

Wavin iConnect & Sentio SmartConnect

Introducing Wavin iConnect:

Your solution for remote maintenance and service.

Wavin iConnect is an essential asset for facility management and customer support. With this new web platform, you can establish permanent access for facility management or provide temporary access for customer support. It's as simple as creating an account on the Wavin iConnect portal and enabling the Installer features. Once you add a system, Wavin iConnect provides you the ability to remotely access each system by replicating the functionality of a Sentio commissioning touch screen, maintaining the same user interface for smooth operation.

Wavin iConnect provides real-time access to the same essential information originating from the central control unit. This means you can effectively monitor and control your systems from anywhere, anytime.

Wavin iConnect is your reliable interface for simplified remote maintenance and enhanced customer support. Upgrade your remote operations with this efficient and user-friendly software solution.

Wavin iConnect Interface

Names of locations connected via Wavin iConnect

Add new remote location

Device status	System name	Registration Key	Serial number	Firmware version	Firmware status
Online	Test location A	HB9DE-DQL84-DJNU	15300249900749	17.58.0	IDLE
Online	Test location B	RT7XE-QAW12-MCTB	15300249900836	17.54.0	IDLE
Online	Main building	LE3ZV-BAH98-FNYS	15300249900844	17.58.0	IDLE
Online	Main building	KN4TPYGD52-TZMU	15300249900898	17.58.0	IDLE

Select an online system to access the Sentio LCD interface

Permanent access

Use cases:

Monitoring, managing and controlling of installations

Access is granted when the unit is connected to the internet and approved by the end-user. Service or building managers can use it to view all locations. The location description is not shown to the end-user. A password is set during commissioning for future access.

Temporary access

Use cases:

Remote maintenance, customer support and on-the-job training

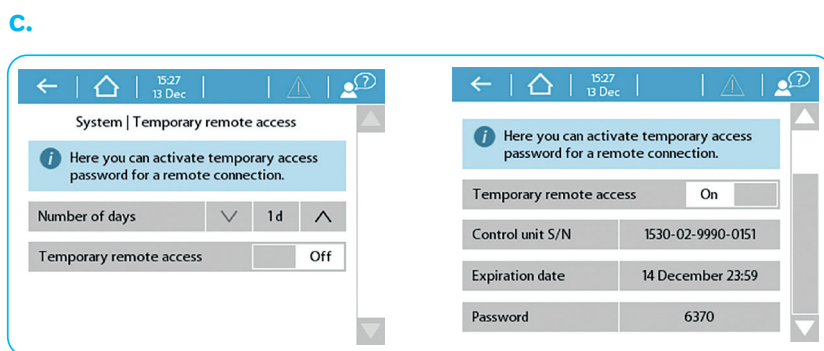
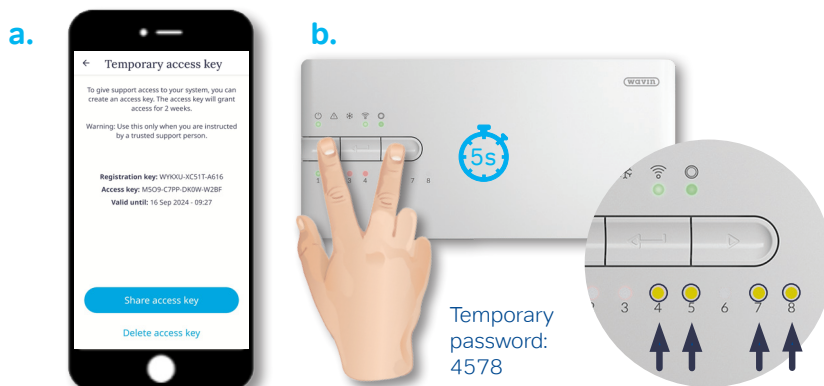
The user generates a temporary access code and shares it with support. Remote access remains active until the end of the day and can be extended via the commissioning touch screen or Sentio App.

End-user access code

There are three ways for temporary access
Choose one of these options:

- a. Set password via Wavin Sentio APP
- b. Set password via Sentio Central Control Unit buttons
- c. Set password via Commissioning touch screen

Access can be revoked early following the same steps as done for creation.

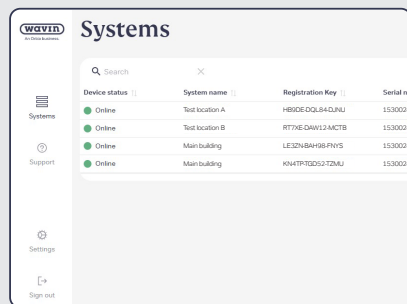


Tip:

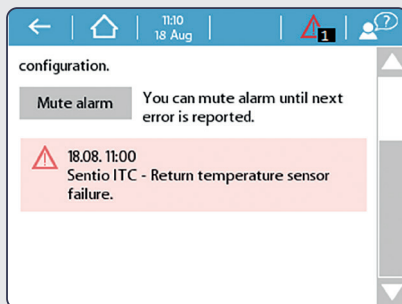
Updating the latest firmware of the Central Control Unit will give you access to new functionalities

Easily solve the customer's problem

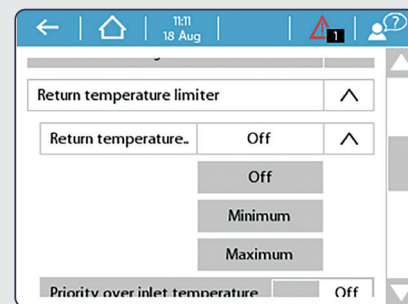
Connect



Check



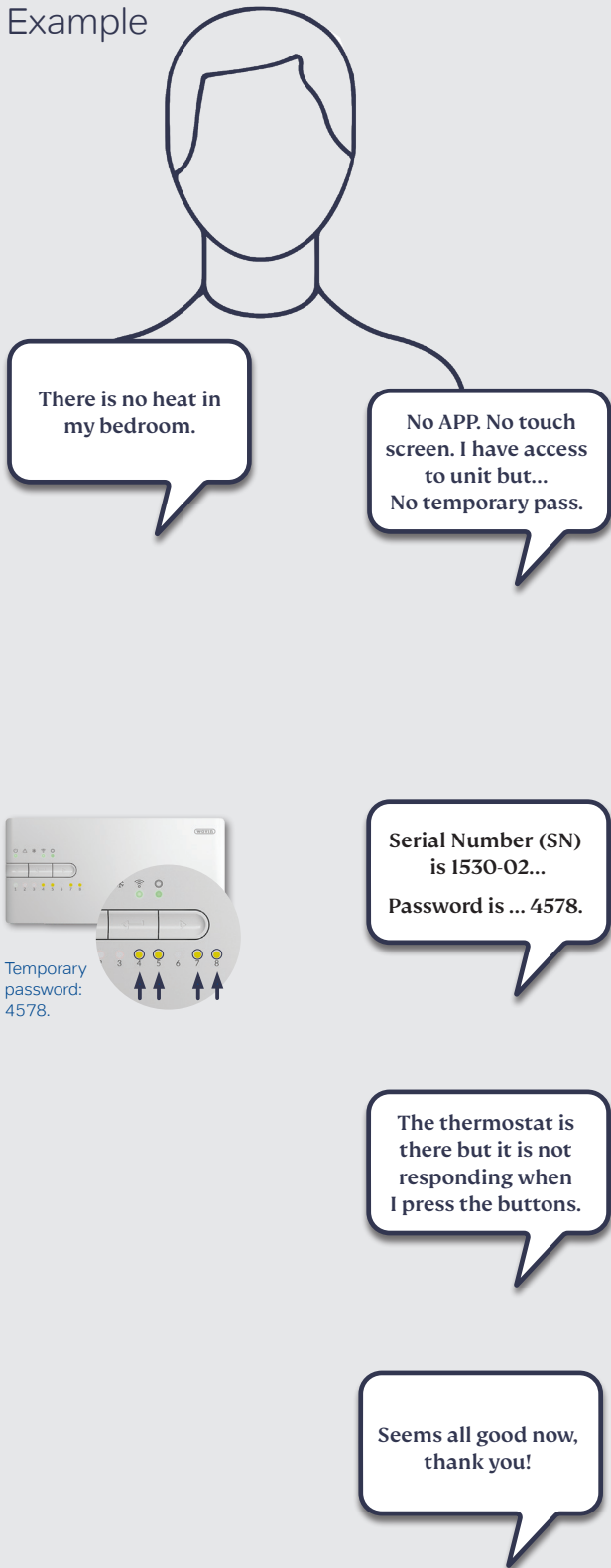
Set



Go!

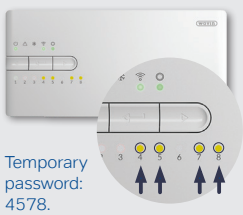
User Scenario

Example



There is no heat in my bedroom.

No APP. No touch screen. I have access to unit but... No temporary pass.

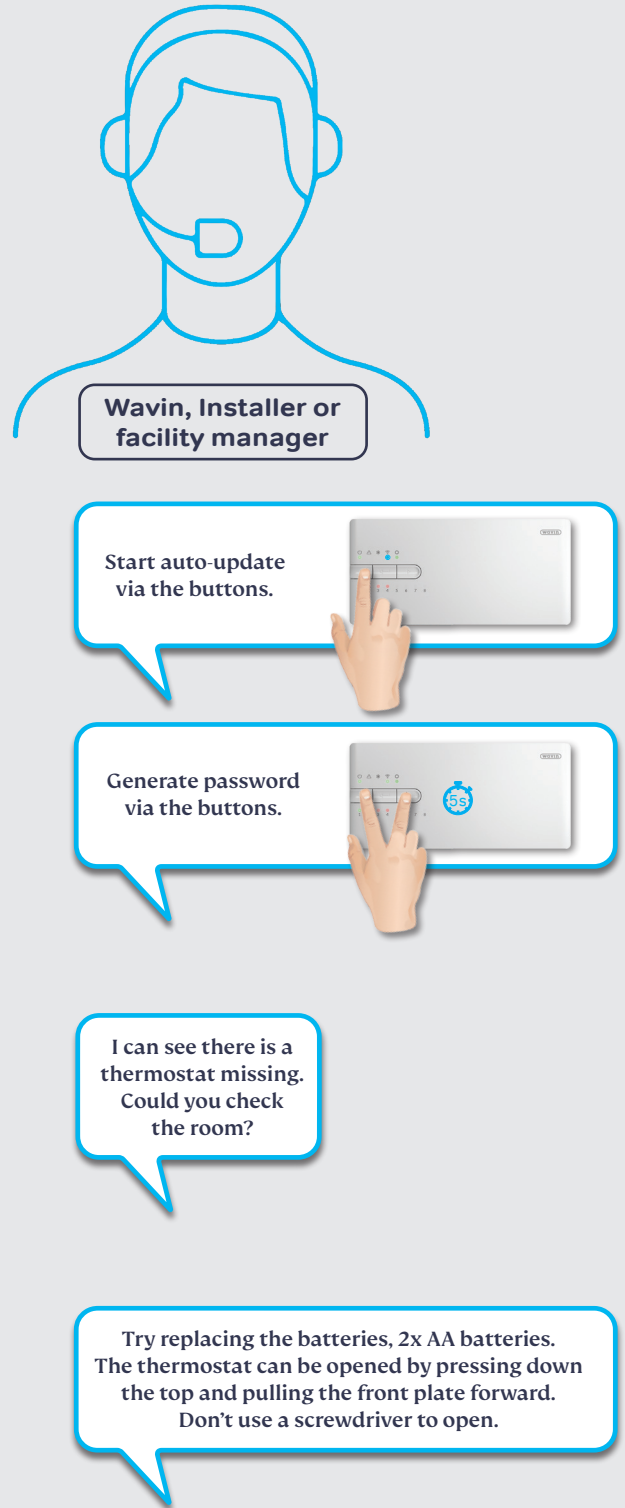


Temporary password: 4578.

Serial Number (SN) is 1530-02... Password is ... 4578.


The thermostat is there but it is not responding when I press the buttons.

Seems all good now, thank you!




Wavin, Installer or facility manager

Start auto-update via the buttons.



Generate password via the buttons.



I can see there is a thermostat missing. Could you check the room?

Try replacing the batteries, 2x AA batteries. The thermostat can be opened by pressing down the top and pulling the front plate forward. Don't use a screwdriver to open.



Wavin is part of Orbia, a community of companies working together to tackle some of the world's most complex challenges. We are bound by a common purpose: To Advance Life Around the World.



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