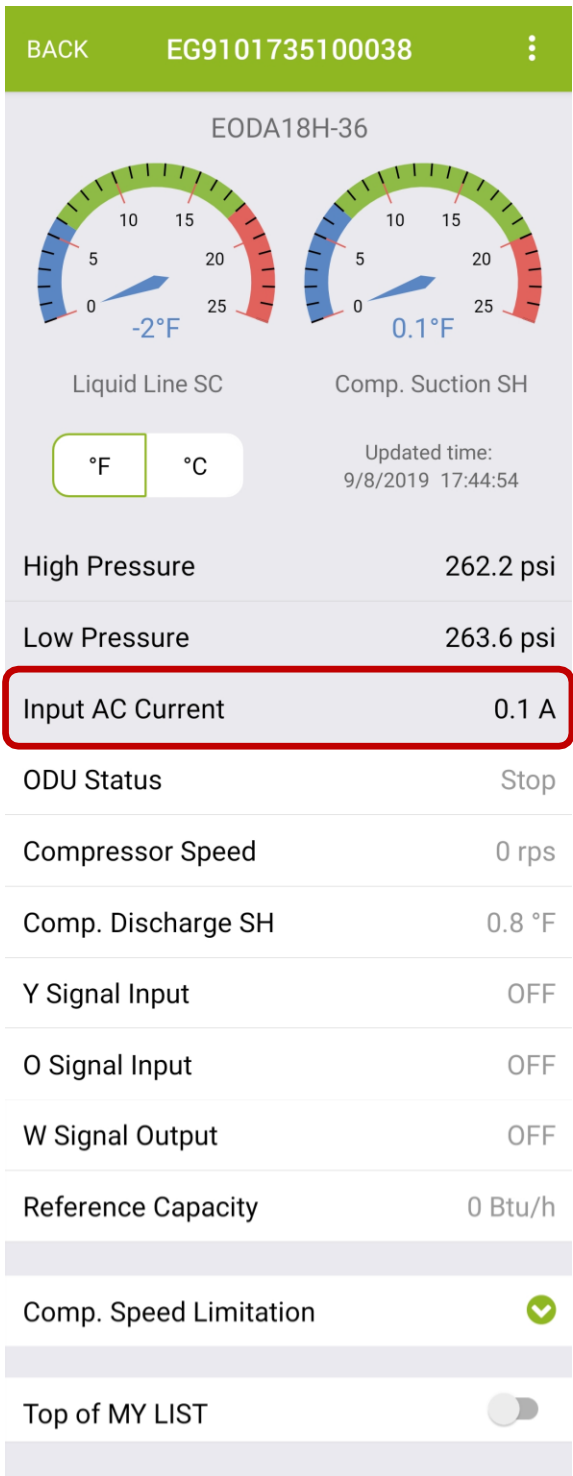
Touch the unit in “Systems” page to enter “AC/HP Details” interface when you want to get the live/history data of the AC or HP. The default interface of AC/HP Detail is **Dash Board**.

Check other sub-pages by touching the upper-right button  to review more info. Available sub-pages are Alert, History Data, Field Setting, Unit Info., Diagnosis and Property Owner.



• **Dash Board**

In Dash Board, you can see Liquid Line SC, Compressor Suction SH, High/Low Pressure, Input AC Current, Outdoor Unit (ODU) Status, Compressor speed, Compressor discharge SH (i.e. **DSH**), Y/O/W Signals, Reference Capacity, Compressor Speed Limitations.



REMARKS

• Green area in dash board means proper.

• Fahrenheit and Celsius can be switched.

• When ODU Status is “Stop”, data updates per 10 minutes.

• Allowance for Input AC Current is +/- 20%.

• SC and DSH are key parameters in heating.

**Top of MY LIST** (up to 10 units)  
A yellow star will be showed in MY LIST

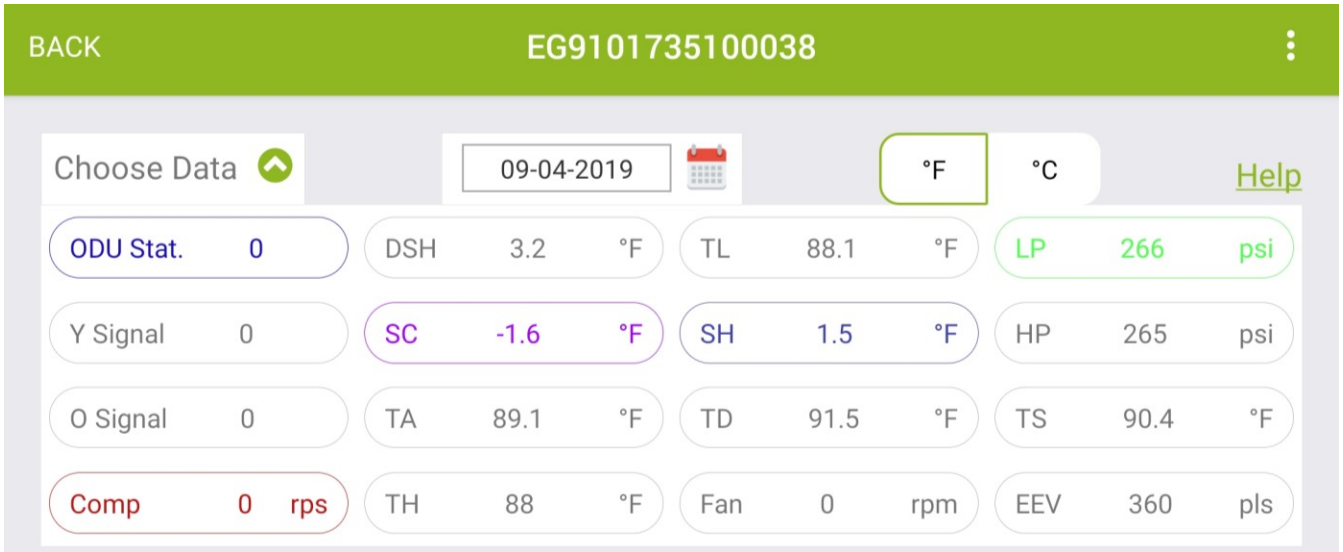


- Alert

This sub-page shows the last alert of each code reported.

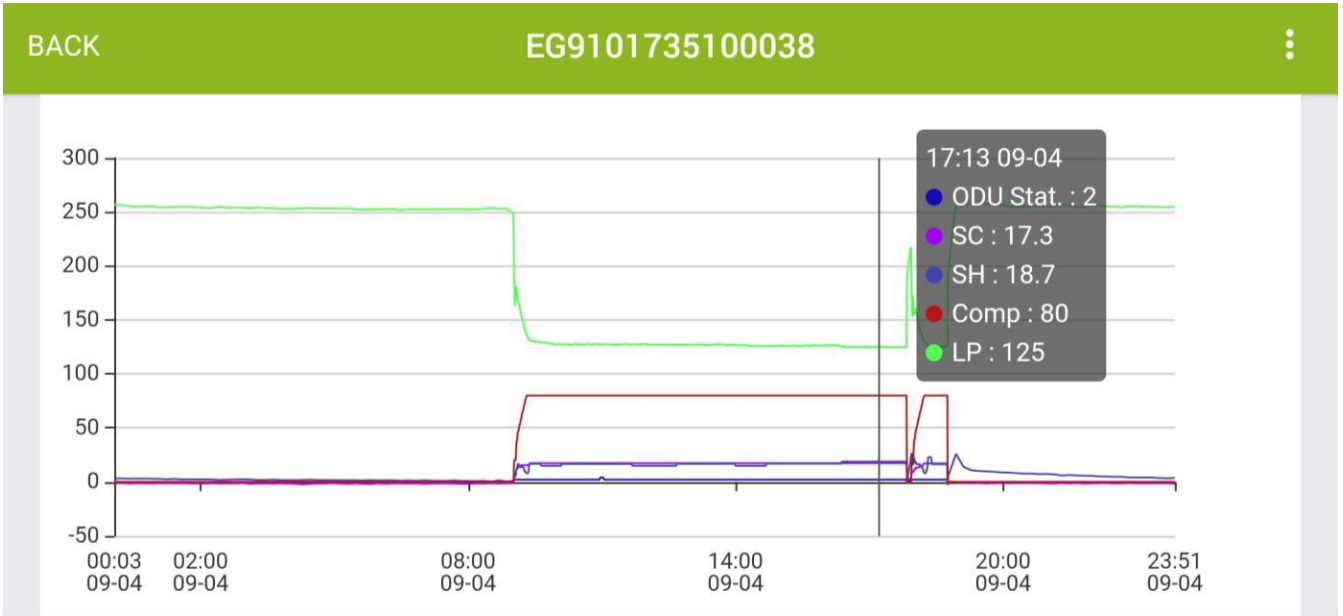
- History Data

Each symbols (Touch **Help** to get symbol’s meaning) show real-time data inside the oval frame.



**ODU Stat.: Outdoor unit mode**  
(0-Stop, 1-Ready to start, 2-Cooling, 3-Heating, 4-Oil Return, 5-Defrost, 6-Manually defrost, **10-AUTO charge mode or pump down operation**)

Slide down the screen to review the history curve of the selected symbols. Ecoer provides up to two months data on the App.





• **Field Setting**

Remotely check and change setting of Ecoer Smart Inverter (ESI) condensing unit from your smart device.

**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.**

BACK

EG9101735100038

n00 Control Method	Dry mode
n01 HP Stop Temp.	TA<-3°F
n02 W Output	ON
n03 Duel-Fuel Temp.	TA<15°F
n04 Defrost Type	Standard
n05 Silent Mode	None
n06 Night Silent Start	18:00
n07 Night Silent End	06:00

Change Setting




Select button

BACK

EG9101735100038

n00 Control Method	Dry mode	▼
n01 HP Stop Temp.	TA<-3°F	▼
n02 W Output	ON	▼
n03 Duel-Fuel Temp.	TA<15°F	▼
n04 Defrost Type	Standard	▼
n05 Silent Mode	None	▼
n06 Night Silent Start	18:00	▼
n07 Night Silent End	06:00	▼

Change It



**Remarks**

Refer to ESI (Ultra) SM or ODU IM to get more details about each setting.


- Units Info.

Units Info. page shows serial numbers of the AC/HP system.

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

BACK

EG9101735100038

Touch  to replace the equipment.

IoT Gateway Model

EG910L


SN

EG9101735100038

[Find QR Code](#)

|

[Input/Revise SN](#)



Outdoor Unit Model


SN

F52290000100HA100083

[Find Bar Code](#)

|

[Input/Revise SN](#)




Indoor Unit Model

SN

[Find Bar Code](#)

|

[Input/Revise SN](#)




Install Date


5/8/2018 15:6:20

BACK

Replace A Unit



Align QR/Bar code within the frame to scan.



Turn on the flashlight


• **Diagnosis**

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


BACK

Diagnosis

See the following page



AUTO Charge Mode  
in Cooling




Refrigerant Level  
Judgement in  
Heating

BACK

Heating Diagnosis

Comp. Discharge SH



OverchargedUndercharged

Run heating mode at least 35 minutes  
(Maximum 55 minutes) to check live DSH.

Suggested DSH

25~50 °F

ODU Status	Stop
Compressor Speed	0 RPS
High Pressure	264.5 psig
Low Pressure	265.4 psig
Liquid Line SC	-1.7 °F
<div>Suggested SC</div>	≤30 °F
EEV	360.0 pls

Show me more details of weigh-in charge  
method

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.

BACKCooling 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.



BS4 Button


EODA18H-2436EODA18H-4860

NEXT



BACKCooling Diagnosis

Coefficient Number



Diagnosis Time:  
Wait at least 10 minutes to get your coefficient number. Proper charging should be displayed 0.4 ~ 0.6 if SH ≤ 20°F.

ODU Status	Stop
Compressor Speed	0 RPS
High Pressure	264.5 psig
Low Pressure	265.4 psig
Liquid Line SC	-1.7 °F
Suggested SC	6~18 °F
Comp. Suction SH	1.5 °F
Suggested SH	7~20 °F

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

EXIT

• **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.

BACKField Installation

Share installation photos to Ecoer Inc. for warranty verification and marketing, **select indoor electric heater** for monthly electricity statistics.

After confirmed by Ecoer Inc., you will receive an additional 1-year monitoring service.

Upload Installation Photos

Select Electric Heater

BACKInstallation PhotosDONE

Share installation photos to Ecoer Inc. for warranty verification and marketing.

**Required**  
Purchase Receipt / Owner's House / Condenser Location / Electrical Conduit for Wirings / Indoor Unit Status

Upload

BACKHeating TypeDONE

Select heating type and electric heater for monthly power statistics.

☒Furnace / Boiler

☐Electric Heater

☐0 KW

☐5 KW

☐8 KW

☐10 KW

☐15 KW

☐20 KW

☐25 KW

Submit

# V. Troubleshooting

Trouble shoot corresponding problem before go to the job site.

☰

Troubleshooting

🔍

📅 UNSOLVED

🏠 ALL

🔔 Important Alarm H2

IoT SN GF9101736100243

Owner

Desc. Ambient temperature limit operation in heating mode....

Solved 3/14/2019 21:28:51

🔔 Important Alarm H2

IoT SN GF9101736100142

Owner

Desc. Ambient temperature limit operation in heating mode

Solved 3/14/2019 21:28:51

🔔 Warn P1

IoT SN GF9101737100291

Owner

Desc. High pressure protection 545psig)

Solved 3/14/2019 21:19:39

🔧 Systems

📅 Events

📄 Files

BACK

CLOSE

Cool/Heat Auto switch has been selected from thermostat?  
Is the unit running heating mode but the thermostat switches to cooling, or running cooling mode but the thermostat switches to heating at that time.

Select result

☐ NO

☒ YES

Previous

Next

BACK

Event Detail

Alert H2

Status

Level Important Alarm

IoT SN [GF9101736100142](#)

Alert Time 3/14/2019 21:28:12

Fixed Time 3/14/2019 21:28:22

Description  
Ambient temperature limit operation in heating mode.  
TA ≥ 86°F or TA< forced heating stop temperature set by n01

Troubleshooting

BACK

CLOSE

The unit will respond to mode switch after 6 minutes' stop.

Previous

Done

BACK

CLOSE

Is the outside temperature within the range of operation?

Outdoor temp. (TA)

140

120

100

80

60

40

20

0

-20

Heating Range

Cooling Range

Not recommended

System may shut down because of specific condition control

Select result

☐ NO

☒ YES

Next

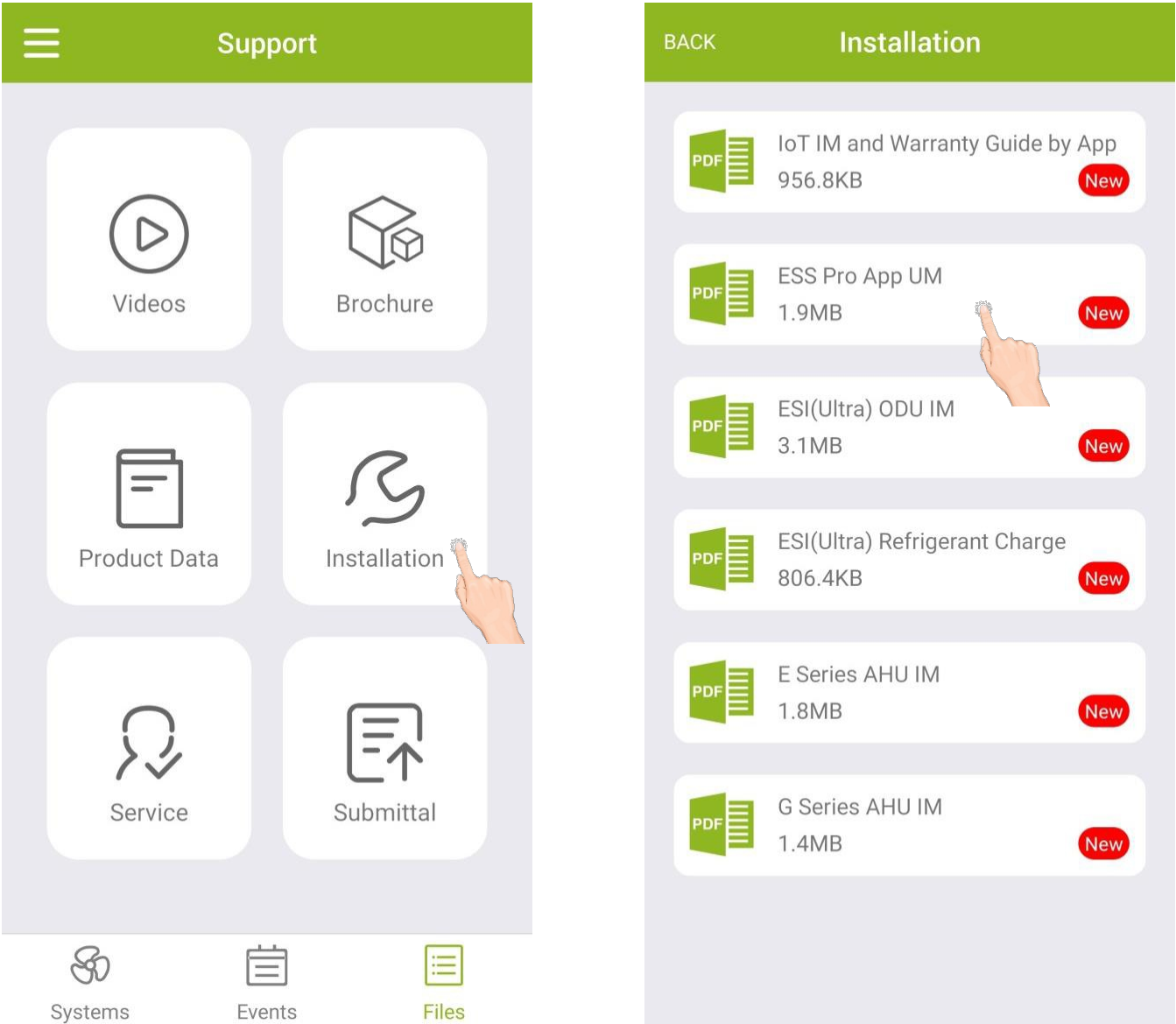
Manufacturer reserves the right to change specifications or designs without notice.

10.2019

# VI. TechnicalManuals

Technical documents can be browsed on ESS Pro App.

Ecoer certified Distributors / Dealers are able to download original files at [www.ecoer.com](http://www.ecoer.com) after the login.







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3900 Jermantown Rd, Suite 150, Fairfax, VA 22030

Tel: 703-348-2538

[www.ecoer.com](http://www.ecoer.com)