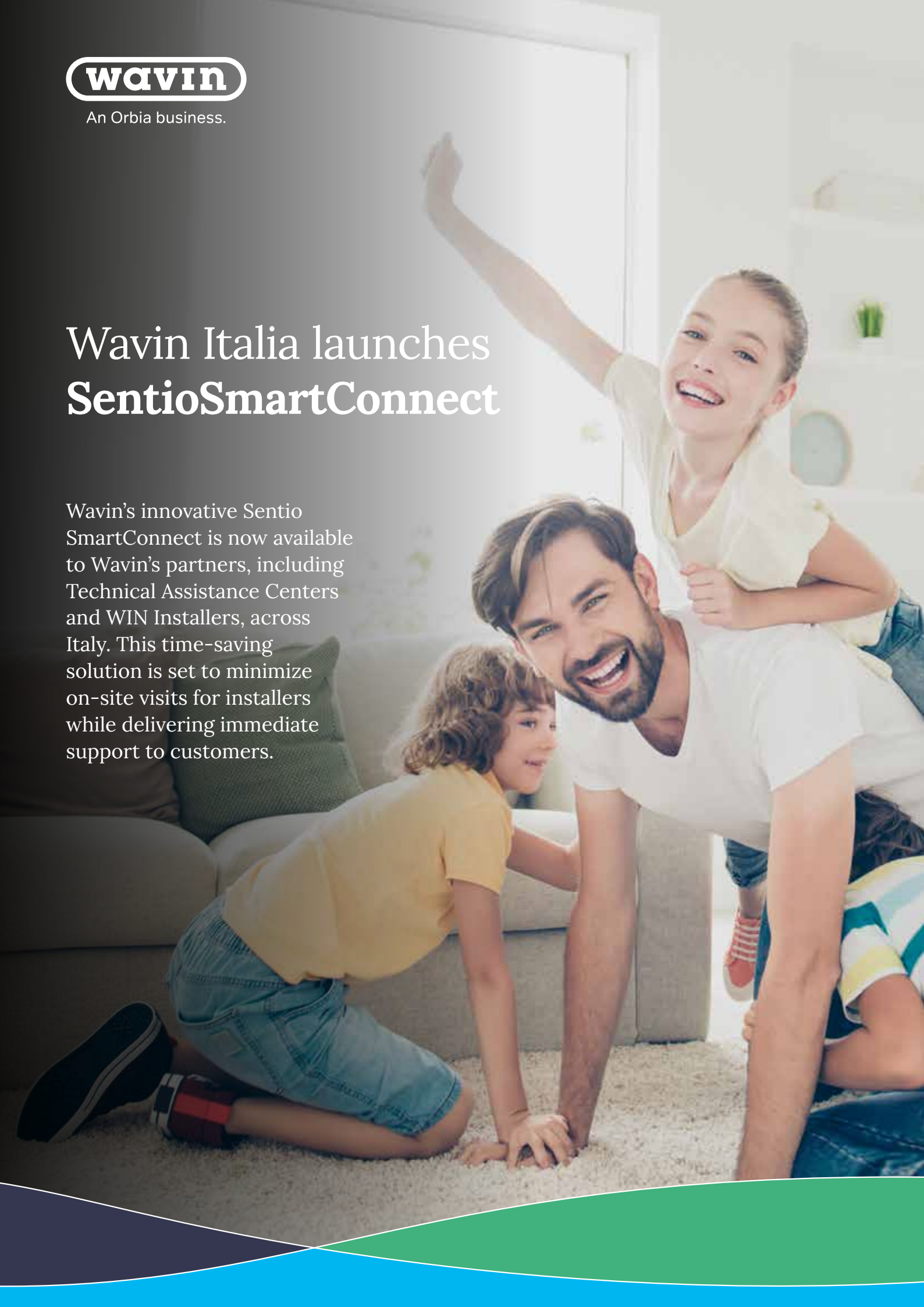




An Orbia business.

Wavin Italia launches SentioSmartConnect

Wavin's innovative Sentio SmartConnect is now available to Wavin's partners, including Technical Assistance Centers and WIN Installers, across Italy. This time-saving solution is set to minimize on-site visits for installers while delivering immediate support to customers.



How Sentio SmartConnect works

The easy-to-use software enables remote access to customers' Sentio control systems, enabling installers to resolve minor issues without the need for site visits. Where a problem proves more complex, the system reduces onsite visits by ensuring installers can map out the solution and take the right tools to the site, first time.

Simple steps to streamlined access

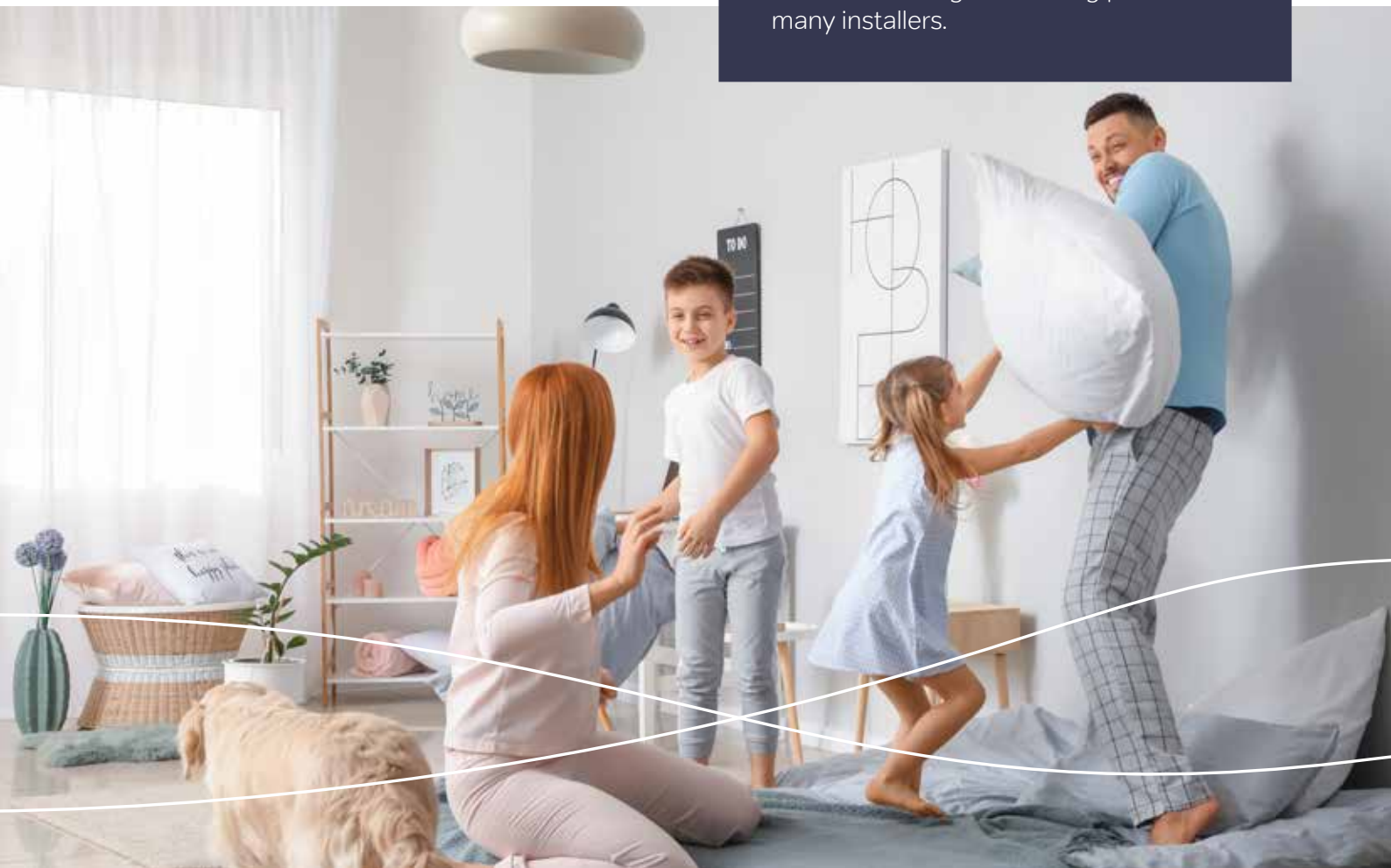
- Installers download the Sentio SmartConnect program.
- When a customer experiences a malfunction, they can establish remote access to their system by pressing two buttons on their Sentio control unit simultaneously.
- If a customer's not home, they can use the Sentio mobile app to allow installers to connect to their system.
- Once the connection is opened, the software reproduces the customer's Sentio touchscreen interface on the installer's PC screen, allowing the installer to view various alarms, identify errors and change settings remotely.

The advantages of remote access

Remote access reduces the need for on-site visits by addressing minor issues directly, saving both installers and customers time and money. For example:

- If a thermostat malfunctions, it's easy to configure a new one and send it directly to the customer.
- When the system's batteries are flat, the owner can be advised to replace them and it's easy to guide a customer through this process remotely if they require support.
- Where an issue is more complex, Sentio SmartConnect makes it easy to guide on-site colleagues remotely through the required fix.

It also enables more strategic deployment of installers, as senior colleagues can guide junior colleagues through the commissioning process remotely and effectively share their expertise across numerous sites without the need for travel. This level of access to expert support enhances efficiency while also accelerating the training process for many installers.



Sentio SmartConnect in action: Italy

Name: Mariano Ceraso

Company: Ceraso Group SRL, a company that's provided technical assistance on Wavin Italia's Indoor Climate Solutions for over 10 years

What Mariano has to say about Sentio SmartConnect:

"An anomalous heat wave meant a customer recently asked me to help him switch from winter to summer mode. This simple modification would have required a long car journey and cost the customer around €200, but thanks to the new Sentio SmartConnect software, I was able to carry out the intervention remotely in just five minutes."

Name: Roberto Magrin

Company: Smiderle Impianti, a construction and plumbing company that's operated in Vicenza for over 40 years

What Roberto has to say about Sentio SmartConnect:

"Sentio SmartConnect already offers much more than many other remote access tools available on the market."

"Identifying the problem without going on-site guarantees enormous added value, giving us the possibility of bringing the right spare parts and reducing the time spent with the customer to a minimum."



Sentio SmartConnect in action: Italy

Name: Roberto Stamerra

Company: Lizzi SRL, a Milanese company that's specialized in service and maintenance for air conditioning systems

What Roberto has to say about Sentio SmartConnect:

"We've been collaborating with Wavin for over 15 years and tested the new software in preview. Sentio is already an excellent quality product for managing indoor climate systems and it requires minimal maintenance. Now that we use Sentio SmartConnect, it's even easier to provide quick and immediate support to customers."

Name: Giacomo Tremolanti

Company: FT Impianti, a Pisa-based HVAC company active since 1980

What Giacomo has to say about Sentio SmartConnect:

"Using Sentio SmartConnect saves two hours of work, on average [for each installation]. This is largely because it enables us to either avoid going to the customer or reduce the number of visits from two to one, as we're able to arrive onsite prepared for the job."

For further information on Sentio SmartConnect, visit our website: [\[LINK TBC\]](#)

