



PROTERRA®

Quick Start Connection Guide
Powered by EcoNet® technology

Engineered for
flexibility.





Welcome to Rheem® ProTerra® **powered by EcoNet® technology**

Experience the ultimate in highly efficient hot water and convenience with Rheem ProTerra Hybrid Electric Heat Pump Water Heaters and built-in Wi-Fi powered by EcoNet technology. When downloaded to your smart device, the free EcoNet app allows you to control your water heater while at home or on the go.

Set the water temperature, monitor your energy use and get real-time alerts and notifications for added peace-of-mind. Plus, EcoNet is compatible with Amazon® Alexa and Google® Home voice control for smart home integration.

Follow this guide for easy setup.

Features: pages 4–5

Setup: pages 6–11

Amazon Alexa & Google Home integration: pages 12–15



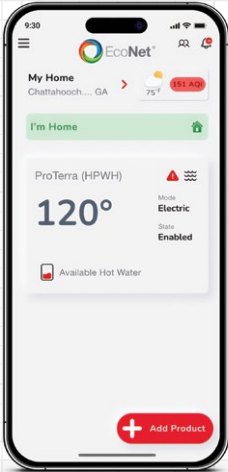
Say hello to

control.



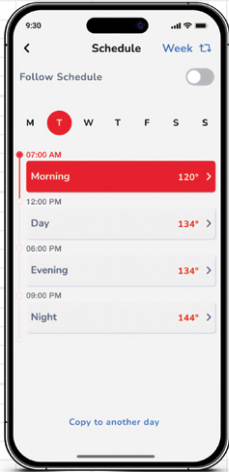
Enjoy ultimate control from home or away.

The EcoNet app lets you optimize the ProTerra® from your smartphone. Control temperature, change the operating mode and set daily schedules to fit your busy lifestyle. Plus, you can receive information alerts, like maintenance reminders, and track energy usage while on the go.



Overview dashboard

View alert notifications, connected device status and hot water availability



Scheduling

Set temperature and operating mode schedule



Alerts, error codes and notification settings

Includes maintenance reminders and a scalding alert for set points above 120°F



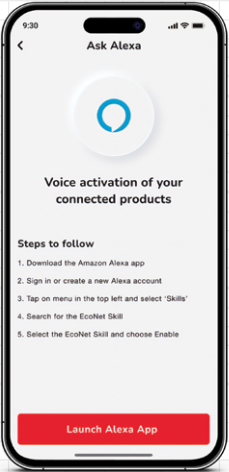
Monitor energy consumption (kW)

View weekly, monthly and yearly energy usage reports



Monitor water consumption (gallons)

View weekly, monthly and yearly water usage reports



Amazon Alexa and Google Home integration & voice commands

See setup on pages 12–13



Get set up in three simple steps

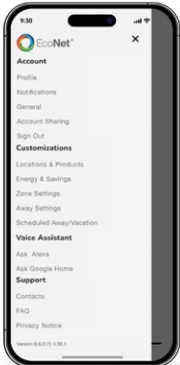
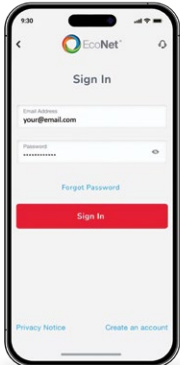


Step 1 Download the free EcoNet® app

The EcoNet app is available
on Apple and Android phones.



Scan to download
the EcoNet app

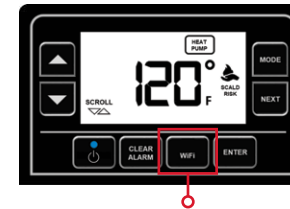


- 1 On your Apple or Android phone, **visit** the App Store or Google Play
- 2 **Search** for and download the EcoNet app
- 3 **Create** your EcoNet account
- 4 **Enter** account information, including water heater name and contractor information (name, email, phone number)



Step 2 Begin setup on the heat pump water heater display

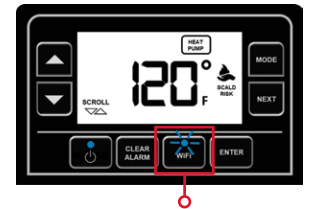
Using the touchscreen digital keypad, prepare your water heater for Wi-Fi.



- 1** Press the Wi-Fi button for five seconds.



- 2** Wi-Fi LED will start to blink when it's ready to start Wi-Fi setup.



- 3** The unit goes into Wi-Fi setup mode, giving you 30 minutes to connect to it within the EcoNet app.



- 4** If setup is not completed in the next 30 minutes, the Wi-Fi will stop broadcasting. If this happens, repeat steps 1–3.



- 5** Once correctly connected, the LED will turn solid blue.

Step 3 Connect the water heater

Before connecting your water heater, ensure your ProTerra® is set up and operating, and the EcoNet® app is installed on your phone.



Scan to view the ProTerra Use & Care Manual



TIP In the event of a power outage, the ProTerra will automatically reconnect itself to Wi-Fi and the EcoNet app when power is restored.



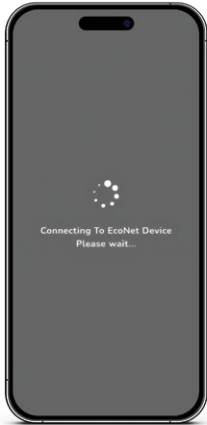
1 Click the “Add Product” button



2 Select the digital control icon for your ProTerra display



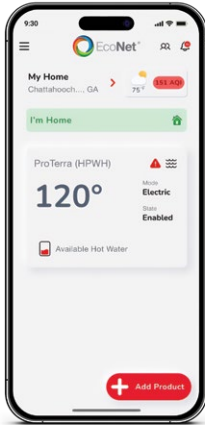
3 Press “Continue” to begin connection process



4 Connect your water heater to your home Wi-Fi



5 Select your Wi-Fi Network



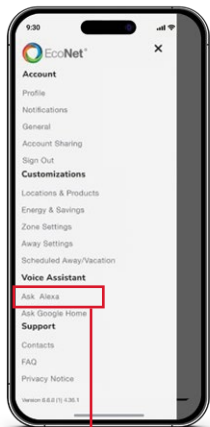
6 Your water heater is now **connected**

Amazon® Alexa Integration

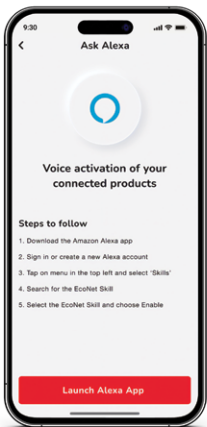
Before integrating, ensure your Amazon Echo account is set up, and the app is installed.

Google® Home Integration

Before integrating, ensure your Google Home account is set up.

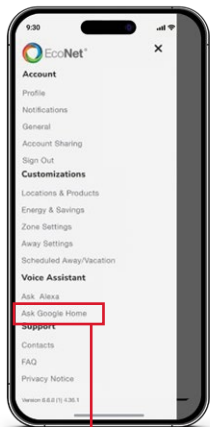


1 On the EcoNet app, **press** the Menu bar and select “Ask Alexa”

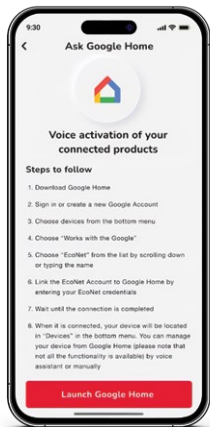


2 **Click** “Launch Alexa App”

 **TIP** To change the name of your ProTerra, go to “Devices” on your Amazon Alexa. This device name will be what you reference when giving voice commands to Alexa. It should be different from other devices on the Alexa account.



1 On the EcoNet app, **press** the Menu bar and select “Ask Google Home”



2 **Click** “Launch Google Home App”

 **TIP** To change the name of your ProTerra, go to “Devices” on your Google Home. This device name will be what you reference when giving voice commands to Google. It should be different from other devices on the Google account.

Consider yourself
empowered.

Alexa & Google voice commands

Adjust temperature

- Increase “Water Heater” temperature by 10 degrees
- Increase “Water Heater” by 6 degrees
- Decrease “Water Heater” temperature by 6 degrees
- Decrease “Water Heater” by 6 degrees
- Decrease “Water Heater” temperature
- Increase “Water Heater” temperature
- Make water warmer / cooler

Temperature question

- What is the “Water Heater” temperature?

Change power state (on/off)

- Turn on “Water Heater”
- Turn off “Water Heater”
- Turn “Water Heater” on
- Turn “Water Heater” off
- Turn (the) “Water Heater” on
- Turn (the) “Water Heater” off

Change setpoints

You may only change the setpoints when it is in Home Mode.

- Set setpoints to N degrees
- Adjust setpoints by N degrees
- Set “Water Heater” temperature to 120 degrees

Operating modes

I Want –	Recommended Mode	Efficiency	Re-heat Time	Description
comfort and energy savings.	 Energy Saver Default Mode	Very high	Fast	Default mode – for normal hot water demand. Optimizes hot water production and energy savings.
to ensure I have enough hot water when guests come over.	 High Demand	Low	Very fast	For higher-than-normal hot water demand / colder-than-average air and ground water temps (winter / select regions). High hot water production and lower energy savings.
to maximize savings, plus I have lower hot water needs.	 Heat Pump	Very high	Slow	For low hot water demand. High energy savings and low hot water production.
to run the heat pump like a traditional electric water heater.	 Electric	Lowest	Fast	For higher-than-normal hot water demand / colder-than-average air and ground water temps (winter / select regions). High hot water production and no energy savings.
to reduce energy use while away from home.	 Vacation	Very high	N/A	For extended periods of no hot water demand (2–28 days). Maintains 65°F water temperature for highest energy savings.



Your Rheem® Hybrid Electric Heat Pump Water Heater is loaded with features to help you save money. These units deliver impressive savings—right away with local incentives and rebates¹, and ongoing with up to \$576 energy cost savings each year.²

¹Rebates vary by region. ²Based on estimated annual operating cost savings of the 40-, 50-, 65- and 80-gallon Hybrid Electric models compared to a standard electric water heater of like capacity with minimum efficiency.



engineered for life™

Let's
connect.

**Customer Service,
Warranty and Parts**

800-621-5622

Technical Service

800-HEATER3
(800-432-8373)

EcoNet® Support

800-255-2388

**Plumber Support
Group**

866-339-2388

PR**TERRA®**

Please refer to the Use & Care Manual for additional details and instructions. Wi-Fi broadband internet connection required. Download the EcoNet® App from the App Store® or Google Play® to set up your EcoNet. Receipt of notifications depend on home Wi-Fi setup.

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