

The Bosch IDS Premium Connected was designed for homeowners who want a reliable HVAC system that will produce exceptional and efficient heating and cooling year-round, backed with a 10-year warranty.

20 SEER System

**IDS Premium  
Connected**

## Bosch EasyAir App Contractor User Manual



[BoschHeatingAndCooling.com](http://BoschHeatingAndCooling.com)

Invented for life



**BOSCH**

# Troubleshooting Made Easy!



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



## Remote monitoring & troubleshooting

Monitor the heat pump's health and visualize real time alerts remotely. View fault codes, live check point values and calculate superheat and subcool values that will help in troubleshooting faults quickly.



## Get notified on system faults

Receive alerts on your phone right away about unit errors, warnings, and other important updates.



## 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.



## Warranty Registration

Quickly and efficiently register products for warranty at the click of a button in the EasyAir app.

# Getting Started

## Unit Installation and Homeowner Registration

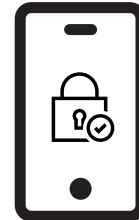
Install the Bosch unit on-site. Once the unit has been powered-up, then you will need to manually input unit details into Bosch EasyAir App. Through the app, send a request to the homeowner's via text. This request will contain a unique unit verification code. Upon downloading the app and creating an account, the homeowner will need to use this code in order to finish creating their profile.



**Contractors will unbox, install and power up the unit.**



**Once the unit has been installed on site, the contractor will add the unit details on the Bosch EasyAir App.**

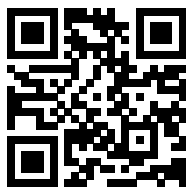


**Contractor will send homeowner a request with a unique unit verification code to download and register for the app.**

Once the homeowner has successfully created a profile, he or she will be provided with an option to either grant or deny contractor access to monitor the unit. If the homeowner decides to grant access, you will be able to view unit data that will help with troubleshooting faults remotely.

## Download the Bosch Easy Air App

Bosch EasyAir for mobile devices will be available for free for the first two years. Afterwards, certain fees may apply.<sup>(1)</sup>

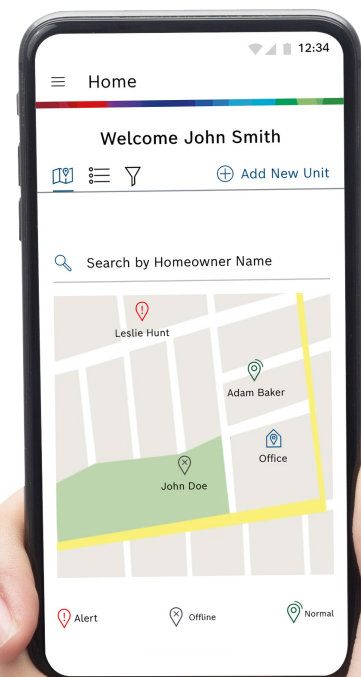


**Scan QR with Smartphone to Download App**

## Manually 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.



<sup>(1)</sup> The connectivity features are only available in the U.S.

## Account Registration and Profile Creation

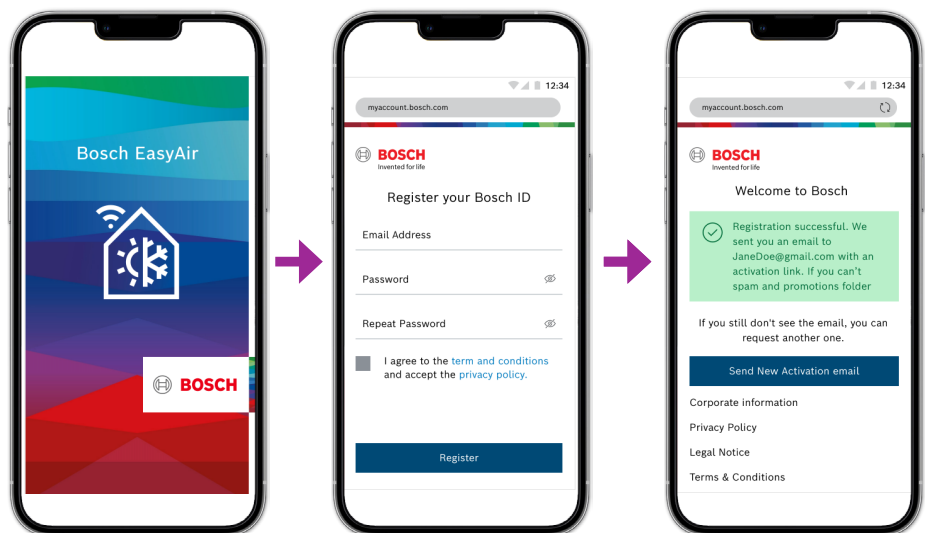
Contractors will need to use an e-mail address and password to register on the application.

### To register and create profile

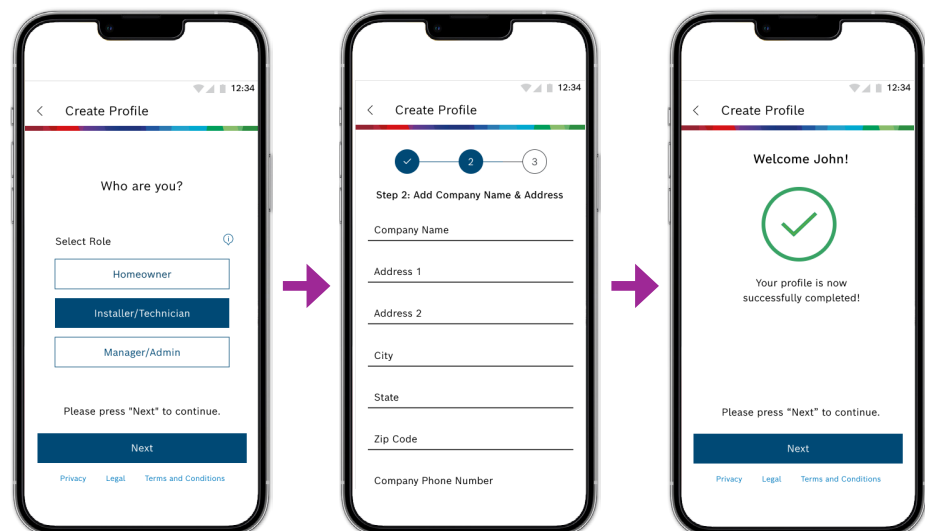
1. Open Bosch EasyAir app on your phone.
2. Accept the terms and conditions.
3. Click on "Create Bosch Account".
4. Enter an e-mail address and password with which you would like to register.
5. Activate your Bosch ID by responding to the activation link sent to your e-mail.
6. To begin creating your profile, select your role as "Installer/Technician".
7. If you are an owner of a company, select your role as "Admin/Manager".
8. Input your first and last name.
9. Input your company details.
10. Verify phone number by entering the verification code you receive via text.
11. Your profile has been successfully created.

### Contractor First Time User Journey

#### Account Registration



#### Profile Creation



## Add Outdoor Unit Details on Bosch EasyAir

Install the outdoor unit on-site as usual. The figure below showcases the ideal steps of the installation process.



**Unbox**



**Set on Pad**



**Mount Antenna**

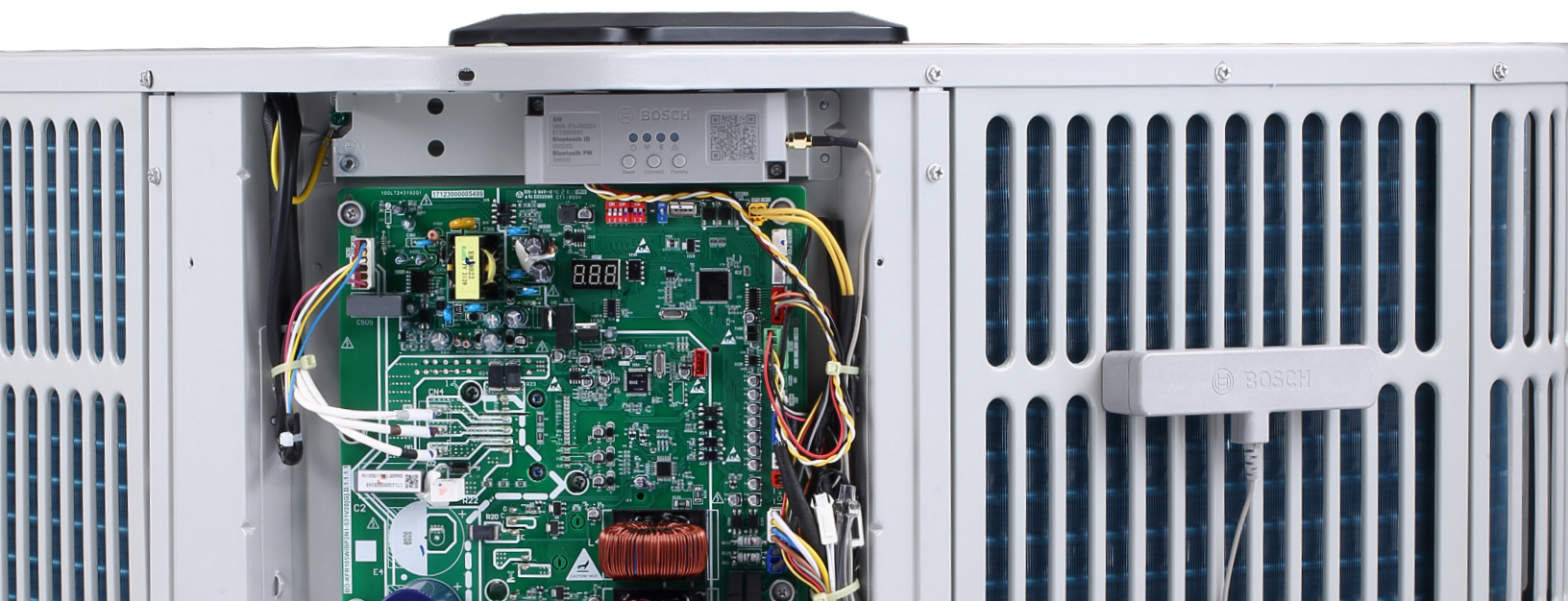


**Install Linesets  
and Electrical**

It is recommended to have the app downloaded on your device with profile registration and creation steps completed before arriving on-site. Once linesets are installed and electrical fitting is completed, you can proceed with adding the unit on Bosch EasyAir.

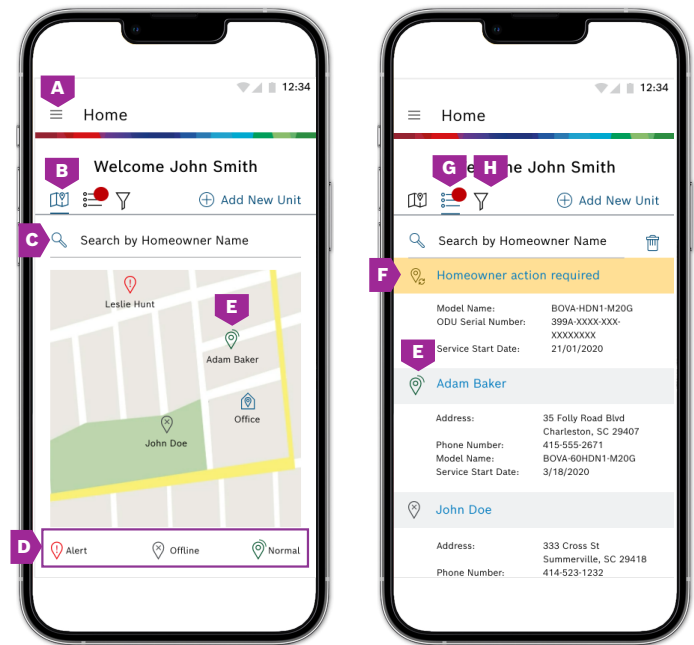
## Adding a Unit on Bosch EasyAir

1. Select "Add New Unit" from the home screen.
2. You will see "Mount Antenna" screen providing the antenna mounting instructions.
3. Upon clicking "Next", the "Power up outdoor unit" screen will appear. This screen provides information about the LED loading sequence that may flash up to six minutes when the unit is powered on.
4. Select "Next" to add outdoor unit details.
5. Select "Scan Barcode" to enter the unit details using your phone's camera. Alternatively, you can enter the 19 digit ODU serial number manually.
6. Once the barcode details have been successfully verified, you will see a green banner with the message "Outdoor Unit Scanned Successfully".
7. Once the outdoor unit has been added, press "Submit" to process to the next step (i.e. adding the gateway).
8. Select "Scan Barcode" to enter the unit details using your phone's camera. Alternatively, you can enter the 19 digit ODU serial number manually.
9. Once you have successfully added the outdoor unit and the gateway, you can choose to navigate to view the "Unit Dashboard" or all your unit on the "Home" screen.



## How to View All Units

Once you have successfully registered your profile and have added multiple units to the application, on logging in, "Home" is the first screen you will view. By default, Home has a map view which displays all the units you are monitoring on a map. You have the option to view a list of all the units and also search a particular unit based on Homeowner's Name.



- A.** Select this to view "Menu".
- B.** Map View - Showcasing all the units on a map.
- C.** Search bar - To find a specific homeowner by name (last name, first name or both).
- D.** All the units are represented using their status symbols.
- E.** To view unit dashboard, click on the status symbol on map view and click anywhere on the gray banner on list view.
- F.** List view gives a list along with any units with system status set to "Pending" – indicating that a unit has not been associated with a homeowner.
- G.** List View - Showcasing all the units on a list.
- H.** The filter button allows you to filter units by the four System Status values (Normal, Alert, Offline, and Pending).

## Unit Dashboard

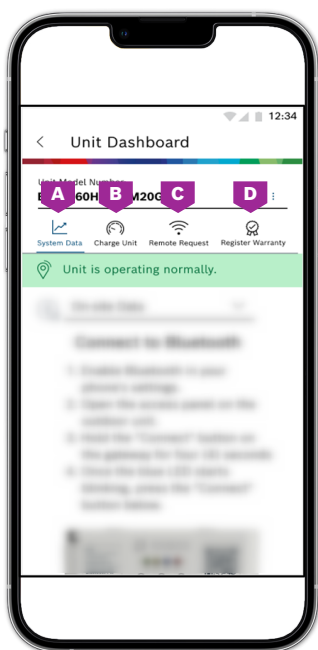
Unit Dashboard provides detailed information about an outdoor unit (ODU).

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

- ▶ Choose a pin in the map view or entry in the list view.
- ▶ See it in the last step of "Add New Unit".

The unit dashboard contains four tabs:

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



### A. System Data

Through system data tab, contractors can monitor the health of ODU's. On-Site Data is the information collected on-site by connecting to the gateway via Bluetooth. Remote Data is the energy usage graph of the unit.

### B. Charge Unit

Through this section, contractors can easily calculate the subcool and superheat values while charging the refrigerants.

### C. Remote Request

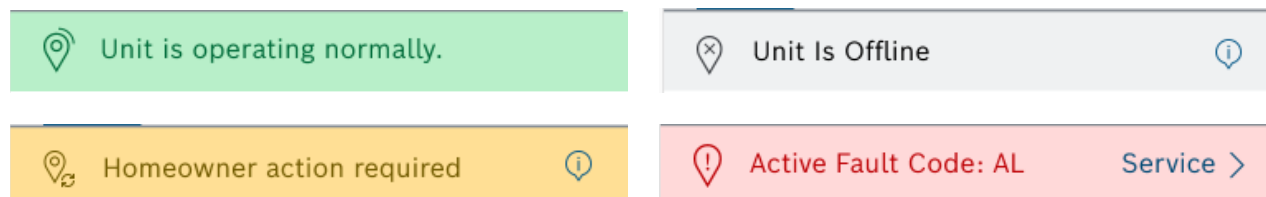
This tab is used to request homeowners' permission to monitor their unit remotely.

### D. Register Warranty

This tab is for the contractor to input unit and homeowner information to register the warranty for different components of the HVAC system.

## System Status Banners

Below the unit dashboard icons, you can see a banner with unit status. The banner has four possible states, as shown below. Note that the unit could be offline if the homeowner has denied remote access to the unit or if the unit has lost connectivity with the cloud.



## System Data Tab (See Next Page for Visual)

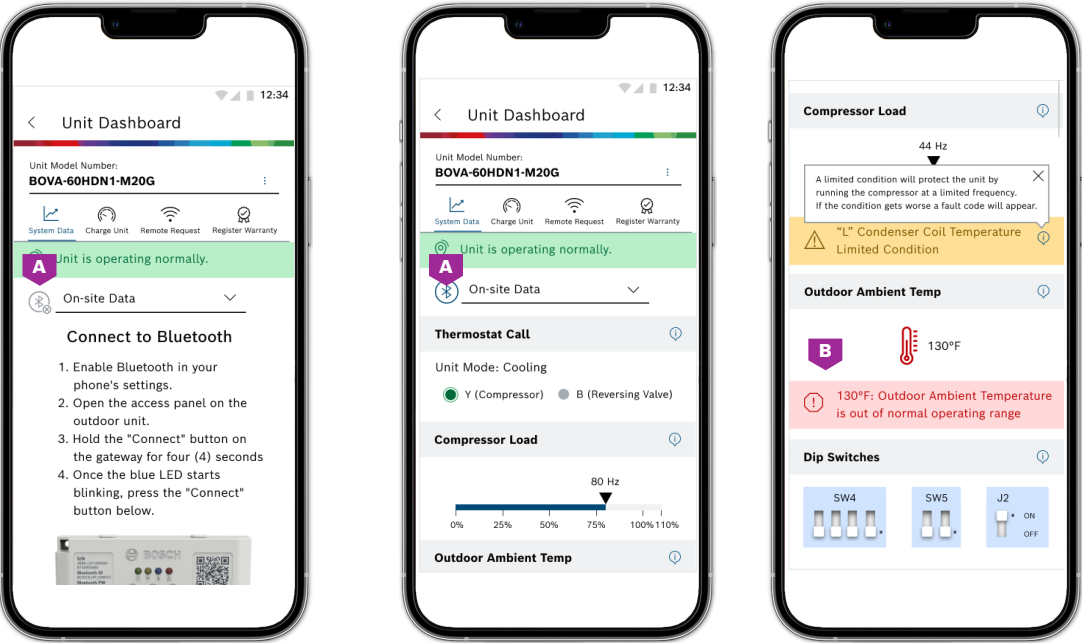
View Data On-Site and Remotely through System Data Tab. Below the banner is a drop-down menu with two options: "On-Site Data" and "Remote Data". To view on-site data, you need to connect your mobile device to the outdoor unit via Bluetooth.

## 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. Once the blue LED starts blinking, press the "Connect" on the Bosch EasyAir App.

Monitor Data On-Site

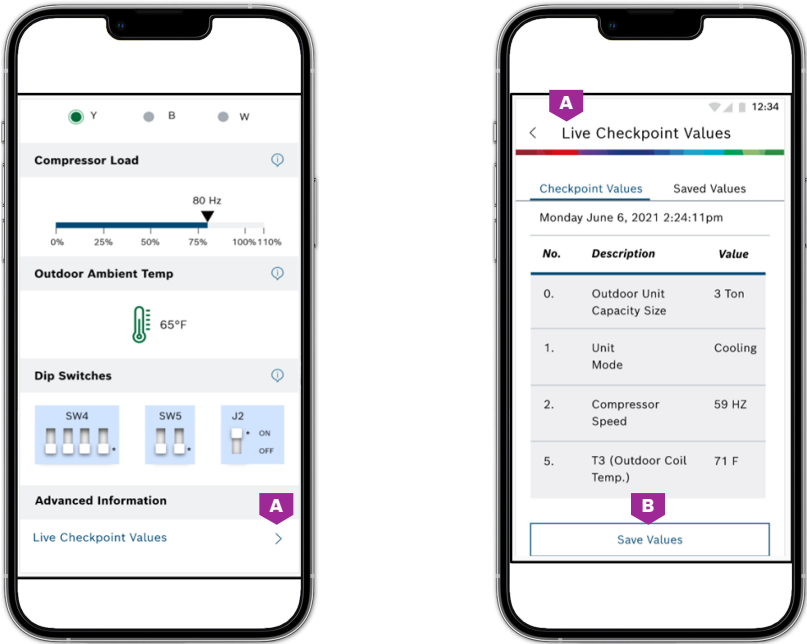
You can view the following data on-site: Thermostat Call, Compressor Load, Outdoor Ambient Temperature, Dip Switch Configuration and Advanced Information - Live Checkpoint.



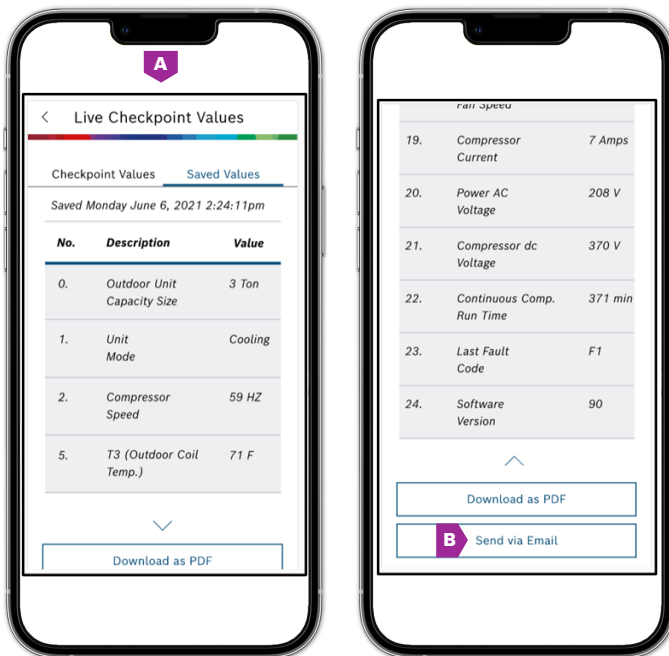
- A. Upon successful Bluetooth connection with the outdoor unit, the Bluetooth symbol turns to blue from gray.
- B. Warning and alert messages enclosed in a banner will be displayed below a particular parameter.

Checkpoint Values Tab

The Bosch EasyAir App allows you to view the live checkpoint values of the unit. To do so, Select the "Live Checkpoint Values" text that is at the bottom on the System Data Tab. There are 2 tabs on this screen: "Check Point Values" and "Saved Values".



- A. Checkpoint Values Tab.
- B. There are 25 Live Checkpoint values to monitor on-site. You can select "Save Values" for reference in the future.

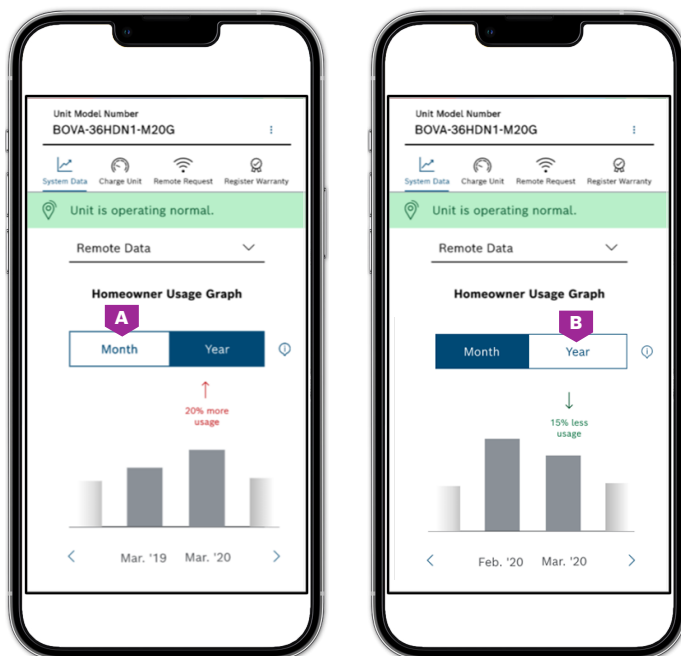


If the "Send via Email" is pushed, an email message will pop with the PDF attached to the email.

- A.** Save Values Tab.
- B.** Saved values table can be downloaded as a PDF or sent as an e-mail. The email will be addressed to: AC.TechSupport@us.bosch.com.

## Monitor Data Remotely

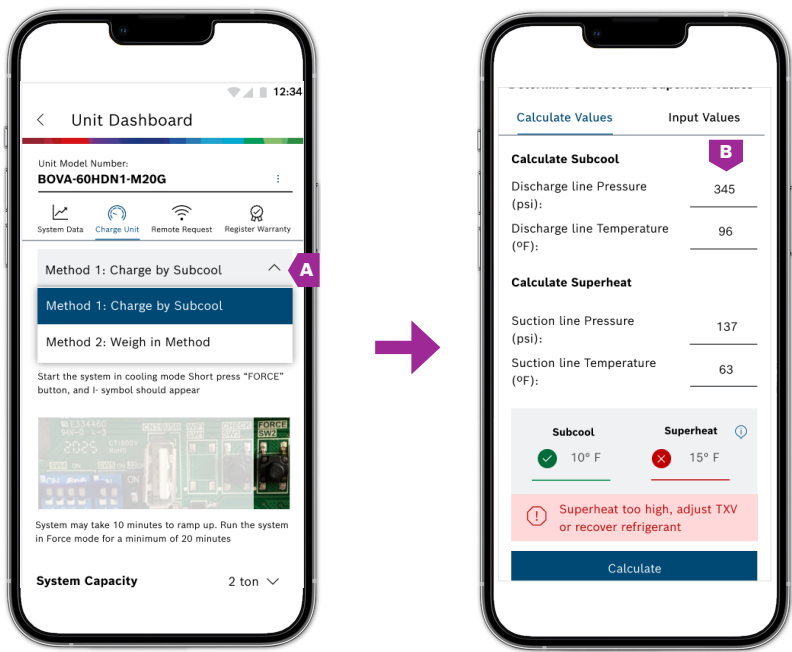
When "Remote Data" is selected from the drop down menu, you can view the unit's energy usage graph. You have the option to view data trends either on a monthly basis or on a yearly basis.



- 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.

# Charge Unit

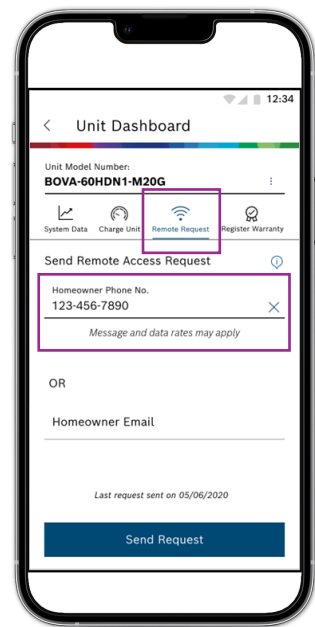
Charge Unit tab helps in calculating the desired values of superheat and subcool depending on the type and capacity of the outdoor unit. Contractors must connect the outdoor unit to gauges to measure: Discharge Line Pressure, Discharge Line Temperature, Suction Line Pressure and Suction Line Temperature. Contractors need to input these values on to the app to get the subcool and supercool values. The app will also determine if the calculated values are in range and provide tips as well.



- A. You can calculate the superheat and subcool values using "Charge by Subcool" or "Weight in Method".
- B. Input values for discharge and suction pressure and temperature and select "Calculate".

# Remote Request

Through the Remote Request tab, contractors can send requests to homeowners. You will see one of the following banners on the remote request tab:



- The Homeowner has denied you remote access.
- Homeowner has granted you remote access. No action required.

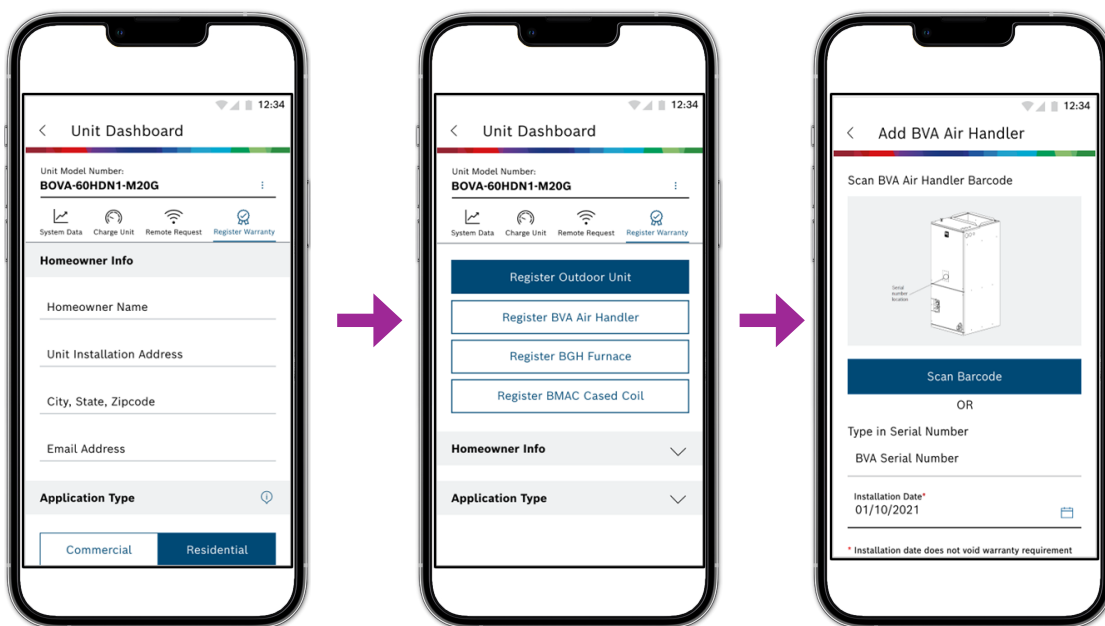
## Register Unit's Warranty

Contractors will need to use an e-mail address and password to register on the application.

### To register unit's warranty

1. Enter "Homeowner Information".
2. Select "Application Type".
3. Select if you'd like to register an outdoor unit, air handler, BGH96 furnace or a BMAC cased coil.
4. Press "Scan Barcode" button to enter the unit details using your phone's camera. Alternatively, you can enter the 19-digit serial number manually.
5. Enter the installation date.

Upon completion, the homeowner will be sent the Warranty Certificate via email for the unit you registered for warranty.



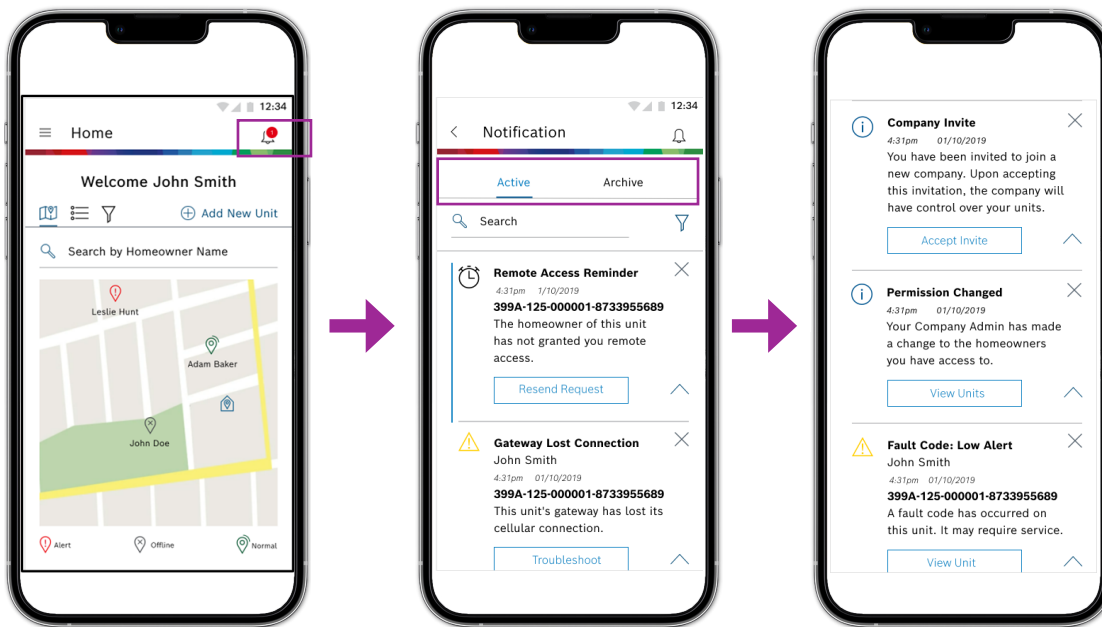
## Receive Notifications on the Units you are Monitoring

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. The notification center has two tabs: "Active" and "Archive". The notifications move from the active to archive tab:

- ▶ 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.

### Notification Order

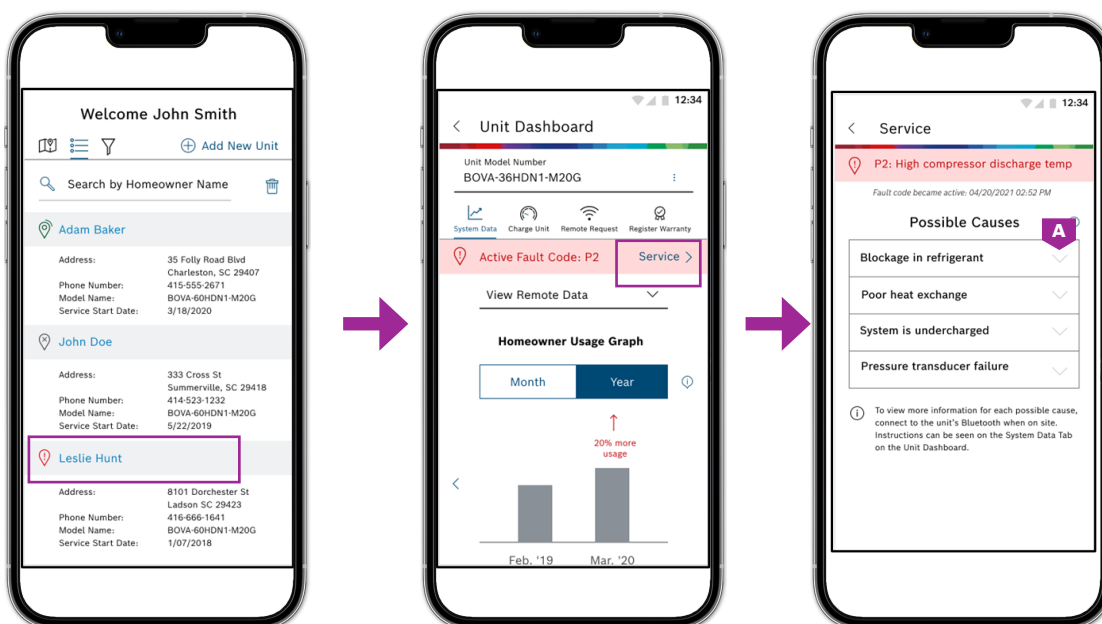
- ▶ Notifications are always sorted by date, with the newest ones on top.
- ▶ Up to 10 notifications load in both the Active and Archive tab.
- ▶ Scroll down to view the next 10 notifications.
- ▶ You can filter out notifications based on: Gateway, Fault Code, Remote Access and Company Access.



## How to Troubleshoot with Bosch EasyAir

To troubleshoot and learn more about a fault on the unit

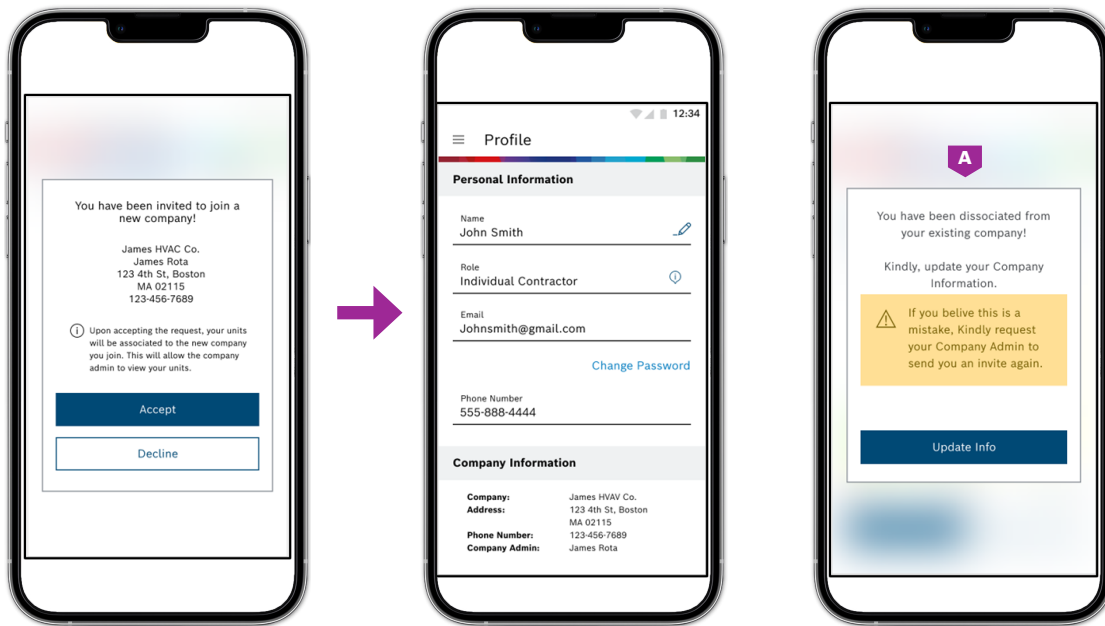
1. You can view the units with a fault status symbol through map view or the list view.
2. Click on the unit to view active fault code details.
3. Click "Service" next to the fault code message highlighted in a red banner.
4. View a list of possible causes that could be causing the fault.
5. Troubleshoot fault on the unit.



- A. Click on down arrow button to read more on fault and tips on how to troubleshoot the fault.

## Joining a Contractor Company

As a technician/installer, you can get added to a company's profile in the app. The admin/manager of the company needs to send a request through the app to join the company. By default, you will have access to all the units you have installed. 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. If you have been dissociated from your company, you will see a message like this upon logging in.

## How to Manage your Company as an Admin

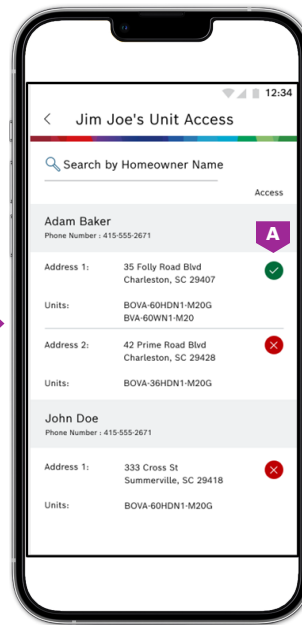
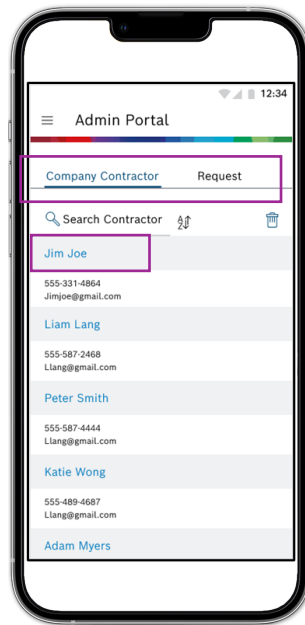
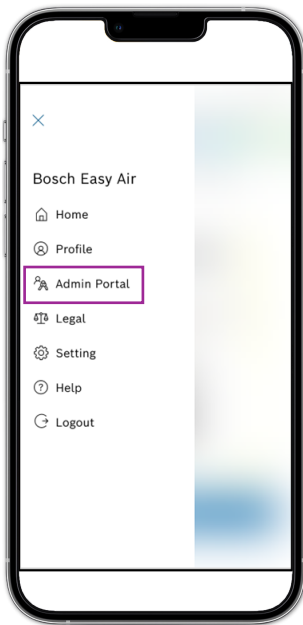
As an admin, you will be able to add individual contractors to the company. You will also be able to install and monitor units.

**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.

### Admin Portal

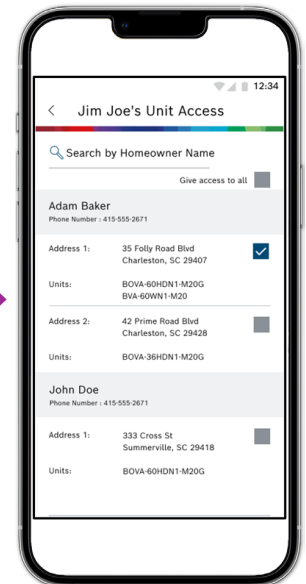
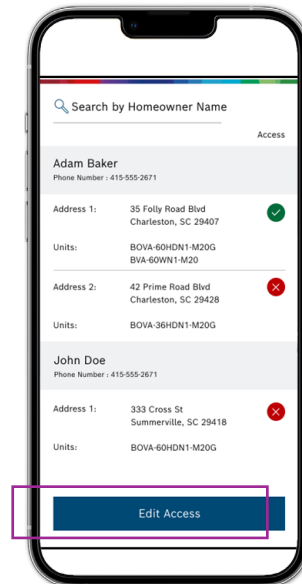
The Admin/Manager will be able to do all of this through the "Admin Portal" available in the menu options. The Admin Portal has two tabs: "Company Contractor" and "Request" tab. Through the "Company Contractor" tab, the admin can view a list of all the contractors who are currently part of the contractor company and manage unit access. The "Trash Icon" can be selected to disassociate a contractor. The "Request" tab is used to send a request to a contractor joining the company. You can also withdraw/cancel a request previously sent if it was done by mistake.



- A. Green tick mark indicates that the contractor has access to this unit. Red cross mark indicates that the contractor does not have access to this unit.

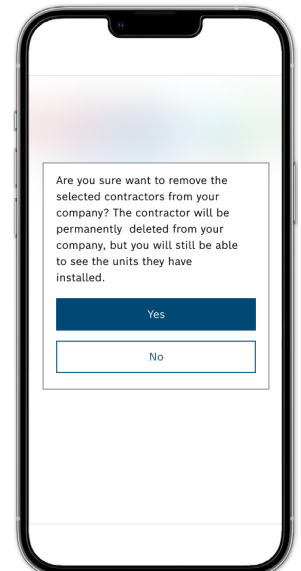
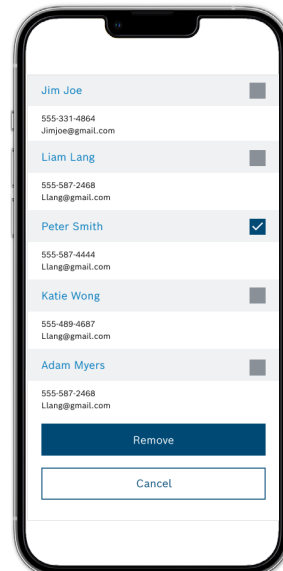
## How to Edit Contractor's Unit Access

1. Navigate to "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.



## How to Remove a Contractor

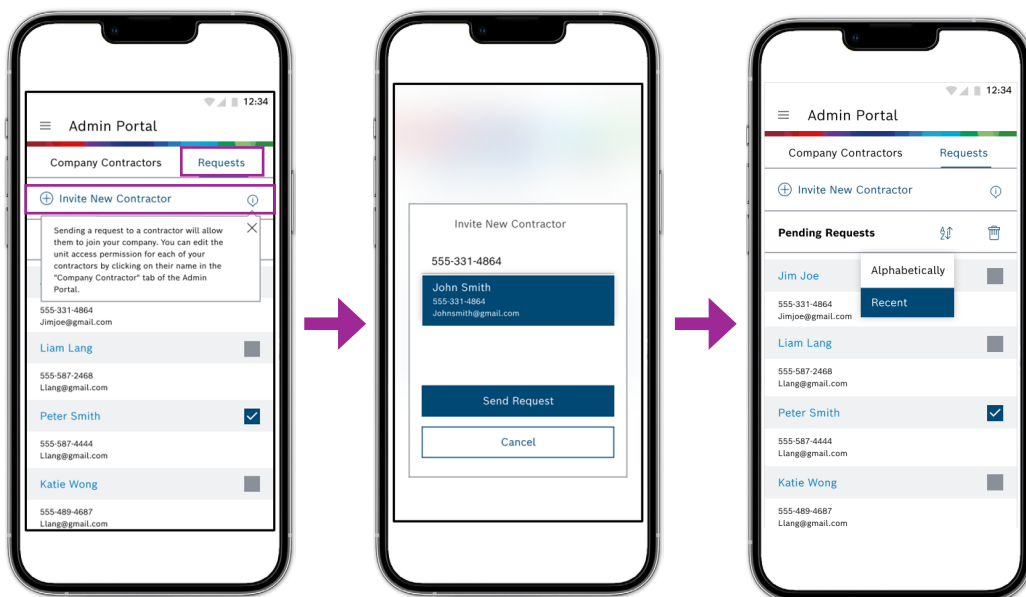
1. Navigate to "Company Contractor" tab.
2. Select the trash icon to remove a contractor.
3. Check the box of the contractors you'd like to remove.
4. Select "Delete" at the bottom of the page.
5. Respond to "Yes" to a confirmation message that pops up.



## How to Send a Request to Join the Company

Admins can send requests to individual contractors to be associated with the company. The steps to do so are as follows:

1. From the Admin Portal, navigate to the "Requests" tab.
2. Select "Invite New Contractor".
3. Make sure your contractor has a registered Bosch ID.
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.



# About Bosch

## **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, thermotechnology, 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 [boschheatingandcooling.com](http://boschheatingandcooling.com) and [bosch.ca](http://bosch.ca).

## **Bosch Thermotechnology in North America**

Bosch Thermotechnology 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 Thermotechnology 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 [boschheatingandcooling.com](http://boschheatingandcooling.com).



**Bosch Thermotechnology Corp.**  
Watertown, MA • Londonderry, NH • Ft. Lauderdale, FL  
General Inquiries: 1-800-283-3787

Copyright © 2022 Bosch Thermotechnology Corp.  
All rights reserved. Subject to change without notice.