



CONTRACTOR APP



The App for Contractors



GOAL OF THIS TRAINING

1

Introduce the Ruud 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.

- Section 1.** Getting Started
- Section 2.** Navigation
- Section 3.** Bluetooth Setup
- Section 4.** Getting Product Information
- Section 5.** Product Diagnostics
- Section 6.** Product Repair
- Section 7.** Replace: Control Board Power Ups
- Section 8.** Replace: Control Board Not Found
- Section 9.** Replace: ODU Motor
- Section 10.** Replace: ODU Compressor
- Section 11.** Account Settings

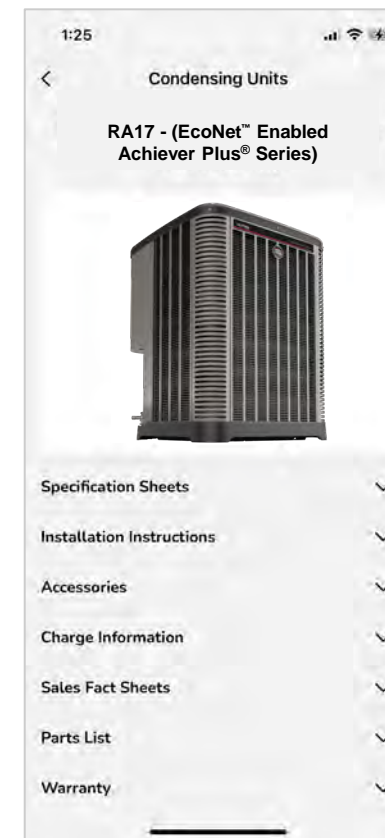
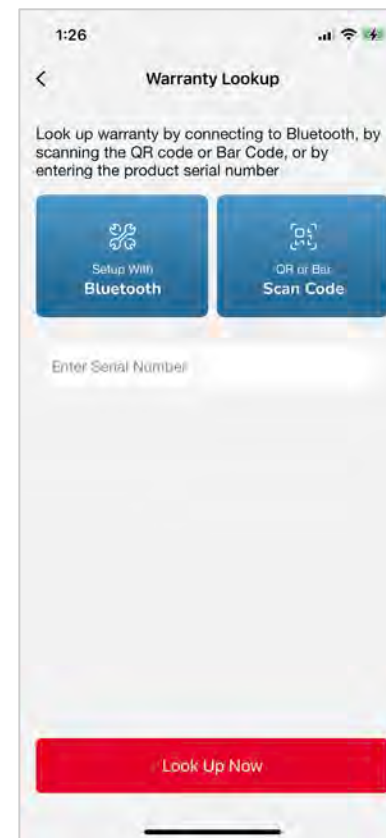


WHAT IS THE CONTRACTOR APP?

The **Contractor App** is a mobile application that allows you to connect to Ruud 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





SECTION 1
GETTING STARTED



DOWNLOADING AND INSTALLING THE RUUD 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 Ruud 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



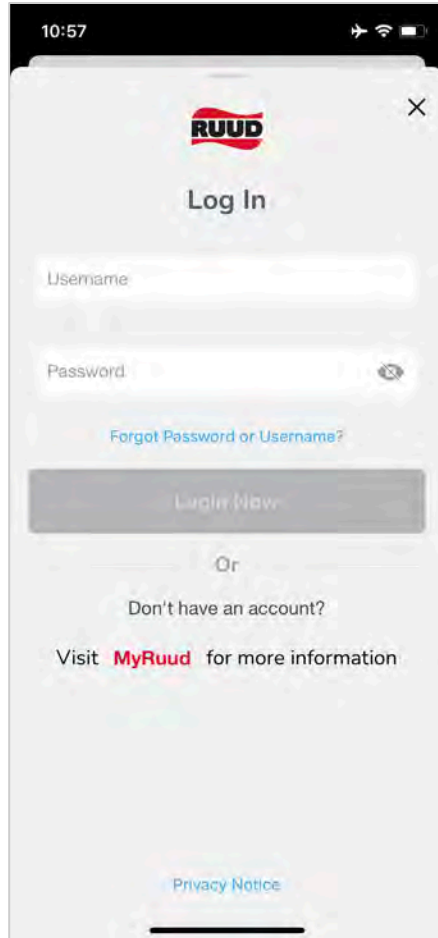
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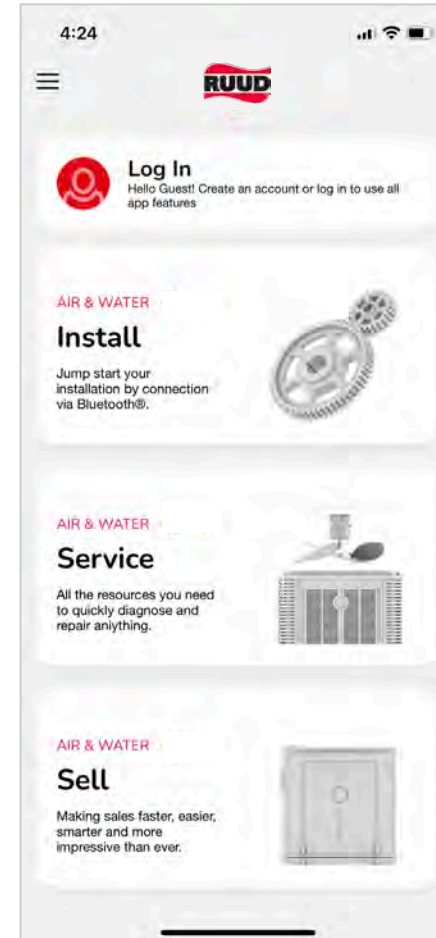


LOGIN OPTIONS

If you have already obtained a MyRuud 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.

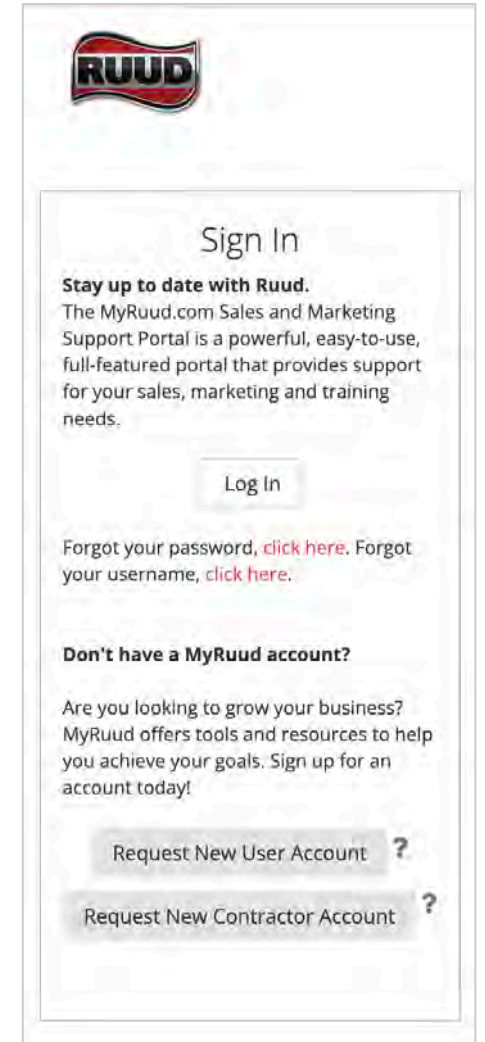
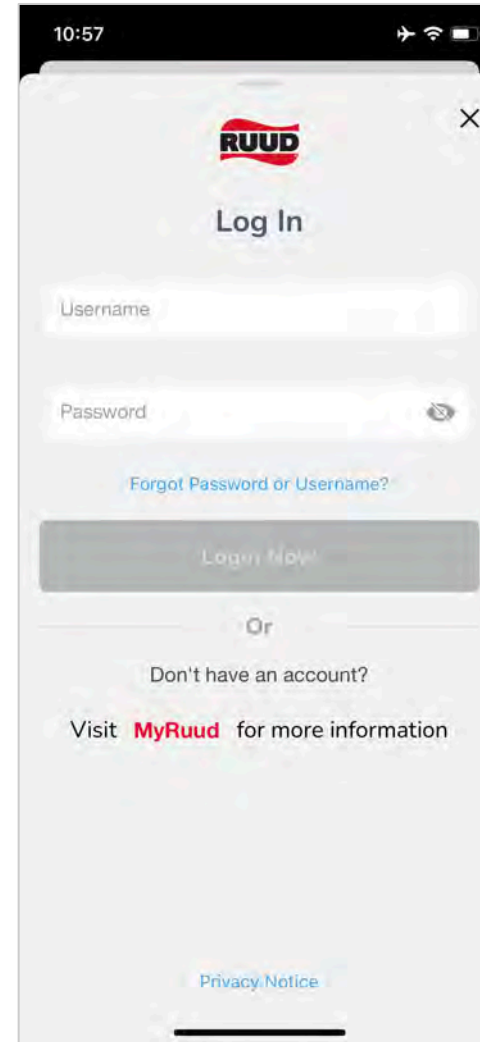


CREATING AN ACCOUNT

To request an account, ensure that the Contractor that you work for is listed in MyRuud 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 MyRuud for more information" and tap **MyRuud**.
- 3 To request an account, follow the instructions on the screen.

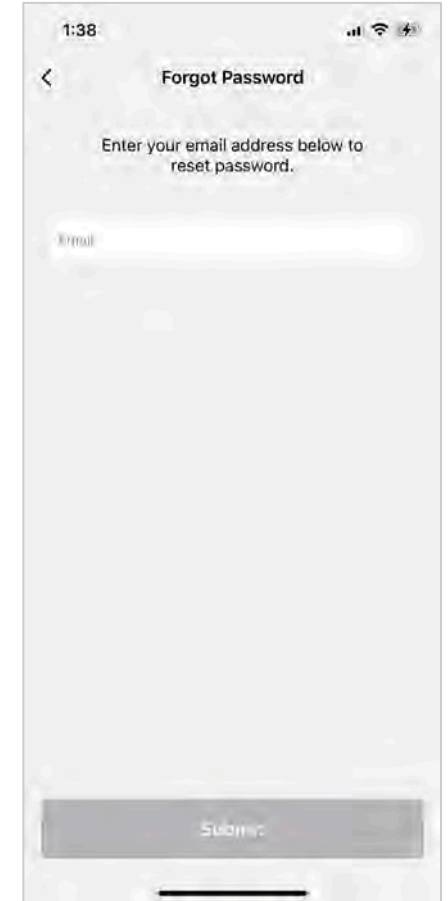
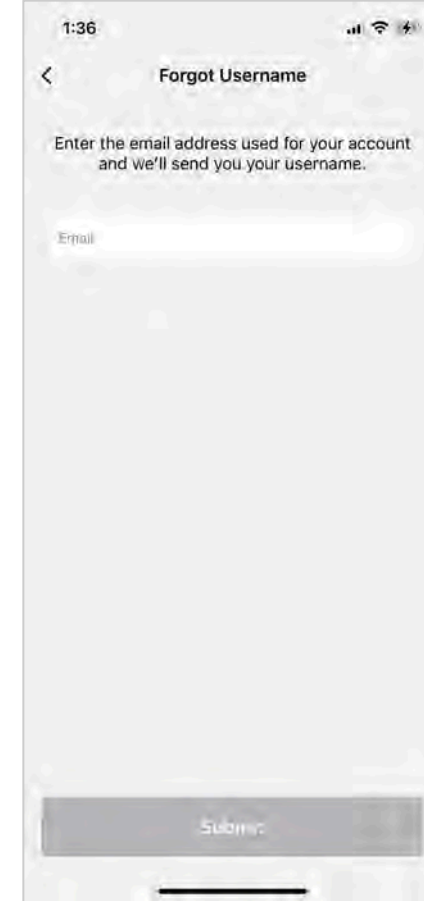
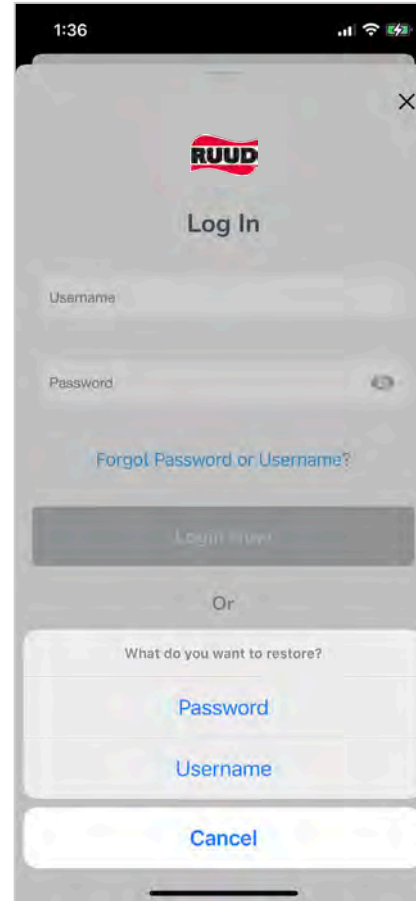




RECOVERING USERNAME

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.


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.



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.



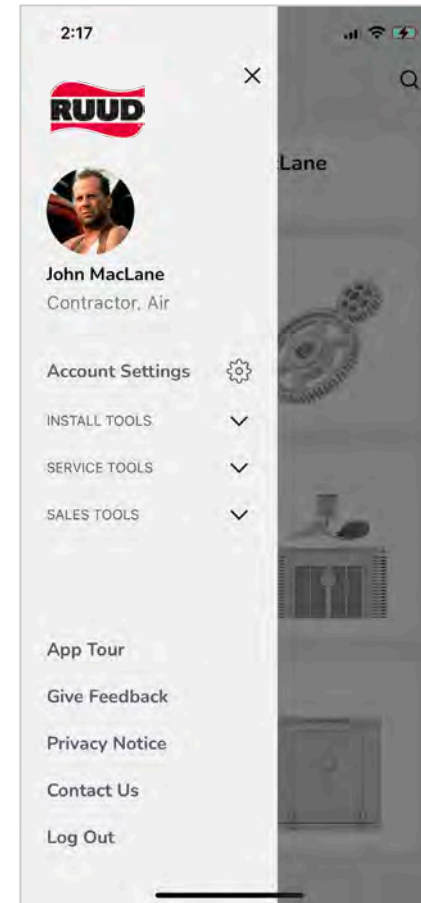
HAMBURGER MENU

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

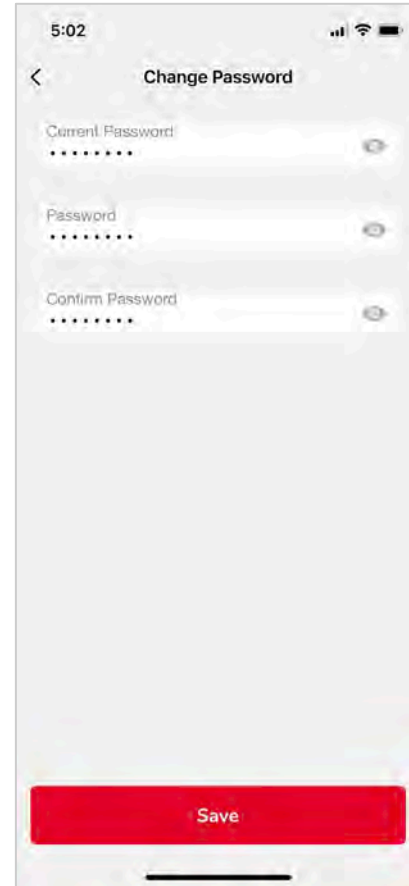
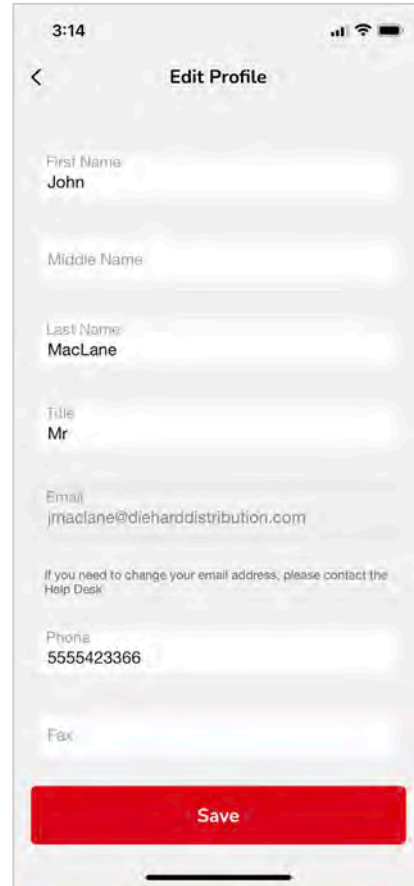
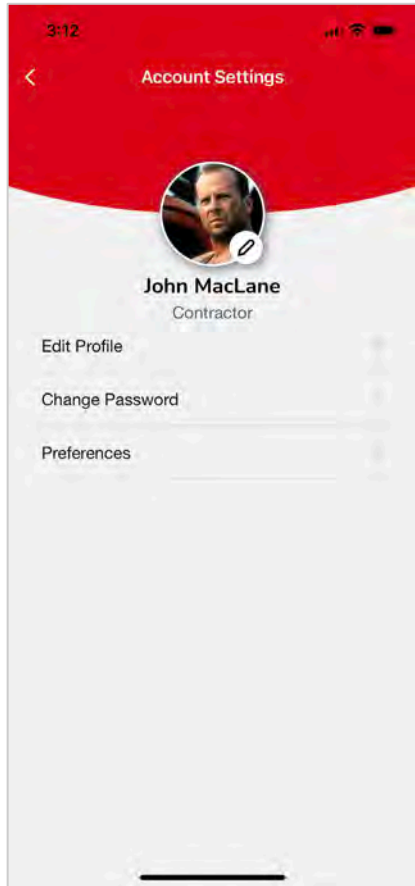


Guest user view

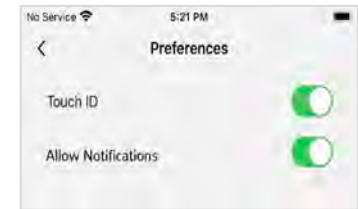


ACCOUNT SETTINGS

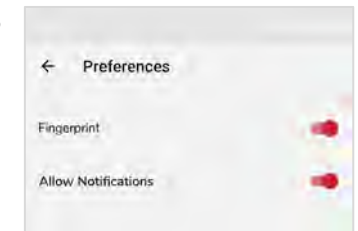
Editing the Account Settings will edit the MyRuud profile.



iPhone Preferences



Android Preferences





FEATURE LIST COMPARISON

	Feature	Guest Features	Logged-In User Features
Basic Features	App Tour	✓	✓
	Contact Us	✓	✓
	Request Account	✓	✓
	Scan Product bar code	✓	✓
Install & Service	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

The screenshot shows the 'Install' tab selected in the top navigation bar. Below the navigation bar are several blue buttons: 'Setup With Bluetooth', 'QR or Bar Scan Code', 'Run Diagnostic', and 'Show System Status'. Below these is a section titled 'INSTALL TOOLS' containing 'Product Technical Support', 'Lookup Retailer', and 'Lookup Distributor'. At the bottom, there is a section titled '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 look up product's warranty.

 Air Contractors only.

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

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



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

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

Tap to view a list of retailers 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.



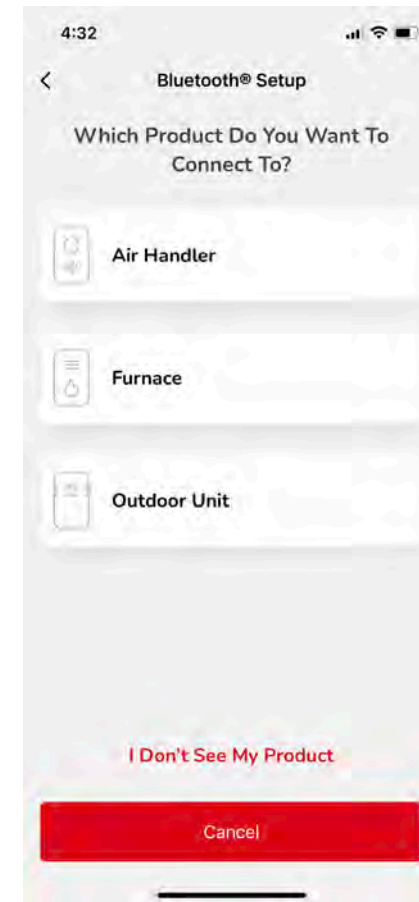
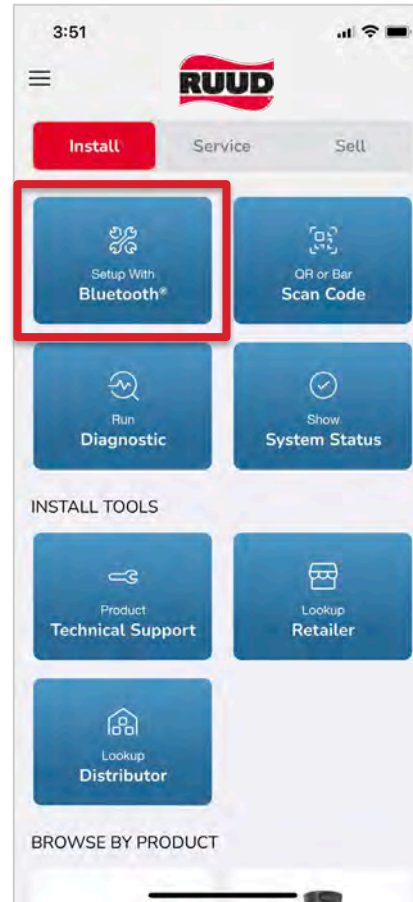
SECTION 3 BLUETOOTH SETUP



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.

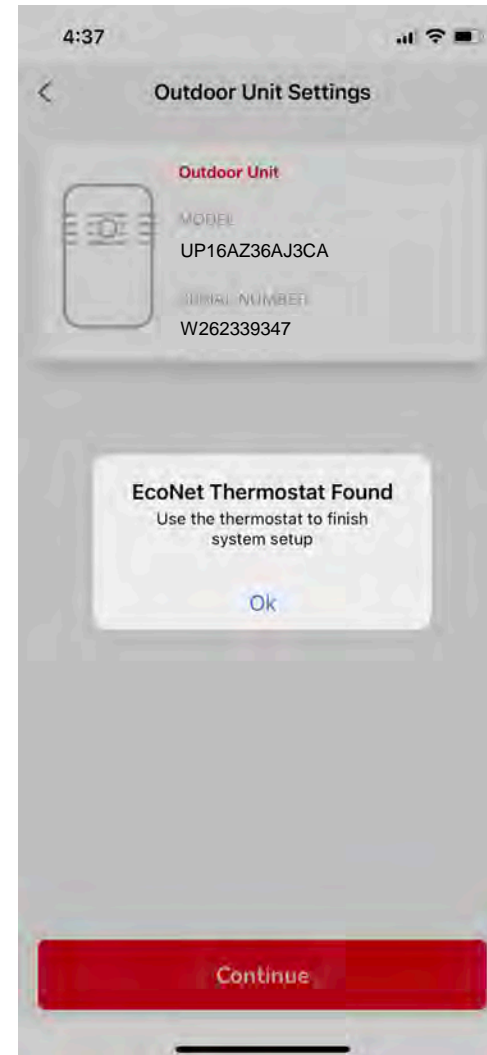
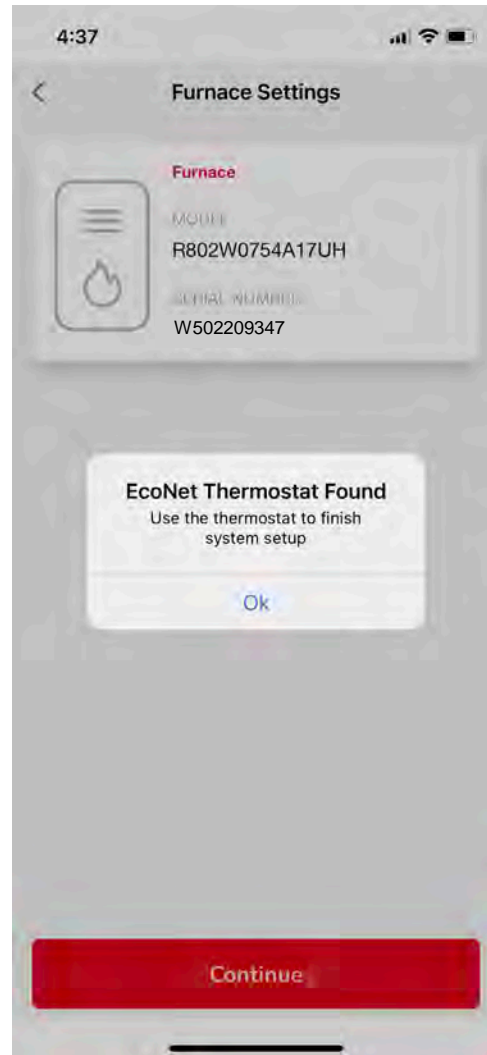
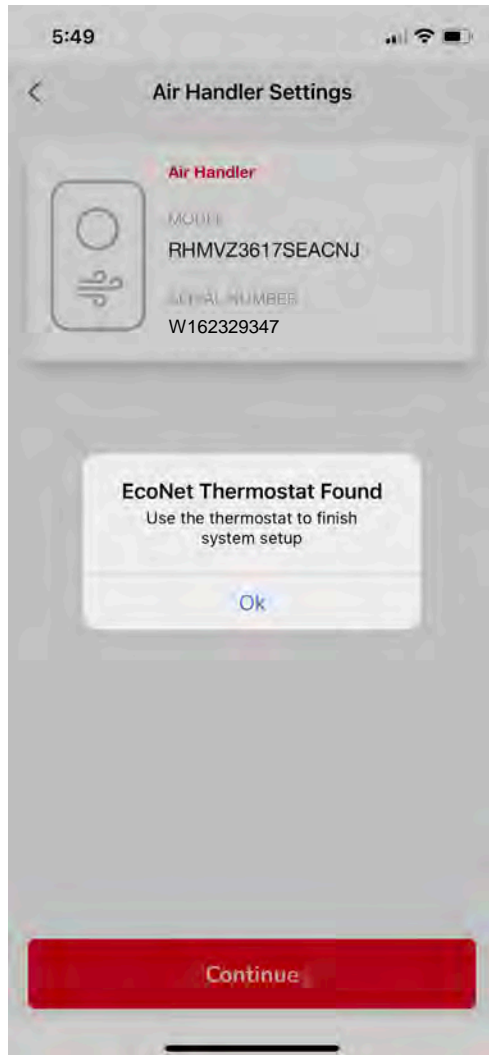
1. On the **Install** tab, tap **Setup with Bluetooth**.
2. On the Connect Bluetooth screen, select the required product type.
3. **Optional:** If the App finds several products of the same type, confirm the product serial number to select the required product in the Found Products list.





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.





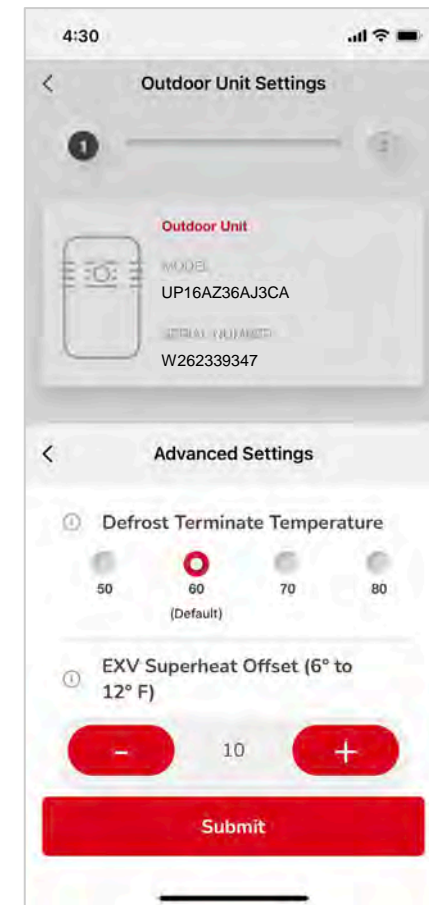
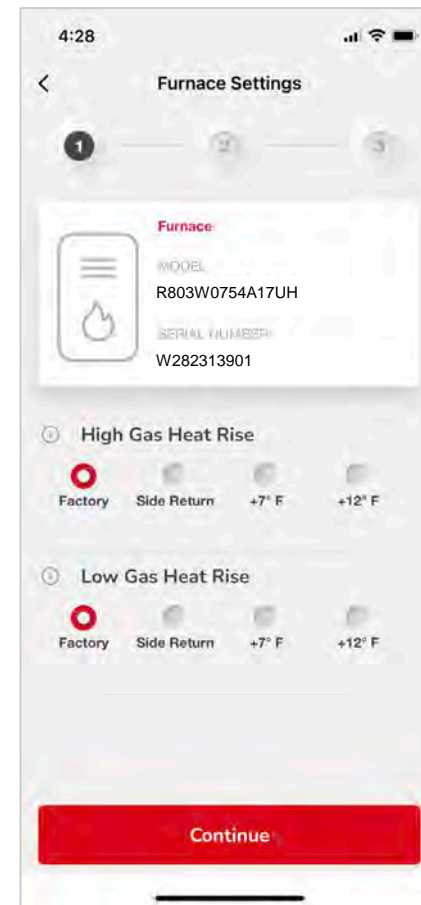
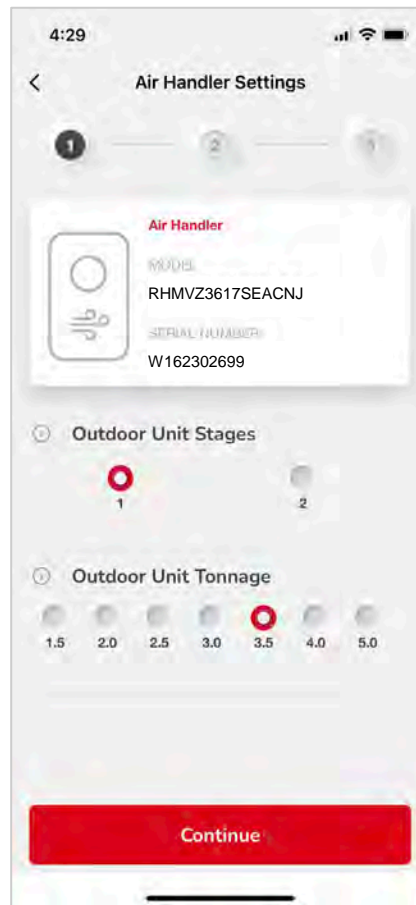
SETTING UP A PRODUCT

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.

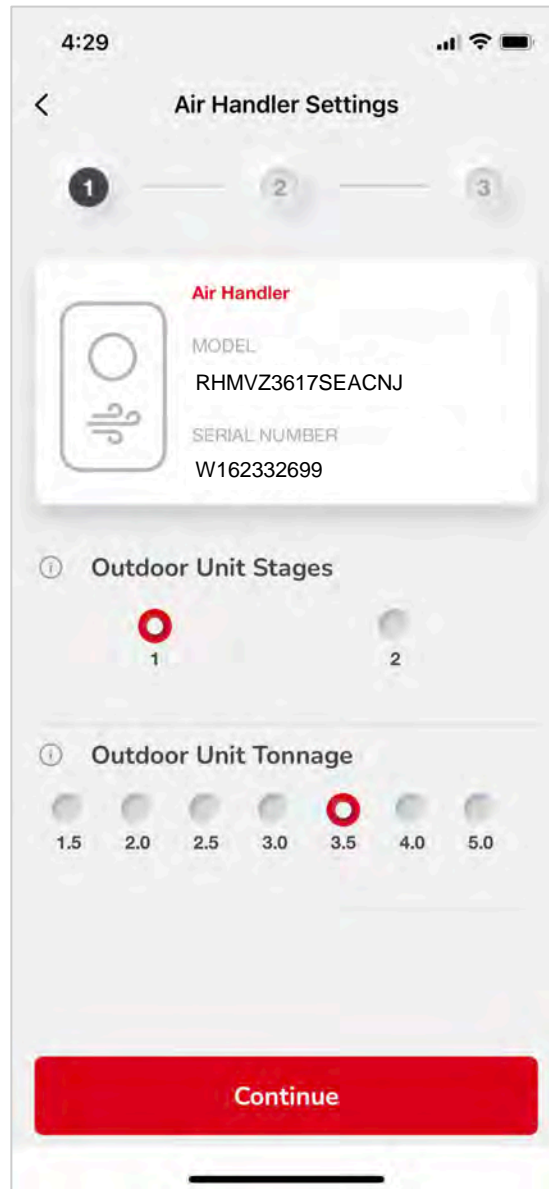
Once connected to the required product...

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**.





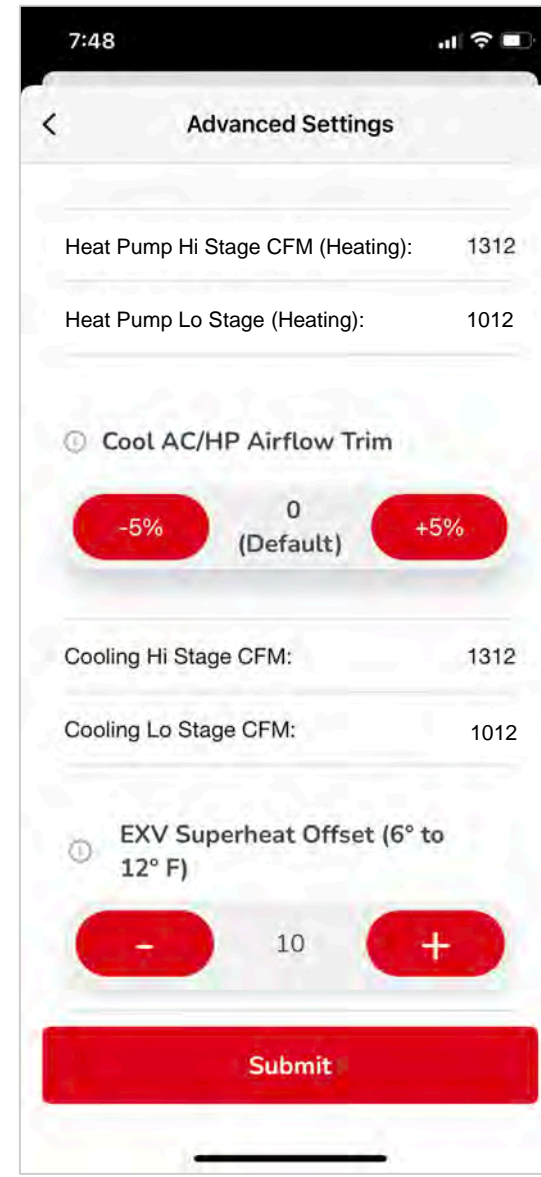
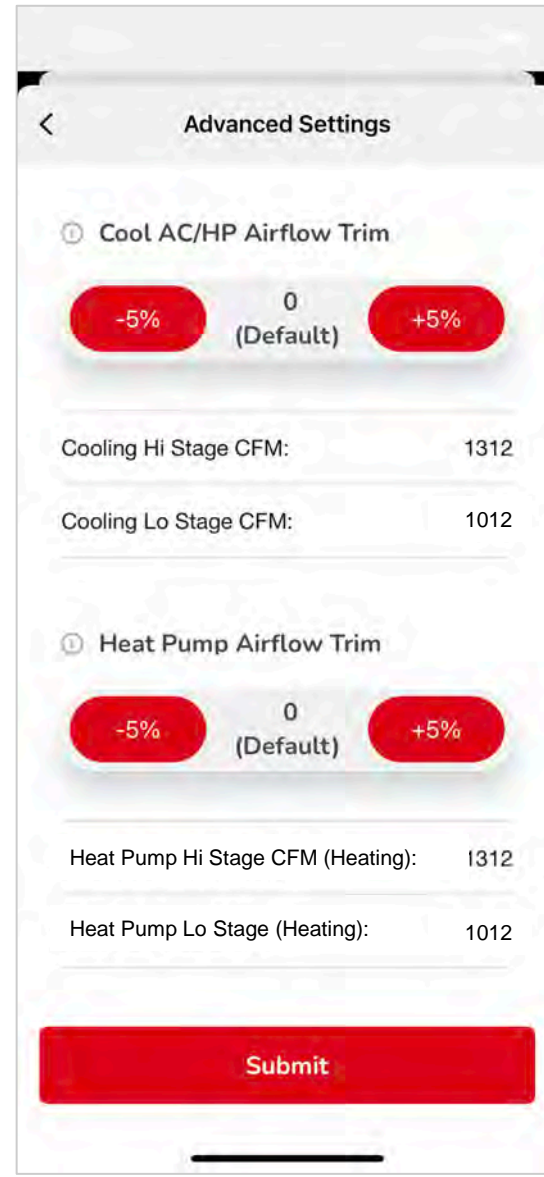
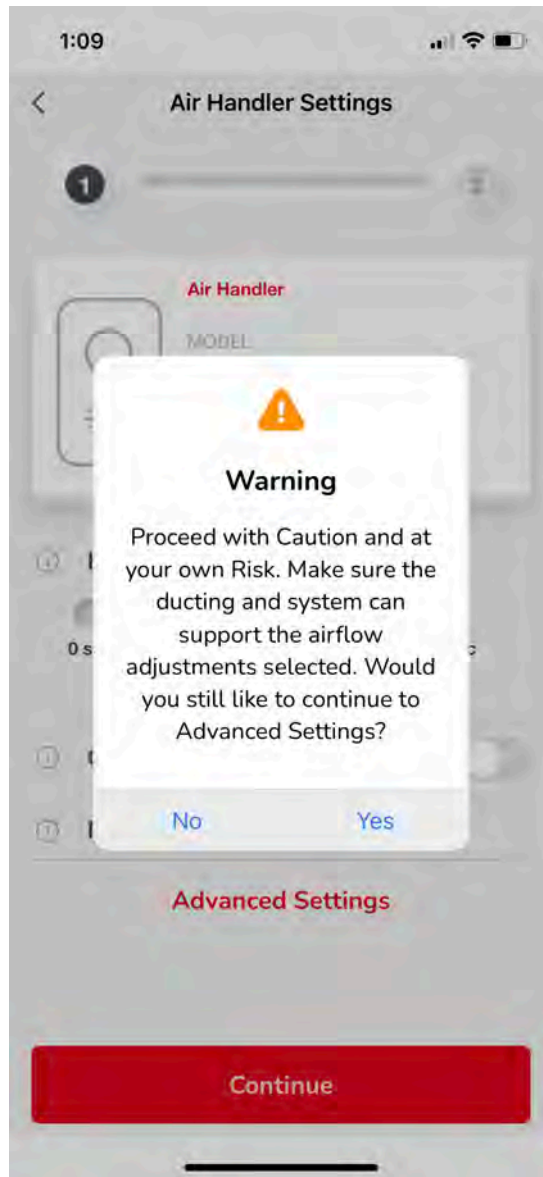
AIR HANDLER SETTINGS - BASIC



Continue to
Advanced Settings



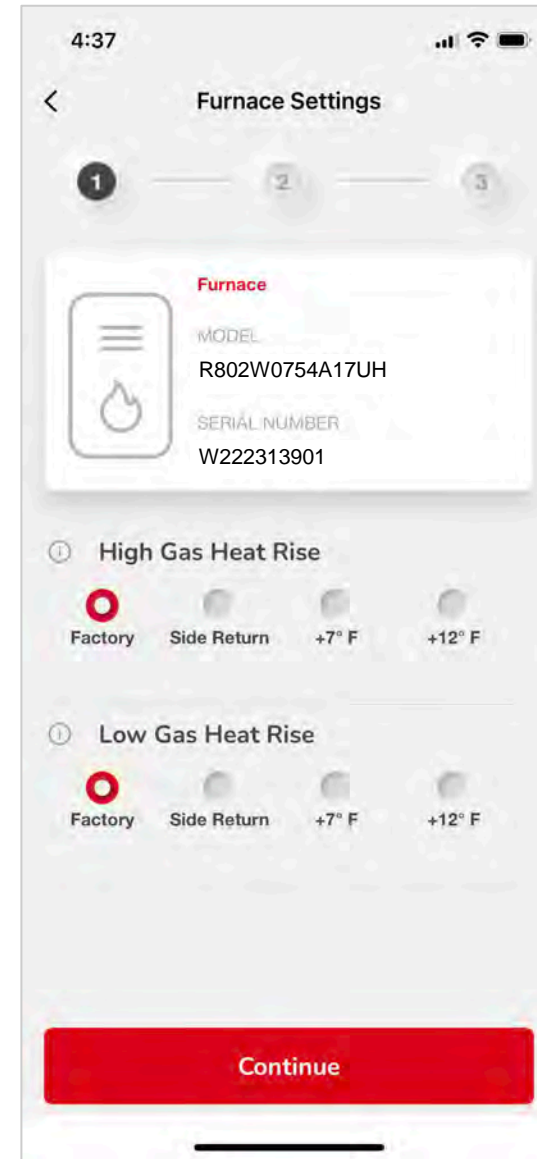
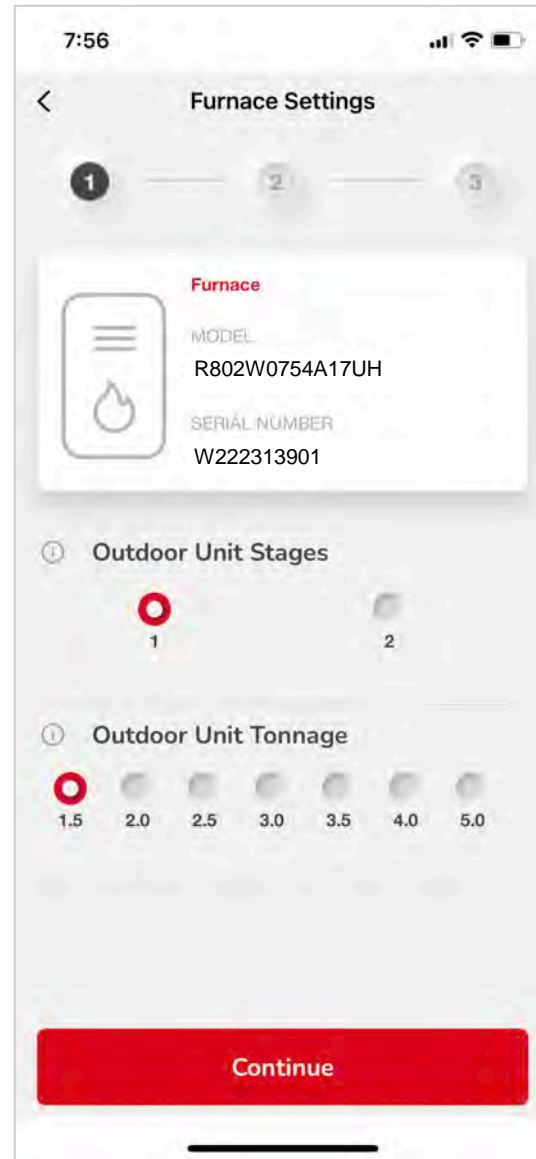
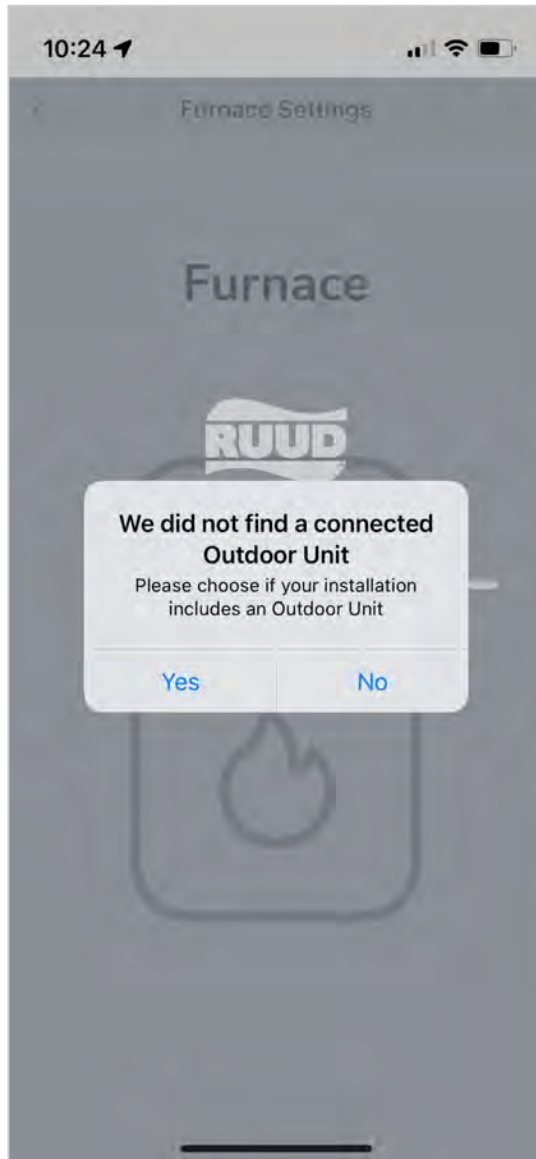
AIR HANDLER SETTINGS - ADVANCED



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



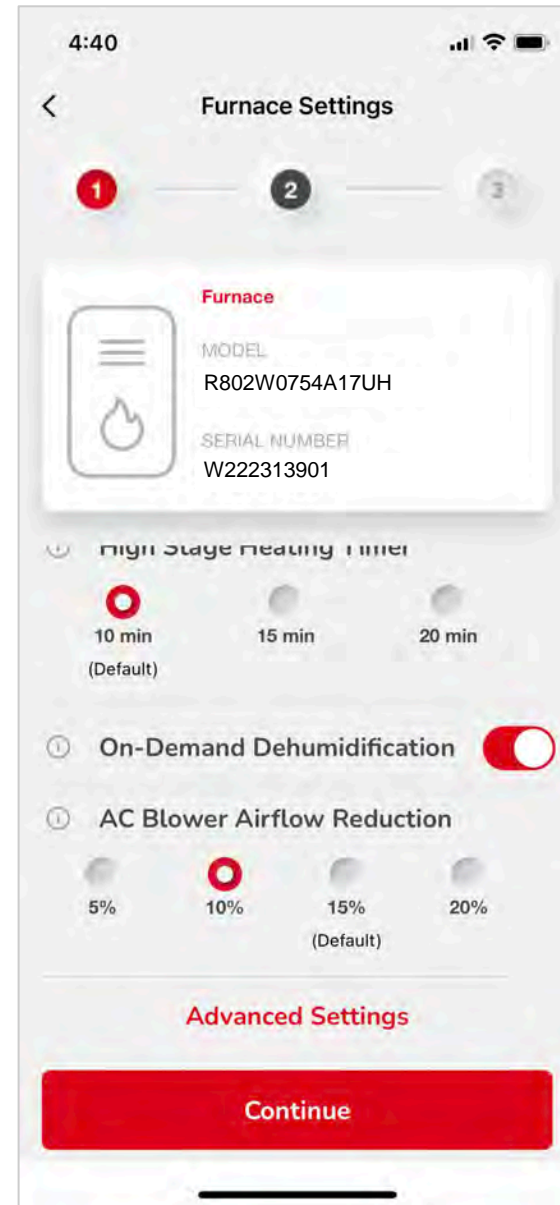
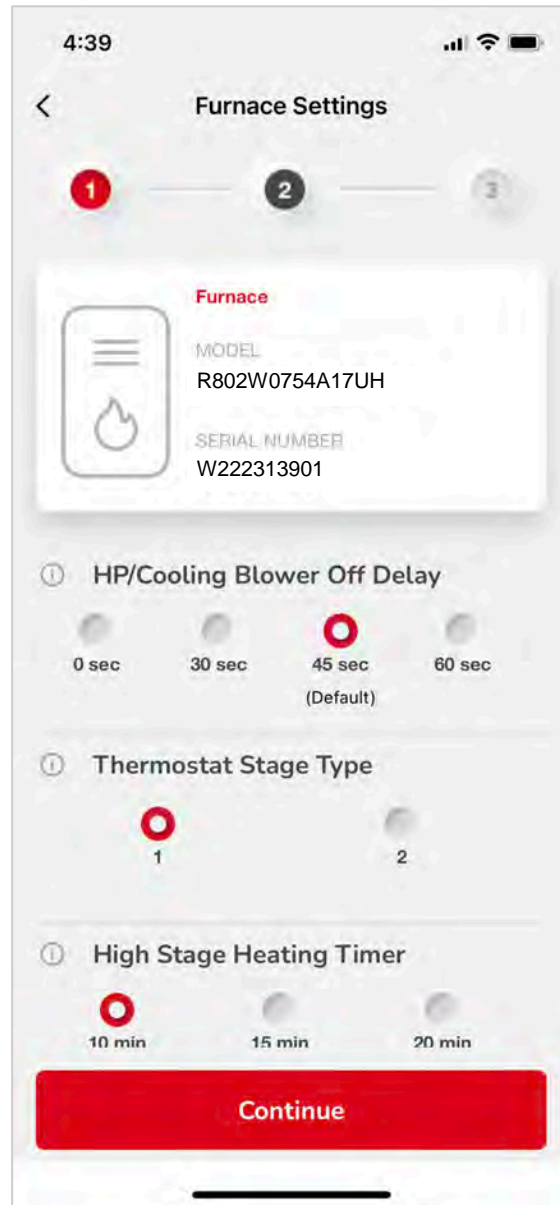
FURNACE BASIC SETTINGS (NO OUTDOOR UNIT)



Basic Settings
continue...



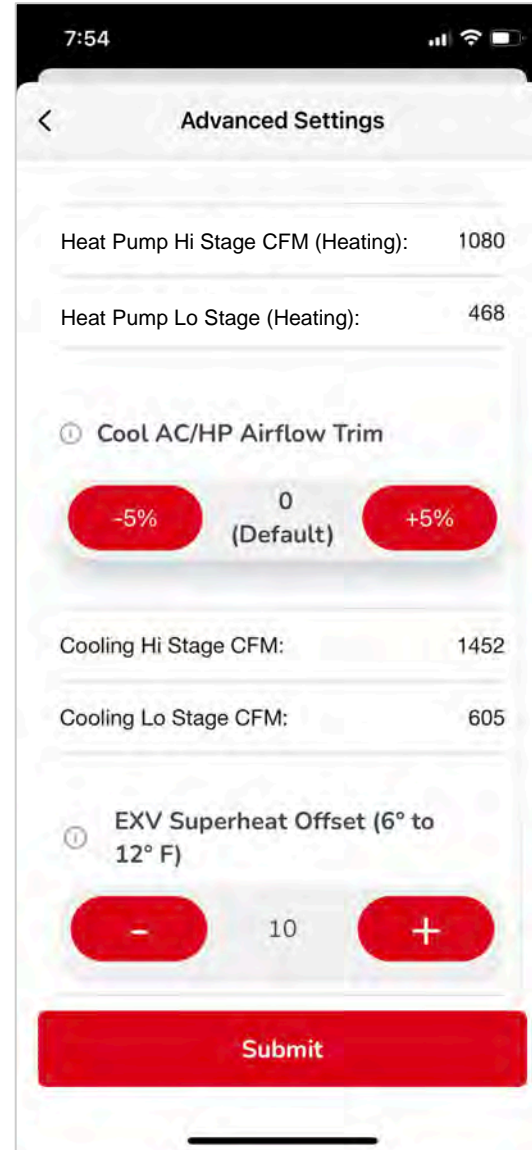
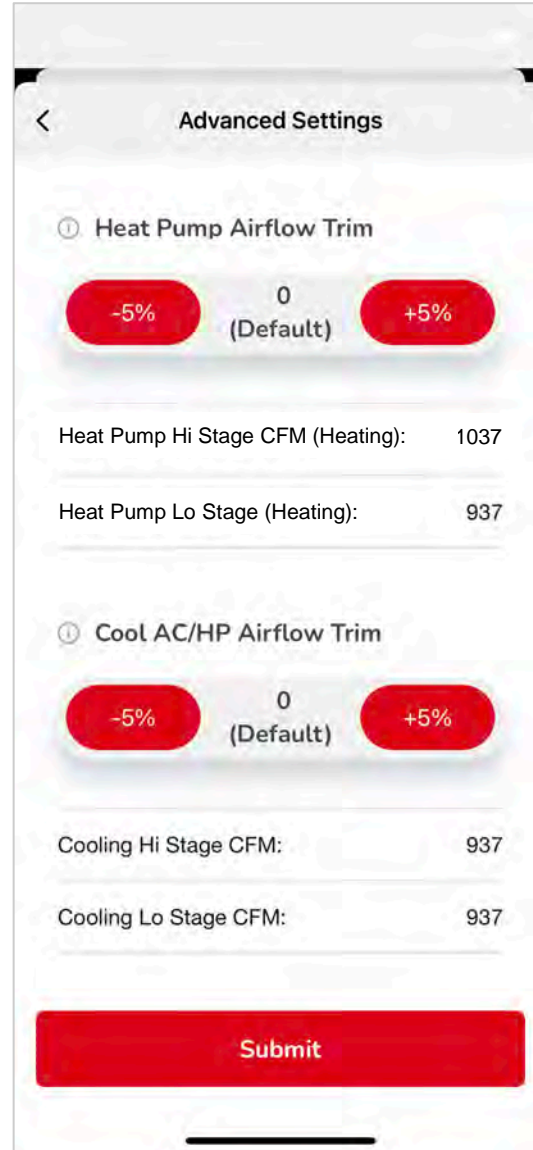
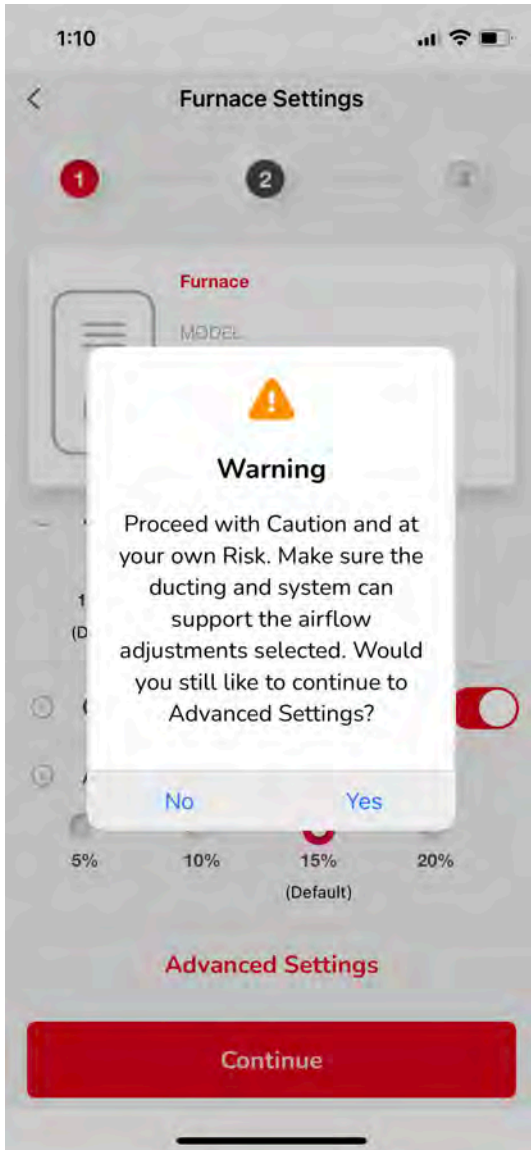
FURNACE BASIC SETTINGS



Continue to
Advanced Settings...



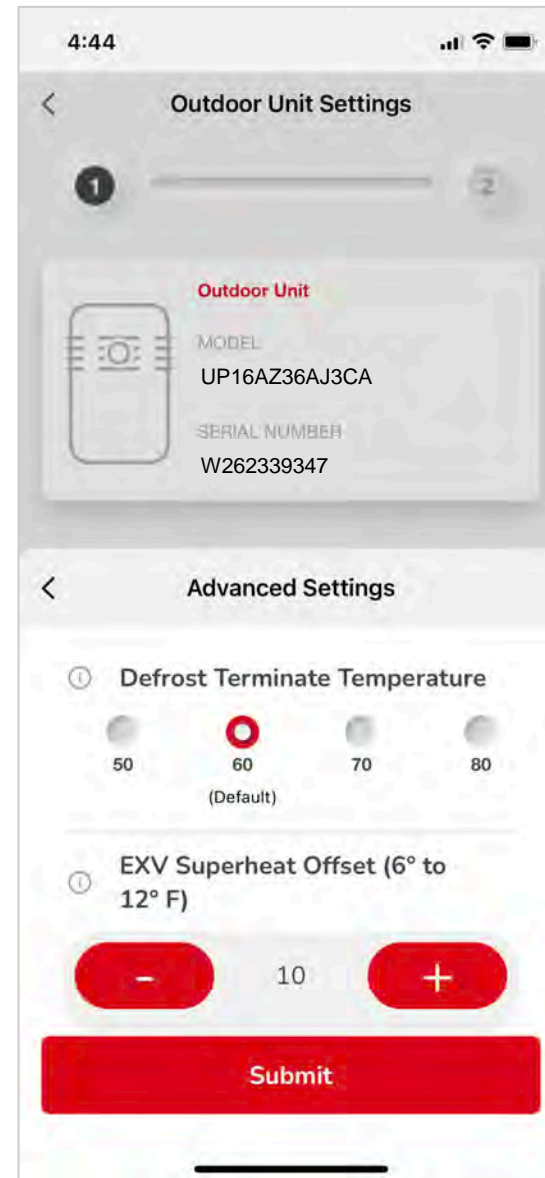
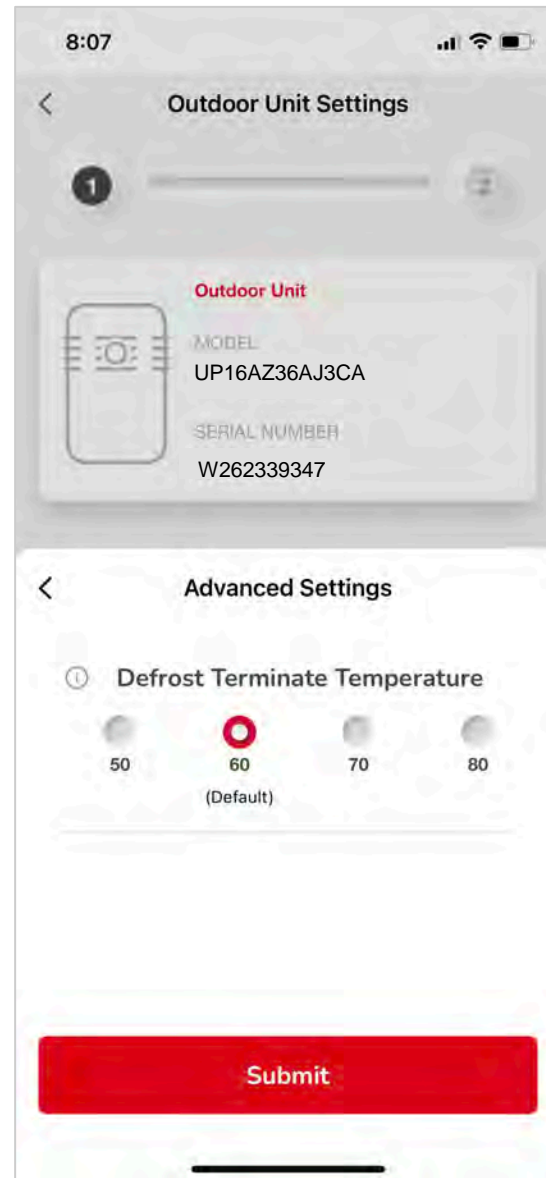
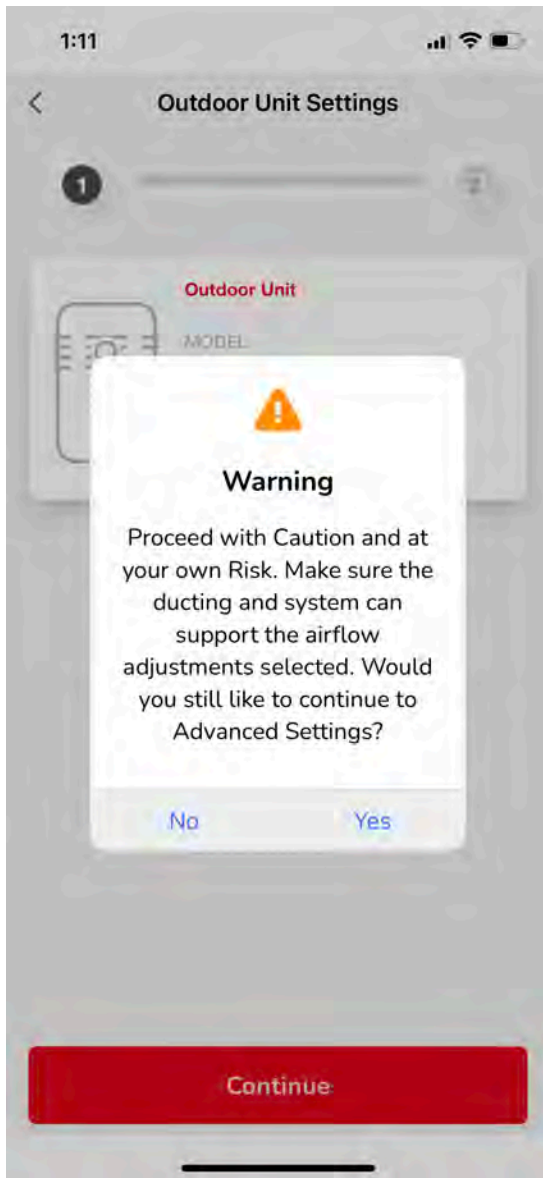
FURNACE ADVANCED SETTINGS



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.



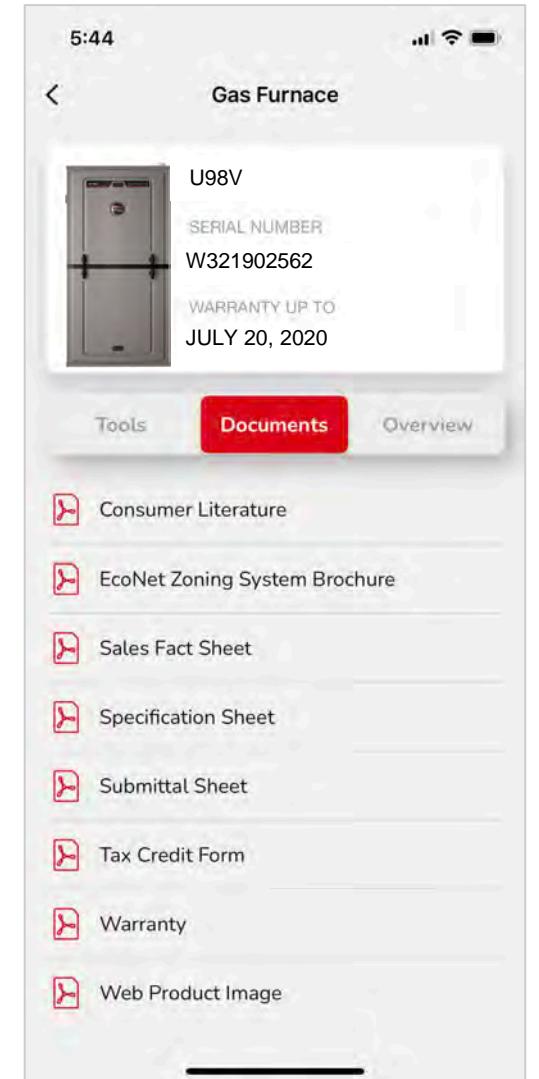
SECTION 4
GETTING PRODUCT INFORMATION



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.

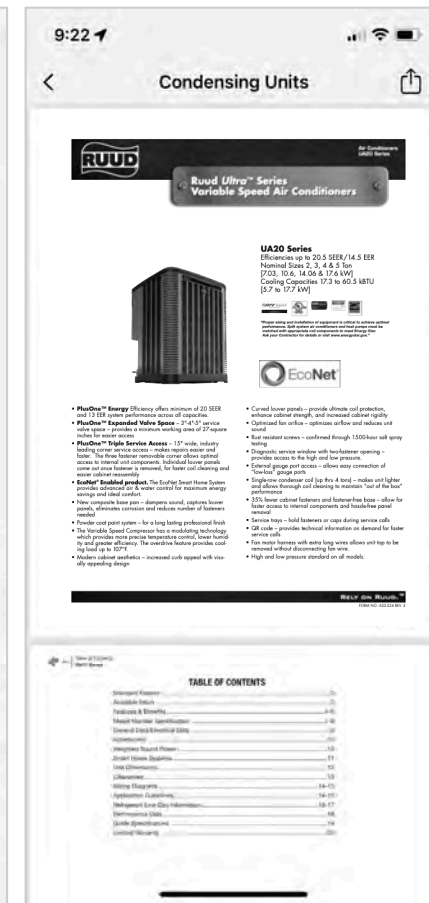
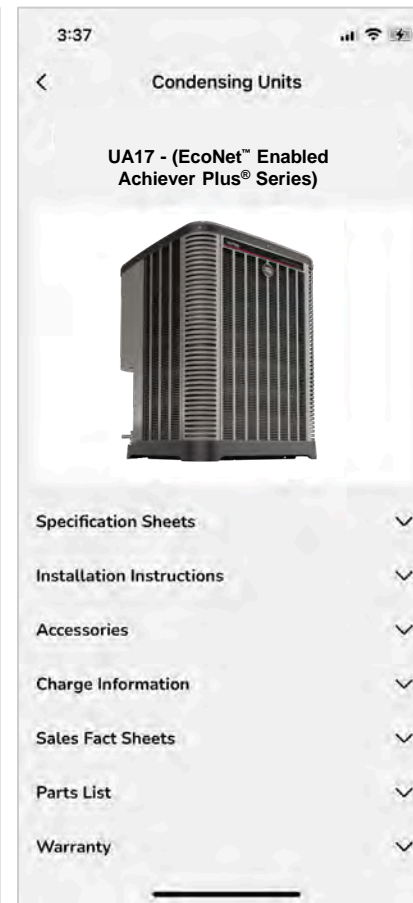
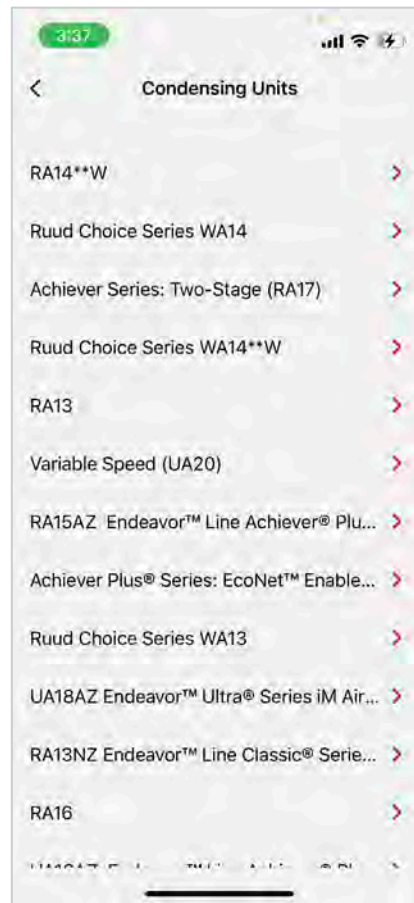
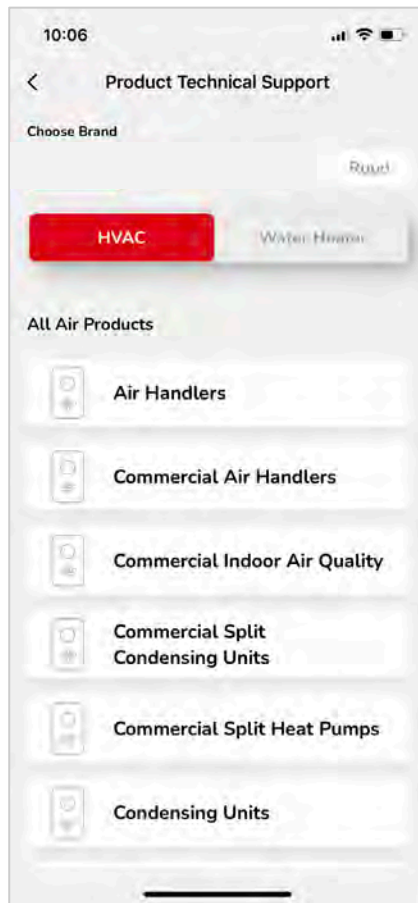




ACCESSING PRODUCT DOCUMENTS

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.

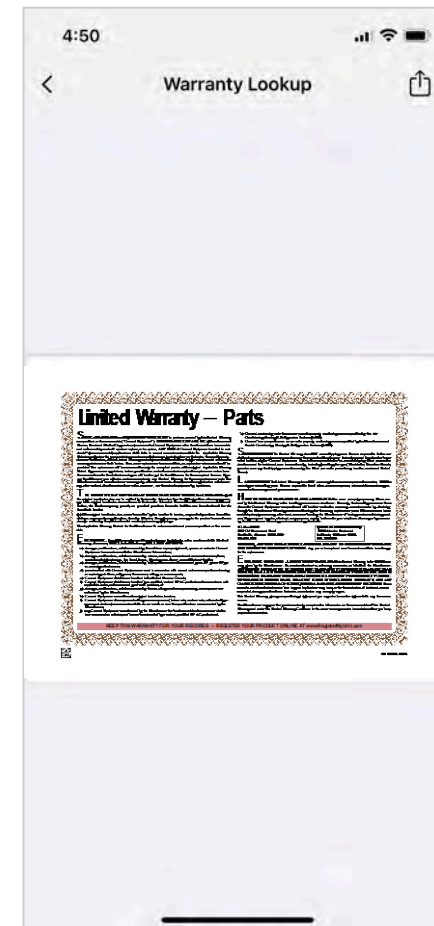
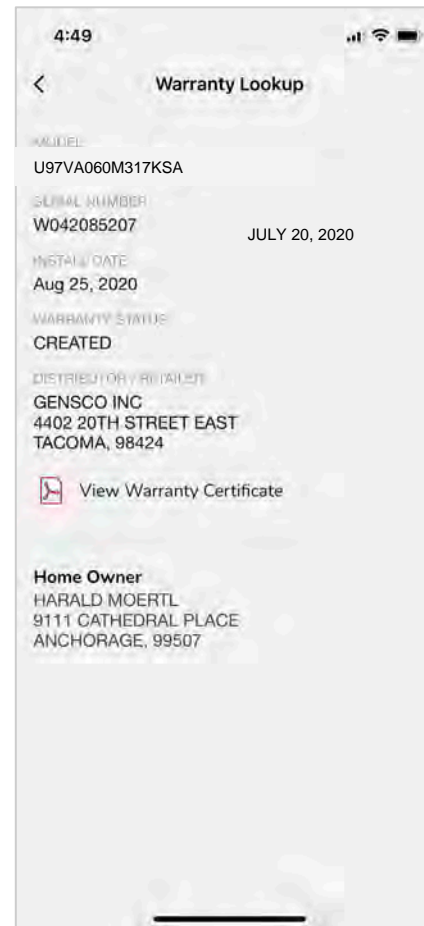
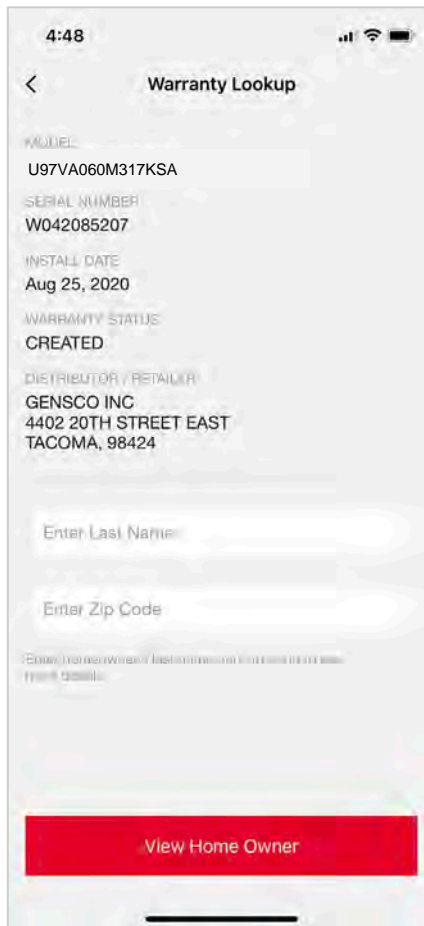




LOOKING UP WARRANTY

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**.



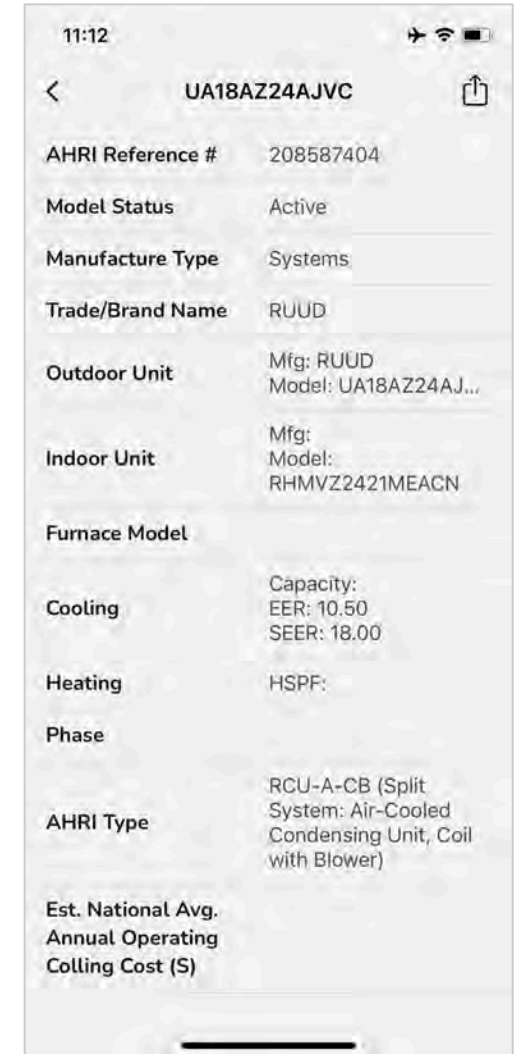
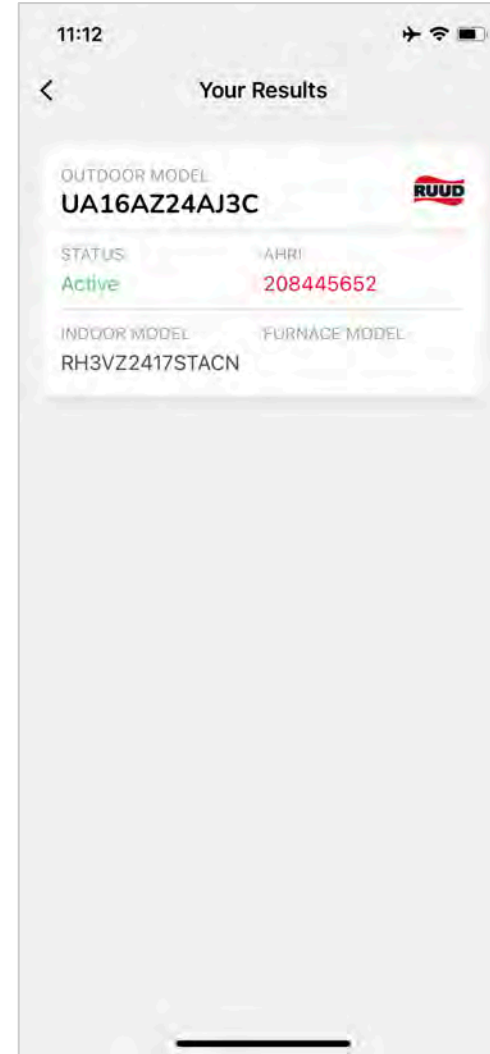
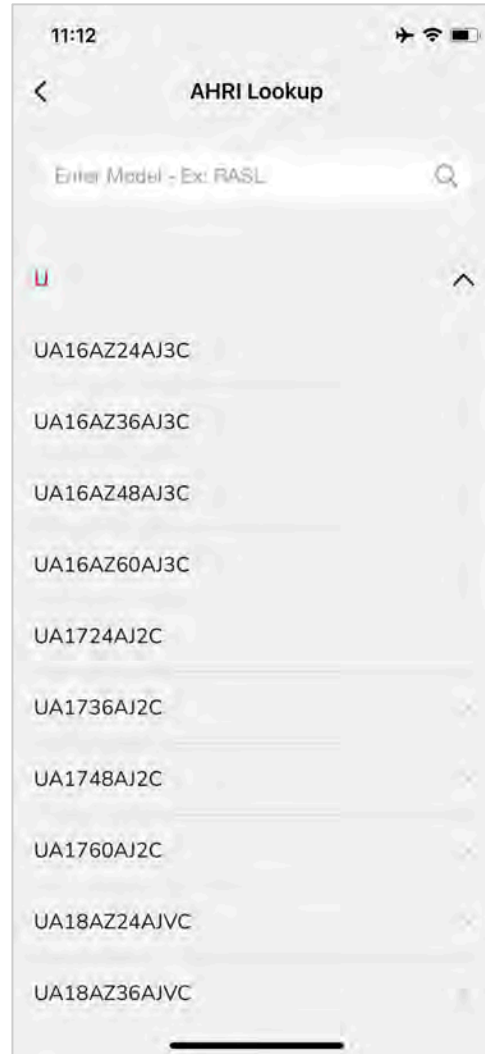


LOOKING UP AHRI

 *Air Contractors only.*

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.





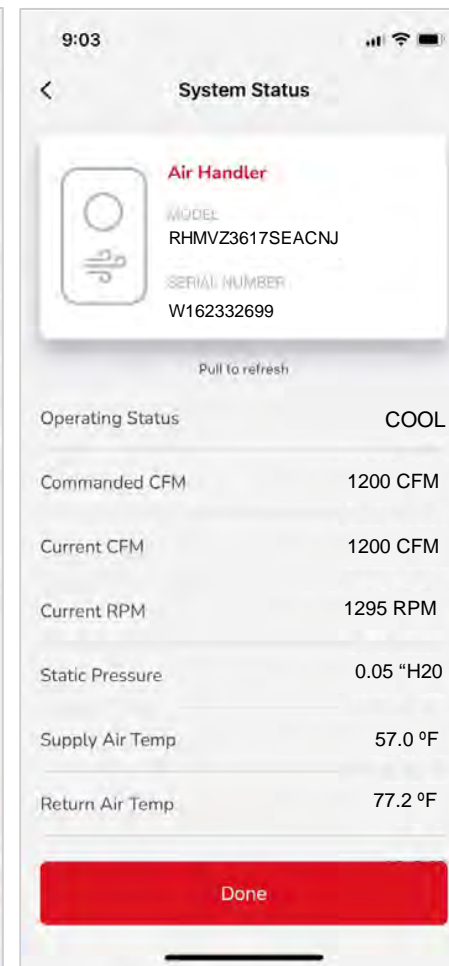
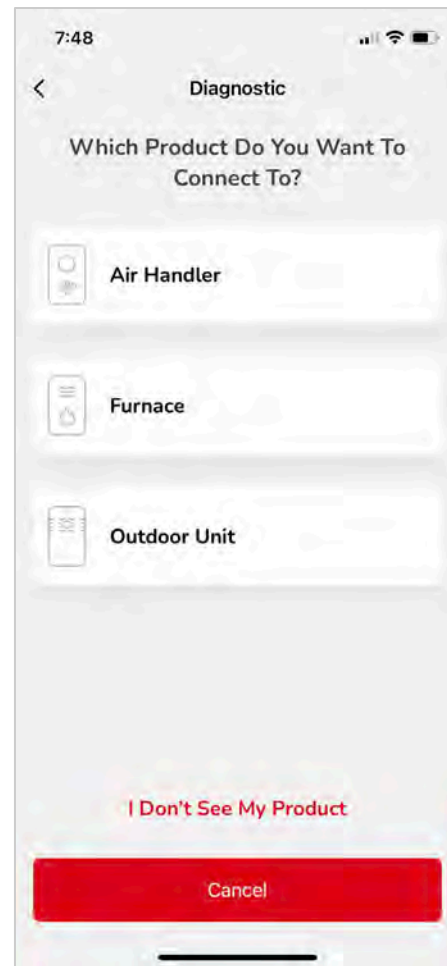
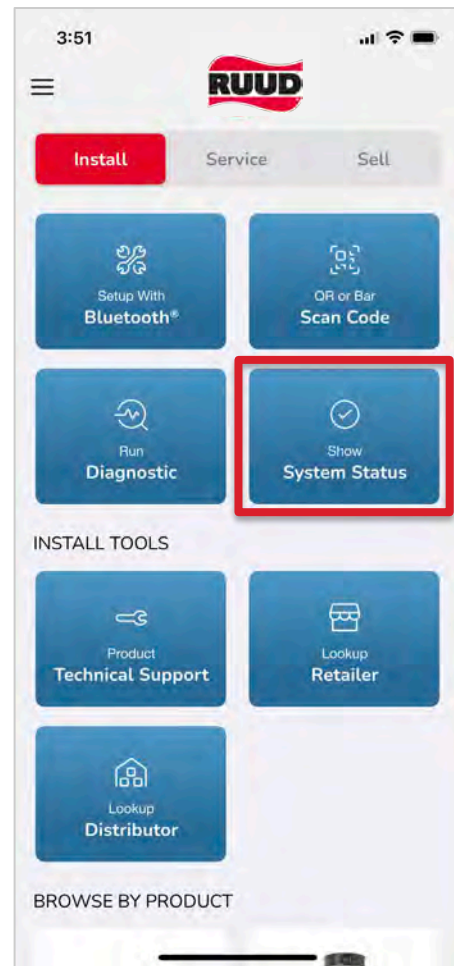
SECTION 5
PRODUCT STATUS & DIAGNOSTICS



VIEWING SYSTEM STATUS

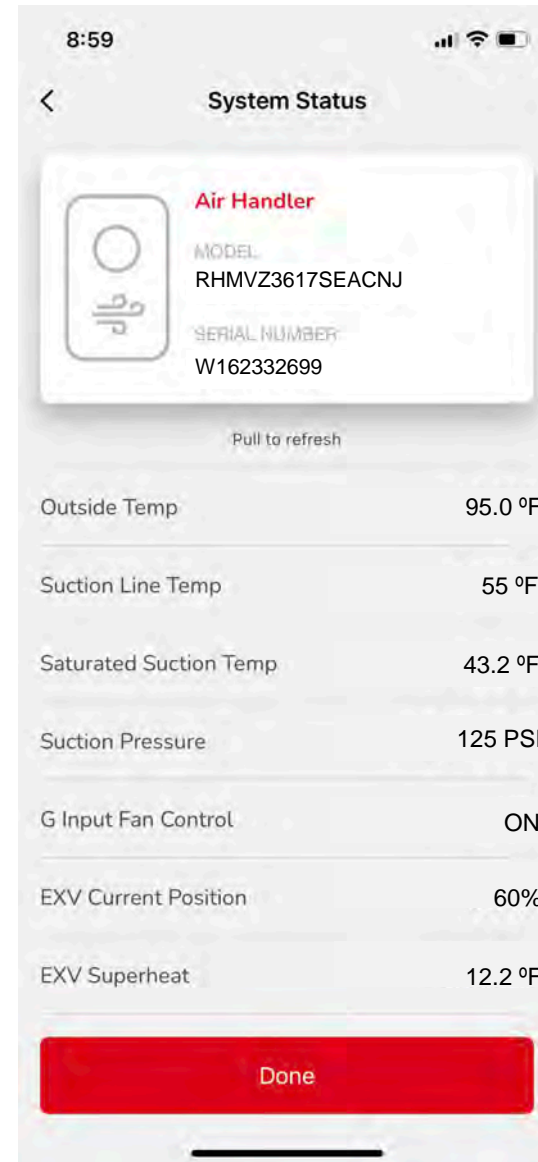
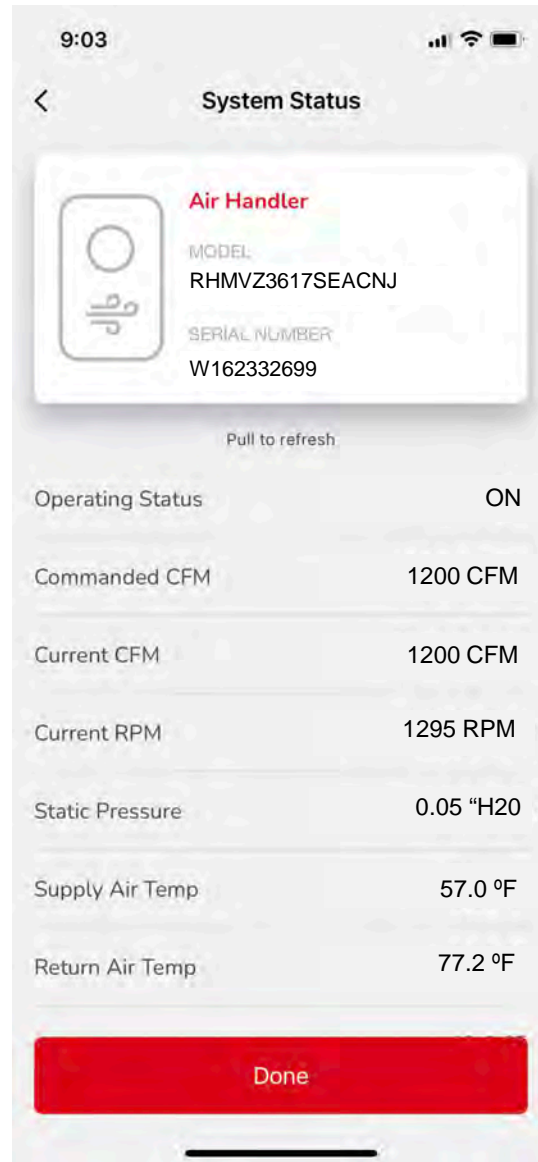
You can view the current state of a product's status objects by connecting to the product via Bluetooth.

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.



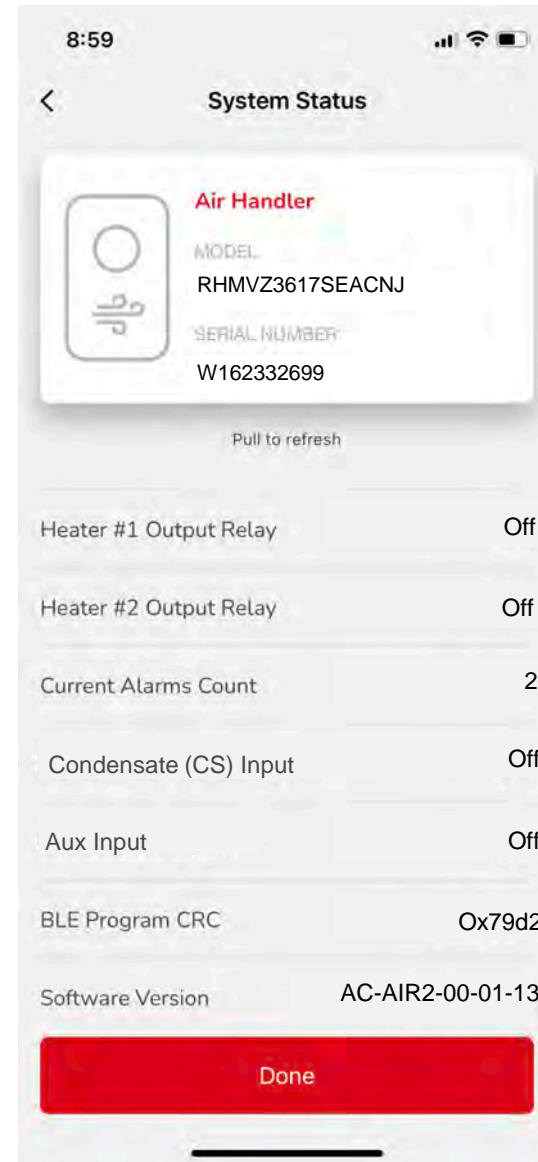
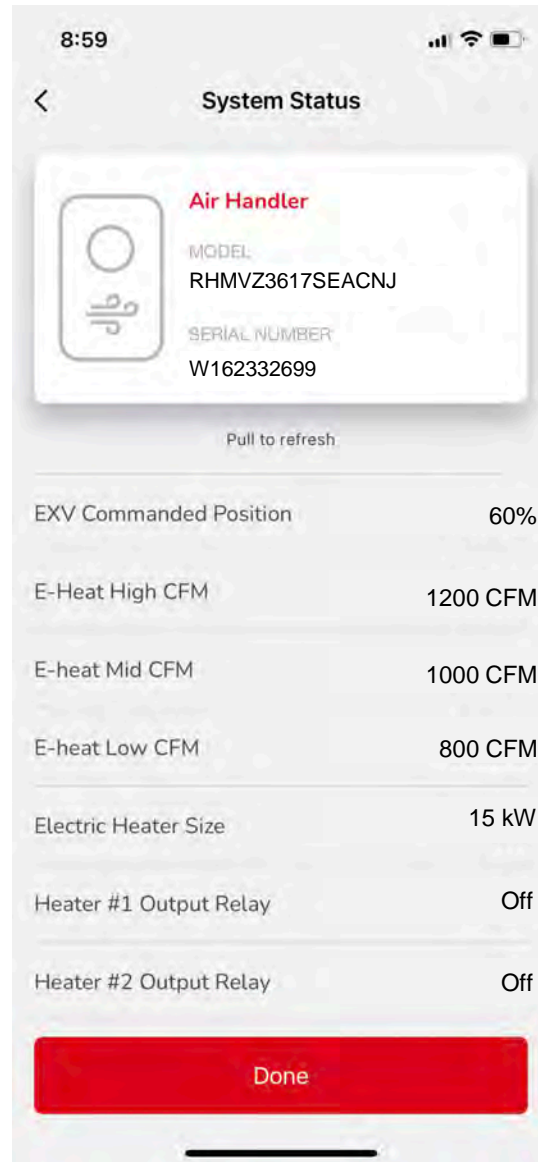


AIR HANDLER SYSTEM STATUS OBJECTS



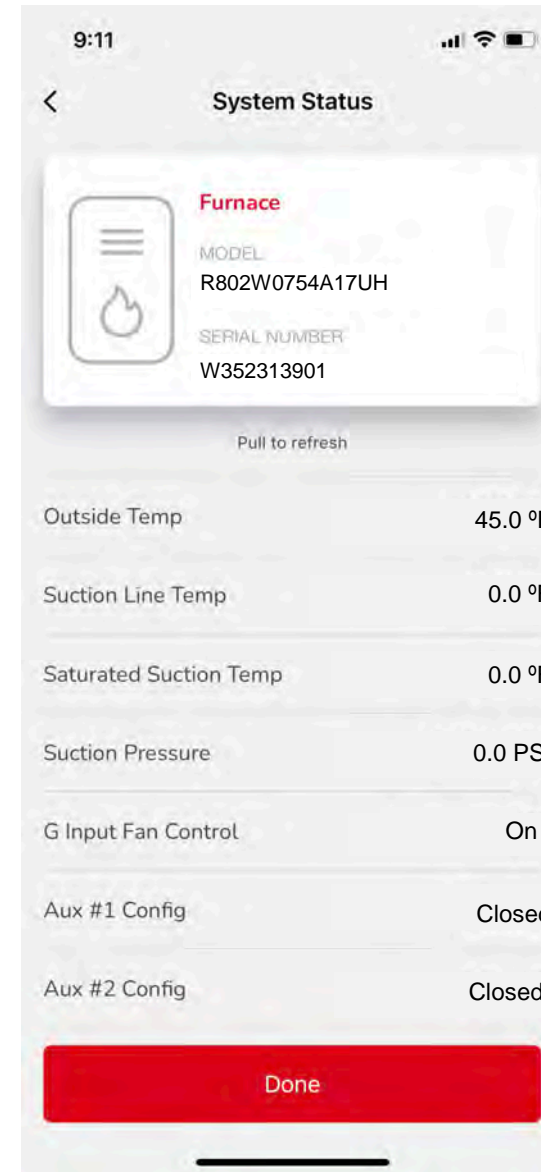
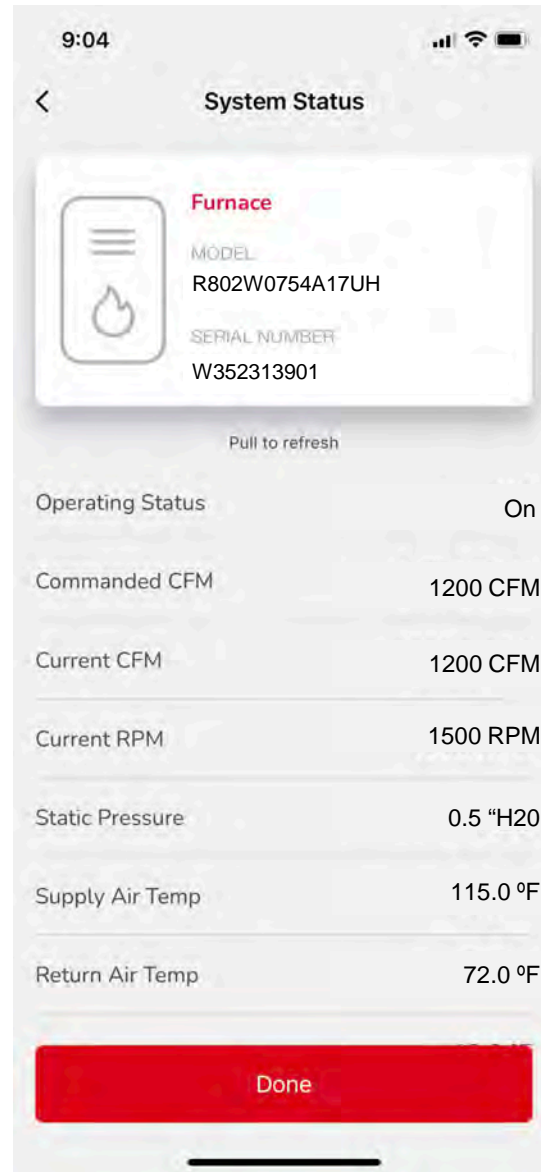


AIR HANDLER SYSTEM STATUS OBJECTS (CONT'D)



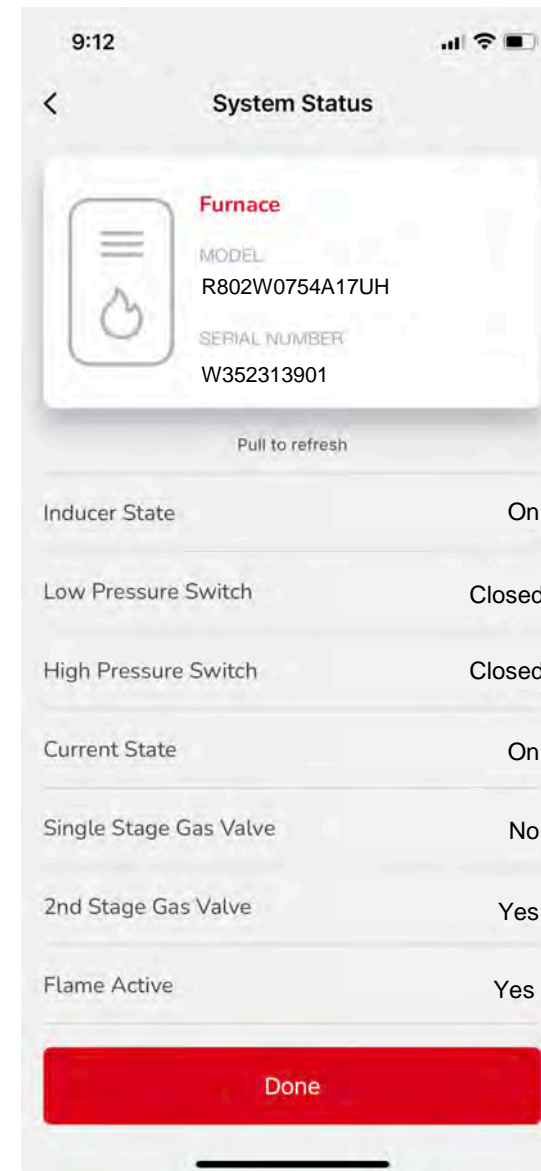
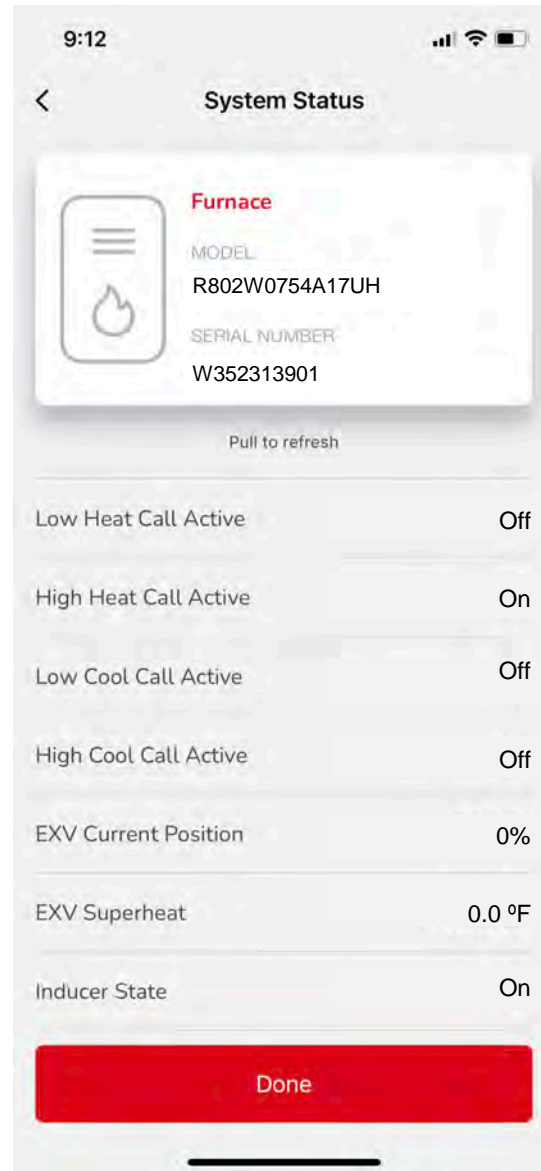


FURNACE SYSTEM STATUS OBJECTS



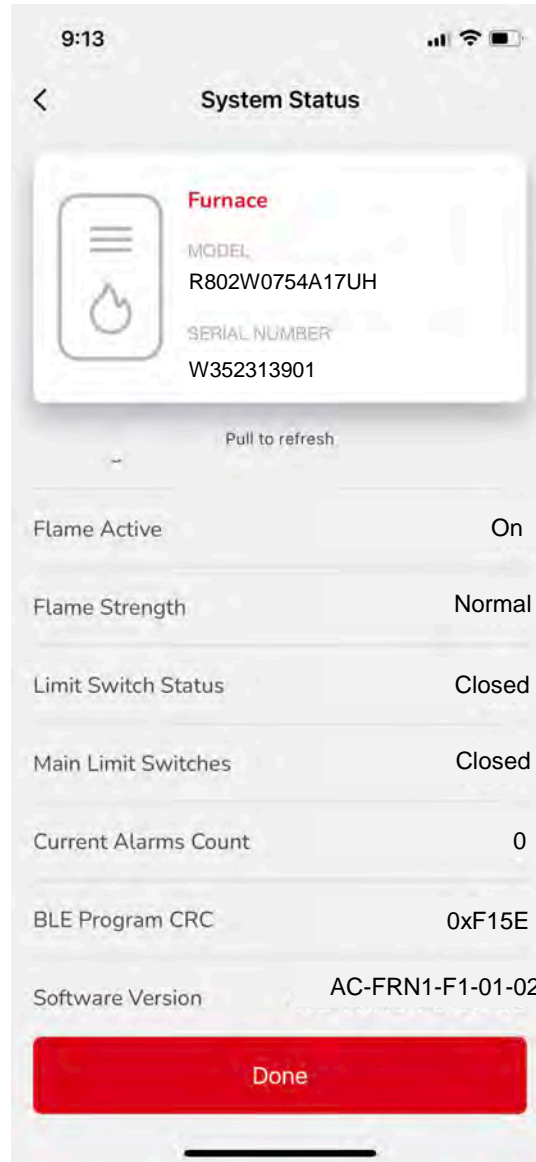


FURNACE SYSTEM STATUS OBJECTS (CONT'D)



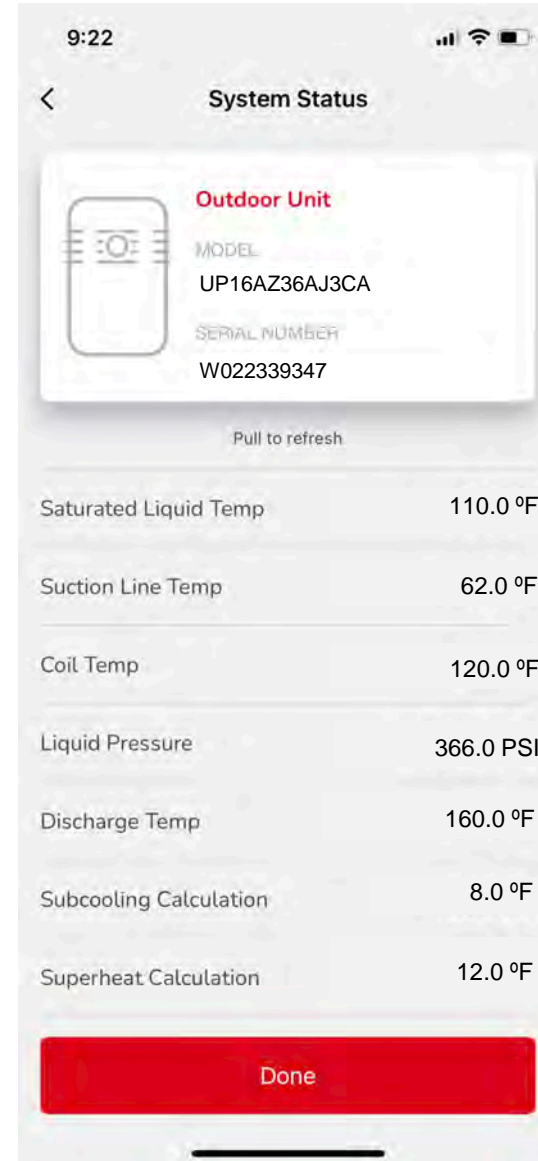
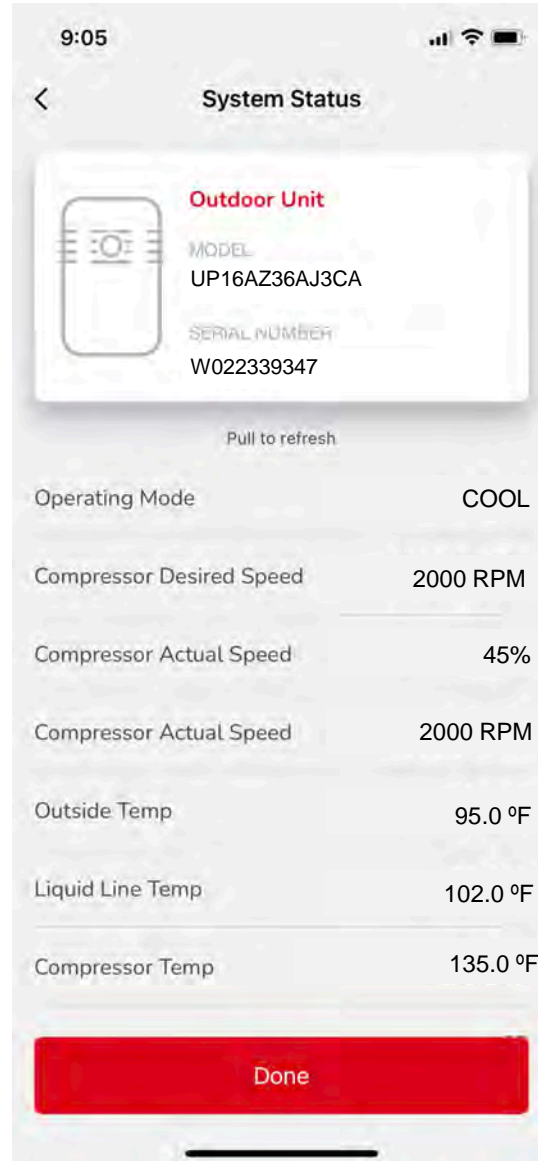


FURNACE SYSTEM STATUS OBJECTS (CONT'D)



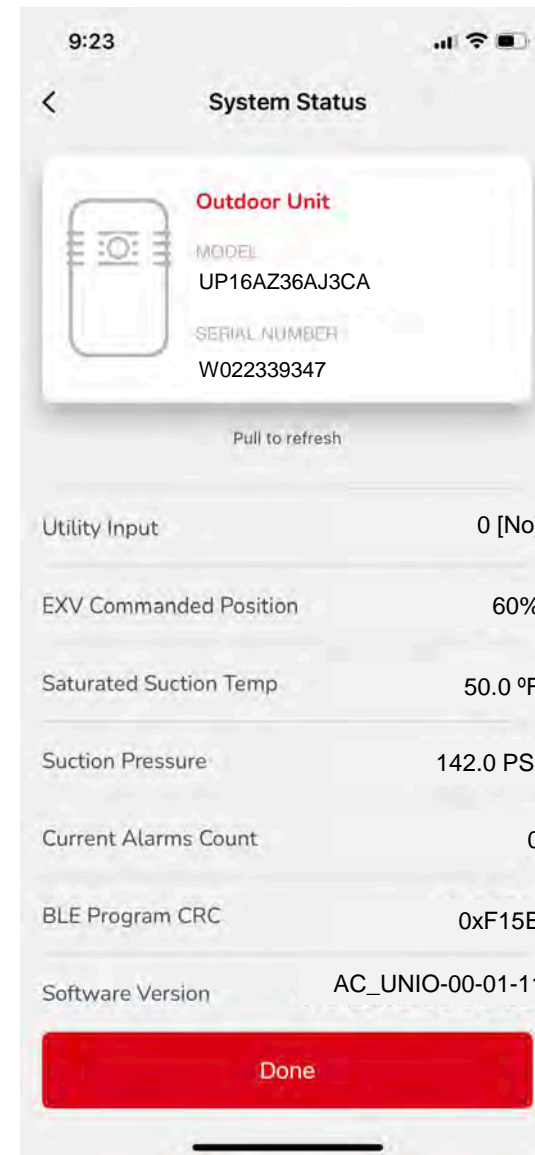
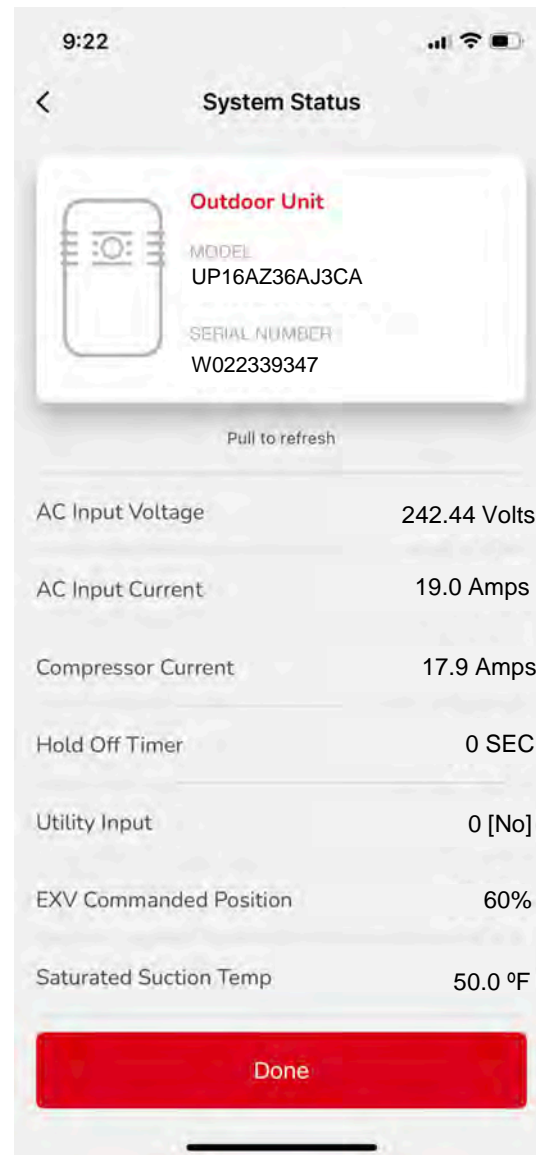


OUTDOOR UNIT SYSTEM STATUS OBJECTS





OUTDOOR UNIT SYSTEM STATUS OBJECTS (CONT'D)

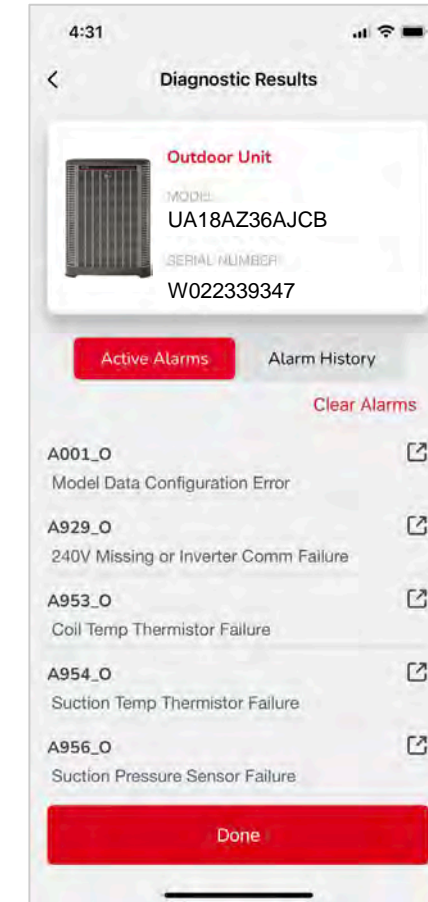
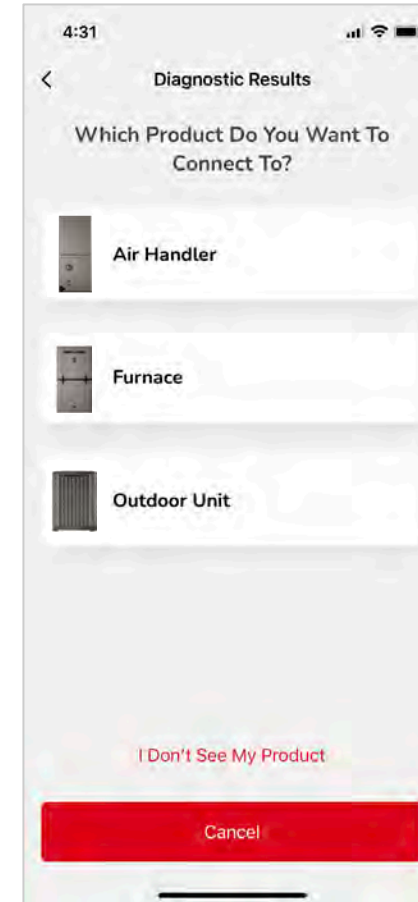
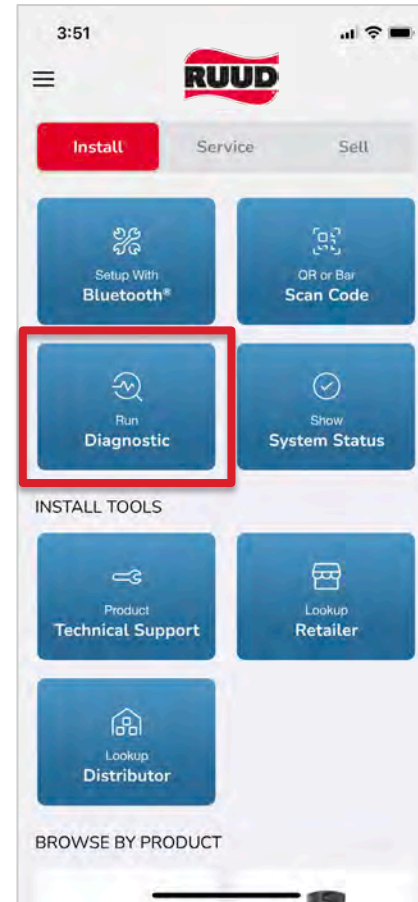




RUNNING DIAGNOSTICS

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.

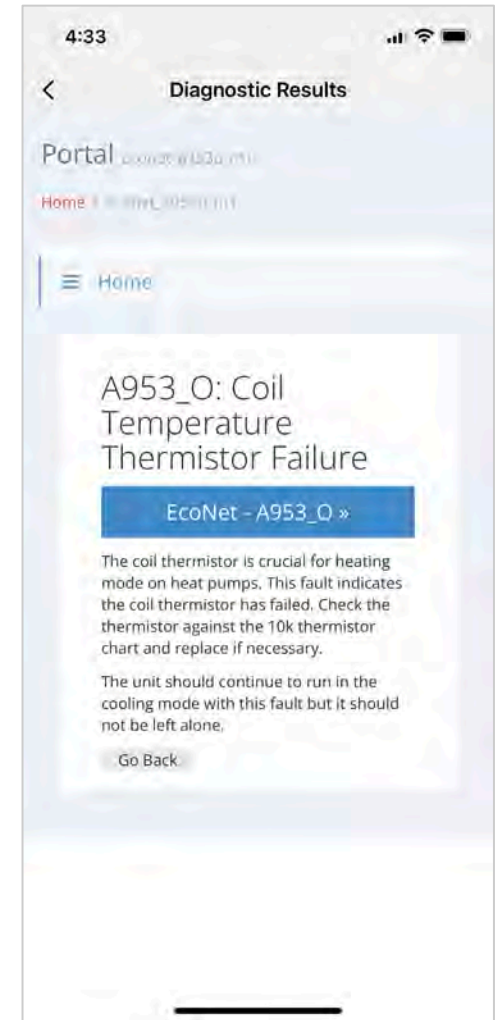
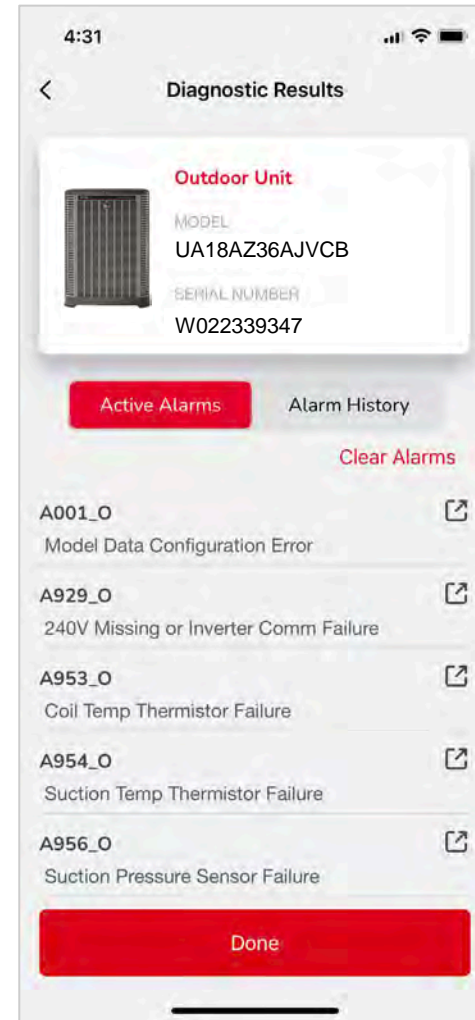




RUNNING DIAGNOSTICS (CONT'D)

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.

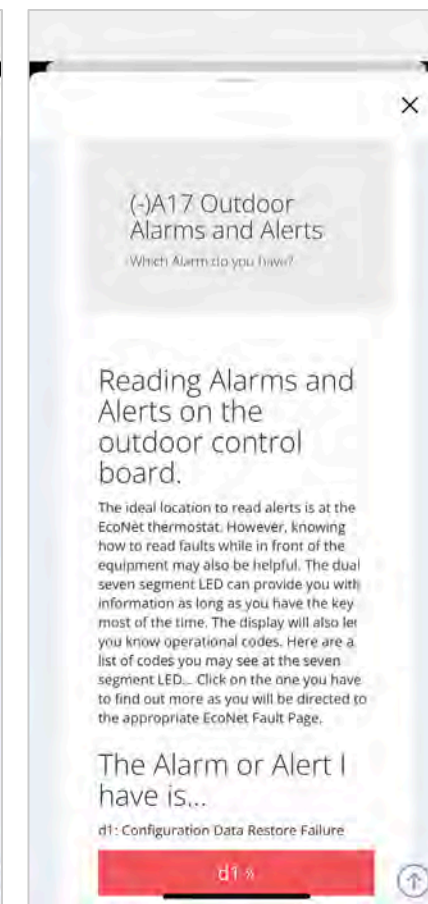
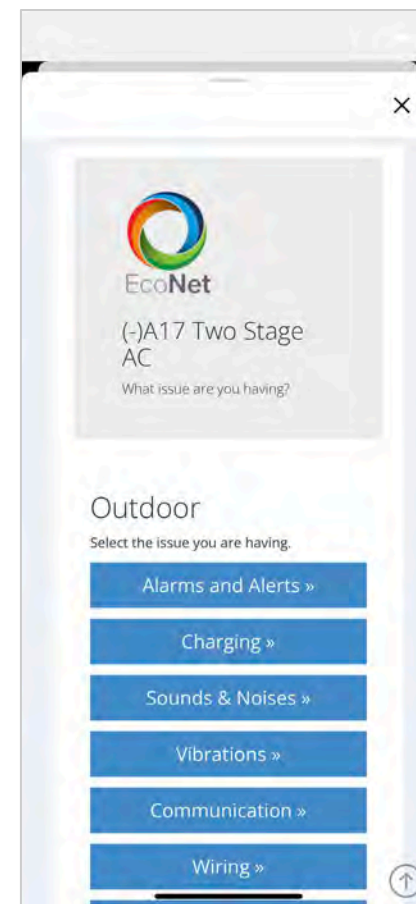
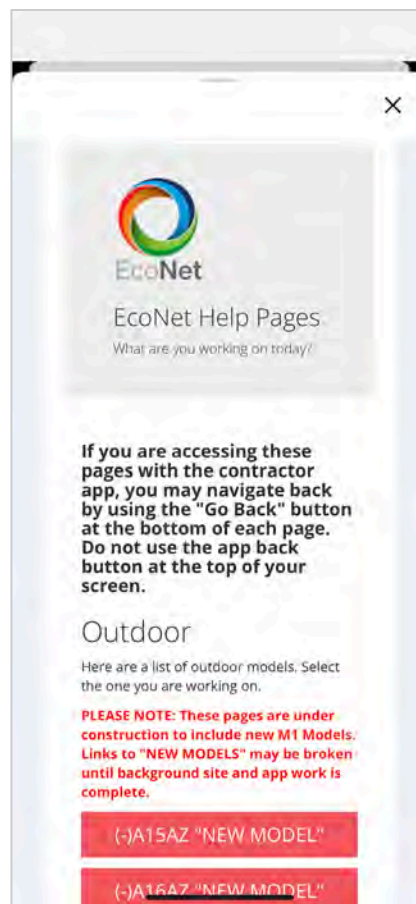
Access EcoNet Technician from the Service tab or you can also find the tool in the Hamburger menu.



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





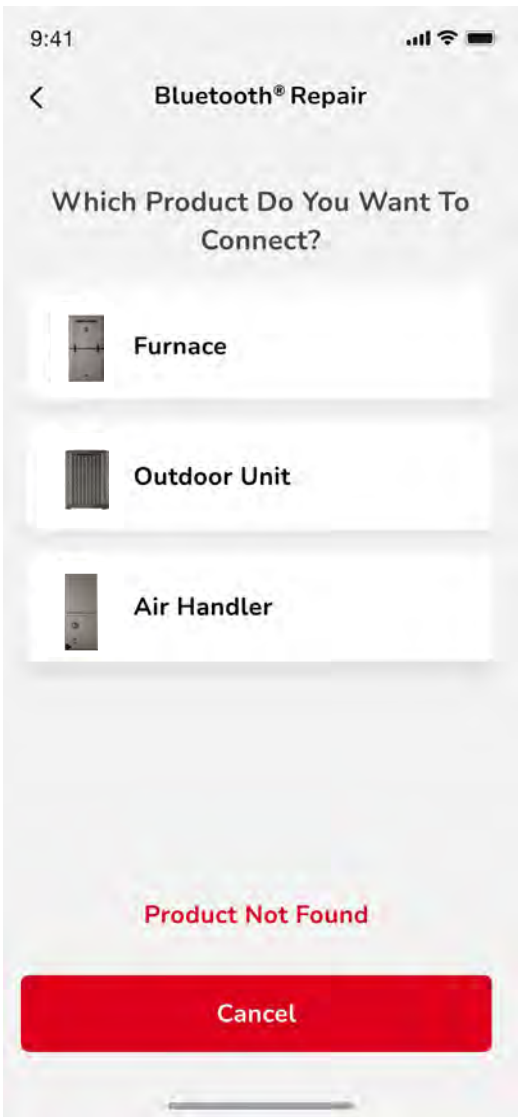
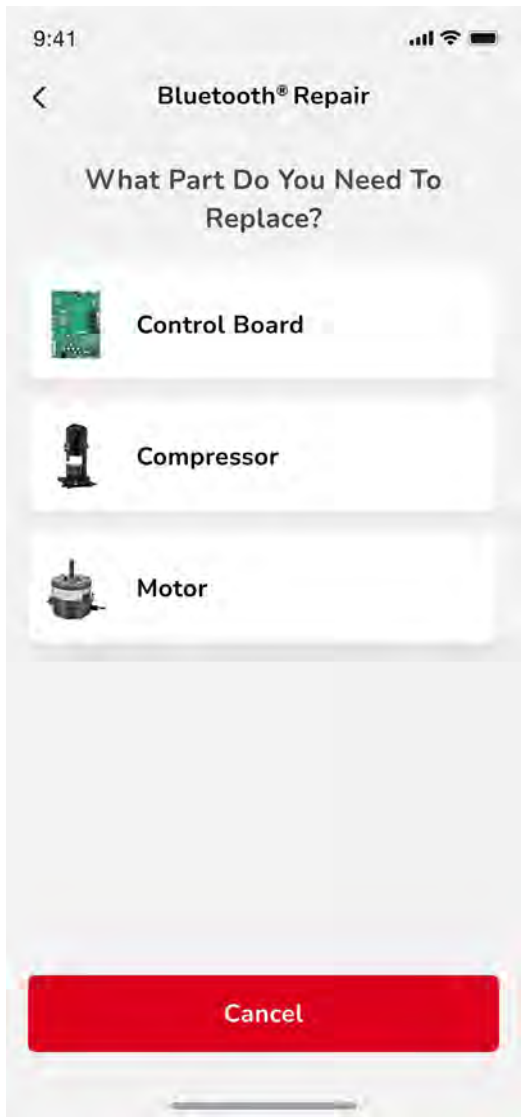
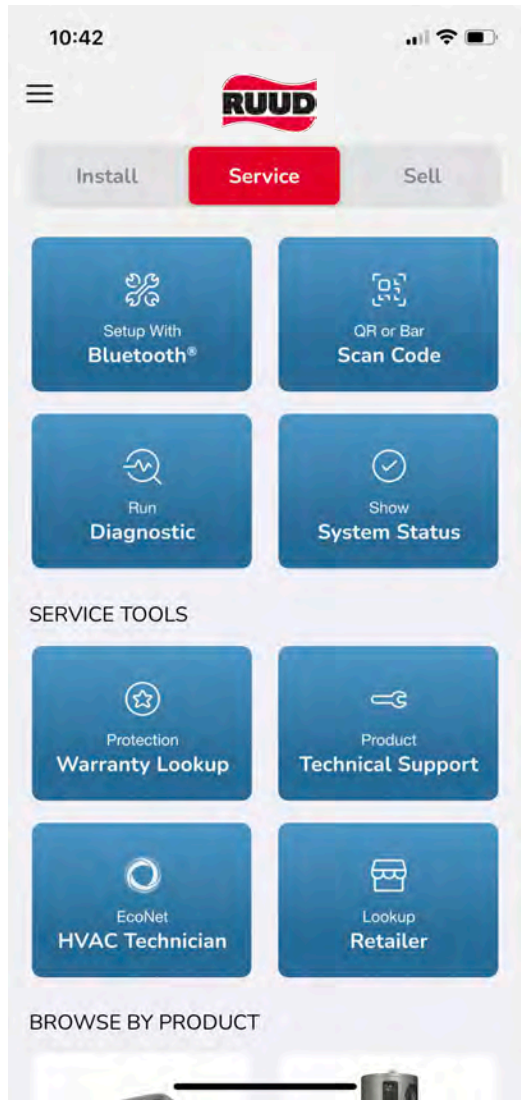
SECTION 6

SERVICE



REPLACE PARTS

Bluetooth®
Repair



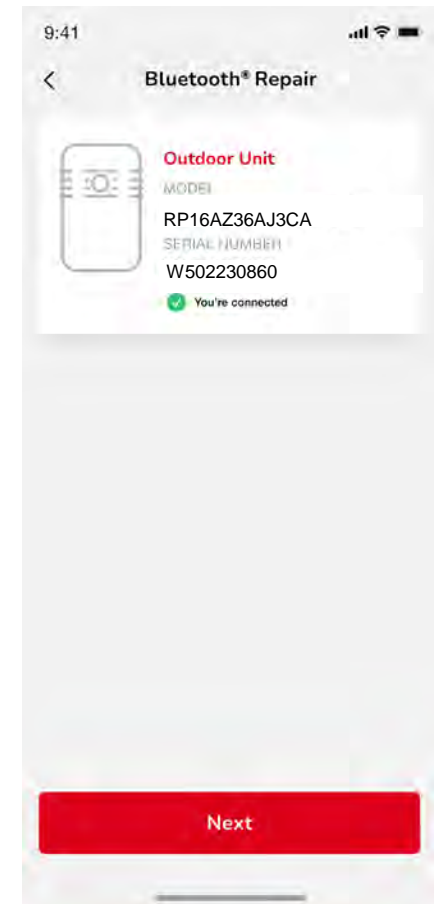
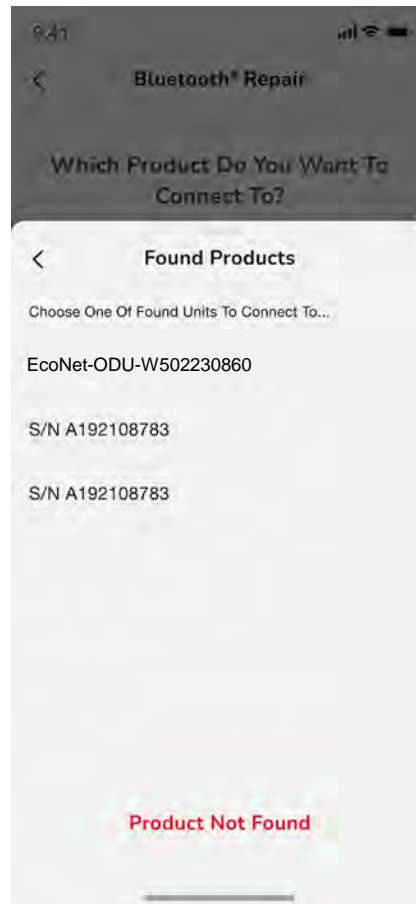
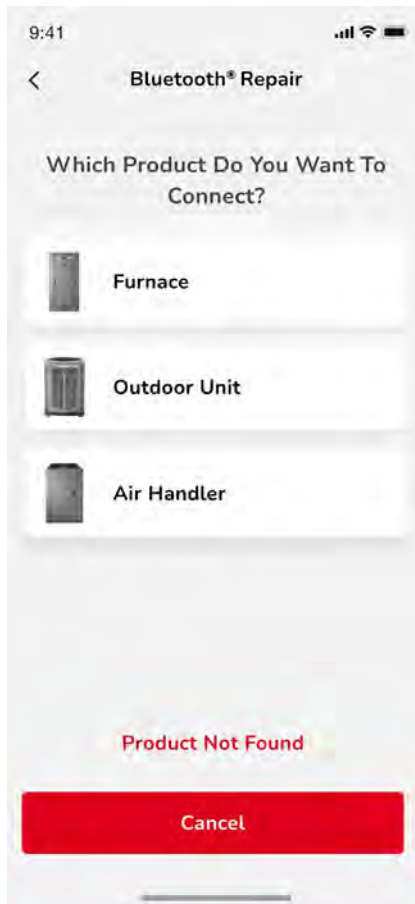


POWERS UP, BLUETOOTH® CONNECTION

Control Board Replacement

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

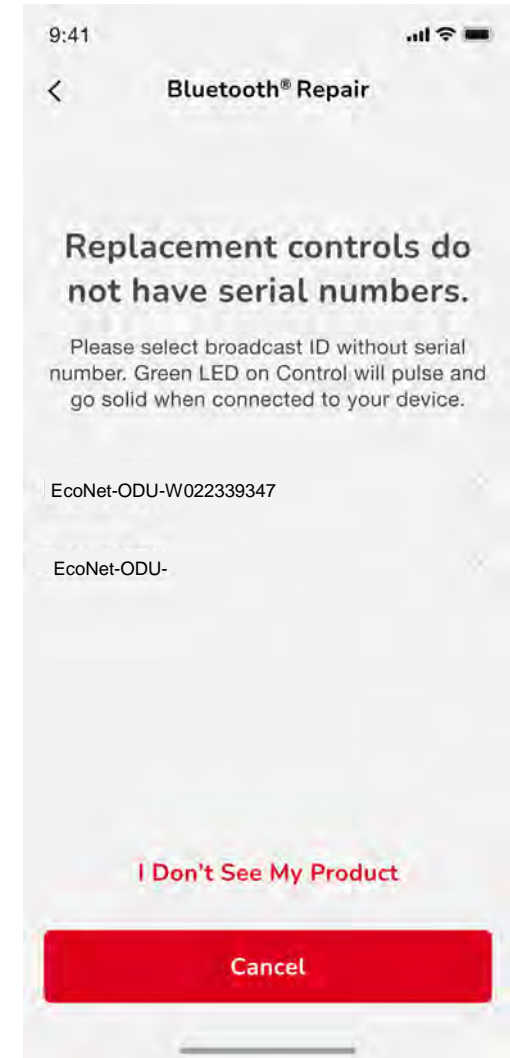
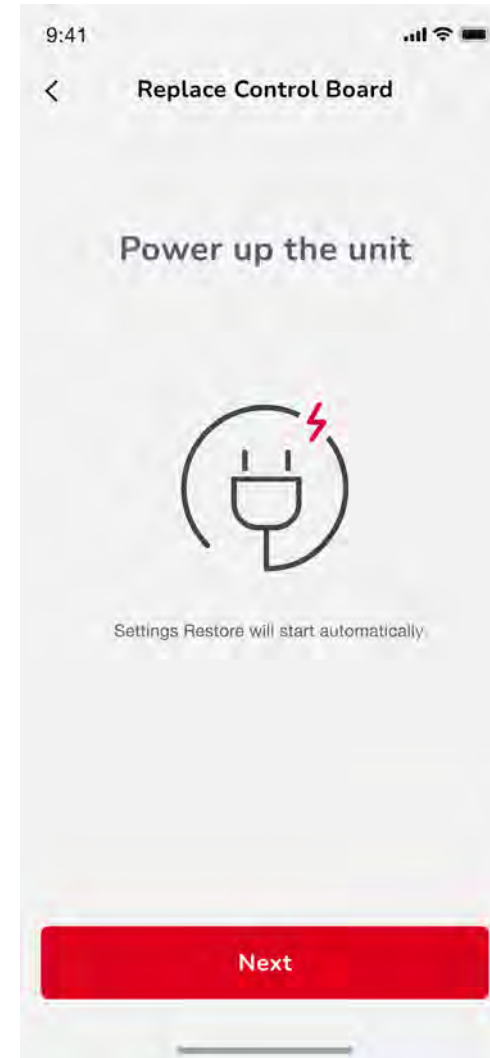
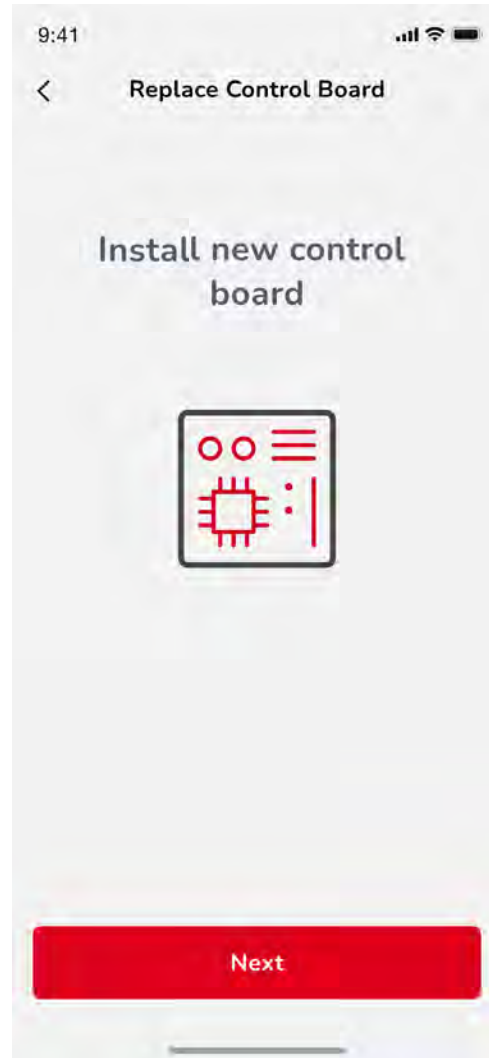




POWERS UP, BLUETOOTH® CONNECTION (CONT'D)

Control Board Replacement

3. Follow the app prompting to replace the control board.

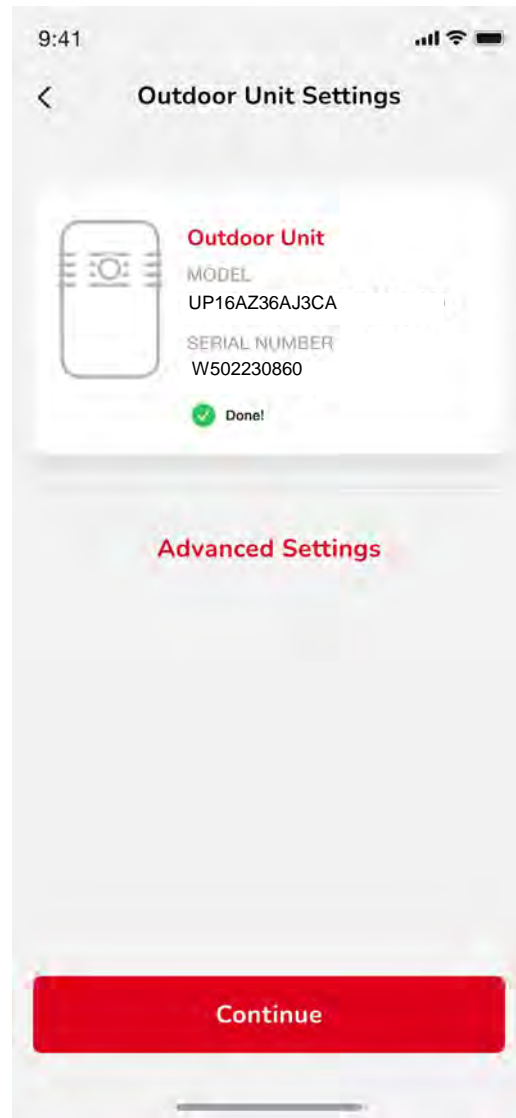
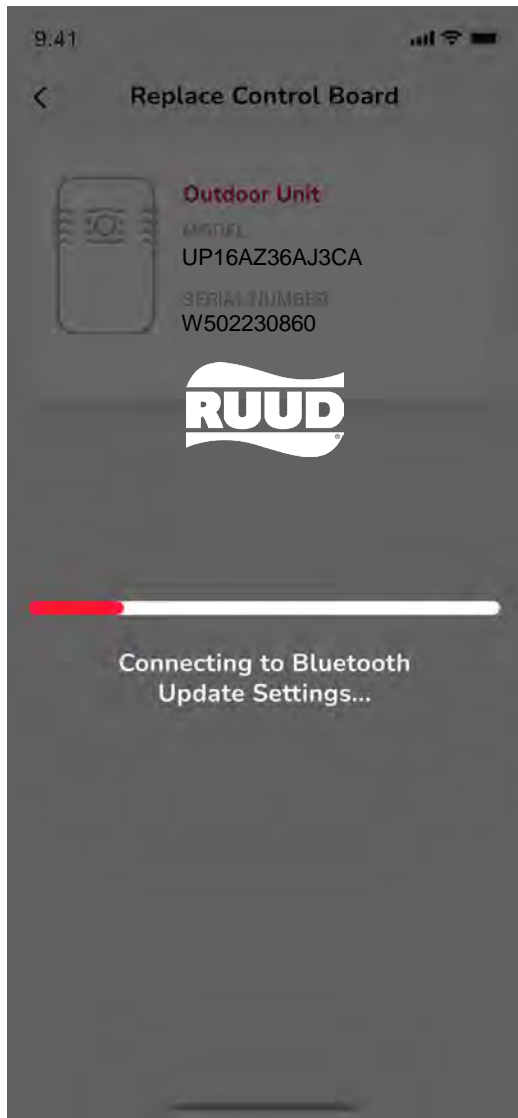




POWERS UP, BLUETOOTH® CONNECTION (CONT'D)

Control Board Replacement

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

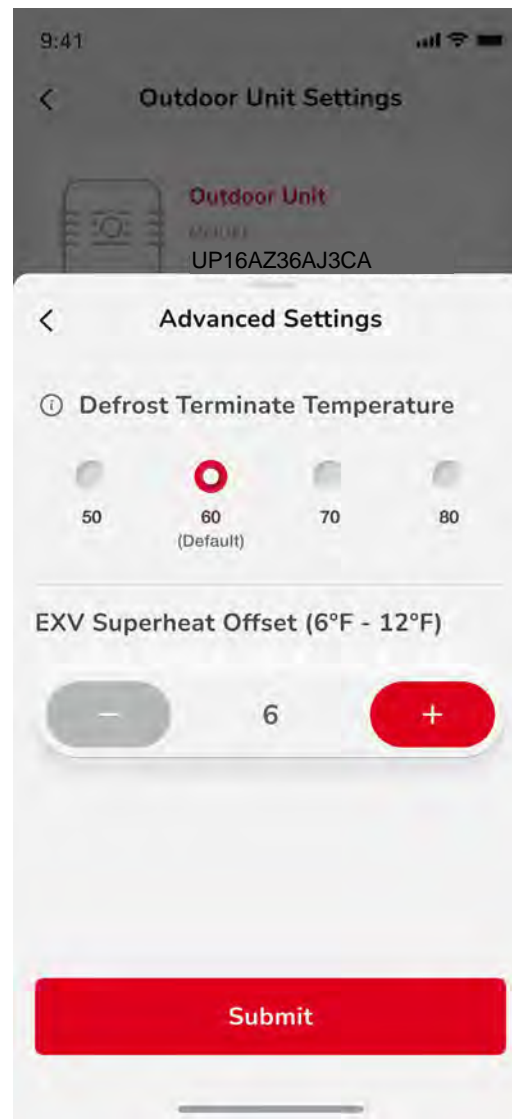
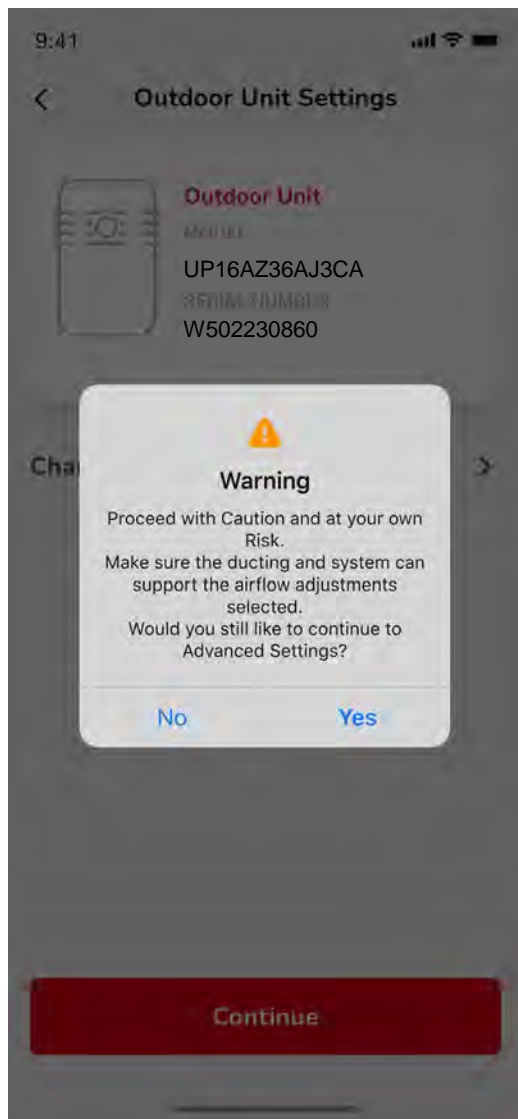




POWERS UP, BLUETOOTH® CONNECTION (CONT'D)

Control Board Replacement

5. Continue to Advanced setting if needed.



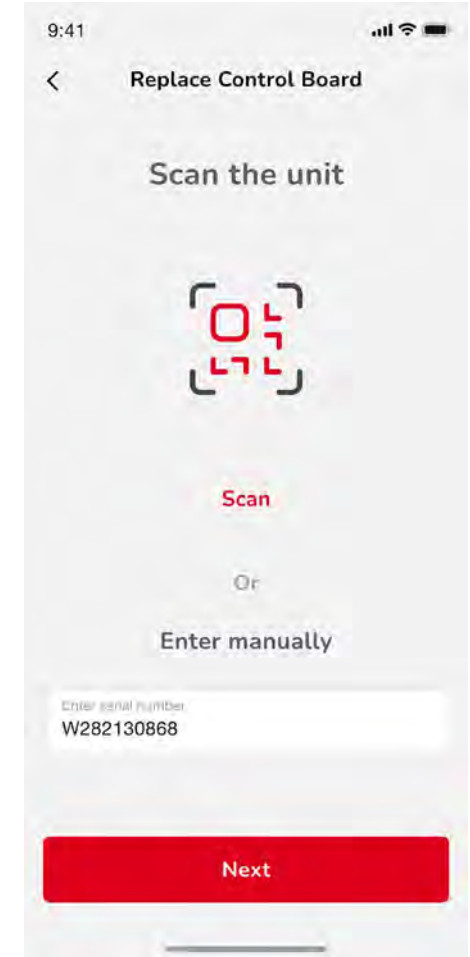
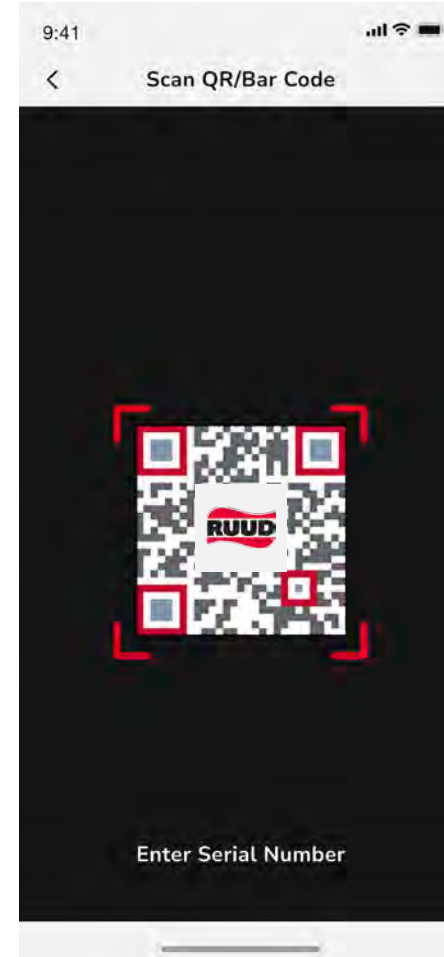
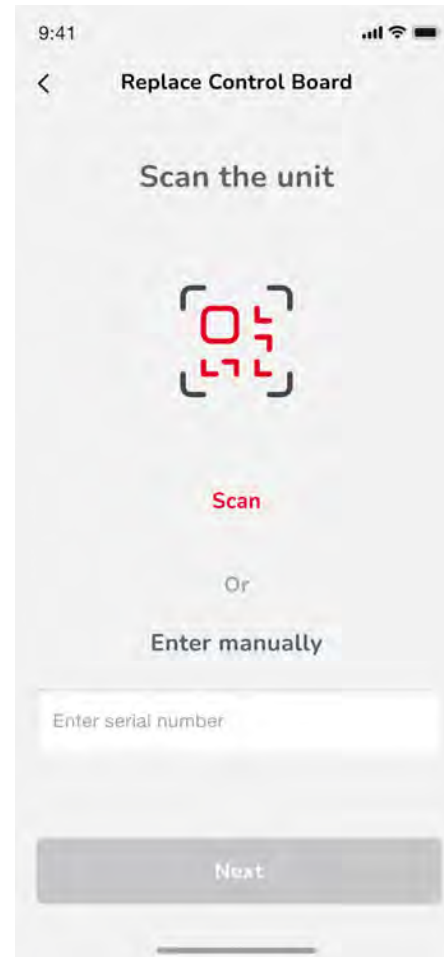
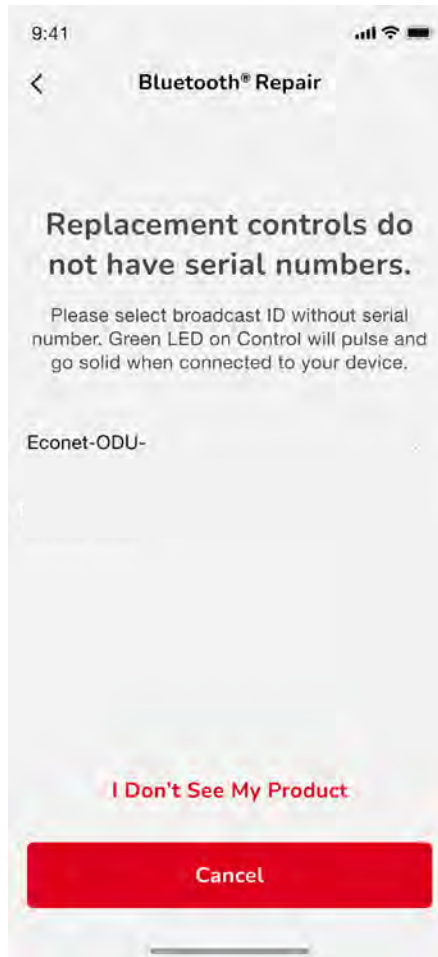


NO POWER, NO BLUETOOTH® CONNECTION

Control Board Replacement

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**.

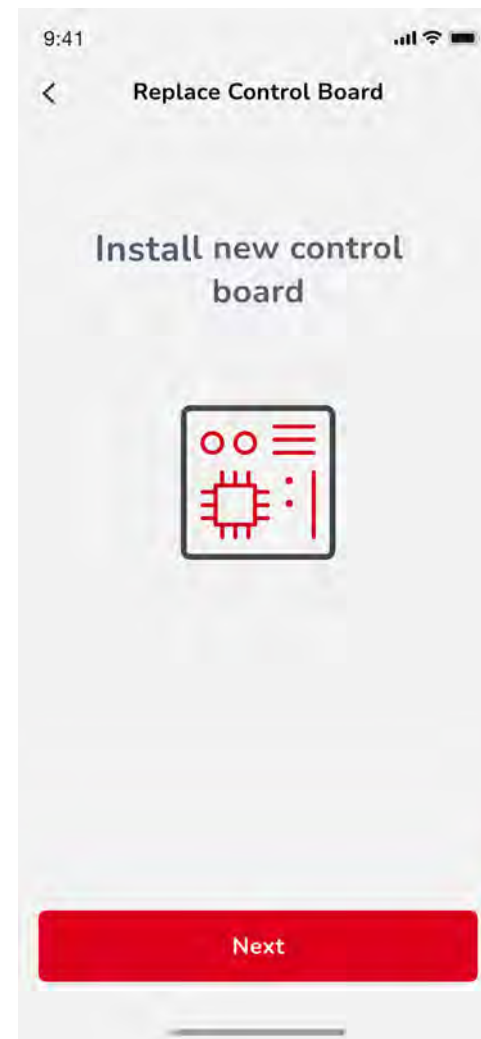
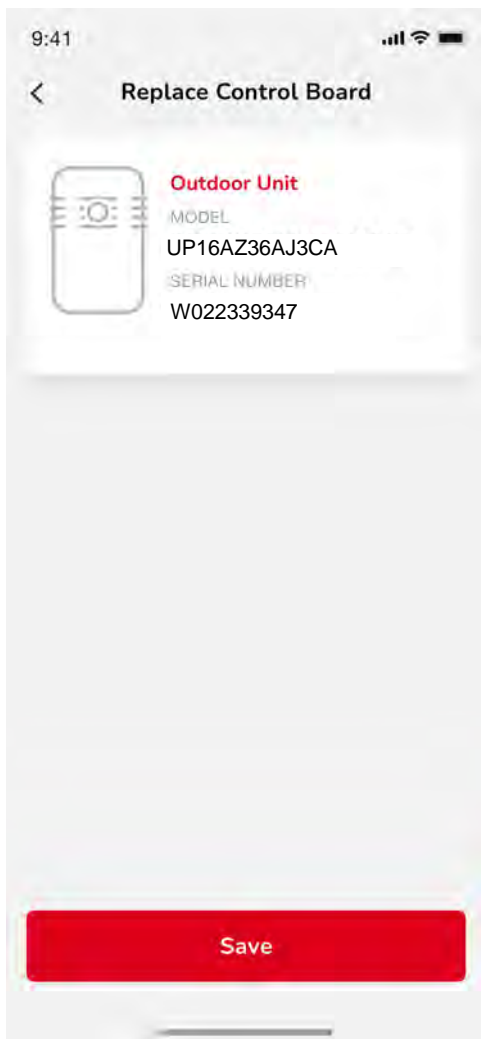




NO POWER, NO BLUETOOTH® CONNECTION

Control Board Replacement

2. Follow the app prompting to replace the control board.

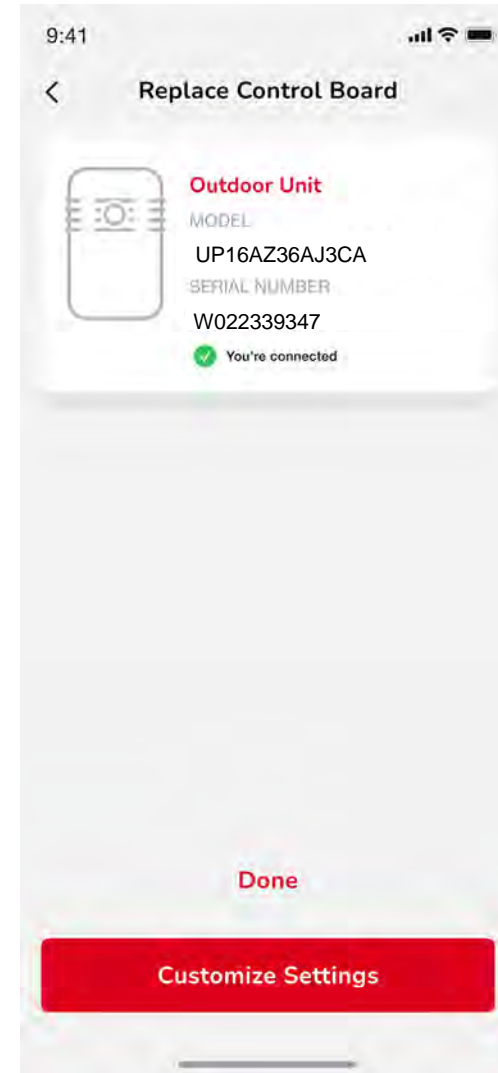
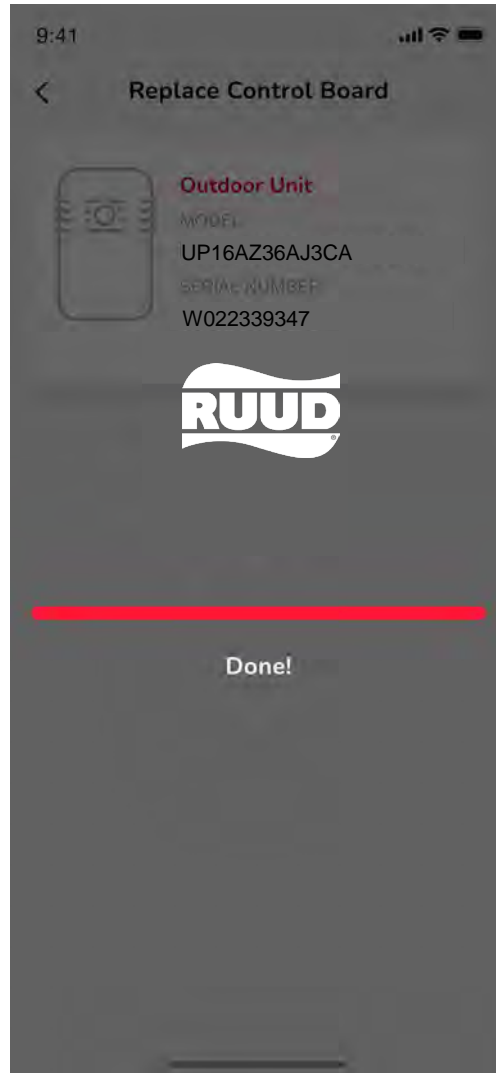
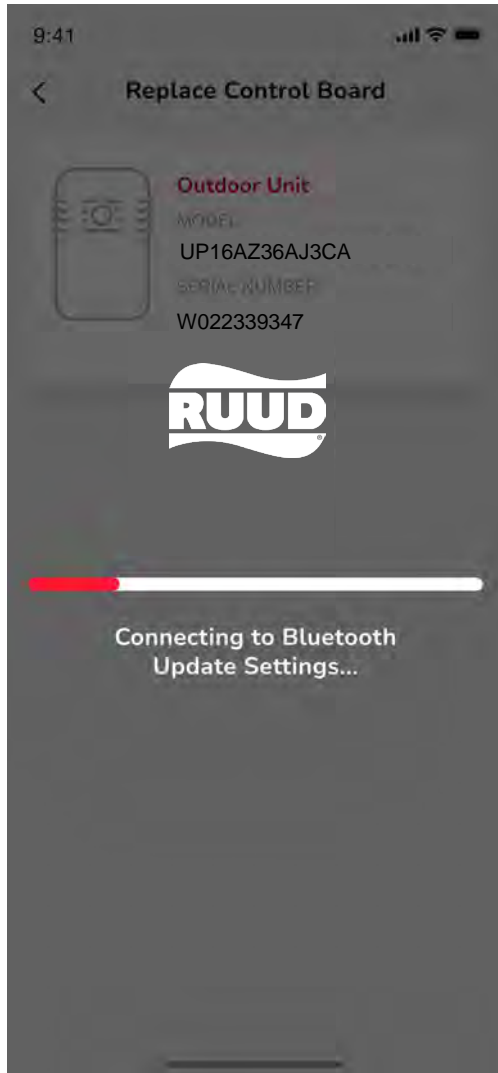




NO POWER, NO BLUETOOTH® CONNECTION

Control Board Replacement

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



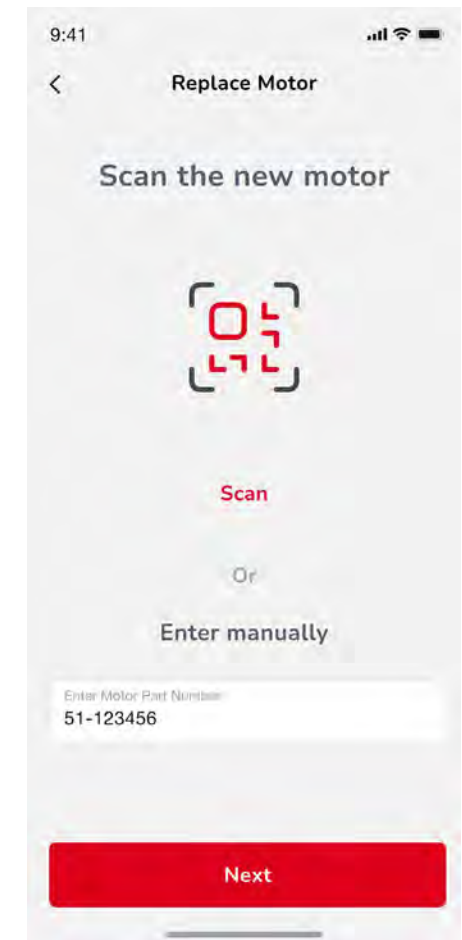
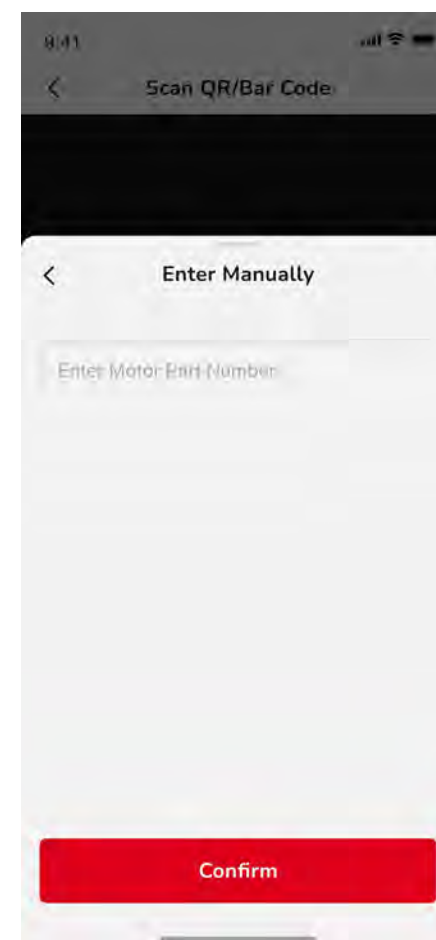
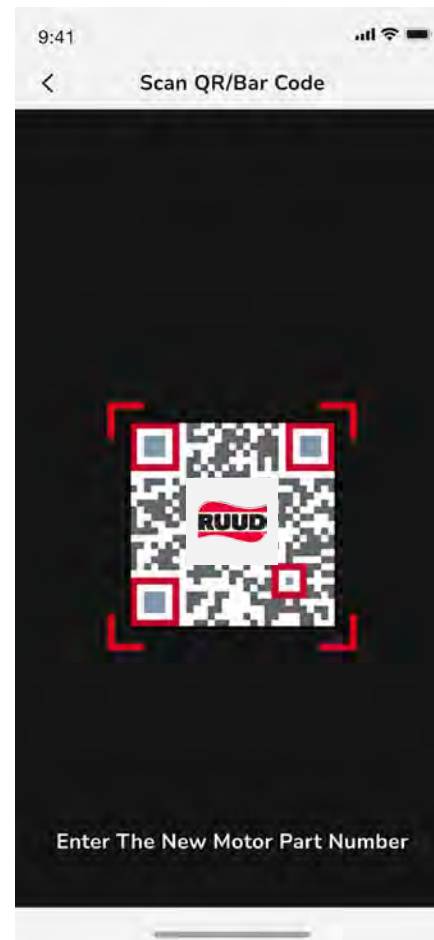
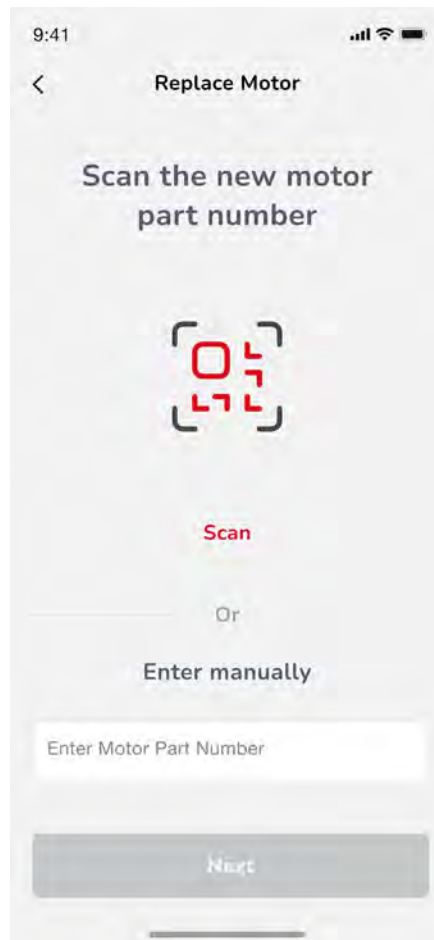


OUTDOOR FAN MOTOR REPLACEMENT

ODU 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.

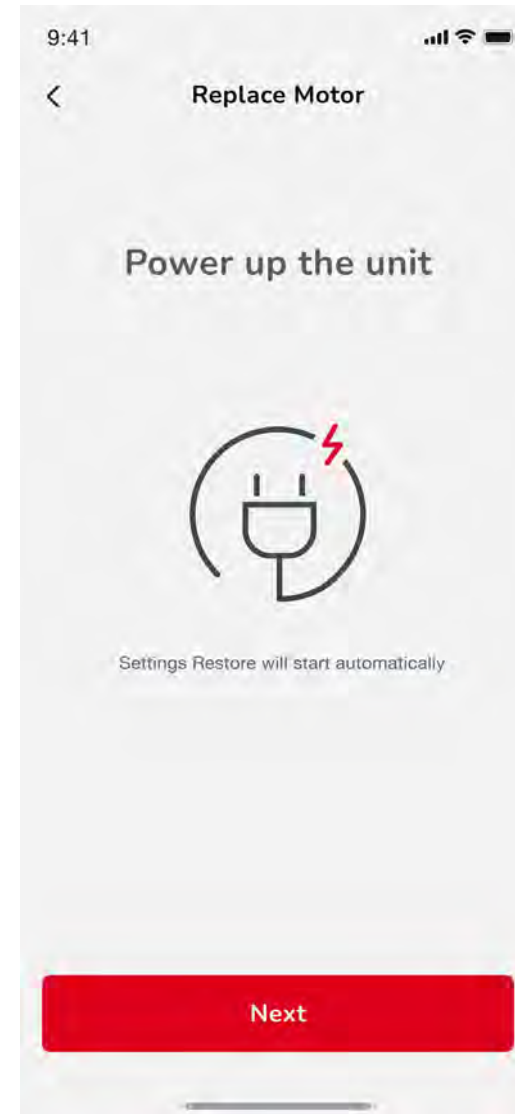
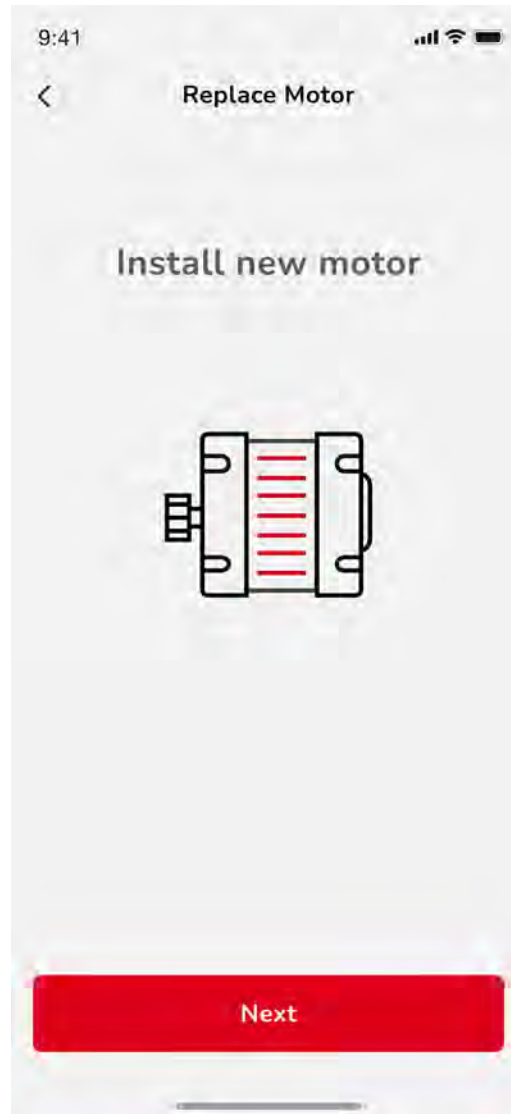




OUTDOOR FAN MOTOR REPLACEMENT (CONT'D)

ODU Motor Replacement

3. Follow the app prompting to replace the motor.

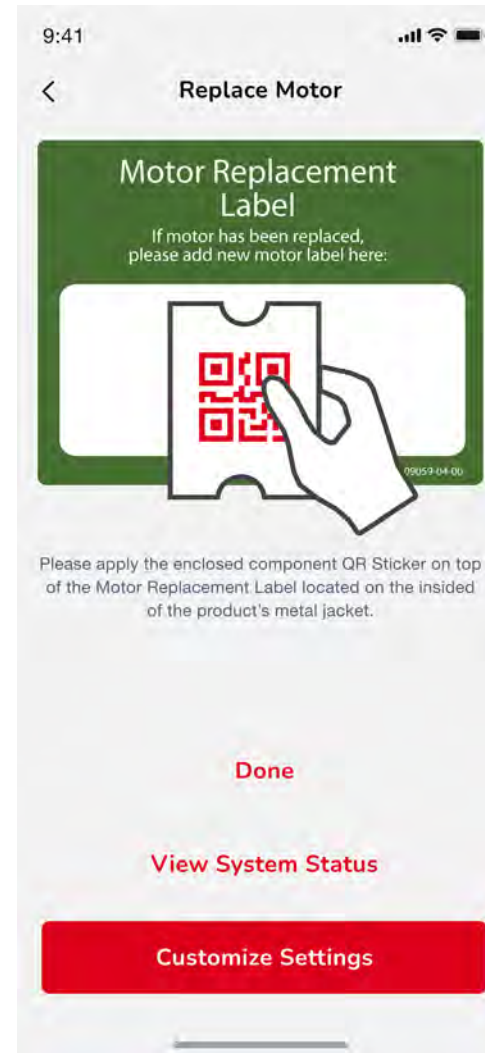
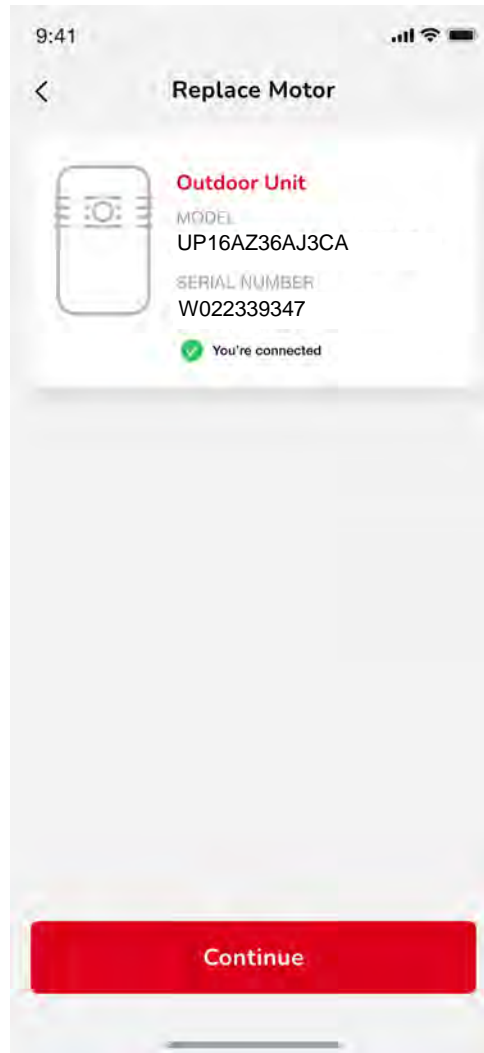
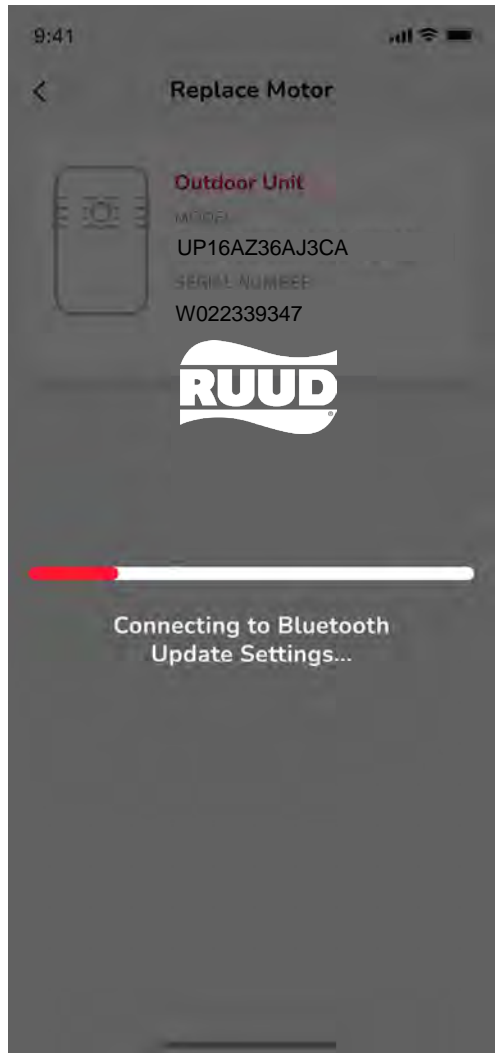




OUTDOOR FAN MOTOR REPLACEMENT (CONT'D)

ODU Motor Replacement

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.



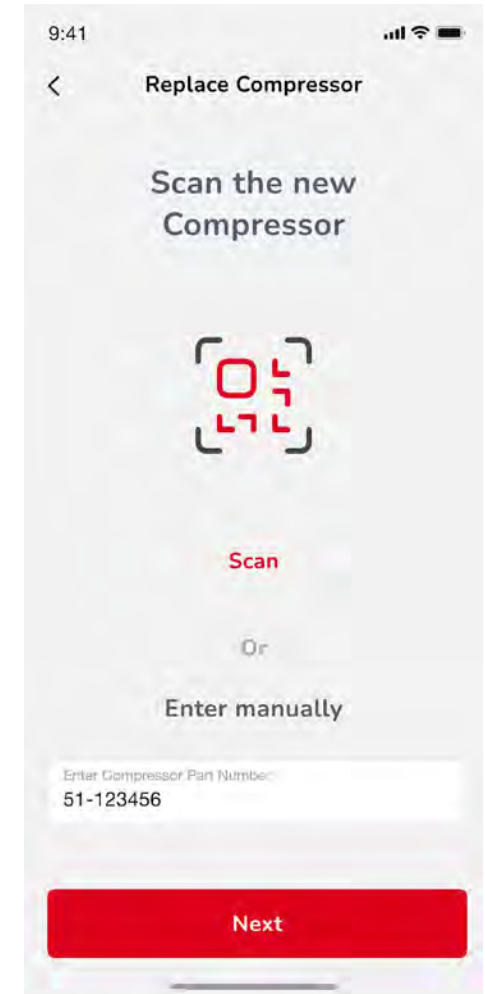
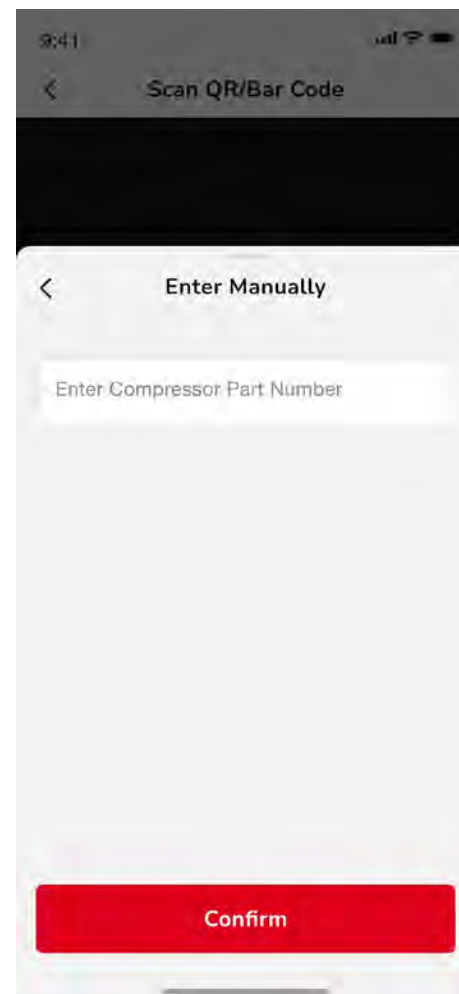
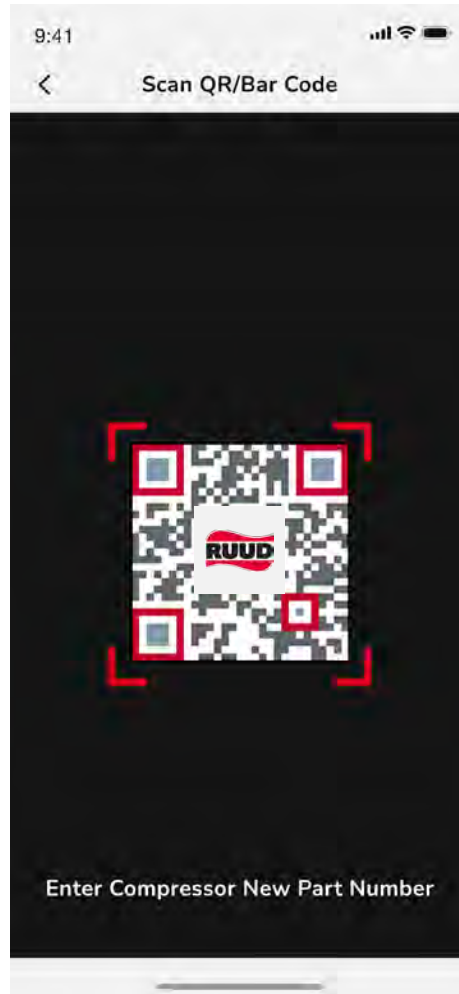
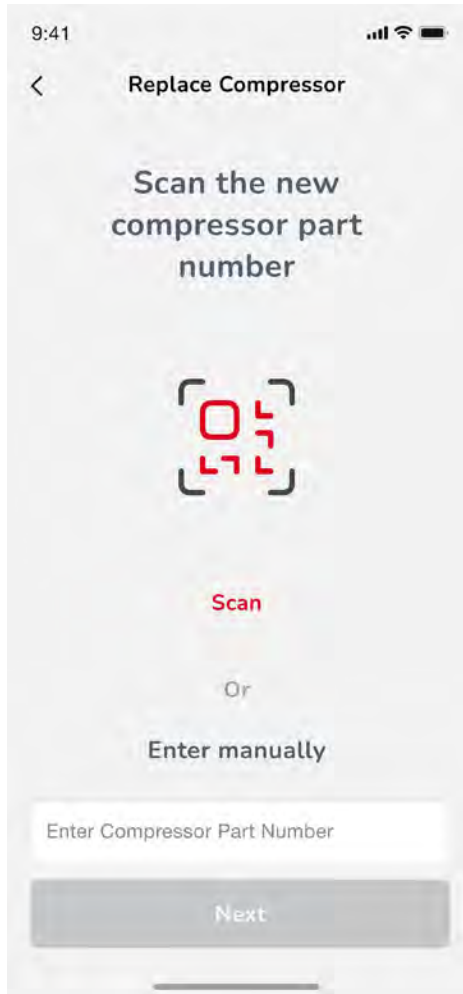


COMPRESSOR REPLACEMENT

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.

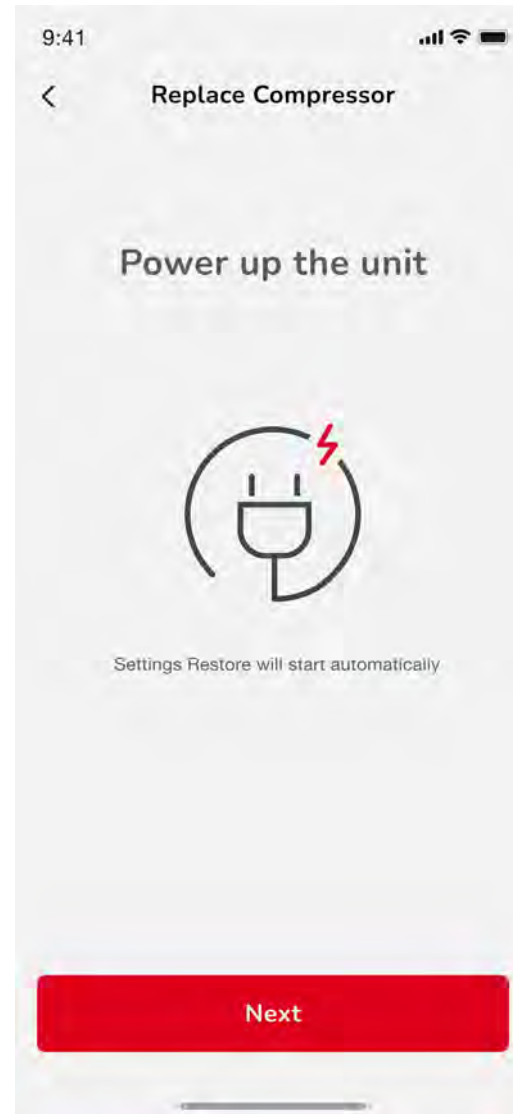




COMPRESSOR REPLACEMENT (CONT'D)

Compressor Replacement

3. Follow the app prompting to replace the compressor.

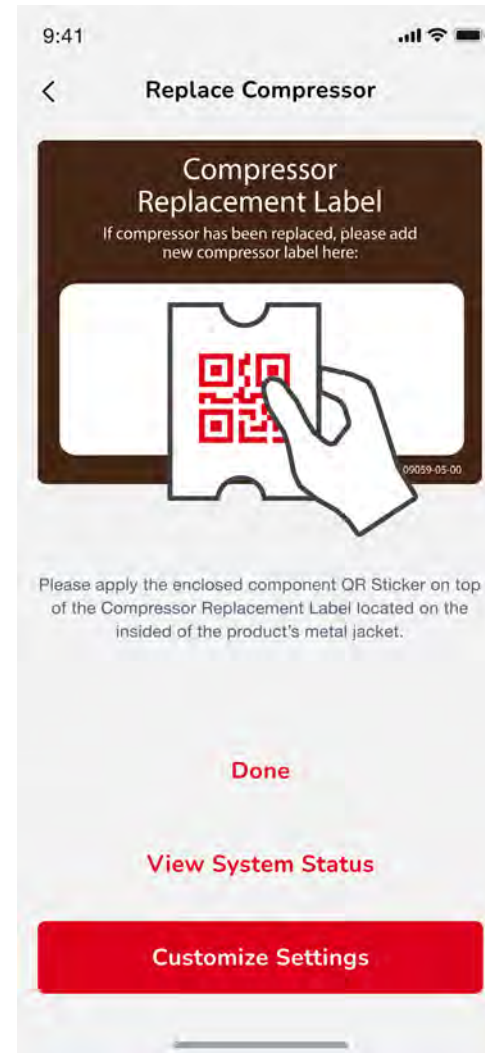
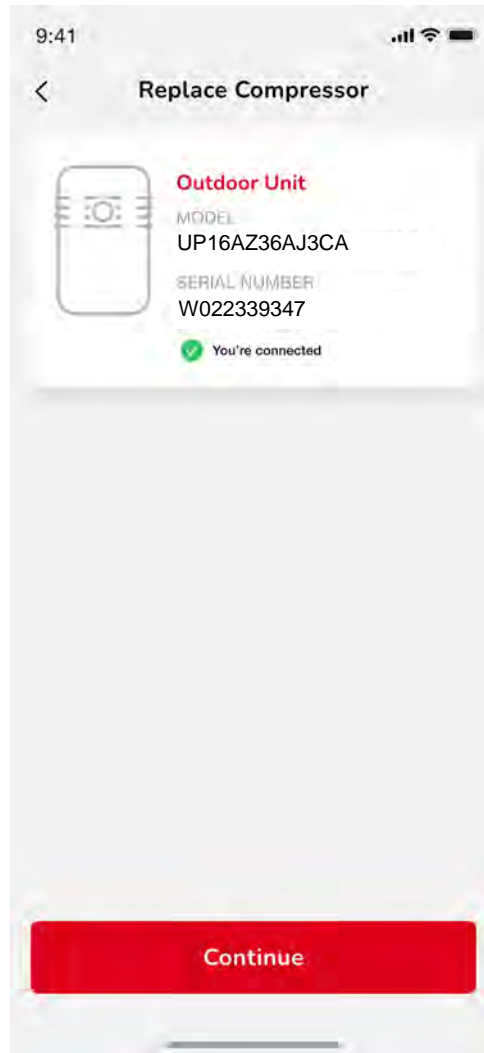
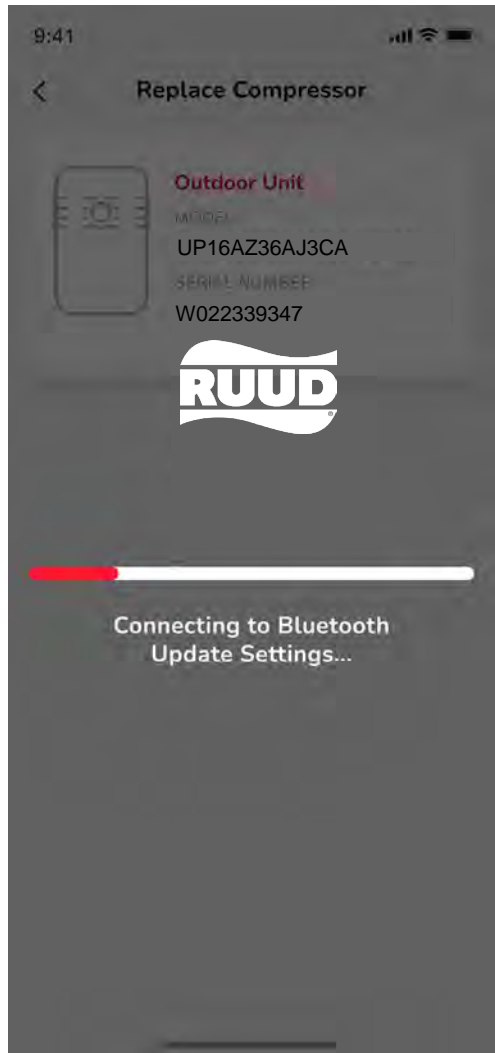




COMPRESSOR REPLACEMENT (CONT'D)

Compressor Replacement

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 MyRuud portal as well.

Note: To change your email, contact the help desk on the MyRuud 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**.

2:22

< Edit Profile

Title
Mr

First Name
John

Enter Last Name
MacLane

Middle Name

Phone
(555) 555-5555

Email
jmaclane@dieharddistribution.com

If you need to change your email address, please contact the Help Desk

Mobile Phone


Save

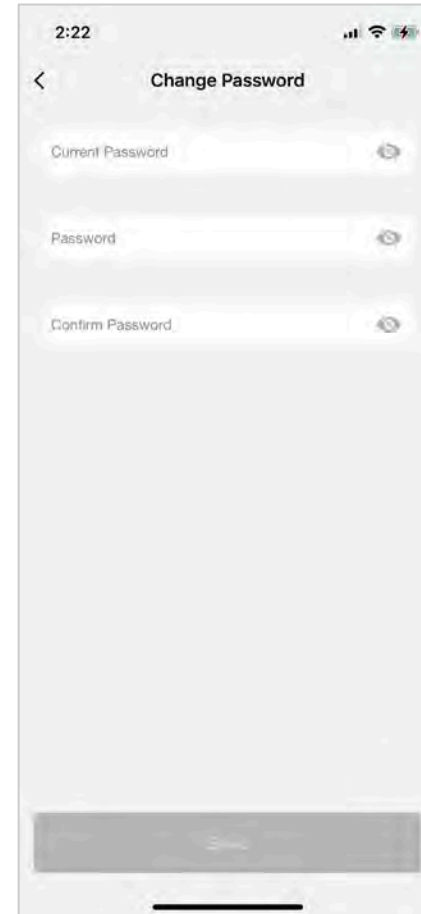


CHANGING PASSWORD

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 MyRuud 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**.





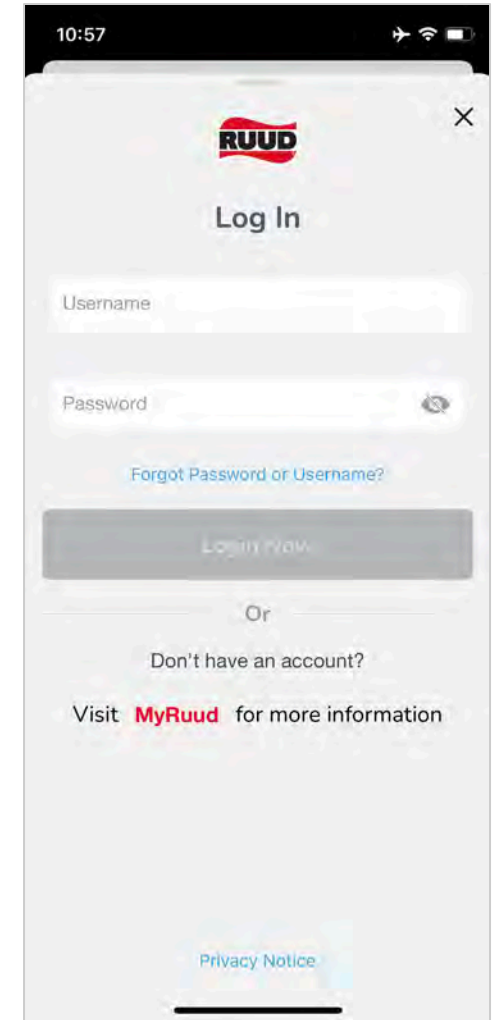
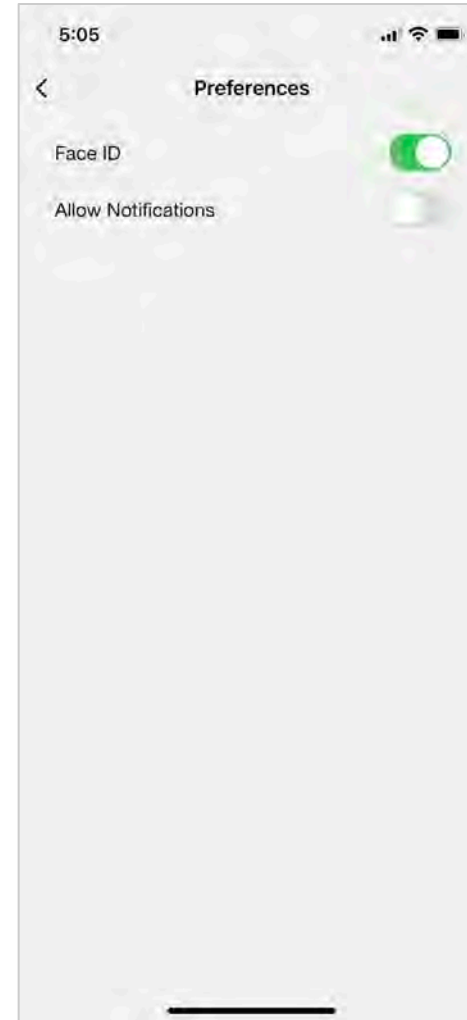
ENABLING LOGIN WITH BIOMETRICS

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.





THANK YOU!
QUESTIONS?