

# DSMally Canada Mobile App

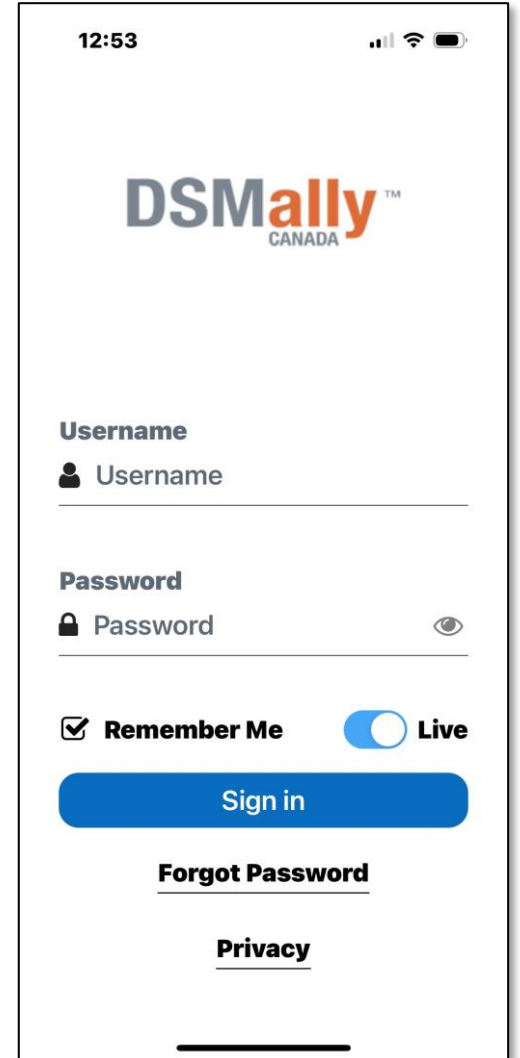
FortisBC Dual Fuel Heating System Pre-changeout & Commissioning  
User Guide

# Download App to Your Device

- [CLICK HERE](#) to download to Apple iOS devices.
- [CLICK HERE](#) to download to Android devices.

# Logging into DSMally Canada

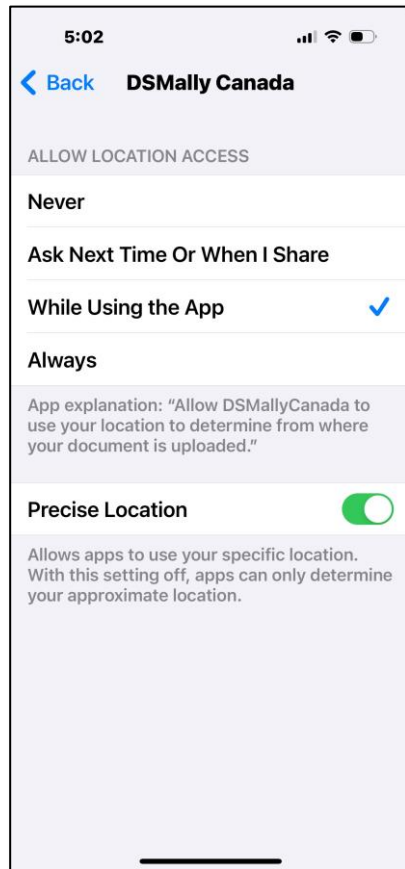
- To register for the app, click [here](#). Only one registration per company required.
- Keep in mind that all installers in your company will use the same account, so use a password that everyone can easily remember.
- If you have forgotten your password, please click on “Forgot Password” at the DSMally app login screen. This should only be done by the person in charge of the account.
- For any other issues regarding your account, please email [qualityinstalls@fortisbc.com](mailto:qualityinstalls@fortisbc.com).

A screenshot of the DSMally Canada app login screen. At the top, the status bar shows the time 12:53 and signal/battery icons. The DSMally Canada logo is centered. Below it are input fields for Username and Password, each with a user icon and a toggle for visibility. A 'Remember Me' checkbox is checked, and a 'Live' toggle is on. A blue 'Sign in' button is below the fields. At the bottom are links for 'Forgot Password' and 'Privacy'.

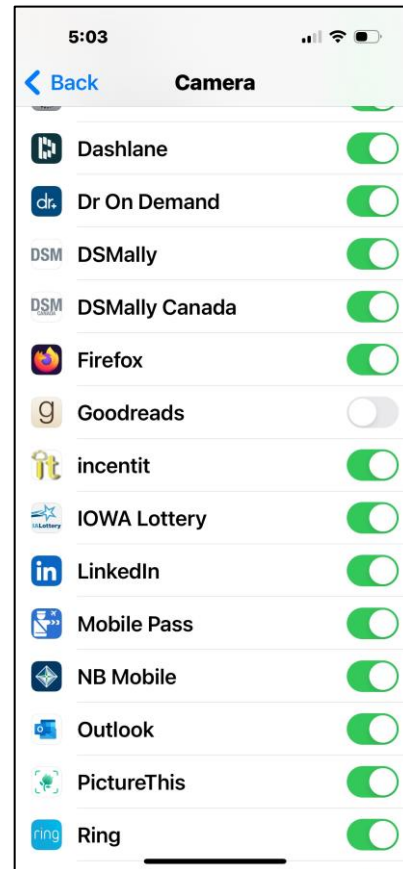
# Device Settings

Please be sure location services and camera access are permitted when using DSMally Canada. Do not activate Face ID / Face Recognition if there will be multiple users on our company's account.

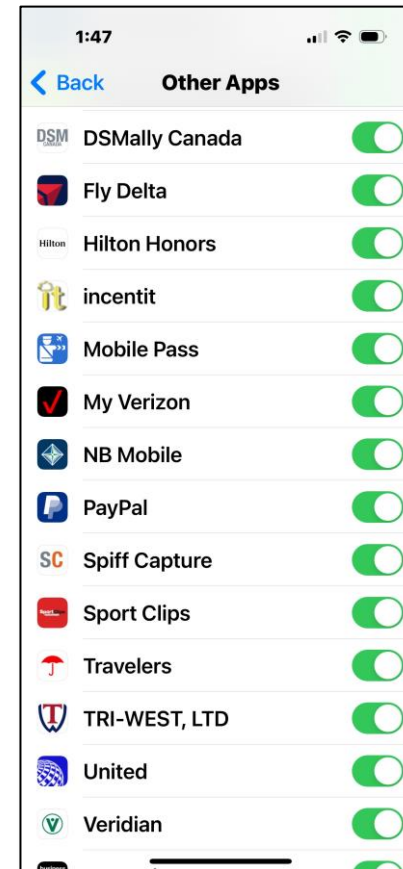
Location Services



Camera Access

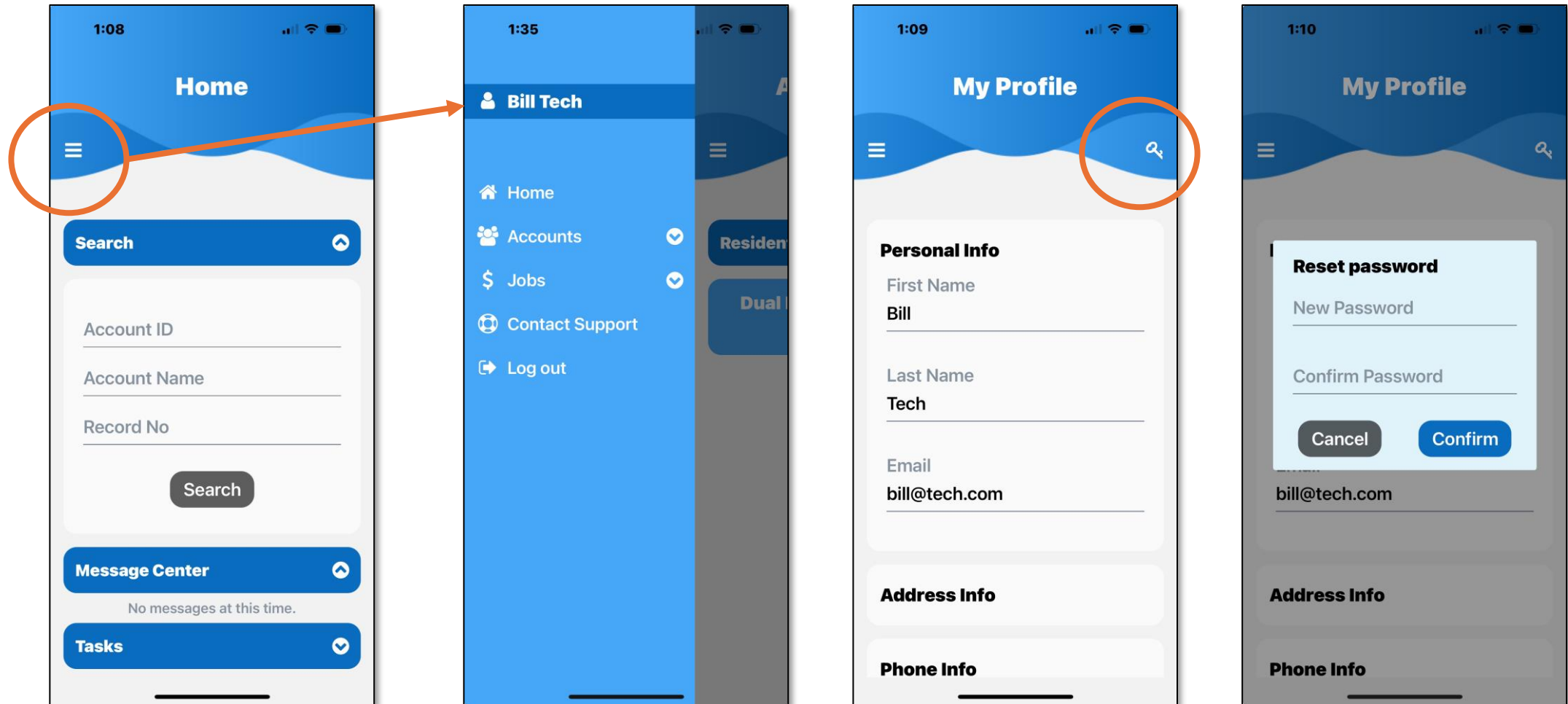


FaceID



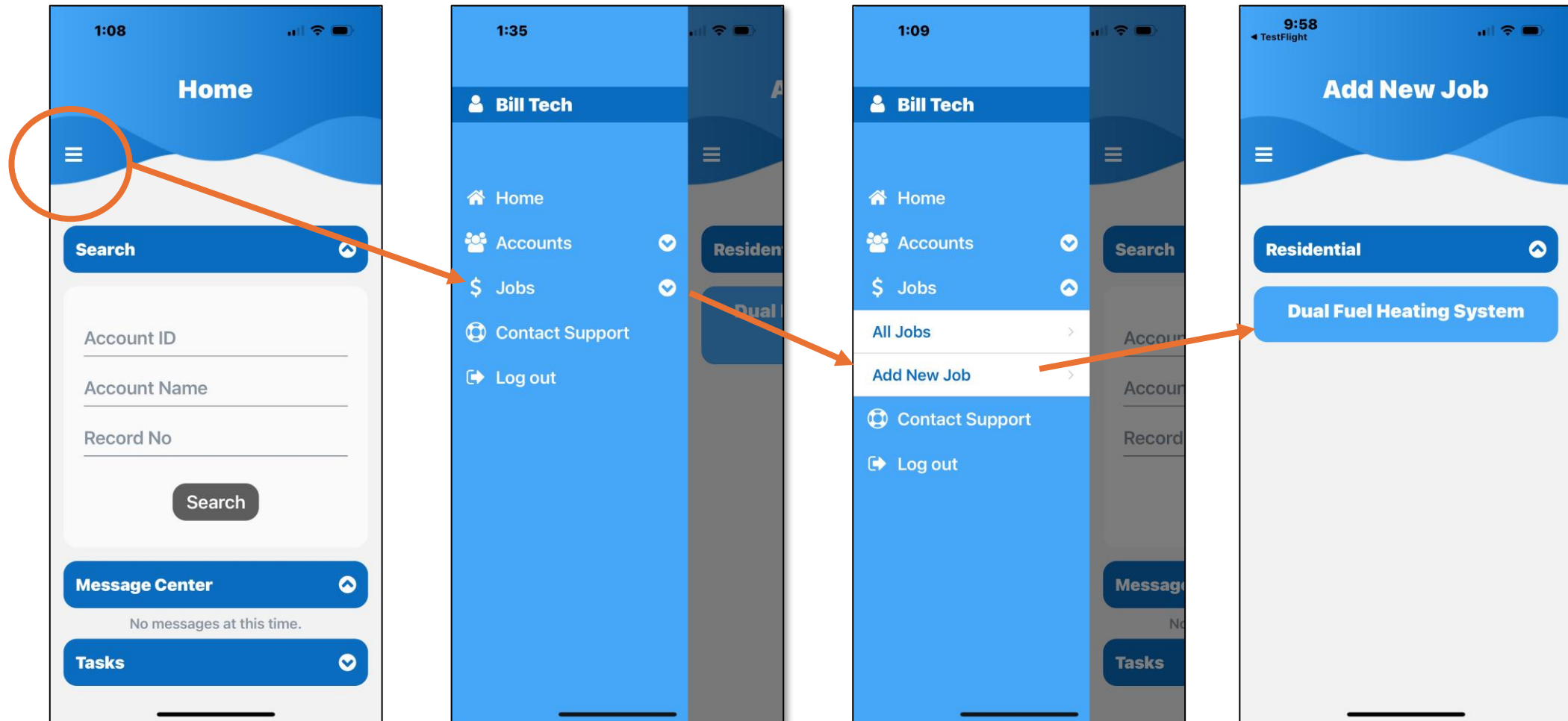
# Updating Your Password

From the post login page (dashboard), click on the menu icon and then your name. Then, click on the key icon. This should only be done by the person in charge of the account.



# Starting a New Job

From the dashboard, click on the menu icon, then jobs, and Add New Job. Select the Dual Fuel Heating System program.



# Processing a New Job #1

There are four sections to complete. The first is the customer information and installation location.

2:00 Fuel System Installation - Existing Home

<

Customer

New System

Assessment, Install and Commissioning

Documents (6)

2:00 Fuel System Installation - Existing Home

<

Customer

Installation Address

First Name

First name is required.

Last Name

Last name is required.

Email

Email is invalid.

Phone

Phone number is invalid.

Address1

2:00 Fuel System Installation - Existing Home

<

Phone number is invalid.

Address1

Address1 is required.

Address2

City

City is required.

Province

Province

Postal Code

Postal Code is required.

New System

2:01 Fuel System Installation - Existing Home

<

Phone number is invalid.

Address1

1437 Dub

1437 Dublin Street, New Westminster, BC, Canada

1437 Dublin Line, Milton, ON, Canada

1437 Dublin Avenue, Winnipeg, MB, Canada

1437 Dublin Line, Acton, ON, Canada

1437 Dublin Avenue, Thunder Bay, ON, Canada

Address2

# Processing a New Job #2

The second section is the new system that you have installed. The installation date is a calendar widget, the gas permit number is free entry, and the AHRI number is a filter selector where the entire list can be scrolled through or filtered down as you type each digit.

2:09 Fuel System  
Installation - Existing Home

<

Customer ✓

New System ⬆

Install Date  
Tap here to pick the date.  
Install Date is required.

Gas Permit No  
Gas Permit No is required.

AHRI No  
AHRI No is required.

Assessment, Install and Commissioning ✓

2:09 Fuel System  
Installation - Existing Home

Filter

Clear

213785497

213785507

213785519

213785499

213785517

213785521

213785523

AHRI No is required.

Assessment, Install and Commissioning ✓

Scroll through or filter down  
Qualifying System List

Note – qualifying brand,  
models, and equipment  
traits stored in the  
database.

# Processing a New Job #3

The third section is your pre-changeout assessment, installation, and commissioning tasks. Some of these questions are filter selector style while others are free entry, decimal, or whole number style.

The image displays four sequential screenshots of a mobile application interface for 'All Jobs | Dual Fuel Heating System'. The app's header is blue with white text. The first screenshot shows a 'Pre-Changeout Assessment, Installation, and Commissioning' section with a list of input fields: 'Existing Heating Type (photo below)' (with a red error message 'This field is required'), 'F280-12 Design Heat Loss B...', 'F280-12 Design Heat Loss BTU/h is number' (with a red error message 'number'), 'F280-12 Design Heat Gain BT...', 'F280-12 Design Heat Gain BTU/h is number' (with a red error message 'number'), 'F280-12 Verified Tools' (with a red error message 'This field is required'), and 'Heat Pump Rated CFM per ton'. The second screenshot shows 'Heat Pump Rated CFM per ton' (with a red error message 'This field is required'), 'Sufficient Duct Capacity for Heat Pump' (with a red error message 'This field is required'), 'Duct Airflow Evaluation Method' (with a red error message 'This field is required'), 'Heat Pump Refrigerant Charge' (with a red error message 'This field is required'), 'Type of Furnace' (with a red error message 'This field is required'), 'Furnace Inlet Gas Pressure (i...' (with a red error message 'Furnace Inlet Gas Pressure (iwc. high fire) is decimal'), and 'Furnace Manifold Gas Pressu...'. The third screenshot shows 'Furnace Manifold Gas Pressu...' (with a red error message 'Furnace Manifold Gas Pressure (iwc. low fire) is decimal'), 'Furnace Manifold Gas Pressu...' (with a red error message 'Furnace Manifold Gas Pressure (iwc. high fire) is decimal'), 'Clocked Meter Input' (with a red error message 'Clocked Meter Input is number'), 'Return Air Static Pressure Dr...' (with a red error message 'Return Air Static Pressure Drop (iwc.) is decimal'), 'Air Filter Static Pressure Drop...' (with a red error message 'Air Filter Static Pressure Drop (iwc.) is decimal'), and 'Furnace Airflow (CFM) is number'. The fourth screenshot shows 'Return Air Static Pressure Drop (iwc.) is decimal', 'Air Filter Static Pressure Drop...' (with a red error message 'Air Filter Static Pressure Drop (iwc.) is decimal'), 'A-Coil Static Pressure Drop (i...' (with a red error message 'A-Coil Static Pressure Drop (iwc.) is decimal'), 'Supply Air Static Pressure Dr...' (with a red error message 'Supply Air Static Pressure Drop (iwc.) is decimal'), 'Maximum Rated TESP (iwc.)' (with a red error message 'Maximum Rated TESP (iwc.) is decimal'), and 'Furnace Airflow (CFM)' (with a red error message 'Furnace Airflow (CFM) is number').

# Processing a New Job #4

The third section is your pre-changeout assessment, installation, and commissioning tasks. Some of these questions are filter sector style while others are free entry, decimal, or whole number style.

2:48

All Jobs | Dual Fuel Heating System

<

Furnace Airflow (CFM)

Furnace Airflow (CFM) is number

Furnace Return Air Temp (°F)

Furnace Return Air Temp (°F) is decimal

Furnace Supply Air Temp (°F)

Furnace Supply Air Temp (°F) is decimal

Minimum Rated Temp Rise (°F)

Minimum Rated Temp Rise (°F) is decimal

Maximum Rated Temp Rise (°F)

Maximum Rated Temp Rise (°F) is decimal

2:49

All Jobs | Dual Fuel Heating System

<

Maximum Rated Temp Rise (°F)

Maximum Rated Temp Rise (°F) is decimal

Thermostat Switchover

This field is required

Switchover Method

This field is required

Switchover Temperature (°C)

Switchover Temperature (°C) is required

Filter Media Type

This field is required

Filter Dimensions (HxWxD)

Filter Dimensions (HxWxD) is required

Filter MERV Rating

2:49

All Jobs | Dual Fuel Heating System

<

Switchover Temperature (°C) is required

Filter Media Type

This field is required

Filter Dimensions (HxWxD)

Filter Dimensions (HxWxD) is required

Filter MERV Rating

Filter MERV Rating is number

Homeowner Educated

This field is required

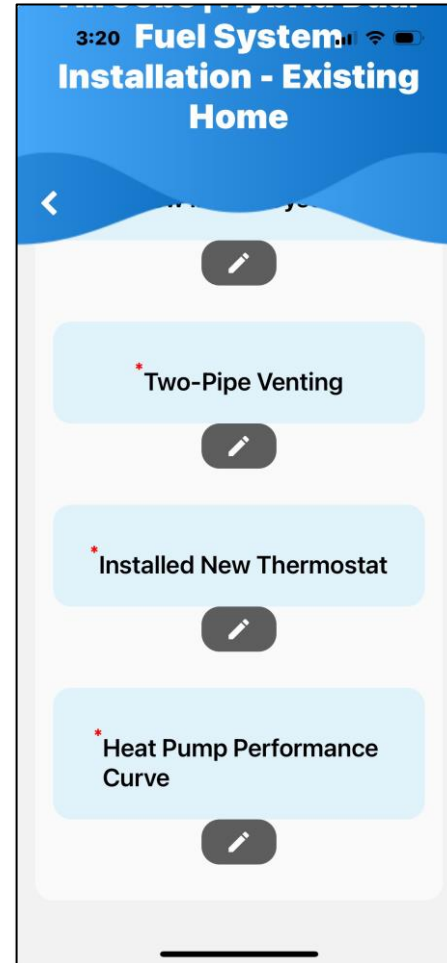
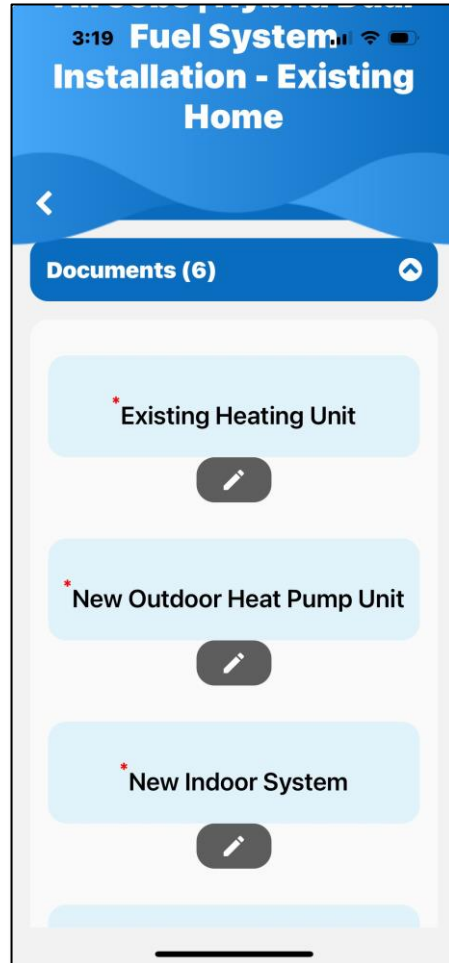
Homeowner Provided Materials

This field is required

Documents (6)

# Documents (photos)

The fourth section is documents and photos. You will be using the camera on your mobile device to capture these files because the photos will be location tagged to where the device is.



Existing (previous) primary heating system.

New outdoor heat pump unit.

New full indoor system.

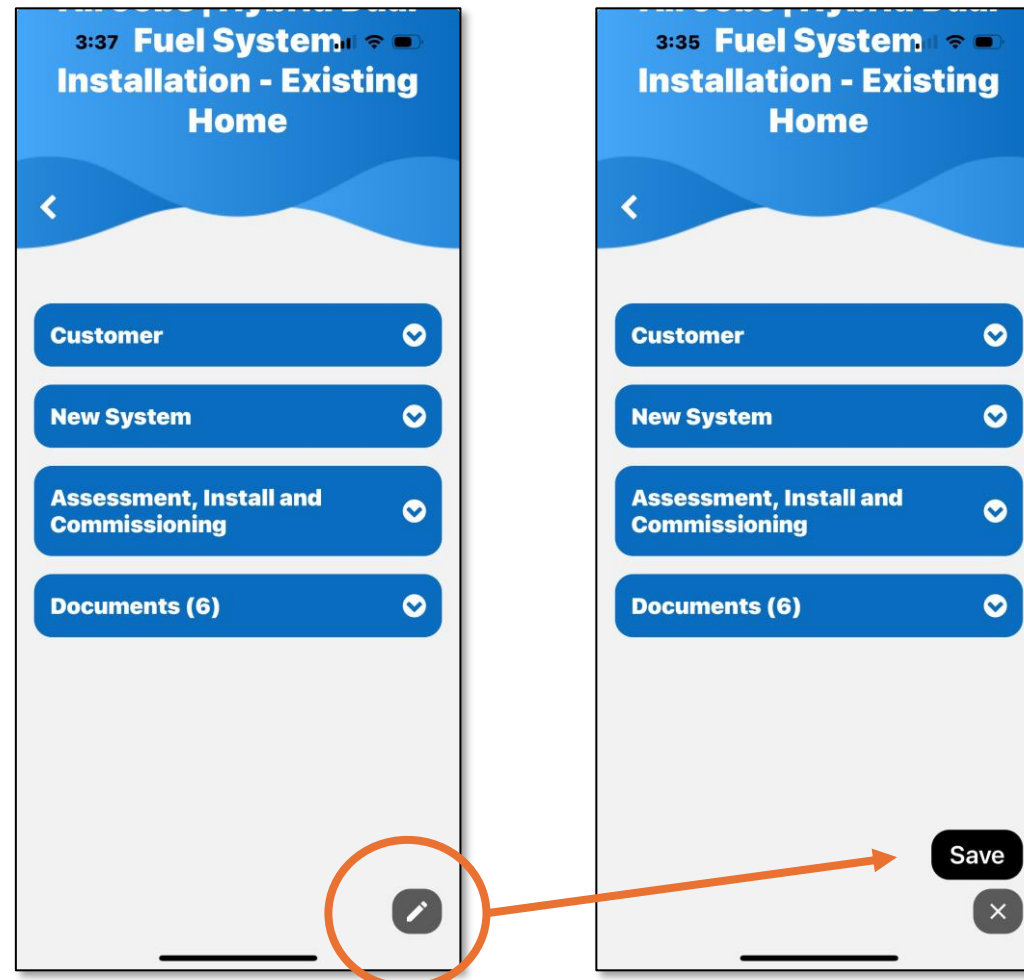
Two-pipe venting.

Thermostat.

Heat pump performance curve.

# Saving / Submitting a New Job.

Once all the data entry validation has been satisfied, you will click on the pencil icon in the lower right corner and then will be allowed to click on “Save”. A populated pre-changeout assessment and commissioning sheet will be sent to you and the customer within 24-48 hours.



# Populated Commissioning Sheet sample

Home Renovation Rebate

Dual fuel heating system pre-changeout and commissioning sheet

(Keep this completed sheet with your dual fuel system)



DSMAily Job ID

100850

The dual fuel heating system pre-changeout and commissioning sheet is required documentation for new dual fuel system installations as a part of your Home Renovation Rebate application. Please keep a copy with your new heating system. This sheet will provide valuable information when your system is serviced in the future. For full Program Rebate Requirements visit [fortisbc.com/dualfuel](https://fortisbc.com/dualfuel).

**Why is pre-changeout and commissioning important?**  
HVAC contractors are responsible for selecting a dual fuel heating system based on the homeowner needs and informed by load calculations and the ductwork capacity available from a forced air distribution system. Once the selected equipment is installed, contractors will start-up and commission the dual fuel (hybrid) system to optimize performance. The benefits of a properly sized, selected and fully commissioned system include lower operating costs, potentially greater equipment longevity, and less maintenance over its lifetime. Additional benefits include improved home comfort, and a system that will run smoothly and quietly.

**Applicant instructions:**  
Submit a copy or photo of this sheet with your dual fuel system rebate application online at [fortisbc.com/dualfuel](https://fortisbc.com/dualfuel).

Contractor business name

Five Seasons Heating

Gas permit number

2342344

Customer info

First name

Last name

Email

Phone

Harold

Thomas

harold@thomas.com

6045672345

Installation address

City

Province

Postal code

243 Maple Street

Richmond

BC

V7C 1M3

New system

AHRI number

System make

Installation date (YYYY/MM/DD)

210291761

Lennox

06/30/2024

Indoor model number

Outdoor model number

Furnace model number

CHX35-36C-\*\*-\*-TDR

EL17XP1-030-230A\*\*

EL296UH110XV60C\*

Pre-changeout assessment

Existing heating equipment

F280-12 calculated information

F280-12 verified tool utilized

Natural Gas Furnace <90 AFUE

F280-12 design heat loss (BTU/h) 61234  
F280-12 design heat gain (BTU/h) 27683

Wightsoft - Right-Suite Universal

Heat pump rated CFM per Ton

Sufficient duct capacity for heat pump?

Duct airflow evaluation method

376-400

Yes

Existing Furnace Temp Rise and Clocking

Dual fuel system commissioning

Heat pump refrigerant charge

Type of furnace

Measure/set manifold gas pressure

7.5

Two Stage

Furnace inlet gas pressure (high fire) 7.5 iwc.  
Furnace manifold gas pressure (high fire) 3.5 iwc.  
Furnace manifold gas pressure (low fire) 1.7 iwc.  
Clocking meter input 59368 (BTU/h)

External static pressure (ESP)

Temperature rise (at high fire)

Rise Range (as per manufacturer):

Return air static pressure drop 0.11 iwc.  
Air filter static pressure drop 0.13 iwc.  
A-Coil static pressure drop 0.22 iwc.  
Supply air static pressure drop 0.08 iwc.  
Maximum rated total ESP 0.80 (iwc.)  
Furnace air flow 985 CFM of furnace (high fire)

Supply air 60.3 °F  
Return air 121.6 °F  
Total rise = 61.3 °F

Minimum rated temp rise 40 °F  
Maximum rated temp rise 2 °F

Thermostat switchover

Switchover method

Switchover temperature

Capacity Balance

Deviation from Setpoint

2 (°C)

Filter

Homeowner educated

Homeowner provided materials

Media type Pleated  
Measurements 24x36x4  
MERV rating 11

(thermostat programming, maintenance, troubleshooting)  
Yes

(owner's manuals, warranty documents, commissioning sheet)  
Yes

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