sen|si™

Sensi™ Touch Wi-Fi Thermostat
INSTALLATION GUIDE

Installation guide

You will need

Gather this information before you begin installation for a smoother walk through.

  • Wi-Fi Network Name/SSID
   *Make sure this is a 2.4GHz network.

  • Wi-Fi Network Password

  • Screwdriver

  • Hardware in Sensi Touch Wi-Fi thermostat packaging

Download the Sensi app

The Sensi Touch Wi-Fi Thermostat is a Wi-Fi enabled device. To install and configure your thermostat correctly, you must use the Sensi app. To start the installation process, download the Sensi app to your smart phone or tablet. It is a free download. The Sensi app requires the following Operating System (OS) software to download:
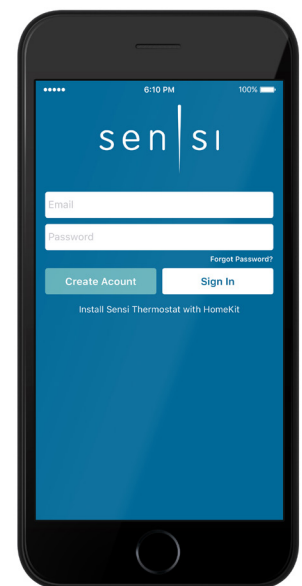
  • Android (Google Play) version 4.2 or later

  • iOS (Apple) version 10.0 or later
   *Note that in the iOS store, the Sensi App will ONLY appear on an "iPhone only" search. On an iPad, change the search criteria in the App Store.

Create an account

When you download the Sensi app, you will be prompted to create an account. This is required to access your thermostat remotely and use all of the features Sensi offers. Use a valid email address and a password of your choosing to create an account. Remember this email address and password. Your Sensi thermostat will be linked to this email address once it is registered.

*Note that the "Install a device" option is only for installing to HomeKit only. You will lose available features without creating an account.

Installation

Once you have downloaded the Sensi app, and have created an account, you are ready to install the thermostat to your wall and connect it to Wi-Fi. If no thermostats are registered yet, tap the plus (+) sign to add a thermostat.

First, choose which thermostat you purchased. The Sensi Touch Wi-Fi Thermostat option is for the following model numbers:

- 1F95U-42WF series
- ST75 series
- NH-AWIFI, OH-AWIFI

Note: You can check your model number on the back of the thermostat faceplate.

Install path

After creating an account, signing in and choosing your model, the app will ask you whether or not the thermostat is already on the wall. You will either choose "No, it needs to be installed," or "Yes, it is on the wall."

The first option will walk through the entire installation process. If you did not have this thermostat professionally installed, choose this option.

The second option is for connecting your thermostat to Wi-Fi only. If you have had a professional install your thermostat, and you just need to connect the Sensi thermostat to your home Wi-Fi network, choose this option.

No, it needs to be installed.

This option will walk you through the entire installation process, including identifying and connecting your wiring, as well as connecting to Wi-Fi. The Sensi app will walk through a step-by-step process for installation.
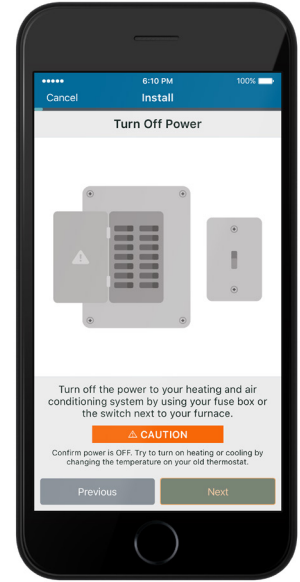
Gather tools and package contents

Gather all the necessary tools for installation.
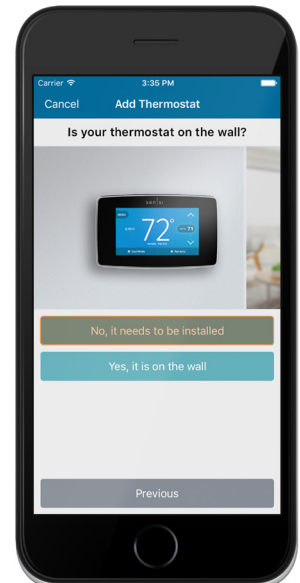
Turn off power

Turn off the power to your heating and air conditioning system before handling your thermostat wires.

Remove old thermostat cover

Remove the cover using a screwdriver or by pushing the pressure latch. Some covers pull off while others need to be released using a screwdriver.

Photograph your wiring

THIS IS IMPORTANT. The Sensi app will prompt you to take a picture of your existing thermostat and old wiring in case you need it later.

This can be helpful for troubleshooting with our technical support team if necessary. The picture you take will be saved to your camera roll or photo gallery.
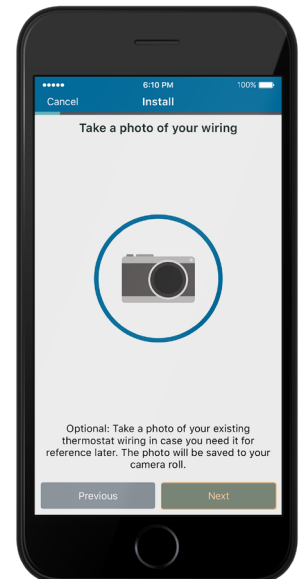
Throw away any jumper wires

Sensi has a jumper wire built into it, and you will not need any jumper wires from your old unit.
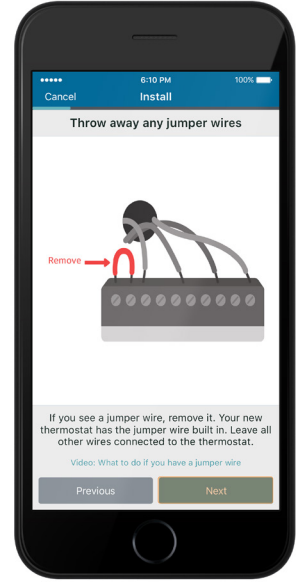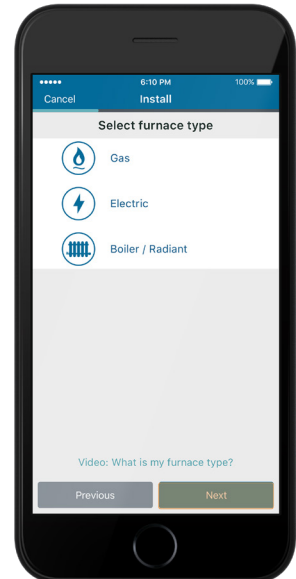
Choose wire terminals

Choose the terminal labels that have wires attached to them on your old thermostat here. The app will tell you if you have a valid configuration.

If you are getting an invalid configuration message you can learn more about compatibility at sensicomfort.com/compatibility.

System tpe

Select what type of system you have.

Label your wires

Using the provided wire label stickers, label your wires by removing one wire at a time.

Disconnect wires and remove base

After all of your wires are labelled, remove the old thermostat base from the wall.

Install sensi base

Use the provided mounting screws and secure the Sensi base to the wall.

Connect the wires

Once the Sensi Touch base is mounted and secured on the wall, insert the wires into the terminals. Simply push the wires into the terminal slots.

Attach cover

Push the front display onto the thermostat base. If you used the "Backlight" feature, please make sure the switch is turned "Off" so you can control it from the display.

Turn on power

Turn the power to your system back on.
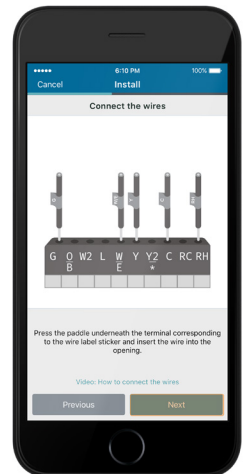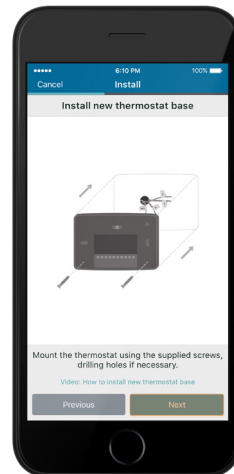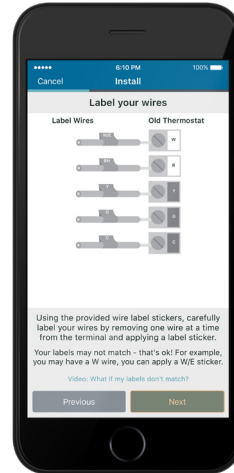
Connecting to Wi-Fi

This portion of the installation guide covers how to connect your thermostat to Wi-Fi. If you chose the first option, "No, it needs to be installed," the app will provide instructions for installing and wiring your thermostat before you connect to Wi-Fi. If you had your Sensi thermostat installed by a professional or if you have already installed and wired your Sensi thermostat yourself, but have not yet connected to Wi-Fi, choose "Yes, it is on the wall." The app will jump right into connecting your thermostat to Wi-Fi.

BROADCAST SENSI NETWORK

On the thermostat, press Menu, then Wi-Fi. In the Wi-Fi menu, press "Set up new network."

CONNECT YOUR SENSI THERMOSTAT TO YOUR WI-FI NETWORK WITH THE SENSI APP

Follow the step-by-step instructions in the Sensi app. The Wi-Fi connection process will be slightly different based on your device's operating system (iOS/Android) and Sensi app version. In many cases, the code you need to connect your thermostat to your Wi-Fi network will appear dynamically on your thermostat screen. In some cases, Android users will instead use a printed code found on the back of the welcome guide.

Name Thermostat

You can select a name or choose a custom name for your thermostat. Press "Next" to continue.
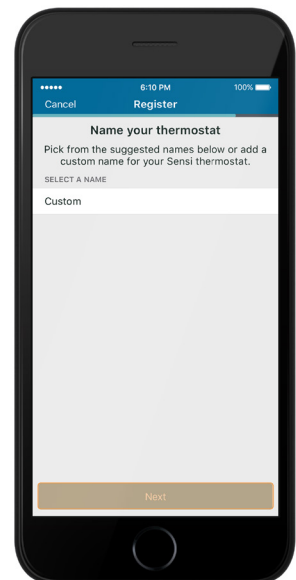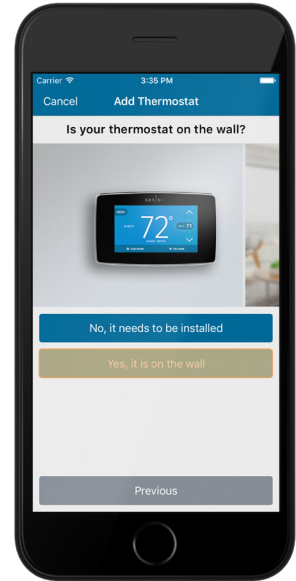
Register thermostat

After successfully connecting Sensi, the app will prompt you to register the thermostat. You can either choose the "Locate Me" option or fill in your street address, city, state, zip code, country and time zone manually. Press "Next" to continue.

Contractor Information

If a contractor professionally installed your thermostat, and registered as a Sensi partner, they have the option to input their phone number here. If there is not a registered number available, simply hit "Next" to continue.

Start Using Sensi

Congratulations on successfully installing Sensi. Press "Start Using Sensi Thermostat" to open the main screen of the app.
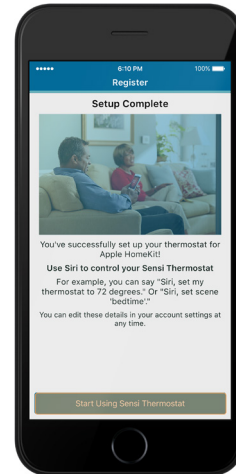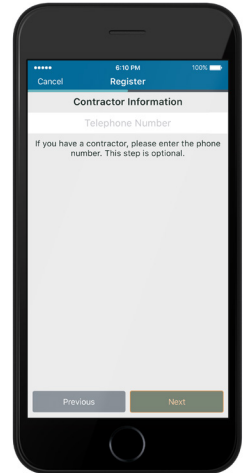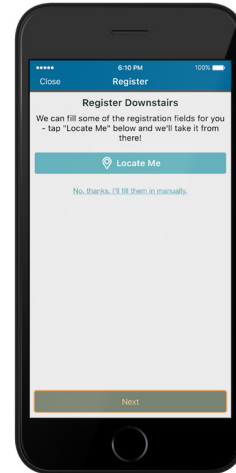
Accessing your Sensi thermostat from other devices

When you log into your Sensi account with your email address and password, the app or web page will be able to control all the thermostats registered to your Sensi account.

If you give someone else your email address and password to your Sensi account, they will be able to log in and control any thermostats registered to that account. You can change your email address and password from inside the app or when you are logged into your thermostat via the Sensi website. Be aware of this when giving out your information. There is no limit to the number of devices that can access the thermostat.

Forgot password

If you forgot the password to your Sensi account, click on "Forgot Password" on the login screen of the Sensi app or select "Account" then "My Thermostat" option on the www.sensicomfort.com website. A temporary password will be sent to the email address that you use to login.

Installing multiple thermostats

If you are installing more than one thermostat, follow the same installation process in the Sensi app. Once you have one thermostat installed, open the Sensi app on your phone. At the main screen, press the plus (+) sign to add another thermostat to your account. The (+) sign will be on the top left of the screen on an iOS device, and the top right of the screen on an Android device.

Note: To reconnect an already registered thermostat to a new router, use the plus sign and choose the second option, "Yes, it is on the wall," and run through the connection steps again.
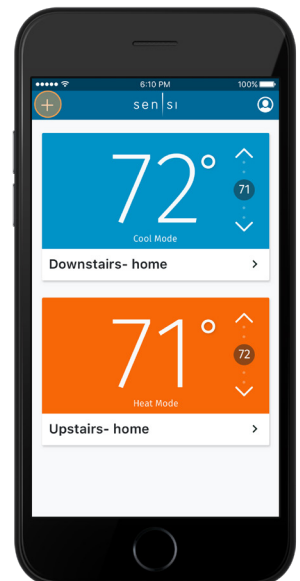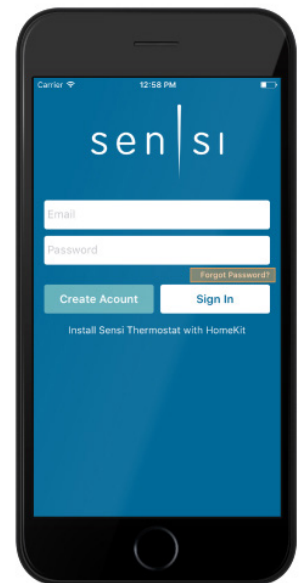
Reconnecting to Wi-Fi

If you replaced your router or changed your Wi-Fi network password, you will need to reconnect your thermostat to Wi-Fi. This is different depending on what smart device you are using.

IOS

If you're using an iOS device with iOS 10 or later, follow these steps to reconnect to Wi-Fi:

· Make sure your iOS device is connected to the 2.4GHz Wi-Fi network that you want to reconnect to.

· Press Menu, then Wi-Fi, and then "Set up new network" on the thermostat.

· Open your Wi-Fi settings on your iOS device.

· Scroll down to "Set up new device..." and press Sensi-XXXXXX.

· In Accessory Setup, press "Next."

· After it has joined, press "Done."

· You should be able to open the Sensi app and view your thermostat again.

Note: This process is only for reconnecting to an already registered thermostat.

ANDROID

If you're using an Android device, use the plus (+) sign in the main view of the Sensi app and choose the second option, "Yes, it is on the wall." Follow the in app instructions to reconnect the thermostat to Wi-Fi.
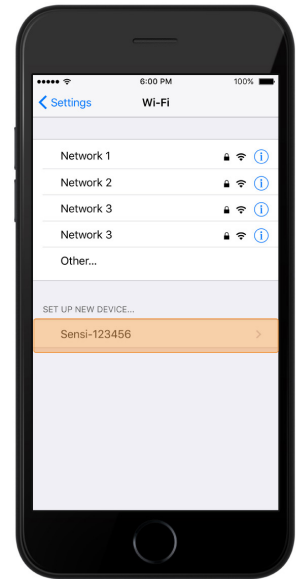
Accessing account information

You can use the Account area to access your email preferences, change your account information and email address associated with your Sensi.

For iOS: Tap the person icon in the upper right hand corner. (see picture)

For Android: Tap the three dots in the upper right hand corner.

HVAC configuration menu

If you chose the option "No, it needs to be installed" and walked through the installation process on the Sensi app the app should have correctly configured your thermostat for your system type. You can check your system configurations by accessing the "Menu" on the physical thermostat, and then pressing "Set Up HVAC Equipment."

Technical support

For problems connecting your Sensi thermostat, call or email the Sensi Technical Support team, and they will be happy to help you or your contractor walk through any steps needed to troubleshoot the Sensi thermostat.

www.sensicomfort.com/support

(888) 605.7131

support@sensicomfort.com

Menu item	Options	
Outdoor Equipment Configuration *If you have a heat pump, you'll most likely have a wire in O/B.* **If you have two stages, you'll have a wire in Y2.*	AC1	Conventional Cooling 1 (Single Stage)
	AC2	Conventional Cooling 2 (Two-Stage)
	HP1	Heat Pump 1 (Single Stage)
	HP2	Heat Pump 2 (Two-Stage)
	ACO	No Cooling
Indoor Equipment Configuration For Gas or Electric Heat *If you have two stages, you'll have a wire in W2.*	GA 1	Gas, oil, propane furnaces or boilers (Single Stage)
	GA 2	Gas, oil, propane furnaces or boilers (Two Stage)
	EL1	Electric furnaces (Single Stage)
	EL2	Electric furnaces (Two-Stage)
	FAN	No Heating
Reversing Valve Position *If you've installed your Sensi Touch to a heat pump, and your system is producing warm air in "Cool" and cool air in "Heat," you may need to change your Reversing valve position to either O or B.*	O	Heat pump – O/B is always energized in Cool.
	B	Heat pump – O/B is always energized in Heat.
	6	Zone valve setting.

***There must be a wire in the O/B terminal for this configuration to affect your HVAC system. If there is no wire in the O/B terminal, simply leave the default setting as "O."*

Single Stage or Multi-Stage Conventional System with Single Transformer

THERMOSTAT

| RC | RH | C** | Y | Y2 | W/E | W2 | G | O/B | L |

SYSTEM CONFIGURATION

| Single stage
AC1
GA1
EL1

Multi-stage
AC2
GA2
EL2 | 24 Volt (Hot) Cool | 24 Volt (Hot) Heat | 24 Volt (Common) | Cool Mode 1st stage | No output

Cool Mode 2nd stage | Heat Mode 1st stage | No output

Heat Mode 2nd stage | Blower / circulator fan energized on call for cool (and heat if configured for electric heat) | O Energized constantly in Cool Mode

B Energized constantly in Heat Mode (or Aux Mode) | Heat Pump "L" terminal connection |

NEUTRAL
24 VAC
HOT

HOT
120 VAC
NEUTRAL

Dots indicate phase relationship.
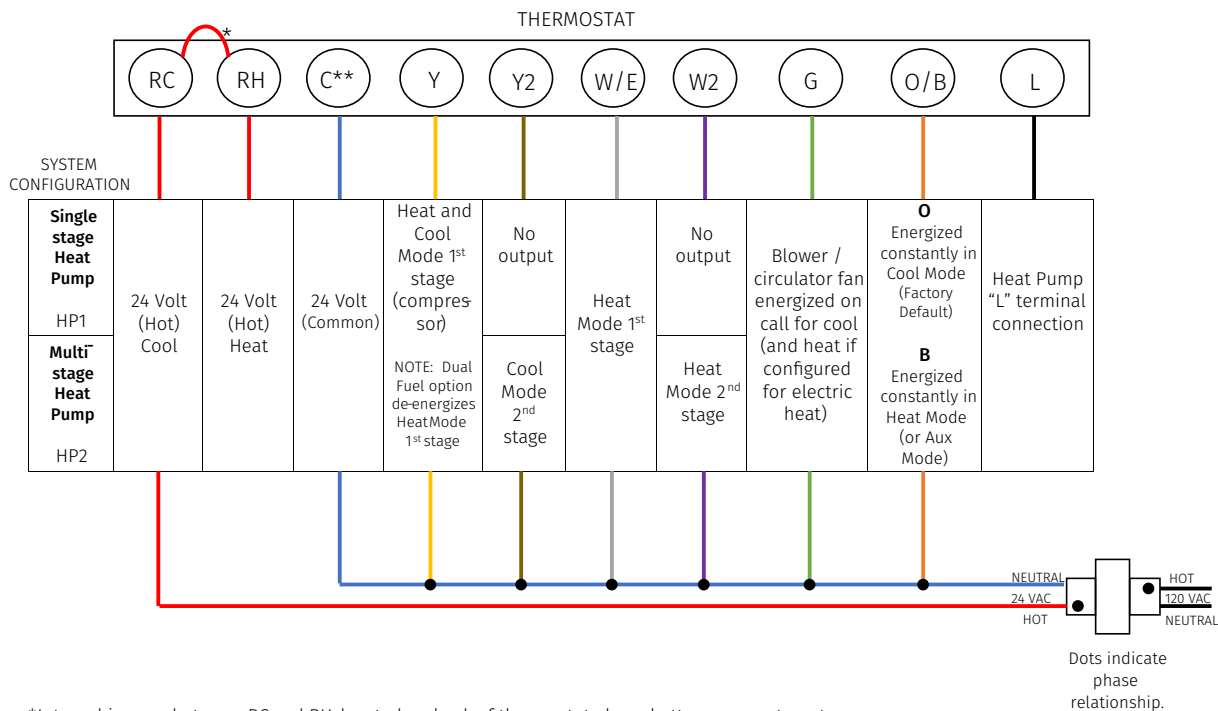
*Internal jumper between RC and RH, located on back of thermostat above battery compartment.
**Common connection required for Heat only or Cool only systems.
***Thermostat wiring does not follow a standardized color code. Label thermostat wires before removing old thermostat from the wall.

Heat Pump Systems

THERMOSTAT

| RC | RH | C** | Y | Y2 | W/E | W2 | G | O/B | L |

SYSTEM CONFIGURATION

| Single stage Heat Pump

HP1

Multi-stage Heat Pump

HP2 | 24 Volt (Hot) Cool | 24 Volt (Hot) Heat | 24 Volt (Common) | Heat and Cool Mode 1st stage (compressor)

NOTE: Dual Fuel option de-energizes Heat Mode 1st stage | No output

Cool Mode 2nd stage | Heat Mode 1st stage | No output

Heat Mode 2nd stage | Blower / circulator fan energized on call for cool (and heat if configured for electric heat) | O Energized constantly in Cool Mode (Factory Default)

B Energized constantly in Heat Mode (or Aux Mode) | Heat Pump "L" terminal connection |

NEUTRAL
24 VAC
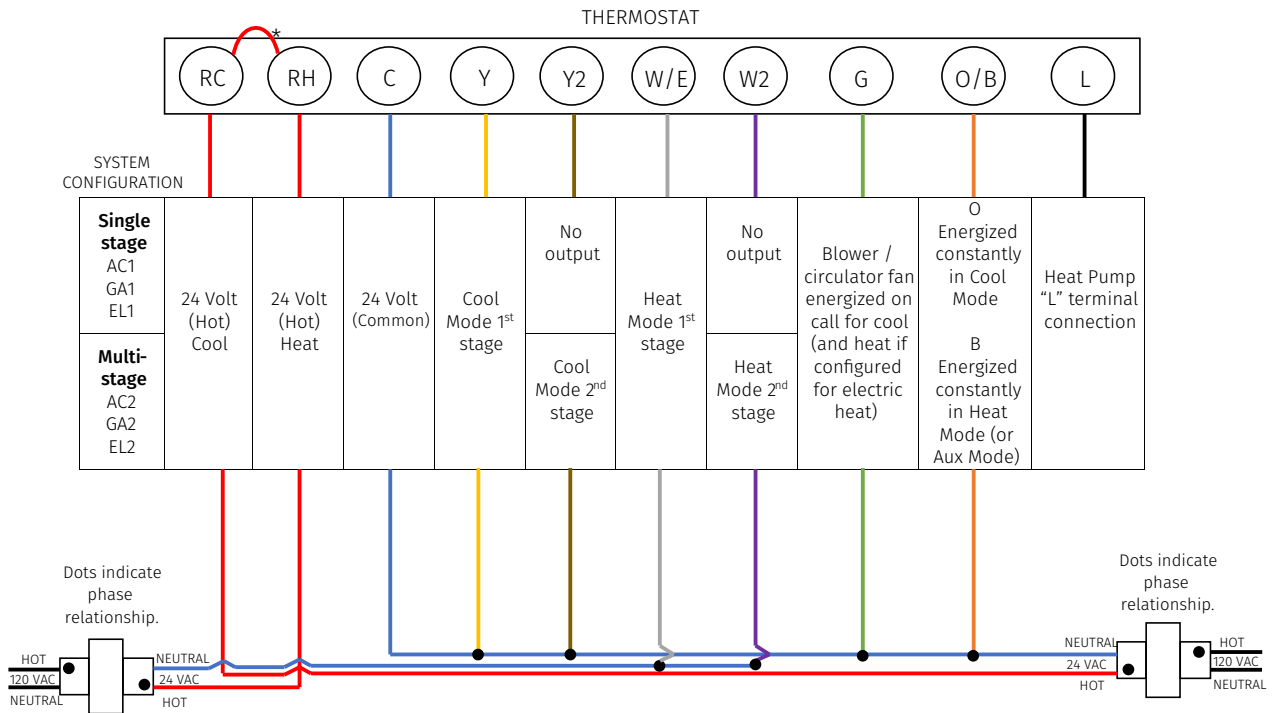HOT

HOT
120 VAC
NEUTRAL

Dots indicate phase relationship.

*Internal jumper between RC and RH, located on back of thermostat above battery compartment.
**Common connection required on Heat only, Cool only or Heat Pump systems.
***Thermostat wiring does not follow a standardized color code. Label thermostat wires before removing old thermostat from the wall.

Single Stage or Multi-Stage System (No heat pump) with Two Transformers

THERMOSTAT

| RC | RH | C | Y | Y2 | W/E | W2 | G | O/B | L |

*

SYSTEM CONFIGURATION

Single stage AC1 GA1 EL1	24 Volt (Hot) Cool	24 Volt (Hot) Heat	24 Volt (Common)	Cool Mode 1st stage	No output	Heat Mode 1st stage	No output	Blower / circulator fan energized on call for cool (and heat if configured for electric heat)	O Energized constantly in Cool Mode	Heat Pump "L" terminal connection
Multi-stage AC2 GA2 EL2					Cool Mode 2nd stage		Heat Mode 2nd stage		B Energized constantly in Heat Mode (or Aux Mode)	

Dots indicate phase relationship.

Dots indicate phase relationship.

HOT
120 VAC
NEUTRAL

NEUTRAL
24 VAC
HOT

NEUTRAL
24 VAC
HOT

HOT
120 VAC
NEUTRAL

*Two transformer systems (separate RC and RH wires), clip internal RC/RH jumper located on back of thermostat above battery compartment.
**Thermostat wiring does not follow a standardized color code. Label thermostat wires before removing old thermostat from the wall.