

Installation

1. Install Sensi thermostat, referring to these terminal definitions, cross references and wiring diagrams as needed:

OLD THERMOSTAT	SENSI THERMOSTAT	CONVENTIONAL SYSTEM	HEAT PUMP SYSTEM
RH	RH*	Power for heating, 24V	
RC, R	RC*	Power for cooling, 24V	
C, X, B**	C	Common wire, 24V	
Y, Y1	Y	1st stage cool	1st outdoor stage heat
Y2	Y2/*	2nd stage cool	2nd outdoor stage heat and cool
W, W1, W/E, Aux/E, E	W2	2nd indoor stage heat	2nd stage axillary/emergency heat
W2***	* W2	2nd indoor stage heat	2nd stage axillary/emergency heat
G	G	Indoor blower (fan)	
O,B,** O/B	O/B	Changeover (reversing valve) connection for heat pump or zone panel systems	
L	L	no function	"L" terminal connection

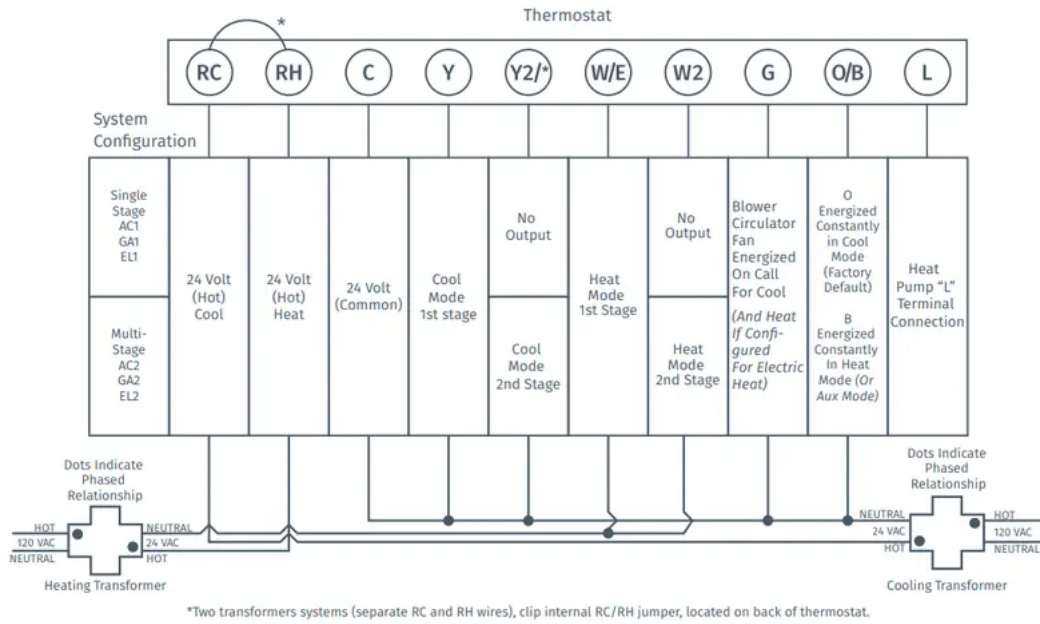
* Two transformer systems (separate RC and RH wires), clip jumper located on backplate to the right of the terminals.

** 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".

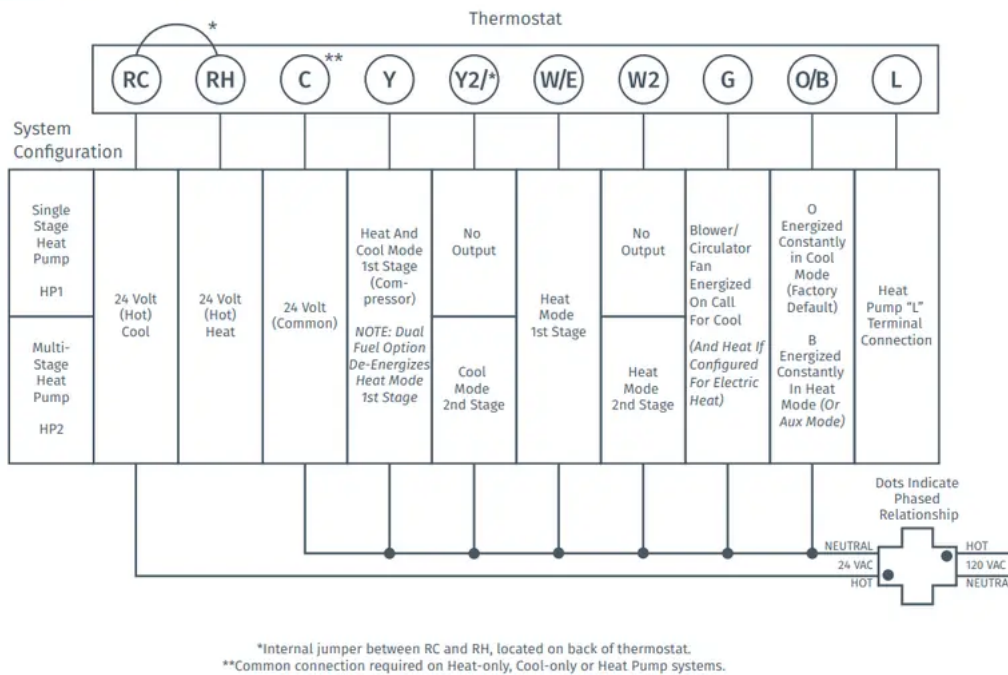
*** On Heat Pump system with separate W2 and E wires, label both wires W/E (2 wires in one terminal).



SINGLE STAGE OR MULTI-STAGE SYSTEM NO HEAT PUMP) WITH TWO TRANSFORMERS



HEAT PUMP SYSTEMS



2. 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	Off	Adjust resting state brightness with an option to turn off
2	Nightlight	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	O	Connect to Wi-Fi
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

3. Once the thermostat is installed and properly configured, test the equipment by following these steps:

- **Turn on power to the system.**

- **Fan Operation**

- If your system does not have a “G” terminal connection, skip to “Heating System” below.
- Press the “Fan” button on the thermostat and select the “On” position. The blower should begin to operate.

- Press the “Mode” button to turn off the system. Then press the “Fan” button on the thermostat and select the “Auto” position. The blower should stop immediately.

Heating System

- Press the “Mode” button on the thermostat and select the “Heat” position.
- Press the up arrow on the thermostat and adjust the setting to 1° above the current room temperature. The heating system should begin to operate and the thermostat display will turn red indicating heating on the screen.
- For heat pumps with auxiliary, press the up arrow on the thermostat and adjust the setting to 3° above the current room temperature. The auxiliary heat should begin to operate and the thermostat will indicate “Heating Auxiliary” on the screen.
- Press the down arrow on the thermostat and adjust the setting to 1° below the current room temperature. The heating system should stop operating and the display will go back to a neutral gray color.

Auxiliary System (only for heat pumps with auxiliary)

- Press the “Mode” button on the thermostat and select the “Aux” position. This bypasses the heat pump and runs auxiliary-only heat.
- Press the up arrow on the thermostat and adjust the setting to 1° above the current room temperature. The auxiliary heating system should begin to operate and the thermostat will indicate “Heating Auxiliary” on the screen.
- Press the down arrow on the thermostat and adjust the setting to 1° below the current room temperature. The auxiliary heating system should stop operating and “Heating Auxiliary” will disappear from the screen.

Cooling System

- Press the “Mode” button on the thermostat and select the “Cool” position.
- Press the down arrow and adjust the setting to 1° below the current room temperature. The blower should come on immediately on high speed, followed by cold air circulation. The thermostat display will turn blue. Note that there can be up to a 5 minute delay for this process. This is indicated by a flashing setpoint temperature.
- Press the up arrow and adjust the setting to 1° above the current room temperature. The cooling system should stop operating and the display will go to a neutral gray color.
- If you encounter any issues while testing the equipment, refer to the troubleshooting actions.

Troubleshooting



SYMPTOM	POSSIBLE CAUSE	CORRECTIVE ACTION
No Heat/ No Cool/ No Fan (common problem)	<ol style="list-style-type: none"> 1. Blown fuse or tripped circuit breaker 2. Furnace power switch to OFF 3. Furnace blower compartment door panel loose 4. Loose connection to thermostat or system 	<ol style="list-style-type: none"> 1. Replace fuse or reset breaker 2. Turn switch to ON 3. Replace door panel in proper position to engage safety interlock or door switch 4. Tighten connections
No Heat	<ol style="list-style-type: none"> 1. Thermostat not set to Heat 2. Loose connection to thermostat or system 3. Heating system requires service or thermostat requires replacement 	<ol style="list-style-type: none"> 1. Set thermostat to Heat. 2. Verify thermostat and system wires are securely attached. 3. Diagnostic: Set Mode to Heat and raise the setpoint above room temperature. Within five minutes the thermostat should make a soft click sound and the display should turn red. This sound indicates the thermostat is operating properly. If the thermostat does not click, try resetting the thermostat. If the thermostat does not click after being reset, contact your heating and cooling service person or place of purchase for a replacement. If the thermostat clicks, verify the heating system is operating correctly.
No Cool	<ol style="list-style-type: none"> 1. Thermostat not set to Cool 2. Loose connection to 	<ol style="list-style-type: none"> 1. Set thermostat to Cool. 2. Verify thermostat and system wires are securely attached. 3. Diagnostic: Set Mode to Cool and lower setpoint below room temperature. Same



SYMPTOM	POSSIBLE CAUSE	CORRECTIVE ACTION
	thermostat or system 3. Cooling system requires service or thermostat requires replacement	procedures as diagnostic for “No Heat” condition except set the thermostat to Cool and lower the setpoint below the room temperature. There may be up to a five minute delay before the thermostat clicks in Cooling if the AC Protection feature is on.
Heat, Cool or Fan Runs Constantly	Possible short in wiring, thermostat, heat, cool or fan system	Check each wire connection to verify they are not shorted or touching other wires. Try resetting the thermostat.
Check each wire connection to verify they are not shorted or touching other wires. Try resetting the thermostat.	Thermostat display requires adjustment	Display can be adjusted +/-5° using the Temperature Offset in Sensi app.
Display is Blank	The display could be turned off of you need a common wire (c-wire)	Attach a common wire (c-wire) or turn on the display.
Furnace (Air Conditioner) Cycles Too Fast or Slow	The location of the thermostat and/ or the size of the Heating System may be influencing the cycle rate	Digital thermostats provide precise control and cycle faster than older mechanical models. The system turns on and off more frequently, but runs for a shorter time. If you would like to increase cycle time, choose Slow for the Cycle Rate in the Sensi app.
	1. Heating or Cooling system is	1. See corrective action for “No Heat” See corrective action for “No Cool”

SYMPTOM	POSSIBLE CAUSE	CORRECTIVE ACTION
<p>“Call for Service” appears on the screen</p>	<p>not able to heat/cool the space to within 5 degrees of the setpoint within 2 hours</p> <p>2. If “--” is displayed for the Room Temperature, a replacement thermostat is needed</p> <p>3. None of the buttons operate on the thermostat</p>	<p>2. Replace thermostat</p> <p>3. Make sure keypad lockout is not turned on. If it's OFF, try resetting the thermostat.</p> <p>Reset: Turn the power to your system off, wait 5 seconds and turn it back on.</p>

Connecting Sensi to Wi-Fi

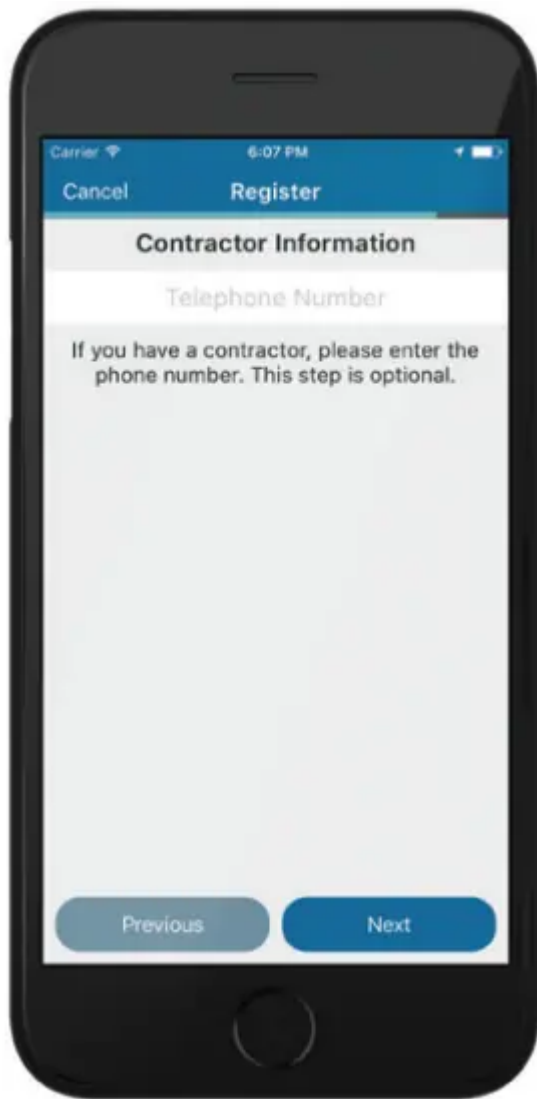
1. Ask the homeowner to download the free Sensi app onto the their iOS or Android device.



2. Ask the homeowner to follow the prompts to create an account.
3. Once the homeowner has logged in, ask to use their device to connect the thermostat to the Wi-Fi.

QUICK TIP: You must have your customer’s Wi-Fi Network (SSID) and Password, along with the Sensi Security Code card to complete the wireless setup.

4. Select “Connect Thermostat to WiFi” and follow the in-app prompts to complete the connection steps.
5. Once the thermostat is connected to Wi-Fi, enter your registered phone number by selecting “Contractor” from the drop down menu.



Warning

This content is compiled from multiple sources and is provided for reference purposes only. It may not be complete or fully applicable to all situations. If you are unable to resolve your issue, please contact the product manufacturer or an authorized service provider for official support.