

BC4675 Danfoss Installer App e Warranty Tool User Guide

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Introduction

As a part of Danfoss Installer App e-Warranty tool has been created for Electric heating.



Electric heating (e-Warranty)



The e-Warranty tool, a digital transformation of traditional paper warranty certificates designed exclusively for our electric heating products, including heating cables, mats, thermostats, and accessories. Bid farewell to the cumbersome paper-based certificates and embrace the streamlined future of warranty tracking and management. Whether you've chosen heating cables, mats, thermostats, or accessories, our e-Warranty tool delivers an efficient and dependable method for safeguarding your purchase. Your product warranties are now easily accessible at your convenience, ensuring a worry-free experience with your electric heating products. Welcome to an era of digital simplicity, where your warranties are as steadfast as the products they cover.

How to find the e-Warranty tool

Please open the main page of Danfoss Installer App


<https://www.danfoss.com/en/serviceandsupport/downloads/dhs/danfoss-installer-app/tab-overview> and

1. If you would like to use browser version, use the following link

<https://installerapp.danfoss.com/spa/dashboard> or click on the button on the main webpage:

Click here to access the browser version. 

2. If you would like to download the Danfoss Installer App from App Store or Google Play please click on a one of the following buttons:

Download in app store 

Download in Google play 

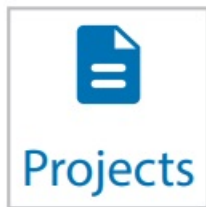
You can now find in-depth walkthrough videos of the Danfoss Installer App heating tools and its features on the same webpage.

Registration and Account Setup


Registration

When you open the Danfoss Installer App click on Projects icon. Projects

Right after that please click on LOG IN / SIGN UP button.



Projects



Manage your projects

Keep track of your projects, make heating system calculations, and create reports to share.
To get started, log in or sign up - it's fast and free.

LOG IN / SIGN UP

If you have already created account use Log in section, if you would like to create a new account, please use Sign up section:

Log in or sign up for a Danfoss Profile

Log in

Sign up

Email *

Password *

Log in

→ [Forgot your password?](#) ⓘ

Use your Danfoss Profile to log into Installer App (Web).

If you have not already made a Danfoss Profile, please use the signup button above to create one. The Danfoss Profile can be used for all Danfoss applications where you see this login screen.

Profile Configuration

Click on Profile icon to setup or change your profile preferences.

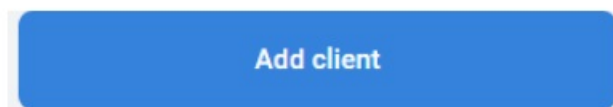


You can setup up Language (in web version), units, read all terms and conditions, find distributors in your country and more.

Warranty registration process

Client registration in e-Warranty

Click on Projects icon and on Add client button: Fill in all necessary information which is marked by red star and Save it:



←

Add client

Customer information

First name *

Last name *

Email *

Phone

Mobile phone number

Company

Street

Cancel

Save

Project creation

To create a new project in the tool, click on Add project button:

In new window name the project and choose Electric heating (e-Warranty) tool:

Add project

Create new project

Project name

Use client's name

☐

Building address

☐

Project type

Hydronic floor heating ☐

Radiator heating ☐

Electric heating (e-Warranty) ☐

Create

Right after that you will be proposed to choose one of the main Electric heating Applications. Based on your choice you will see relevant product reference in further screens:

Select heating application

Floor heating

☐

Domestic hot water

☐

Cold store

☐

Pipe / tank frost protection

☐

Ground ice and snow melting

☐

Asphalt ice and snow melting

☐

Roof frost protection

☐

Sport fields

☐

Vineyard frost protection

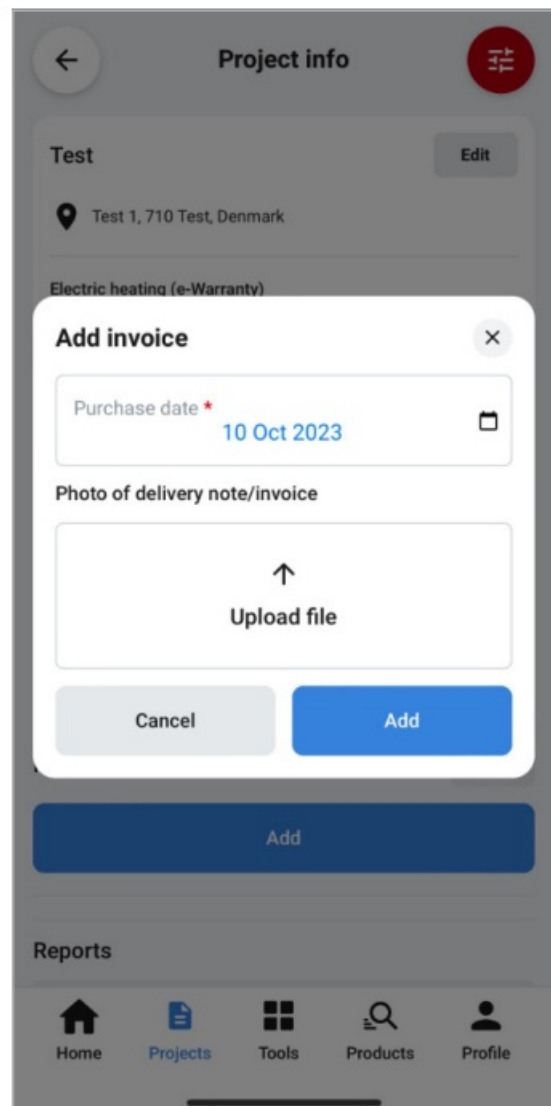
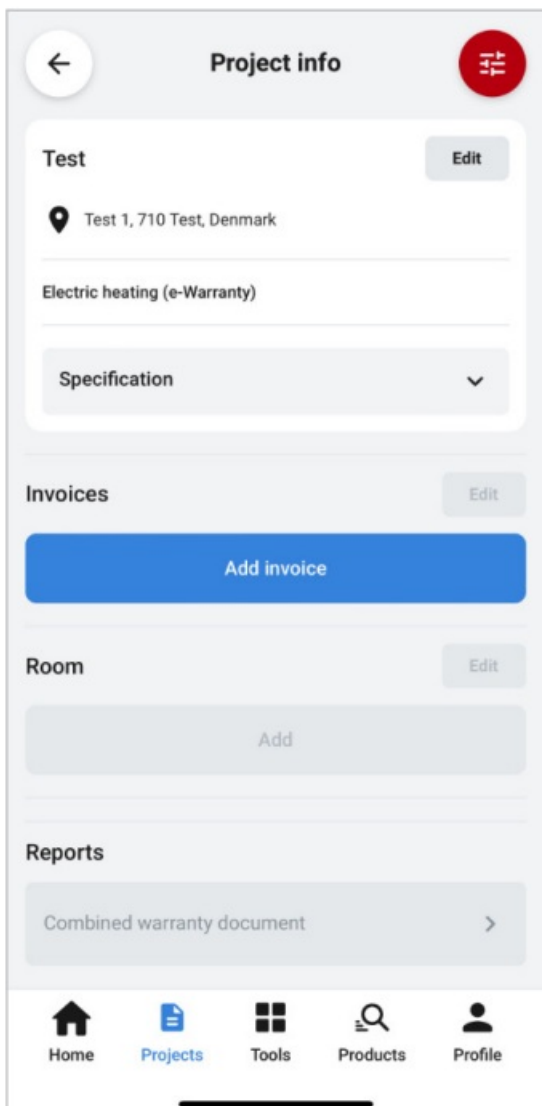
☐

Create

And click on Create button:

Next steps are invoice adding and heated areas:

Click on Add invoice button and fill in Purchase date and upload an invoice (if you don't have it now, you will be able to upload it later) and click on Add button:



Click on Add button in Heated areas section (e.g. Room) in order to create a heated zone/ area:

←

Test 1, 710 Test, Denmark

Electric heating (e-Warranty)

Specification

Invoices

Invoice (19/10/2023)

Add invoice

Room

Add

Reports

Combined warranty document

Home

Projects

Tools

Products

Profile

Name a heated area and fill in the size of it, and click on Add button:

Room

Room name *

Test

Room area *

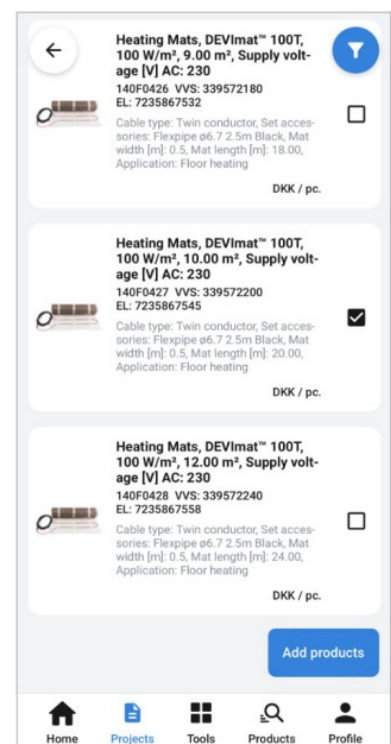
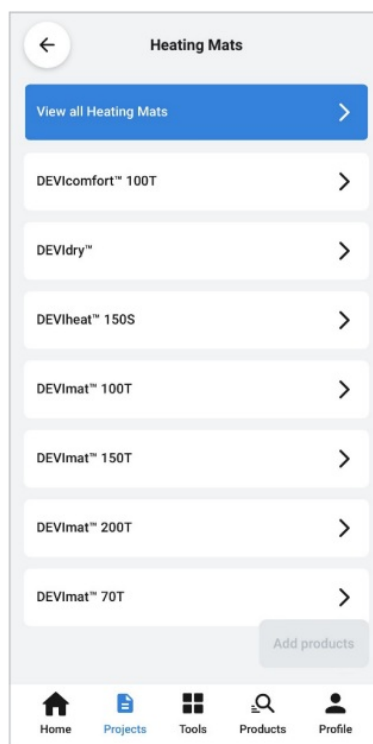
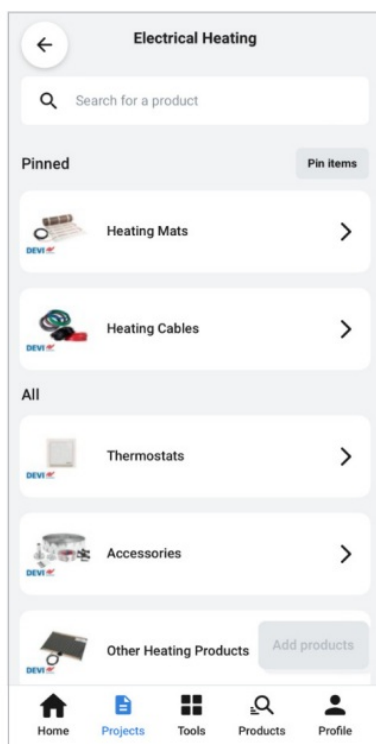
10 m²

Cancel

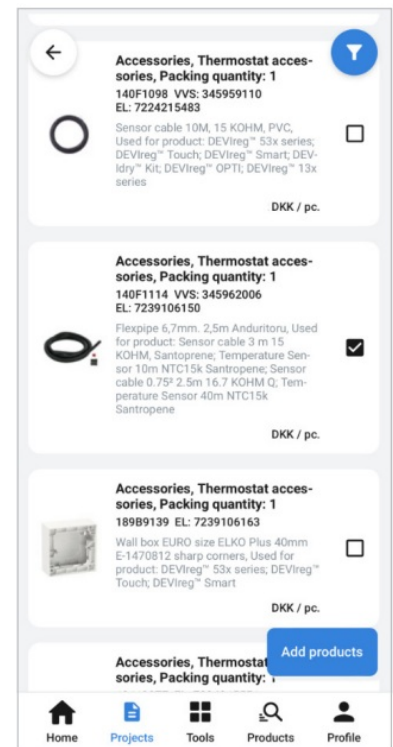
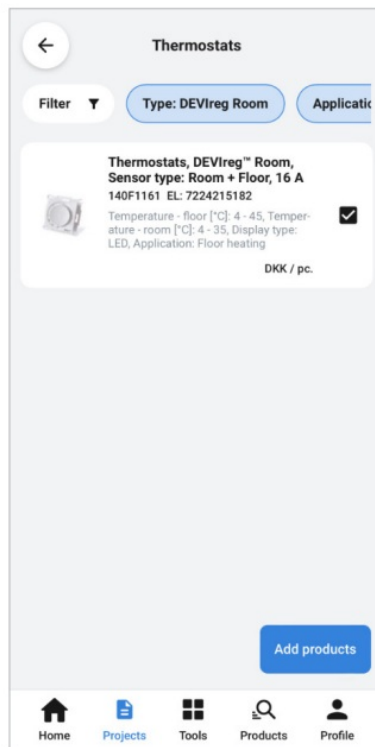
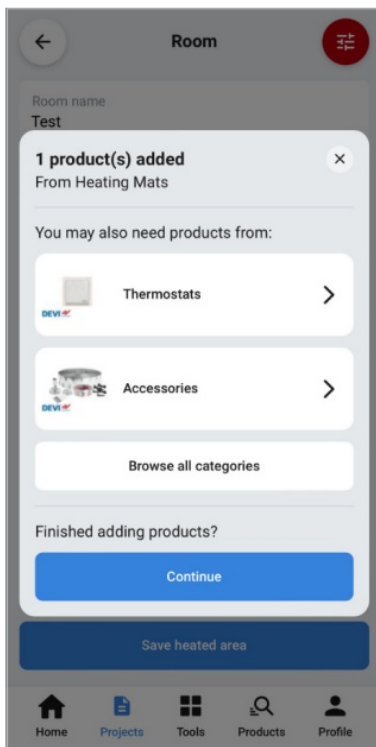
Add

Product selection and data adding

Now you can select products from different product groups related to the chosen Application. Chose products and click on Add products button.

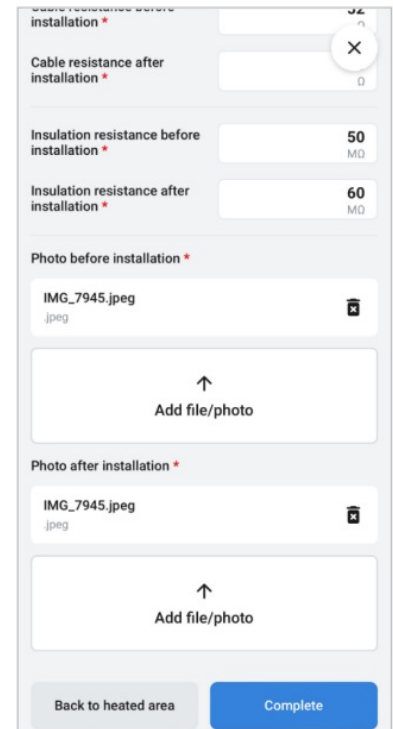
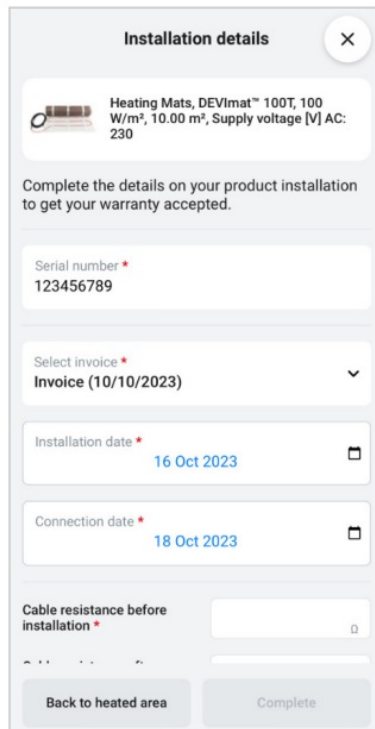
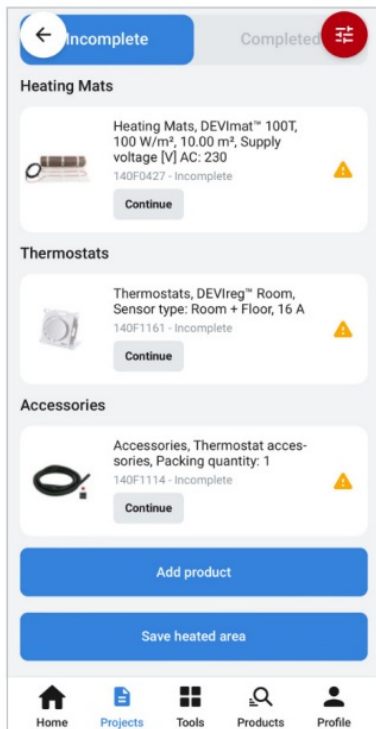


You will be also proposed to select relevant products to the already chosen (e.g. thermostats or accessories):



All the chosen products will be visible in Incomplete section with yellow triangle

It means that you need complete warranty certificate for each of the product. To fill in all necessary data for the warranty certificate click on the product from your list. Depending on the product you must fill in Serial number, Installation and Connection dates, Cable and insulation resistance before and after installation process and upload pictures of Before and After installation process. When the data is filled in press on Complete button.



If some data is out of the appropriate range you will immediately see it in the tool. In such cases please contact your local DEVI representative and inform them about the issue.

Installation date *
15 Oct 2023

Connection date *
17 Oct 2023

Cable resistance before installation *
56
 Ω

Cable resistance after installation *
25
 Ω
Min: 47.6 Ω

Insulation resistance before installation *
10
M Ω
Min: 50 M Ω

Insulation resistance after installation *

M Ω

Photo before installation *

↑

123

456

789

+/-0.

✕

←

After pressing Complete button you will be able to download or/and send Single Warranty Certificate for this specific product only.


By pressing Next product button you will be able to complete Warranty certificate for the next product in your list.

Installation details

Purchase date: 10/10/2023

Client: Oleksandr Moroshchuk

Warranty type: Single



Heating Mats, DEVImat™ 100T, 100 W/m², 10.00 m², Supply voltage [V] AC: 230

140F0427


20-year full-service warranty

Single warranty_Warranty_DEVImat™ 100T_140F0427.pdf

Send certificate

Next product

Installation details



Thermostats, DEVireg™ Room, Sensor type: Room + Floor, 16 A

Complete the details on your product installation to get your warranty accepted.

Serial number *

Select invoice *

Invoice (10/10/2023)

Installation date *

Connection date *

Connected output

W

Back to heated area

Complete

When all the products are filled in, all the products will be moved to the Completed section:

←

Project name

Test

Room area

10

m²


Products

Edit

Incomplete


Completed

Heating Mats



Heating Mats, DEVimat™ 100T,
100 W/m², 10.00 m², Supply voltage [V] AC: 230
140F0427 - 20-year full-service warranty

Thermostats



Thermostats, DEVireg™ Room,
Sensor type: Room + Floor, 16 A
140F1161 - 2-year product warranty

Add product

Save heated area

Home

Projects

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Profile

To download Combined Warranty Certificate for all the products in your project, click on Save heated area button, scroll down to the Reports area, and click on Combined warranty document. There you can send the certificate or download as PDF file.

Test 1, 710 Test, Denmark

Electric heating (e-Warranty)

Specification

Invoices Edit

Invoice (10/10/2023)

Add invoice

Room Edit

Test

Add

Reports

Combined warranty document

Home Projects Tools Products Profile

Combined warranty

Client: Oleksandr Moroshchuk

Warranty type: Combined

Heated areas: Test

Warranty .pdf

Heating Mats

Heating Mats, DEVImat™ 100T, 100 W/m², 10.00 m², Supply voltage [V] AC: 230
140F0427 - 20-year full-service warranty

Thermostats

Thermostats, DEVireg™ Room, Sensor type: Room + Floor, 16 A
140F1161 - 2-year product warranty

Send certificate

Export to PDF

Home Projects Tools Products Profile

Congratulations! Your DEVI installation has now been registered and your Warranty certificate is stored in the system.

It will be stored in the system for the period of the warranty.

Please keep this confirmation email in digital format for your records.

The warranty shall be valid only if the WARRANTY CERTIFICATE is completed correctly and in accordance with the instructions. The warranty will be provided if the fault is communicated to the installer or the seller immediately and the proof of purchase is provided.

For any questions or complaints regarding your product always feel free to contact your installer or local representative.

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6430 Nordborg
Denmark

Customers Support

Any information, including, but not limited to information on selection of product, its application or use, product design, weight, dimensions, capacity or any other technical data in product manuals, catalogues descriptions,

advertisements, etc. and whether made available in writing, orally, electronically, online or via download, shall be considered informative, and is only binding if and to the extent, explicit reference is made in a quotation or order confirmation. Danfoss cannot accept any responsibility for possible errors in catalogues, brochures, videos and other material. Danfoss reserves the right to alter its products without notice. This also applies to products ordered but not delivered provided that such alterations can be made without changes to form, fit or function of the product.


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e-Warranty

Documents / Resources

	<p>Danfoss BC4675 Danfoss Installer App e Warranty Tool [pdf] User Guide BC4675 Danfoss Installer App e Warranty Tool, BC4675, Danfoss Installer App e Warranty Tool , Installer App e Warranty Tool, App e Warranty Tool, Warranty Tool, Tool</p>
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References

- [Installer App](#)
- [User Manual](#)