Sensi™ Lite Smart Thermostat

The Sensi Lite smart thermostat puts energy savings in easy reach.

sen|si Connect to Comfort

EMERSON

Business and Product Overview

Introduction

Sensi™ Lite is everything you're looking for in a smart thermostat and puts convenience and energy savings in easy reach.

Installation is quick and simple with no common wire required with most systems. Controls are familiar, intuitive and, best of all, usage activity and personal data stays private.

1F76U-22WFB

Introduction

sen|si Connect to Comfort

The award-winning Sensi smart thermostats keep homeowners connected to comfort and keep you connected to your customers.

A Brand You Can Trust

Sensi is highly rated by customers for its simplicity. Our smart thermostats are ENERGY STAR® certified and were the first to receive the ENERGY STAR Partner of the Year Sustained Excellence Award in 2023.

Connect to Customers

Contractor branding in-app & smart alerts put your company information at your customers' fingertips. So, when they need service, you're just a tap away. Plus, connect with new customers through our Sensi Find A Pro tool.

Simple & Reliable

Easy installation saves time and money on jobs, no matter the skill level of the technician. Reduce callbacks with a high-quality product that is easy for the homeowner to use.

1F76U-22WFB

ENERGY STAR AWARD 2023
PARTNER OF THE YEAR
Sustained Excellence

Leveraging Emerson's HVAC Expertise

OVER 100 YEARS of HVAC experience

MAJORITY OF RESIDENTIAL HVAC SYSTEMS feature Emerson parts

ONE IN FIVE HOMES in the U.S. has an Emerson thermostat

SECOND-LARGEST MANUFACTURER of residential thermostats in the U.S.

EMERSON.   WHITE-RODGERS™   COPELAND™

Sensi Lite smart thermostat

What makes Sensi different

Easy to Install, Easy to Use

- #1 rated smart thermostat mobile app
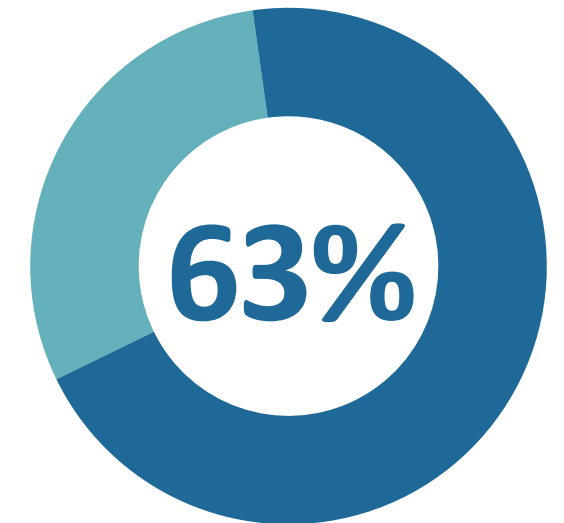- Compatible with majority of home HVAC systems
- Wire picker tool

Our Privacy Promise to Customers

- Sensi DOES NOT SELL your personal information
- Sensi DOES NOT UTILIZE your thermostat activity data for other targeting/advertising purposes

45%
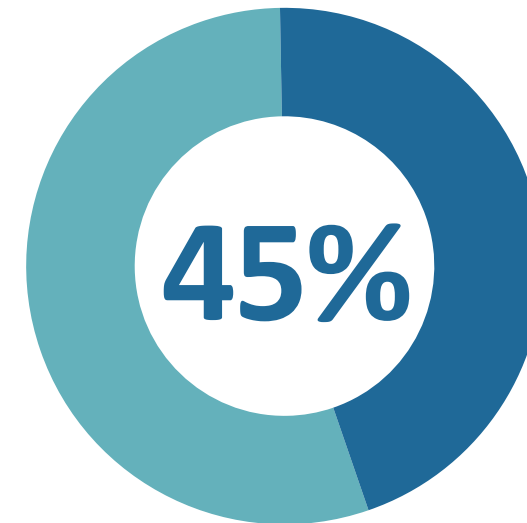
*Of non-adopters say data privacy is a barrier for owning smart home devices**

63%

*Of consumers concerned about potential data leaks**

PRIVACY PROTECTION: For full details, review the Sensi Privacy Policy at https://sensi.emerson.com/en-us/legal. Note: if you sign up for a program with a third party, such as a utility or controller, details and terms for that program are between you and the third party, not Emerson, and may include additional data collection. Certain add-on services require additional data to operate as intended. These services are not required and are optional.

*Source: *Smart Home and Energy Data: What Do Consumers Want? SECC June 2021
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Sensi Lite Smart Thermostat

Top Features

- Easy to install – no common wire required with most systems

- Easy to use – all the same great features that come with our other smart thermostats

- Modern design – with a full front glass display

- Low price – MSRP $89.99

1F76U-22WFB

Sensi Lite Smart Thermostat at a Glance

- Universal (single stage, multi-stage, heat pump compatible)

- Heat pump is dual fuel compatible; no sensor required

- Professional 5-year warranty on 1F76U-22WFB; 3-year warranty on ST25

PRO 5 YEAR LIMITED WARRANTY

Model	Program Options			Max Stages Heat/Cool		Applications				Power Source		Selectable Performance Features							Comfort & Convenience Features				
Model Number	Wi-Fi Control/Smart Home Compatible	7 Day	Non-Programmable	Conventional	Heat Pump	Gas/Oil/Electric	3-Wire Zone Valve	Millivolt	PTAC Compatible	Battery	Hardwired (24V)	Auto Changeover	Circulating Fan	EMR/Early Start Program	Temperature Limits	Humidity Control	Dual Fuel Control	Remote Sensors	Filter Change Reminder	Smart Alerts	Keypad Lockouts	Auto DST Adjust	Permanent Memory
1F76U-22WFB/ ST25	✓	✓	✓	2/1, 1/2	2/1	✓	✓		✓	✓	✓	✓	✓	✓	✓		✓		✓	✓	✓	✓	✓

Target Market

Aimed to Reach Broad Market Adoption

TARGETING MAINSTREAM CUSTOMERS

20% TODAY
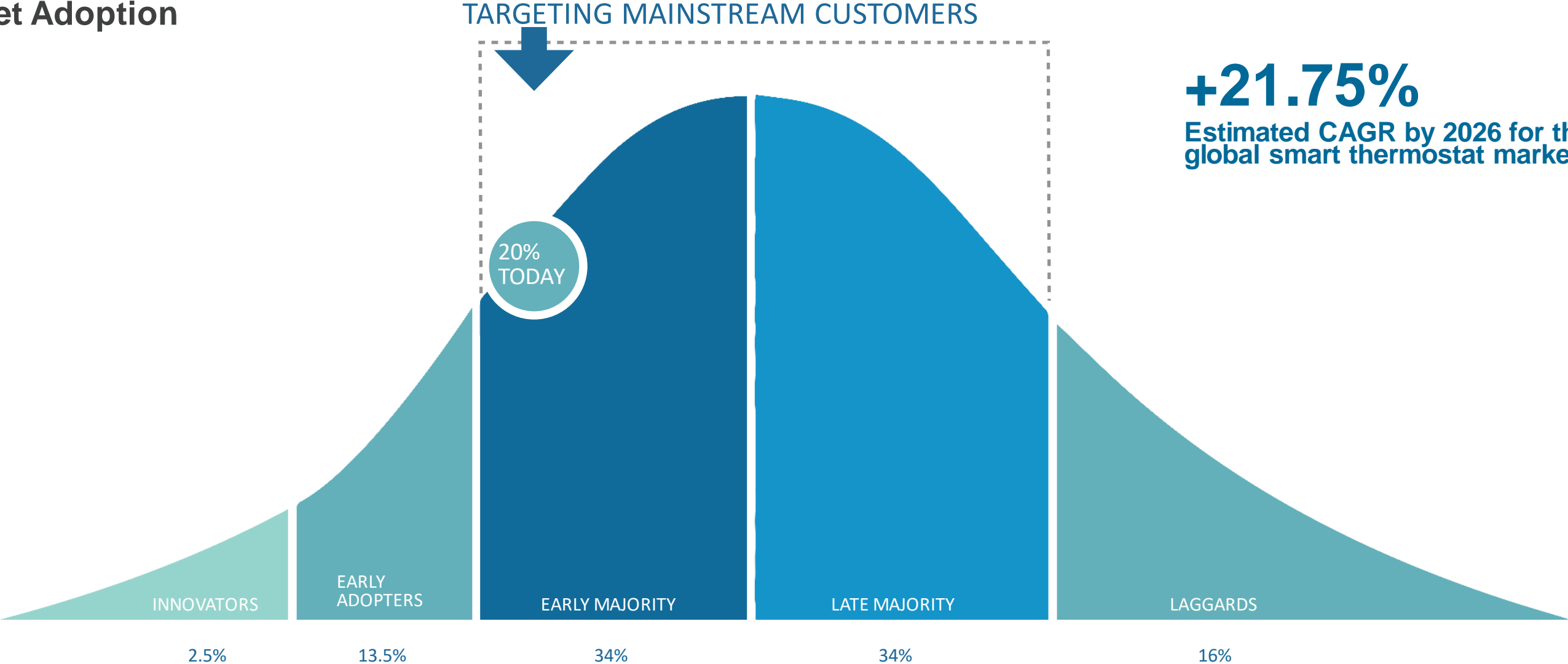
+21.75%

Estimated CAGR by 2026 for the global smart thermostat market[1]

INNOVATORS	EARLY ADOPTERS	EARLY MAJORITY	LATE MAJORITY	LAGGARDS
2.5%	13.5%	34%	34%	16%

Outperforms Competitors in Consumer Testing

Question: Considering overall product design, which of the following smart thermostats do you prefer?

1,227 total respondents

#1	Honeywell RTH6580	Wyze	Amazon
35%	**31%**	**20%**	**15%**
42% between 30-44yrs old Looks simple to operate The big numbers	42% > 60yrs old It's like the one I have More information		

Sensi Lite Smart Thermostat Features

sensi Connect to Comfort

EASY TO INSTALL & CONNECT
Just open the app, follow a few easy steps and installation is a snap. Unlike other smart thermostats, you won't need a c-wire on most systems

CONTRACTOR MODE
Use Contractor Mode to scan the barcode on any Sensi thermostat and register it to your company. No Wi-Fi required at installation.

CONTRACTOR-ON-CALL
Become a Sensi Partner and be the contractor on call in customers' monthly usage reports, service reminders, smart alerts and in the app. Register at sensiregistration.com.

SMART MAINTENANCE
Monitor the performance and efficiency of your HVAC system with important service alerts regarding your equipment and ongoing maintenance reminders such as when to replace your air filter.

PRIVACY PROTECTION
We care about privacy. Sensi will not sell personal information to third parties or use thermostat activity data for other targeting/advertising purposes.[1]

ENERGY SAVINGS
Save about 23% on HVAC energy through features like flexible scheduling, remote access and usage reports.[2]

USAGE REPORTS
Monitor current day and historical heating, cooling and fan runtimes right in the app.

CIRCULATING FAN
Select a minimum daily fan run time percent to help regulate temperature and improve indoor air quality.

SMART HOME COMPATIBLE
Works with Amazon Alexa, Google Assistant and Samsung SmartThings smart home platforms.

ENERGY STAR

Energy Star and Title 24 Compliant

works with **alexa**   works with **Hey Google**   Works with **SmartThings**

Sensi Partner Program Get access to program benefits including homeowner leads, contractor branding, custom literature and free online training. Learn more at emerson.com/sensipartner.

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2 ENERGY SAVINGS: Calculated by comparing operation time for a nationwide sample of Sensi users with temperature adjustments averaging 4° in comparison to users with no adjustments. Savings vary based on equipment type/condition, insulation, climate & temperature adjustment size/frequency.

Competitive Comparison – Pro Channel

	sensi	Honeywell Home	nest	PRO
Model	1F76U-22WFB	RTH6580WF	Nest Smart	T701i
MRSP	$89.99	$119.99	$129.99	$79.98
System Type	2/1 or 1/2	2/2	2/1 or 1/2	1/1
No Common Wire Required	✓		✓	
Dual Fuel	✓		✓	
Energy Star	✓	✓	✓	✓
Circ Fan	✓		✓	
Humidity Display	✓		✓	
Pro Warranty	5 Years	5 Years	3 Years	5 Year
Smart Home Compatibility	works with amazon alexa, works with the Google Assistant, Works with SmartThings	works with amazon alexa, Works with Apple HomeKit, works with the Google Assistant, Works with SmartThings	works with amazon alexa, works with the Google Assistant	works with amazon alexa, works with the Google Assistant

Sensi Partner Program Overview: Benefits

Use Contractor Mode to automatically add your digital branding to every Sensi smart thermostat you install, keeping you top of mind when a customer needs maintenance or service. Your branding will also be on monthly usage reports, service alerts, mobile app and service reminders.

EASY Steps to Register a Thermostat:

1. Download the Sensi App and sign into your Sensi account.

   Press and hold the Sensi logo at the top of the app dashboard for five seconds. If you don't already have a Sensi Partner Program account, tap **Become a Sensi Partner**. If you already have an account, tap **OK**.

2. Tap **Contractor Mode** at the top of the dashboard.
   The first time you use Contractor Mode, the Sensi app needs to find the company information that you supplied when you registered at SensiRegistration.com. Enter the phone number used to register to proceed.

3. Select **Register a Thermostat** and scan the code on the back of the thermostat.

That's it! You can register additional thermostats or select **Back** to return to the **Contractor Mode** menu.
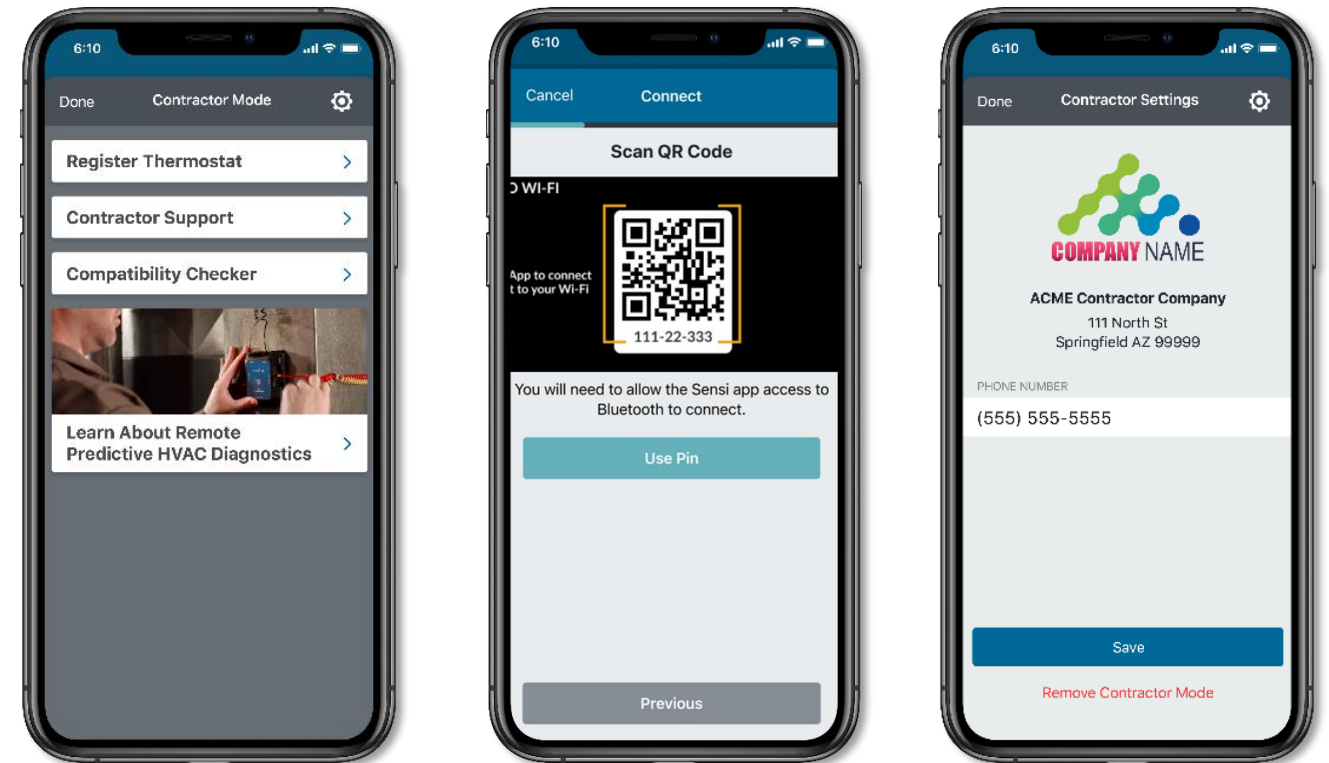
Click here or scan this
QR code to sign up today!

Stay Top Of Mind With Free Contractor Branding

Printed Branding

- Free printing on all thermostats with orders of 12+ (excluding Sensi Lite & Touch 2)

- Add full-color logo or custom text

- Free shipping

- Print on wall plates for Sensi Touch 2 and Sensi Lite

Digital Branding

With Sensi smart thermostats, add contractor's information on the following locations:

- Thermostat home screen
- Mobile app
- Monthly usage report
- Smart alerts
- Service reminders

Sensi Family Overview

Sensi room sensor | Sensi Touch 2 smart thermostat | Sensi Lite smart thermostat | Sensi smart thermostat

SENSI ™ SMART THERMOSTATS

Easy install for you, upgraded features and convenient comfort for your homeowners.

The award-winning Sensi smart thermostats keep homeowners connected to comfort and keeps you connected to your customers. Sensi Partners get access to program benefits including homeowner leads, contractor branding, custom literature and free online training. Choose from Sensi Touch 2 smart thermostat that works with room sensors, Sensi Lite smart thermostat or Sensi smart thermostat.

Sensi Touch 2 smart thermostat
Available in black and white
1F96U-42WFB, 1F96U-42WF

Sensi room sensors for
Sensi Touch 2
RS01-SG

Sensi Lite smart thermostat
1F76U-22WFB

Sensi smart thermostat
1F87U-42WF

SENSI ™ PREDICT

Enable remote predictive diagnosis to increase profitability

Technology comes to HVAC to deliver greater contractor efficiencies and a deeper homeowner connection.

SENSI ™ MULTIPLE THERMOSTAT MANAGER

Light commercial solutions for simple comfort control

Sensi Multiple Thermostat Manager gives facility managers the power to control all their Sensi thermostats in one place.

A Thermostat for Any Customer

Emerson offers the right thermostat for every contractor's needs, from single-family homes to multi-building facilities. Choose from economical, programmable, or smart thermostats for the features and functionality that deliver the benefits your customers want.

MECHANICAL

PROGRAMMABLE
NON-PROGRAMMABLE
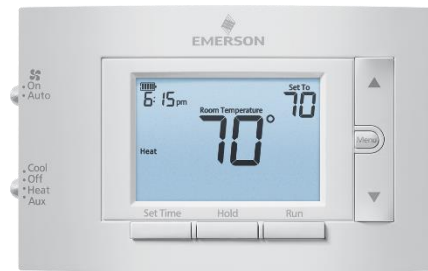
HEAT PUMP

SMART

Learn how we can help grow your business at Emerson.com/Thermostats

WHITE-RODGERS™

sen|si

EMERSON™

Sensi Lite smart thermostat
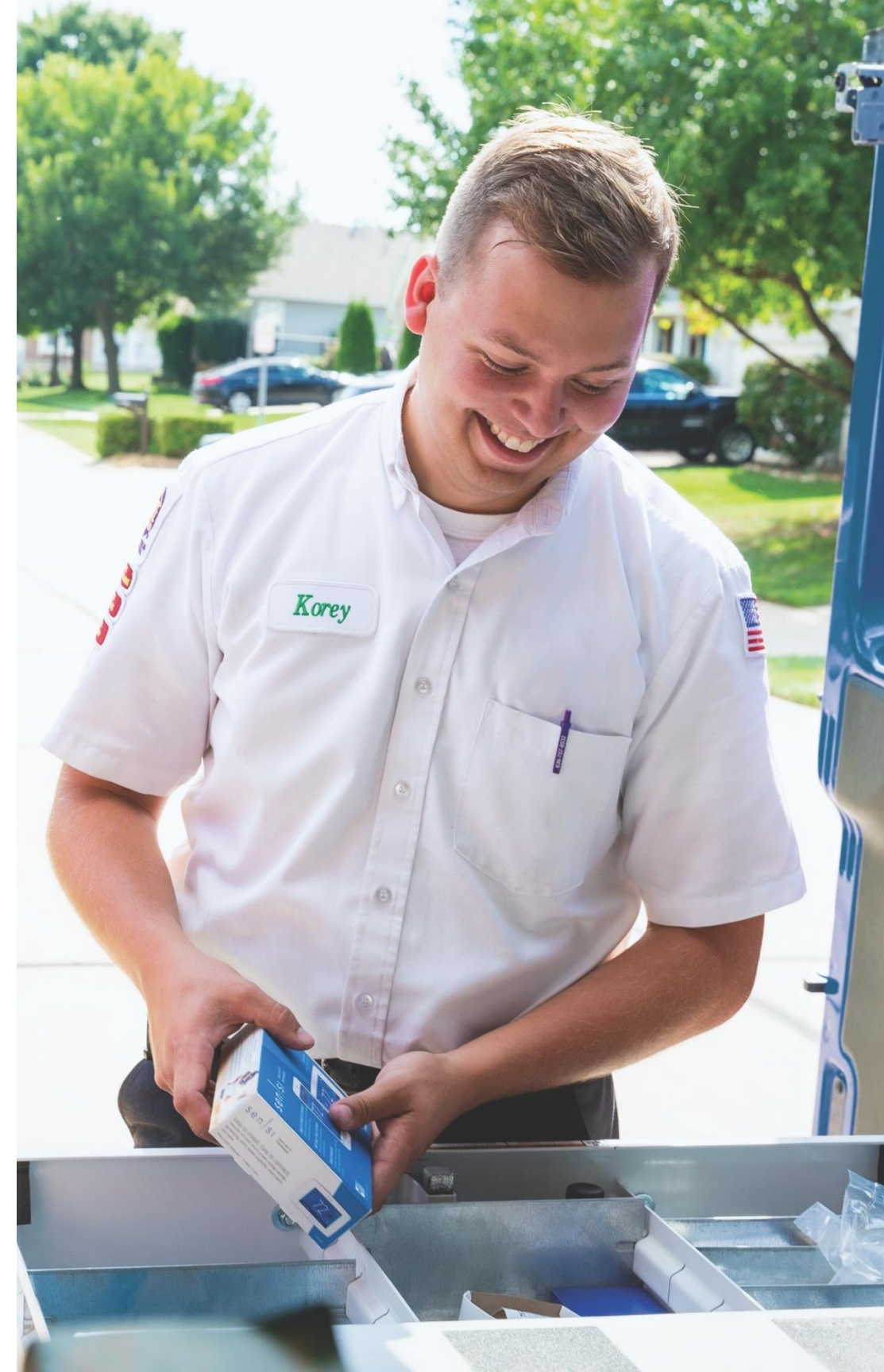
WR Mobile App

Always Up-to-Date and Easy to Use

- Search by OEM
- Competitive
- White-Rodgers model number.
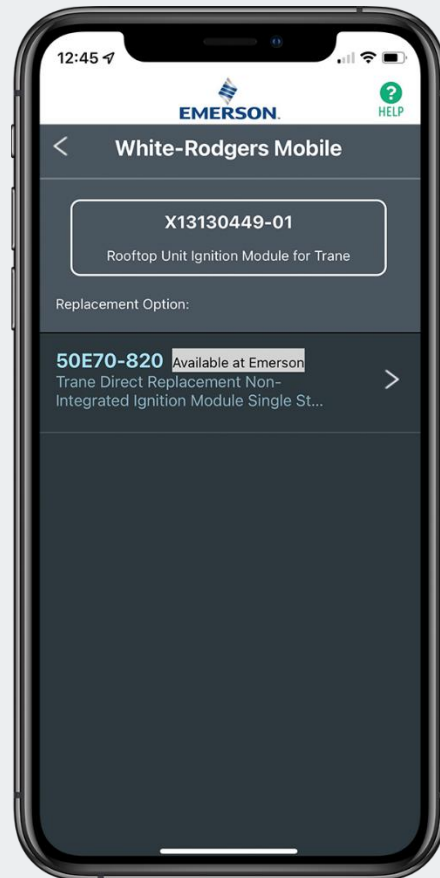
Your Resource For

- Product information and spec sheets
- Complete Cross Reference
- OEM compatibility
- Installation information and videos
- Wiring diagrams

Download

1. Go to your app store
2. Type in WR Mobile
3. Install the app
OR
1. Open your camera
2. Hold it over the QR code
3. Tap "Open" on the pop-down
4. Install the app

Scan this QR code to download the app

White-Rodgers Cross Reference
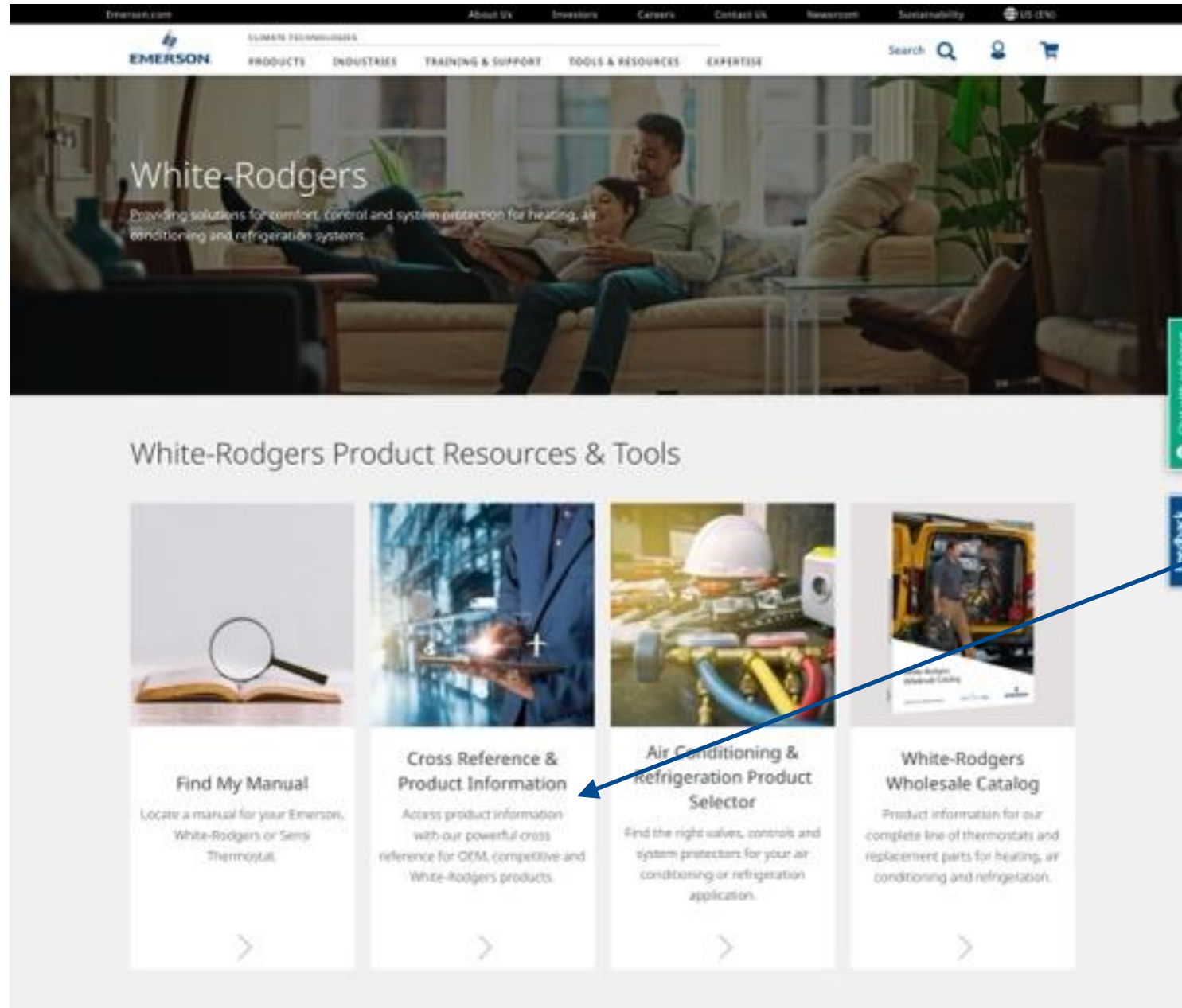
Go to www.whiterodgers.com

- Click on <u>White-Rodgers cross reference/product information</u>

- Enter the model number or click on: Search Replacement Heating Controls by Major OEM Brand

Why Contractors Trust White-Rodgers

Industry-Leading Products

- Used by more OEMs
- Offering the widest range of universal replacement controls

Ease of Installation

- Simple, easy to understand instructions

Product Reliability

- Quality control assures reliable products

Affordable

- Competitive pricing

Supported By Knowledgeable Representatives

- Contractor direct phone support

Technical

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1F76U-22WFB

Sensi Lite Smart Thermostat at a Glance

- Universal (single stage, multi-stage, heat pump compatible)

- Heat pump is dual fuel compatible; no sensor required

- Professional 5-year warranty on 1F76U-22WFB; 3-year warranty on ST25

Model	Program Options			Max Stages Heat/Cool		Applications				Power Source		Selectable Performance Features							Comfort & Convenience Features				
Model Number	Wi-Fi Control/Smart Home Compatible	7 Day	Non-Programmable	Conventional	Heat Pump	Gas/Oil/Electric	3-Wire Zone Valve	Millivolt	PTAC Compatible	Battery	Hardwired (24V)	Auto Changeover	Circulating Fan	EMR/Early Start Program	Temperature Limits	Humidity Control	Dual Fuel Control	Remote Sensors	Filter Change Reminder	Smart Alerts	Keypad Lockouts	Auto DST Adjust	Permanent Memory
1F76U-22WFB/ ST25	✓	✓	✓	2/1, 1/2	2/1	✓	✓		✓	✓	✓	✓	✓	✓	✓		✓		✓	✓	✓	✓	✓

Sensi Lite Thermostat Connections

Terminal	Conventional Heat/Cool Systems	Heat Pump Systems
R	Power for heating/cooling, 24V	Power for heating/cooling, 24V
C	Common wire, 24V	Common wire, 24V
W/E	1st stage heat	2nd stage heat (1st stage auxiliary/emergency heat)
Y	1st stage cool (compressor)	1st stage heat and cool (compressor)
G	Indoor blower (fan)	Indoor blower (fan)
O*/B	O*/B can be configured as 2H, 6, 2C, O, B or None for conventional systems and O or B for heat pump systems, as shown below	
2H	2nd stage heat (factory default for conventional systems)	
6	3-wire zone valve	
2C	2-stage cool	
O	Energized constantly in Cool to operate reversing valve or zone panel	Energized constantly in Cool to operate reversing valve or zone panel (factory default for heat pump systems)
B	Energized constantly in Heat to operate reversing valve or zone panel	Energized constantly in Heat to operate a reversing valve or zone panel
–	None (no function)	

TECH TIP: Tech Tip; Sensi Lite is designed so the least number of connections operate the largest number of different system types. The configuration options for the O*/B terminal allow it to accommodate conventional systems up to 2H/1C or 1H/2C and heat pump systems up to 2H/1C in addition to working with most zone panels, boilers and hot water zone valves.

TERMINAL DESIGNATIONS
R O*/B Y G W/E C

System Compatibility Chart

System	Compatibility
Single-Stage Heating and Cooling	Yes
Multi-Stage Heating or Cooling	Yes
Heating Only	Yes
Cooling Only	Yes
Heat Pump without Auxiliary Heat	Yes*
Heat Pump with Auxiliary Heat	Yes*
Heat Pump with Dual Fuel Heat	Yes*
Electric Baseboard 120V-240V	No
750 Millivolt	No

*Common wire must be used

App Navigation

- Sensi has multiple control options to fit any schedule or lifestyle:
  - Adjust manually anytime/anywhere
  - Geofencing
  - Set a schedule or multiple schedules - change or adjust anytime

- The Sensi app lets you adjust temperature for comfort or economy while home or away.

1	BACK TO DASHBOARD		6	USAGE DATA
2	THERMOSTAT NAME		7	SCHEDULING OPTION
3	SETTINGS		8	FAN MODE OPTIONS
4	WEATHER		9	SYSTEM MODE
5	SET TEMPERATURE		10	ROOM TEMPERATURE
			11	ROOM HUMIDITY
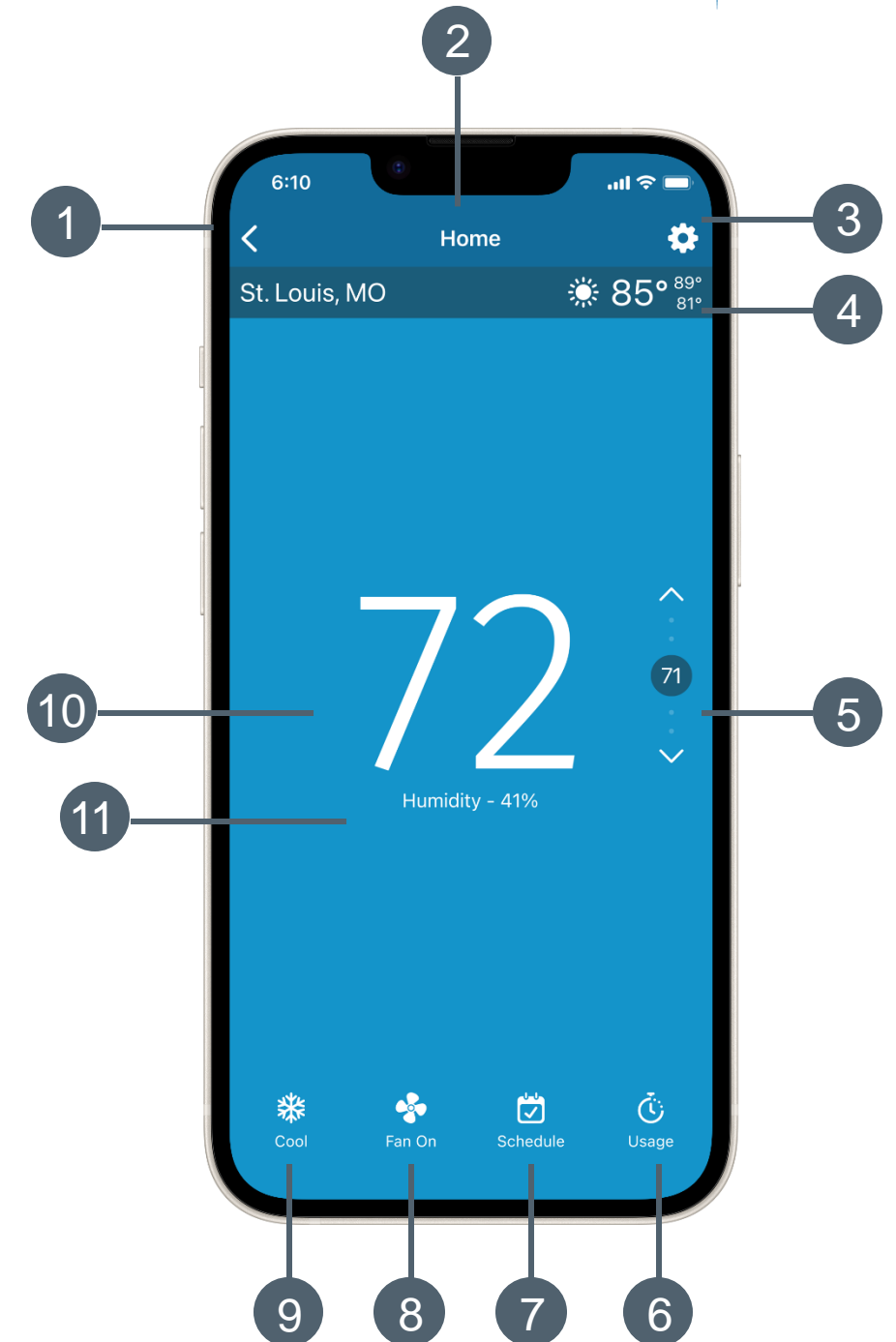
System Configuration Menu

1. Press and hold the three dots on the thermostat for eight seconds.

2. Navigate options within a step by tapping the up and down arrows.

3. Confirm the selection and move to the next step by tapping the three dots.

   – Select your outdoor equipment, indoor equipment, additional configuration settings for the O/B* terminal, fan settings, temperature unit and Wi-Fi.

4. Once everything is set, press and hold the three dots for eight seconds to exit the menu or keep tapping the three dots until the end of the menu to exit.

💡 TECH TIP: Most technical service calls are the result of improper system configuration. Ensure you reference your installation guide for appropriate system selection during installation.

1   8 seconds

2

3

4

5

6   8 seconds

System Configuration Menu Options Summary

Menu Item	Description	Configuration Options
Outdoor Equipment	Select AC, Heat Pump, or none (for heat only systems)	AC/HP/--
Indoor Equipment	Select whether the equipment is an electric or gas furnace, or fan only. Set this to EL for single stage electric or GA for single stage gas systems.	GA/EL/Fn
Configure the O/B Terminal to Match Any Special System Requirement	2H configures the terminal for a 2nd stage of heat (conventional systems only) 6 configures the terminal for a 3-wire zone valve 2C configures the terminal for a 2nd stage of cool (conventional systems only) O configures the terminal for a reversing valve energized in Cool B configures the terminal for a reversing valve energized in Heat - configures the terminal as a None (no function)	2H/6/2C/O/B/–
Fan Settings	AU is automatic fan ON is fan on (constant) Circ Fan 10–95 selects the % of fan run time per hour in 5% increments	Au on 10%–95%
Temperature Format	Fahrenheit or Celsius	°F/°C
Wi-Fi Setup	Connect to Wi-Fi	On/Off

Configuration Options in App

Feature	Description	Default Setting
Remote Access	Adjust, control, schedule or monitor from anywhere, anytime	
Usage Reports	Monitor current day and historical heating, cooling and fan run times	
Contractor-On-Call	Contact your HVAC Pro when you need service	
Dashboard	View and control multiple thermostats	
Geofencing	Switches settings between Home or Away based on your location	
Program a Schedule	Create one or multiple time/temperature setting schedules	
Keypad Lockout	Lock out changes at the thermostat but retain Wi-Fi control	Disabled
Temperature Limits	Allow thermostat adjustment only within the temperature range you select	99H / 45C
Automatic Heat/Cool Changeover	Allows selection of the temperature range for automatic changeover between heat/cool	
Boost	Allow fast staging when the temperature is adjusted three or more degrees	Enabled
A/C Protection	Five-minute time delay between cooling or heat pump cycles	Disabled
Adjustable Cycle Rate	Allows fast, medium or slow cycle rates	Medium
Temperature and Humidity Offset	Adjust temperature display +/- 5°, humidity display +/- 25%	0
Circulating Fan	Select daily fan run time percentage even if heat or cool is not running	Off
Maintenance Reminder	Calendar date or usage (runtime)	
Air Filter Reminder	Calendar date or usage (runtime)	
UV Bulb Reminder	Calendar date or usage (runtime)	

Staging

Sensi multi-stage thermostats are equipped with a microprocessor that uses an algorithm to make decisions about bringing on an additional stage of heat or cool. The algorithm focuses on system performance, rather than only time or temperature, to determine when to engage 2nd stage.

More frequent calls, when the temperature exceeds the first stage differential, increasingly drive faster engagement of 2nd stage. Less frequent time outside the differential will delay calls for additional stages.

This is accomplished by microprocessor capture of the rolling average of room temperature, allowing the optimum staging point in time to be calculated.

Faster calls for 2nd stage result in a quicker trigger for 2nd stage.

Slower calls for 2nd stage result in slower trigger.

Dual Fuel

Dual fuel systems combine a heat pump and gas furnace.

The Sensi dual fuel logic option allows the staging algorithm to determine the optimum time to stage to gas. They also allow the furnace time to complete the ignition sequence before switching off the pump to prevent cold air from being blown out the vents.

This algorithm doesn't require an outdoor sensor because it tracks and monitors system performance and then determines the optimal time to stage to the gas furnace.

Heat Pump

Gas Furnace

Install

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TERMINAL DESIGNATIONS

R O*/B Y G W/E C

Wiring a Sensi Thermostat

Wiring (Wi-Fi is not required for Sensi installation or operation)

1. Turn off system power and take a picture of the wire setup. Remove any jumper wires.

2. If preferred, use the provided wire label stickers to label your wires by removing one wire at a time

3. Remove the old thermostat base from the wall

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

5. Connect the new thermostat wires

6. Push the thermostat cover onto the base.

7. Turn the system power back on
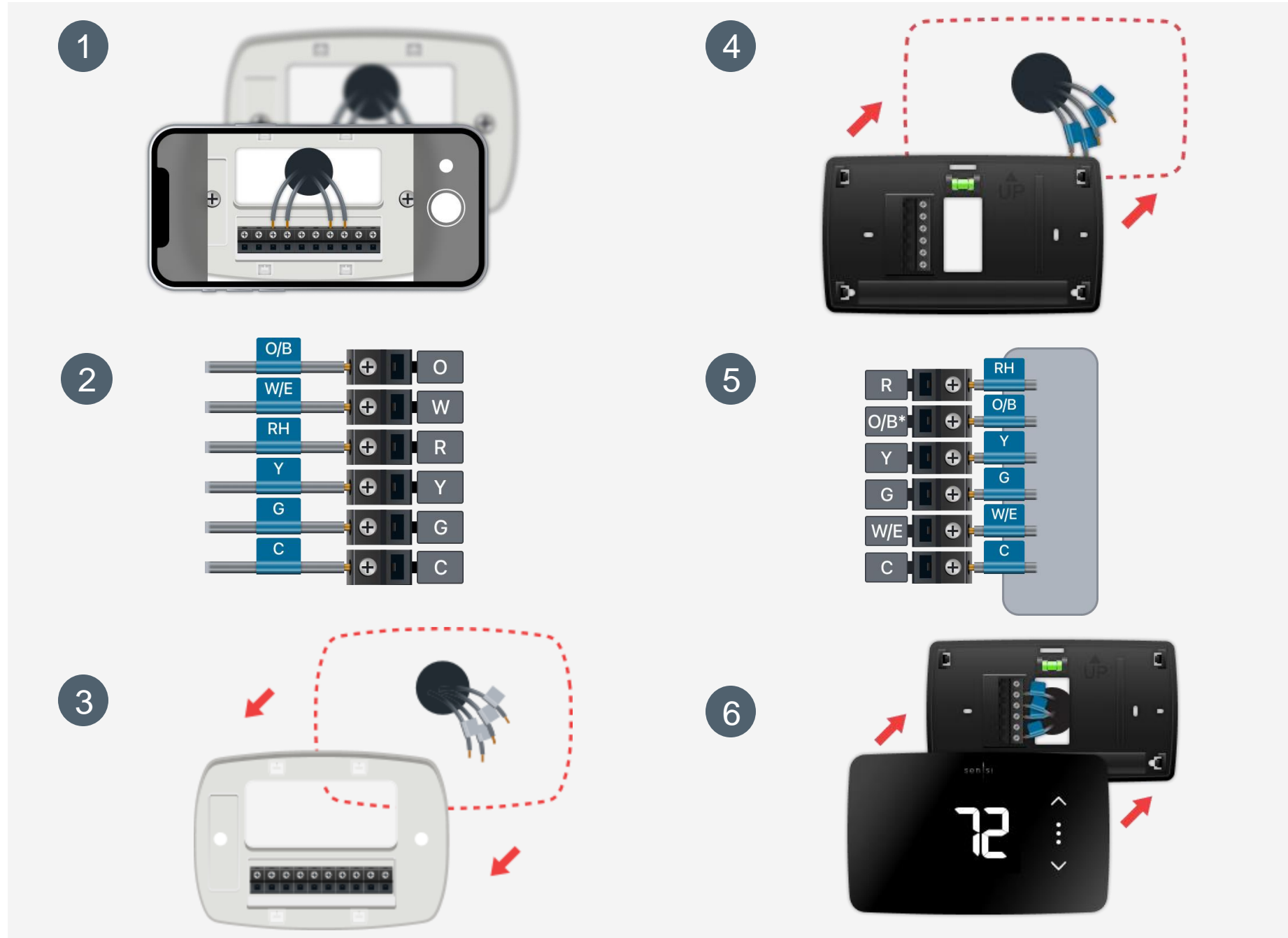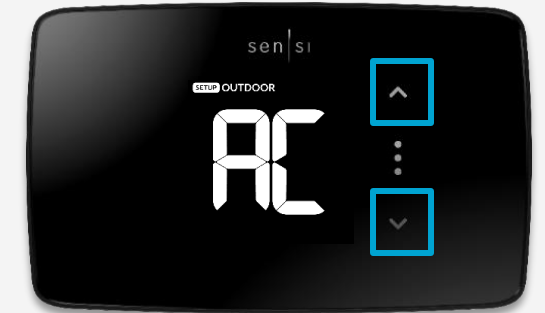
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Outdoor Equipment	Select AC, Heat Pump, or none (for heat only systems)	AC/HP/--
Indoor Equipment	Select whether the equipment is an electric or gas furnace, or fan only. Set this to EL for single stage electric or GA for single stage gas systems.	GA/EL/Fn
Configure the O/B Terminal to Match Any Special System Requirement	2H configures the terminal for a 2nd stage of heat (conventional systems only) 6 configures the terminal for a 3-wire zone valve 2C configures the terminal for a 2nd stage of cool (conventional systems only) O configures the terminal for a reversing valve energized in Cool B configures the terminal for a reversing valve energized in Heat - configures the terminal as a None (no function)	2H/6/2C/O/B/–
Fan Settings	AU is automatic fan ON is fan on (constant) Circ Fan 10–95 selects the % of fan run time per hour in 5% increments	Au on 10%–95%
Temperature Format	Fahrenheit or Celsius	°F/°C
Wi-Fi Setup	Connect to Wi-Fi	On/Off

Homeowner Configuration Menu

1. Press and hold the three dots on the thermostat for four seconds.

2. Navigate options within a step by tapping the up and down arrows.

3. Confirm the selection and move to the next step by tapping the three dots.

   – Select connect to Wi-Fi, fan settings, deg F or C,

4. Once everything is set, press and hold the three dots for four seconds to exit the menu or keep tapping the three dots until the end of the menu to exit.

1   4 seconds

2

3

4   4 seconds

💡 TECH TIP: Most technical service calls are the result of improper system configuration. Ensure you reference your installation guide for appropriate system selection during installation.

Homeowner Menu Options Summary

Menu Item	Description	Configuration Options
Wi-Fi Setup	Connect to Wi-Fi. Once connected it becomes the last menu item	On/Off
Fan Settings	AU is automatic fan ON is fan on (constant) Circ Fan 10–95 selects the % of fan run time per hour in 5% increments	Au On 10%–95%
Temperature Format	Fahrenheit or Celsius	°F/°C

Connecting to Wi-Fi

1. Have the customer download the Sensi App and sign in. If they don't have an account, one can be created on the sign-in screen. Tap **+** in the top left corner, tap **Sensi Lite smart thermostat** then tap **Connect to Wi-Fi.**

2. On the thermostat, press the **Three Dots** for 4 seconds, then **Wi-Fi setup** will begin. Make sure Bluetooth is turned on in phone settings.

3. Using the app, **scan the QR code** on the back of the thermostat or on the **Get Started insert** to connect through Bluetooth technology. This will require Bluetooth permissions on your phone. If you're having trouble scanning, tap "DISPLAY PIN" to manually enter the code in the app.

4. Select the Wi-Fi network and enter the Wi-Fi password as prompted.

5. Finally, they will be prompted to name and register their thermostat

Wi-Fi setup

On Thermostat

Wi-Fi setup

Network scanning spinner

Find QR Code
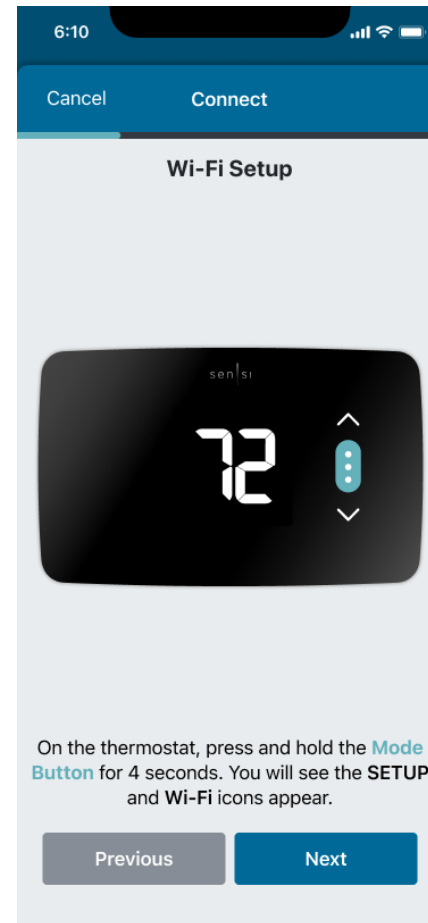
TECH TIP: Sensi is only compatible with 2.4GHz networks. If your network does not show up in the list, it is either hidden or not compatible with Sensi.

Turn on Geofencing

- Saves energy when you are away by adjusting 3° lower heat or higher cool based on your phone or multiple phone locations

- 3° setback happens automatically when geofenced phones are three or more miles away.

- Just tap Scheduling, then Geofencing.

EXAMPLE: Joe and Jane live in a condo. Joe turns on geofencing. Now when Joe leaves, the thermostat sets back 3°. If Jane turns on geofencing in her phone, the adjustment will not happen until both Joe and Jane leave the home.
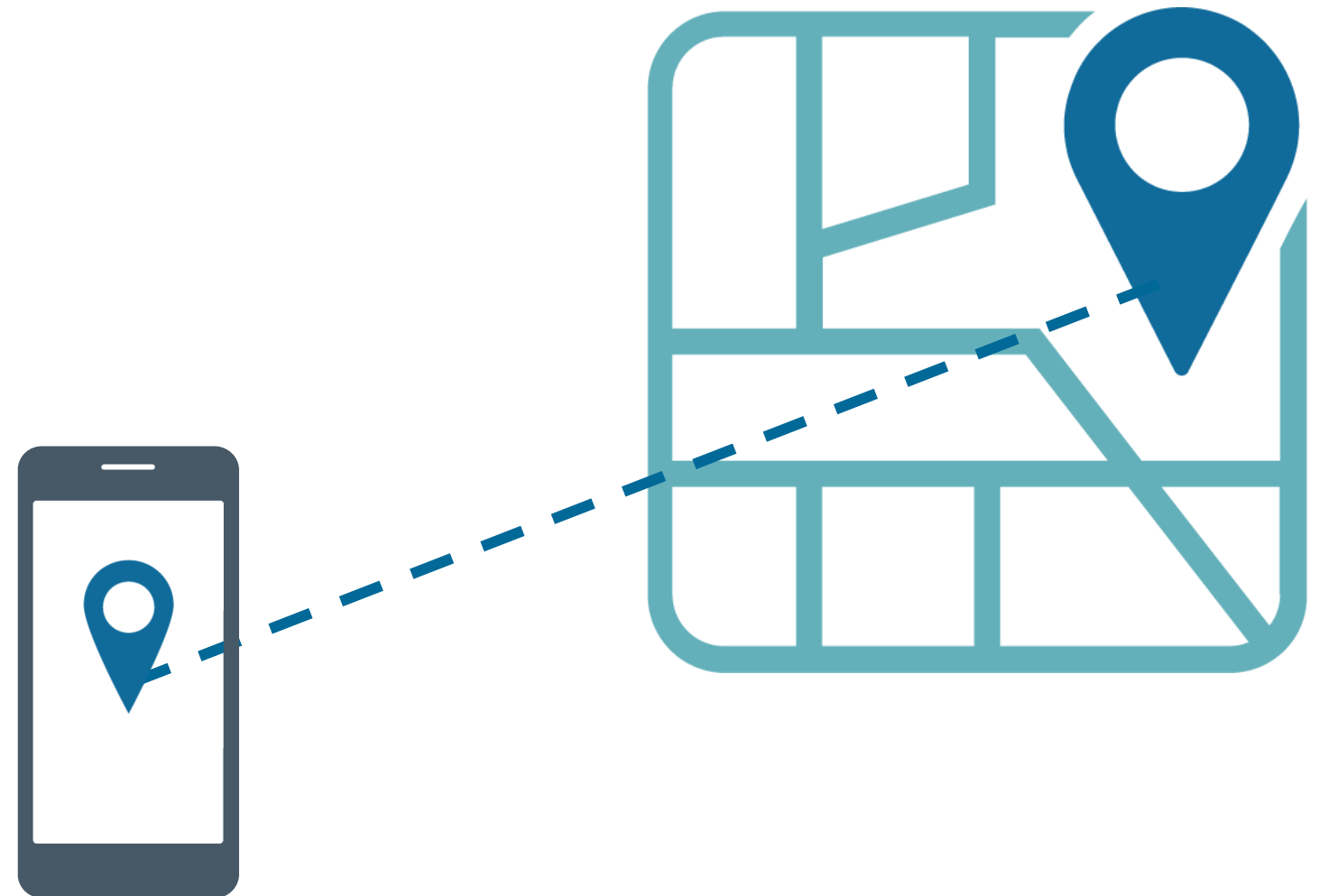
Create Schedules

The Sensi app is easy for people with a fixed schedule to use with a simple step-by-step format to:

- Use the factory pre-programmed schedule

- Create custom heat/cool schedules

- Copy, customize and store multiple schedules

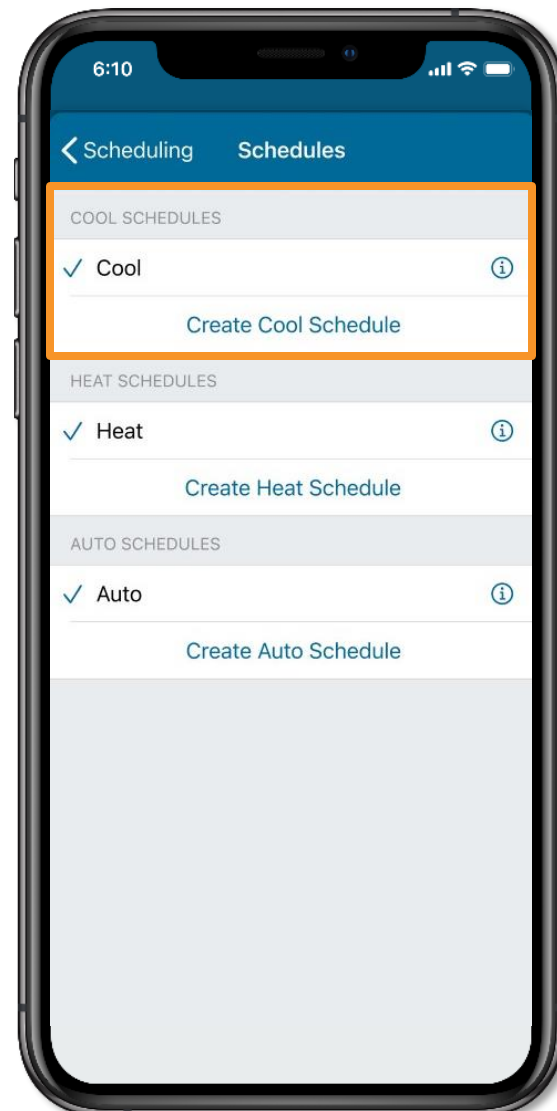- Override, change or cancel schedules

Energy Saving Default Program

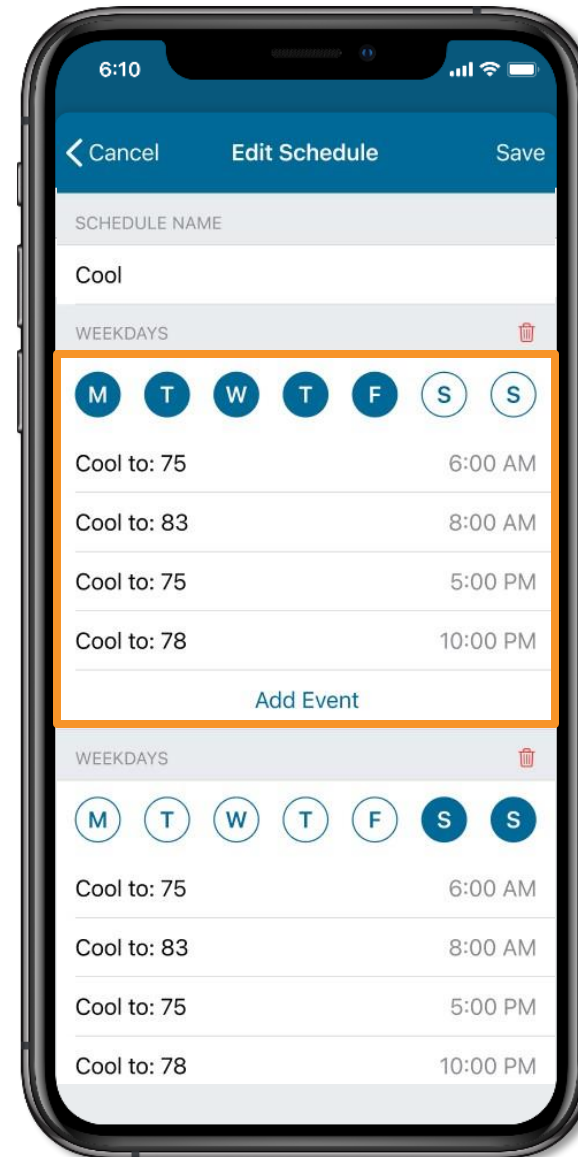|	*WAKE UP (MORNING)		LEAVE FOR WORK (DAY)		*RETURN HOME (EVENING)		GO TO BED (NIGHT)	
Heating Program	6:00 AM	70°F	8:00 AM	62°F	5:00 PM	70°F	10:00 PM	62°F
Cooling Program	6:00 AM	75°F	8:00 AM	83°F	5:00 PM	75°F	10:00 PM	78°F

Scheduling Continued

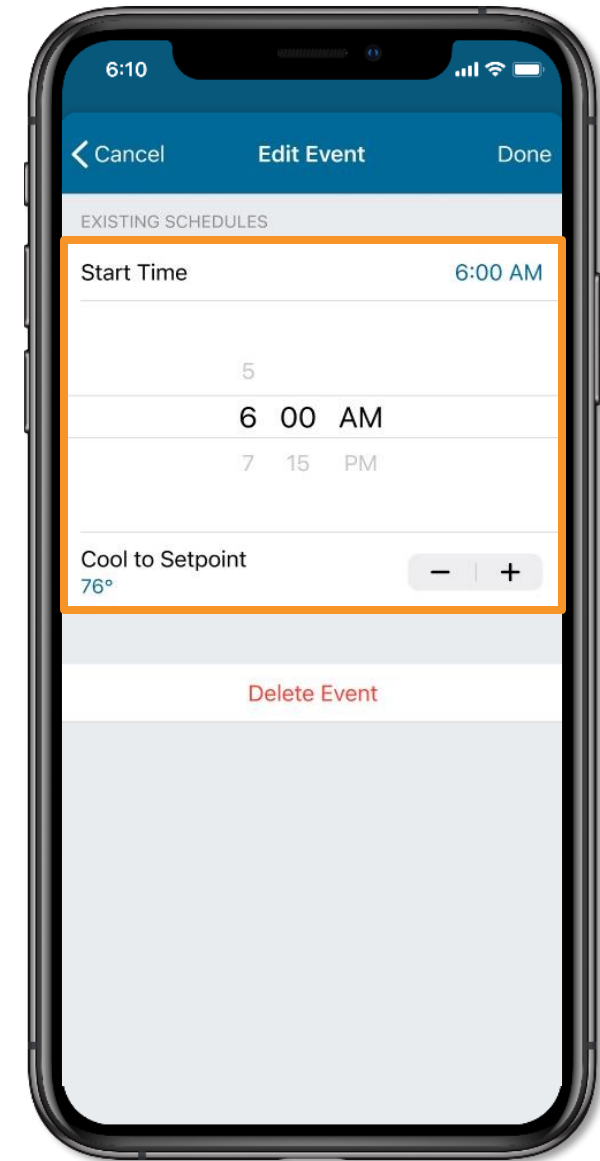**1** Press Schedule and select Edit Schedules
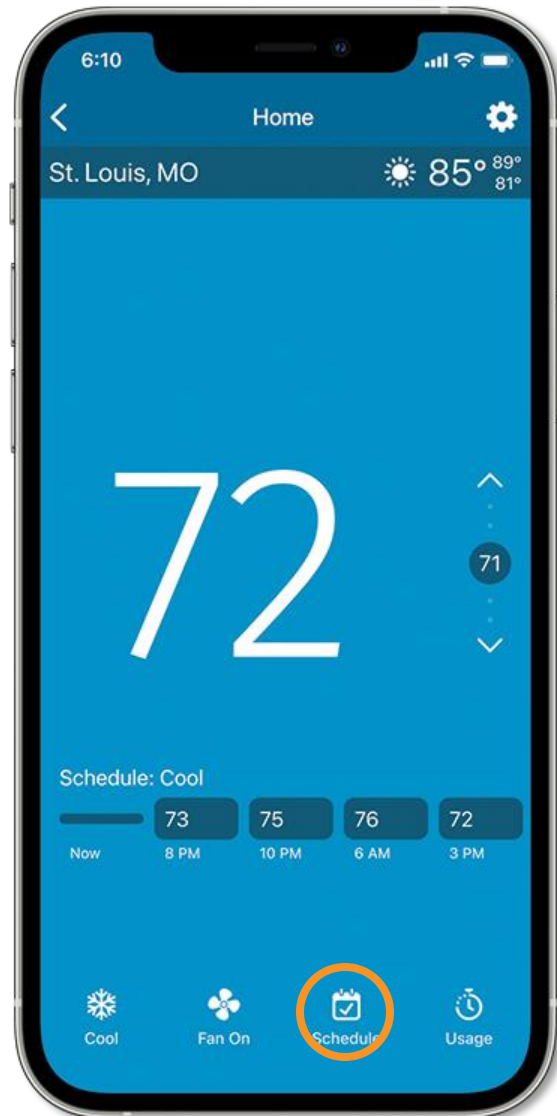
2 Choose a schedule to edit or create a new one

3 Select the days

4 Set Time/Temp

Sensi Thermostat – System Troubleshooting

Symptom	Possible Cause	Corrective Action
No Heat/ No Cool/ No Fan/ Blank Display (common problem)	1. Blown fuse or tripped circuit 2. Furnace power switch to OFF 3. Furnace blower compartment door panel loose or not properly installed 4. Loose connection to thermostat or system	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 Connection
No Heat	1. Heating System requires service or thermostat requires replacement	1. Diagnostic: Set Mode to Heat and raise the setpoint above room temperature. Within five minutes the thermostat should make a soft click sound and "Heating" should appear on display. 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	1. System not set to Cool 2. Loose connection to the thermostat or system 3. Cooling System requires service or thermostat requires replacement	1. Diagnostic: Set Mode to Cool and lower setpoint below room temperature. Same 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. If the condition persists, try resetting the thermostat.

Sensi Thermostat – Wi-Fi Troubleshooting

Symptom	Possible Cause	Corrective Action
No Wi-Fi Icon	1. Lost Wi-Fi credentials 2. HVAC compatibility 3. Low batteries	1. Put Sensi in Wi-Fi setup mode and reconnect to Wi-Fi. 2. Lite requires a C wire with heat only, cool only or heat pump systems. 3. Replace the 2 AAA batteries.
X Icon or X and Wi-Fi	1. Unsuccessful Wi-Fi connection 2. Lost connection 3. Wi-Fi router incompatibility or high firewall setting 4. Servers down	1. Incorrect home network password; retry with correct credentials. 2. Signal strength or interference. Reposition router and turn off additional devices until the cause is isolated. 3. Power cycle router off then on. Check router compatibility online at Sensi.emerson.com and use recommended Wi-Fi settings. 4. Check server status online.
App Error	1. Provisioning error 4. Configuration error 3.. Authentication error 4. Network Scan error	1. Reset router, phone and thermostat. Make sure router security has recommended settings. Try another device. 2. Hard reset the thermostat and force close the app. 3. Check that the home Wi-Fi network password is correct. Forget network password and reconnect. 4. SSID needs to be reformatted to eliminate "non-standard" characters or symbols.

Sensi Support

Available 7 days a week.

SensiHelp.com

support@sensicomfort.com

888-605-7131

Mon.–Fri. 7am–7pm, Sat. –Sun. 8am–5pm (CST)

Sensi Lite smart thermostat

Why Contractors Trust White-Rodgers

Industry-Leading Products

- Used by more OEMs
- Offering the widest range of universal replacement controls

Ease of Installation

- Simple, easy to understand instructions

Product Reliability

- Quality control assures reliable products

Affordable

- Competitive pricing

Supported By Knowledgeable Representatives

- Contractor direct phone support