

DEVICE MANAGEMENT SYSTEM

ABSTRACT

A device management system includes a control terminal (20) and a management apparatus (30). The control terminal (20) collects information about an air conditioner (10). The management apparatus (30) communicates with the control terminal (20) via a communication network. The management apparatus (30) includes a communication unit and an anomaly determining unit. The communication unit receives an anomaly state of the air conditioner (10). The anomaly determining unit designates detailed operation information in accordance with an estimated anomaly state. The detailed operation information is information to be used to identify an anomaly cause when an anomaly of the air conditioner (10) is estimated. The control terminal (20) includes a transmission processing unit. The transmission processing unit transmits the detailed operation information on the basis of designation by the anomaly determining unit.

Fig. 5