CONTRACTOR APP

HEATING COOLING WATER HEATING

AT RHEEM, WE'RE COMMITTED TO DOING WELL BY DOING GOOD.

Our Global Progress

13.7M+
tons of CO$_2$ emissions offset by our products

327M+
tons of waste avoided by our zero waste plants

219K+
plumbers & contractors trained on sustainability

Our Sustainability Goals

DEGREES OF INNOVATION
Our 2025 goal: Launch a line of heating, cooling and water heating products that boast a 50% reduction in greenhouse gas footprint.

DEGREES OF EFFICIENCY
Our 2025 goal: Reduce greenhouse gas emissions by 50% and achieve Zero Waste to Landfill in our global manufacturing operations.

DEGREES OF LEADERSHIP
Our 2025 goal: Train 250,000 plumbers, contractors and key influencers on sustainable products or sustainable installation and recycling best practices.

Proudly Recognized as a Sustainable Brand

2021 & 2022 ENERGY STAR Partner of the Year

2022 ECO-LEADERS
Green Builder Media

Eco-Leader for Five Consecutive Years

DECARBONIZATION DOZEN
2022 EDITOR'S CHOICE
GREENBUILDERMEDIA.COM

Awarded for our Rheem Prestige Series Variable Speed Heat Pump

A GREATER DEGREE OF GOOD™

A Greater Degree of Good™ represents our global commitment to sustainability. Look for this badge throughout the training!

The App for Contractors
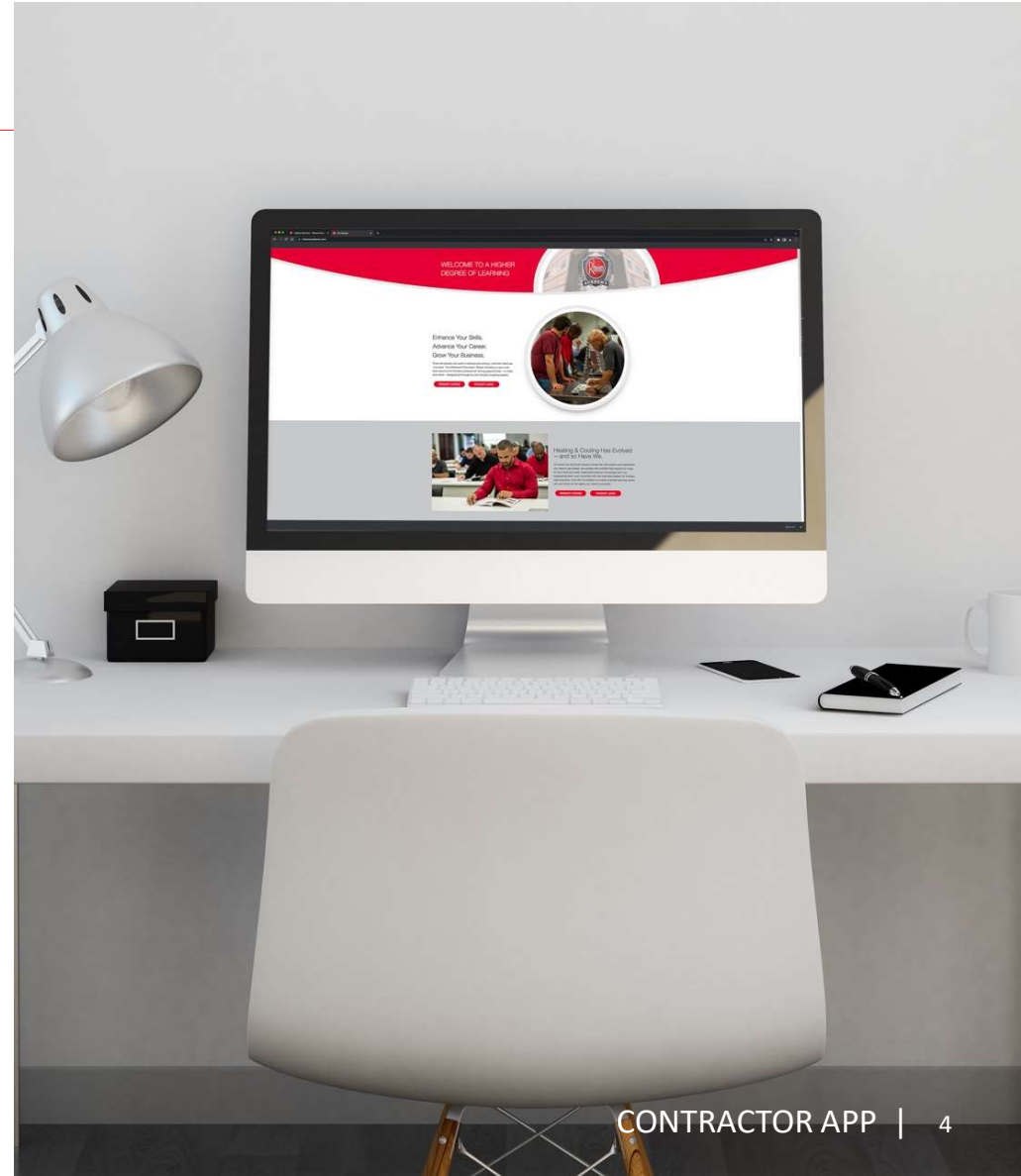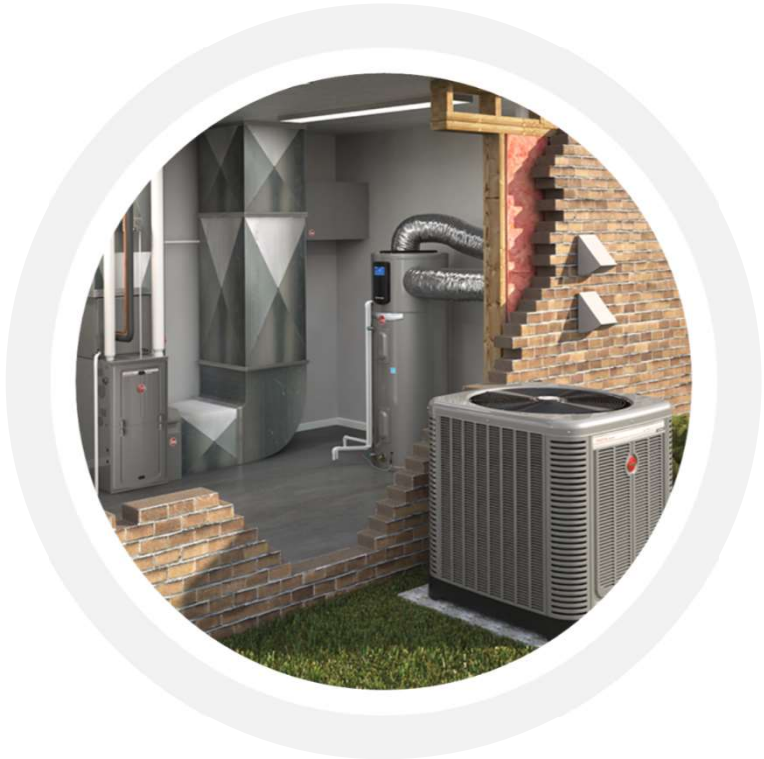
Goal Of This Training

1   **Introduce** the Rheem for Contractors App

2   **Overview** the app's functionality

3   **Instruct** how to get and install the app, as well as how to use its features

Agenda

All pictures included in this training are for illustration purpose only. Actual product may vary due to product enhancement.

What is the Contractor App?

The Contractor App is a mobile application that allows you to connect to Rheem equipment for setup, diagnostics, and repairs as well as providing other tools to HVAC technicians.

The Contractor App allows you to:

- Set up, diagnose, and repair HVAC products via Bluetooth

- Sell HVAC products, offer financing, rebates, and extended warranty

- Verify and look up warranties

- Access all the available product documents
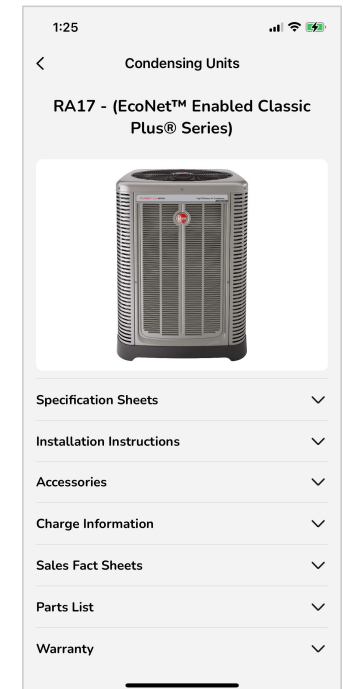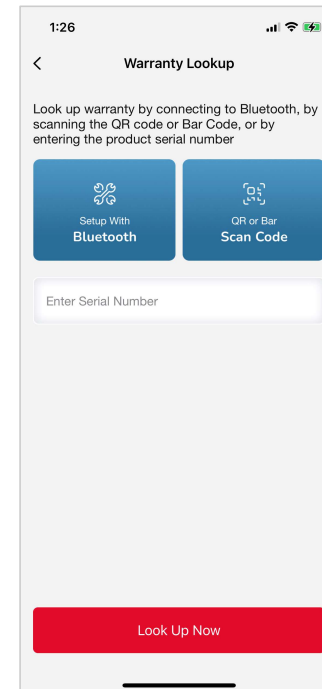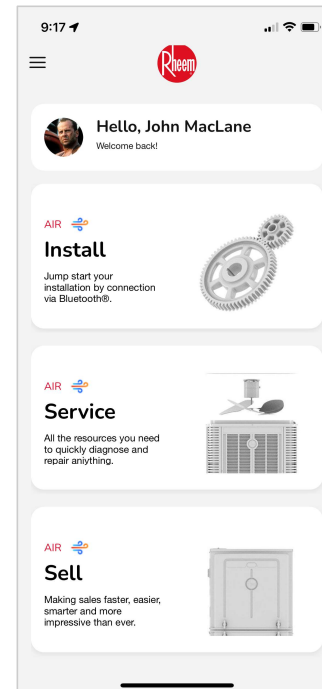
Why?
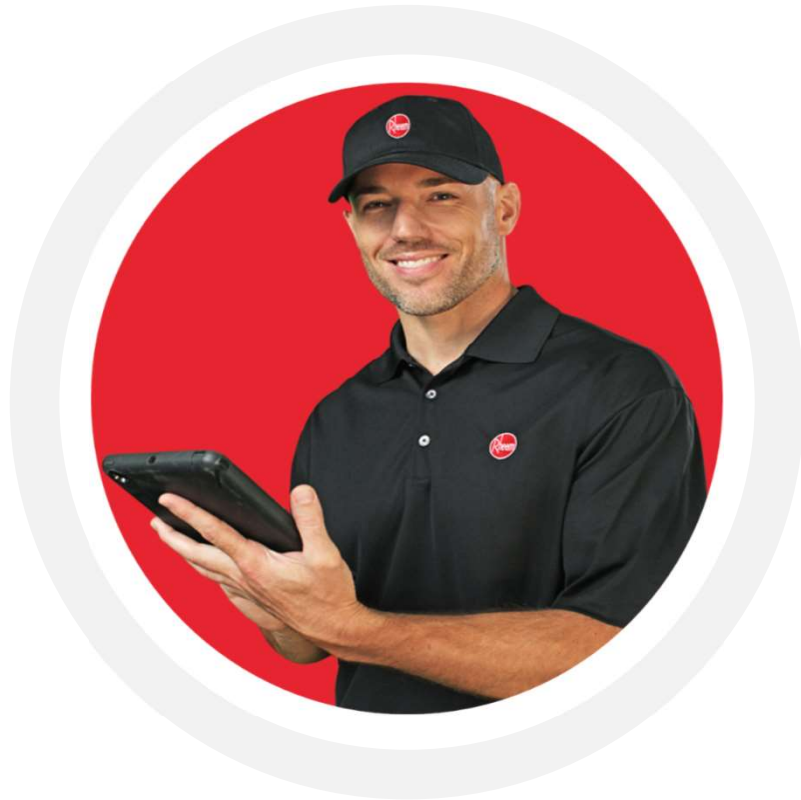
Why move to this technology?

- Faster, easier installation & diagnostics of units using Bluetooth®

- View real time equipment/sensor information

- Peace of mind, fewer truck rolls, and faster repairs with remote diagnostics and troubleshooting

🌿 **Easier and faster installation** and commissioning of units using Bluetooth

🌿 **Peace of mind,** few trucks rolls, and faster repairs with remote diagnostics and troubleshooting

🌿 **Convenient registration** and warranty signup

🌿 **Streamlined units** with fewer components, and fewer tools (like pressure gauges) needed for onsite work

SECTION 1
GETTING STARTED

Downloading and Installing the Rheem for Contractors App

You can download and install the Contractor App compatible with your operating system.

The App supports iOS 13 or later and Android 7 or later.

1 Do one of the following:

- On the unit, locate a blue label with a QR code and scan it with your smartphone. Select your brand. You will be redirected to the app download page.

    or

- In Google Play Store or the App Store on your smartphone, search Rheem for Contractors app.

2 Download and install the Contractor App.

⚠ **ATTENTION CONTRACTORS**
APP REQUIRED FOR SYSTEM SETUP!

1. DOWNLOAD THE CONTRACTORS APP
Download App Here →

2. CONNECT TO BLUETOOTH® TECHNOLOGY ✳

FOR CONNECTION AND APP RELATED QUESTIONS, PLEASE CONTACT CUSTOMER SUPPORT AT: (800) 255-2388

Available on the App Store   GET IT ON Google Play

Apple and App Store are registerd trademarks of Apple Inc.
Google Play is a service provided by Google LLC.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions; (1) This device may not cause harmful interference, and (2) This device must accept any interference received, including interference that may cause undesired operation.

The Bluetooth® word mark and logos are registerd trademarks owned by Bluetooth SIG, Inc. and any use of such marks by this manufacturer is under license. Other trademarks and trade names are those of their respective owners.

Login Options

If you have already obtained a MyRheem account, use your **existing credentials** to log in to the App.
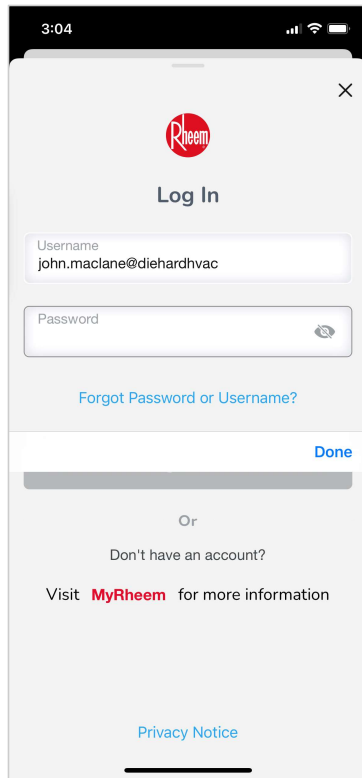
You can always **continue as a Guest**; however, in this case you will have limited access to the App's functionality.
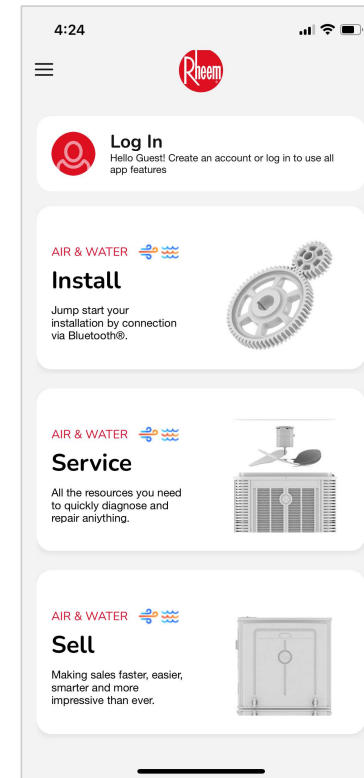

**You can also log in with biometrics.
For more information, see the Account Settings section.**

Creating an Account

To request an account, ensure that the Contractor that you work for is listed in MyRheem and has an associated Distributor.

Account creation requires internal approval. When your account is approved, you receive an email notification.

1 To request an account, do one of the following:

- On the Splash screen, tap **Hello, Guest!**
- At the top left, tap ≡ and select **Log In**.

2 From the Log In screen, look for "Visit MyRheem for more information" and tap **MyRheem**.

3 To request an account, follow the instructions on the screen.
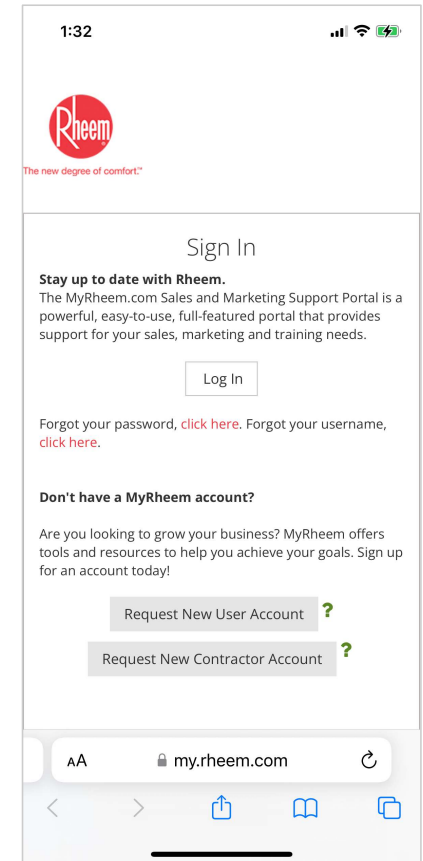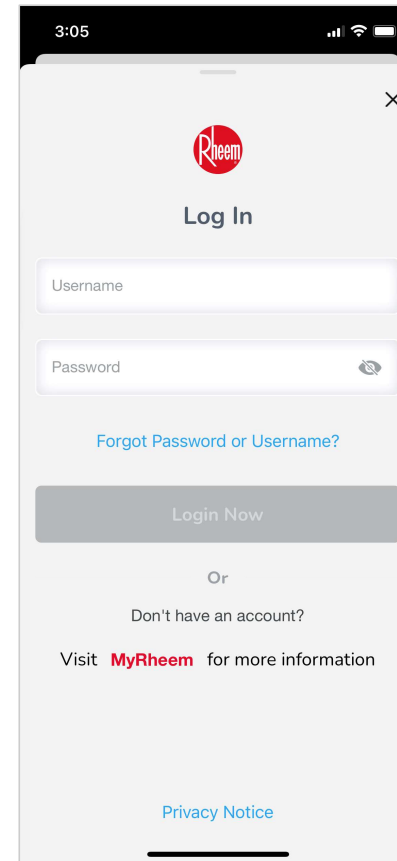
Recovering Username

To recover username or password...

1 From the Log In screen, tap **Forgot Password** or **Username?**

2 On the pop-up, select **Username** or **Password**.

3 On the Forgot Username (or Password) screen, enter the email connected to your account in the Email field.

4 Tap **Submit**.

1. An email with your username or instructions on resetting your password is sent to the specified address.

2. Check your email and follow the received instructions.
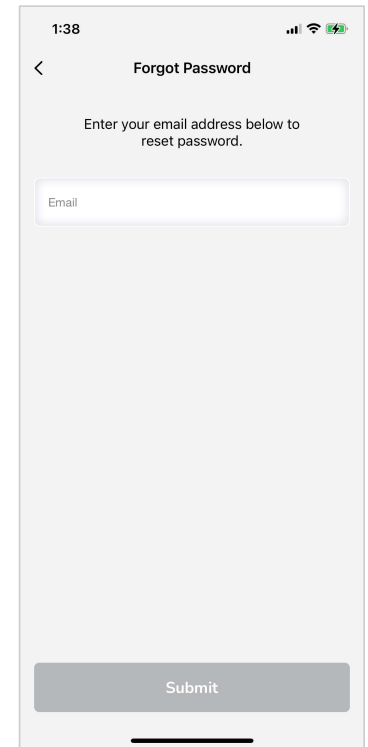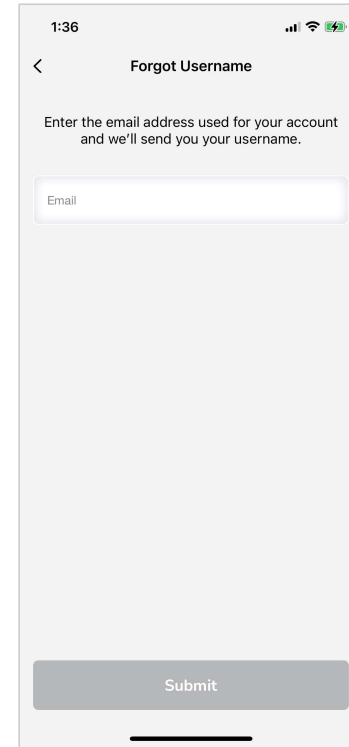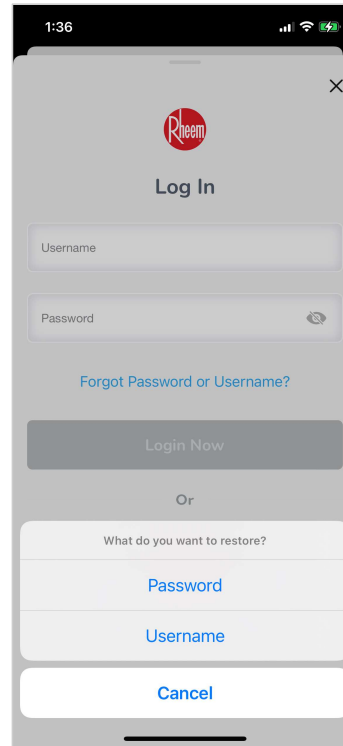
SECTION 2
NAVIGATION

Home Screen

Tap the **Hamburger icon** to open the menu.
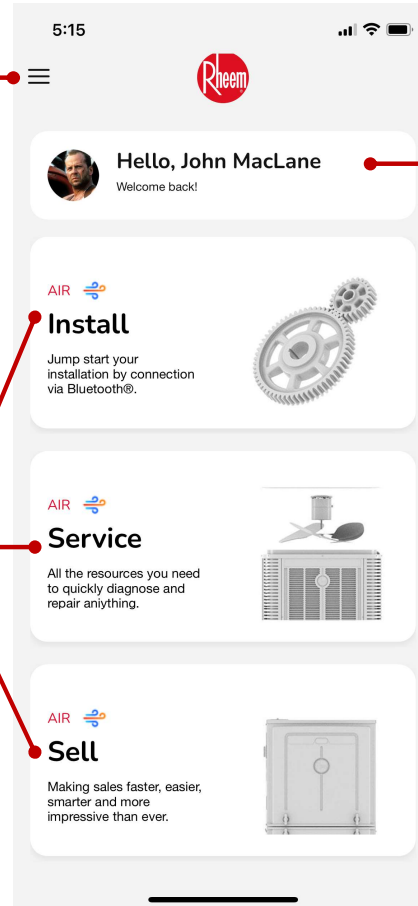
When logged in, tap the **Hello tile** to access your account settings.
When not logged in, tap this tile to navigate to the log in page.

Tap **Install**, **Service,** or **Sell** to navigate to the corresponding tab on the Home Screen. From the respective tabs you can access installation, service, or sales tools.

5:15

Hello, John MacLane
Welcome back!

AIR
Install
Jump start your installation by connection via Bluetooth®.

AIR
Service
All the resources you need to quickly diagnose and repair aniything.

AIR
Sell
Making sales faster, easier, smarter and more impressive than ever.

Hamburger Menu

On the Home screens, tap ☰ or swipe right to access the Hamburger menu.

From the Hamburger menu, you can:

- Log in and log out

- Navigate to account settings*

- Navigate to the installation, service, and sales tools*

- View the App tour

- Leave feedback for the App

- View the Privacy Notice

- Contact technical support

  * Available for a logged in user only
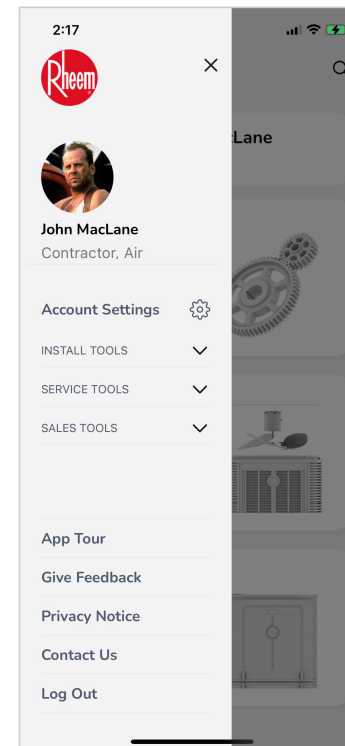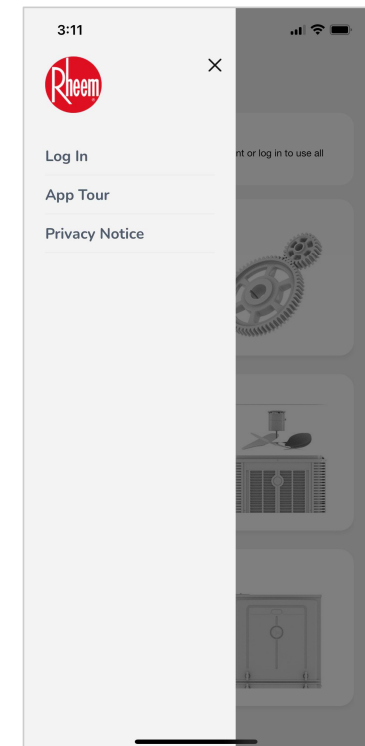
Logged in user view   Guest user view

Account Settings

Editing the Account Settings will edit the MyRheem profile.
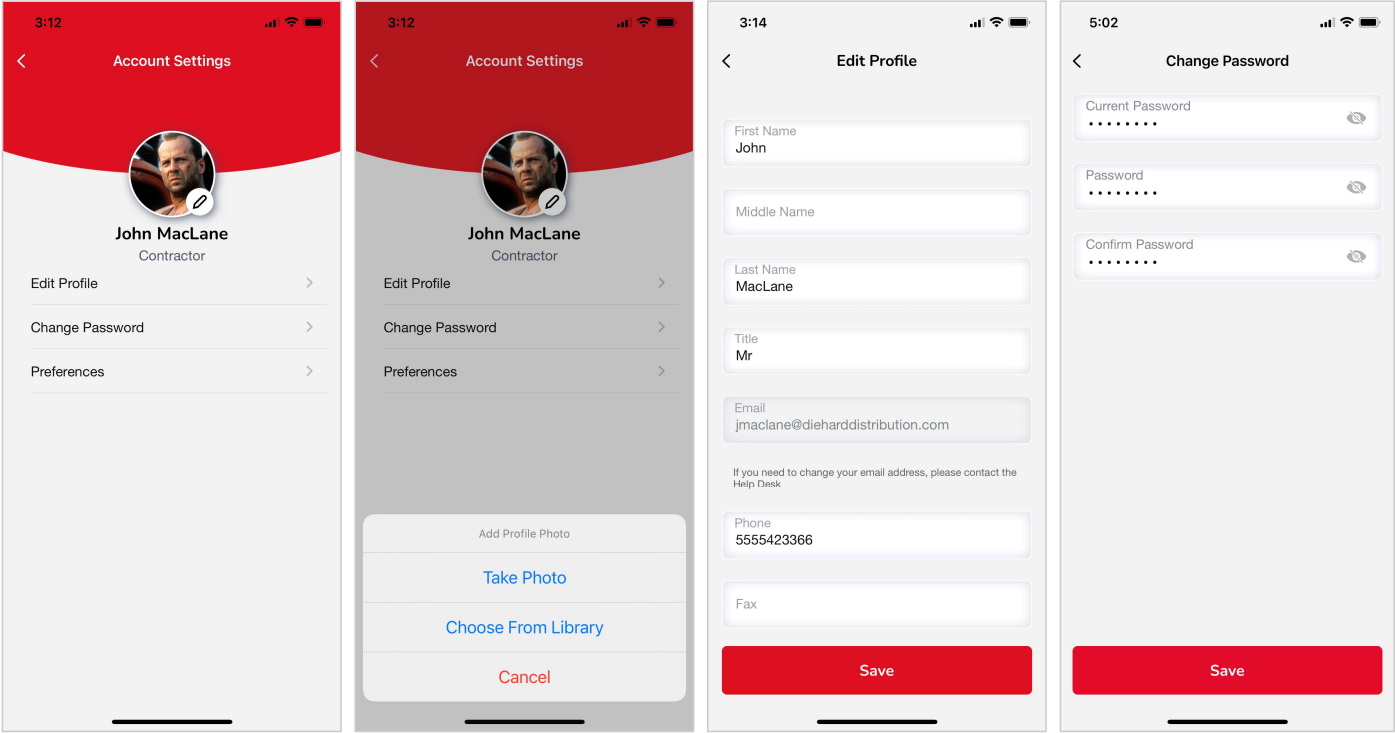
iPhone Preferences
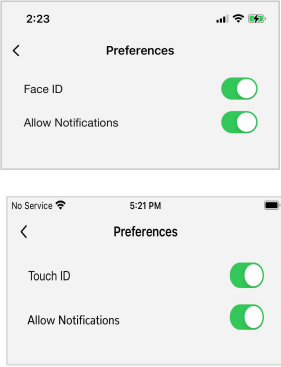
Android Preferences
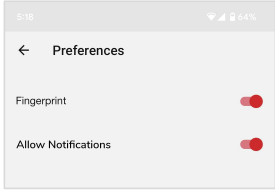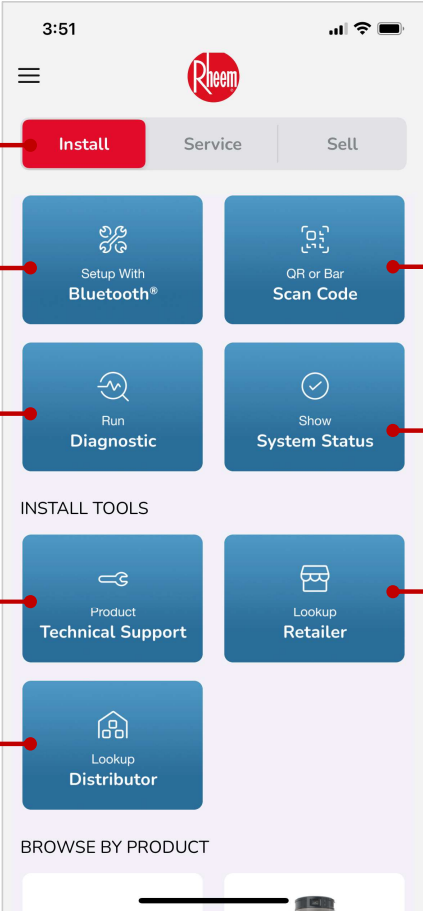
Feature List Comparison

	Feature	Guest Features	Logged-In User Features
Basic Features	App Tour	✓	✓
	Contact Us	✓	✓
	Request Account	✓	✓
Install & Service	Scan Product bar code	✓	✓
	Product browser	✓	✓
	BLE Install/Setup	✓	✓
	BLE Service/Repair	✓	✓
	BLE System Status	✓	✓
	BLE Diagnostic	✓	✓
Warranty & Rebate Tools	Rebate Lookup		✓
	Warranty Lookup		✓
	Warranty Registration*		✓
	Warranty Claims*		✓
Support & Lookup Tools	PTS (Product Technical Support)		✓
	HVAC Econet Technician		✓
	Distributor Lookup		✓
	Retailer Lookup*		✓
	Parts Lookup		✓
	RealSupport		✓
Update Profile & Preferences	App Preferences		✓
	Face ID login		✓
	Touch ID login		✓
	Edit Profile		✓
	Change Password		✓
Sales Tools	KwikComfort Financing*		✓
	Protection Plus Extended Warranty*		✓
	RapidSpec		✓
	DesignStar**		✓
	Rep Booster*		✓
	AHRI Lookup		✓

Install Screen

Use top menu to switch between the **Install**, **Service**, and **Sell** tabs

Tap to connect to a product via **Bluetooth** to view the product's information and configure its settings

Tap to connect to a product via **Bluetooth** to view alarms

Use the **Browse by Product** section to find product info and documents

Tap to view a list of distributors in a certain radius of your phone's location or zip code

Tap to **scan a QR or Bar code** on a product to quickly search for information on a specific unit

Tap to connect to a product via **Bluetooth** to view current system operating status

Tap to view a list of retailers in a certain radius of your phone's location or zip code

3:51

Install   Service   Sell

Setup With
Bluetooth®

QR or Bar
Scan Code

Run
Diagnostic

Show
System Status

INSTALL TOOLS

Product
Technical Support

Lookup
Retailer

Lookup
Distributor

BROWSE BY PRODUCT

Service Screen

Use top menu to switch between the **Install**, **Service**, and **Sell** tabs

Tap to run diagnostics and view alarms for a product via Bluetooth.

Tap to connect to a product with Bluetooth to help you replace the product's defective parts.

Tap to look up product's warranty.

Use the **Browse by Product** section to find product info and documents

Air Contractors only. Tap to access EcoNet Product Help Pages to troubleshoot products and the EcoNet Zoning System.

Tap to view a list of retailers in a certain radius of your phone's location or zip code

Tap to view a list of distributors in a certain radius of your phone's location or zip code

Sell Screen

Use top menu to switch between the **Install**, **Service**, and **Sell** tabs

Air Contractors only.
Tap to Look up a product's AHRI certificate information

Tap to view information on the KwikComfort Financing program, access the documentation and enroll to offer the program to your customers.

Tap to view a list of retailers in a certain radius of your phone's location or zip code

Air Contractors only.
Tap to use the Design Star tool to perform a block load calculation, select equipment, and create a proposal for your customer.

Tap to open the Rebate Center to find rebates.

Tap to view information on the Protection Plus program, access the documentation and enroll to offer extended service plans to your customers.

Tap to view a list of distributors in a certain radius of your phone's location or zip code

Tap to use the RapidSpec tool to manage your projects and select equipment.

SECTION 3
BLUETOOTH SETUP

Connecting to a Product

After you have physically installed and powered the product, you can connect to it via Bluetooth to set up the system using the Contractor App.

1. On the **Install** tab, tap **Setup with Bluetooth**.

2. On the Connect Bluetooth screen, select the required product type.

3. **Optional:** If the App finds several products of the same type, confirm the product serial number to select the required product in the Found Products list.
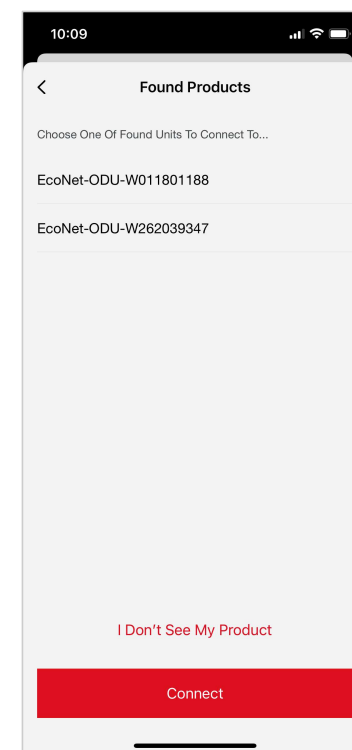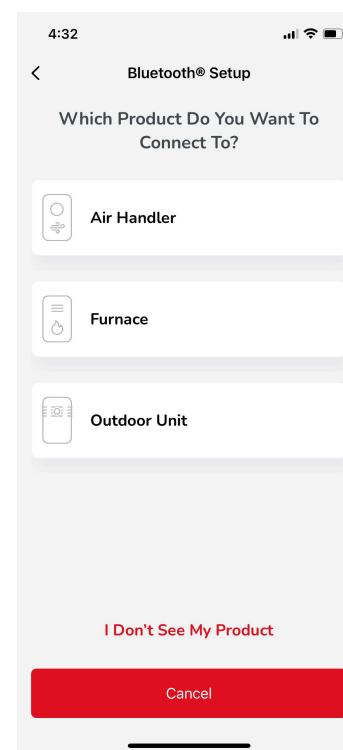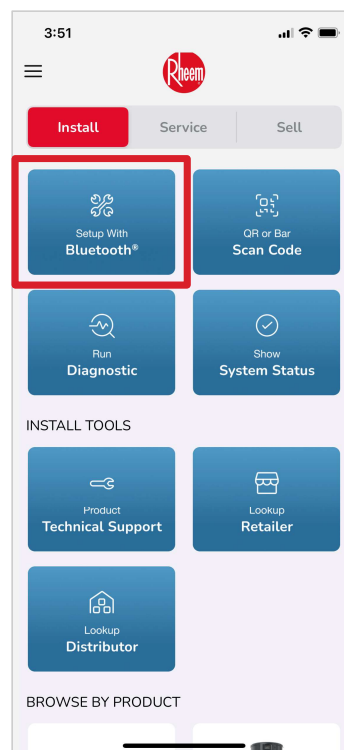
Connecting to a Product (Cont'd)

If there is an EcoNet Smart Thermostat connected to a system, you must complete setup on the EcoNet thermostat.
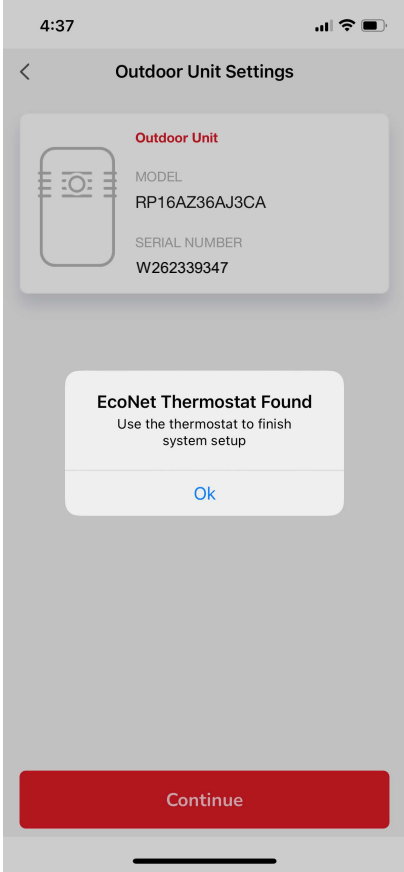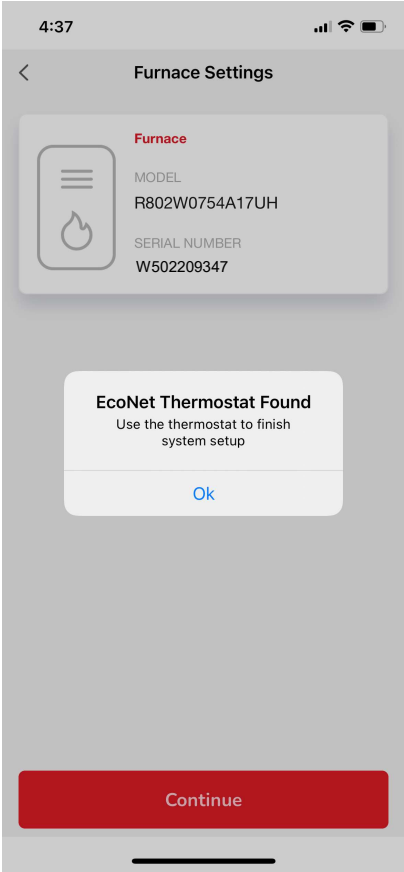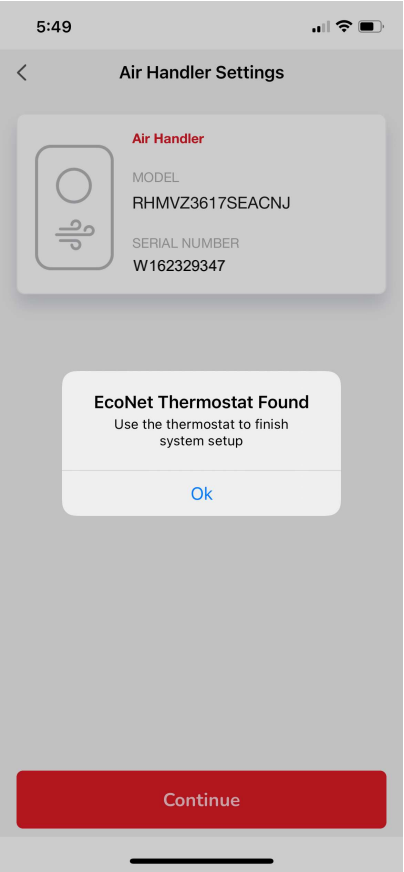
Setting Up a Product

To ensure the product works properly, configure its settings. For information about applicable settings for each product type, refer to Air Handler settings, Furnace settings, or Outdoor Unit settings.

You can also tap ⓘ to view the settings descriptions.

Once connected to the required product…

1. On the Settings screen, select the required option for each setting.

2. To navigate between the screens, tap **<** or **Continue**.

3. Do one of the following:

   • To complete the setup and save the settings, tap **Done**.

   • To set up another product, tap **Set Up Another**.
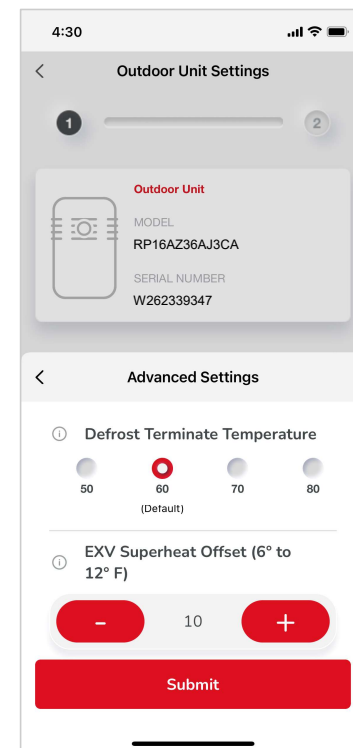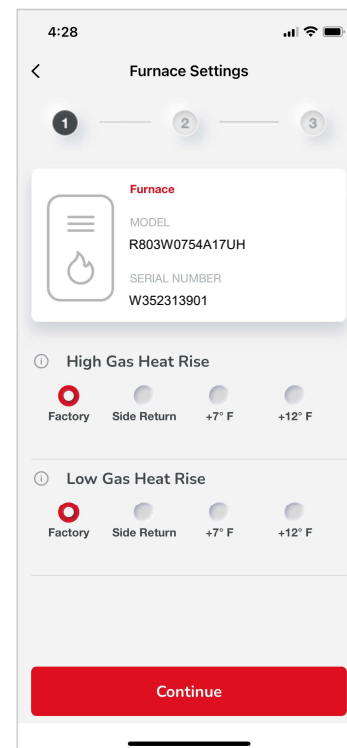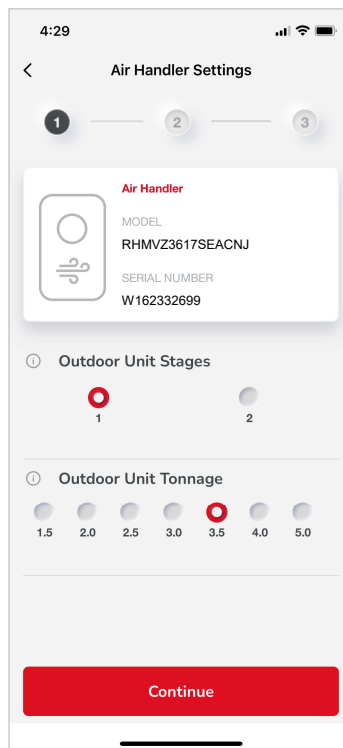
Air Handler Settings - Basic
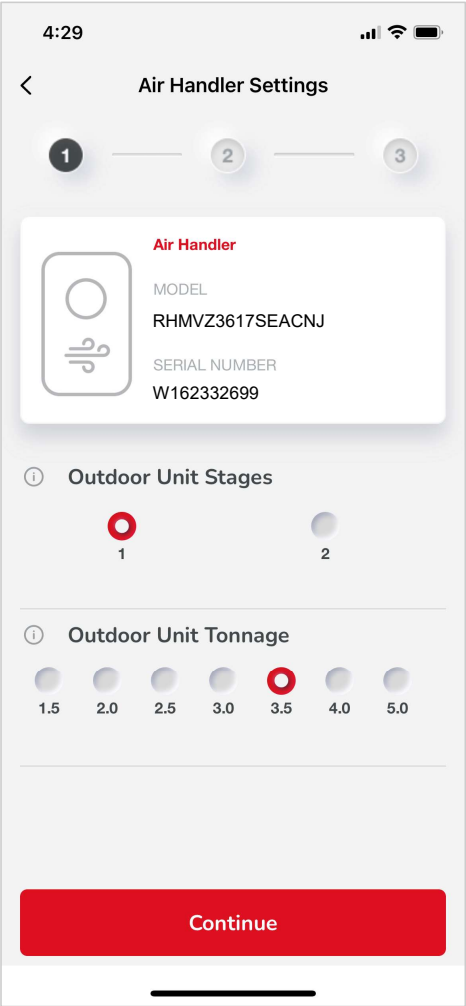
Continue to
Advanced Settings

Air Handler Settings - Advanced
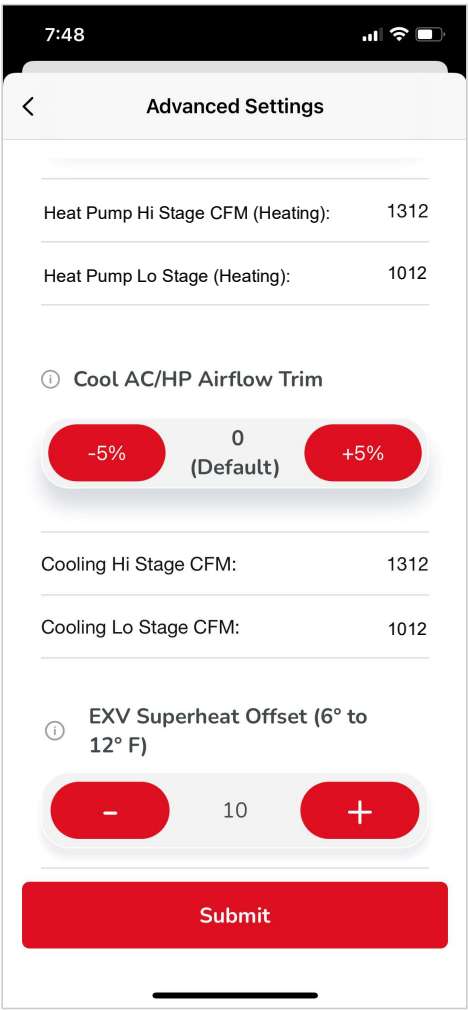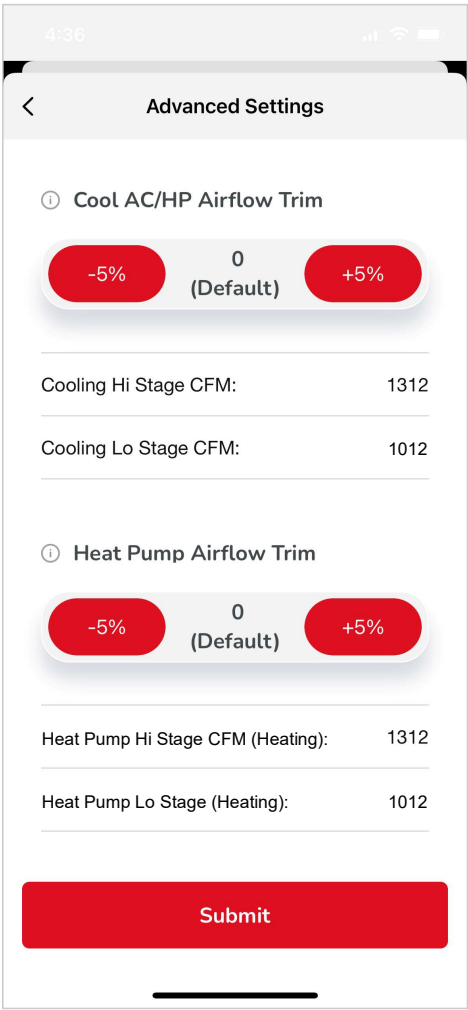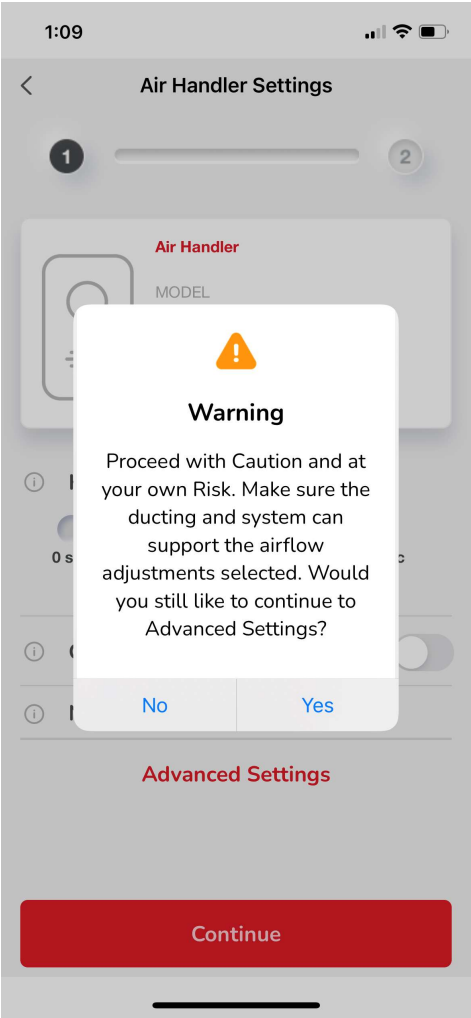
Only change the advanced settings if you have the required level of knowledge and expertise.

Furnace Basic Settings (No Outdoor Unit)
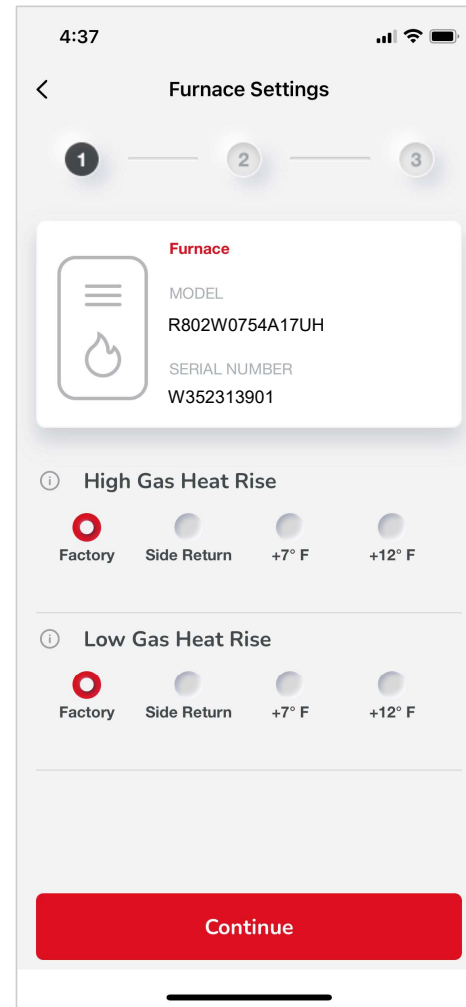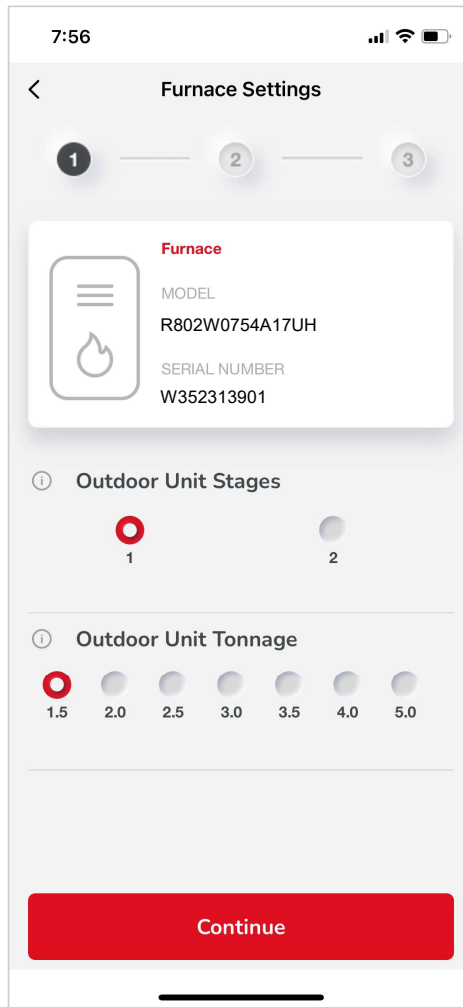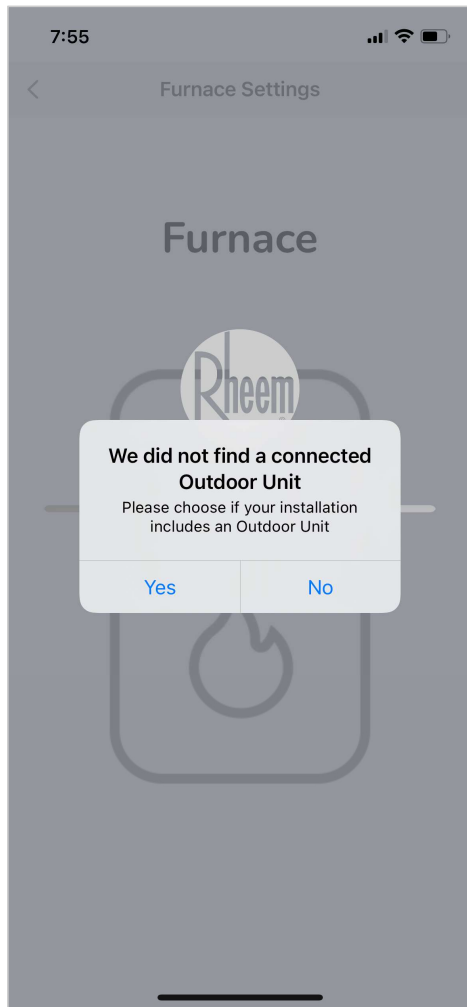
Basic Settings continue…

Furnace Basic Settings
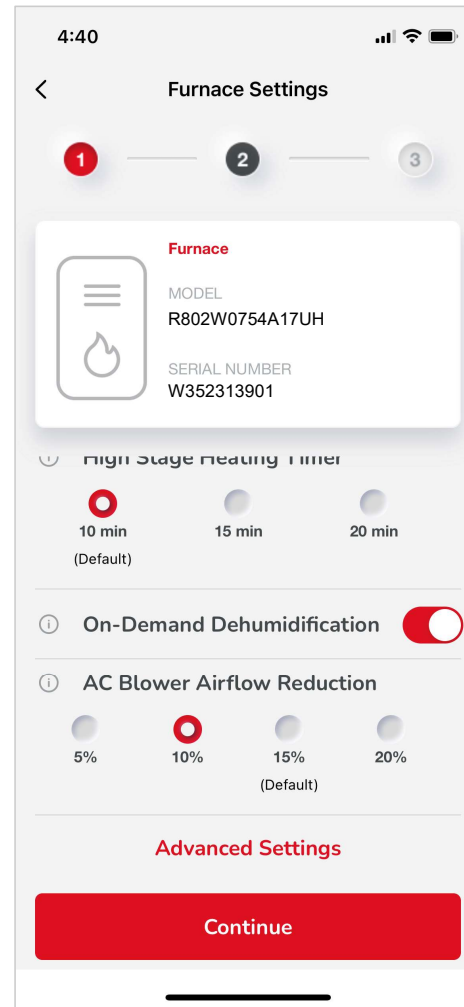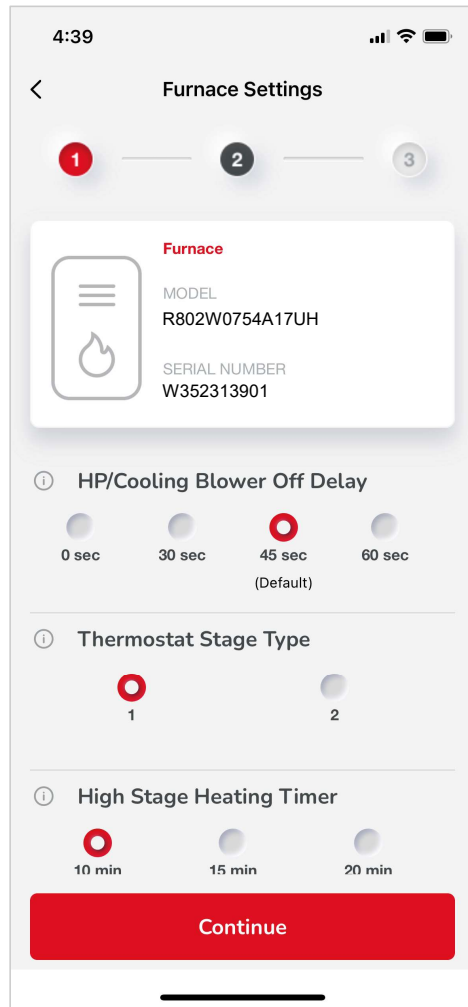
Continue to
Advanced Settings...

Furnace Advanced Settings
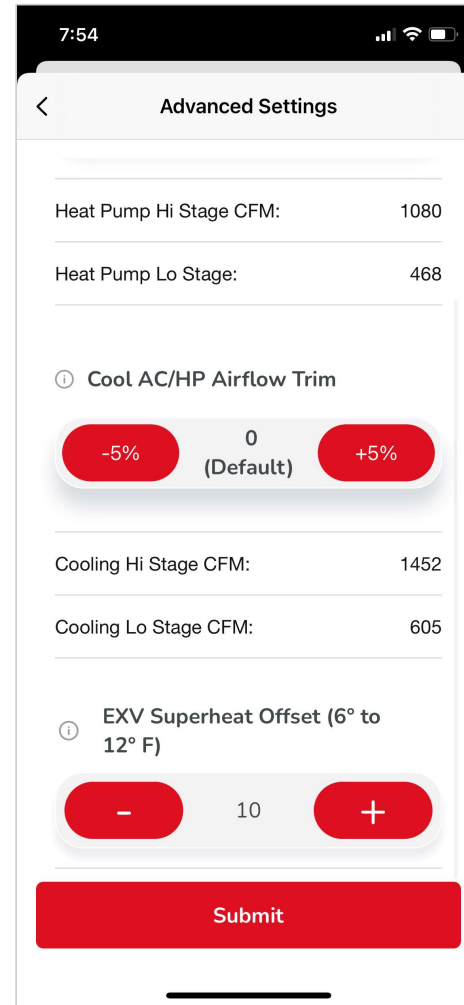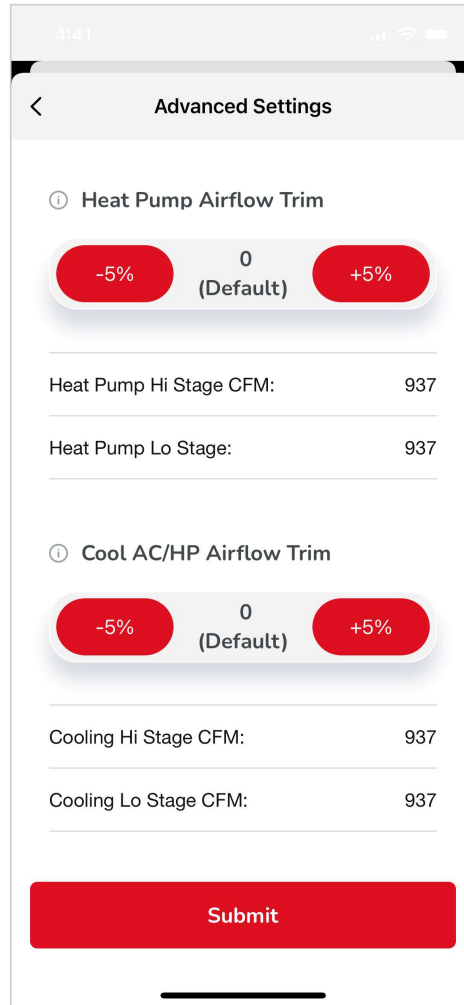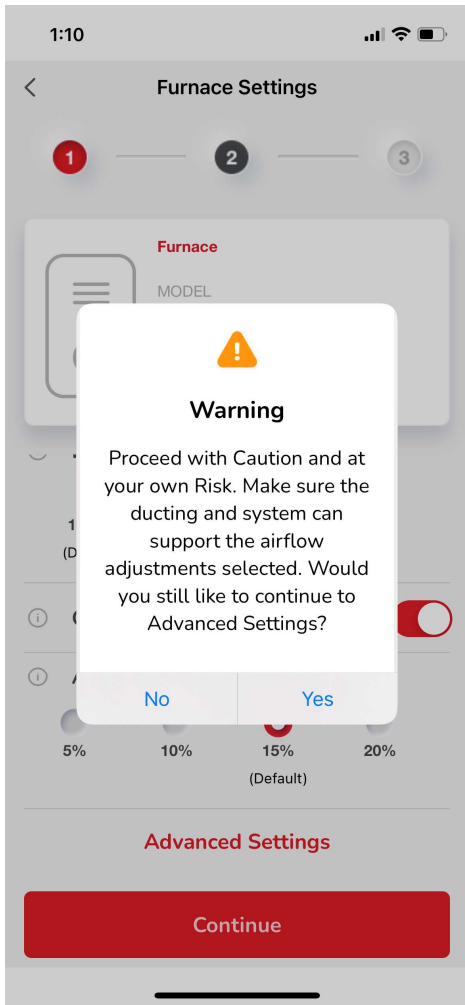
Only change the advanced settings if you have the required level of knowledge and expertise.

Outdoor Unit Advanced Settings
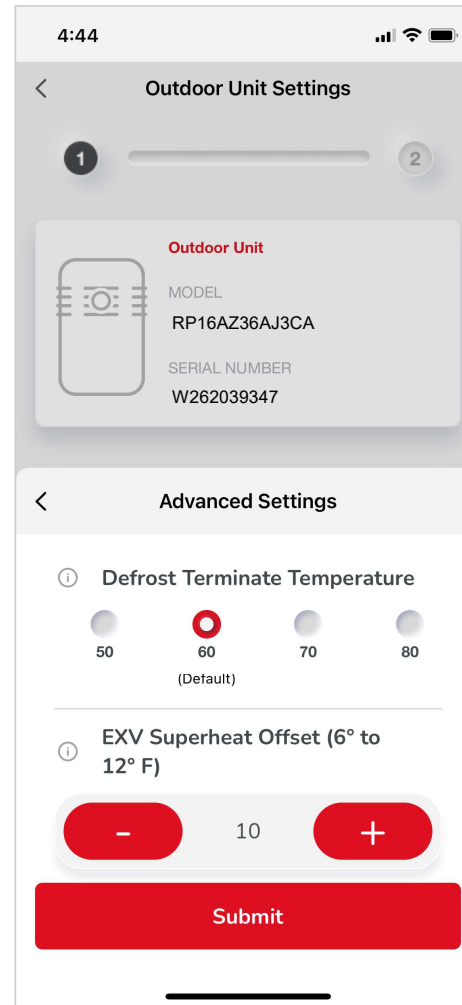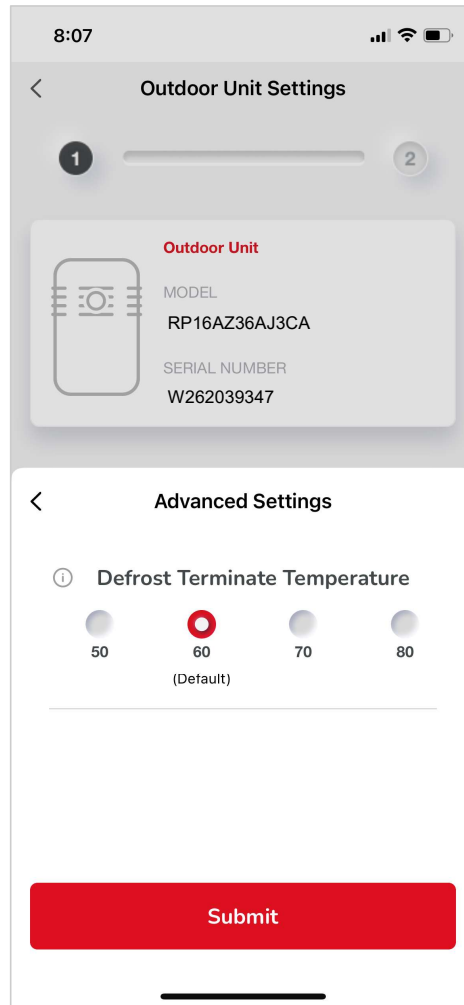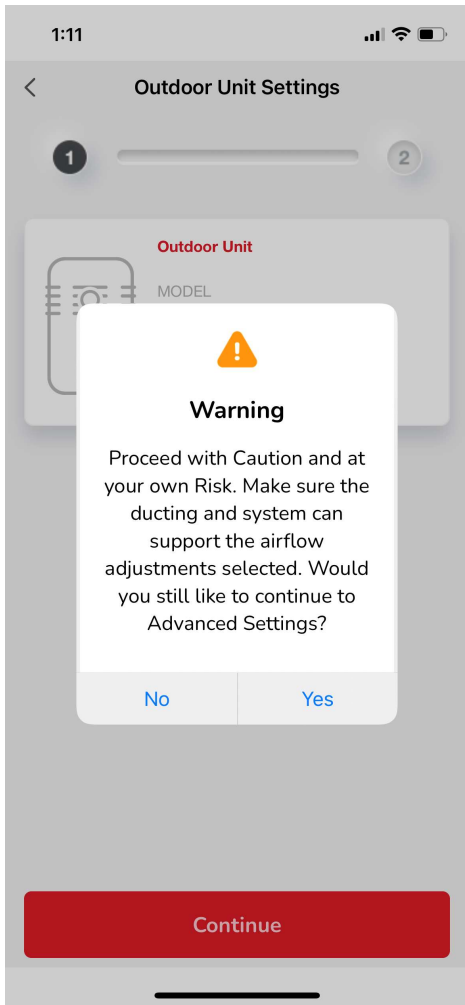
Only change the advanced settings if you have the required level of knowledge and expertise.

SECTION 4
GETTING PRODUCT INFORMATION

Scanning QR or Bar Code

You can scan a product's QR or Bar code to view the available information, tools and documents.

1. On the **Install** or **Service** tabs, tap **QR or Bar Scan Code**.

2. Scan the code with your smartphone camera.

3. Access the required information and tools in the Tools, Documents, and Overview tabs, respectively.

Accessing Product Documents

You can find all the available documentation for the required product using the Product Technical Support tool.

1. Go to **Home screen** > **Service > Product Technical Support**.

2. Select the brand name, division, product type, and product.

3. On the product screen, tap the required documentation section.

4. To open the required document, tap it.

5. **Optional:** To save or share the PDF, in the document, on the top right, tap the share icon.

Looking Up Warranty

You can view a product's warranty certificate and access information about the Home Owner.

1. On the Home Screen, go to **Service > Warranty Lookup**.

2. To search for the product, do one of the following:

   - Find the product via Bluetooth or by its QR or Bar code.

   - Enter the product's serial number and tap **Look Up Now**.

3. To download the certificate or view the home owner's information, enter their last name and zip code and tap **View Home Owner**.

4. **Optional:** To download and share the certificate, tap **Download Warranty Certificate**.
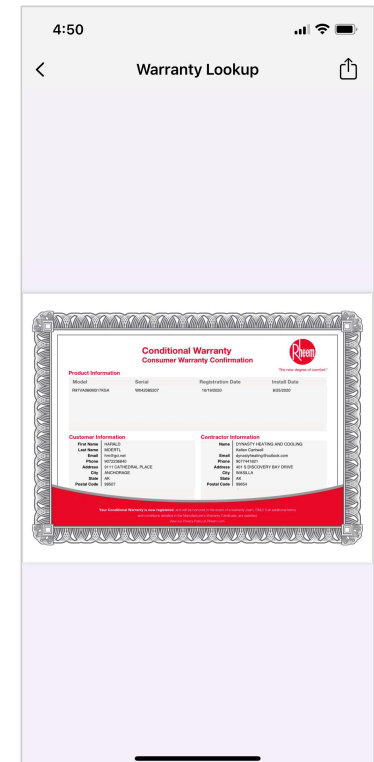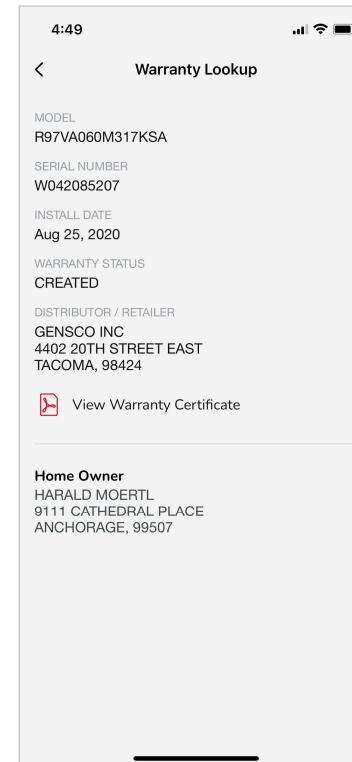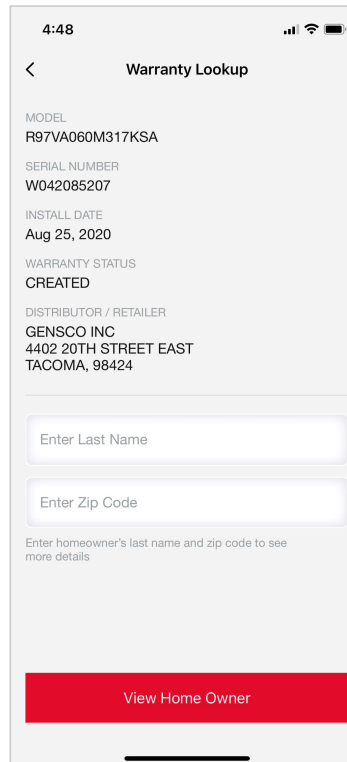
Looking Up AHRI

To access the AHRI lookup tool from the Home Screen, on the Service tab, tap **Lookup AHRI.**

The tool is designed help you ensure that products installed as a system meet AHRI compatibility and functional requirements and standards. The step-by-step guide lets you quickly and easily search model data, view matching systems and preview AHRI certificate data.
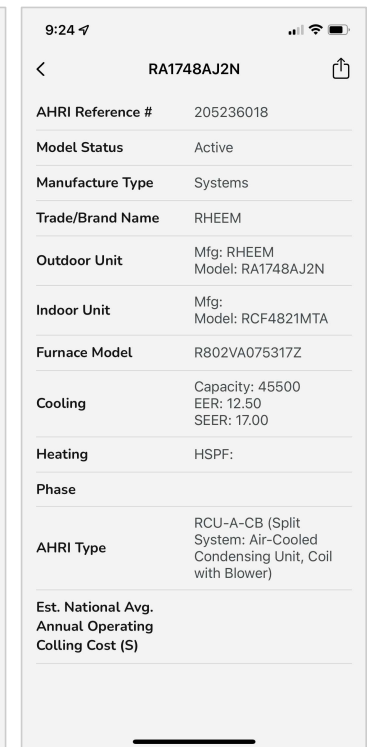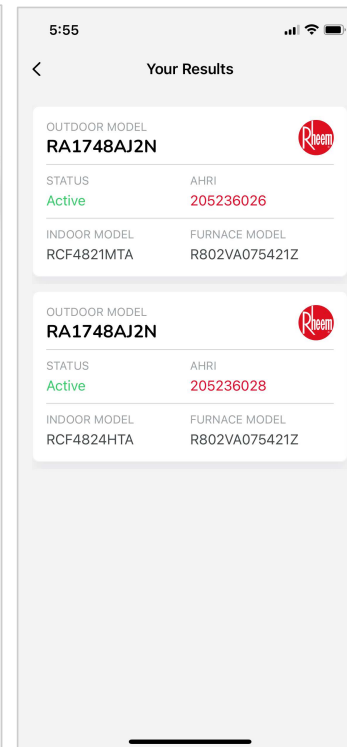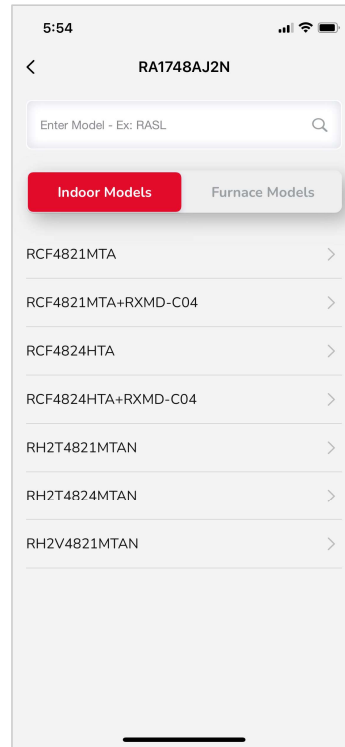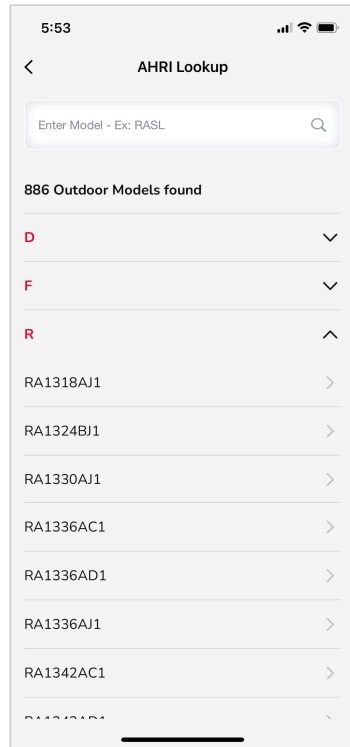
SECTION 5
PRODUCT STATUS & DIAGNOSTICS

Viewing System Status

You can view the current state of a product's status objects by connecting to the product via Bluetooth.

1. On the Service tab, tap **Show System Status**.

2. On the System Status screen, select the required product type.

3. **Optional:** If the App finds several products of the same type, select the name of the required product in the Found Products list.

4. View the current state of the status objects. To refresh the data, pull the screen down.
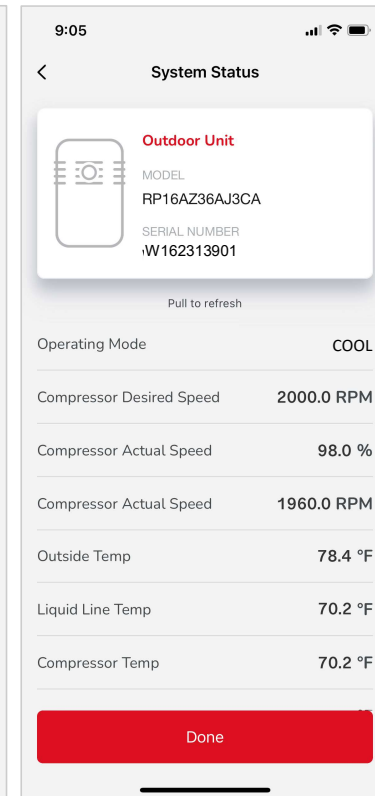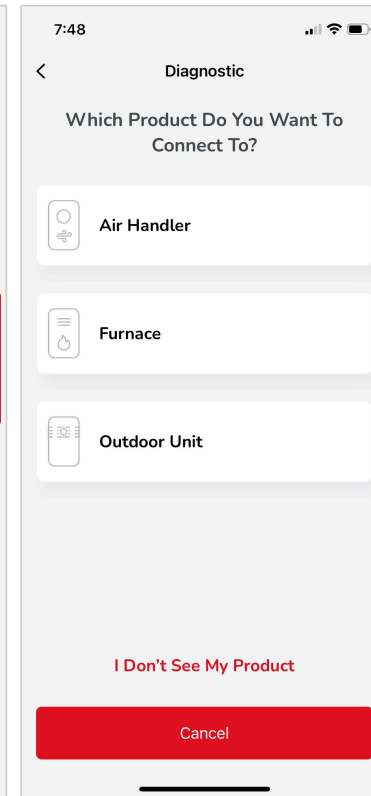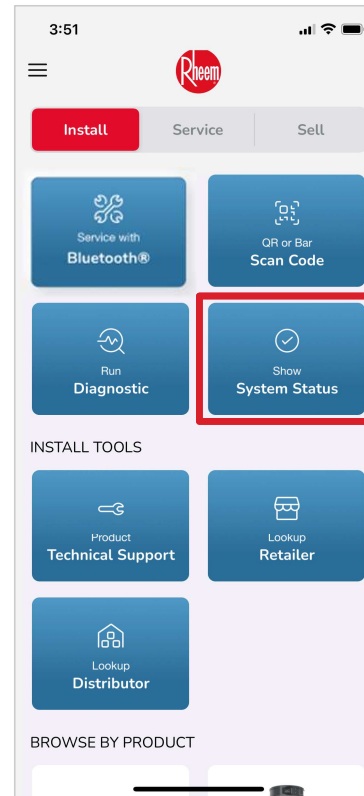
Air Handler System Status Objects

Screen 1 (9:03)

System Status

Air Handler

MODEL
RHMVZ3617SEACNJ

SERIAL NUMBER
W162332699

Pull to refresh

Operating Status	ON
Commanded CFM	1200 CFM
Current CFM	1200 CFM
Current RPM	1295 RPM
Static Pressure	0.05 "H20
Supply Air Temp	57.0 ºF
Return Air Temp	77.2 ºF

Done

Screen 2 (8:59)

System Status

Air Handler

MODEL
RHMVZ3617SEACNJ

SERIAL NUMBER
W162332699

Pull to refresh

Outside Temp	95.0 ºF
Suction Line Temp	55 ºF
Saturated Suction Temp	43.2 ºF
Suction Pressure	125 PSI
G Input Fan Control	ON
EXV Current Position	60%
EXV Superheat	12.2 ºF

Done

Air Handler System Status Objects (cont'd)

Left screen:

8:59

System Status

Air Handler

MODEL
RHMVZ3617SEACNJ

SERIAL NUMBER
W162332699

Pull to refresh

EXV Commanded Position	60%
E-Heat High CFM	1200 CFM
E-heat Mid CFM	1000 CFM
E-heat Low CFM	800 CFM
Electric Heater Size	15 kW
Heater #1 Output Relay	Off
Heater #2 Output Relay	Off

Done

Right screen:

8:59

System Status

Air Handler

MODEL
RHMVZ3617SEACNJ

SERIAL NUMBER
W162332699

Pull to refresh

Heater #1 Output Relay	Off
Heater #2 Output Relay	Off
Current Alarms Count	2
Condensate (CS) Input	Off
Aux Input	Off
BLE Program CRC	Ox79d2
Software Version	AC-AIR2-00-01-13

Done

Furnace System Status Objects

Screen 1 (9:04):

System Status

Furnace
MODEL
R802W0754A17UH
SERIAL NUMBER
W352313901

Pull to refresh

Operating Status	On
Commanded CFM	1200 CFM
Current CFM	1200 CFM
Current RPM	1500 RPM
Static Pressure	0.5 "H20
Supply Air Temp	115.0 ºF
Return Air Temp	72.0 ºF

Done

Screen 2 (9:11):

System Status

Furnace
MODEL
R802W0754A17UH
SERIAL NUMBER
W352313901

Pull to refresh

Outside Temp	45.0 ºF
Suction Line Temp	0.0 ºF
Saturated Suction Temp	0.0 ºF
Suction Pressure	0.0 PSI
G Input Fan Control	On
Aux #1 Config	Closed
Aux #2 Config	Closed

Done

Furnace System Status Objects (cont'd)
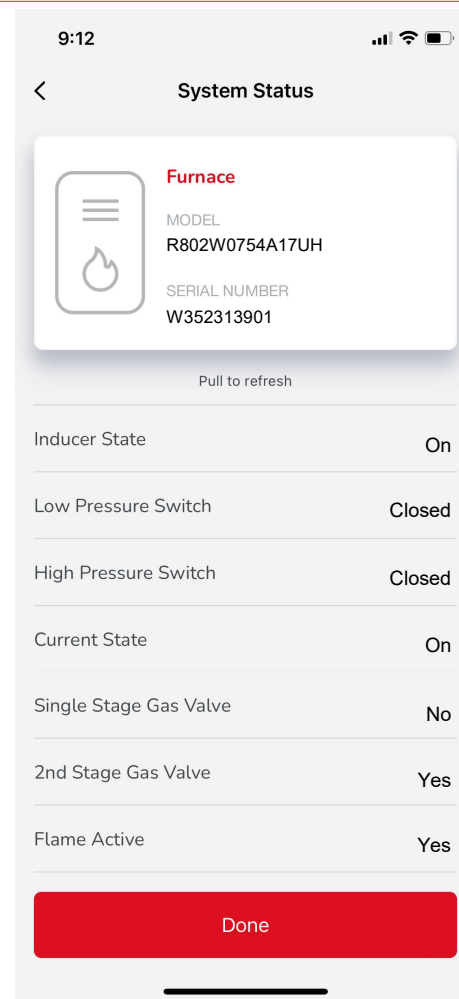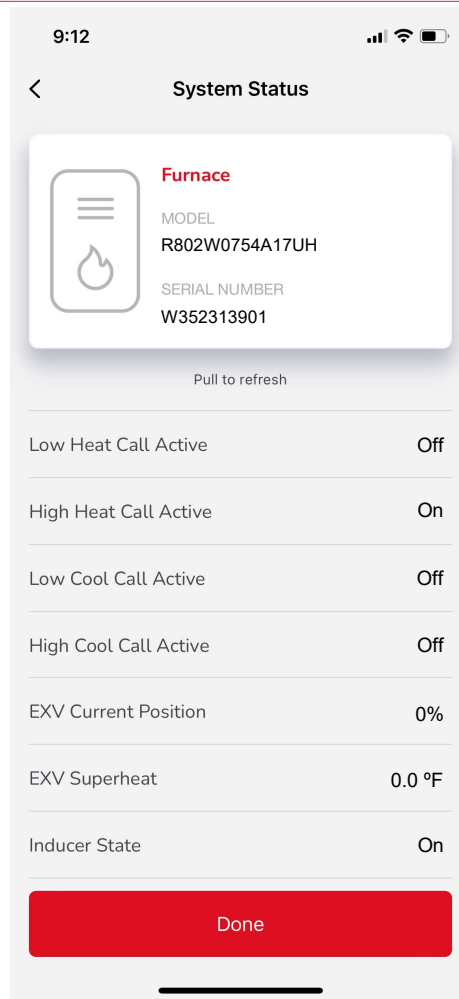
Furnace System Status Objects (cont'd)
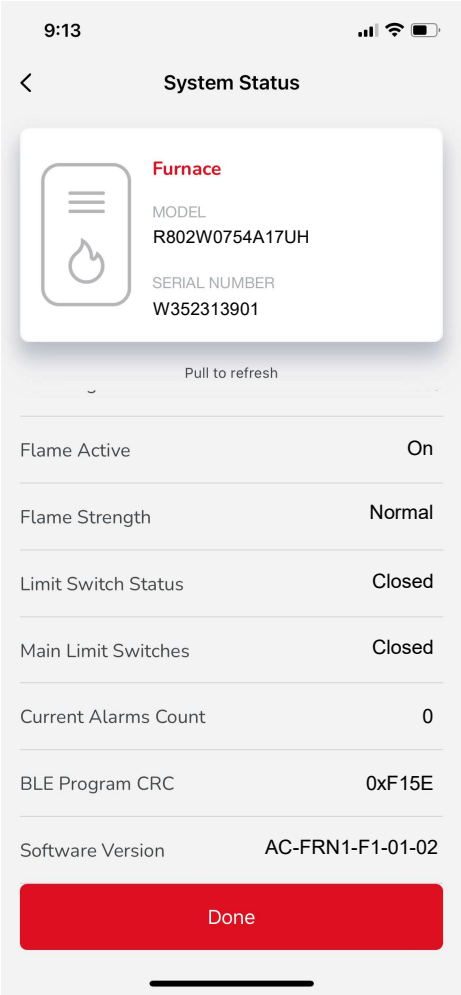
Outdoor Unit System Status Objects
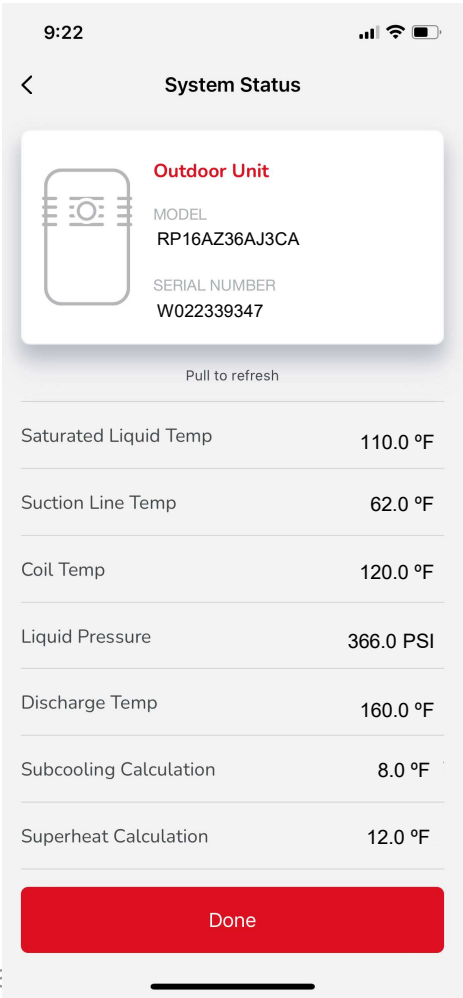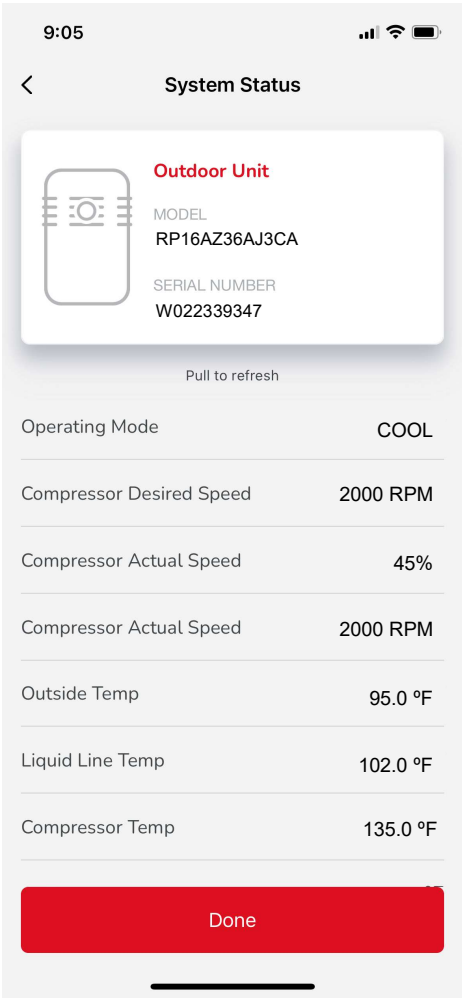
Outdoor Unit System Status Objects (cont'd)
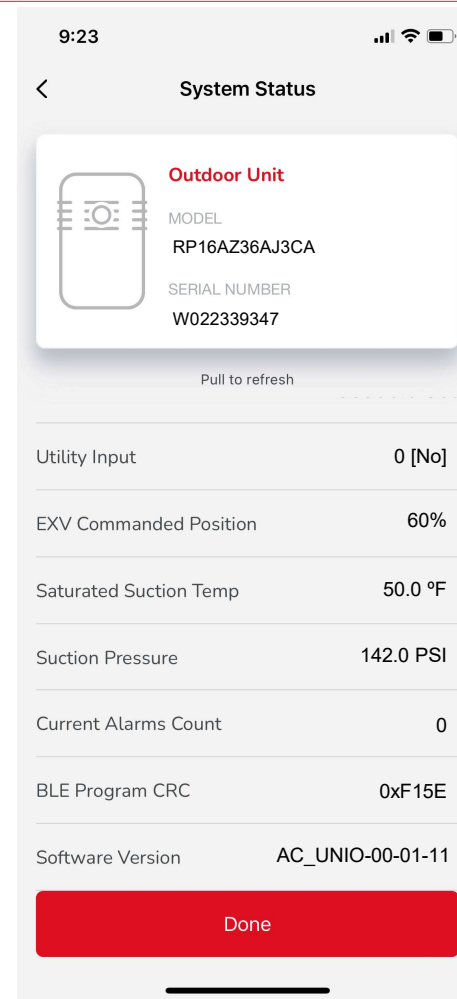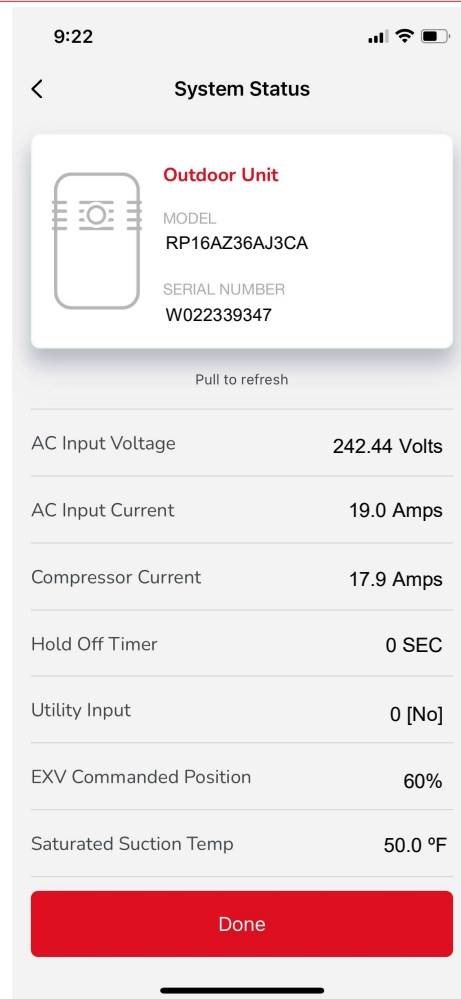
Running Diagnostics

You can run a product's diagnostics via Bluetooth to check for active alarms and view the alarm history.

1. On the Service tab, tap **Run Diagnostic** and select the required product type.

2. Do one of the following:

   • On the Active Alarms tab, view the list of detected active alarms, their codes and description.

   • On the Alarm History tab, view records of the previously detected alarms.
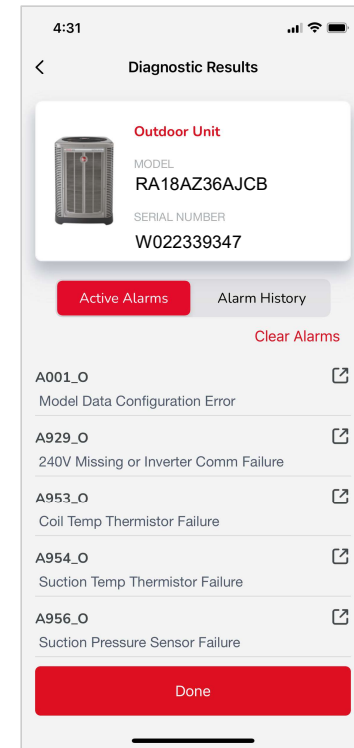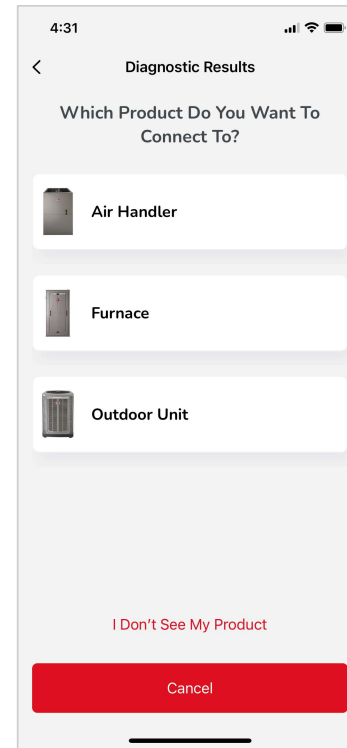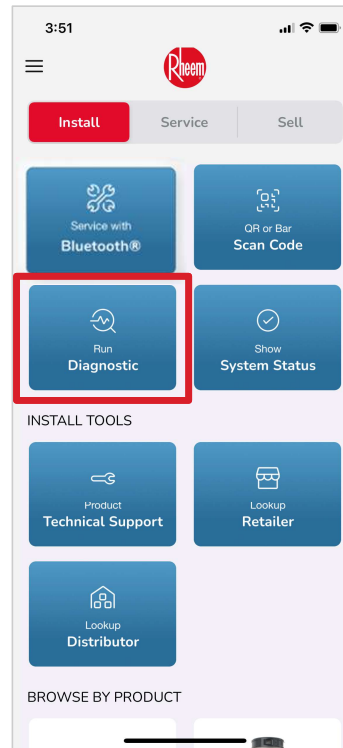
Running Diagnostics (Cont'd)

When phone is connected to the Internet, you can see more diagnostic information:

1. If there is an active alert/alarm, tap the launch icon on alarm.

2. To exit the alert/alarm, tap the back arrow.

3. **Optional:** To clear alarms, tap **Clear Alarms**.
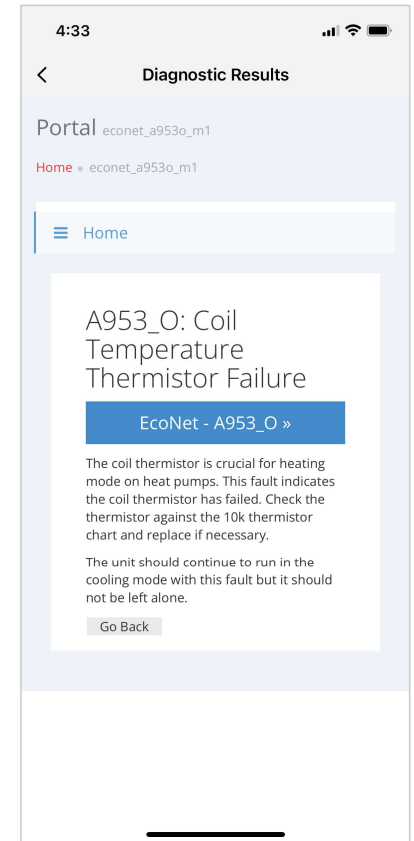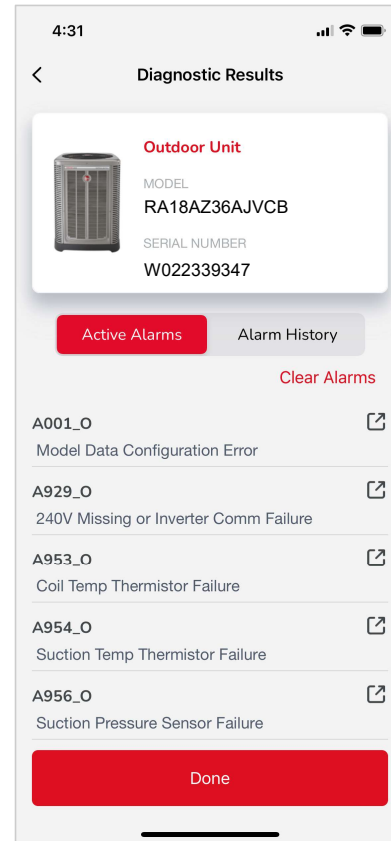
EcoNet HVAC Technician

≋Air Contractors only.

Access EcoNet Technician from the Service tab or you can also find the tool in the Hamburger menu.

The EcoNet HVAC Technician tool is designed to assist you in troubleshooting EcoNet products and the EcoNet Zoning System.

You will find the respective help pages in the following sections:

- Outdoor
- Furnaces
- Air Handlers
- Thermostats
- Zoning
- All Alarms
- Requesting Help
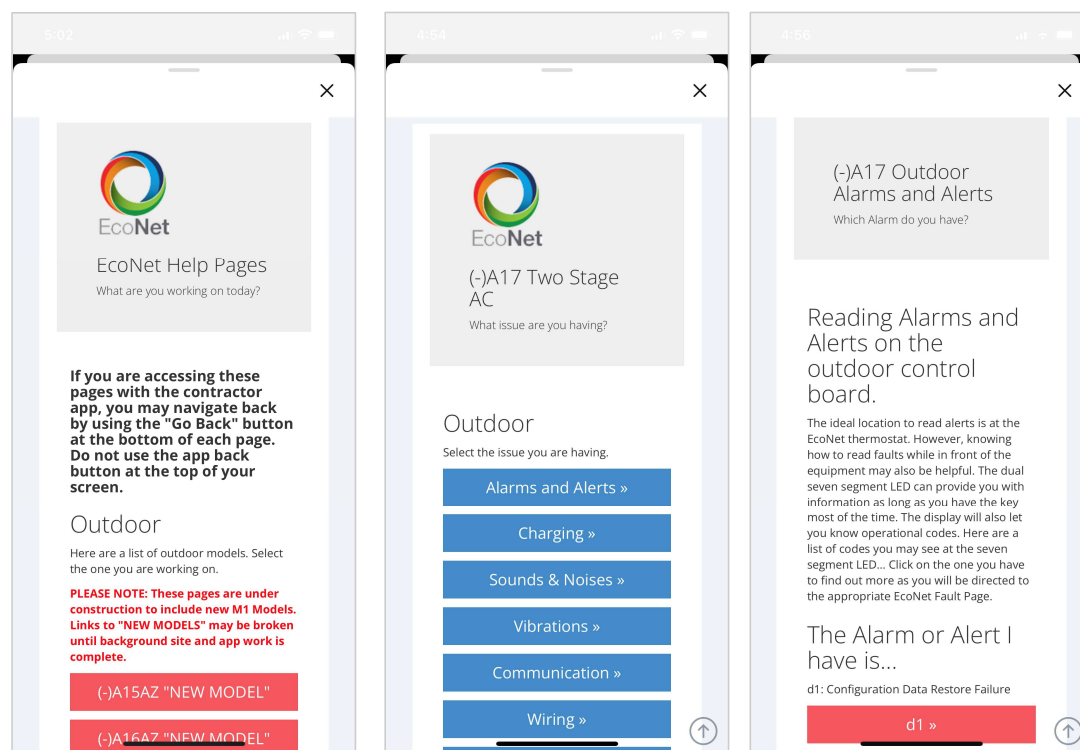
SECTION 6
SERVICE

Replace Parts
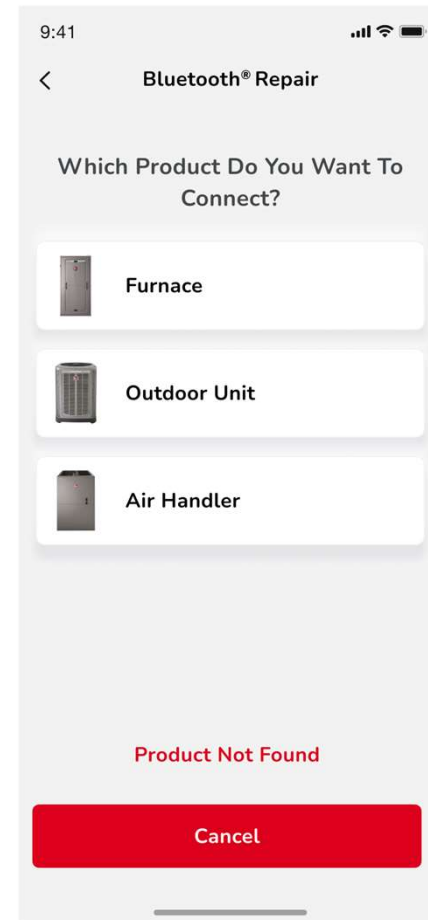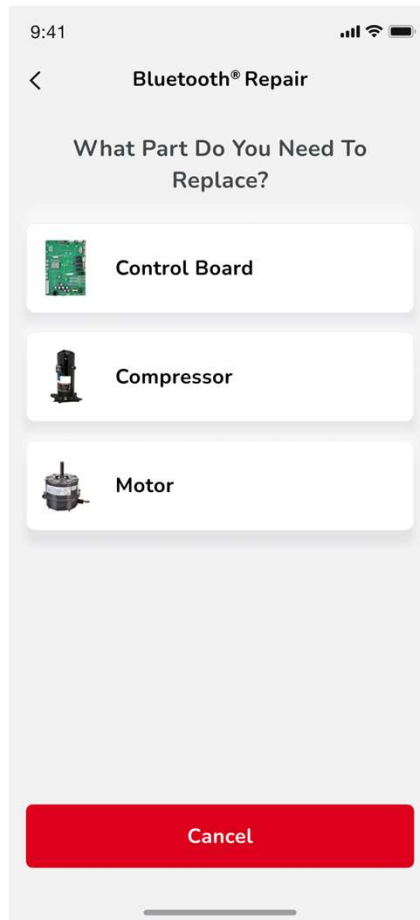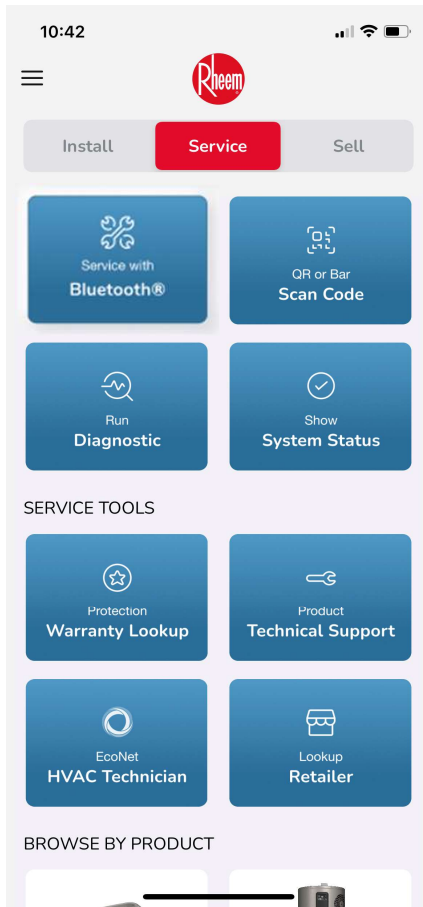
Powers Up, Bluetooth® Connection

If the product's control board does not function properly but still has power and connects to Bluetooth®, you can save its data files and then install them on a new control board.

1. On the Service tab, tap **Service with Bluetooth®** and select the required product type.

2. The system will save settings as a backup before prompting to replace the part.v
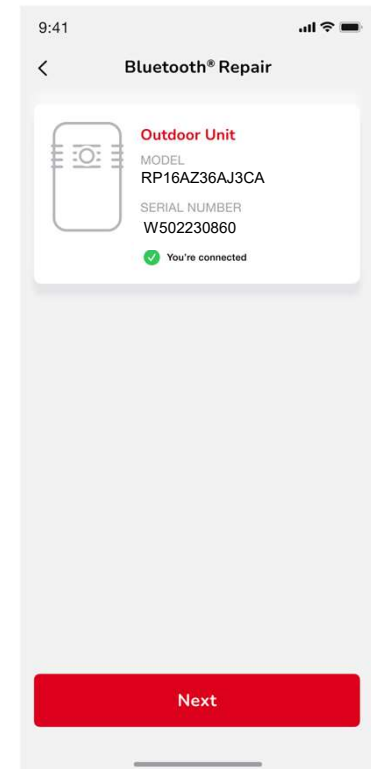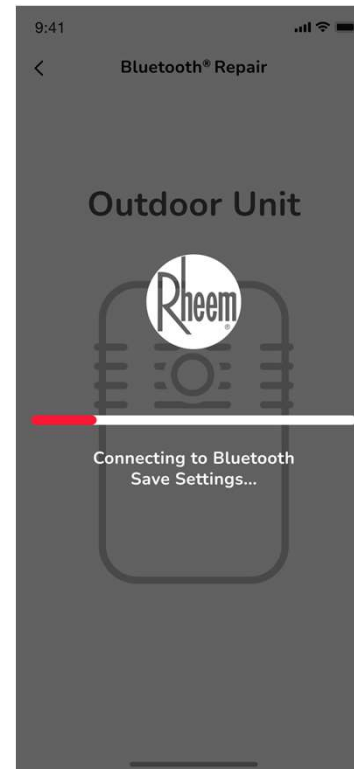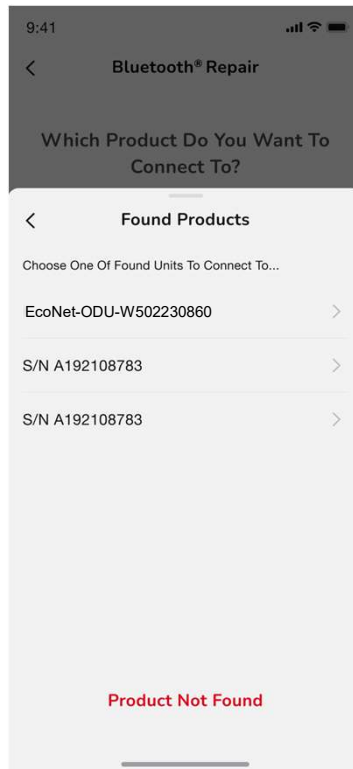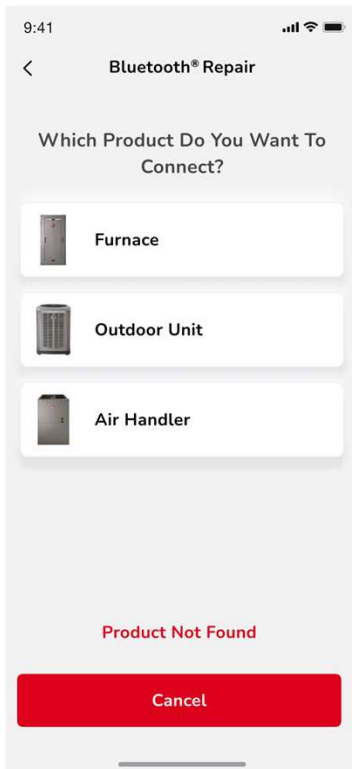
Powers Up, Bluetooth® Connection (Cont'd)

3. Follow the app prompting to replace the control board.
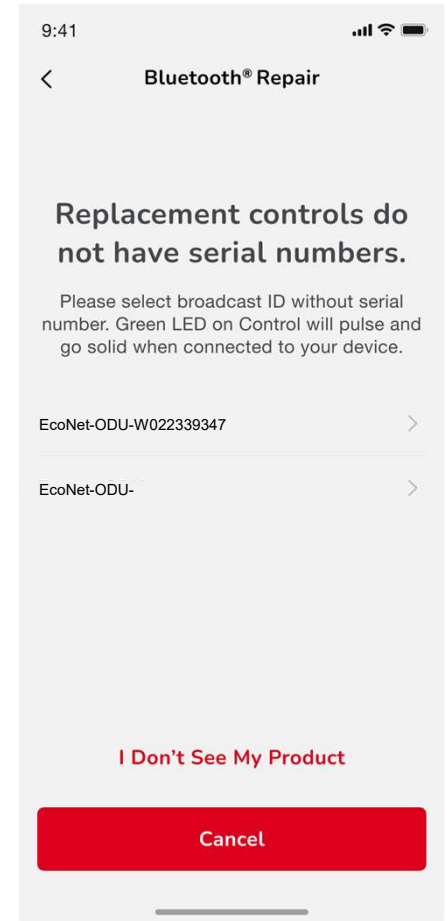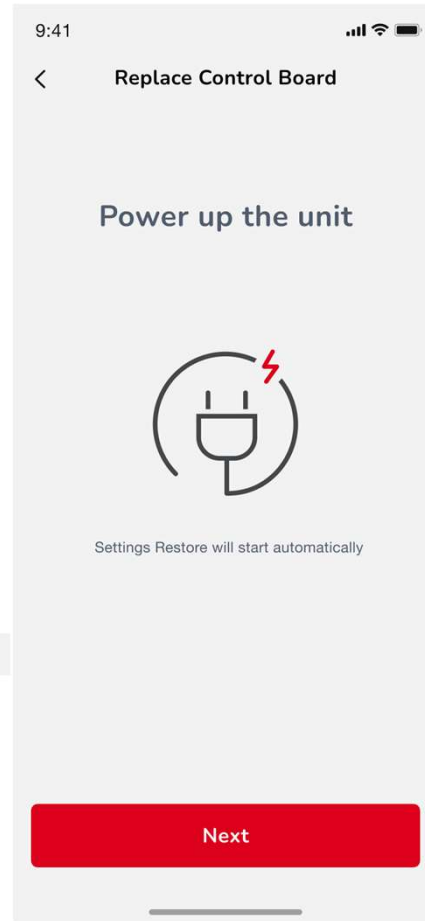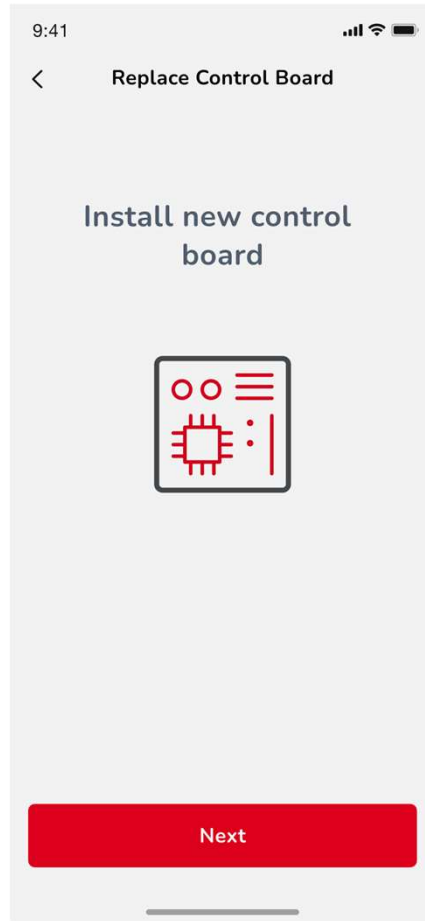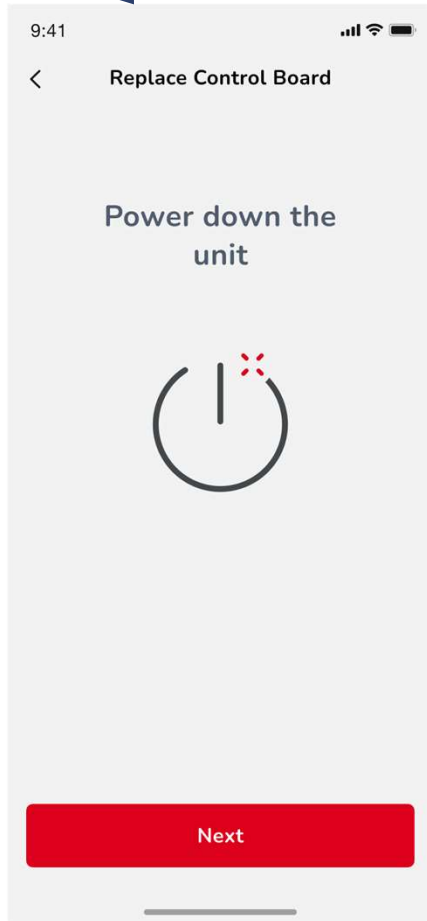
Powers Up, Bluetooth® Connection (Cont'd)
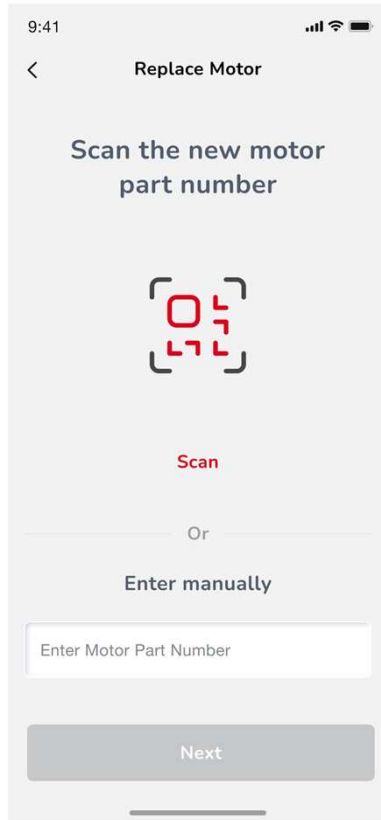
4. The app will update the equipment to the saved settings from the beginning of the setup process.
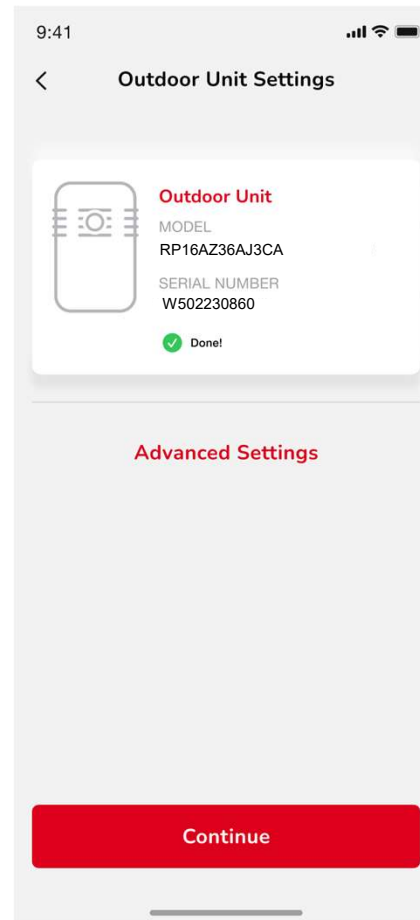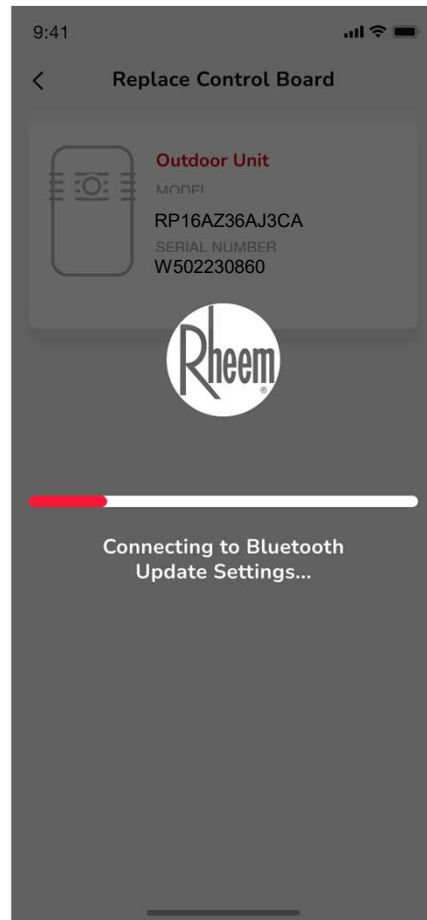
Powers Up, Bluetooth® Connection(Cont'd)

5. Continue to Advanced setting if needed.
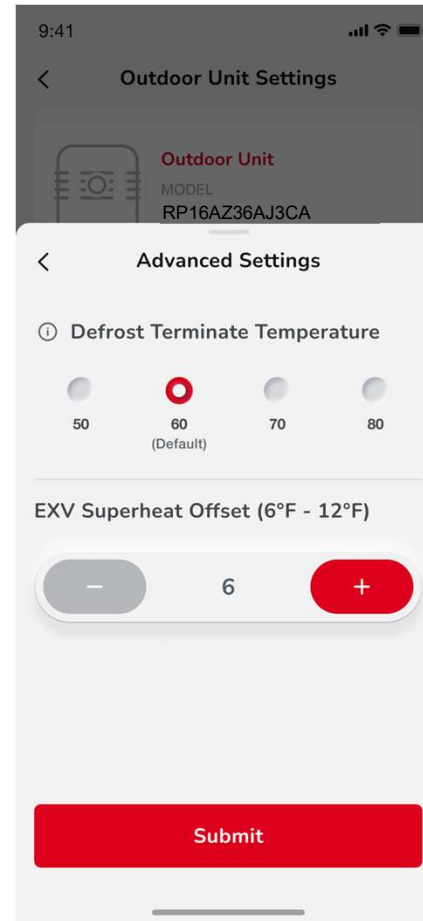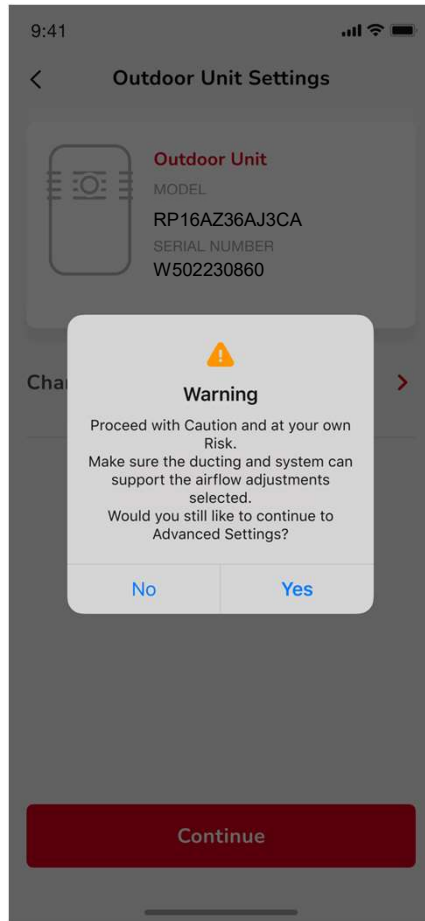
No Power, No Bluetooth® Connection

If the defective control board has no power, you can replace it and install the default data files on a new control board.

1. Go to Service tab > **Service with Bluetooth** > **I Don't See My Product**.
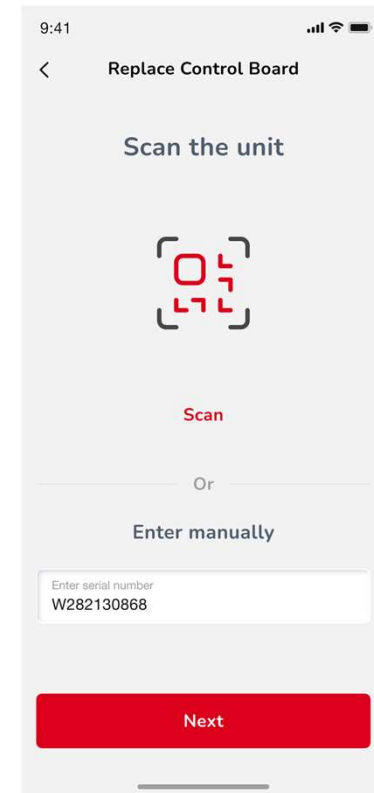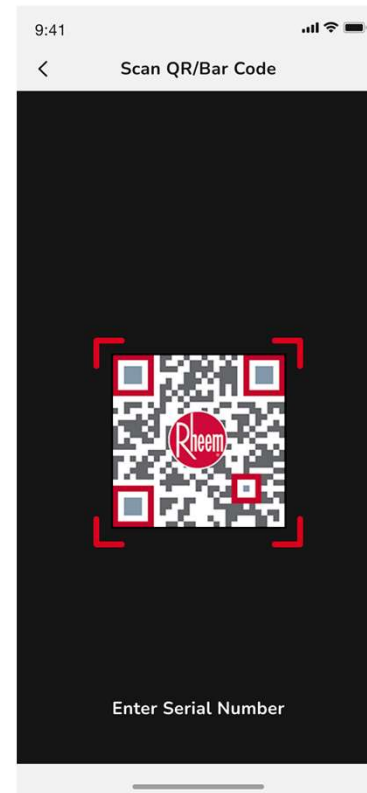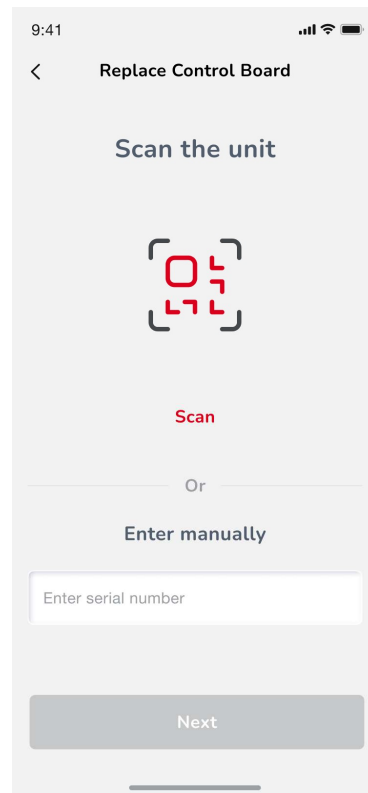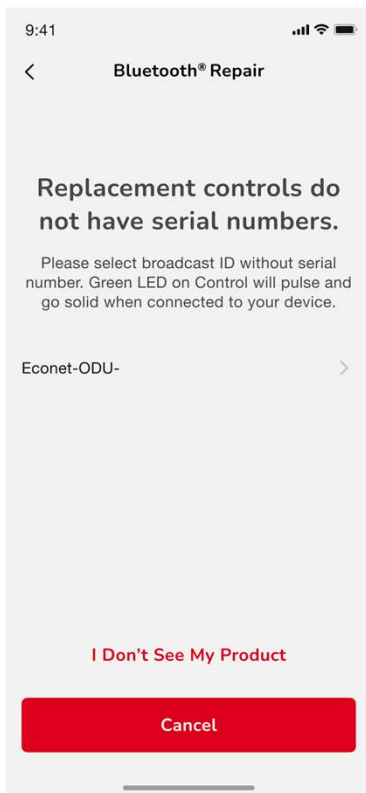
No Power, No Bluetooth® Connection

2. Follow the app prompting to replace the control board.
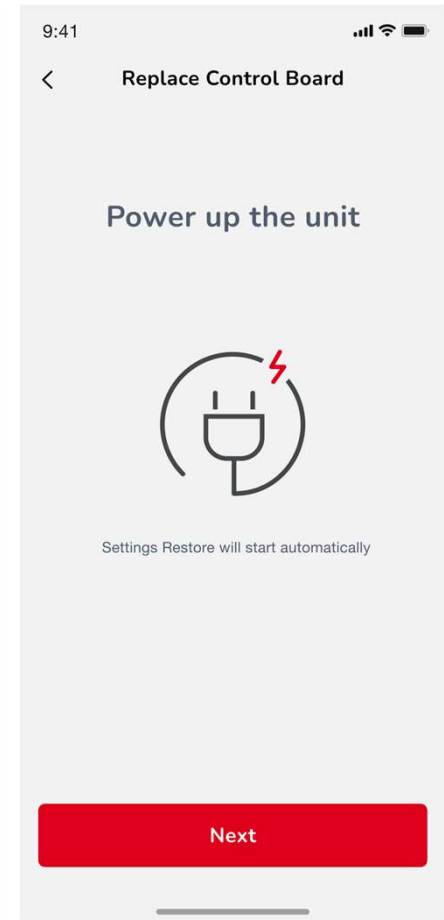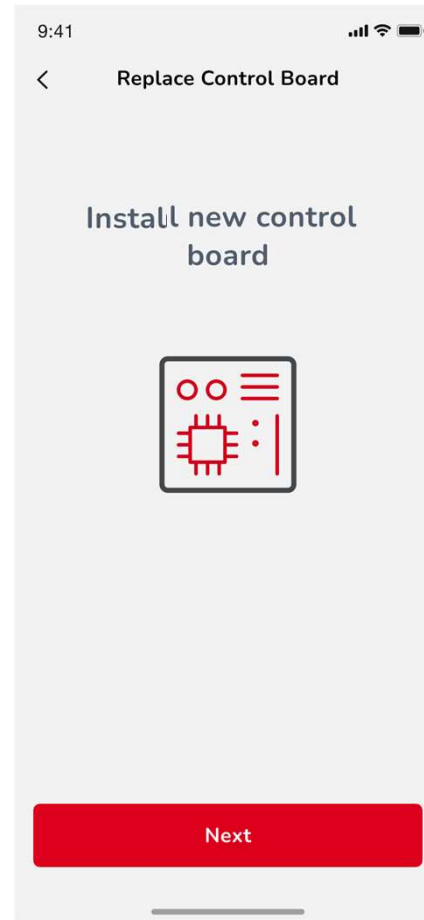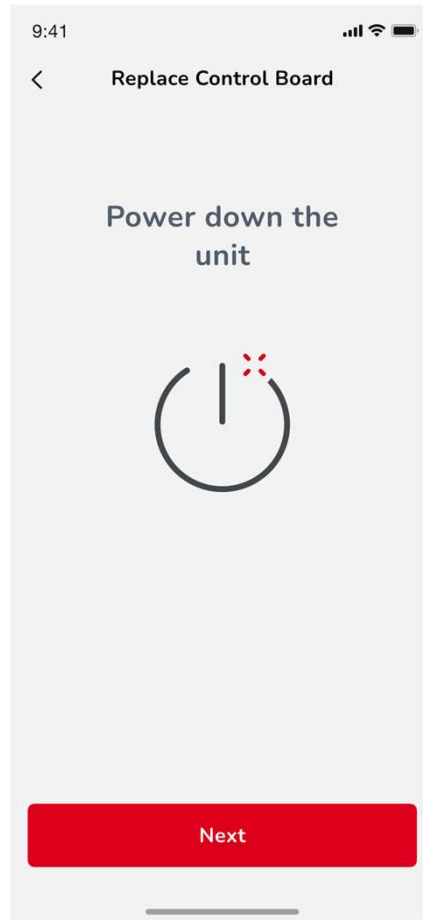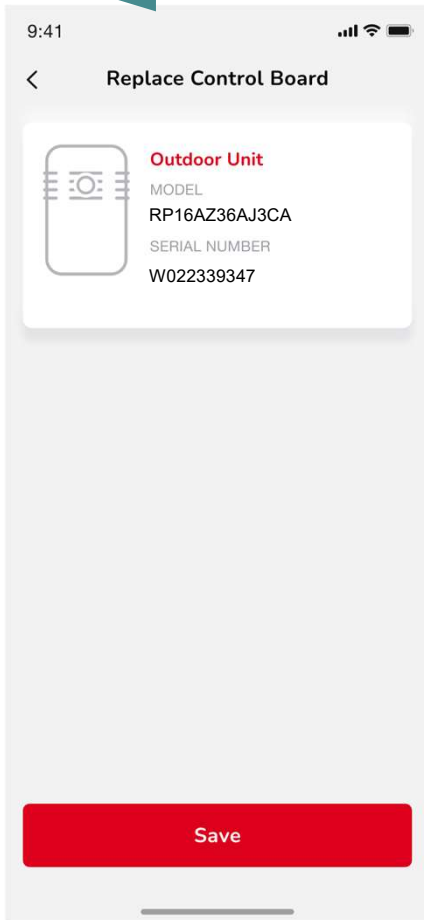
No Power, No Bluetooth® Connection

4. The app will update the equipment to the default data files on a new control board.
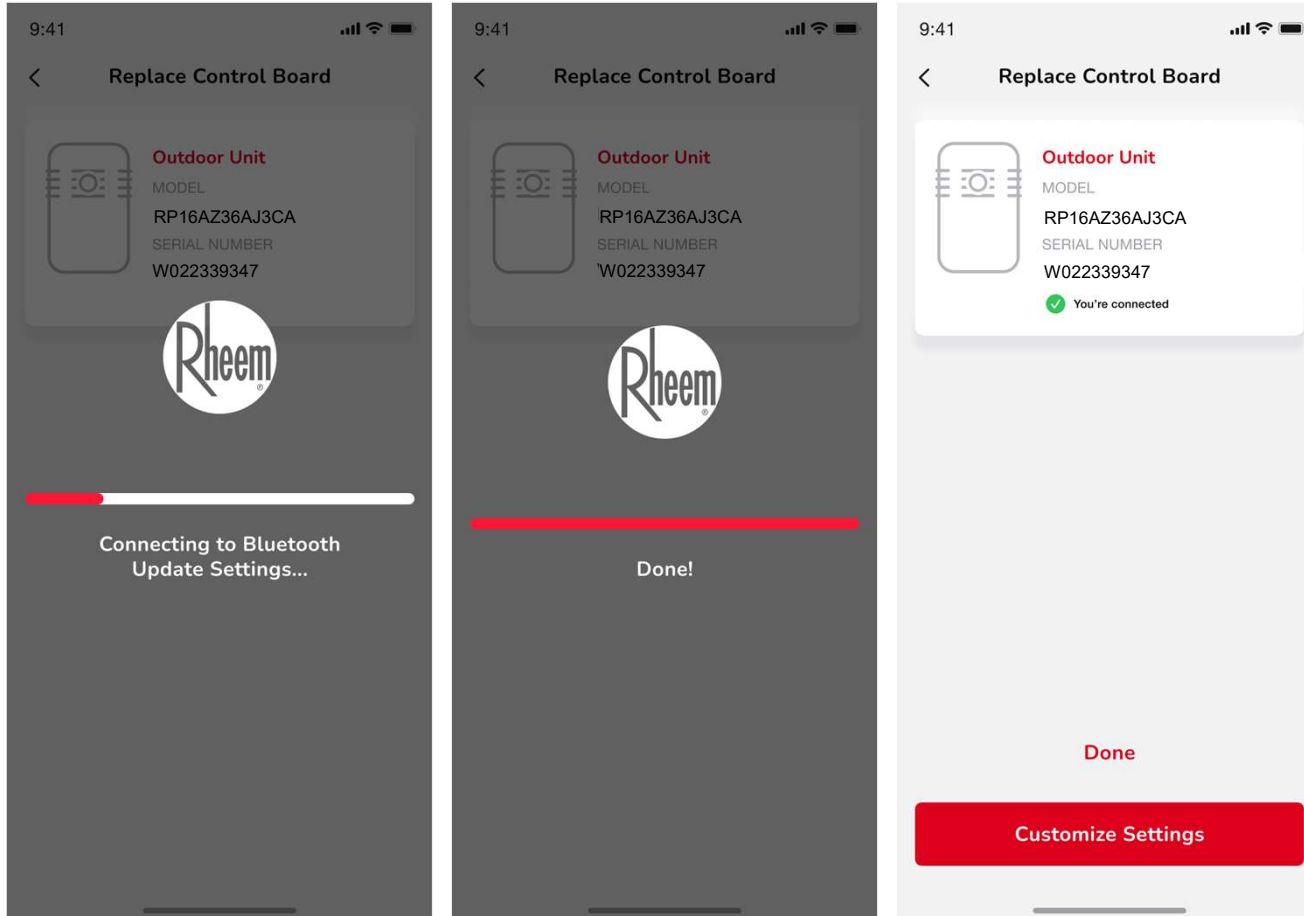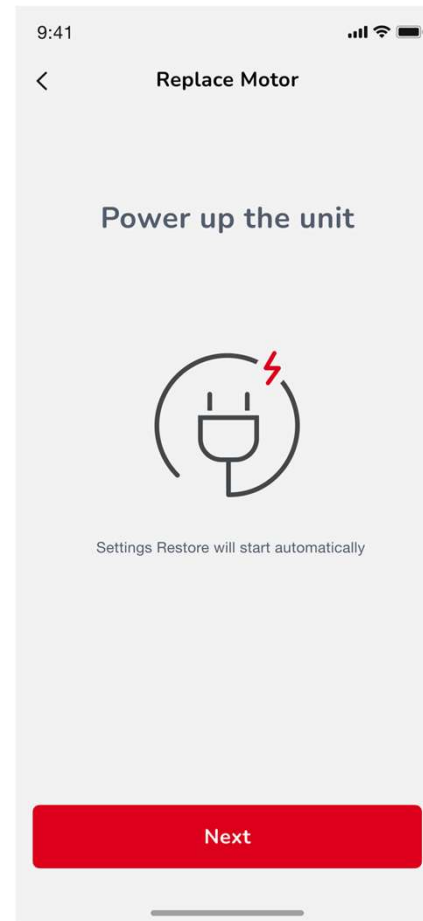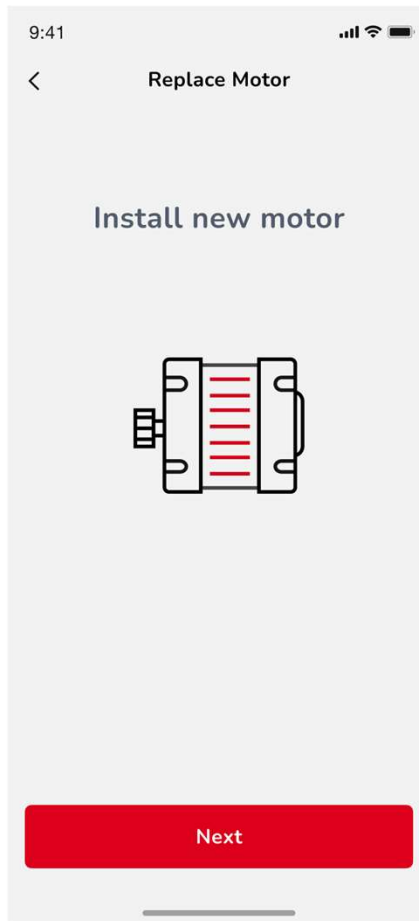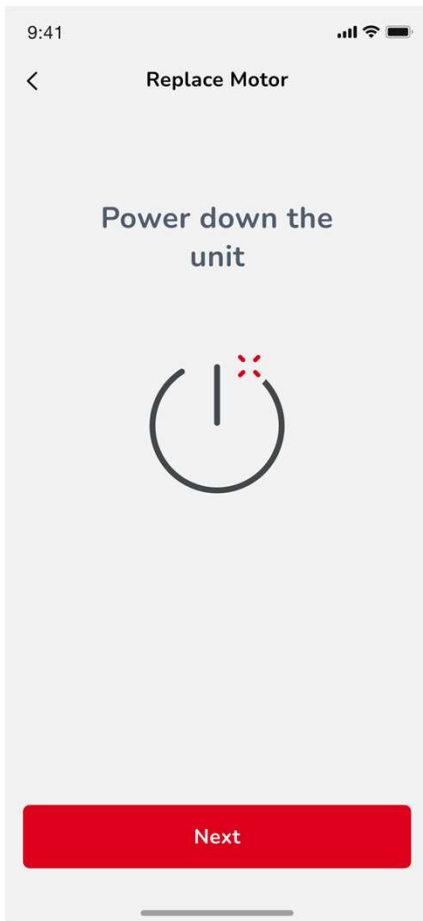
Outdoor Fan Motor Replacement

If the Outdoor Unit Fan Motor needs to be replaced, follow the below steps.

1. On the Service tab, tap **Service with Bluetooth** and select the Motor part.

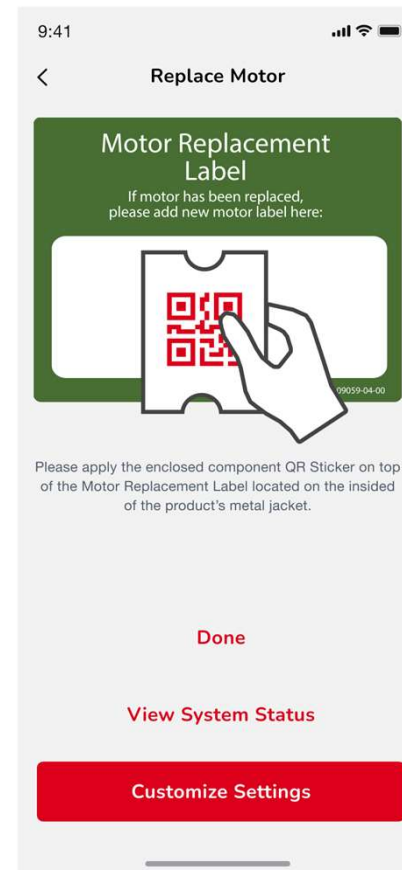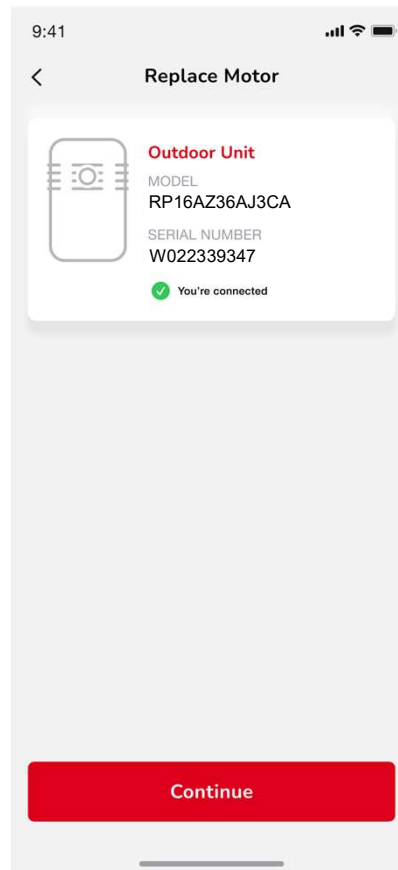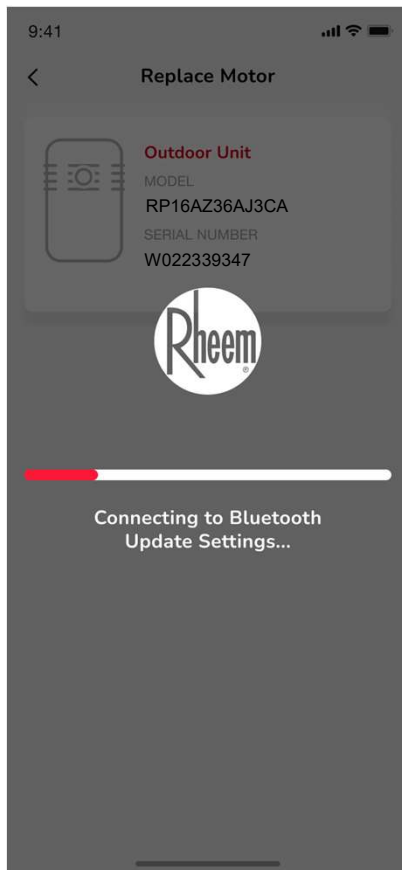2. Scan (or enter) the motor part number.
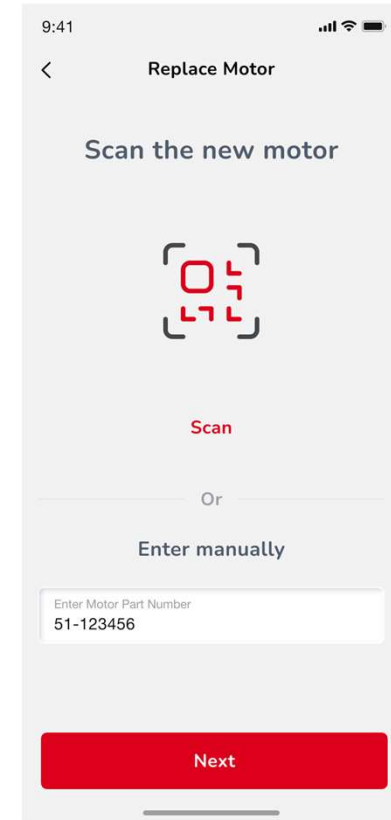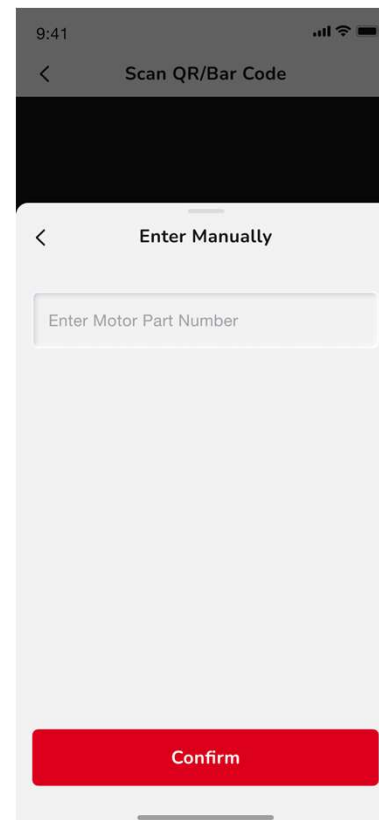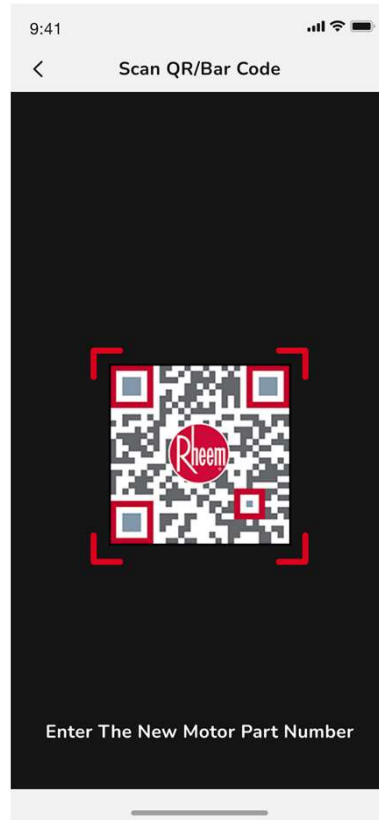
Outdoor Fan Motor Replacement (Cont'd)

3. Follow the app prompting to replace the motor.
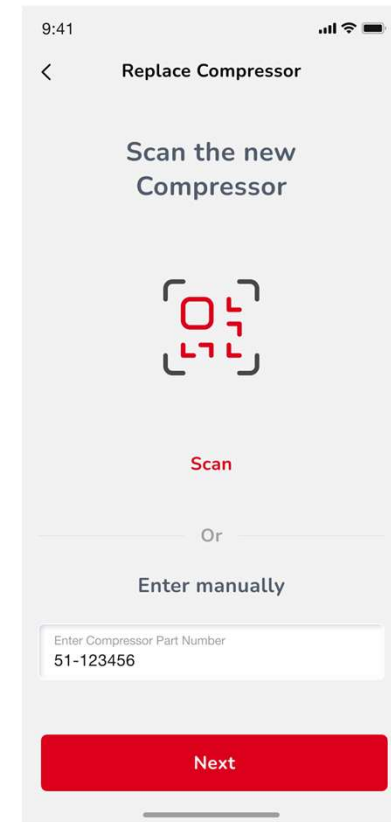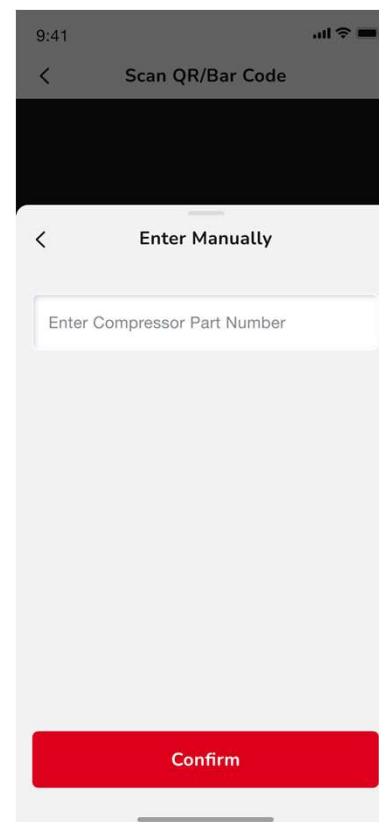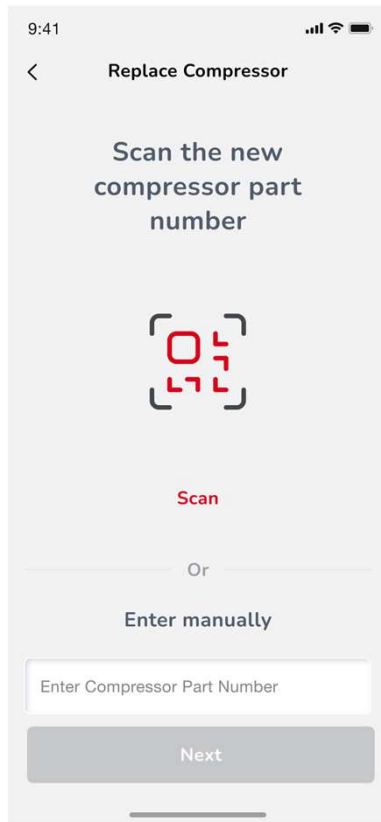
Outdoor Fan Motor Replacement (Cont'd)

4. The app will update the equipment to the saved settings from the beginning of the setup process.

5. Follow the prompting to apply the new component sticker to the replacement.
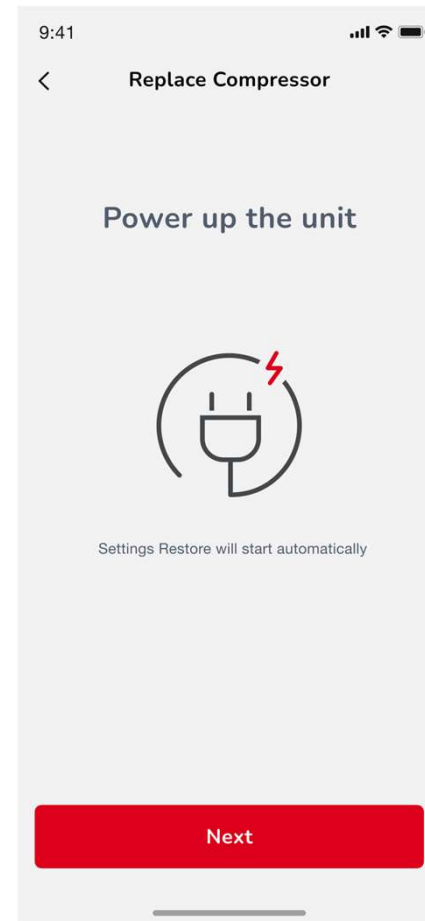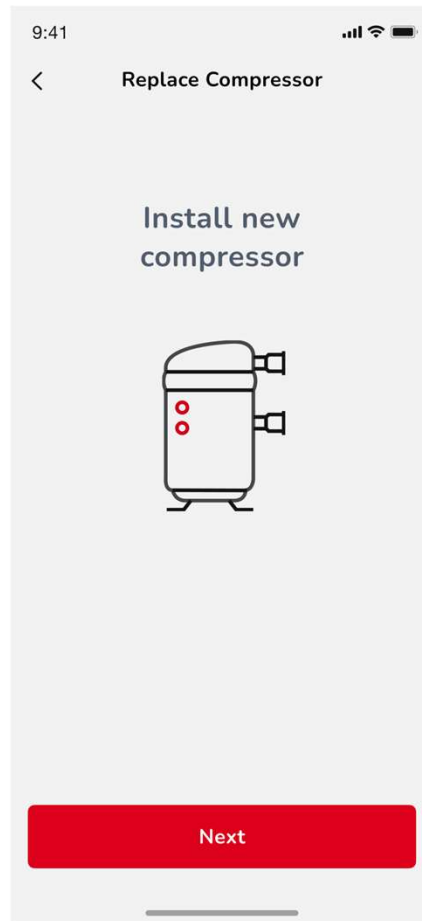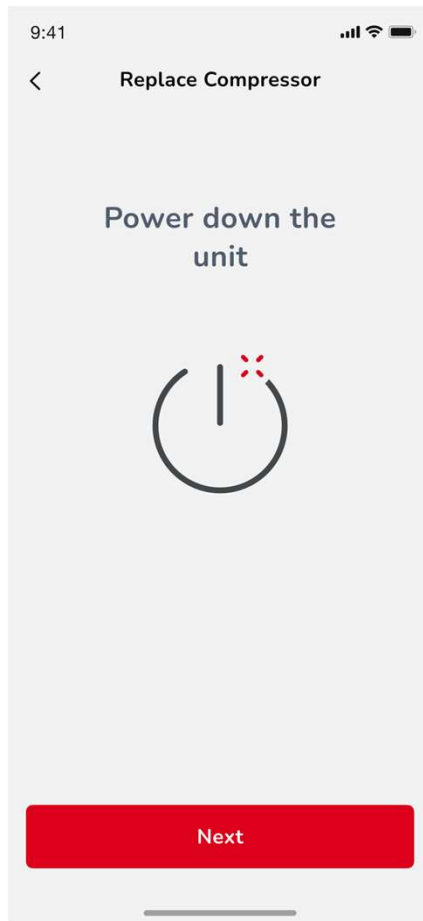
Compressor Replacement

If the Outdoor Unit's Compressor needs to be replaced, follow the below steps.

1. On the Service tab, tap **Service with Bluetooth** and select the Compressor part.
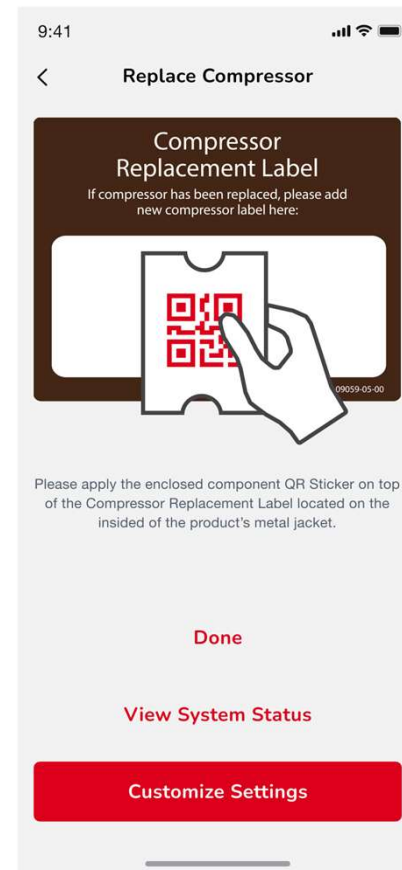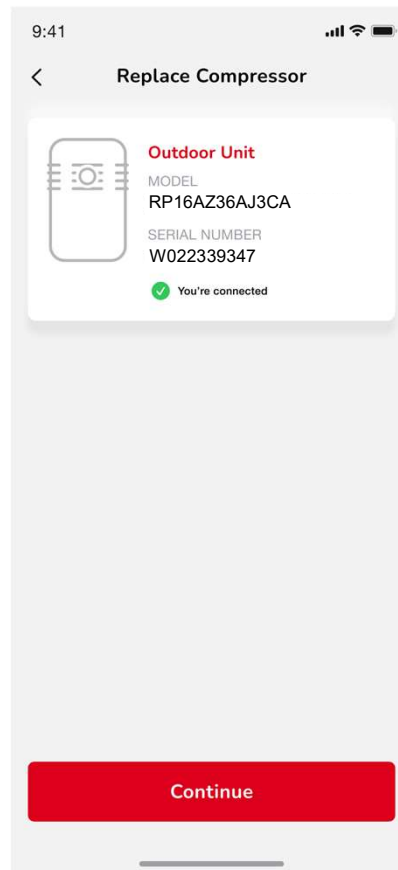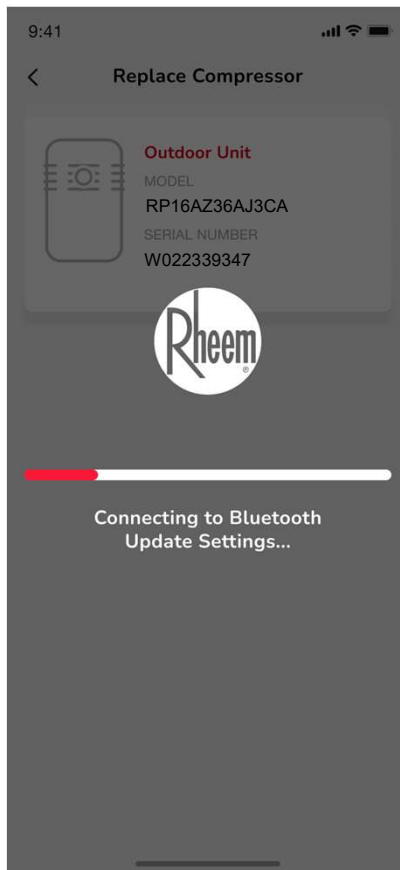
Compressor Replacement (Cont'd)

3. Follow the app prompting to replace the compressor.

Compressor Replacement (Cont'd)

4. The app will update the equipment to the saved settings from the beginning of the setup process.

5. Follow the prompting to apply the new component sticker to the replacement.

SECTION 10
ACCOUNT SETTINGS

Editing Profile

You can update, add, edit, and remove personal information in your profile. When you submit the changes, your profile is updated in the App and on the MyRheem portal as well.

Note: To change your email, contact the help desk on the MyRheem portal.

1. In the Hamburger menu, go to **Account Settings > Edit Profile**.

2. To change the required information, tap the respective field. To navigate the screen, scroll up or down.

3. To save the changes, tap **Submit**.

Changing Password

You can change the password to your account in the Account Settings.

When you submit the changes, your password is updated in the App and on the MyRheem portal as well.

1. In the Hamburger menu, go to **Account Settings > Change Password**.

2. In the Current Password field, enter your current password. To see the characters you enter in the field, tap   .

3. In the Password and Confirm Password fields, enter a new password.

4. To save the changes, tap **Submit**.
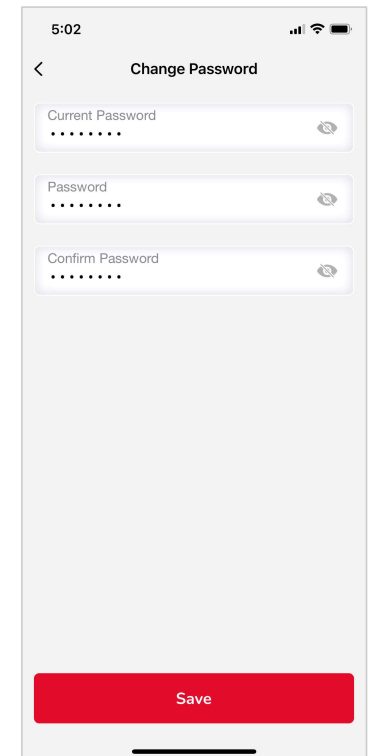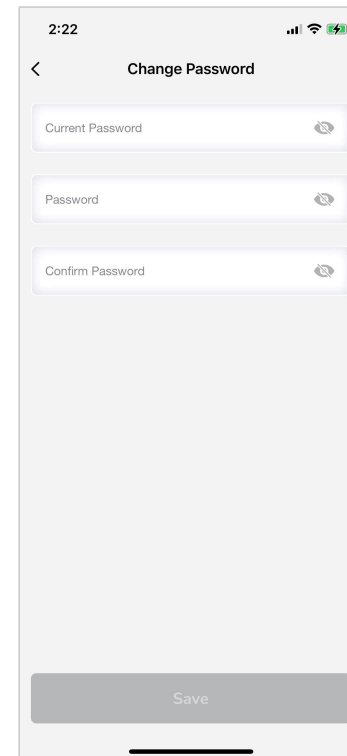
# Enabling Login with Biometrics

If your smartphone has a fingerprint sensor or face recognition, you can enable logging in to the App with biometrics.

Ensure you enabled the permissions to use biometrics on your smartphone.

1. Log in to the App with your credentials.

2. In the Hamburger menu, go to **Account Settings > Preferences.**

3. To enable logging in with biometrics, do the following:

   • For iOS, next to Touch ID or Face ID, tap the toggle.

   • For Android, next to Login with Fingerprint, tap the toggle.

The enabled option appears on the Log In screen.
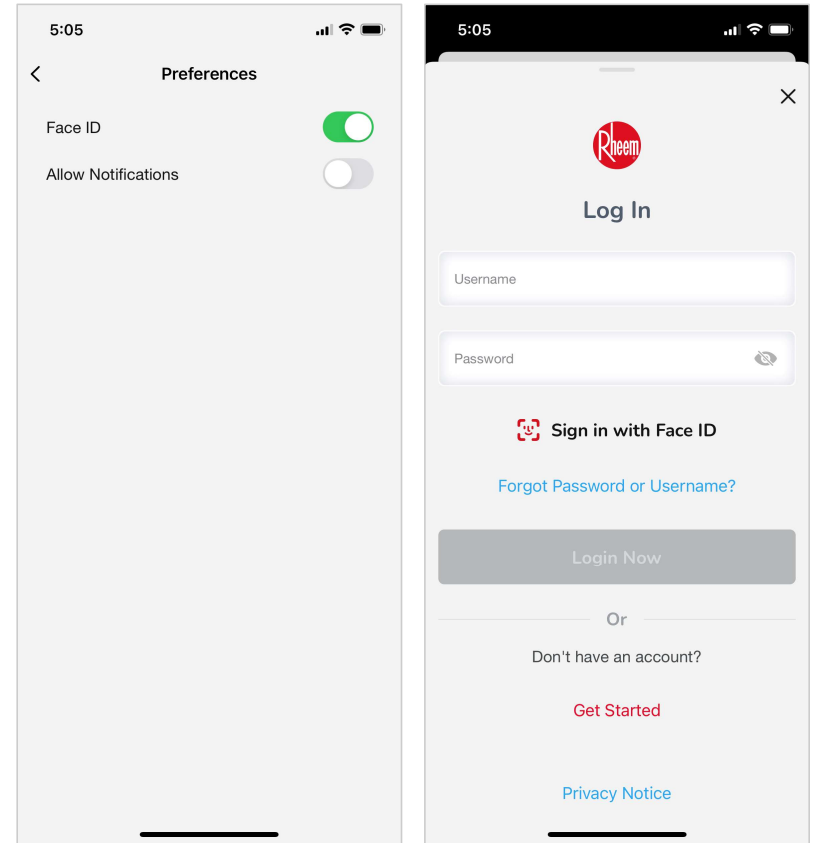
Show Customers How You Can Help Them Live More Comfortably—and Responsibly

Learn more about the Sustainability Standout™ seal and Rheem's commitment to sustainability: **www.Rheem.com/Sustainability**

Download a flyer to share with homeowners:

THANK YOU! QUESTIONS?

HEATING · COOLING · WATER HEATING