sensi

Installation
Guide

IMPORTANT!

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 scan the QR code or search for "Sensi" to download and get started.

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

Scan the QR code to download the Sensi mobile app

What's in the box?

• Sensi Thermostat
• Wire Labels
• Screws and Anchors

Sensi Thermostat

Screws and anchors

Wire labels

Things you'll need:

· Compatible iOS or Android device
  with the Sensi app installed
· Your email address
· Your Wi-Fi network with 802.11n 2.4 GHz
  (Sensi thermostats cannot connect to
  5 GHz band networks), Wi-Fi network
  name (SSID) and password
· Medium Phillips screwdriver

Things you might need:

· Needle-nose pliers
· Drill with 3/16" bit
· Wire stripper

Open the app and follow the directions

Never installed a thermostat before? We've got you covered. Sensi™ Touch 2 smart 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.

The EPA's highest award-winning smart thermostat

Sensi smart thermostats are proud to be ENERGY STAR® certified. A label that is only provided after rigorous testing and independent certification, based on actual field data, to ensure energy savings.

Sensi thermostats were also the first smart thermostat to receive the EPA's highest honor in 2020: ENERGY STAR Partner of the Year.

Learn more about Sensi's partnership with ENERGY STAR at **energystar.gov/sensi**

Save more with utility rebates and programs

Emerson works with utilities across the country to ensure that Sensi smart thermostats are eligible to participate in energy efficiency and demand response programs that help our customers save even more money.

Learn what programs you might be eligible for at **sensi.emerson.com/rebates**

Compatibility

Sensi is highly compatible with the HVAC equipment and devices found in most people's home. 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 5.0 or later	Yes
Amazon Fire	Yes

ROUTER COMPATIBILITY

ROUTER TYPE	COMPATIBILITY
Single-band router with 2.4 GHz band	Yes*
Dual-band router with 2.4 GHz & 5.0 GHz bands	Yes*
Single-band router with 5.0 GHz band	No

* Sensi thermostats require an 802.11n 2.4 GHz Wi-Fi network and are compatible with most residential Wi-Fi networks, however there are some known incompatible routers. Visit sensi.emerson.com/support and search "router compatibility" for a list of known incompatible routers.

SMART HOME PLATFORM COMPATIBILITY

Please refer to **sensi.emerson.com** for the most up-to-date smart home information.

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

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
ow 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 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.

HVAC Expert Support

Visit **sensi.emerson.com/support** for 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**

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