

User guide

# e-Warranty

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Make it easy,  
make it DEVI





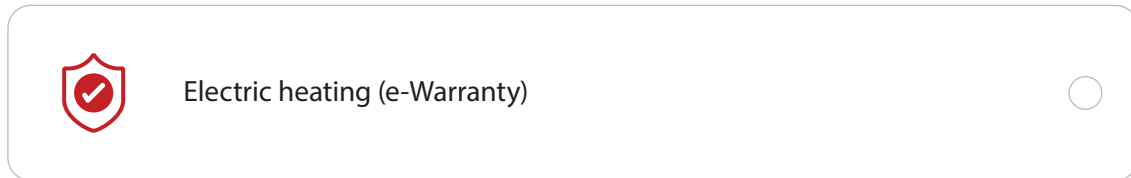
## **Table of contents**

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<b>Table of contents</b> .....	<b>3</b>
<b>1 Introduction</b> .....	<b>4</b>
<b>2 How to find the e-Warranty tool</b> .....	<b>4</b>
<b>3 Registration and Profile Setup</b> .....	<b>5</b>
3.1 Registration .....	5
3.2 Profile Configuration .....	5
<b>4 Warranty registration process</b> .....	<b>6</b>
4.1 Client registration in e-Warranty .....	6
4.2 Project creation .....	6
4.3 Product selection and data adding .....	9

## 1 Introduction

As a part of **Danfoss Installer App e-Warranty tool** has been created for Electric heating.



The **e-Warranty tool**, a digital transformation of traditional paper warranty certificates designed exclusively for our electric heating products, including heating cables, mats, thermostats, and accessories. Bid farewell to the cumbersome paper-based certificates and embrace the streamlined future of warranty tracking and management. Whether you've chosen heating cables, mats, thermostats, or accessories, our e-Warranty tool delivers an efficient and dependable method for safeguarding your purchase. Your product warranties are now easily accessible at your convenience, ensuring a worry-free experience with your electric heating products. Welcome to an era of digital simplicity, where your warranties are as steadfast as the products they cover.


## 2 How to find the e-Warranty tool

Please open the main page of **Danfoss Installer App** <https://www.danfoss.com/en/service-and-support/downloads/dhs/danfoss-installer-app/#tab-overview> and

1. If you would like to use browser version, use the following link <https://installerapp.danfoss.com/spa/dashboard> or click on the button on the main webpage:

[Click here to access the browser version.](#)

2. If you would like to download the Danfoss Installer App from App Store or Google Play please click on a one of the following buttons:

Download in app store 

Download in Google play 

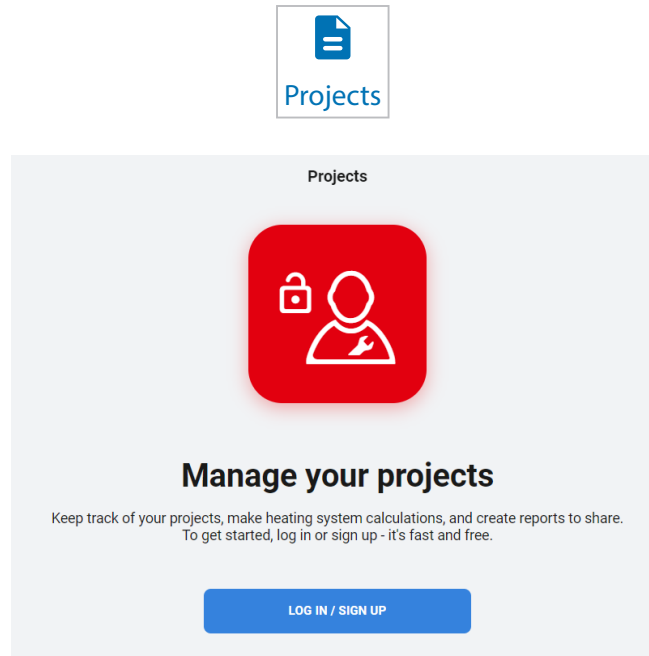
You can now find in-depth walkthrough videos of the **Danfoss Installer App** heating tools and its features on the same webpage.

## 3 Registration and Account Setup

### 3.1 Registration

When you open the **Danfoss Installer App** click on **Projects** icon.

Right after that please click on **LOG IN / SIGN UP** button.



If you have already created account use **Log in** section, if you would like to create a new account, please use **Sign up** section:

### Log in or sign up for a Danfoss Profile

Log in
Sign up

Email \*

Password \*

**Log in**

[→ Forgot your password?](#) ⓘ

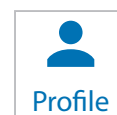
Use your Danfoss Profile to log into Installer App (Web).

If you have not already made a Danfoss Profile, please use the signup button above to create one. The Danfoss Profile can be used for all Danfoss applications where you see this login screen.

### 3.2 Profile Configuration

Click on **Profile icon** to setup or change your profile preferences.

You can setup up Language (in web version), units, read all terms and conditions, find distributors in your country and more.



## 4 Warranty registration process

### 4.1 Client registration in e-Warranty

Click on **Projects icon** and on **Add client** button:

Fill in all necessary information which is marked by red star and **Save** it:

The screenshot shows the 'Add client' process. It starts with a 'Projects' icon (a blue document with a plus sign) and an arrow pointing to a blue 'Add client' button. Below this is a mobile app form titled 'Add client'. The form has a back arrow on the left and a menu icon on the right. Under the heading 'Customer information', there are several input fields: 'First name \*', 'Last name \*', 'Email \*', 'Phone', 'Mobile phone number', 'Company', and 'Street'. The asterisks indicate required fields. At the bottom of the form are 'Cancel' and 'Save' buttons.

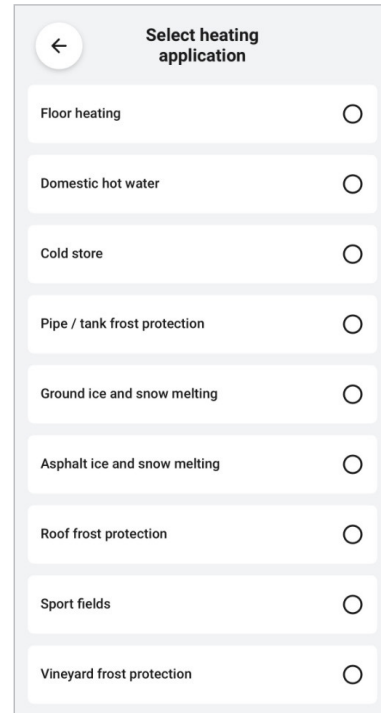
### 4.2 Project creation

To create a new project in the tool, click on **Add project** button:

In new window name the project and choose **Electric heating (e-Warranty) tool**:

The screenshot shows the 'Create new project' process. It starts with a blue 'Add project' button. Below this is a mobile app form titled 'Create new project'. The form has a back arrow on the left and a menu icon on the right. Under the heading 'Project name', there is a text input field. Below that is a toggle switch for 'Use client's name'. Under the heading 'Building address', there is a toggle switch for 'Building has a different address'. Under the heading 'Project type', there are three radio button options: 'Hydronic floor heating', 'Radiator heating', and 'Electric heating (e-Warranty)'. The 'Electric heating (e-Warranty)' option is highlighted with a red box. At the bottom of the form is a 'Create' button.

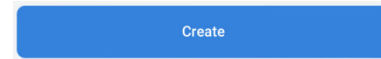
Right after that you will be proposed to choose one of the main Electric heating **Applications**. Based on your choice you will see relevant product reference in further screens:



A mobile app screen titled "Select heating application" with a back arrow in the top left. It contains a list of nine options, each with a radio button to its right:

- Floor heating
- Domestic hot water
- Cold store
- Pipe / tank frost protection
- Ground ice and snow melting
- Asphalt ice and snow melting
- Roof frost protection
- Sport fields
- Vineyard frost protection

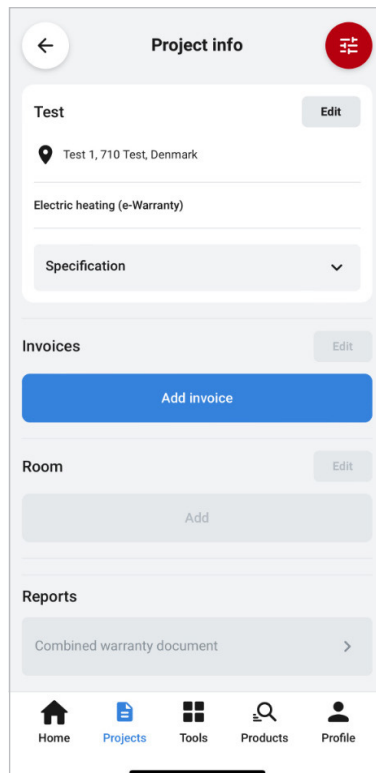
And click on **Create** button:



A blue rectangular button with the text "Create" centered in white.

Next steps are invoice adding and heated areas:

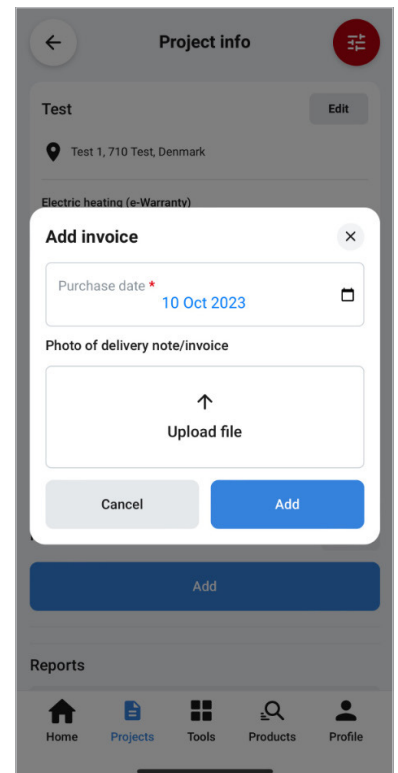
Click on **Add invoice** button and fill in **Purchase date** and upload an invoice (if you don't have it now, you will be able to upload it later) and click on **Add** button:



A mobile app screen titled "Project info" with a back arrow and a menu icon in the top right. The screen is divided into several sections:

- Test**: Includes an "Edit" button, a location field "Test 1, 710 Test, Denmark", and an "Electric heating (e-Warranty)" section with a "Specification" dropdown menu.
- Invoices**: Includes an "Edit" button and a prominent blue "Add invoice" button.
- Room**: Includes an "Edit" button and a grey "Add" button.
- Reports**: Includes a "Combined warranty document" link with a right-pointing arrow.

A bottom navigation bar contains icons for Home, Projects, Tools, Products, and Profile.

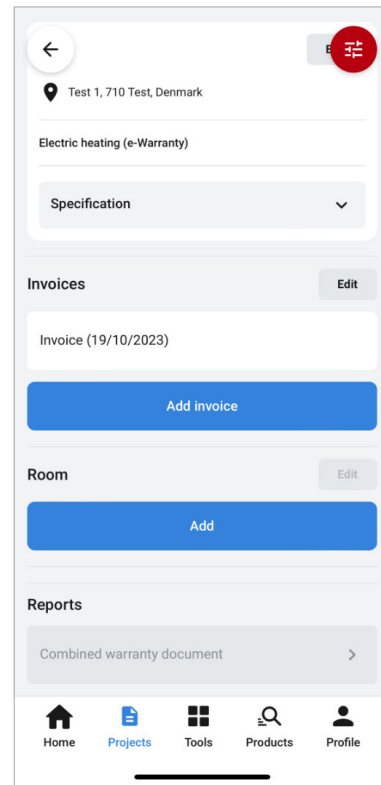


A mobile app screen titled "Project info" with a back arrow and a menu icon in the top right. An "Add invoice" modal is open over the "Electric heating (e-Warranty)" section. The modal contains:

- A "Purchase date\*" field with the value "10 Oct 2023" and a calendar icon.
- A "Photo of delivery note/invoice" section with an "Upload file" button and an upward arrow icon.
- "Cancel" and "Add" buttons at the bottom of the modal.

Below the modal, the "Add" button from the "Invoices" section is visible. The bottom navigation bar is also present.

Click on **Add** button in Heated areas section (e.g. Room) in order to create a heated zone/ area:



Name a heated area and fill in the size of it, and click on **Add** button:

**Room**

Room name \*  
Test

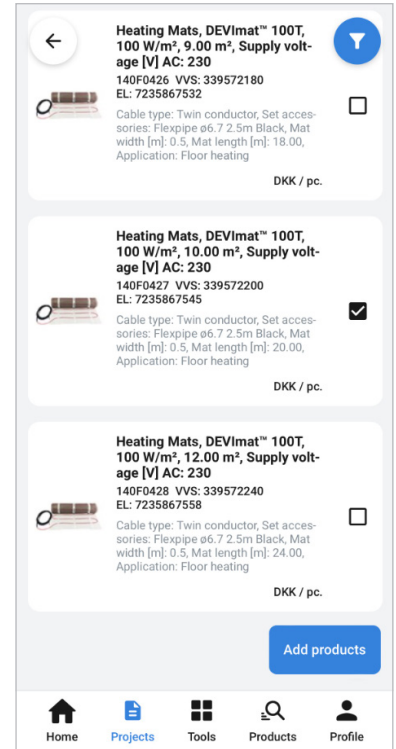
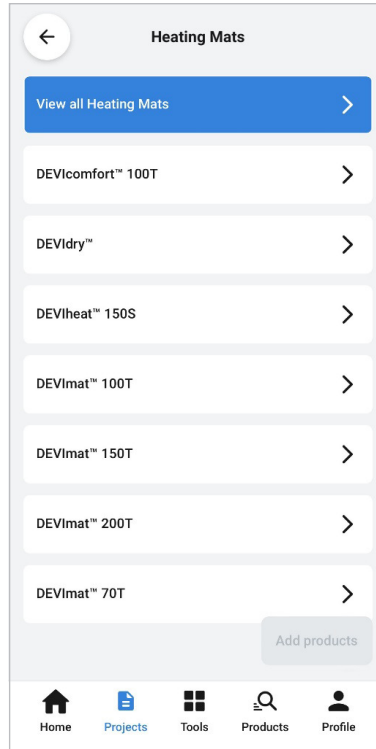
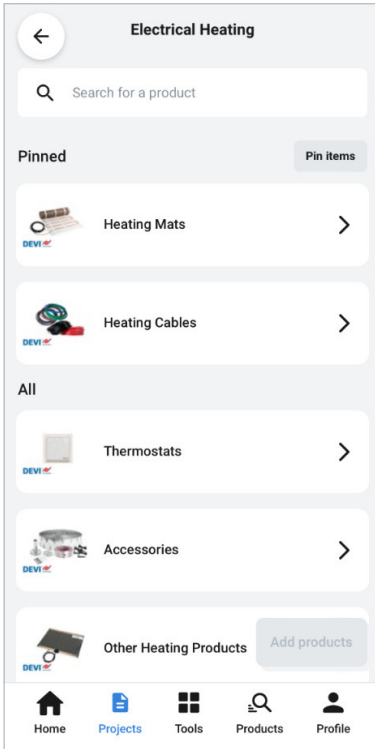
Room area \*  m<sup>2</sup>

Cancel Add

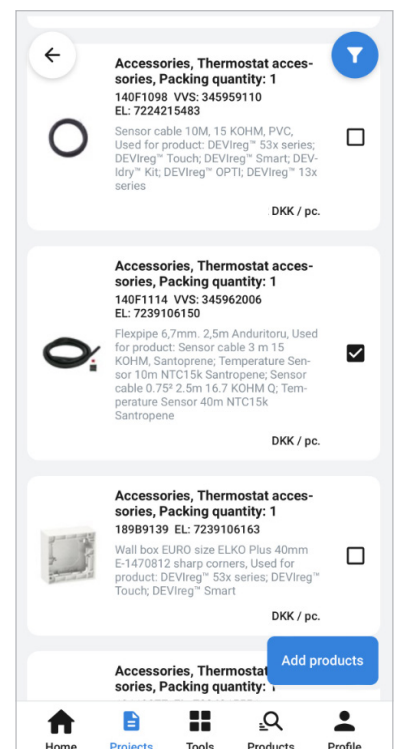
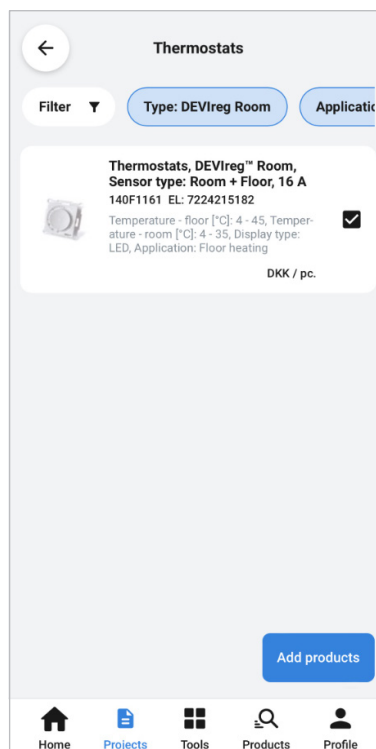
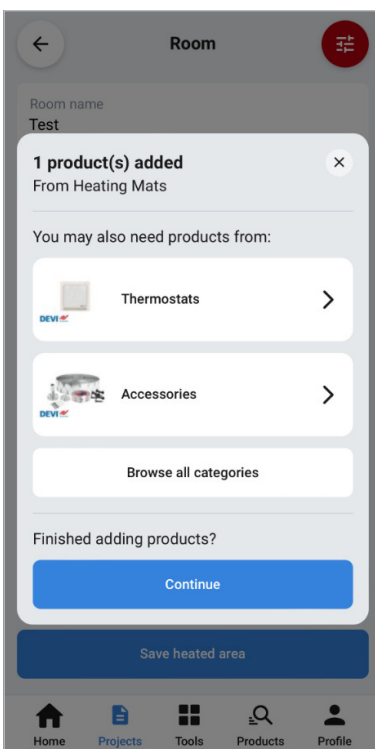


### 4.3 Product selection and data adding

Now you can select products from different product groups related to the chosen **Application**. Chose products and click on **Add products** button.



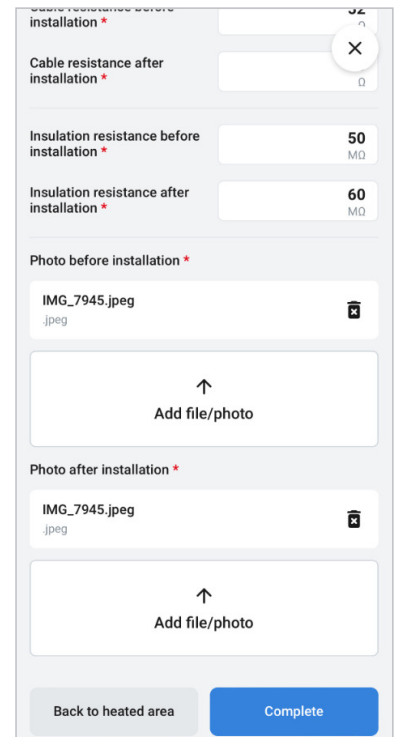
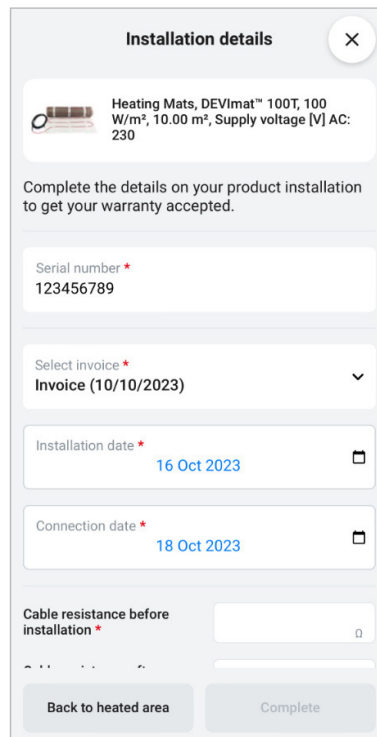
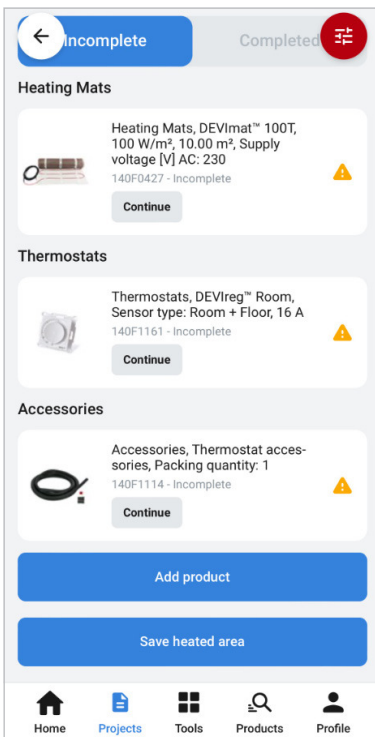
You will be also proposed to select relevant products to the already chosen (e.g. thermostats or accessories):



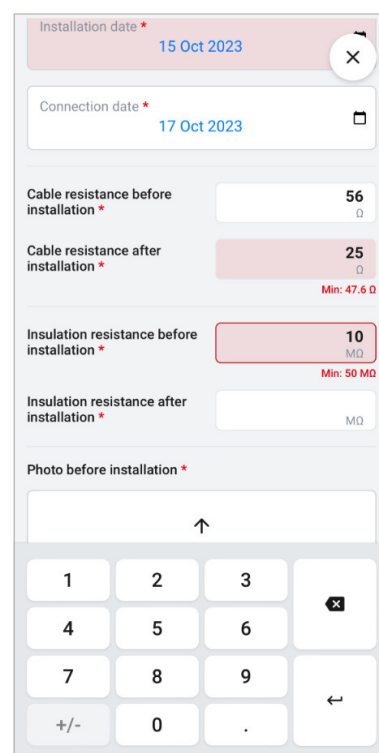
All the chosen products will be visible in **Incomplete** section with yellow triangle



It means that you need complete warranty certificate for each of the product. To fill in all necessary data for the warranty certificate click on the product from your list. Depending on the product you must fill in **Serial number, Installation and Connection dates, Cable and insulation resistance** before and after installation process and upload pictures of Before and After installation process. When the data is filled in press on **Complete** button.

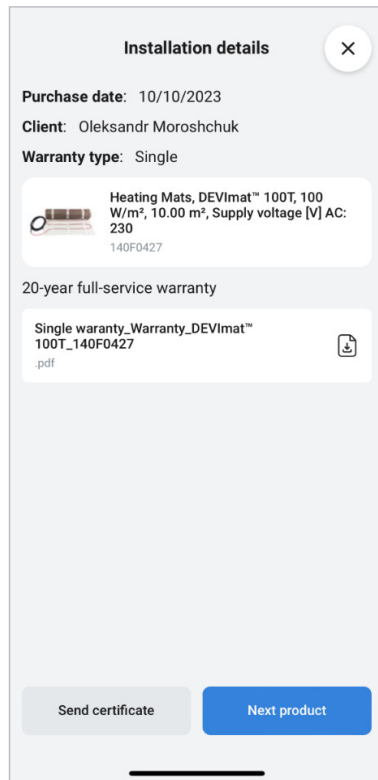


If some data is out of the appropriate range you will immediately see it in the tool. In such cases please contact your local DEVI representative and inform them about the issue.




After pressing **Complete** button you will be able to download or/and send **Single Warranty Certificate** for this specific product only.

By pressing **Next product** button you will be able to complete Warranty certificate for the next product in your list.



**Installation details** [Close]

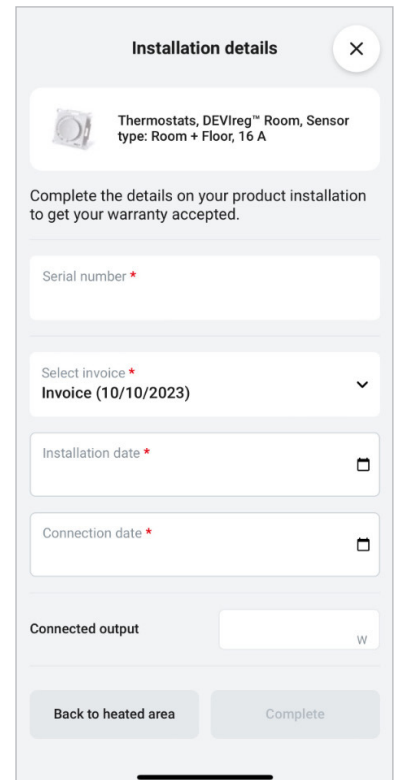
**Purchase date:** 10/10/2023  
**Client:** Oleksandr Moroshchuk  
**Warranty type:** Single

 Heating Mats, DEVI<sup>®</sup>mat™ 100T, 100 W/m<sup>2</sup>, 10.00 m<sup>2</sup>, Supply voltage [V] AC: 230  
140F0427


20-year full-service warranty

Single warranty\_Warranty\_DEVI<sup>®</sup>mat™ 100T\_140F0427.pdf [Download]

**Send certificate** **Next product**



**Installation details** [Close]

 Thermostats, DEVI<sup>®</sup>reg™ Room, Sensor type: Room + Floor, 16 A

Complete the details on your product installation to get your warranty accepted.

Serial number \*

Select invoice \*  
**Invoice (10/10/2023)** [Dropdown]

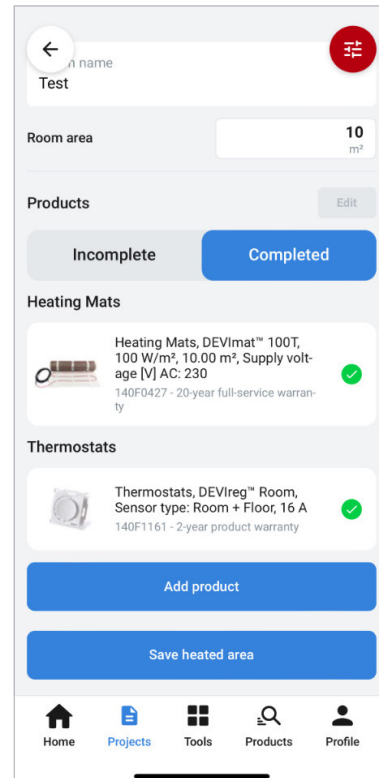
Installation date \* [Calendar]

Connection date \* [Calendar]

Connected output [Input] W

**Back to heated area** **Complete**

When all the products are filled in, all the products will be moved to the **Completed** section:




[Back] [Menu] Test

Room area [Input] 10 m<sup>2</sup>


Products [Edit]

**Incomplete** **Completed**

**Heating Mats**

 Heating Mats, DEVI<sup>®</sup>mat™ 100T, 100 W/m<sup>2</sup>, 10.00 m<sup>2</sup>, Supply voltage [V] AC: 230  
140F0427 - 20-year full-service warranty [Checkmark]

**Thermostats**

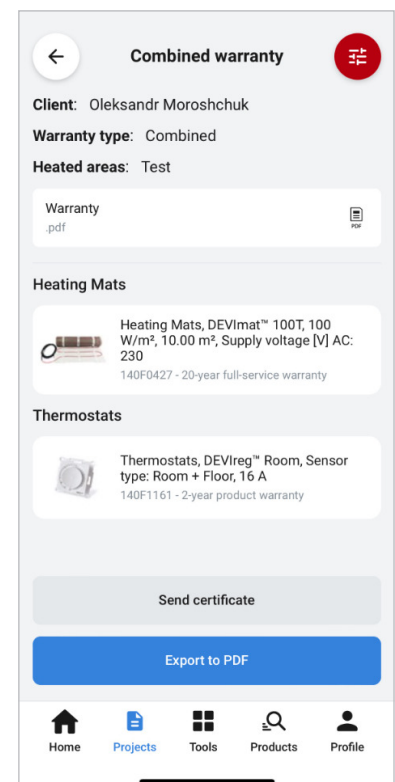
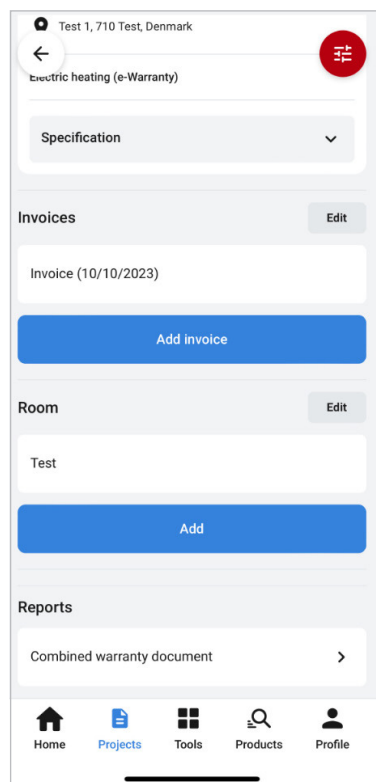
 Thermostats, DEVI<sup>®</sup>reg™ Room, Sensor type: Room + Floor, 16 A  
140F1161 - 2-year product warranty [Checkmark]

**Add product**

**Save heated area**

Home Projects Tools Products Profile

To download **Combined Warranty Certificate** for **all the products** in your project, click on **Save heated area** button, scroll down to the Reports area, and click on **Combined warranty document**. There you can send the certificate or download as PDF file.



Congratulations! Your DEVI installation has now been registered and your Warranty certificate is stored in the system.

It will be stored in the system for the period of the warranty.

Please keep this confirmation email in digital format for your records.

The warranty shall be valid only if the WARRANTY CERTIFICATE is completed correctly and in accordance with the instructions. The warranty will be provided if the fault is communicated to the installer or the seller immediately and the proof of purchase is provided.

For any questions or complaints regarding your product always feel free to contact your installer or local representative.



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