

• **EIS** ENERGY SAVE

Installation Protocol - Instructions

All ES residential units except R290
units.



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Scan the code to get to the form

1 Introduction

As a part of ES after-market and warranty process the first step is to submit an installation protocol for all installed units. Without this protocol it will not be possible to claim a warranty for installed products. This is also an important step to being able to provide proper after-market support.

It is important that installers take the time to fill in as much information as possible. Some fields are mandatory.

The installation protocol is submitted through the ES web portal.

<https://energysave.se/installation-protocol/>



2 Installation information

Choose a project name or use the installation address. Use this to identify your project.

Enter city, postal code and country.

Installation protocol

Installation information *(Required)*

Project name or address

<input type="text"/>	<input type="text"/>
City	ZIP / Postal Code

Country

3 Seller information

Enter the company name of the company who sold the unit, your distributor.

Also add the name of the seller.

Add an email address to the contact.

Here you enter the installer company name.

Also add an email address to the installer for future contact.

Sold by, company (distributor) <i>(Required)</i> <input type="text"/>
Seller contact name <i>(Required)</i> <input type="text"/>
Seller contact email adress <i>(Required)</i> <input type="text"/>
Installed by, company (installer) <i>(Required)</i> <input type="text"/>
Installer email adress <input type="text"/>

4 Installation date and products

Enter the date of installation.

Choose indoor and outdoor unit article name in the dropdown menu.

If unit is not listed write the article name in the field below dropdown menu.

Enter the serial number of the installed units. If you cannot find your product in the list. Please use this field and add the info here.

The serial number is found on the label of the unit and consists of 6+6+4 digits.

It is also possible to add other installed units, such as buffertanks and fan coils.

Use the + button to the right to add more units if needed.

Date of installation (Required)

Indoor unit article name (Required)

Indoor unit article name (if not in list above)

Indoor unit serial number (Required)

Outdoor unit article name (Required)

Outdoor unit article name (if not in list above)

Outdoor unit serial number (Required)

Additional ES components

Article name	Serial number
<input type="text"/>	<input type="text"/>

⊕

5 Connection information

It is important to follow the installation manual. When answering this question, you validate that you have followed the instructions provided with the product.

Add info if unit is connected to internet.

If unit shall be connected to my heat pump and the end user wishes to have an account created on MyHeatPump.

Add unit MAC address. This is found under the "other options menu" in the indoor unit. Follow the steps below.

Installation has been made according to ES installation manual (Required)

- Yes
- No

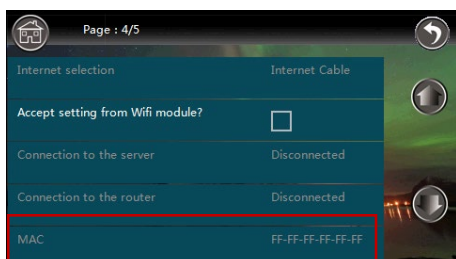
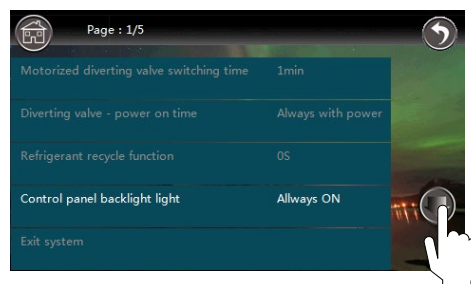
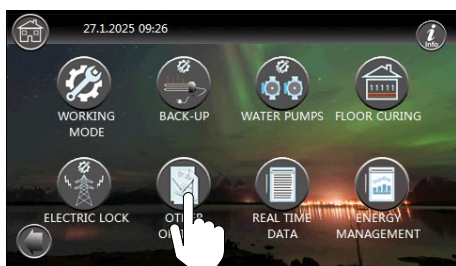
Unit connected to internet

- Yes
- No

I want unit to be connected to My Heat Pump

- Yes
- No

MAC Address



Default the MAC address shows FF-FF-FF-FF-FF-FF.

Real address will be visible when logged in as an installer and internet selection is set to Internet cable.

6 System setup information

Now we come to the part where we would like you to add info on the system.
This input is extremely valuable during a troubleshooting procedure.

It is possible to choose more than one distribution ways.

If others is checked, please add info in the field underneath the checkboxes.

Please add information on the pipes in the system

If you know the design temperatures, submit it here.

The information regarding the distribution system is extremely valuable.

Heat pump functions

- Heating
- Cooling
- DHW

House area/Heated area (m2)

Please enter the size of the house which needs to be heated.

Pipe dimensions (mm) heat pump (for monoblock)

Please enter the dimension of the pipes between outdoor unit and indoor unit or buffer.

Heating system pipe dimensions (mm)

Please enter the pipe dimension of the distribution system in the house.

System temperature (inlet/return)

Enter the maximum system temperature needed to keep the house warm.

Distribution system

- Radiators
- Under floor heating
- Fan coils
- Other, please describe below

Other comments and notes

7 Additional information

Upload the installation drawing or take a picture of the drawing and add it here.

Picture of units, lables and installation room is very valuable,

Read the terms of use and privacy policy before checking the box, submitting the installation protocol.

Upload installation drawing or picture of scematic *(Required)*

Drop files here or

Max. file size: 20 MB.

Upload picture of units and labels *(Required)*

Drop files here or

Max. file size: 20 MB.

Consent *(Required)*

I have read and accept EnergySave [Terms of use](#) and [Privacy Policy](#)

Dear Customer!

We would like to thank you for reading this manual.

For more information, feel free to contact us.

Your ES team.

www.energysave.se

We reserve the right to make changes that do not impair the functionality of the device.