FOR ALL THE PLACES
WE CALL HOME
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360° program support
IMPLEMENTATION
Set-up for Success
Build support and belief in the mission.

LEARN ABOUT THE COMMUNITY
• What factors affect comfort?
• What hardware is required?
• What do residents prefer?

INVOLVE STAKEHOLDERS
• Understand priorities and build a shared vision

ENGAGE RESIDENTS
• Early and frequently
• Support program partners with people-first training
Create an Installation Experience

Use install moment as an opportunity to educate and engage.

1. Install and custom set-up
2. Review factors affecting their comfort
3. Let the resident engage with the product
Installation Experience

Como usar su ecobee3 termostato

Su nuevo termostato está aquí para ayudar a permanecer cómodo en todo momento. Si desea demasiado calor o demasiado frío, aquí encontrará las instrucciones para saber cómo controlar la calentación.

1. El número grande en el medio es la temperatura actual de la casa.
2. El número pequeño de la derecha es el ajuste de la temperatura. Toque este número con su dedo y deslice hacia arriba para aumentar o hacia abajo para disminuir la temperatura.
3. Aparecerá una caja pequeña con la temperatura que ha seleccionado junto con la palabra "holding". Esto quiere decir que su termostato se ajustará a la temperatura de su casa y virtualmente se sentirá más cómodo, especialmente experiencias que esto se ajuste a través de preguntas y respuestas mientras se comunica con su superintendente.

Easy as 1-2-ecobee3

Your new thermostat is here to help you stay comfortable around the clock, even if you’re feeling a little too hot or too cold, here’s how to control your heat:

1. The large number in the middle is your home current temperatures.
2. The small number on the right is what the thermostat is set to. Touch that number with your finger and slide it up to increase or down to decrease the temperatures.
3. A small box will appear with the temperature you’ve selected and the word "holding". This means your thermostat will adjust the heat of your home and you’ll be more comfortable in no time.

Have Wi-Fi?

Connect your ecobee3 Smart Thermostat! Control it from anywhere using your phone.

Register by Sept 30th and we’ll help you connect and set-up.

Email: towerwisesfa@eco.com with your full name and suite # or go to the front office to sign up at 720 Tritheway.
Ensure Service and Support

Long-term thermostat use by the resident will ultimately make the impact.

1. Routine Follow-ups
   Leverage data and analytics

2. Community Involvement
   Create ambassadors

3. Stakeholder Support
   Maintain dialogue with program implementation partners

4. Technical Support
   Specially trained staff familiar with your program
“It’s not just exciting to have this new technology in their apartment, but what it means for them personally. People’s eyes light up.”