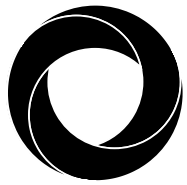


INSTALLATION • MAINTENANCE • OPERATION



EcoNet® Enabled Unit Coolers

COMMAND CENTER & WEB PORTAL



HTPG0525_CMCTR

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INTRODUCTION

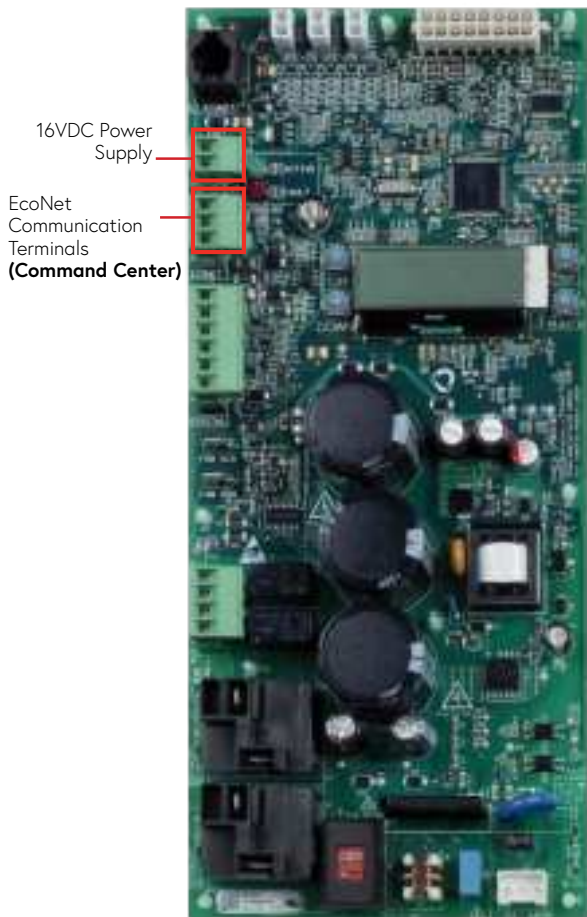
EcoNet Enabled Unit Coolers are intelligent, electronically operated evaporators for walk-in coolers and freezers designed for easier installation and energy savings. Developed in conjunction with Rheem Manufacturing, it builds on the success, reliability, and efficiency of the EcoNet technology and brings it to commercial refrigeration.

EcoNet Enabled Unit Coolers save energy in refrigeration systems through precise superheat and space temperature control, fan cycling, and controlling how often the system goes into defrost based on compressor runtime.

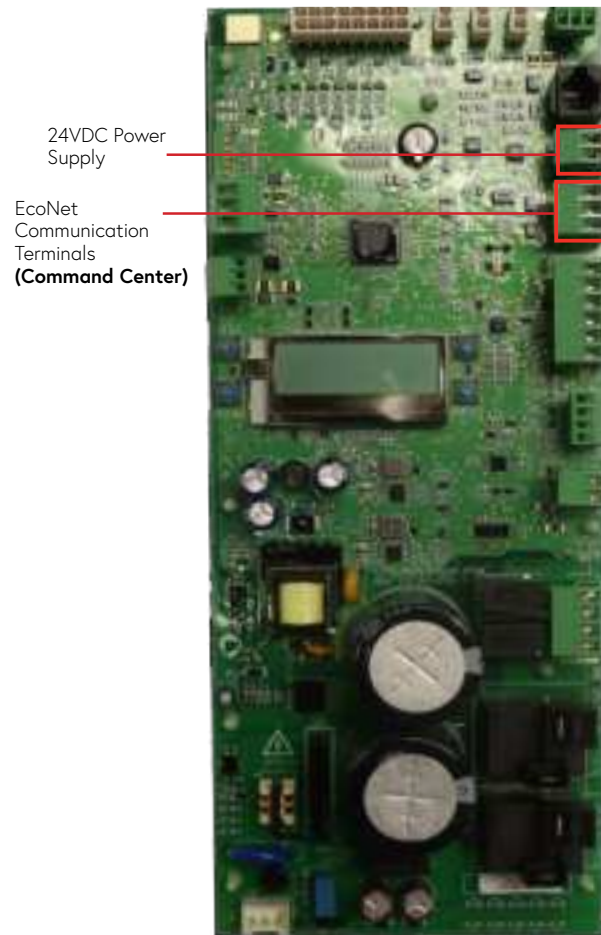
It eliminates unnecessary defrosts, maximizes energy efficiency with less compressor runtime, reduces liability by eliminating icing issues, reduces fan speed to 50% during off cycle to save energy, and reduces temperature fluctuations by regulating defrosts for improved product quality. EcoNet Enabled Unit Coolers can be configured to work on a single or dual evaporator coil and can be used with a condensing unit in single and multiple evaporator installations as a group.

ECONET BOARD

ECONET 1.0



ECONET 2.0



ECONET COMMAND CENTER

The HTPG EcoNet Command Control Center is an intelligent device that provides remote local control over HTPG EcoNet enabled evaporators in cooler or freezer applications. It's designed to be simple to operate with an intuitive touchscreen interface for seamless control of both groups and standalone systems.



SAFETY CONSIDERATIONS

Failure to read and follow all instructions carefully before installing or operating this control and system could cause personal injury and/or property damage.

NOTE: All wiring must comply with national, local, and state codes.

WARNING: Power off your refrigeration system by using the master switch or circuit breaker box. Verify that power is not present before beginning installation.

Only a trained service professional/contractor should use or interact with the control board.

INSTALLATION INSTRUCTIONS

The EcoNet Command Center Display should be installed **indoors**, but outside the refrigerated space using the wall-mounting hardware provided. It can be wired to the EcoNet Evaporator using **18-22 AWG sheilded wire**. Please refer to the wiring diagram on Figure 1.

Operating conditions for the EcoNet Command Center: 0°C to 70°C (32°F to 158°F), 95% RH, Non-Condensing.

TERMINAL	FUNCTION
R	Power- 24 VAC or 9-21 VDC
C	Common/Ground - 24 VAC
E1	EcoNet Communications Bus Wire 1
E2	EcoNet Communications Bus Wire 2

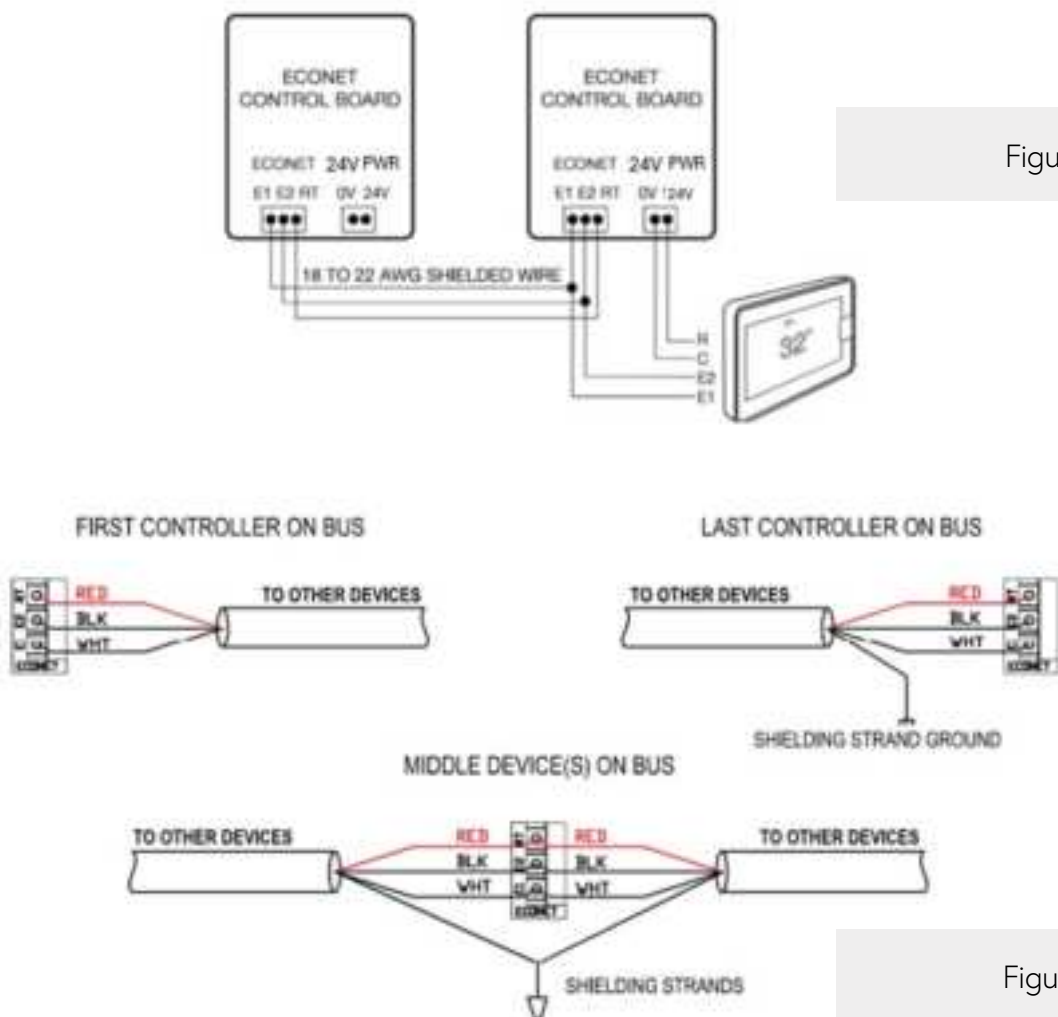


Figure 2

See notes on page 20

The EcoNet controllers should be wired to the Command Center in a "daisy chain" pattern. Maximum wiring length of communication wire from the first device to the last device is 1,000 feet. The EcoNet controllers can be wired to the Command Center in any order. The Command Center can be wired at either end of the daisy chain.

Communication wire between the Command Center and the EcoNet controllers will be connected at the E1 and E2 terminals. Please make sure polarity between the wires is maintained throughout the daisy chain.

Power to the Command Center is provided by the EcoNet controller via 24V terminal on the controller board. If the Command Center will be located at distances over 150 feet from the nearest EcoNet controller , an external isolated power supply is required to provide the 24V needed.

To connect multiple EcoNet controllers to the Command Center, each controller must be addressed individually at its own local display.

To address a standalone controller, set the network instance to a unique address number between 1 and 32.



In Figure 3, use the UP/DOWN/SEL buttons on the local display to navigate to Settings → Network Instance

Figure 3

To address a controller that will be part of a group, set the Group Member Cfg. to the corresponding group member identifiers (G1-L, G1-2, etc.)



In Figure 4, use the UP/DOWN/SEL buttons on the local display to navigate to Settings → Group-Member Cfg.

Figure 4

Once all the controllers have been addressed and the wiring has been connected between all the devices, the Command Center will automatically detect all the connected devices on the communication bus. If EcoNet controllers are added or removed from the daisy chain, the Command Center can be power cycled to update the number of devices present.

Maximum number of EcoNet controllers that can be connected to a Commander Center:

30 EcoNet controllers if Command Center is NOT connected to Wi-Fi

8 EcoNet controllers if Command Center is connected to Wi-Fi

NOTE: Read the entire instruction manual before starting the installation

NOTE: If the 24V Power wires are shorted, the unit control board will shut down and cease operation until the short is corrected.

If the Command Center wiring is located near or in parallel with high voltage wiring cable TV, Ethernet wiring or radio frequency equipment, then shielded wire can be used to reduce or eliminate potential interference. The shielding strand of the communication wire should be connected to earth ground on one end of the daisy chain only and connected at each splicing on every controller board in the daisy chain. The shielding strand should not be connected to the EcoNet controller. Connecting the shield to ground at more than one location can cause current loops in the shield, reducing its effectiveness.

CARING FOR YOUR SMART REFRIGERATOR CONTROL

CLEANING

You can clean your control screen by lightly spraying water on the provided lens cloth or a clean microfiber cloth. Wipe the surface of the screen with the dampened cloth. It is recommended you first lock the screen ([Menu > Settings > Basic > Screen Lock](#) set to "Yes").

NOTE: Never spray any liquids directly onto your EcoNet Command Center.

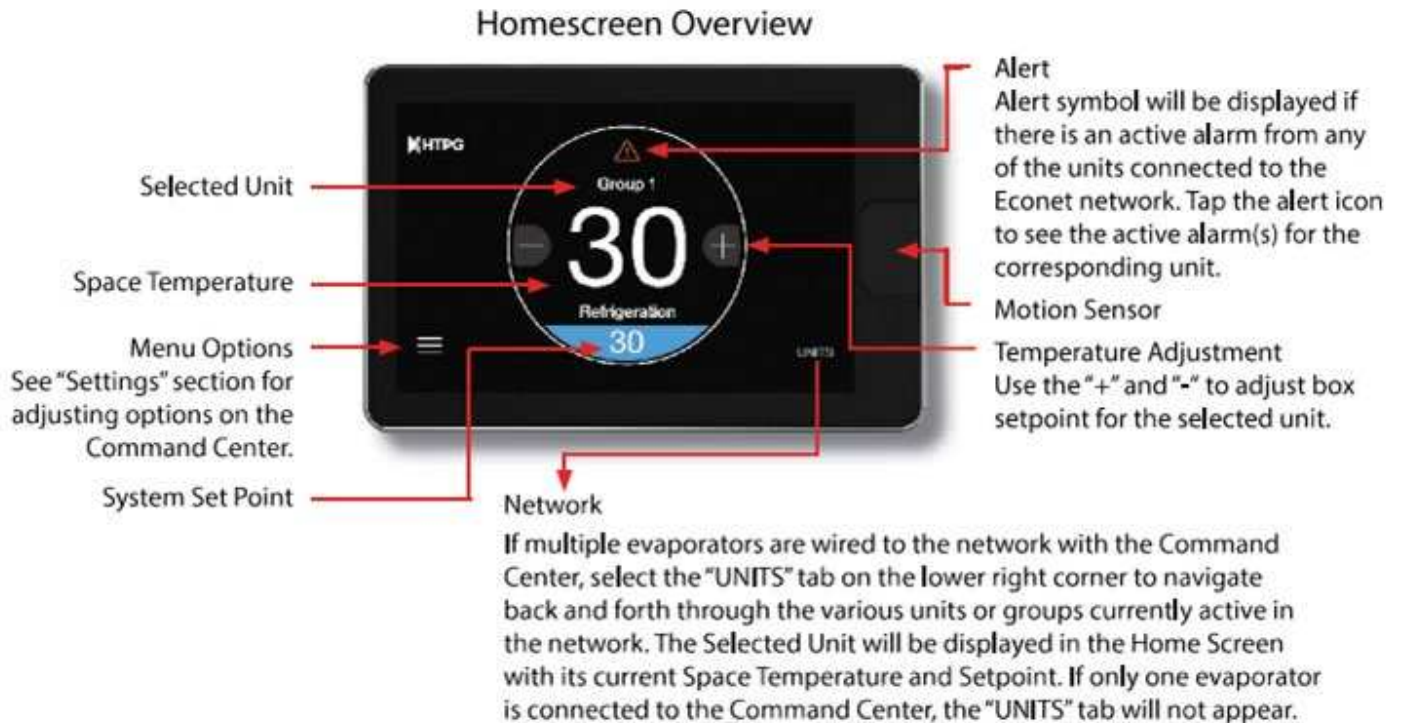
REBOOTING

You can reboot your EcoNet Command Center by cycling power to the device. Rebooting will not alter programming, settings, or configuration options.

COMMAND CENTER SCREEN NAVIGATION

SYSTEM MODE

The EcoNet Command Center can be used to control cooler or freezer applications.



Select a Unit to display on the home screen



LEAD/LAG

Homescreen contains additional information when Lead/Lag correctly configured.

VIEW FROM THE MANAGER

Indication that
"Manager" being
viewed



LL Mgr.Partner
Instance

VIEW FROM THE PARTNER

Indication that
"Partner" being
viewed



ASSIGN NAME TO UNIT/GROUP¹

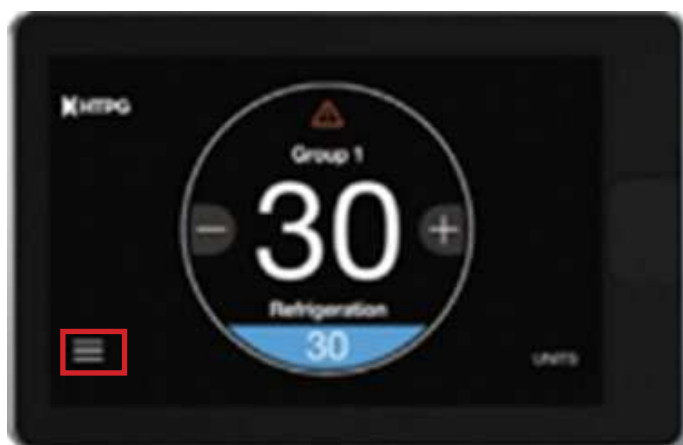
At the homescreen, touch and hold the Unit/Group line for 5 seconds to assign a custom name. A keyboard screen (see below) will appear for the user to manually enter a custom name for the system (i.e., Freezer #1, Meat Cooler, etc.), then hit the Save button to confirm the name entry. The new custom name will be displayed on the homescreen under the Unit/Group number. Each Unit or Group connected to the Command Center can be assigned its own custom name for easier identification.



SETTINGS

MENU OPTIONS

Tap the Menu icon in the bottom left corner of the home screen to easily configure basic and system level settings and view equipment status.



¹ Feature available with Command Center version HT-H1RM-00-01-05 or newer.

The Lead/Lag status screen is available at the Manager instance if lead/lag settings are correctly configured.



SETTINGS (MENU > SETTINGS)

Adjust system-level settings, preferences, and time.



BASIC (MENU > SETTINGS > BASIC)

Adjust basic settings for the local Control Center.



Alarm Beep Enable: Sounds an audible alarm tone shall a critical alarm condition occur.

Screen Lock: To lock the main screen from any changes, enable screen lock. To unlock, enter the Basic settings menu again and set Screen Lock to "No." This locking function prevents any changes except changes made from within the Basic Settings.

Temperature Display: Changes the displayed space temperature and set points between Fahrenheit and Celsius.

Proximity Sensing: This enables the Command Center screen to go into standby mode after a short period of inactivity. The screen will wake up when the Command Center proximity sensor detects motion near the screen. If Proximity Sensing is disabled, the motion sensing is not used, and the user will have to touch the screen to wake up the display.

TIME AND DATE (MENU > SETTINGS > TIME)

Set the current time and date. Alerts and Alarms will be date and time stamped so it is important the clock is programmed correctly. This configuration only needs to be done once after all the controllers are addressed and connected; the Command Center will broadcast the new time and date settings to all the controllers connected to the EcoNet network.



DST: At the bottom of this screen, you can elect to enable or disable daylight savings time. Enabling this setting will automatically update the clock for Daylight Savings.



STATUS (MENU > STATUS)

Tapping [Menu > Status](#) will display the equipment operating status for the selected EcoNet control board. Use the left < or right > symbols to quickly navigate between control units.



STATUS (MENU > LEAD LAG)

If the controller being displayed is configured to lead/lag manager, an additional status icon will appear.



Tapping [Menu > Lead Lag](#) from the homescreen will display Lead Lag Control, Lead/Lag Run Status, LL Run Status Partner, and Cmp.Time Until LL Switch. This screen is only available at the Manager instance.



Lead Lag Control: Can be shown as "Off", "Manager", "Partner", "Both", and "Neither". The status is determined by which controllers, if any, are in control of cooling operation. If Lead/Lag settings are not correctly configured, the status is "Off".

Lead/Lag Run Status: This status object shows which conditions, if any, would prevent the Manager instance from being able to take control of cooling operation or if it cannot satisfy its setpoint.

LL Run Status Partner: This status object shows which conditions, if any, would prevent the Partner instance from being able to take control of cooling operation or if it cannot satisfy its setpoint.

Cmp.Time Until LL Switch: Shows the Manager's remaining hours of compressor runtime needed before the Partner will assume control of cooling operation.

SERVICE (MENU > SERVICE)

Tapping [Menu](#) > [Service](#) from the home screen will display current alarms, alarm history, support contact information, equipment info, test options and network.



Current: Shows currently active alerts and or alarms. When an equipment alert or alarm is present, an alert alarm icon will appear on the home screen, and the alarm beep will sound if enabled. Select the alert-alarm icon on the home screen to quickly view the alert or alarm and a brief description.

History: Shows a list of the past eight alerts/alarms with the time and date stamp.



Support: Allows you to input the contact information for your preferred contractor or install professional (company name, phone number and email address), so that it's always available should you run into any issues. Simply use the on-screen keyboard to enter the appropriate contact information.

NOTE: You should always contact your preferred contractor or install professional regarding alerts/alarms, performance issues or other questions specific to your equipment.



Equip.: Displays the model, serial number, and software version of all the connected equipment on the EcoNet communication bus



Test: The Test option will allow the user to run a manual defrost cycle. In group configurations the manual defrost command through EcoNet Command Center is only available for Group Leaders. Followers will start the defrost simultaneously.



Network: Displays all the connected units on the EcoNet communication bus. Easily see group configurations and standalone units on one screen.



Loss of Communication with Controller: The Command Center Display is continuously monitoring communication status with any controller connected to the daisy chain network and will learn of any new addressed controllers as soon as they are connected. If a previously connected controller loses communication with the Command Center (due to loss of power, or disconnected wire), the Command Center Display will stop showing temperature status at the home screen for that device (see first image below) and will also show that device grayed out on the Network Screen under the Status Menu (see second image below). As soon as the device is reconnected, the Command Center will resume communication with the device.

NOTE: Power cycling the Command Center will cause it to start over and re-learn all the devices on the network.

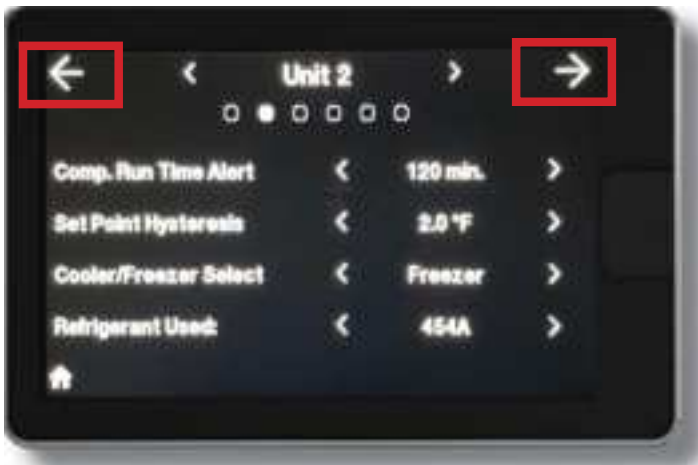


INSTALLER SETTINGS

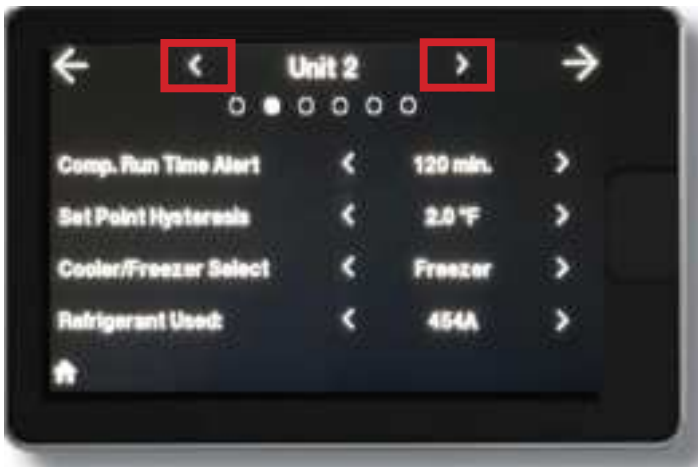
(MENU > SETTINGS > INSTALLER)

To enter the Installer Settings menu, select [Menu > Settings](#), then tap and hold on "Installer" on the bottom right of the screen for five seconds.





Use the large left and right arrows to navigate installer settings.



The small left and right arrows around the unit or group selection can be used to cycle through **all** the units on the EcoNet bus to easily change settings



System Enabled: Allows user to temporarily disable the system without disconnecting power to the unit. This function forces system pump down (EXV closes) and the fans turn off. The sensor inputs (temperatures, pressure, etc.) are still functional and can be viewed on the display.



Run Time Until Defrost: Set to configure the allowed compressor runtime before the unit goes into defrost if the Defrost Type is set to Timed.



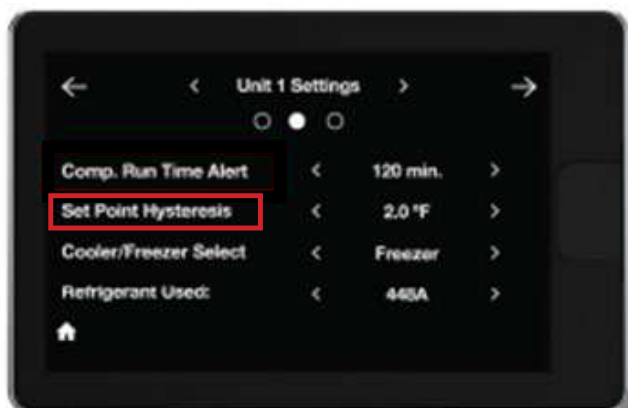
Defrost Max Run Time: Set to configure the maximum allowed defrost time.



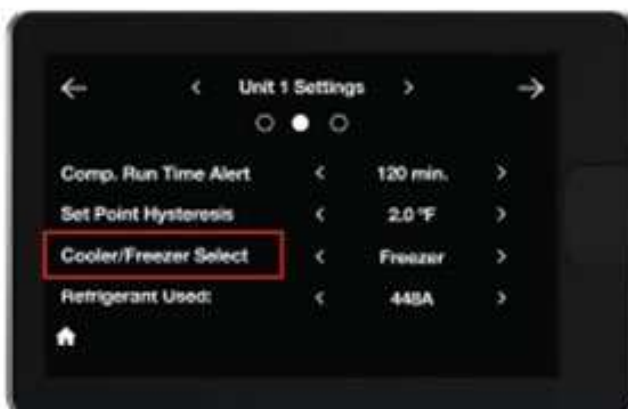
EXV SH Set Point: Set to configure desired superheat setpoint.



Comp. Run Time Alert: Set to configure the allowed compressor runtime until Space Temperature Alarm is generated. If unit is actively cooling the space continuously for longer than this time, an active alarm will be generated to indicate that box has not achieved set point. If the controller is configured for lead/lag operation, this setting also determines when the backup system will turn on.



Set Point Hysteresis: Set to configure desired hysteresis range for space temperature control. When the system is in Refrigeration mode, if the Space Temp set point is -10°F with a default set point control differential of 2.0 dF, the unit will continue to cool the space until the Space Temp is just under -10°F. At this point, the system will pump down and run the fans at half speed. When the Space Temp rises to around -8°F, Refrigeration mode will start back up: EXV will open and the fans will run at full speed until set point is reached again or the unit goes into defrost.



Cooler/Freezer Select: Set the controller for the type of operation it will be used in. If set as "Freezer"; the controller will use the defrost relays to activate the electric heaters in the evaporator and allow a drain time at the end of the defrost cycle. If set as "Cooler"; the unit will operate as air defrost (off-cycle).



Refrigerant Used: Set the refrigerant that will be used in the system from among the list of supported refrigerants. Default is R448A.



Evaporator Coil Type: Set for the type of evaporator being used. "Single" applies to Low Profile evaporators. "Dual" applies to dual coil designs such as the Center Mount evaporators, where Evap Temp 2 sensor is used.



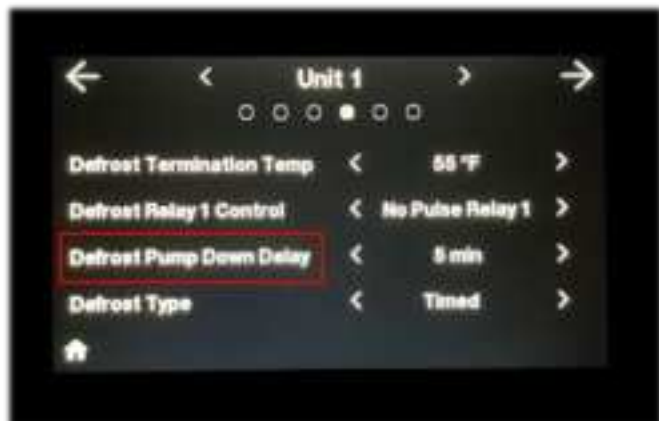
EXV Stepper Type: Set to configure EXV type; 2,500 steps bi-polar, 480 steps bi-polar, 2600 steps bi-polar, or 500 steps uni-polar. This should come preset from the factory to match what is installed at the evaporator. Please consult the EcoNet Installation & Operations Manual for a complete list of valve selections.



Defrost Termination Temp: Set to configure the temperature the evaporator coil must reach to end "Defrosting" given the minimum time defrosting is complete.



Defrost Relay 1 Control: With Defrost Relay 1 wired to Drain Pan Heater, set to "No Pulse Relay 1" to turn Defrost Relay 1 on continuously. Set to "DrainPan Defrost" to bring Defrost Relay 1 on when Defrost Mode is "Defrosting" and the drain temperature is less than the drain temperature setpoint.



Defrost Pump Down Delay: At the start of an electric defrost cycle, this will be the time delay between when the EXV closes and when the heaters turn on.



Defrost Type: Set to "Timed" to defrost after the configured amount of compressor run time. Configuring "Adaptive" defrost allows defrost to start when EXV and temperature conditions degrade past a certain point. Defrost will occur based on compressor run time if the EXV and temperature conditions are not met.



Run Time Adapt.Defrost: Configure the amount of compressor runtime that needs to be accumulated before starting a defrost cycle. Occurs only if EXV and temperature conditions are not met if the Defrost Type is set to Adaptive.



Door Switch Config.: Configure to "NO" for door switch alert to appear when there is an open contact on digital 1.. Configure to "NC" for door switch alert to appear when there is a closed contact. Set to "Off" if door switch not being used on digital 1..



Door Switch Alert Time: Set the time delay for how long to wait before disabling the unit and broadcasting the door open alert if Door Switch is configured as N.O. or N.C..



Comp.Minimum Run Time: Configure the minimum length of time for a cooling cycle.



Fan Delay Temp.: Set the temperature the evaporator coil must reach at the start of a cooling cycle to turn the fans "On".



Lead/Lag Selection: Configure the controller for lead/lag operation as "Manager" or "Partner". Configure setting to "Off" to disable lead/lag operation.



LL Mgr.Partner Instance: On the controller that is configured to be the "Manager", set the instance number of the controller that will be linked as the "Partner". The Partner must have a different instance number than the Manager. If setting up a lead/lag system between two groups, set the instance of the Group-Leader that will be the Partner.



LL Comp.Run Time Limit: On the controller that is configured to be the Manager, set the length of compressor run time required for switching between Manager and Partner.

NOTE: Followers in a group configuration will not be able to adjust the following settings as these are configured by the leader:

- System Enabled
- Run Time Until Defrost
- Comp.Run Time Alert
- Set Point Hysteresis
- Cooler/Freezer Select
- Refrigerant Used
- Defrost Pump Down Delay
- Defrost Type
- Run Time Adapt. Defrost
- Door Switch Config.
- Door Switch Alert Time
- Comp. Minimum Run Time
- Set Point
- Lead/Lag Select (if lead/lag configured)
- Partner Instance (if lead/lag configured)
- Cmp. Run Limit Hrs (if lead/lag configured)

NOTE: If controller has Lead/Lag Select configured to Partner, these settings are configured by Manager instance:

- Comp. Run Time Alert
- Cooler/Freezer Select
- Set Point

NOTE: Under the Installer Settings, some of the configurable settings will be displayed as 'Not Available' if using a legacy EcoNet Enabled Evaporator Controller.

ECONET COMMAND CENTER - WEB PORTAL

INTRODUCTION

The purpose of this document is to serve as a sole reference for setting up your account to access the EcoNet Web Portal.

When proceeding through the setup procedure, users can opt to follow a mobile phone-only method or a hybrid web portal and mobile phone method.

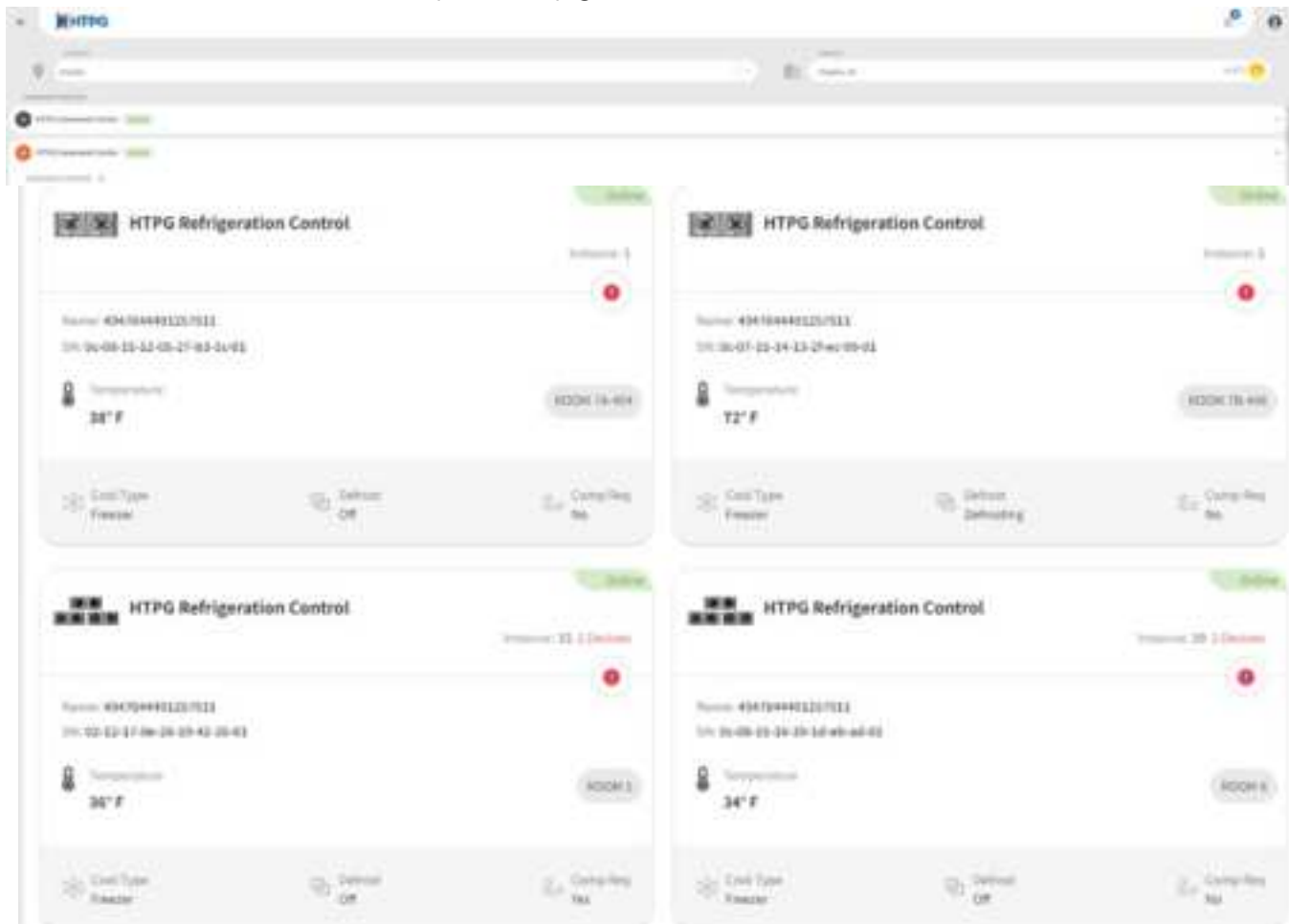
Access to the portal will:

- Provide insight on system statuses
- Track alarms and predict behavioral trends with the system
- View and monitor the Command Center and all associated controllers

For online or phone support, please contact 1-800-255-2388.

WEB PORTAL HOME PAGE

<https://htpg.rheemcert.com>



PROVISIONING A COMMAND CENTER

ACCOUNT CREATION & LOG-IN

1. Go to <https://htpg.rheemcert.com/> and create a new account (will need email and phone number for the account owner).
2. Download the EcoNet app on your phone (iOS or Google Play).



Figure 1

3. On the phone app, log in to the same account created on Step .
4. Once logged into the phone app, create new location where the Command Center will be provisioned OR select existing location if connecting additional Command Centers to the same location.

CONNECTING COMMAND CENTER TO WIFI

5. At the Command Center screen, tap and hold the top right corner of the screen to enable WiFi module (WiFi icon will appear).
6. Tap on the WiFi icon and enable the WiFi module (Command Center will display "ready to connect" and a QR code will appear)



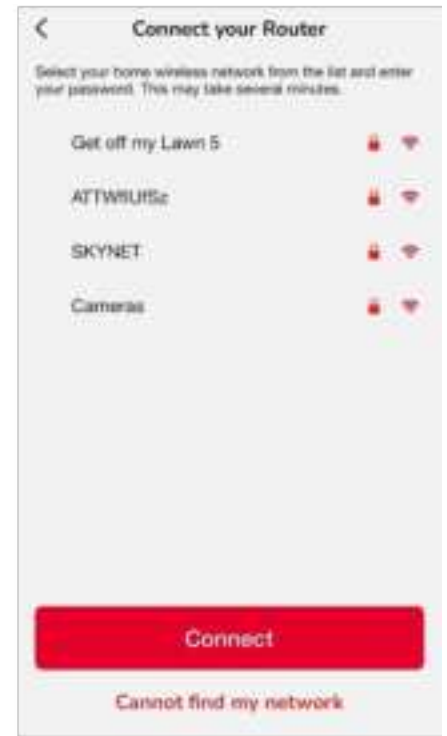
7. On the phone, while logged into the EcoNet app (from Step 3), select desired location and then tap "Add Product".



8. When prompted by the app to select product, scroll all the way the bottom from the QR code scan icon and tap on it.



9. Scan the QR code on the Command Center display with your phone.
10. Follow the steps in the app to select WiFi network and enter the WiFi login credentials.



11. Once the Command Center shows **"Connected to the Internet"** under the WiFi icon status screen, log back into the Web Portal page (<https://htpg.rheemcert.com/>) and the conneted equipment should appear. **The connected equipment will only be viewable through the htpg.rheemcert.com Web Portal Link, not through the phone app.**



NOTE: If using secure corporate WiFi network, the following domains/ports need to be made available for the Command Center to access the Rheem Cloud Server. The Command Center MAC address is listed in the status screen under the WiFi icon.

Ports 1884, 8906, 443: rheem.clearblade.com, rheemstaging.clearblade.com

Port 443 only: upgrade.rheemcert.com, timesa.myrheem.com, resource.myrheem.com



The Command Center will retain the WiFi login credentials and attempt to connect automatically whenever it is powered on. If the WiFi password is changed or if a different network will be used, please repeat the steps above to get the Command Center reconnected.

WEB PORTAL NAVIGATION AND OPERATION

MAIN DASHBOARD SCREEN: <https://htpg.rheemcert.com>

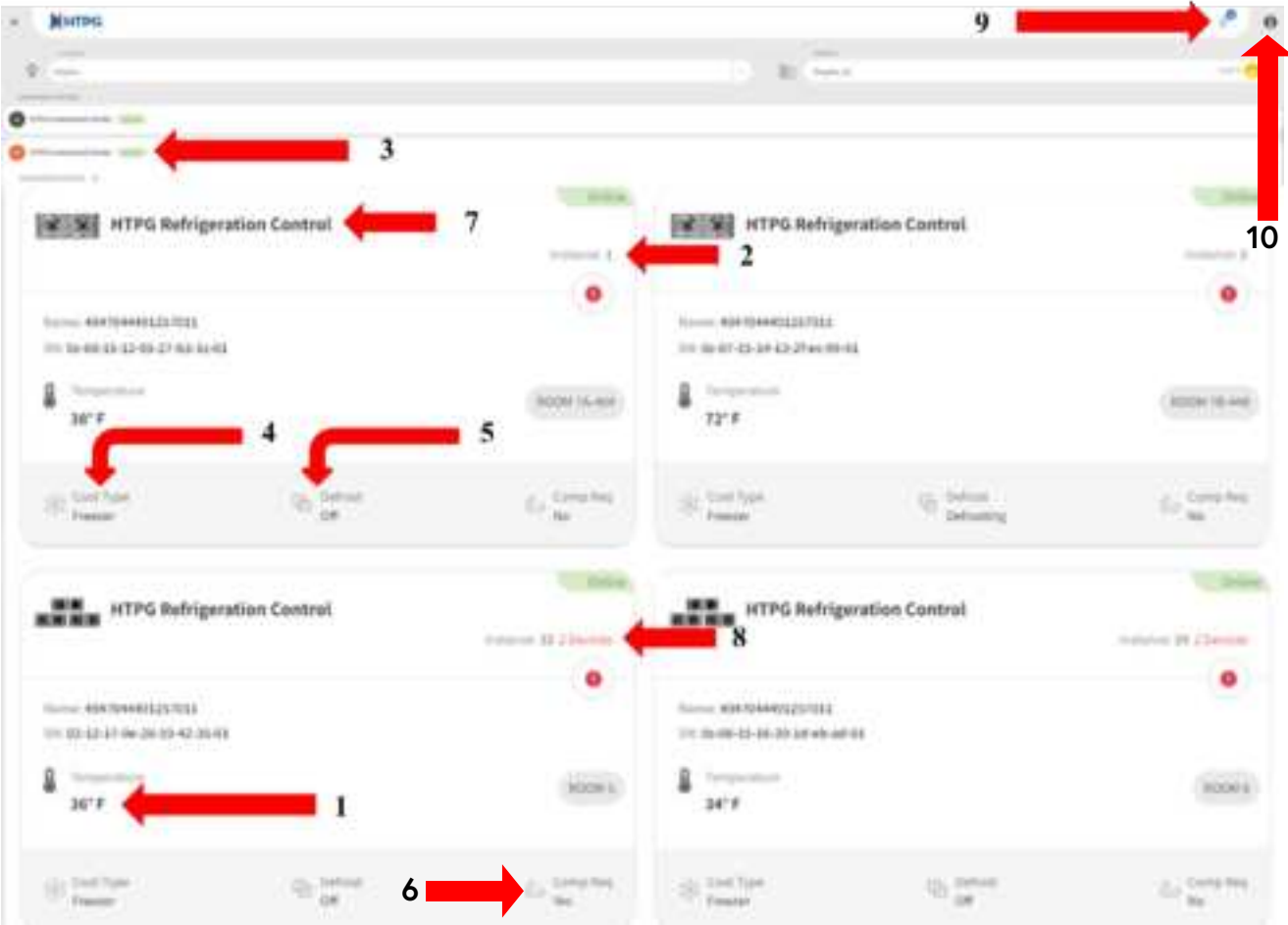
The dashboard is the central hub of information for connected devices. Select from the Location drop-down menu to view provisioned command centers at that location and each of the individual refrigeration systems connected under each command center.

The following information from every connected system is displayed (See Figure 12 for each label):

1. Current Space Temperature (**Note: Groups will display average temperature of all group members**)
2. Instance number (controller address on the network communication bus)
3. Online/Offline (communication) status
4. Cooler/Freezer configuration
5. Defrost status
6. Compressor Request (refrigeration) status
7. Custom System name entered at the Command Center screen (see page 10 on how to enter a custom system name).
8. If system is a group, the total number of controllers in that group will be shown (Leader + all Followers)
9. Click on the bell icon  at the top right of the screen to navigate to the alarm history/active alarms page.
10. Click on the Profile icon  to access account owner profile information (name, email and phone number associated with account), change account password, and to log out of account.

Click on any system to navigate to the System Screen page for that system.





Figure 12



SYSTEM SCREEN

The System Screen page will overview the selected system (standalone unit or group).

The following information from the selected system is displayed (see Figure 13 and 14 for each label):

1. Current Space Temperature (Note: Groups will display the average temperature of all group members)
2. Instance number (controller address on the network communication bus)
3. Cooler/Freezer configuration
4. Defrost status
5. Compressor Request (refrigeration) status
6. Custom System name entered at the Command Center screen (see page X of the EcoNet IOM on how to enter custom system name).
7. To adjust the desired temperature setpoint for the selected system, click on the  and  buttons, then click the "Set" button to confirm the change.
8. Click on the bell icon  to navigate to the alarm history/current alarms page for that system.
9. Click on the gear icon  to navigate to the Status & Settings screen for the selected system.

SYSTEM SCREEN FOR STANDALONE UNIT




Figure 13

SYSTEM SCREEN FOR GROUP



Figure 14

*If system is a group, the individual group member instances will be displayed on the left side of the screen.

With a specific group member selected, click on the gear icon  to navigate to the Status & Settings screen for that individual group member.

STATUS AND SETTINGS SCREEN

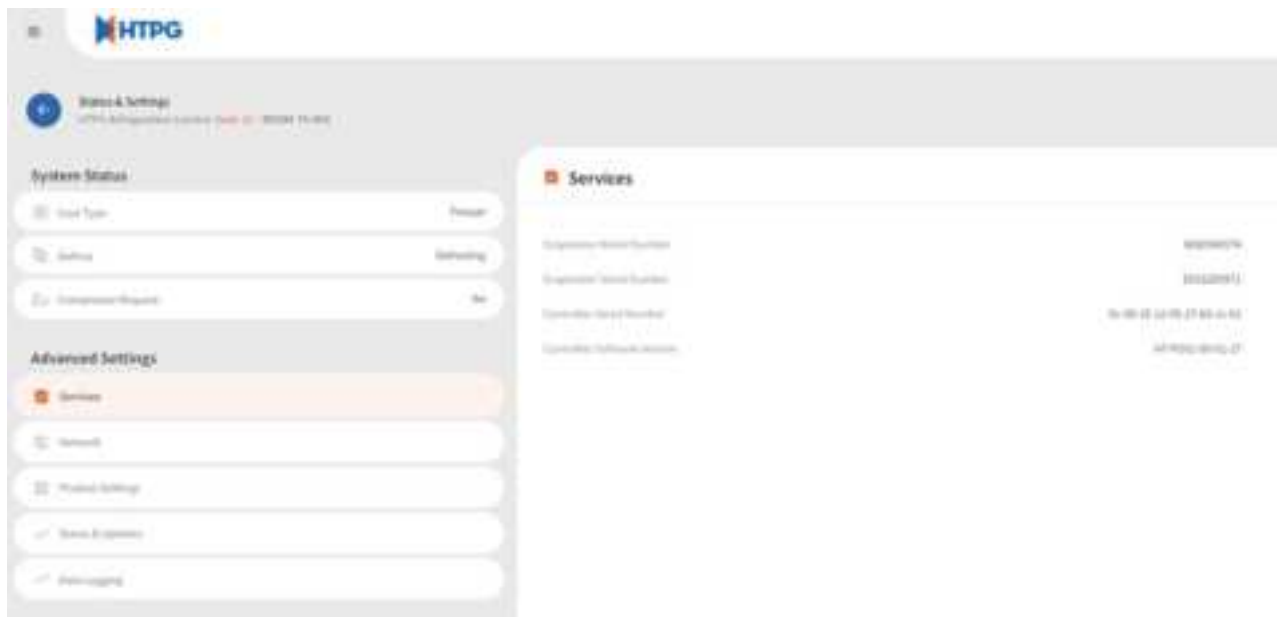
This screen allows the user to view more detailed information on the selected controller device.

The left side of the screen will display the basic System Status: Cooler/Freezer configuration, Defrost status and Compressor (refrigeration) status for the selected device instance.

Under Advanced Settings, click on any of the tabs to access the following information:

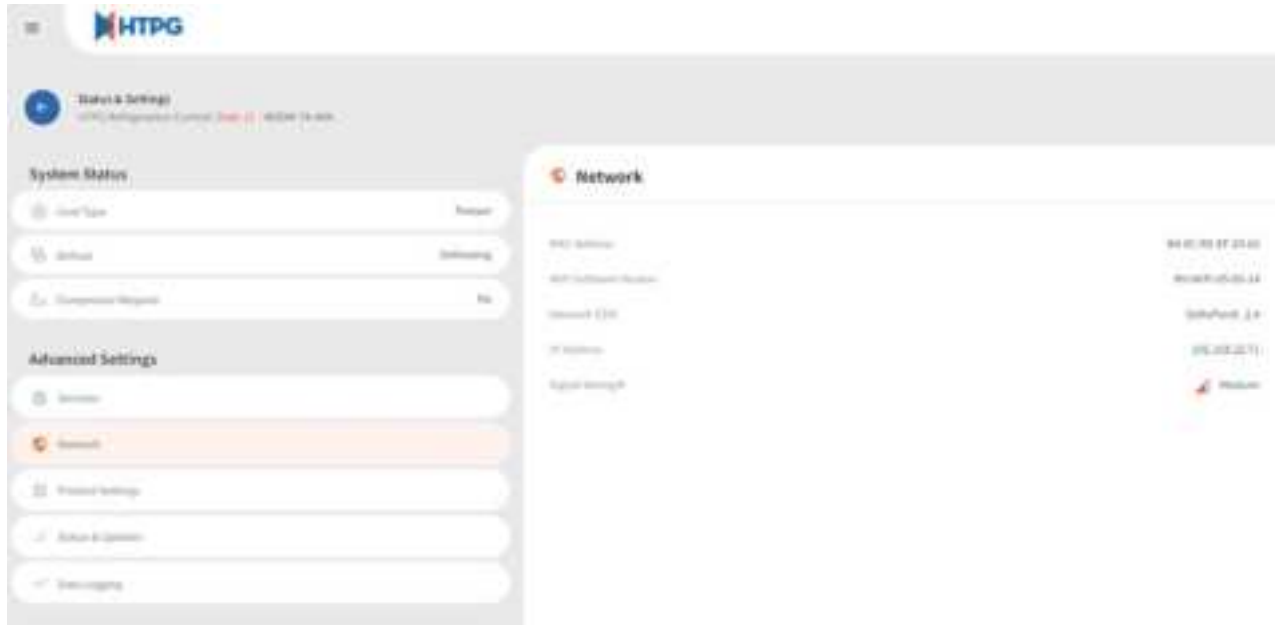
SERVICES

View evaporator model and serial number, controller software version and **micro serial number**.



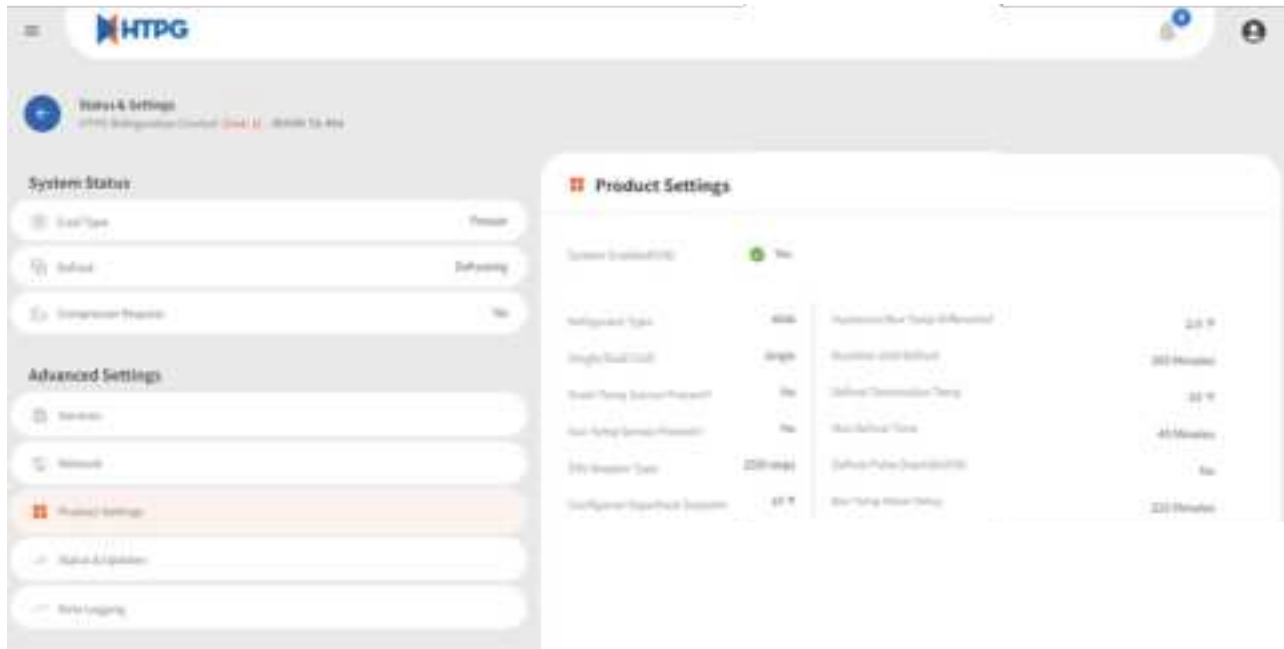
NETWORK

View the Command Center MAC address, the WiFi module software version, Network SSID, IP address, and the WiFi signal strength.



PRODUCT SETTINGS

View the system settings for the refrigeration controller.



PRODUCT SETTINGS

View live controller and refrigeration system status.

HTPG

Status & Settings

HTPG Refrigeration Controller (2020.01) - Windows 10 Pro

System Status

Unit Type: Refrigerator

Unit Status: Defrosting

Compressor Request: No

Advanced Settings

Settings

Network

Pressure Settings

Status & Updates

State Mapping

Status & Updates

Upper Temp	41 °F	Unit Status	Defrost
Defrost Status	ON	Lower Temp 1	40 °F
Lower Temp 2	40 °F	Defrost Temp	33 °F
Subcooled Outdoor Temp	28 °F	Summer Pressure (psig)	11.5 PSI
Upper Temp	40 °F	Run Temp	40 °F
Run Speed (%)	91%	22k Pressure (PSI)	91%
Superheat	38.0 °F	Compressor Superheat Temp	22.0 °F
Last Defrost Duration	47 Minutes	Subcooled Heat Defrost	0 Minutes
Compressor Cycles	100%	Digital Input 1 (Dry VR)	OFF
Digital Input 2 (Dry VR)	OFF	Digital Input 3 (Dry VR)	OFF
Defrost Relay 1 (Dry VR)	OFF	Defrost Relay 2 (Dry VR)	OFF
Run Relay 1 (Dry VR)	OFF	Run Relay 2 (Dry VR)	OFF

DATA LOGGING

View data logs of device data. Adjust the previous logging period dates from the boxes above the top left of the graph or drag the scales below the x-axis to narrow/expand the data shown:

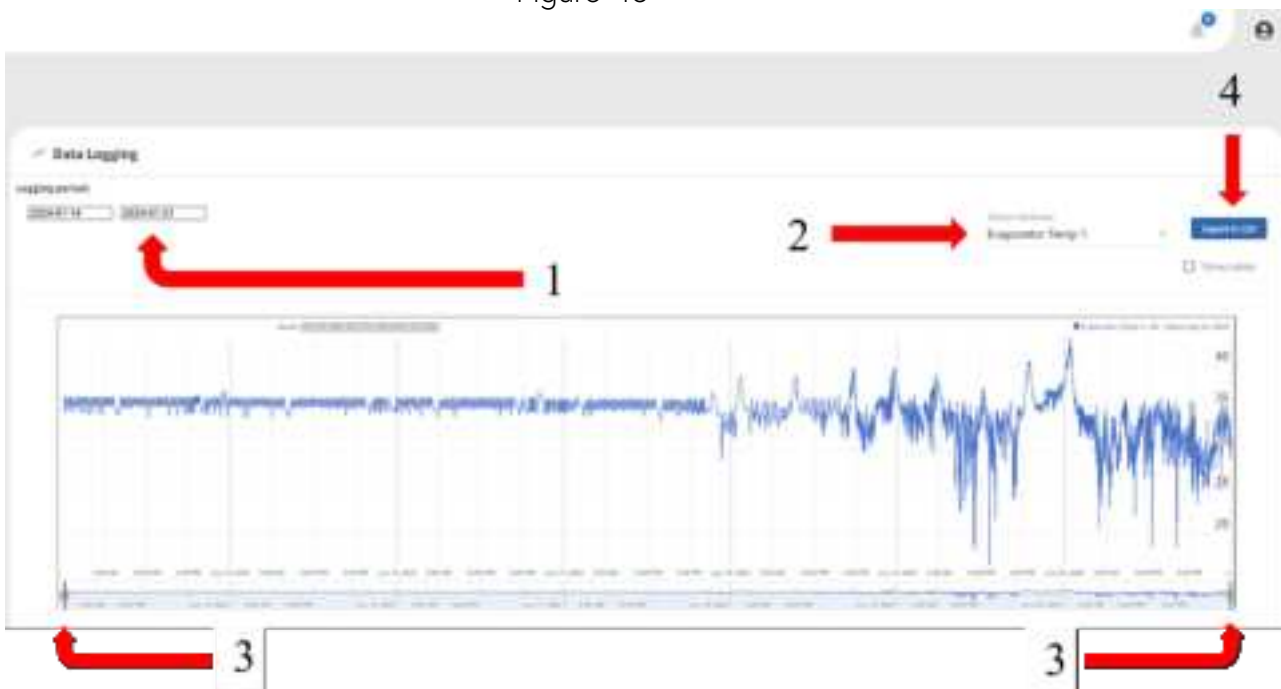
Above the top right of the graph, use the drop-down to select from a list of available attributes (device and system values) to display in a graph (See Figure 15 for each label).

With the start and end dates and system attributes selected, click the blue button to export a .csv file for offline viewing.

1. Select the start and end date of logging period for viewing. (Note: the date range will allow up to a week graphed at a time).
2. Select specific objects to include in the graph (Note: you can select multiple at once).
3. Adjust the zoom levels on the graph.
4. Export CSV file for selected time period and data points.



Figure 15



ALARM HISTORY PAGE

1. Click on location name to show specific alarm history.
2. Click on a specific alarm to acknowledge the notification.
3. On the top right, click on the red bell to navigate to active alarms



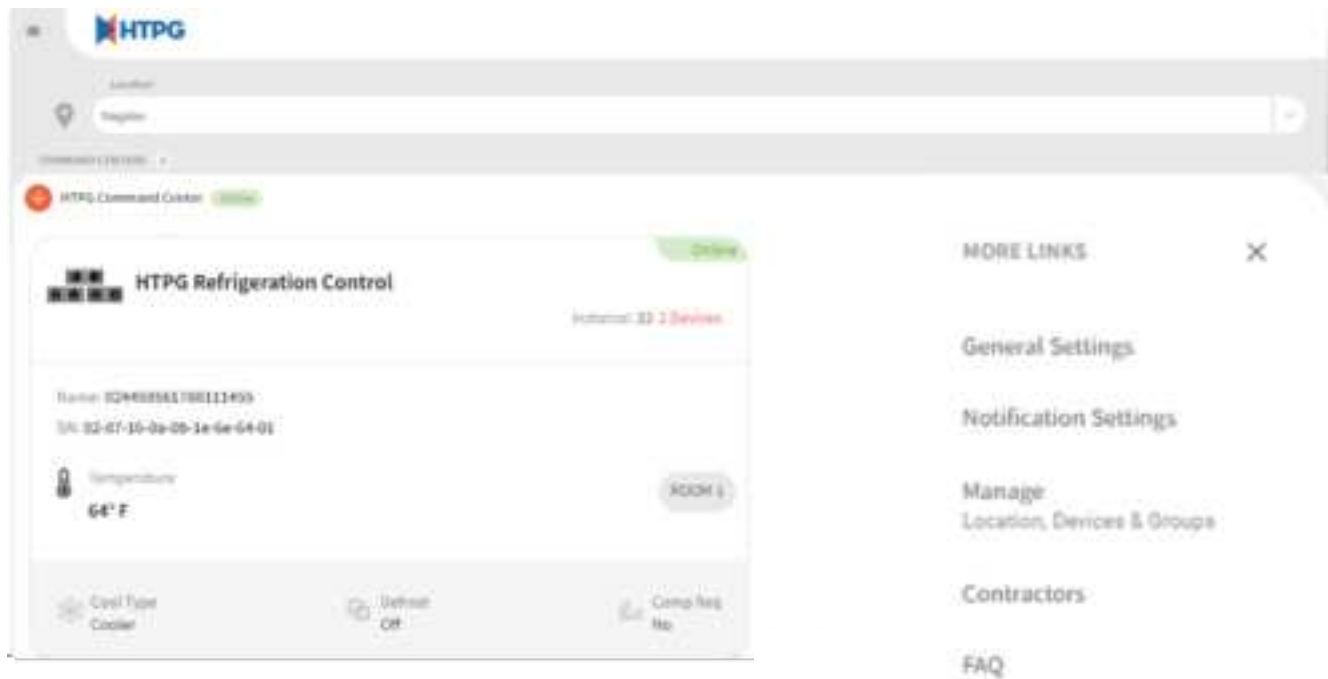
ACTIVE ALARM PAGE

Click on location to open active alarm list.



ADDITIONAL PAGE NAVIGATION

Click the menu icon  on the top left of the Web Portal Main dashboard to access additional menus.



NOTIFICATION SETTINGS

Set options for email and SMS notifications.

Product Alerts: Maintenance and critical alert updates for the account owners only

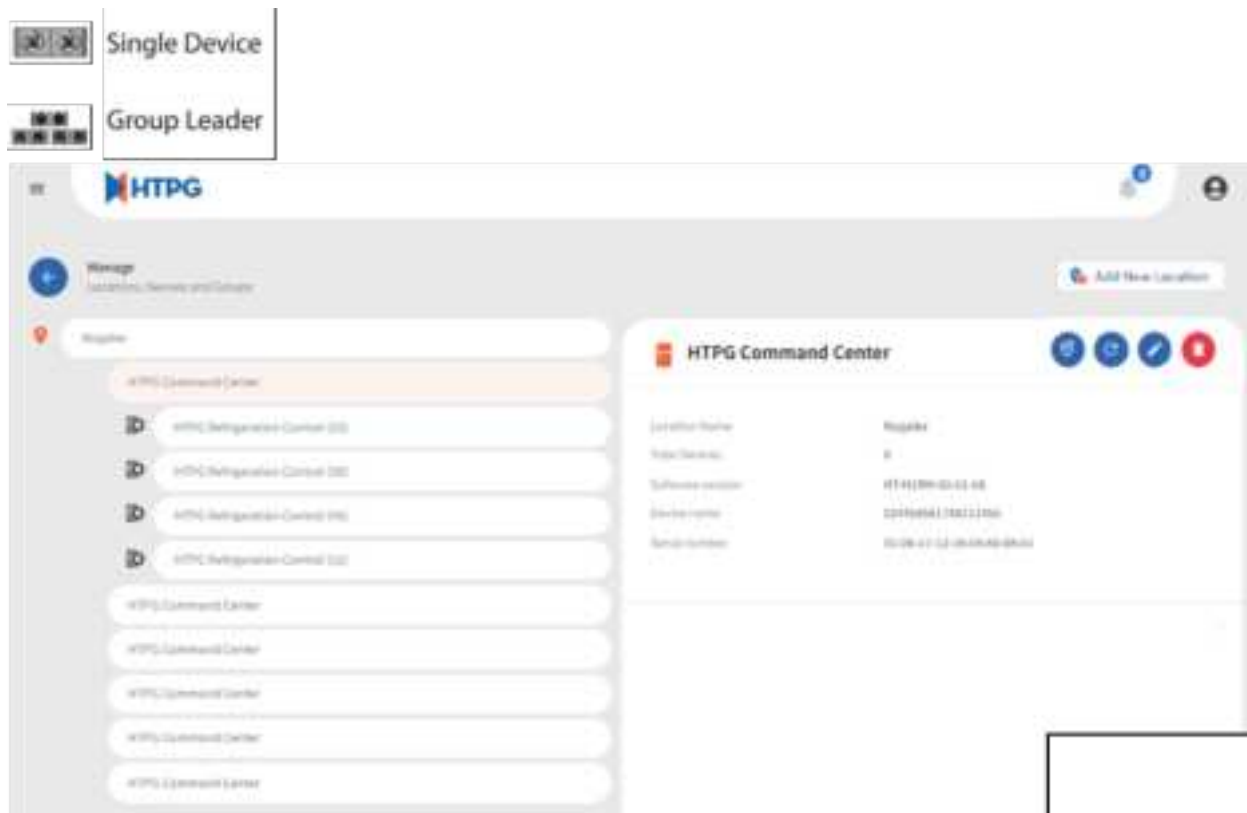
Contractor: Maintenance and critical alert updates for any contacts added to the contractors' page

Special Offers: Marketing messages



MANAGE

The location, device, and group hub. Add New Location button on top right for provisioning purposes. Select a location to view basic device and group information.



FUNCTIONS



Move Command Center: Change the location under which the currently selected command center appears.



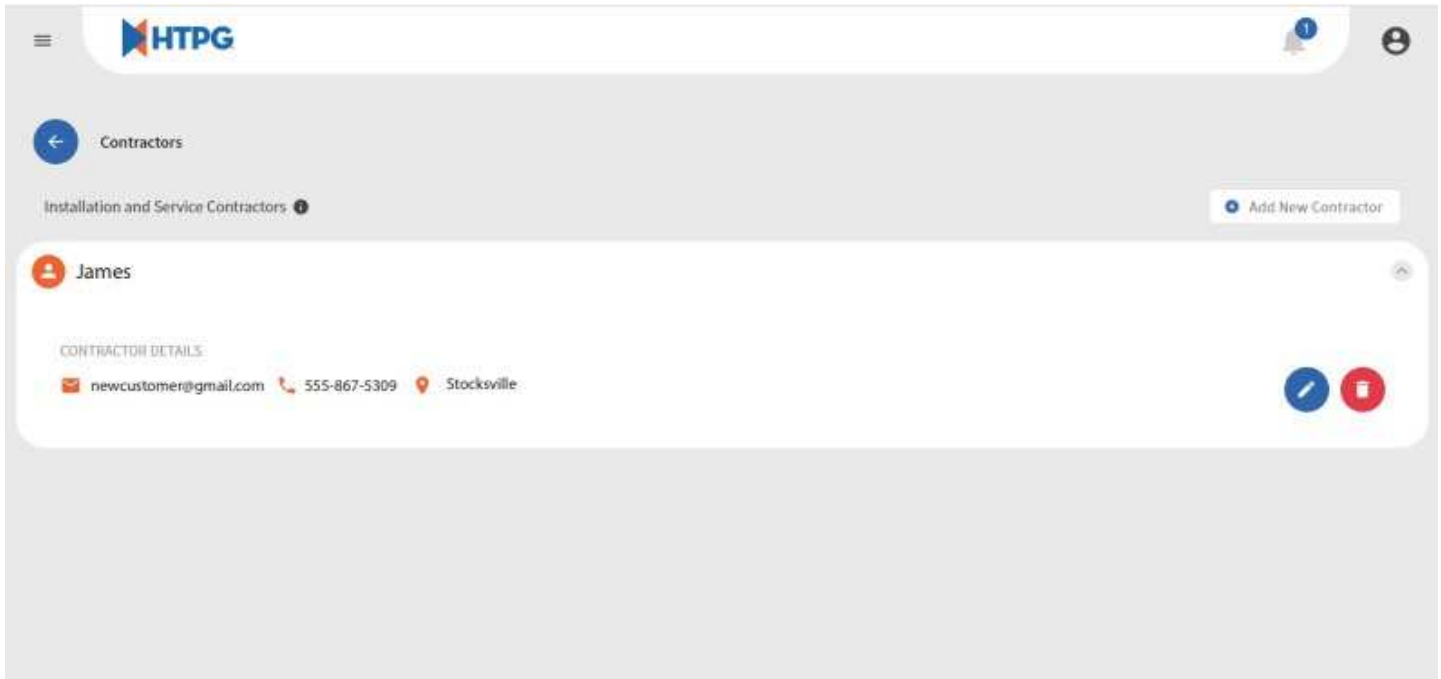
Edit Name: Enter a custom name for the selected device.



Delete Device: **Warning, this button will delete the selected location along with any associated devices from that location** - - PLEASE NOTE: Locations can be re-created and command centers can be re-provisioned using the provisioning steps. Contractor will need to be on-site and near the command center during the provisioning process. Ability to delete command center at the HTPG Command Center level. All devices under that command center will be removed as well. Able to delete standalone controllers at the HTPG Refrigeration Control level. If controllers are configured as a group, deleting the leader will delete the followers. Deleting a follower or followers will not impact the leader.

CONTRACTORS

Add or edit contact information for service contractors so they may receive SMS and email notifications.



FAQS

WHO DO I CALL IF I HAVE WIFI CONNECTIVITY ISSUES?

Call Rheem's connectivity support team at 1-800-255-2388.

WHO DO I CALL IF I HAVE QUESTIONS ON THE ECONET EVAPORATOR CONTROLLER AND COMMAND CENTER WIRING?

Call HTPG Customer Service at 1-800-288-9488 (htpg applications group)

WHY DO YOU ASK WHO MY CONTRACTOR IS?

By including the contact information from a preferred refrigeration service technician, they can also receive email and SMS alerts whenever the controller flags an alarm.

CAN I USE THE SAME APP FOR MULTIPLE ECONET ENABLED PRODUCTS?

Yes, all EcoNet enabled HVAC and water heater products can be managed from the same app, even if they are in different locations! Just add the location and you will be able to manage multiple properties and products – great if you have rental properties or are using in a business setting.

WHERE CAN I FIND A LIST OF OTHER ECONET ENABLED PRODUCTS?

<https://www.rheem.com/EcoNet/>



[HTPG.com](https://www.htpg.com)

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