

# Support made easy

TotalView™ for Distributors



Heating & Cooling

Water Heating

# Features & benefits

## Pro Partner support made easy

With TotalView™, collaboration with Pro Partners on servicing devices is streamlined. Once granted access by your Pro Partner, 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 Pro Partner'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 Pro Partners 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, Pro Partners 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 Pro Partner support

### Seamless data sharing

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

### Real-time data access

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

### Parts & tools proactivity

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

### Enhanced loyalty

Strengthened Pro Partner relationship through enhanced customer support

# 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, Pro Partners 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:

**ecobee Smart Thermostat Lite |  
Works with EcoNet® Technology**



For heating & cooling equipment powered by EcoNet technology:

**EcoNet® Smart  
Thermostat**



For the complete list of equipment, visit the TotalView landing page.

# 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



## Pro Partners can connect their homeowners' equipment to TotalView in three simple steps

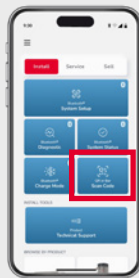
1

### Install Applicable Systems

- Powered by EcoNet® Heating & Cooling Products + EcoNet Smart Thermostat
- Powered by EcoNet Water Heating Products
- ecobee Smart Thermostat Lite | Works with EcoNet Technology

2

### Link Systems to Pro Partner's Business



**Single QR Code Scan Doubles as TotalView Linking AND Warranty Registration**



Must be logged in to My.Rheem, My.Ruud or My.Friedrich

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### Connect Homeowner to Wi-Fi



EcoNet App



ecobee App\*

*\*Ensure homeowner sets correct support permissions in the ecobee app*



Visit [My.Rheem.com](https://My.Rheem.com) >  
TotalView to start streamlining your jobs today