

# 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

Sensi thermostat is truly universal. Not only does it 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

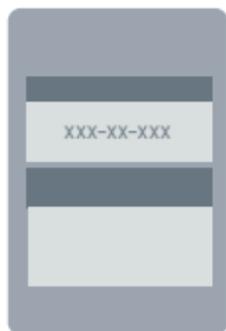
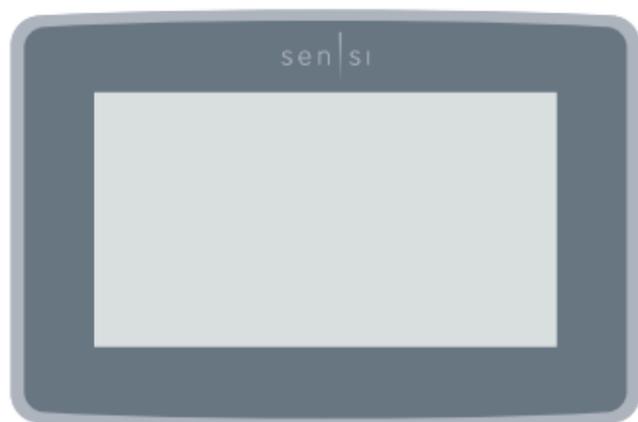
OPERATING SYSTEM	COMPATIBILITY
Wink	Yes
Amazon Alexa	Yes
Apple HomeKit	Yes, but requires a common wire (c-wire)

## HVAC SYSTEM COMPATIBILITY

SYSTEM TYPE	COMPATIBILITY	MODIFICATIONS
Conventional heating and cooling <ul style="list-style-type: none"><li>• Gas furnace</li><li>• Air conditioner</li><li>• Electric furnace</li><li>• Boiler</li></ul>	Yes	Requires a common wire (c-wire)
Heat only <ul style="list-style-type: none"><li>• Gas furnace</li><li>• Electric furnace</li><li>• Boiler</li></ul>	Yes	Requires a common wire (c-wire)
Cool only <ul style="list-style-type: none"><li>• Air conditioner</li></ul>	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  
(found on the back of the Welcome Guide)



# 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.

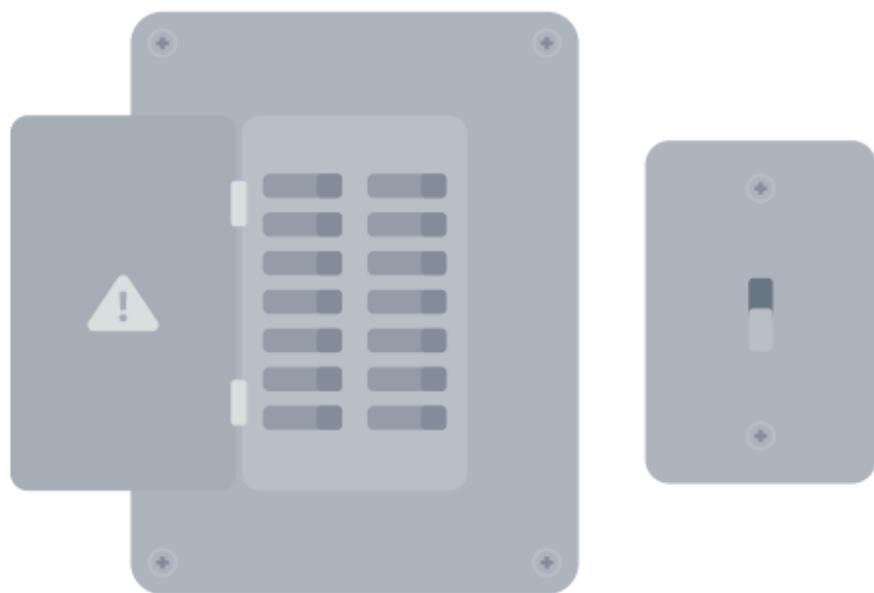
# Installing Your Thermostat

Turn off the power to your heating and air conditioning system by using your fuse box or the switch next to your furnace.

## **WARNING**

### **WARNING:**

Confirm power is off before proceeding. To check, change the temperature on your thermostat. If your system turns on, it still has power.



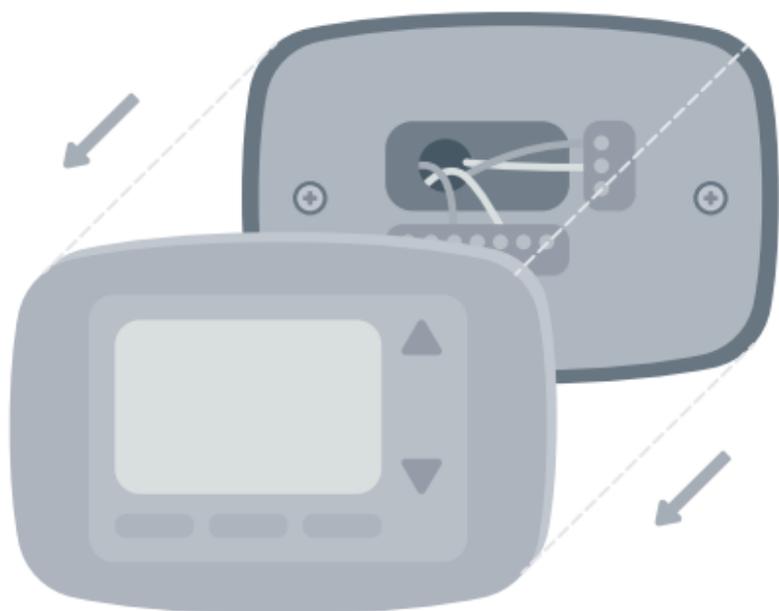
## REMOVE EXISTING THERMOSTAT COVER

Remove the thermostat cover by using a screwdriver or by pushing the pressure latch. Some covers will detach easily, while others may need to be released with a screwdriver.

### **WARNING**

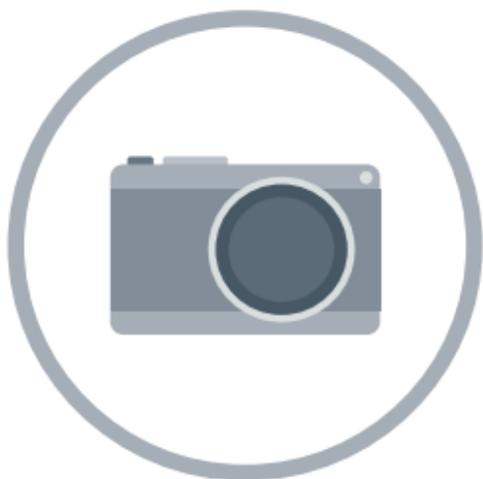
**WARNING:**

Do not remove your wires yet—this will be done in a later step.



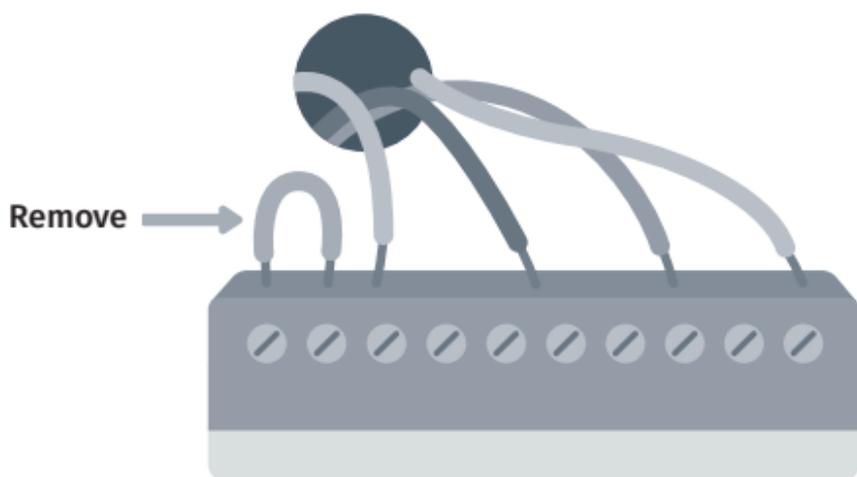
## TAKE A PHOTO OF YOUR WIRING

Using your phone or digital camera, take a photo of your existing thermostat wiring in case you need to reference it later.



## REMOVE ANY JUMPER WIRES

If you see a jumper wire, remove it. Your new Sensi thermostat has the jumper wire built in. Leave all other wires connected to the thermostat.

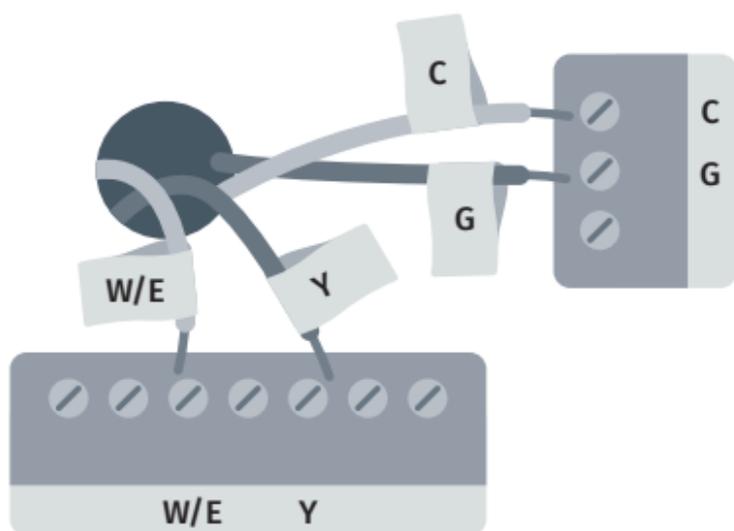


## LABEL YOUR WIRES

Carefully label your wires by removing one wire at a time from the terminal and applying the corresponding wire label sticker to it.

Your labels may not match - that's okay! For example, if you have a W wire, you will apply a W/E sticker.

Use the chart on the next page to find the correct wire label to use with each wire.



## Old thermostat

## Sensi™ thermostat



\*Two transformer systems (separate RC and RH wires), clip internal jumper located on back of Sensi above battery compartment.

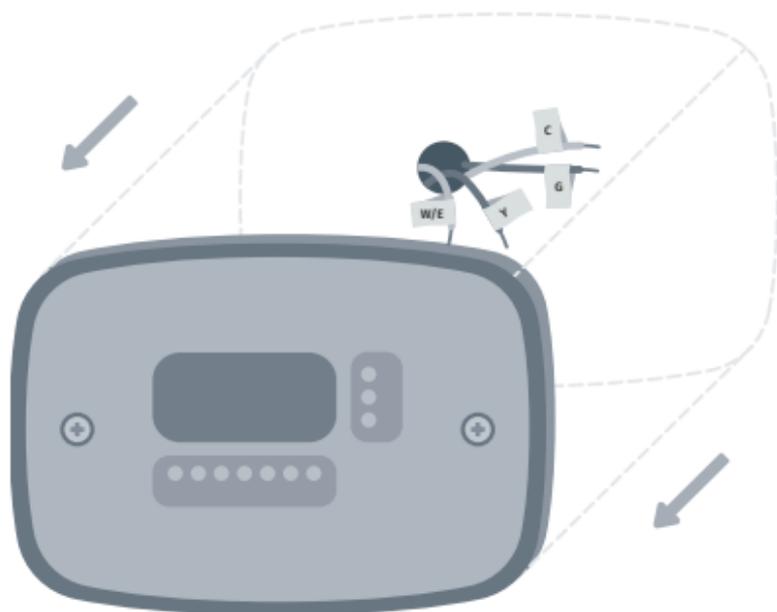
\*\*Label B as C only if the old thermostat also had a wire in O. If there is no wire on O-label the wire B.

\*\*\*On heat pump system with separate W2 and E wires, label both wire W/E (2 wire in one terminal)

## REMOVE EXISTING BASE

Using a screwdriver, remove the thermostat base from the wall.

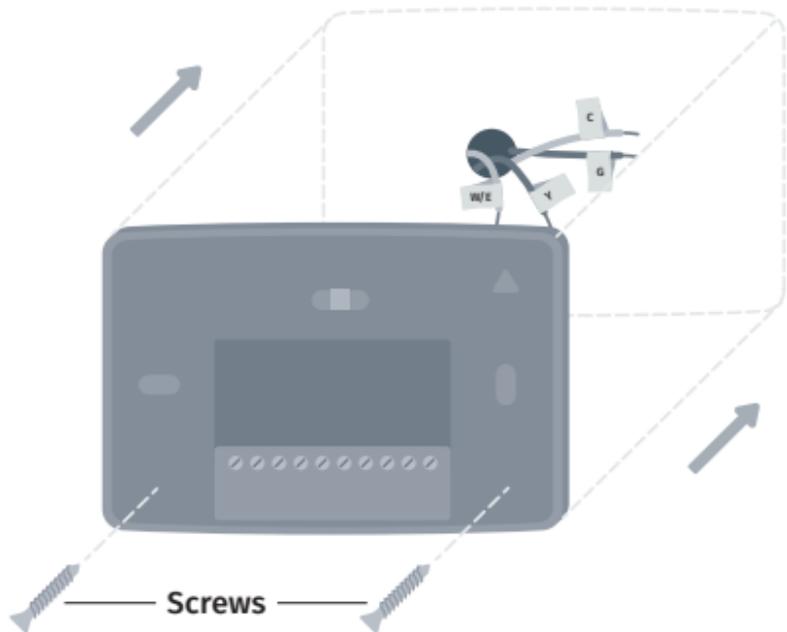
**TIP:** Wrap your wires around a pencil to keep them from falling back into the wall.



## INSTALL SENSI BASE

Mount the Sensi base using the supplied screws, drilling new holes and inserting wall anchors, if necessary. Carefully pull your wires through the center opening.

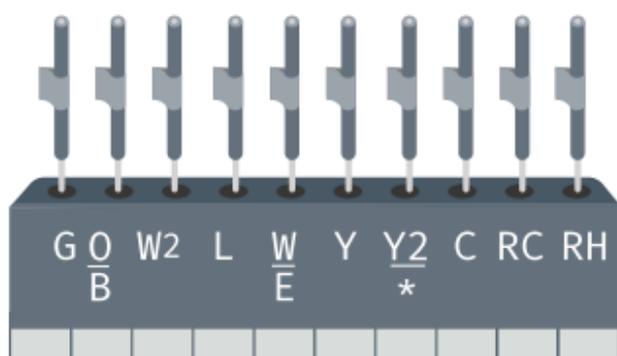
A convenient terminal light is located on the thermostat base to help light your installation and navigate the process with ease.



## CONNECT THE WIRES

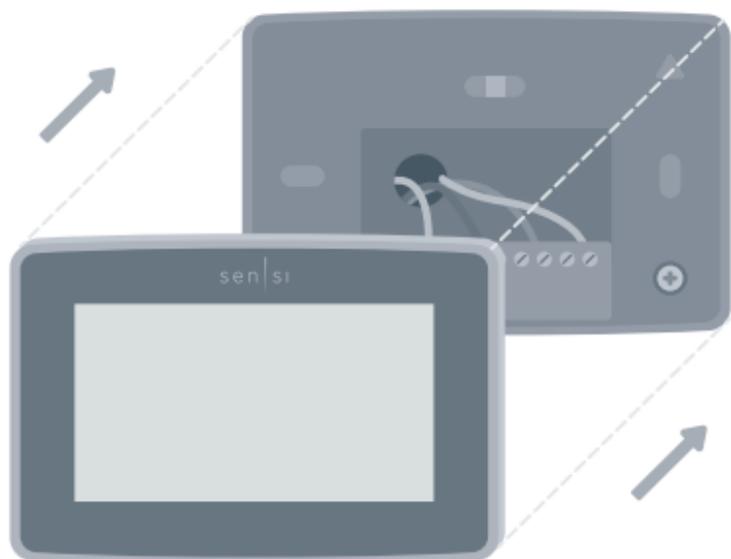
Insert each labeled wire into the corresponding easy-click terminal on the base. Just press the paddle underneath the terminal and insert the wire into the opening.

To test the connection, give the wire a gentle tug.



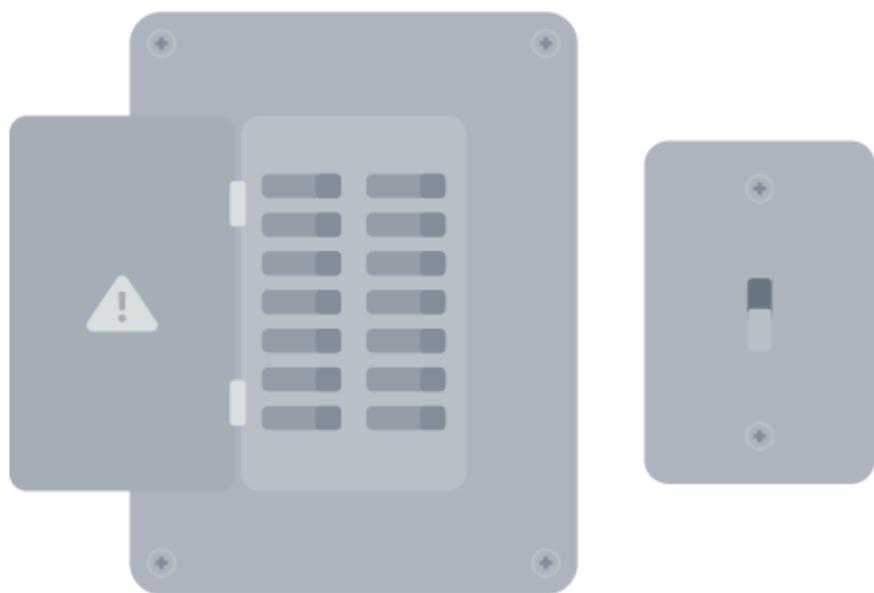
## TURN OFF LIGHT AND ATTACH COVER

Turn off the terminal light on the thermostat base and securely attach the thermostat cover.



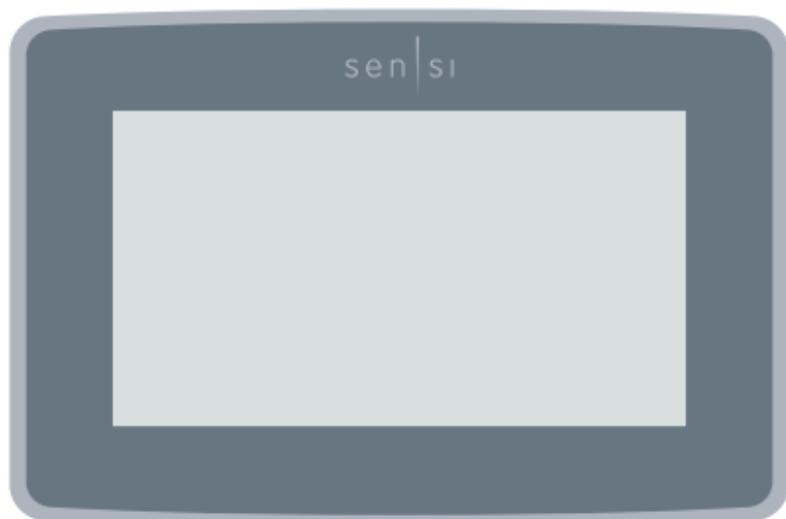
## TURN ON POWER

Turn on the power to the heating and air conditioning system at the furnace or fuse box.



## CONFIGURE THE THERMOSTAT

After installation, configure the thermostat to the appropriate system type. Press “Menu” on the thermostat and refer to these menu options as needed:



## CONFIGURATION MENU ITEMS REFERENCE

No.	Menu item	Default	Options
1	Screen Brightness	On	Off / On
2	Back Glow	Off	Off / On
3	Home Screen Content	On On °F	Indoor Humidity Time of Day °F / °C
4	Schedule	-	5 / 2 Day Schedule
5	Wi-Fi	On	Off / On
6	Time Setup	-	Set the date and time
7	About Thermostat	-	Model Number / Reset
8	Setup HVAC	AC2/EL2 AC2 EL2 O	Outdoor Setup AC1/ AC2/HP1/HP2/AC0 Indoor Setup GA1/ GA2/EL1/EL2/Fan Reversing Valve Position O/B/3

## CONNECT TO WI-FI

On your Sensi thermostat, tap the Menu button in the top-left corner. Once on the Menu Options screen, select “Wi-Fi”. Then, tap “Connect to a new network.”

For Apple HomeKit users: You may continue your setup in the Home app included with iOS 10 or in the Sensi app, available from the Apple App Store.

For Android users: You may continue connecting your thermostat in the Sensi app, available from the Google Play Store.



# 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

To prevent electrical shock and/or equipment damage, disconnect electric power to system at main circuit breaker box until installation is complete.

## 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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