



An Orbia business.

Sentio SmartConnect

An indoor climate solution that delivers remote maintenance and service



Sentio SmartConnect gives installers seamless control and optimum efficiency. With remote access to clients' Sentio controls, spotting and fixing system errors without on-site visits is easy, saving everyone time and money.

Sentio SmartConnect in action: Hungary

Building Trust with Sentio SmartConnect

"With Sentio SmartConnect I can always support customers immediately."

Name: Erik Galambos

Company: Luem Kft

Typical project scope: Multi-family homes

Main customer: Project developers

What Erik has to say about Sentio SmartConnect:

"We all know what a hassle it can be to find or train skilled people within this domain. With Sentio SmartConnect, I can teach my team the basics and then help them out remotely when they are ready to commission or encounter a challenge. For example, we are currently rolling out controls in three different locations, but on-site personnel only have to manage the hardware, I then commission the system from the office once it's ready to go live. There's no risk of a system being left unconnected, so customers receive the highest level of service every time."

Erik's story

When building multi-family homes, project developers prioritize indoor climate solutions that offer seamless installation and worry-free operation over the lifetime of their investment. Providing residents with a reliable, cost-effective and energy-efficient climate system is also vital.

To achieve this, Erik always places Sentio at the core of any indoor climate installation and cites ease of remote servicing as a key factor. With three installation businesses across Hungary and the UK, Erik has installed around 500 Sentio systems as part of building-based management systems in multi-family home projects.

His preferred set-up is to integrate Sentio control units via wired Modbus into Loxone BMS components. With Sentio SmartConnect, the hundreds of systems he is responsible for managing and maintaining are easily accessible for post-installation modifications, optimizations and tenant support.

Thanks to Sentio SmartConnect, he's no longer required on-site to manually switch between heating and cooling as the seasons change. Instead, he can adjust the system parameters remotely in just a few moments. This means time-consuming site visits and the risk tenants won't be home are "a thing of the past". It also enables Erik to be on hand 24/7 to support and guide customers through changes to their system settings, something he highlights as a key selling-point for tenants and facilities managers.

Differentiating with controls in the high-end segment

“Having a good, user-optimized app for consumers, like the one available for Wavin Sentio, is a must in the high-end segment where seamless operation is vital.”

Name: Zoltán Wittenberger

Company: Wi-Tech Kft

Typical project scope: Mid-spec and high-end single-family homes and small multi-family homes

Main customer: Homeowners

What they have to say about Sentio SmartConnect:

“The ability to contact Wavin’s knowledgeable technicians creates an additional level of reliability and trust with customers.”

Zoltán’s story

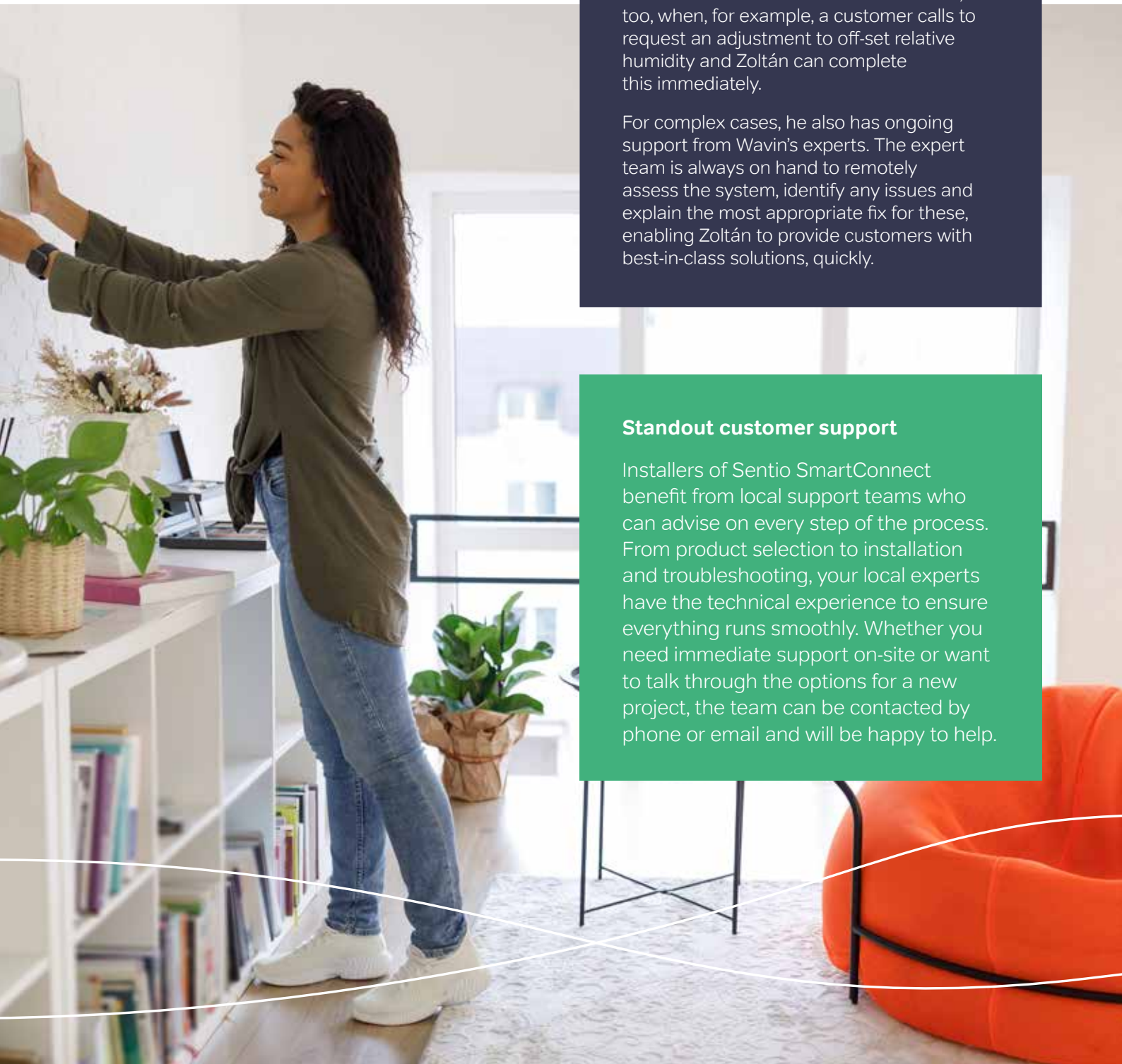
Zoltán builds fully integrated indoor climate systems in high-spec homes and also designs and installs these systems for small multi-family homes.

He always places Sentio at the heart of his installation because of the flexibility it offers installers and facilities managers. Zoltán particularly values the ability to commission and troubleshoot remotely. The responsiveness this creates benefits customers, too, when, for example, a customer calls to request an adjustment to off-set relative humidity and Zoltán can complete this immediately.

For complex cases, he also has ongoing support from Wavin’s experts. The expert team is always on hand to remotely assess the system, identify any issues and explain the most appropriate fix for these, enabling Zoltán to provide customers with best-in-class solutions, quickly.

Standout customer support

Installers of Sentio SmartConnect benefit from local support teams who can advise on every step of the process. From product selection to installation and troubleshooting, your local experts have the technical experience to ensure everything runs smoothly. Whether you need immediate support on-site or want to talk through the options for a new project, the team can be contacted by phone or email and will be happy to help.



Sentio SmartConnect: The solution for multi-family homes

“It really brings peace of mind to my customers.”

Name: Róbert Gonda

Company: Self-employed

Typical project scope: Individual homes and multi-level office buildings

Main customer: Homeowners

What they have to say about Sentio SmartConnect:

“The level of control I have helps me to win projects. I recently installed a Sentio SmartConnect system for an older lady who wanted her system connected to the internet so she could be sure of my support in case anything went wrong.”

Róbert's story

A seamless, effective indoor climate solution is vital for homeowners who are building or upgrading their dream home. To achieve this, Róbert relies on Sentio to deliver integrated managed systems, building bespoke solutions from a PLC up. This delivers simple efficiency to customers no matter how technically complex their indoor climate set-up.

In particular, he believes the ability to easily switch between wired and wireless thermostats and the compact yet extensive control unit are winning features of Sentio. For customers, the feeling of complete control over their comfort that this delivers is second to none.

Because Róbert designs and builds building management systems, including HVAC technology, in multi-level office buildings, Sentio's flexibility is another feature he prizes as it delivers the capability to create the specific applications and options a developer or homeowner wants.

Remote access is also a key reason he prefers Sentio as it ensures he can deliver a high-quality and troubleshooting service easily and cost-effectively. A great example of this was when a mechanical installer contacted Róbert for support after adding a mixing valve to a heat pump. Róbert promptly adjusted the settings via SmartConnect, providing a solution within minutes where, in the past, this fix would have taken more than three days.

Leveraging SmartConnect also de-risks maintenance contracts, as it reduces any required interventions. Now, when he receives callbacks relating to mechanical parts of the system, it's a simple process to identify the source of the issue and pass it on to the responsible team.



The benefits of Wavin Sentio

- Easy commissioning, including the ability to copy settings between systems
- Quick and simple status checks, including error detection
- Simple functionality for customers to switch between summer and winter systems
- Function checks on filters which trigger replacement
- Remote troubleshooting capability
- A user-friendly mobile app

Sentio SmartConnect delivers

- Remote troubleshooting, including setting changes, mode changes, firmware updates, with access to other data points in the network to help installers identify the root cause of any problem
- Time and money for installers as the individual with the correct level of expertise can be deployed to oversee a job remotely and the correct spare parts can be ordered prior to any onsite visits
- Installation is quicker and easier and set-up can be downloaded as a back-up

For further information on Sentio SmartConnect, visit our website: [LINK TBC]

