

# Installation

sen | si™ Touch Wi-Fi  
Thermostat

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# Need some help?

Visit [sensicomfort.com/support](https://sensicomfort.com/support) for around-the-clock access to support articles, instructional downloads and comprehensive support videos. Our highly-trained Sensi Support Team is available seven days a week.

 **1.888.605.7131**

 **[support@sensicomfort.com](mailto:support@sensicomfort.com)**

## You're just a few steps away from complete comfort control.

Never installed a thermostat before? We've got you covered. Sensi™ Touch Wi-Fi® Thermostat was designed for a quick and easy DIY installation. The Sensi app provides step-by-step instructions and helpful videos to get you up and running in no time.

# Compatibility

Not only does Sensi work with the HVAC equipment in most homes, but it also works with most mobile devices and smart home platforms.

Check out the information below, to make sure Sensi thermostat will work for you:

## MOBILE DEVICE COMPATIBILITY

OPERATING SYSTEM	COMPATIBILITY
iOS 10.0 or later	Yes
Android	Yes
Amazon Fire	Yes

## SMART HOME PLATFORM COMPATIBILITY

OPERATING SYSTEM	COMPATIBILITY
Wink	Yes
Amazon Alexa	Yes
Apple HomeKit	Yes, but requires a common wire (c-wire)

## HVAC SYSTEM COMPATIBILITY

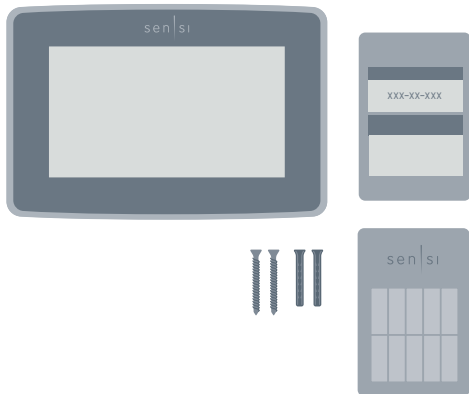
SYSTEM TYPE	COMPATIBILITY	MODIFICATIONS
Conventional heating and cooling • Gas furnace • Air conditioner • Electric furnace • Boiler	Yes	Requires a common wire (c-wire)
Heat only • Gas furnace • Electric furnace • Boiler	Yes	Requires a common wire (c-wire)
Cool only • Air conditioner	Yes	Requires a common wire (c-wire)
Heat pump	Yes	Requires a common wire (c-wire)
Communicating proprietary systems	No	Needs standard HVAC wiring
Line voltage	No	Requires low voltage (20-30VAC)
Millivolt systems	No	Requires 20-30VAC
Remote sensors, whole home humidifiers/dehumidifiers	No	Control of these accessories is not currently supported

# What's in the box?

- Sensi Thermostat
- Screws and Anchors
- Wire Labels
- Sensi Password

*For Android: Found on the back of the welcome guide.*

*For iOS: Your Sensi HomeKit Code will display on your thermostat during the connection process.*



# Here's what you'll need.

## Things you'll definitely need:

- Small Phillips Screwdriver
- Medium Phillips Screwdriver
- Compatible iOS or Android with the Sensi App Installed
- Your Email Address
- Your Wi-Fi Network Name (SSID) and Password

## Things you might need:

- Needle-Nose Pliers
- Drill with 3/16" Bit
- Wire Stripper



## Download the Sensi app before you begin.

This document is not meant to be used independently or to replace the step-by-step installation procedure found only in the Sensi app. The app is required for installation to ensure proper configuration and enable Wi-Fi control of your thermostat.

The free Sensi mobile app is available on the App Store™ and Google Play™. Simply search for “Sensi” and download to your device to get started.



All system types require a common wire (c-wire).

# Installation Overview

## CREATE YOUR ACCOUNT.

Open the Sensi app on your device and follow the prompts to create an account, using a valid email address.

Your Sensi account can only be linked to one email address, but you can share your account information across devices so your whole family can have access.

## INSTALL YOUR THERMOSTAT.

The Sensi app will walk you through removing your old thermostat from the wall, labeling your existing wires and installing your new Sensi thermostat.

## CONNECT TO WI-FI.

After installation the app will walk you through connecting your new thermostat to your home Wi-Fi network. Remember to have your Wi-Fi network name, password and Sensi password ready.

## REGISTER YOUR THERMOSTAT.

Finally, the app will walk you through registration so you can start controlling your home comfort. Anytime. Anywhere.

# Warnings

## INSTALLER INFORMATION

FAILURE TO READ AND FOLLOW ALL INSTRUCTIONS CAREFULLY BEFORE INSTALLING OR OPERATING THIS CONTROL COULD CAUSE PERSONAL INJURY AND/OR PROPERTY DAMAGE.

### **WARNING**

#### **WARNING: OUT OF PHASE TRANSFORMERS**

On two transformer systems, the transformers **MUST** be in phase. Measure the voltage across RC and RH. If more than 12 Volts AC is present between RC and RH, then the transformers are **NOT** in phase.

To correct this condition, reverse the secondary low voltage connections at either the Heating or Cooling transformer.

### **WARNING**

#### **VOLTAGE REQUIREMENTS**

Do not use on circuits exceeding specified voltage. Higher voltage will damage control and could cause shock or fire hazard.

Thermostat installation and all components of the control system shall conform to Class II circuits per the NEC code.

## CAUTION

### CAUTION: E5 Alert

If "Call For Service" is displayed on your Sensi thermostat, and E4 or E5 appears where the room temperature should be displayed or the backlight is flashing, please call our support team immediately at 888.605.7131

### ATTENTION: MERCURY NOTICE

This product does not contain mercury. However, this product may replace a product that contains mercury. Mercury and products containing mercury must not be discarded in household trash. Refer to [thermostat-recycle.org](http://thermostat-recycle.org) for location to send product containing mercury.

## WARNING

### FOR CALIFORNIA RESIDENTS: WARNING:

This product contains a chemical known to the state of California to cause cancer and birth defects and other reproductive harm.



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