

Home Comfort Group



BOSCH

Contractor User Manual for the Bosch EasyAir App

Easily keep track of your Bosch
heat pump and thermostat



www.bosch-homecomfort.us

Troubleshooting Made Easy!



The Bosch EasyAir app is your one-stop shop for troubleshooting the IDS Ultra & Premium Connected. With just a few swipes on your phone, you can easily access information about installation, warranty registration, and monitor the unit remotely.



Installation and Remote Monitoring

Remotely monitor the heat pump's health in real-time. View fault codes, live checkpoint values, superheat, subcool and other valuable system information for efficient installs and quick troubleshooting.



Troubleshooting

Better prepare for support visits by receiving alerts on your phone right away about system faults and their potential root causes.



Manage your Technicians

As the owner of the company or an office admin that dispatches technicians, you can add installers/technicians to your company profile and manage which homeowner units they can access.



On-The-Go Registration

Register all Bosch Home Comfort products via scanning the serial number while on the job site, all funneling into the companies Home Comfort PRO account.

Getting Started

Unit Installation

To get started, install the Bosch outdoor unit on site and power it up. Once the unit has been powered up, launch the Bosch EasyAir App, create a profile (if not done previously) and add the unit the outdoor unit details.

After adding the unit via the "Remote Request" tab in the "Unit Dashboard", associate the unit to a homeowner by sending them an invite to download the app.

The invite contains a unique unit verification code that is required by the homeowner to access their heatpump.



**Unbox, install and power up
the outdoor unit**



**Add the unit details to the
Bosch EasyAir app**



**Associate the heat pump
to a homeowner via the
"Remote Request" tab**

Once the homeowner has successfully downloaded the Bosch EasyAir app and created a profile, they will be able to "Add Appliance" to their account. Once they add the heat pump he or she will be prompted to either grant or deny the contractor remote monitoring access to the unit.

Remote access will allow the contractor to monitor the unit and be alerted about any active faults when the contractor is not on-site. The contractor will be able to connect and view system data when on-site via local Bluetooth connection, regardless of the remote monitoring access.

Download the Bosch Easy Air App

Certain IDS Ultra and Premium Connected features of the Bosch EasyAir App are available for free for the first 36-months upon initial power on. Afterwards, certain fees may apply. Initial download of the app and start of service does not require any payment.⁽¹⁾⁽²⁾

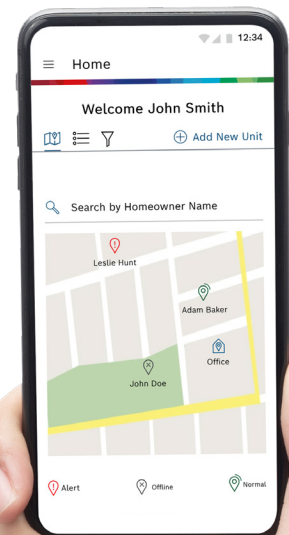


**Scan QR with
Smartphone to
Download App**

Install the Bosch EasyAir App

To download the Bosch EasyAir App from the app store:

1. Open the App Store / Play Store on your phone.
2. Tap the Search icon.
3. Enter "Bosch EasyAir" in the search field.
4. Select "Bosch EasyAir" in the search results.
5. Follow the standard installation procedure.



(1) Connected features available through the Bosch EasyAir app are offered for free of charge for 36-months. Afterwards, certain fees may apply. For more information see Section 3.4 of the Mobile App Terms and Condition - Bosch EasyAir. (2) Bosch IDS products utilize LTE gateways dependent on third-party cellular service. Signal availability, strength and performance can be affected by location, weather, terrain, user equipment, network capacity and other factors. Bosch does not guarantee cellular service availability or uninterrupted gateway operations.

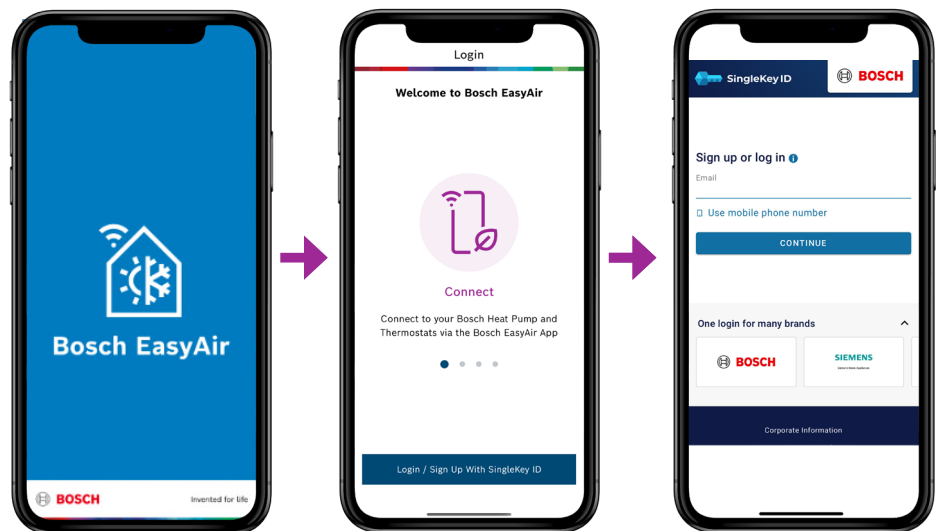
Account Registration and Profile Creation

To use the Bosch EasyAir App, Contractors require an SingleKey ID account and complete the profile creation process.

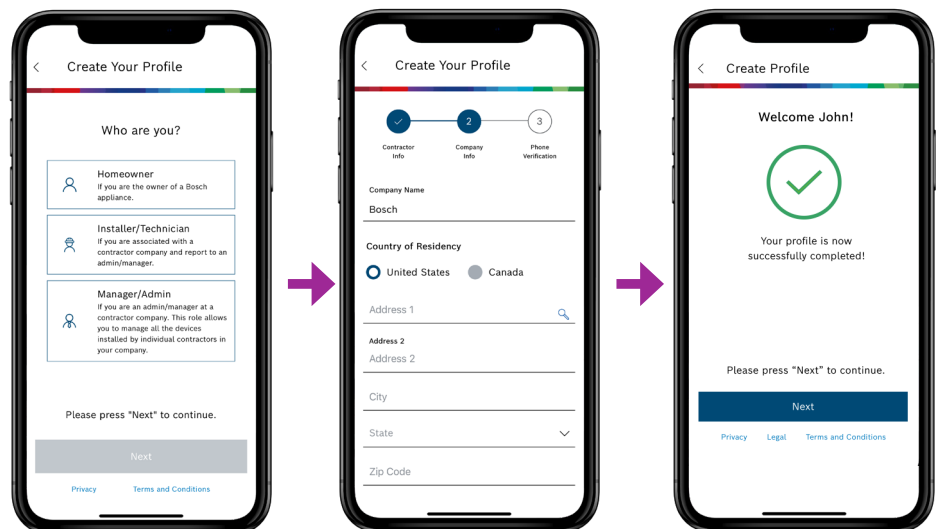
To register a SingleKey ID account and create your profile:

1. Open Bosch EasyAir app on your phone.
2. Accept the "Terms & Conditions" and the "Privacy Notice".
3. First time users should click on "Sign up/Login with SingleKey ID" to access your existing SingleKey ID account or create a new one, if needed.
4. Follow the on-screen steps to sign up/login with SingleKey ID by entering your credentials.
5. After logging in, to begin creating your profile, select your role as "Installer/Technician. Alternatively, If you are an owner of a company, select your role as "Admin/Manager" and click on "Next".
6. Enter your first and last name and click on "Next".
7. Enter your company details and click on "Next".
8. Enter your phone number and verify it using the phone verification code you receive via text and click on "Next".
9. Your profile has been successfully created.

Account Registration



Profile Creation



Add Outdoor Unit Details on Bosch EasyAir

Similar to other Bosch Heat pumps, install the outdoor unit as usual. The figures below showcase the ideal installation process.



Unbox



Set on Pad



Mount Antenna



**Install Linesets
and Electrical**

It is recommended to have the app downloaded on your device with the account registration and profile creation steps completed before arriving on-site to install the unit. Once the linesets and the electrical fittings have been installed, launch the Bosch EasyAir App and add the unit by scanning the ODU serial number.

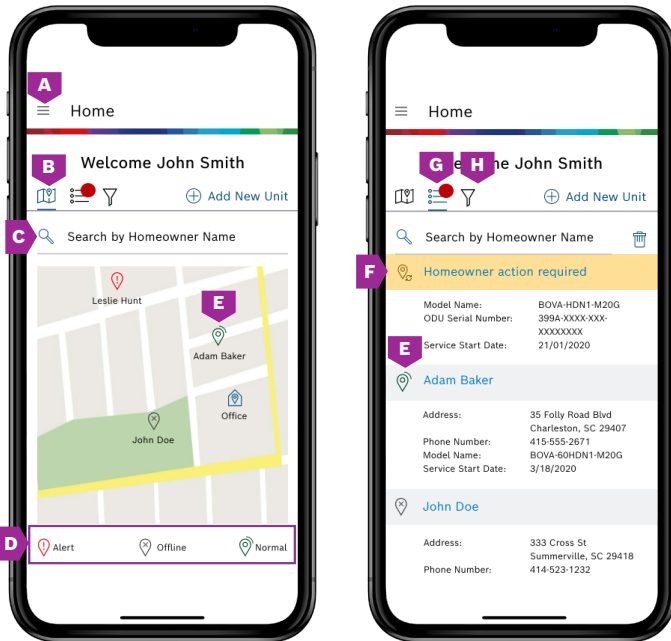
Adding a Unit on Bosch EasyAir

1. Click on "Add New Unit" that is located on the top right corner of the "Home" screen of the Bosch EasyAir App.
2. To add the ODU details, Click on "Scan Barcode" to scan the serial number barcode of the ODU using your phone's camera. Alternatively, you can enter the 23 digit ODU serial number manually. Once the ODU serial number has been successfully verified, a green banner with the message "Outdoor Unit Scanned Successfully" should appear. Click "Next" to proceed.
3. To add the Gateway Details, Click on "Scan QR Code" to scan the QR Code on the Gateway using your phone's camera. Alternatively, you can enter the Gateway Serial Number, Bluetooth ID and password manually.
4. Review the antenna mounting instructions and click on "Next".
5. Wait until the gateway has a solid power (green) and cellular (amber) LED and then press "Next".
6. Once you have successfully added the outdoor unit and the gateway, navigate to view the "Unit Dashboard" or "Home".



View All Units

Once you have successfully registered your profile and have added units to the application, you can view all the units you have added on the "Home" screen of the Bosch EasyAir app. By default, all the units are displayed on a Map View, but you can switch to the List View, if you prefer seeing the units in a tabular list. Regardless of your preference of the view, you can search a particular unit by the Homeowner's Name or filter units by their status.



- A.** Hamburger Menu: View all "Menu" options.
- B.** Map View: View All units associated to homeowners on a map.
- C.** Search Bar: Find a specific homeowner by name.
- D.** Unit Status: All units are represented via a pin on the "Map" and the "List" view. The Pin symbol represents the units status i.e. Alert, Offline or Normal.
- E.** Unit Dashboard: Click on the Status Pin on the map or list to access the Unit Dashboard.
- F.** Pending Status: Indicates that a unit has not been associated with a homeowner.
- G.** List View: View all the units in a tabular list.
- H.** Filter: Filter units based on their status.

Unit Dashboard

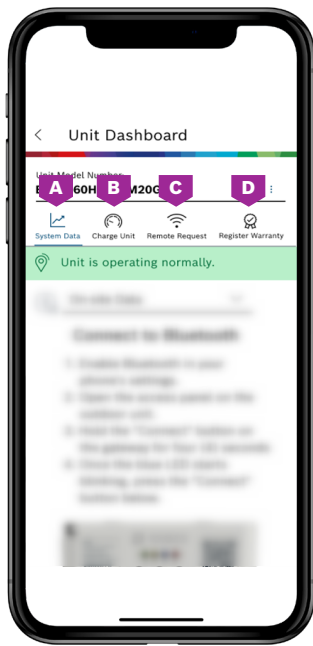
Unit Dashboard provides detailed information about an outdoor unit (ODU) that assist the contractor install, monitor and troubleshoot a unit for efficiently.

You can navigate to the unit dashboard in the following ways:

- ▶ Click on a pin on the map view
- ▶ Click the gray banner in the list view.
- ▶ Navigate to the "Unit Dashboard" upon successfully adding a new unit.

The unit dashboard contains four tabs:

- ▶ System Data
- ▶ Charge Unit
- ▶ Remote Request
- ▶ Register Warranty



A. System Data

"System Data" allows the contractors to view and monitor the ODUs health & system data.

B. Charge Unit

"Charge Unit" allows the contractors to calculate/view the subcool and superheat values and determine if the system requires additional refrigerant based on the lineset length.

C. Remote Request

"Remote Request" allows the contractor to associate the unit with a homeowner. It is also used to request homeowners permission to remotely monitor the unit.

D. Register Warranty

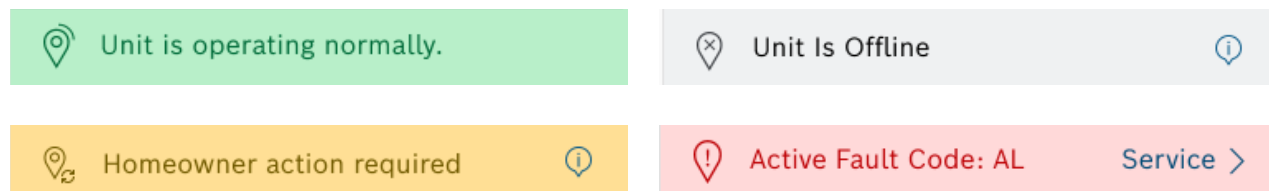
"Register Warranty" allows the contractor to register the components such as Furnace, Cased Coil, Air Handler and Outdoor Unit that were installed as part of the system.

System Status Banners

Each Unit Dashboard has a status banner describing the unit's health. The banner has four possible states, as shown below.

Note: A unit can appear offline if the homeowner denies remote access to the contractor or if the unit has lost connectivity.

Click on the "tooltip" to determine why the unit is offline.



Unit Dashboard - System Data Tab

Using the drop-down menu, select whether you'd like to view "On-site Data" or "Remote Data".

Note:

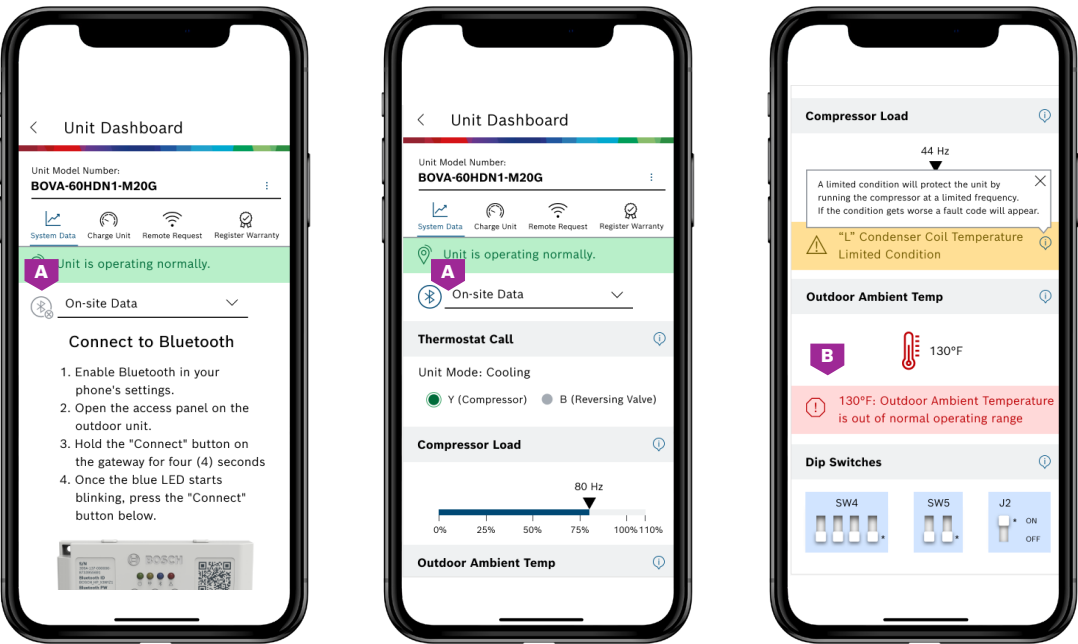
- ▶ To view On-Site Data, contractors need to connect with the ODU via Bluetooth.
- ▶ To view Remote Data, contractors require remote monitoring permission from the homeowner.

To connect to the outdoor unit via Bluetooth

1. Enable Bluetooth in your phone's setting.
2. Open the access panel on your outdoor unit.
3. Hold the "Connect" button on the gateway for four (4) seconds.
4. Copy Bluetooth PIN and press the "Connect" button on the app.
5. Paste the Pin copied if prompted.

System Data - On-Site Data

The contractor can view the following data when they are connected via Bluetooth and are on-site:
Thermostat Call, Compressor Load, Outdoor Ambient Temp., Dip Switch Configurations, Live Checkpoint Values, and Historical Fault Code Data

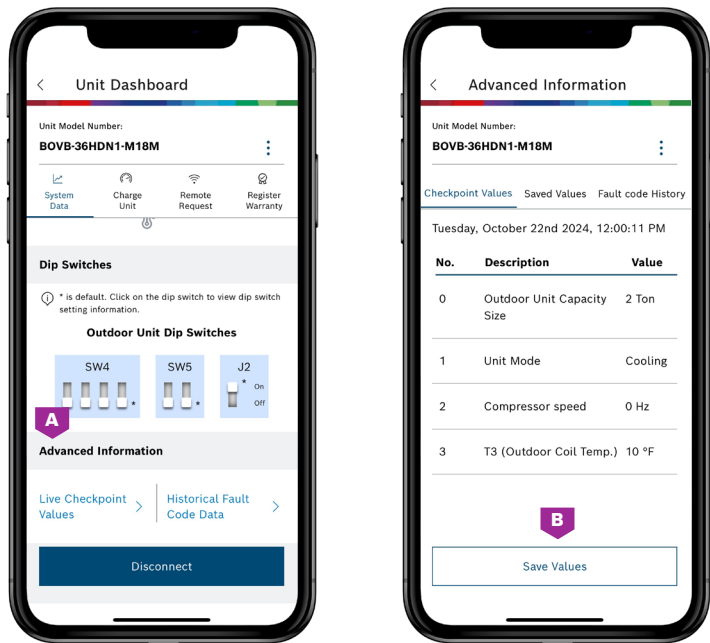


- A. Upon establishing a Bluetooth connection with the outdoor unit, the Bluetooth symbol turns to blue from gray.
- B. Warning and alert messages enclosed in a banner will be displayed below a particular parameter.

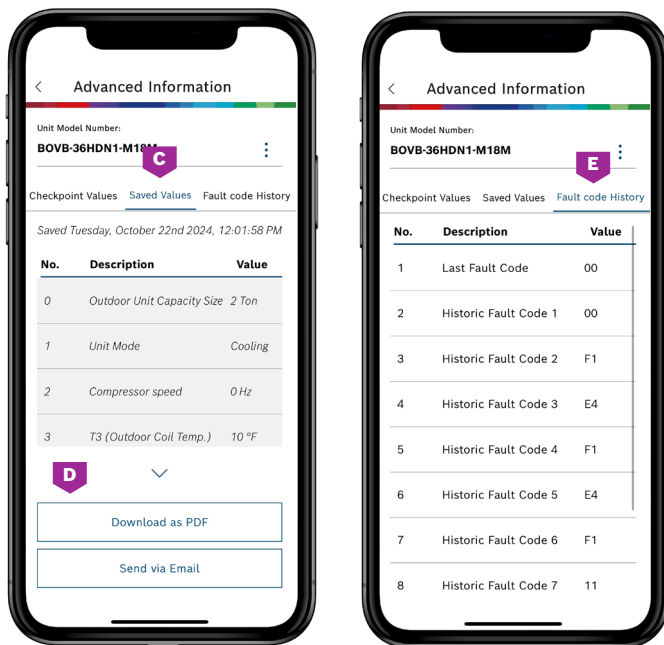
Advanced Information

When on-site and connected via Bluetooth, the Bosch EasyAir app allows the contractors to view detailed information about the heat pump. This includes live checkpoint value parameters and historical fault codes.

Click on "Live Checkpoint Values" or "Historical Fault Code Data" at the bottom on the "System Data" tab within the "Unit Dashboard" to view "Advanced Information".



- A. View additional system information such as the Live Checkpoint Values and Historical Fault Codes.
- B. Save the live checkpoint values within the app for future reference.

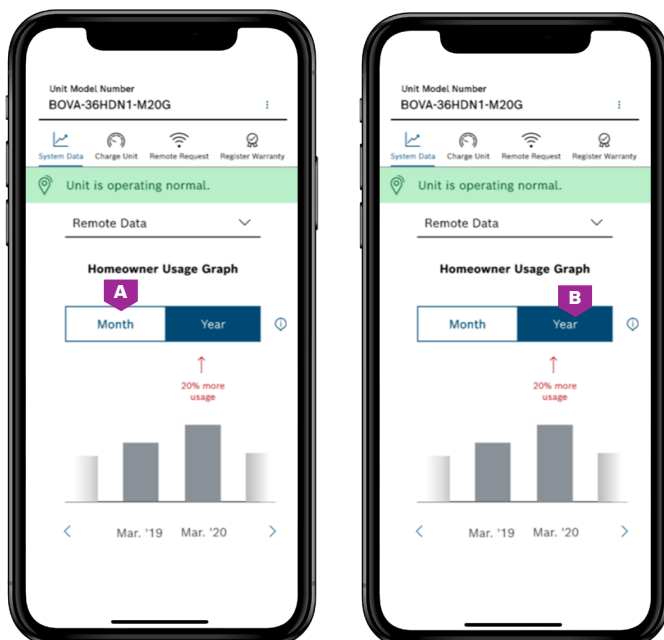


- C.** View previously saved checkpoint values.
- D.** Share the saved system data with your colleague or Bosch Associates via downloading a PDF or sending it as a mail.
- E.** View up-to 10 historical fault codes of the system.

System Data - Remote Data

When "Remote Data" is selected from the drop down menu, contractors can view the unit's energy usage graph if they have remote monitoring permission from the homeowner. They have the option to view data trends on either a monthly or yearly basis.

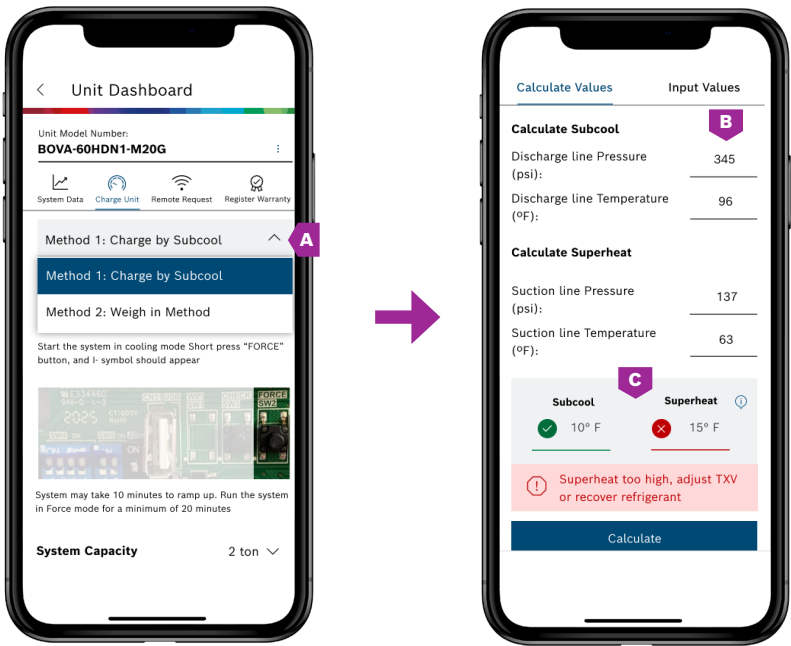
Note: The energy usage graph may vary depending on the heatpump model.



- A.** Select "Month" to compare energy usage for two consecutive months.
- B.** Select "Year" to compare energy usage for the same month for two consecutive years.

Unit Dashboard - Charge Unit Tab

The Charge Unit tab assists calculating the superheat and subcool depending on the type and capacity of the outdoor unit. Depending on the heat pump model, Contractors may need to input, Discharge Line Pressure, Discharge Line Temperature, Suction Line Pressure, and Suction Line Temperature to calculate the superheat and subcool values or connect via Bluetooth to read the subcool and superheat values. The Bosch EasyAir would provide tips to adjust these values if they are not within an acceptable range.




- A. Select a method to charge the unit i.e. "Charge by Subcool" or by "Weigh in Method".
- B. In "Charge by Subcool" method, connect via BLE to view subcool and superheat. You may need to input discharge and suction temp and pressure value for some heat pump models.
- C. Tips to bring subcool and superheat into optimal ranges.


Unit Dashboard - Remote Request Tab

The Remote Request tab is used to associate a unit with a homeowner. Once the contractor has added the unit to the App, they must send an invite to the homeowner to download the app, create an account, and grant/deny remote monitoring permission to the contractor.

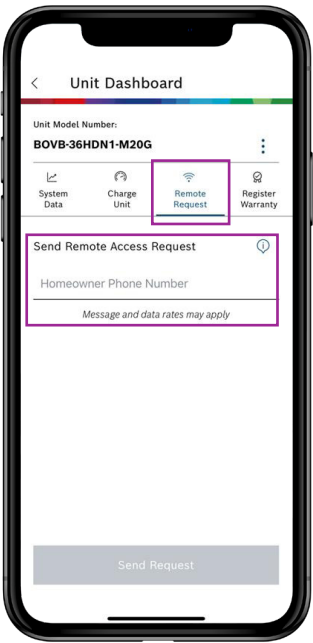
One of the following banners will be displayed on the "Remote Request" tab after the homeowner completes these actions:



The Homeowner has denied you remote access.



Homeowner has granted you remote access. No action required.



Product Registration

The Bosch EasyAir App allows the contractors to register 1000+ Bosch Home Comfort products for warranty.

Contractors can register products via two methods:

- ▶ Hamburger Menu - Product Registration
- ▶ Unit Dashboard - Register Warranty tab

To register products for warranty and earn rewards, contractors need to sign up for the Bosch Home Comfort Pro program and associate themselves to a company.

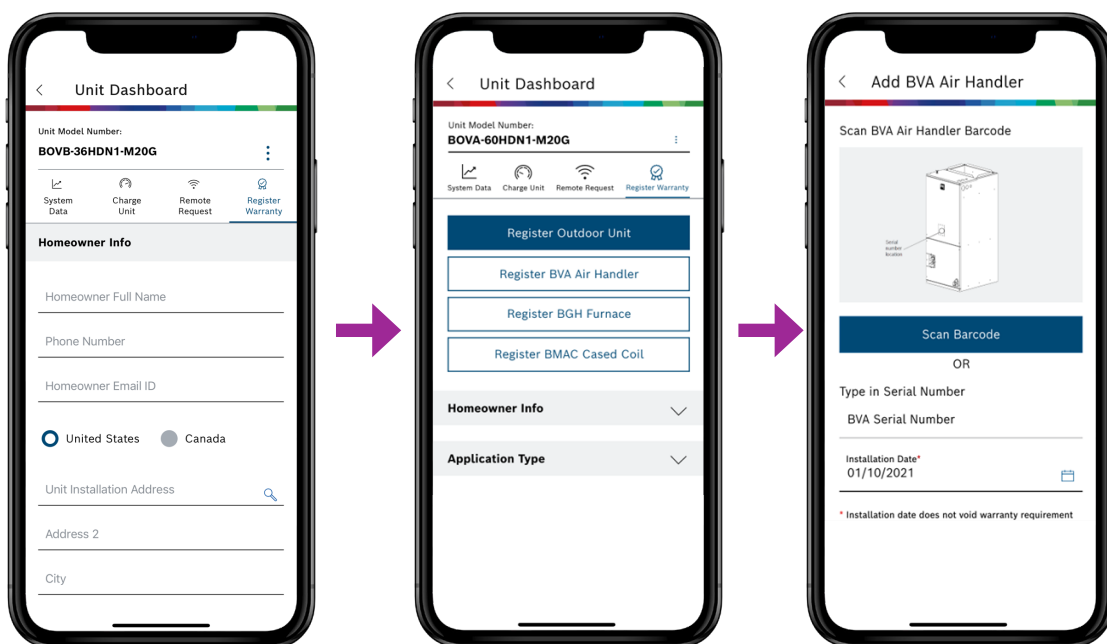
Unit Dashboard - Register Warranty Tab

Through the register warranty tab, contractors can register the IDS Ultra and IDS Premium Connected system they've installed for warranty. To register the products, the contractor may have to put in the homeowner information in addition to the product information if the unit has not yet been associated with a homeowner.

To register via Unit Dashboard:

1. Ensure you have signed up for Bosch Home Comfort Pro program.
2. Ensure you are registering an IDS Premium Connected or IDS Ultra system.
3. Select the "Register Warranty" tab from the "Unit Dashboard"
4. Enter "Homeowner Information", if unit not associated to a homeowner already.
5. Select "Application Type".
6. Select if you'd like to register an outdoor unit, air handler, BGH96 furnace or a BMAC cased coil.
7. Select "Scan Barcode" to automatically fill the unit details using your phone's camera, or for manual input type the 23-digit serial number.
8. Enter the installation date.

Upon completion, the homeowner will receive a Warranty Certificate via email for the unit you registered. You can also view this registration on your Bosch Comfort PRO account.



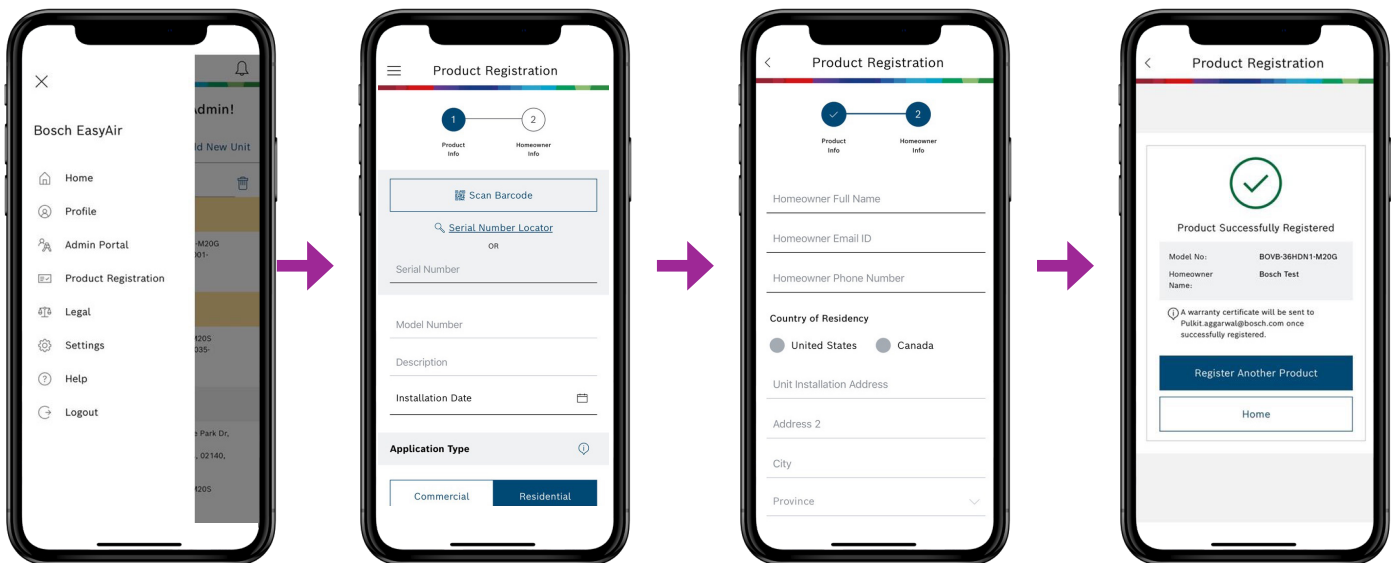
Hamburger Menu - Product Registration

Through the product registration option in the Hamburger Menu, contractors can register 1000+ products in the Bosch Home Comfort portfolio; this includes products such as Minisplits, Boilers, Water Heaters, Water-source heat pumps etc. To register for warranty, the contractor will be required to input the homeowner information in addition to the product information.

To register via Hamburger Menu:

1. Ensure you have signed up for Bosch Home Comfort Pro program.
2. Select "Scan Barcode" to automatically fill the product details using your phone's camera, or for manual input type the serial number.
3. Select the "Installation Date" and the "Application Type". Click "Next" to proceed.
4. Enter "Homeowner Information".
5. Click "Submit" to register the product.

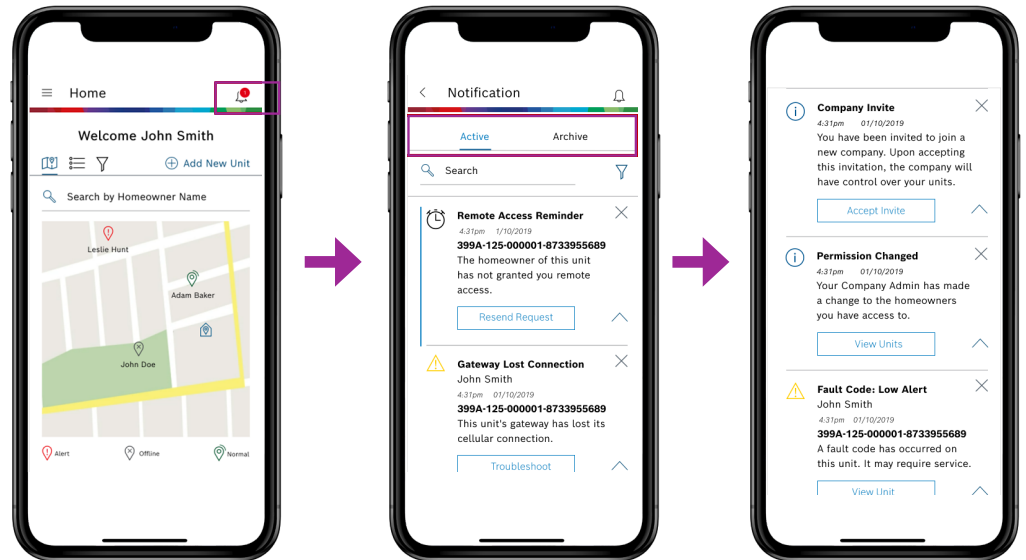
Upon completion, the homeowner will receive a Warranty Certificate via email for the unit you registered. You can also view this registration on your Bosch Comfort PRO account.



Receive Notifications on the Units you are Monitoring

The notifications can be viewed by clicking on the bell icon on the top right corner of any screen within the app. A red dot with the number of unread notifications appears on the bell icon. Each contractor account receives individual notifications; they are not shared between contractors in the same company. A notification is moved from the "Active" to "Archive" tab when:

- ▶ If you click on "x" button in the top right of the notification field.
- ▶ If the faults have been cleared.
- ▶ After a period of seven days, notifications still in the active tab move to archive.

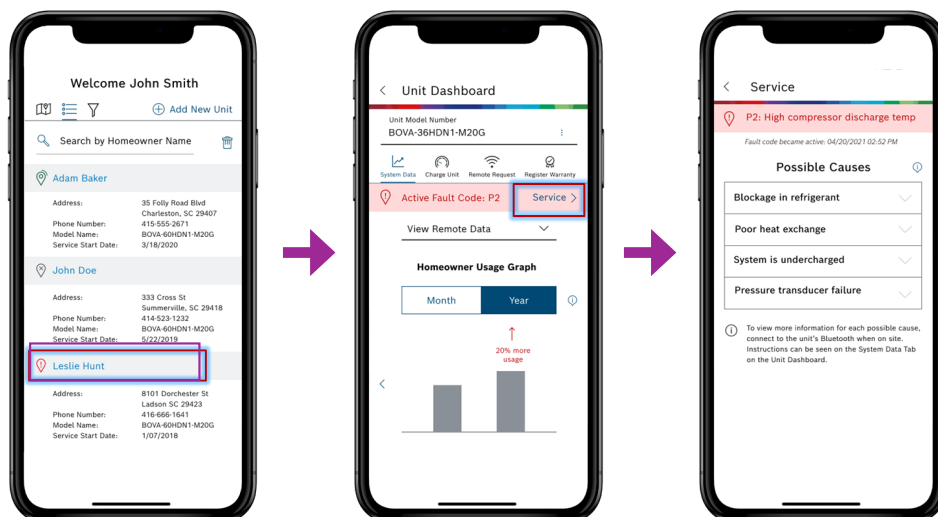


Troubleshooting with Bosch EasyAir

Contractors can troubleshoot the unit both remotely and onsite. When onsite, contractors can connect via bluetooth to view the possible causes the system might be experiencing and issue and how to resolve them. When remote, contractors can view fault codes with their possible causes. This may assist contractors better prepare for the issues they may encounter onsite.

You can view the units with a fault status symbol through map view or the list view.

1. Units with a fault code will appear with a fault status symbol through both the map and list views.
2. Select the unit to view the fault code details.
3. View the active fault code and select "Service" on the red message banner.
4. A list of possible causes for the fault will be displayed.



Admin Portal

As an admin, you will be able to add individual contractors to the company. You will also have the same features as a contractor account and can install and monitor units. Additionally, the Admin/Manager user role has access to some company management features through the "Admin Portal" located in the hamburger menu.

As an admin you can:

- ▶ Send requests to contractors to join the company and monitor units.
- ▶ Manage unit access and assign them to contractors.
- ▶ Can dissociate a contractor from the company if required.

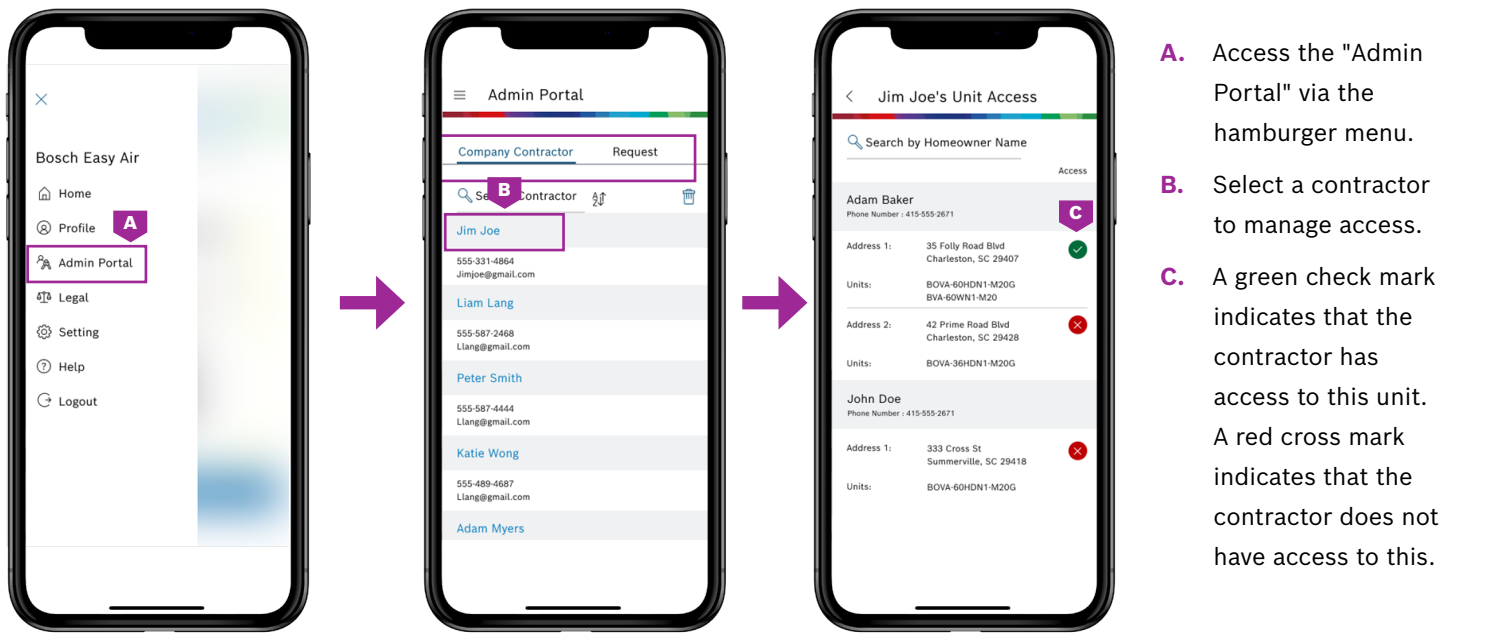
The Admin Portal has two tabs:

- ▶ Company Contractor
- ▶ Request

The "Company Contractor" tab, allows the admin to view a list of the contractors who are currently part of the contractor company and manage the units they have access to

The "Request" tab is used to send a request to a contractor joining the company.

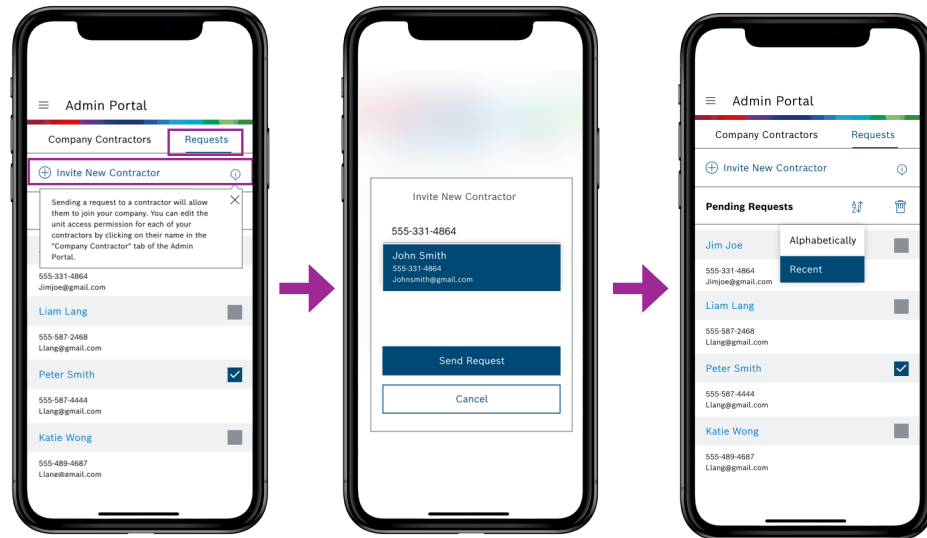
Note: The contractors need to Select the "Installer/Technician" role to be able to receive an invite to join the contractor company.



Send request to Installer/Technician to join the company

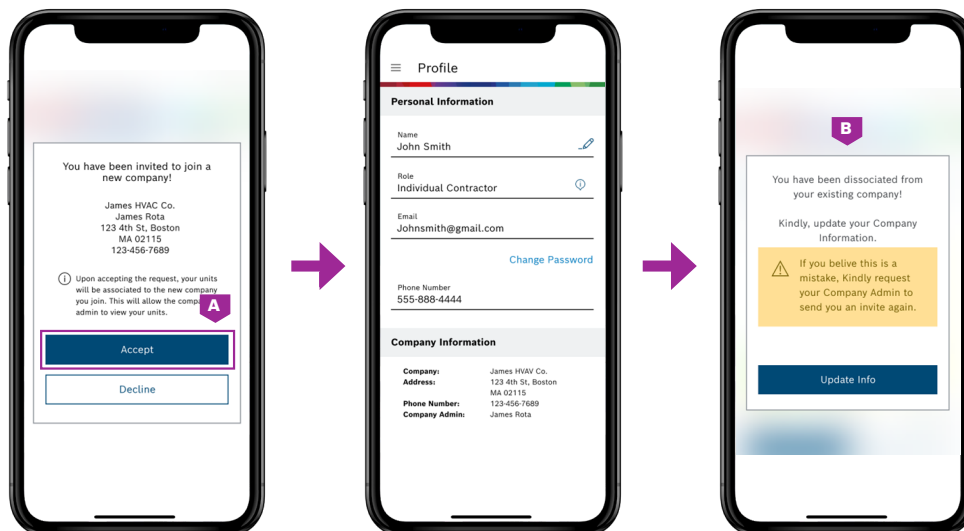
Admins can send requests to individual contractors to be associated with the company.

1. Navigate to the "Admin Portal" from the hamburger menu and select "Request" tab.
2. Select "Invite New Contractor".
3. Make sure your contractor has created their profile on Bosch EasyAir app.
4. Enter phone number.
5. Select "Send Request".
6. Once the request has been sent, the contractor's name appears in the request pending list.
7. To undo the request, select "Trash Icon".
8. Select the request you would like to unsend by checking the box.



Accepting invite to join a company

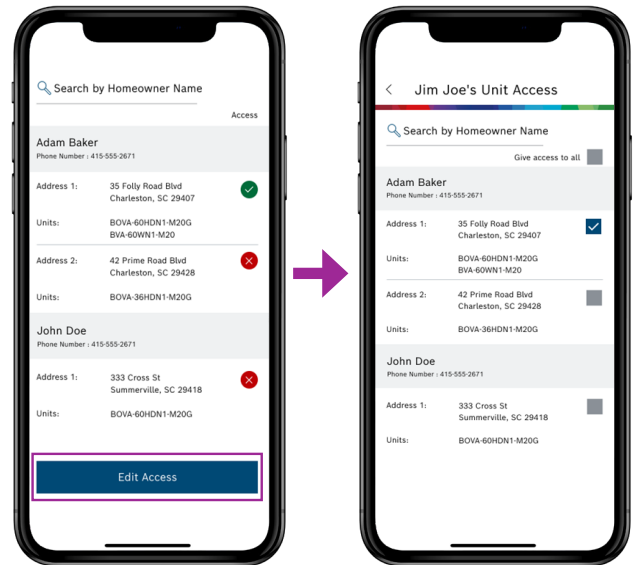
Once the Admin sends an invite to a technician/installer has to accept/decline the invite. Once they are associated to the admin company, they can access all units that other contractor within the company have installed. By default, installer/technicians will have access to all the units that are associated to a company. However, the admin will be able to revoke access to the existing units or grant additional access to units. Once an individual contractor joins the company, all the units will now be associated with the company.



- A. Select "Accept" to join the company invite sent by the admin.
- B. If you have been If an admin has removed you from the company, from your company, you will see a message like this upon logging in.

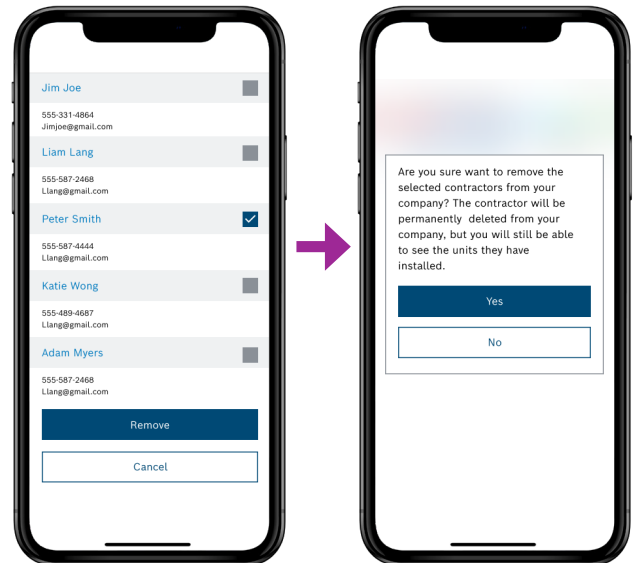
Edit Contractor's Unit Access

1. Navigate to the "Admin Portal" from the hamburger menu and select "Company Contractor" tab.
2. Access the "Unit access" screen by selecting a contractor.
3. Then, select "Edit Access".
4. Check box to grant access to specific units at a location.
5. Uncheck the box if the access to units should be denied.



Remove a Contractor from the company

1. Navigate to the "Admin Portal" from the hamburger menu and select "Company Contractor" tab.
2. Select the trash icon to remove a contractor.
3. Check the box of the contractors you'd like to remove.
4. Select "Delete" at the bottom of the page.
5. Respond to "Yes" to a confirmation message that pops up.



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We invent sustainable heating, cooling and well-being solutions – for a smarter and better life.

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Grow Your Business With Bosch

**BOSCH****Home Comfort PRO**

We are committed to supporting our installers by providing tools to manage and grow your business, allowing you to focus on what matters; providing your customers with comfort they can count on. By choosing Bosch, you represent one of the largest HVAC brands in the market with over 100 years of industry expertise. **Join our team of Professional dealers to gain access to rewards, exclusive sales and marketing tools, technical support, and more.**

Home Comfort PRO Benefits

- ▶ Manage your company registrations
- ▶ Access to Bosch current & exclusive promotions
- ▶ Access to the exclusive Home Comfort PRO Facebook group
- ▶ Access to technical documentation
- ▶ Access to Bosch product brochures
- ▶ Access to dedicated support line
- ▶ Access partner shop for redeeming points



New Digital Platform
Improved UI & Mobile App



Product Registration
Incentives for product registration



Extended Warranty
1yr parts for all Platinum
Home Comfort PROs



Partner Shop
Exchange points for apparel, marketing
materials, literature & more

Exclusive Promotions | Lead Generation | Partner Shop | Plus Much More

Register for your FREE Bosch Account!

Join the Bosch Home Comfort Program Today!
Scan or click the QR that pertains to your account.

Learn More
About Bosch Home
Comfort PRO Program

<https://scnv.io/NfCc>



About Bosch

Bosch Home Comfort Group in North America

Bosch Home Comfort Group is a leading source of high quality water heating and comfort systems. The company offers gas tankless, electric whole house and point-of-use water heaters, Bosch and Buderus floor-standing and wall-mounted boilers, Bosch and FHP geothermal, water-source and air-source systems as well as controls and accessories for all product lines. Bosch Home Comfort is committed to being Simply Smart by offering products that work together as integrated systems that enhance quality of life in an ultra-efficient and environmentally friendly manner. For more information, visit bosch-homecomfort.us.

Bosch Group

The Bosch Group is a leading global supplier of technology and services in the areas of Automotive, Industrial Technology, Consumer Goods and Building Technology. The company was founded in Stuttgart, Germany, in 1886 and presently has more than 440 subsidiaries and is represented in over 150 countries.

In the U.S., Canada and Mexico, the Bosch Group manufactures and markets automotive original equipment and aftermarket solutions, industrial drives and control technology, power tools, security and communication systems, packaging technology, home comfort solutions, household appliances and software solutions. The Bosch Group's products and services are designed to improving quality of life by providing innovative and beneficial solutions. In this way, the company offers technology worldwide that is Invented for life. Additional information is available online at www.bosch.com



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