

User guide

e-Warranty



Make it easy,
make it DEVI



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1 Introduction

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



Electric heating (e-Warranty)



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 

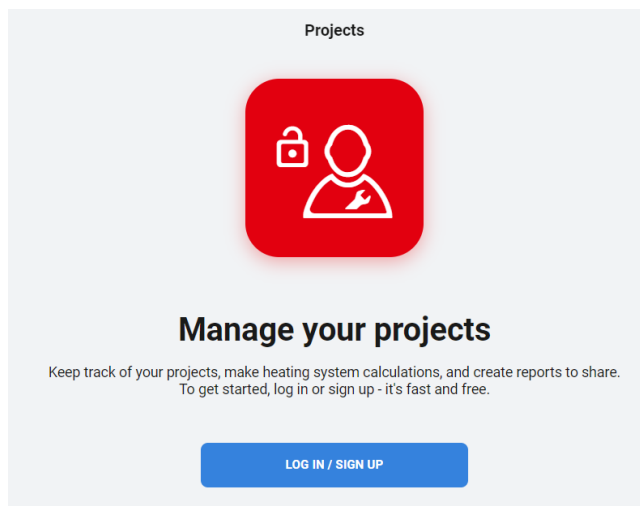
You can now find in-depth walkthrough videos of the **Danfoss Installer App** heating tools and its features on the same webpage.

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 *

[→ Forgot your password?](#) ⓘ

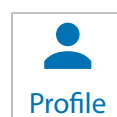
Use your Danfoss Profile to log into Installer App (Web).

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 diagram illustrates the process of adding a new client. It starts with a 'Projects' icon (a blue square with a white document icon) which points to a blue button labeled 'Add client'. This button leads to a mobile app screen titled 'Add client'. The screen has a back arrow on the top left and a menu icon on the top right. Below the title is a section 'Customer information' containing several input fields: 'First name *', 'Last name *', 'Email *', 'Phone', 'Mobile phone number', 'Company', and 'Street'. The fields with a red asterisk are required. At the bottom of the form are 'Cancel' and 'Save' buttons.

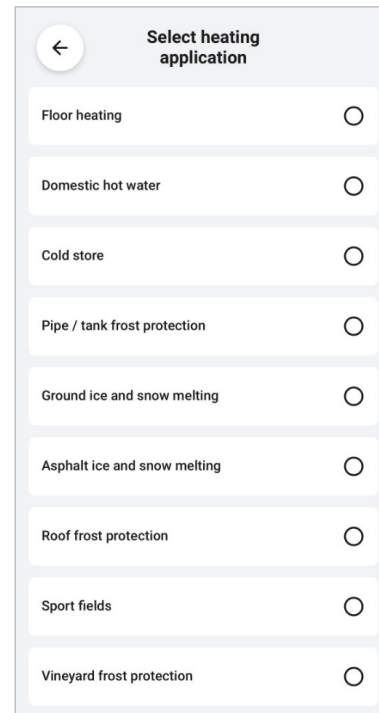
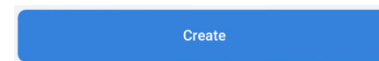
4.2 Project creation

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 diagram shows the process of creating a new project. It starts with a blue button labeled 'Add project'. This button leads to a mobile app screen titled 'Create new project'. The screen has a back arrow on the top left and a menu icon on the top right. Below the title is a section 'Project name' with a text input field. Below that is a toggle switch for 'Use client's name'. Then is a section 'Building address' with a toggle switch for 'Building has a different address'. Below that is a section 'Project type' with three radio button options: 'Hydronic floor heating' (with a red wavy line icon), 'Radiator heating' (with a red radiator icon), and 'Electric heating (e-Warranty)' (with a red plug icon). The 'Electric heating (e-Warranty)' option is highlighted with a red rectangle. At the bottom of the form is a 'Create' button.

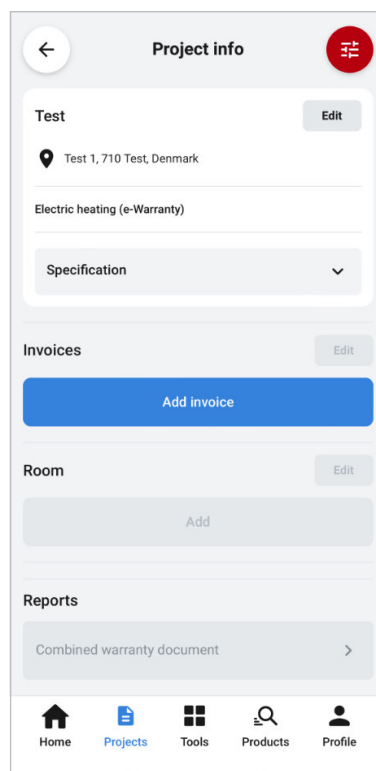
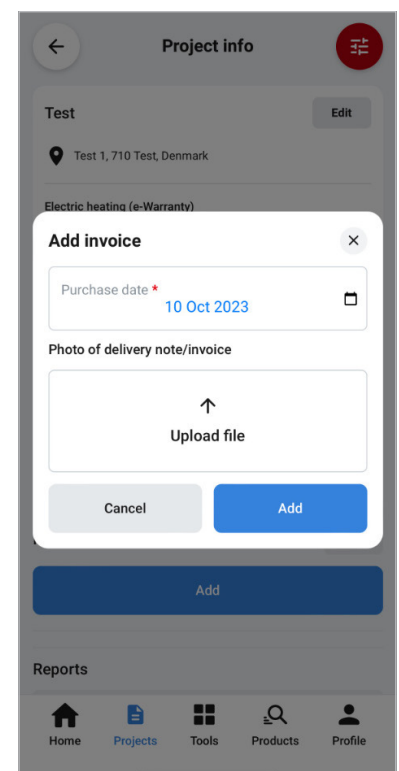
Right after that you will be proposed to choose one of the main Electric heating **Applications**. Based on your choice you will see relevant product reference in further screens:

And click on **Create** button:

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:

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

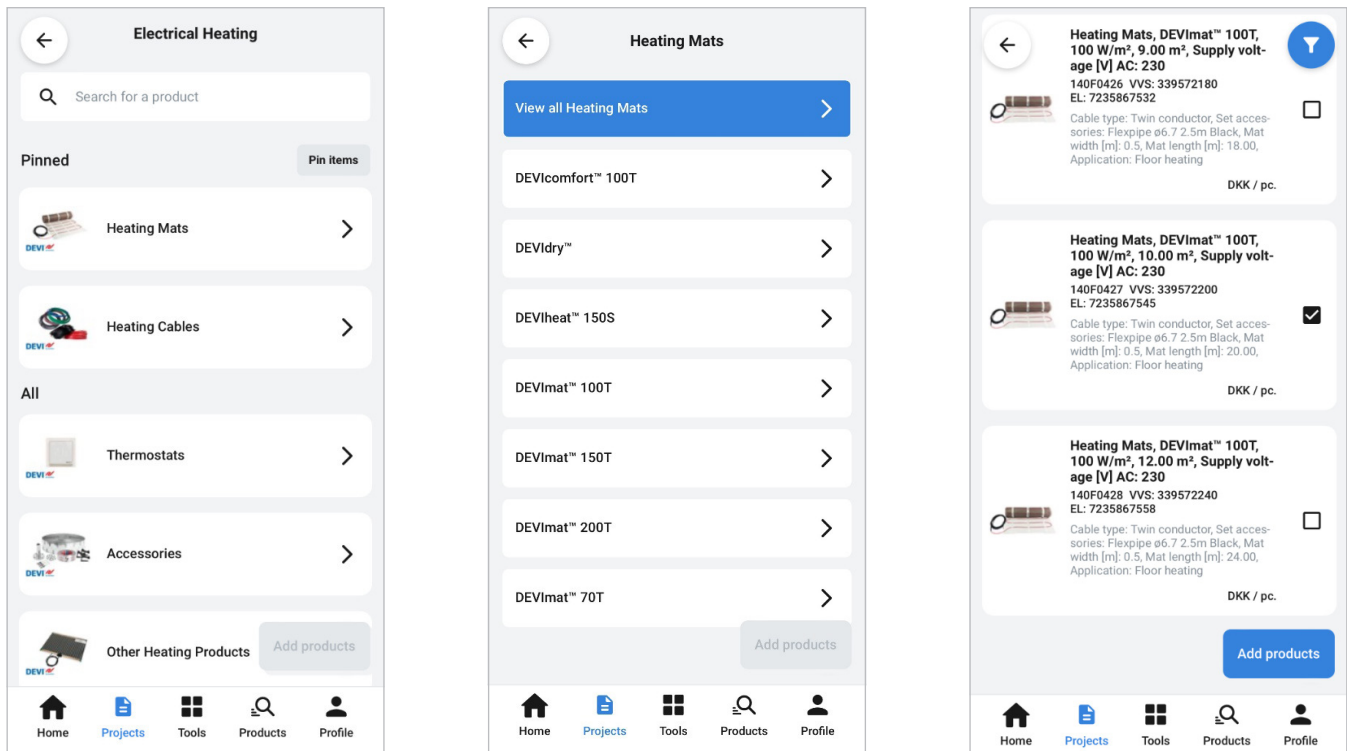
The screenshot shows the DEVI e-Warranty mobile app interface. At the top, there is a back arrow and a red circular button with a white icon. Below this, the location is set to 'Test 1, 710 Test, Denmark'. The section is titled 'Electric heating (e-Warranty)' with a 'Specification' dropdown menu. Below this is the 'Invoices' section with an 'Edit' button and a list of invoices, including 'Invoice (19/10/2023)' and an 'Add invoice' button. The 'Room' section has an 'Edit' button and an 'Add' button. At the bottom is the 'Reports' section with a 'Combined warranty document' link. The bottom navigation bar includes icons for Home, Projects, Tools, Products, and Profile.

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

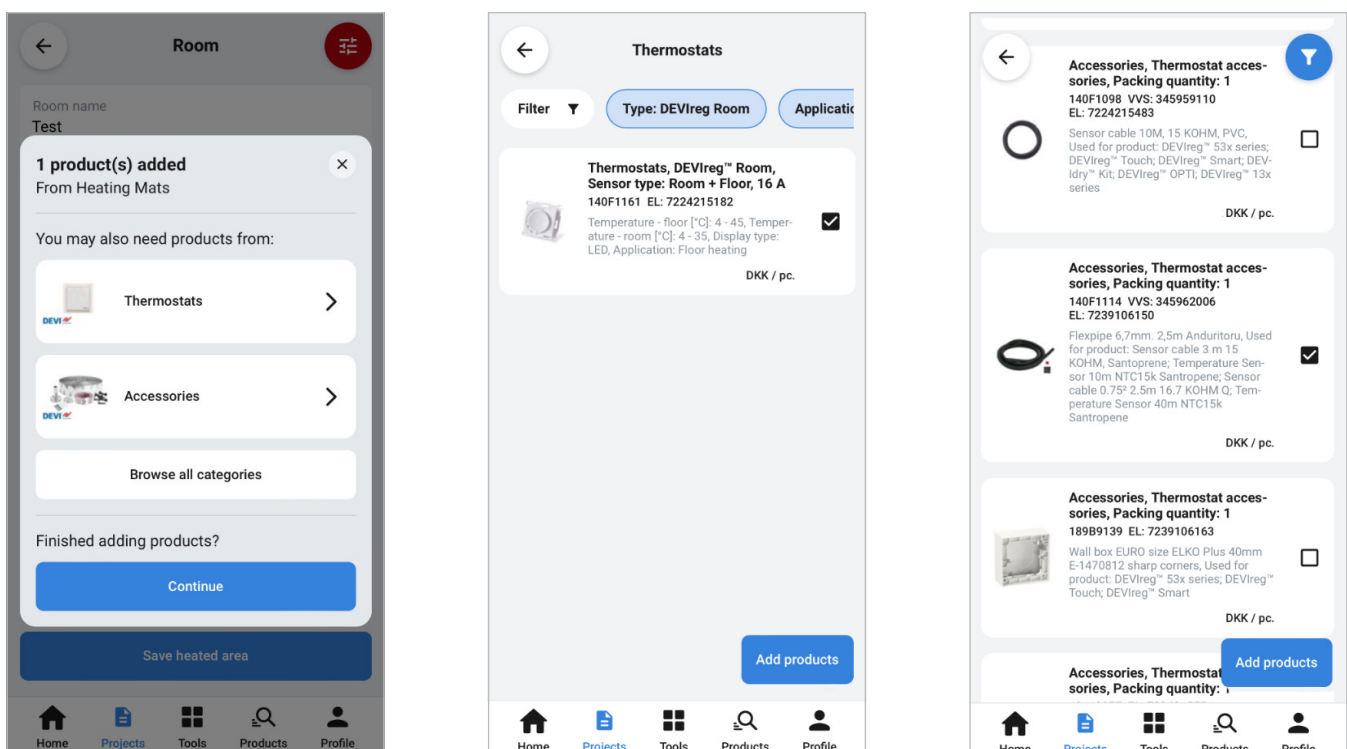
The screenshot shows the 'Room' form in the DEVI e-Warranty mobile app. It has a title 'Room'. Below the title is a text input field for 'Room name' with a red asterisk, containing the text 'Test'. Below this is a text input field for 'Room area' with a red asterisk, containing the text '10 m²'. At the bottom right are two buttons: 'Cancel' and '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

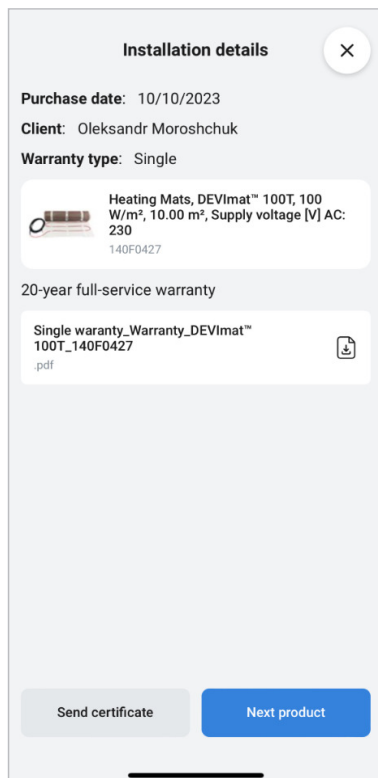


It means that you need complete warranty certificate for each of the product. To fill in all necessary data for the warranty certificate click on the product from your list. Depending on the product you must fill in **Serial number**, **Installation** and **Connection dates**, **Cable and insulation 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 ✕

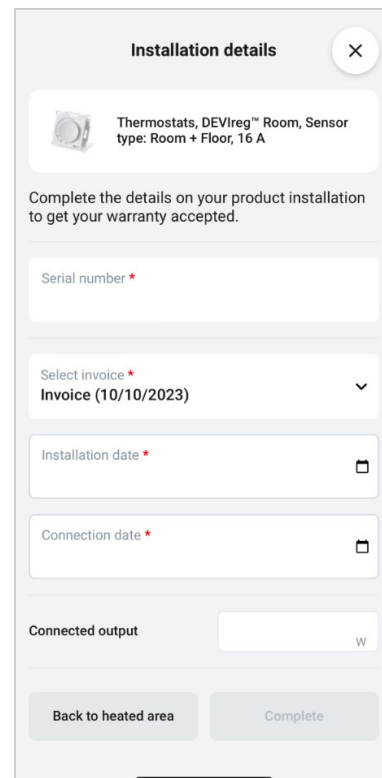
Purchase date: 10/10/2023
Client: Oleksandr Moroshchuk
Warranty type: Single

 Heating Mats, DEVI[®]mat™ 100T, 100 W/m², 10.00 m², Supply voltage [V] AC: 230, 140F0427

20-year full-service warranty

Single warranty_Warranty_DEVI[®]mat™ 100T_140F0427.pdf 

Send certificate Next product



Installation details ✕

 Thermostats, DEVireg™ 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) ▼

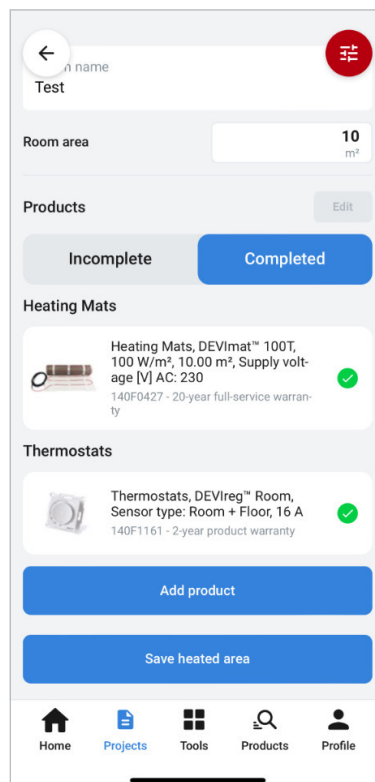
Installation date * 

Connection date * 

Connected output W

Back to heated area Complete

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



← Test 

Room area 10 m²

Products 

Incomplete Completed

Heating Mats

 Heating Mats, DEVI[®]mat™ 100T, 100 W/m², 10.00 m², Supply voltage [V] AC: 230, 140F0427 - 20-year full-service warranty 

Thermostats

 Thermostats, DEVireg™ Room, Sensor type: Room + Floor, 16 A, 140F1161 - 2-year product warranty 

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.

Test 1, 710 Test, Denmark

Electric heating (e-Warranty)

Specification

Invoices

Invoice (10/10/2023)

Add invoice

Room

Test

Add

Reports

Combined warranty document

Home Projects Tools Products Profile

Combined warranty

Client: Oleksandr Moroshchuk

Warranty type: Combined

Heated areas: Test

Warranty pdf

Heating Mats

Heating Mats, DEVImat™ 100T, 100 W/m², 10.00 m², Supply voltage [V] AC: 230
140F0427 - 20-year full-service warranty

Thermostats

Thermostats, DEVireg™ Room, Sensor type: Room + Floor, 16 A
140F1161 - 2-year product warranty

Send certificate

Export to PDF

Home Projects Tools Products Profile

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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