

Support made easy

TotalView™ for Distributors



Heating & Cooling



Water Heating

NOTE: Distributors will only have access to TotalView if permission is granted to them by their contractors.

Features & benefits

Contractor support made easy

With TotalView™, collaboration with contractors on servicing devices is streamlined. Once granted access by your contractor, you have visibility to detailed device data, allowing you to help them deliver faster and more effective solutions, enabling them to deliver a superior homeowner experience. TotalView equips you with the information you need to meet your contractor's needs and strengthen their loyalty to your brand.

Part of the overarching EcoNet® ecosystem, TotalView is a family of digital tools that complements the Contractor App to provide contractors insight into the entire landscape of their homeowners' connected devices and provide data for efficient remote monitoring, triaging and dispatching.

From the TotalView digital dashboard, contractors have complete visibility into an installed base of all Rheem® Family of Brands connected products—including heating & cooling and water heating equipment that's powered by EcoNet technology (EcoNet Smart Thermostat compatible) or equipment that works with EcoNet technology (applicable third-party thermostats).



Improved contractor support

Seamless data sharing

Direct access to device details and analytics without risk of communication errors or information delays from contractors

Real-time data access

Ability to see device data in real time, in one place for proactive contractor support on the job

Parts & tools proactivity

Predict parts and tools contractors may need for a job based on remote diagnostics and arrange for easiest pickup

Enhanced loyalty

Strengthened contractor relationship through enhanced customer support

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How it Works

How TotalView fits in

TotalView™ is a Software as a Service (SaaS) and offers an integrated digital platform as part of the overarching EcoNet® ecosystem.

Applicable equipment & thermostats

Applicable equipment

Water heating

- Rheem Family of Brands water heaters powered by EcoNet technology

For TotalView™ integration with water heating equipment, contractors need access to a Rheem Family of Brands Contractor App.



Heating & cooling

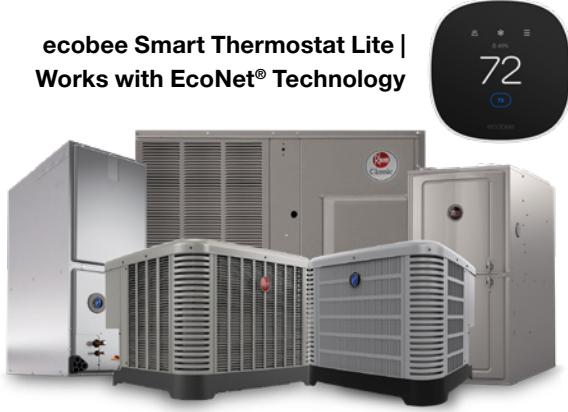
- Gas furnaces, air conditioners, heat pumps, air handlers and packaged units powered by EcoNet technology
- Non-communicating gas furnaces, air conditioners, heat pumps, air handlers and packaged units

For TotalView integration with heating & cooling equipment, an applicable smart thermostat is required as well as access to a Rheem Family of Brands Contractor App.



Applicable thermostats

For non-communicating heating & cooling equipment that works with EcoNet technology:



For heating & cooling equipment powered by EcoNet technology:



For the complete list of equipment, visit the contractor portal > TotalView.

Smart thermostat installation scenarios

When to Install the EcoNet® Smart Thermostat for heating & cooling equipment



When both the indoor and outdoor units are *Powered by EcoNet equipment*, the EcoNet® Smart Thermostat should be installed



When the indoor unit is *Powered by EcoNet equipment*, but the outdoor unit is not, the EcoNet® Smart Thermostat should be installed

NOTE: For more information on systems that are *Powered by EcoNet® technology*, please refer to the EcoNet messaging playbook.

ecobee



When to Install the ecobee Smart Thermostat Lite | Works with EcoNet® Technology for heating & cooling equipment



When the indoor unit is *not Powered by EcoNet equipment*, but the outdoor unit is, the ecobee Smart Thermostat Lite | Works with EcoNet® Technology should be installed



When neither the indoor unit nor the outdoor unit are *Powered by EcoNet equipment*, the ecobee Smart Thermostat Lite | Works with EcoNet® Technology should be installed

The ecobee Smart Thermostat Lite | Works with EcoNet® Technology*, is compatible with non-communicating residential heating & cooling systems by the same manufacturer.

Applicable ecobee Smart Thermostat Model No.: **EB-STATE7RH-01**
(co-branded SKU for Rheem, Ruud or Friedrich)

*From the same manufacturer of Works with EcoNet® Technology and not compatible with other manufacturer's HVAC systems.

ecobee

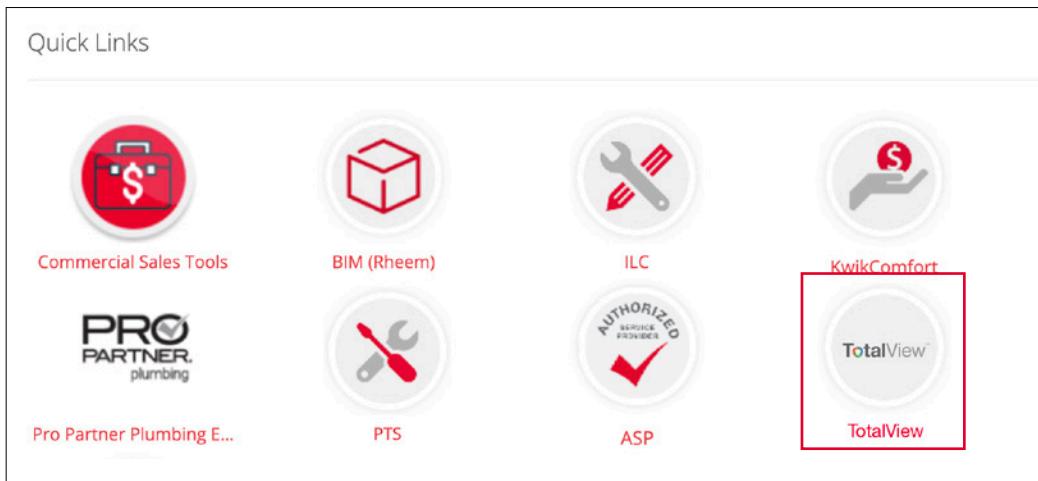


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How to access TotalView

Accessing TotalView™ is simple

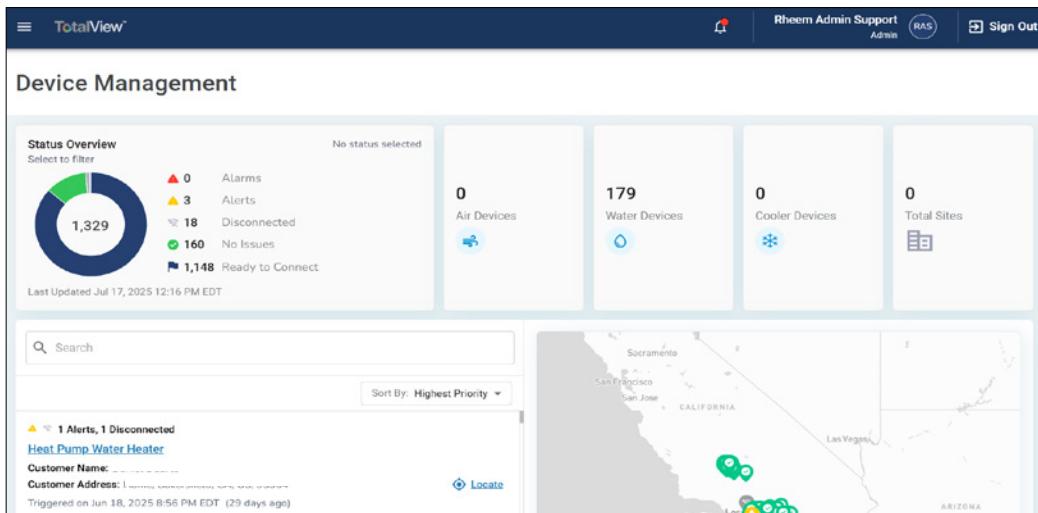
To access TotalView, visit Monitoring.RheemConnect.com or go to your My.Brand account and select the TotalView icon in the Quick Links section on the main dashboard as shown below:



How to view your contractors' device data on TotalView

No additional equipment is required. Once devices are connected in the EcoNet or ecobee apps and registered to the contractor through the Contractor App, the contractor will be able to view their device data in TotalView. Contractors also have the option to share their dashboard data with you or other approved users.

If no devices appear on your dashboard, that means your contractors still need to grant you access.



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Contractors can connect their homeowners' equipment to TotalView in three simple steps

1. Install / access the device
2. Support homeowner to connect device to the internet with the EcoNet® or ecobee app
3. Register the device for warranty with the Contractor App by scanning the QR code to claim the device

**This step can also be completed by the contractor or homeowner at RegisterMyUnit.com.*

OR

Claim the device via the Contractor App via “Attach Address”

**This alternate process should only be used if a device has already been registered for warranty and a new contractor is claiming the device.*



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Visit My.Rheem.com >
TotalView to start streamlining your jobs today

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