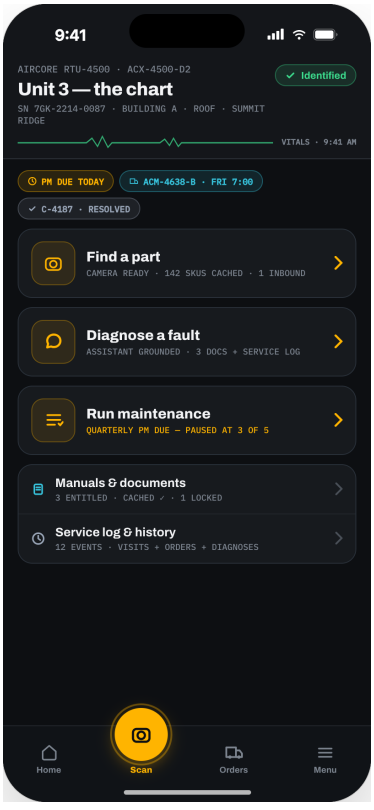
ZYLERGY

QUICK START GUIDE

Zylergy Field

Quick Start Guide

For HVAC technicians using Zylergy Field on iPhone and iPad



SAMPLE DATA.

ZYLERGY

Zylergy, Inc.
Lewes, Delaware zylergy.com

ZY-FLD-QSG-01 Rev. A
Release 1.0 · October 2026

Zylergy Field Quick Start Guide
Document number ZY-FLD-QSG-01, Revision A
Release 1.0 · October 2026

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Sample data. Screens in this document show sample data. The people, companies, sites, equipment, order numbers, readings and amounts on them are illustrative and do not describe any customer. Some third-party equipment names on screens are blurred.

Not a substitute for safety procedures or professional judgment. Zylergy Field presents information drawn from manufacturer documentation and from your organization's own records. It does not replace the equipment manufacturer's instructions, applicable codes and regulations, your employer's safety procedures, or the judgment of a qualified person. Nothing in this document is engineering, safety or legal advice for a specific situation.

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Revision history

REVISION	DATE	DESCRIPTION
A	October 2026	First issue for Release 1.0.

About this guide

Who this guide is for

This guide is for HVAC service technicians who are new to Zylergy Field. It takes you from your first sign-in to your first completed job, a scheduled maintenance checklist on a unit on your route. It assumes you know how to service the equipment. Administrators should start with the *Zylergy Field Admin Guide*. Office staff should start with the *Zylergy Field Operator Guide*.

How this guide is organized

- Chapter 1, “Safety information,” gives the safety messages for using Zylergy Field at a job site.
- Chapter 2, “Before you start,” describes what Zylergy Field does and what you need before you sign in.
- Chapter 3, “Sign in and set up,” covers first sign-in, camera access, the Home screen, packing for offline work and device settings.
- Chapter 4, “Your first job,” covers a scheduled maintenance checklist, from scanning the nameplate to logging the result.
- Chapter 5, “Where to go next,” lists common next tasks, how to get help and how to fix common problems.
- The Glossary defines the terms used in this guide. The Index follows it.

Documentation set

DOCUMENT	NUMBER	FOR
Zylergy Field Quick Start Guide (this guide)	ZY-FLD-QSG-01	New users: first sign-in and a first job
Zylergy Field Operator Guide	ZY-FLD-OPG-01	Everyday work in the app and the web console, and a reference for every screen
Zylergy Field Admin Guide	ZY-FLD-ADG-01	Administrators: account, users and roles, the Company Brain, integrations, data and security

Conventions

CONVENTION	MEANING	EXAMPLE
Bold	A label on the screen: a button, tab, menu item, field or status, written exactly as the screen shows it	Tap **Start the checklist**.
Monospace	A value you type or read: serial numbers, readings, codes, document numbers	Enter 118.
A > B	A path through menus or settings	**Menu** > **Offline & pack**
Italic	The title of another document, or a term at the point where it is defined	*Zylergy Field Admin Guide*
Sample data.	Every screen in this guide shows sample data	Figure captions

Procedures are numbered steps. Do the steps in order. Each step is one action. Some procedures start with a **Before you begin** box that lists what must be ready first. Most end with a **Result** line that tells you what you see when the procedure worked. The line under a procedure title tells you who does the task and on which device.

This guide uses four kinds of notice:

⚠ WARNING

Indicates a hazardous situation which, if not avoided, could result in death or serious injury. A warning states the hazard, what can happen, and how to avoid it.

⚠ CAUTION

Indicates a situation which, if not avoided, could result in minor or moderate injury, damage to equipment, or the loss or corruption of records.

> NOTE
> Information that helps you complete the task or understand its result.

> TIP
> A faster or easier way to do something.

Send us your comments

To report an error or suggest an improvement to this guide, write to hello@zylergy.com. Include the document number (ZY-FLD-QSG-01), the revision (A) and the page number.

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1

CHAPTER 1

Safety information

IN THIS CHAPTER

- General safety messages 1
- Content in the app and in this guide 2

Read this chapter before you use Zylergy Field at a job site. The safety messages in this chapter apply to all tasks in this guide. A message that applies to one step appears in the procedure, just before that step.

> NOTE
> Zylergy Field presents information from the equipment manufacturer's documentation and from your organization's records. It does not replace the manufacturer's instructions, applicable codes and regulations, your employer's safety procedures, or your training. Where they differ from what you see in the app, follow the manufacturer's instructions and your employer's procedures, and report the difference to your office.

1.1 General safety messages

⚠ WARNING

Hazardous voltage. Contact with energized parts can cause death or serious injury. Before you open any panel or service equipment, disconnect all power, including remote disconnects, follow your employer's lockout/tagout procedure, and verify with a meter that no voltage is present.

⚠ WARNING

Fall hazard. Work on roofs and at height can result in death or serious injury from a fall. Use the fall protection your employer requires. Do not use the app while climbing or moving near a roof edge; stop, secure your position, then use the device.

⚠ CAUTION

Refrigerant under pressure. Refrigerant can cause frostbite and injury, and venting it is prohibited. Only technicians certified under EPA Section 608 may handle refrigerant. Recover refrigerant as required by federal, state and local regulations.

⚠ CAUTION

Distraction near moving or energized equipment. Looking at a screen near rotating, energized or hot equipment can cause injury. Read the step, put the device in a secure place, then do the work.

⚠ CAUTION

Wrong equipment. Working on equipment other than the one shown in the app can cause injury or damage. Before you start, check that the make, model and serial number on the screen match the nameplate.

1.2 Content in the app and in this guide

When the app's assistant gives repair steps, it includes the cautions from the manufacturer's manual for those steps. Treat them as you would a caution in the printed manual. If the app shows no caution for a task, a caution can still apply. Check the manufacturer's documentation.

If the documents available to you do not cover a question, the assistant says so instead of guessing. An answer without a citation is not manufacturer guidance. For those questions, use the manufacturer's documentation or ask your office.

> NOTE
>
> The procedure text in figures is sample content. Always use the current manufacturer's documentation for the equipment you service.

2

CHAPTER 2

Before you start

IN THIS CHAPTER

- What Zylergy Field does 3
- What you need 4
- What works without a signal 4

2.1 What Zylergy Field does

Zylergy Field puts a unit's documents, parts information and service history on your iPhone or iPad while you work on the unit.

- **Identify the unit.** Point your iPhone or iPad at the nameplate. Zylergy Field reads it on the device, even without a signal. You confirm the unit before its chart opens.
- **Open the unit chart.** The *unit chart* shows the unit's identity, maintenance status, open work, the manuals available to you, and the service log.
- **Run maintenance from the manual.** Checklists are drafted from the manufacturer's service manual. Your shop or Zylergy reviews and approves each checklist before it is used. The app checks each reading against its acceptance range as you enter it.
- **Find the right part.** Take a photo of a part. Zylergy Field matches it against the parts catalog for that unit.
- **Ask about the unit.** The assistant answers from the unit's manuals and service log and shows the page it used.
- **Log the work.** Repairs, diagnoses and maintenance are added to the unit's append-only service log, where entries cannot be edited or deleted. The next technician sees them.

Your shop's back office works in the Zylergy Field web console. The office supplies the manuals, plans visits and supervises the work. It also handles orders, returns, maintenance schedules

and service plans. This guide covers the app. The other guides in the set cover the web console and administration.

2.2 What you need

Table 2-1 What you need before you sign in

ITEM	DETAILS
An invitation from your shop	Your administrator adds you to Zylergy Field and sends a join link to your work email.
An iPhone or iPad	With iOS or iPadOS 26 or later.
The Zylergy Field app	Download it from the App Store to the iPhone or iPad you will use.
A network connection for the first sign-in	Signing in needs a signal. After that, you can do most field work offline (Table 2-2).
Camera access	Used to read nameplates and photograph parts. You can type unit details instead if you do not allow it.

2.3 What works without a signal

Zylergy Field keeps what you need for the day's units on the device, in the *offline pack*. The app saves your work on the device and syncs it when the connection returns.

Table 2-2 Offline behavior

WORKS OFFLINE	NEEDS A SIGNAL
Reading a nameplate, and opening the unit chart for units in your offline pack	Signing in
Manuals, schematics and parts catalogs in your offline pack	The assistant (you can still open the manuals on the device)
Matching a part from a photo	Live order status (the app shows the time of the last sync)
Running a checklist and recording findings	
Saving to the service log (sent when you are back online)	
Placing an order (the order is sent when you are back online, and expires if it is not sent within 7 days)	

3

CHAPTER 3

Sign in and set up

IN THIS CHAPTER

- Sign in for the first time 5
- Allow the camera 7
- Get to know the Home screen 8
- Pack your day for offline work 9
- Display and device settings 10

3.1 Sign in for the first time

The sign-in screen asks only for your work email (Figure 3-1). What happens next depends on how your shop has set up sign-in.

TECHNICIAN · IPHONE OR IPAD · NEEDS A SIGNAL

BEFORE YOU BEGIN

- The Zylergy Field app is installed.
- Your shop has invited you, and you know the work email address the invitation was sent to.
- Your device has a network connection.

1. Open the Zylergy Field app.
2. In **Work email**, enter your work email address.
3. Tap **Continue**.
4. If your shop uses single sign-on, sign in on your company's sign-in page when it opens.
5. If the app asks for a 6-digit code, enter the code from your text message, email or authenticator app.
6. When the app offers Face ID for next time, choose whether to use it.

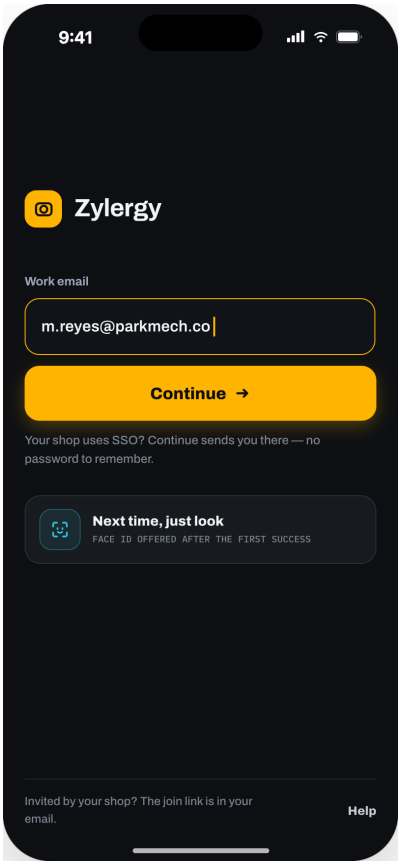


Figure 3-1 The sign-in screen. Sample data.

RESULT

You are signed in, and the app asks for camera access ("Allow the camera" on page 7).

> NOTE
> If the app shows "We don't see that address at a shop yet — check it, or ask for an invite.", check the email address you entered. If it is correct, ask your administrator to invite you.

3.2 Allow the camera

Zylergy Field asks for camera access once, at first run (Figure 3-2). It asks for notification access later, when it first needs it.

TECHNICIAN · IPHONE OR IPAD

1. Read the first-run screen.
2. Tap **Enable the camera**.
3. When iOS asks for permission, allow camera access.

RESULT

The Home screen opens, with a one-time hint that you can scan anything.

To skip camera access for now, tap **Not now — I'll type it in**. You then identify units by typing their details, and the app reminds you where to turn the camera on. You can allow camera access later in the iOS Settings app.

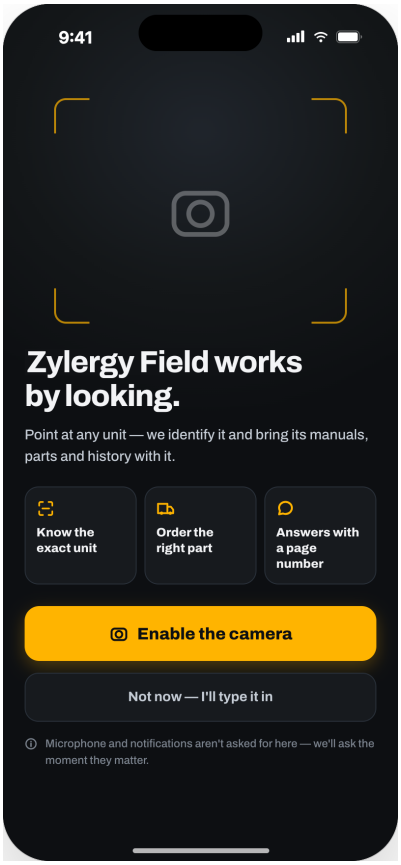


Figure 3-2 The first-run screen asks for camera access. Sample data.

3.3 Get to know the Home screen

The Home screen shows your day (Figure 3-3).

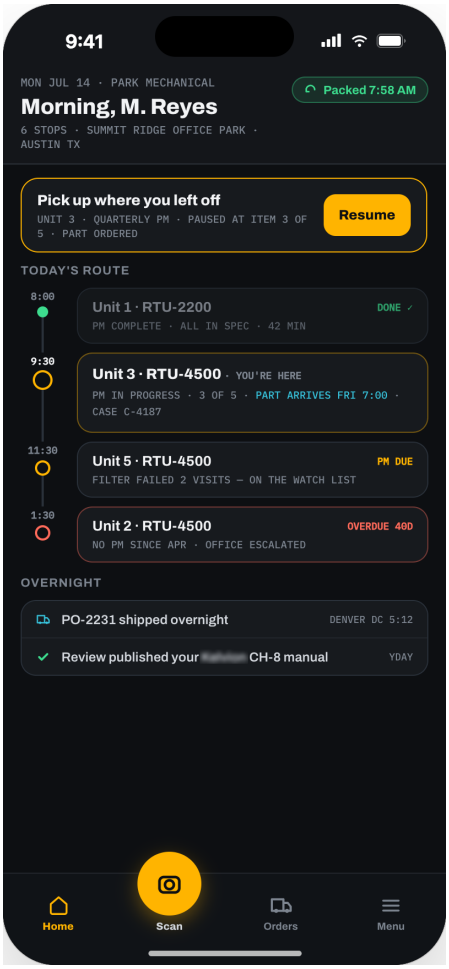


Figure 3-3 The Home screen with today's route, work to resume and overnight updates. Sample data.

Table 3-1 What is on the Home screen

AREA	WHAT IT SHOWS
Header	The date, your shop, the day's site, and when your offline pack was last packed (for example **Packed 7:58 AM**).
Pick up where you left off	Work you paused, such as a checklist stopped at item 3 of 5, with **Resume**.
Today's route	Your stops in order, with each unit's status: done, in progress, maintenance due, overdue. Tap a stop to open it.

Overnight	What changed since yesterday, such as an order that shipped or a manual that was published after review.
Bottom bar	**Home**, **Scan**, **Orders** and **Menu**. **Scan** is always on the bar.

3.4 Pack your day for offline work

Zylergy Field downloads the records and parts catalogs for your day's units overnight over Wi-Fi. Before you leave, pack the day to download their manuals and schematics too. Pack again if your route changes (Figure 3-4).

TECHNICIAN · IPHONE OR IPAD · WI-FI

1. Tap **Menu**.
2. Tap **Offline & pack**.
3. Check that today's units are listed and turned on.
4. Tap **Pack now**.

RESULT

Each unit shows **Packed** and **Offline-ready**, and the Home screen shows the time of the pack.

Add units you service often under **My regular appliances** to keep them packed at all times. Closed-job data is cleared from the device 30 days after the job closes. A warranty return visit within that time still works offline.

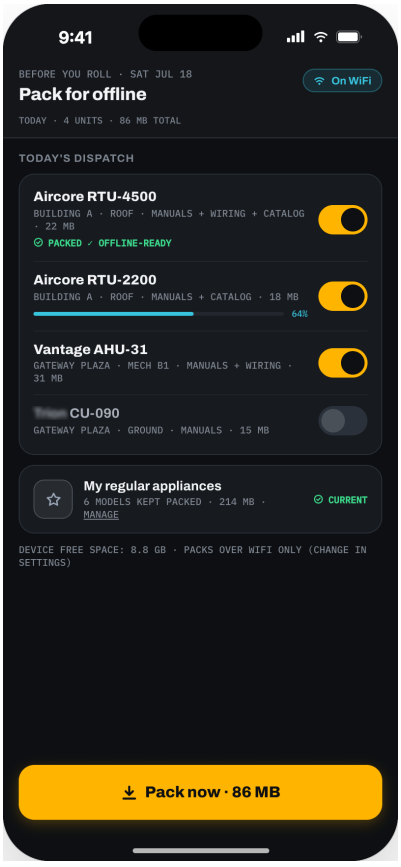


Figure 3-4 Pack for offline, with the day's units and their sizes. Sample data.

> **TIP**
> By default, packing runs over Wi-Fi only. Pack at the shop or at home before your first stop.

3.5 Display and device settings

Your device settings are under **Menu** > **Account, shop & role** (Figure 3-5). They affect only you. Your administrator manages your role and the shop's settings in the web console.

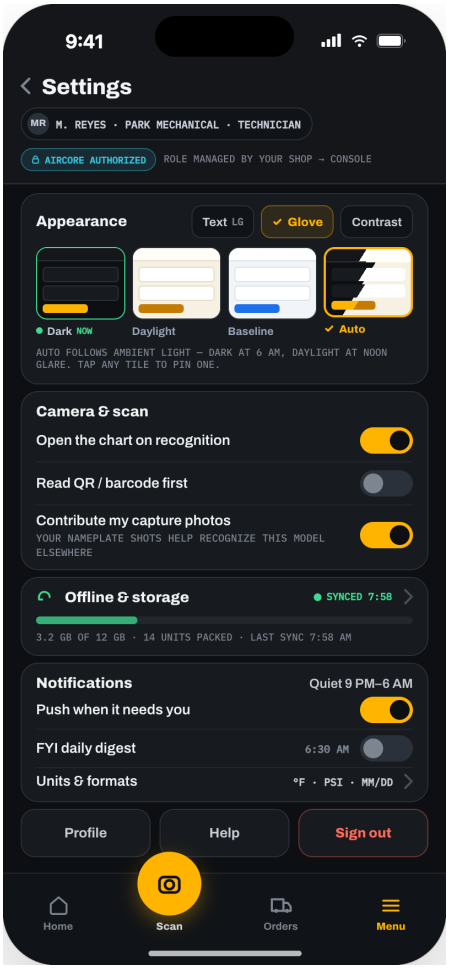


Figure 3-5 Settings, with the appearance, camera, offline and notification options. Sample data.

Table 3-2 Device settings

SETTING	WHAT IT DOES
Glove	Makes controls larger and easier to hit with gloves on.
Text LG	Uses a larger text size.

Contrast	Increases contrast for glare and low light.
Dark, **Daylight**, **Baseline**, **Auto**	Color schemes. **Auto** follows the light around you. It uses the dark scheme early in the morning and the daylight scheme in bright sun. Tap a scheme to keep it.
Read QR / barcode first	Looks for a QR code or barcode before reading the nameplate text.
Notifications	Push notifications when something needs you, an optional daily digest, and quiet hours.

4

CHAPTER 4

Your first job

IN THIS CHAPTER

- Identify the unit 13
- Read the unit chart 14
- Open the maintenance checklist 15
- Record a pass or fail finding 17
- Record a reading 18
- Complete and log the checklist 19

A typical first job is the quarterly preventive maintenance on a rooftop unit on today's route. You identify the unit, run its checklist, record your findings and log the completed checklist.

⚠ WARNING

Fall hazard. Work on roofs and at height can result in death or serious injury from a fall. Use the fall protection your employer requires. Do not use the app while climbing or moving near a roof edge; stop, secure your position, then use the device.

4.1 Identify the unit

Read the unit's nameplate with the camera (Figure 4-1). Before the chart opens, you confirm that the app has the right unit.

TECHNICIAN · IPHONE OR IPAD · WORKS OFFLINE

1. Tap **Scan**.
2. Point the camera at the unit's nameplate. When the app recognizes the unit, its make, model, serial number and location appear at the bottom of the screen.

> **⚠ CAUTION**
>
> **Wrong equipment.** Working on equipment other than the one shown in the app can cause injury or damage. Before you start, check that the make, model and serial number on the screen match the nameplate.

3. Compare the make, model and serial number on the screen with the nameplate.
4. If any of them does not match, do not continue. Scan again, or tap **Type it** and enter the details.
5. If they match, tap **Open chart** to confirm the unit.



Figure 4-1 Scan: the recognized unit appears at the bottom of the screen. Sample data.

RESULT

The unit chart opens, marked **Identified** (Figure 4-2).

If the nameplate is hard to read, tap **QR / tag** to scan a QR code on the unit, **Recents** to pick a unit you opened recently, or **Type it** to enter the details. You still confirm the unit before the chart opens.

4.2 Read the unit chart

You start all work on a unit from its unit chart (Figure 4-2).

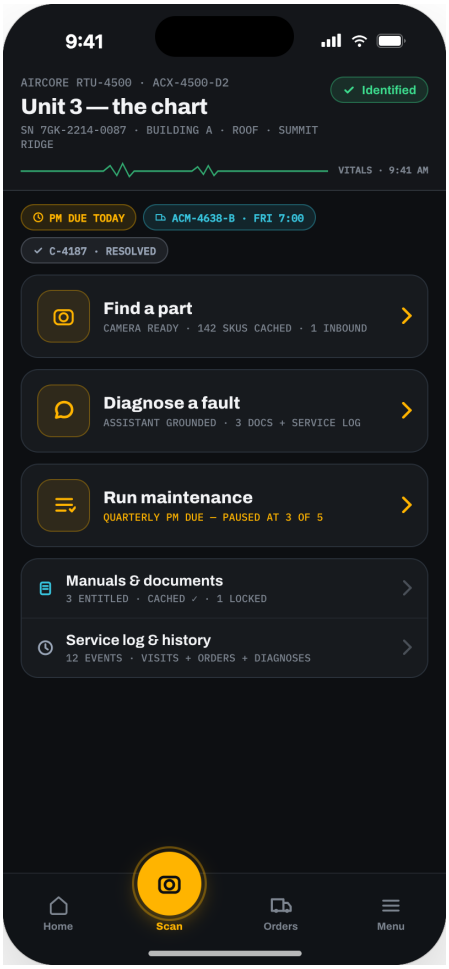


Figure 4-2 The unit chart for a rooftop unit with maintenance due today. Sample data.

Table 4-1 What is on the unit chart

AREA	WHAT IT SHOWS
Header	Make and model, unit name, serial number and location, and **Identified** once the unit is confirmed.
Status chips	What needs attention, such as **PM due today**, a part on order and its arrival, or an open or resolved repair case.
Find a part	Identify a part from a photo and order it.
Diagnose a fault	Ask the assistant about a symptom, a procedure or a specification.

Run maintenance	Open the checklist that is due, or resume one you paused.
Manuals & documents	The documents for this unit that you are entitled to read, any that are locked to you, and whether they are stored offline.
Service log & history	The visits, orders and diagnoses for this unit, as a timeline.

4.3 Open the maintenance checklist

The **Maintenance** screen shows what is due on the unit (Figure 4-3). Figure 4-4 shows an open checklist.

TECHNICIAN · IPHONE OR IPAD · WORKS OFFLINE

1. On the unit chart, tap **Run maintenance**. The **Maintenance** screen shows what is due on this unit, the checklist version and the number of items.
2. Tap **Start the checklist**. The checklist opens with its items listed.
3. Tap **Begin — item 1**.

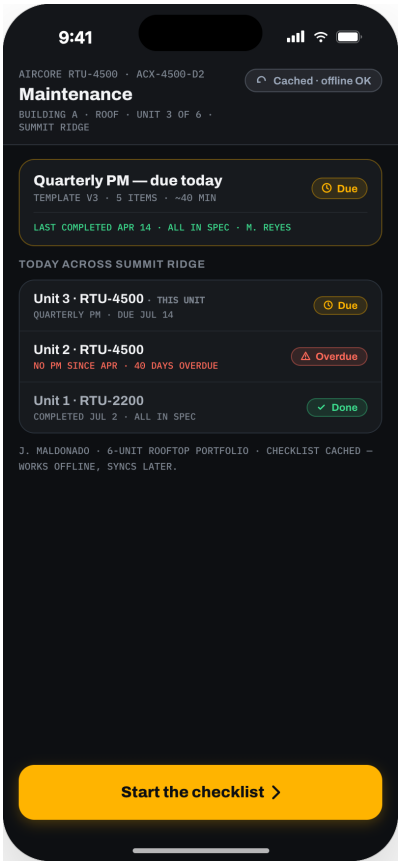


Figure 4-3 Maintenance due on the unit, with the rest of the site's units below. Sample data.

RESULT

The first checklist item opens.

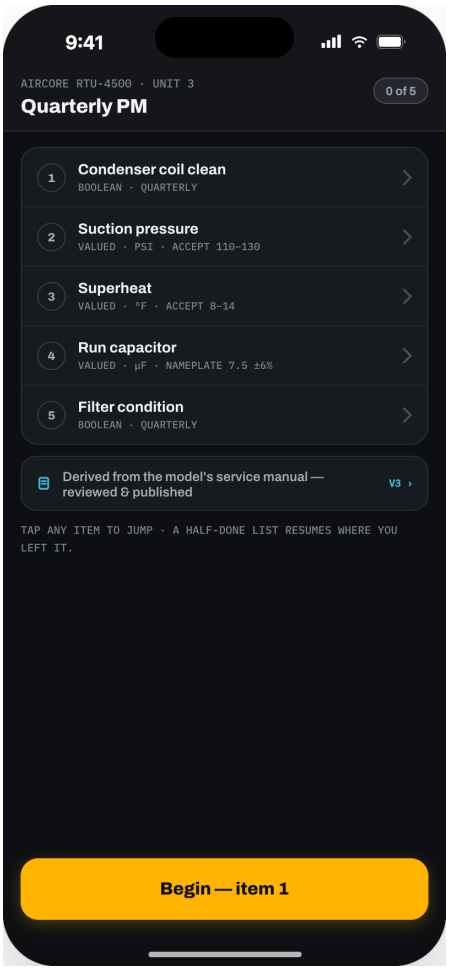


Figure 4-4 The checklist: pass or fail items and readings with their acceptance ranges. Sample data.

Each item shows its type. A pass or fail item asks whether a condition is met. A reading item shows its measurement unit and acceptance range, for example **Valued · PSI · Accept 110–130**. A note at the bottom of the list says the checklist was derived from the model's service manual, reviewed and published.

> TIP
>
> To go to an item, tap it. If you stop partway through, the checklist resumes where you left it. The Home screen lists it under **Pick up where you left off**.

4.4 Record a pass or fail finding

A pass takes one tap. A fail asks for the reason (Figure 4-5).

TECHNICIAN · IPHONE OR IPAD · WORKS OFFLINE

⚠ WARNING

Hazardous voltage. Contact with energized parts can cause death or serious injury. Before you open any panel or service equipment, disconnect all power, including remote disconnects, follow your employer's lockout/tagout procedure, and verify with a meter that no voltage is present.

To record a pass:

1. Do the check described on the item.
2. Tap **Pass**.

To record a fail:

1. Do the check described on the item.
2. Tap **Fail**.
3. Under **Fail — capture the reason**, describe what you found.
4. Optionally, add a photo.
5. Tap **Save — next item**.

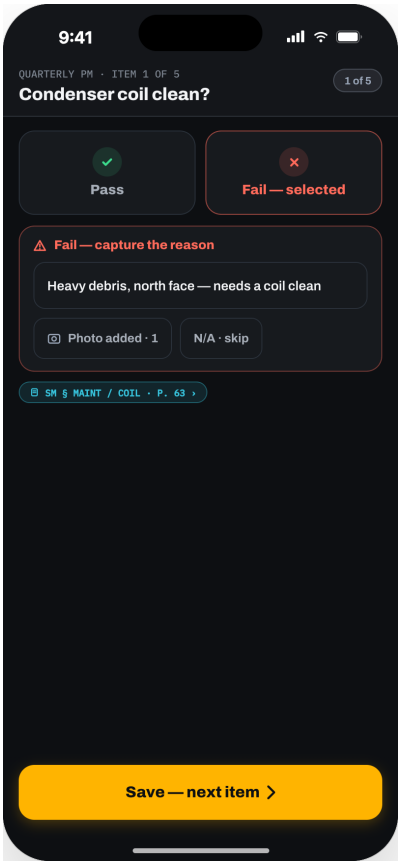


Figure 4-5 A failed item, with the reason and a photo. Sample data.

RESULT

Your finding is saved on the device and the next item opens.

If an item does not apply to this unit, tap **N/A: skip** and give the reason. To open the service manual page an item comes from, tap the citation under the item, for example `SM § Maint / Coil` and `P. 63`.

4.5 Record a reading

A reading item compares the value you enter with its acceptance range. It also shows the trend across earlier visits (Figure 4-6).

TECHNICIAN · IPHONE OR IPAD · WORKS OFFLINE

1. Take the measurement the item asks for.
2. Enter the value. The app shows the reading against the item's acceptance range and marks it in spec, close to a limit, or out of spec.
3. If the reading is out of spec, tap **Photo** or **Add note** to record what you see.
4. Tap **Save reading**.

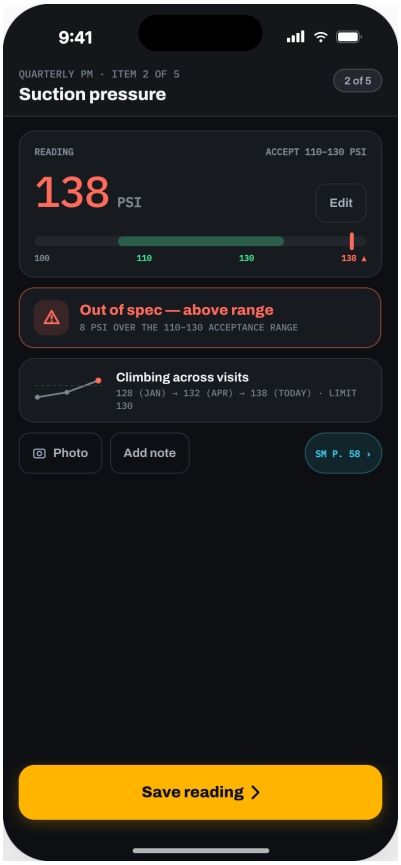


Figure 4-6 A reading above its acceptance range, with its trend across visits. Sample data.

RESULT

The reading is saved with its verdict and the next item opens.

The trend can show, for example, a pressure that has climbed at each quarterly visit. Your office sees this history too. Units that trend toward a limit can appear on the shop's watch list, which is based on recorded maintenance history.

> NOTE
>
> If a finding points to a part, the app offers to find and order it. See the *Zylergy Field Operator Guide* (ZY-FLD-OPG-01), chapter "Finding and ordering parts."

4.6 Complete and log the checklist

After the last item, the app shows a summary of the checklist (Figure 4-7).

TECHNICIAN · IPHONE OR IPAD · WORKS OFFLINE

1. Review the summary. Each item shows its finding. Failed and out-of-spec items are marked.
2. Check any linked part order and the next due date shown under it.
3. Tap **Complete & log**.

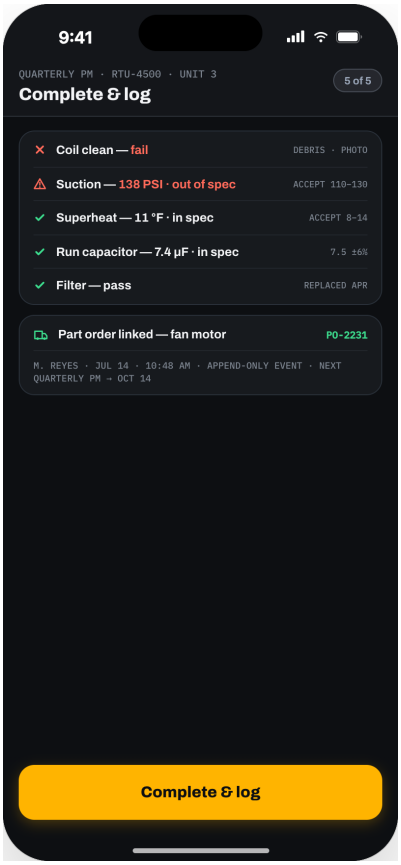


Figure 4-7 The checklist summary before it is logged. Sample data.

RESULT

The completed checklist is saved as one maintenance event on the unit's service log, and the next due date for this checklist moves forward. If you are offline, the event is sent when your device is back online.

The service log is append-only. Entries cannot be edited or deleted. A correction is added as a new entry linked to the original.

After your device syncs, the next technician who scans this unit sees your findings, readings and photos on its chart.

5 CHAPTER 5

Where to go next

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5.1 Common next tasks

Table 5-1 Where each task is covered

TO DO THIS	SEE
Diagnose a fault with the assistant and open the cited manual page	*Zylergy Field Operator Guide* (ZY-FLD-OPG-01), chapter “Diagnosing a fault”
Follow cited repair steps and save the repair to the service log	*Zylergy Field Operator Guide* (ZY-FLD-OPG-01), chapter “Repairing a unit”
Identify a part from a photo, get the customer’s approval and order it	*Zylergy Field Operator Guide* (ZY-FLD-OPG-01), chapter “Finding and ordering parts”
Track an order and return a part	*Zylergy Field Operator Guide* (ZY-FLD-OPG-01), chapter “Orders and returns”
Offer a service plan at the end of a visit	*Zylergy Field Operator Guide* (ZY-FLD-OPG-01), chapter “Service plans in the field”
Capture a manual for a unit with no documents	*Zylergy Field Operator Guide* (ZY-FLD-OPG-01), chapter “Identifying units”
Use Zylergy Field on iPad	*Zylergy Field Operator Guide* (ZY-FLD-OPG-01), chapter “Working on iPad”
Invite people, assign roles, publish checklists and set schedules	*Zylergy Field Admin Guide* (ZY-FLD-ADG-01)

5.2 Get help

- In the app, tap **Menu** > **Help**.
- For questions about your account, your role or the documents you can see, ask your administrator.
- For a problem with the product, contact Zylergy support in the app (**Menu** > **Help**) or at support@zylergy.com, Monday through Friday, 8 a.m. to 6 p.m. US Central time.

5.3 Troubleshooting

Table 5-2 Troubleshooting

WHAT YOU SEE	WHY	WHAT TO DO
“Sign-in needs a signal”	Signing in needs a network connection.	Move to where you have coverage, or use Wi-Fi. Work already on the device opens read-only until you sign in.
“We don’t see that address at a shop yet”	The email address is not on an invitation.	Check the address. If it is correct, ask your administrator to invite you.
No camera view on **Scan**	Camera access is not allowed.	Use **Type it**, or allow camera access for Zylergy Field in the iOS Settings app.
The unit on the screen does not match the nameplate	The app recognized a different unit, or the unit is not yet in your shop’s records.	Do not continue. Scan again, scan a QR code, or use **Type it**. If the unit is new to your shop, see the *Zylergy Field Operator Guide* (ZY-FLD-OPG-01), chapter “Identifying units.”
The assistant does not answer	The assistant needs a signal.	The manuals stored on the device are still available under **Manuals & documents**. Ask again when you are back online.
Order times look old	Order status needs a signal.	The app shows the time of the last sync. Status updates when you are back online.
A unit’s manuals are not available offline	The unit was not in your offline pack.	Pack again over Wi-Fi (“Pack your day for offline work” on page 9).

Glossary

acceptance range

The range a measured reading must fall within to count as in spec, for example `110–130 PSI`. Each range comes from the manufacturer's documentation.

administrator

The person who manages users, sign-in, settings, integrations and support access, and reviews documents uploaded to the company's library. The matching role is **Admin**. In a small company the shop owner may also be the administrator.

append-only

A record that can be added to but never edited or deleted. A correction is written as a new entry linked to the original.

assistant

The Zylergy Field feature that answers questions about the unit in front of you from that unit's manuals and service log only. It cites the page it used and says so when the documents do not cover a question. It needs a network connection.

back office

The people who work in the web console: planning, dispatch, quotes, customers, supervision and reports. The matching role is **Back office**. In Zylergy Field this is the shop owner and any office staff. In Zylergy Facilities it is facility managers, dispatchers and compliance staff. In Zylergy Solar it is sales and service coordination.

case

A repair job on one unit in Zylergy Field. A case keeps the diagnosis, repair steps and linked parts orders together, so that work can stop while parts are on order and resume later.

citation

A link from an answer, a repair step or a checklist item to the page of the document it came from. Tap a citation to open the page with the passage highlighted.

EPA 608

The US Environmental Protection Agency certification required to handle refrigerants under Section 608 of the Clean Air Act.

finding

A result recorded for one checklist item: pass, fail, not applicable, or a measured reading with its verdict.

lockout/tagout

The procedure of isolating equipment from its energy sources, locking and tagging the isolation point, and verifying zero energy before work begins.

manufacturer's documentation

Installation, operation, service and parts documents published by the equipment manufacturer.

nameplate

The plate or label on equipment that carries its make, model, serial number and ratings.

offline

Working without a network connection. Work you record offline is saved on the device and synchronized when the connection returns.

offline pack

The documents, catalogs, checklists and jobs that the app stores on your device for the day's work so they work without a signal.

preventive maintenance (PM)

Scheduled maintenance carried out at set intervals to keep equipment in service, such as a quarterly PM.

reading

A measured value recorded for a checklist item, such as suction pressure, checked against its acceptance range as you enter it.

return

Sending a part back to the supplier from a completed order, recorded in Zylergy Field with a reason and a return method. A return has an RMA number.

RMA

Return merchandise authorization: the number that identifies a return.

role

What a user can do in Zylergy: **Admin**, **Back office**, **Field tech** or **Customer**, given per user by the administrator. A user can hold more than one role.

service log

The append-only history of a unit or site: repairs, diagnoses, maintenance visits, orders and returns, in one timeline.

service plan

A maintenance agreement your company offers its customers, built from tiers and add-ons in the web console and presented the same way by every technician.

shop

Your contracting company as it is set up in Zylergy Field, including its people, branches and entitlements.

sync

The transfer of changes between your device and Zylergy when a connection is available.

technician

A person who works at the equipment with the app. The matching role is **Field tech**.

unit

One piece of HVAC equipment at a customer site, such as a rooftop unit, identified in Zylergy Field by its nameplate.

unit chart

The Zylergy Field screen for one unit: identity, maintenance status, open work, documents, service log, and the actions **Find a part**, **Diagnose a fault** and **Run maintenance**. In the web console the same information is on the unit page.

visit

One scheduled trip by a technician to a site.

watch list

Units whose recorded maintenance history shows a trend toward trouble, such as a reading drifting toward its limit over several visits or the same item failing repeatedly. It is based on recorded findings, not on live equipment data.

web console

The browser-based part of a Zylergy product, used by the back office instead of the app.

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