

Wavin Sento

App user guide



An Orbia business.



Welcome to Sentio

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Introduction to Sentio

Your property is fitted with an underfloor heating system controlled by Wavin's own Sentio control system, which we have designed with simplicity and ease of use in mind.

New to underfloor heating?

It is important to bear in mind that underfloor heating works differently to a traditional radiator system. Whereas radiators usually operate in short bursts at a very high temperature, underfloor heating is geared toward all-day running using much lower water temperatures.

As well as being a more efficient use of energy from your boiler or heat pump, an additional benefit is that your property will remain at a steady, comfortable temperature throughout the day.

Please also note that underfloor heating, compared to radiators, is much slower to respond to changes in room

temperature. Fortunately, Sentio is an "adaptive" control system: if you schedule a room to be 21°C at 5pm, the underfloor heating will not simply come on at exactly 5pm, it will activate beforehand to ensure it reaches the desired temperature at the time you want it, gradually improving its timing as it learns.

Finally, don't forget that your whole floor is your heating element. Covering the floor with significant amounts of furniture or thick rugs will lessen the heating effect.

Maintaining a healthy indoor climate

It is generally accepted, by bodies including the World Health Organisation, that the optimal indoor living temperature is 18°C, with a relative humidity level of 40-60%. Sentio measures both of these so that you can always ensure your home stays healthy.

If indoor air stays too cold for too long, it will retain water vapour and encourage damp and mould growth, posing a risk to the health of occupants.

Default settings

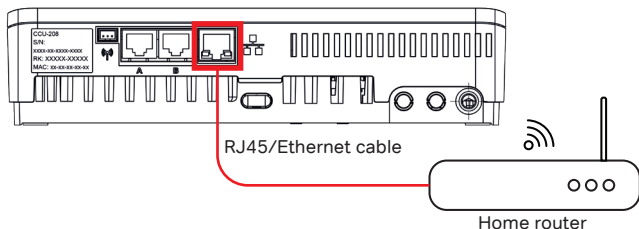
As standard, the system is set to "Eco" mode, which will keep your property at a steady temperature of 18°C all day. Once you have set up the app you will be able to make changes to this, boosting the heating to "Comfort" (20°C) or "Comfort+" (23°C) according to a time schedule of your choice.

Initial setup and login

Check internet connection

To connect the Sento system to the internet, you must run a network cable from the CCU to your home router. The cable should be inserted into the RJ45 port on the underside of the CCU, as highlighted below. Do not use either of the ports labelled A or B.

If the router is positioned too far away for a cable to be feasible, you can also use a Wifi extender with an RJ45 port.



Find and download the Sento app

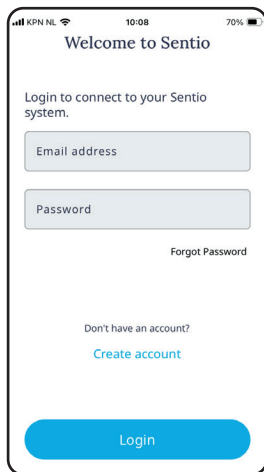
The Sento app allows access to all of Sento's features, including temperature settings, full 7-day time scheduling, boost modes, holiday and standby modes, as well as historical temperature and humidity data for every room.

The app is a free download, available for both iOS and Android through their respective app stores.

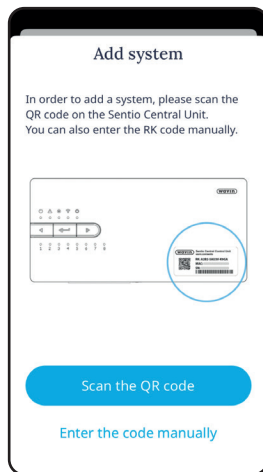
Once downloaded, the app will guide you through the process of registering your account and finding your system.



First time login



If you are a first time user, tap **Create Account** and follow the instructions.



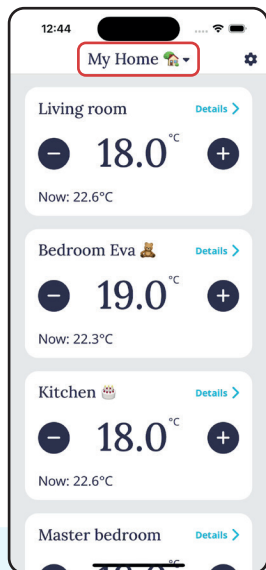
Use your device's camera to scan the control unit's QR code.



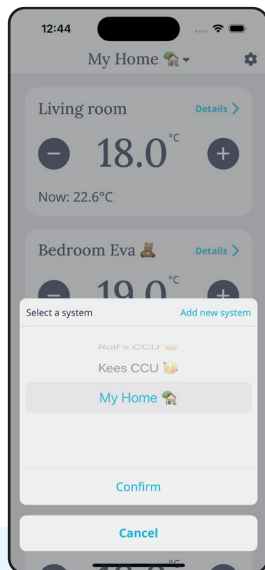
Press the **Learn** (middle) button on the CCU when prompted.

Home screen

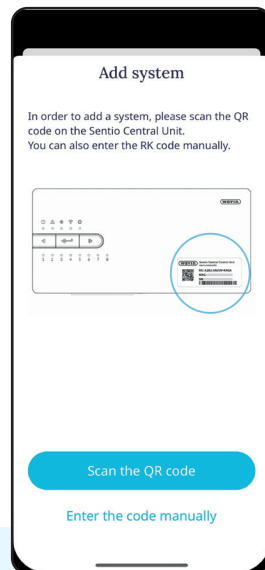
Select and register a new system



Tap the system name to open the drop-down menu.

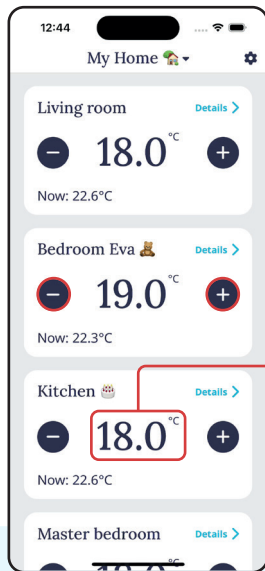


Switch between systems or tap **Add new system**.

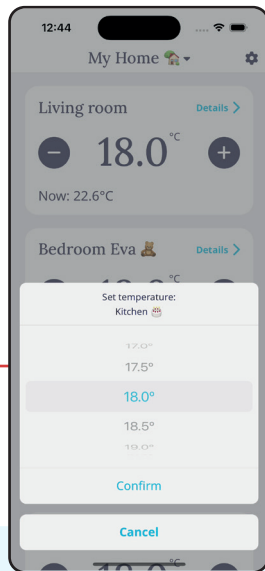


To add, scan the control unit's QR code or choose to type the code manually.

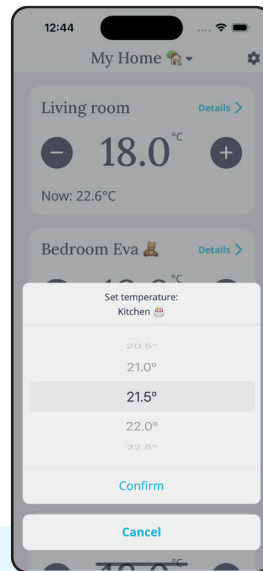
Basic temperature adjustments



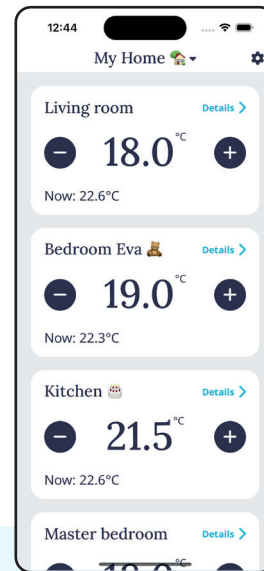
Tap the **-/+** buttons for any room to quickly adjust up or down.



Or tap the current number to open a drop-down.



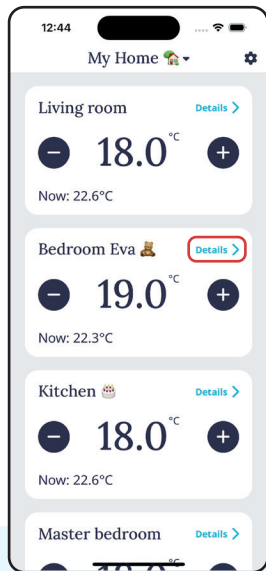
Scroll to the preferred setting and tap **Confirm**.



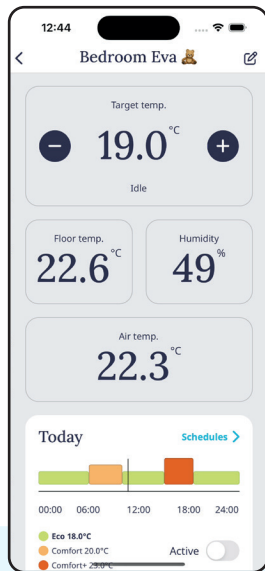
The new set point can now be seen on the home screen.

Room details

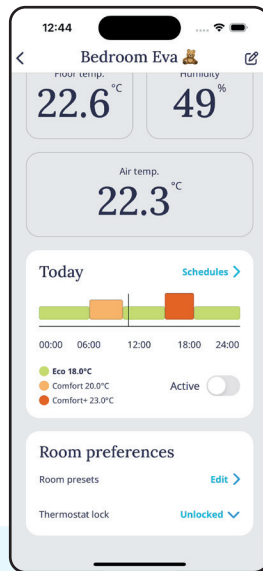
[View more room information](#)



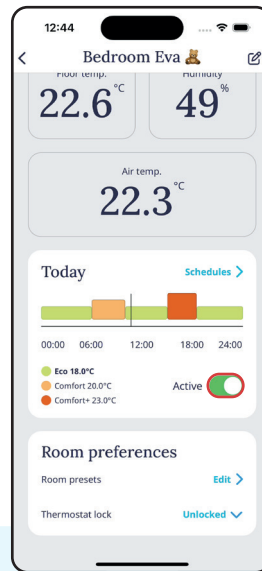
Tap **Details** by any room to open its full information.



Humidity and temperature readings, and current schedule, can be seen.

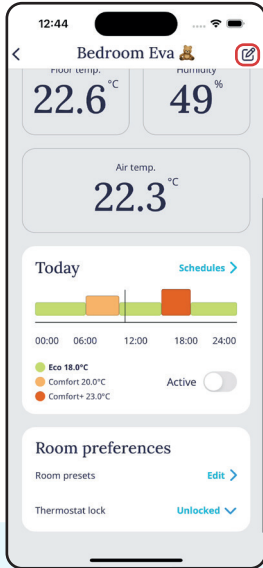


Scroll down to see additional menu items.



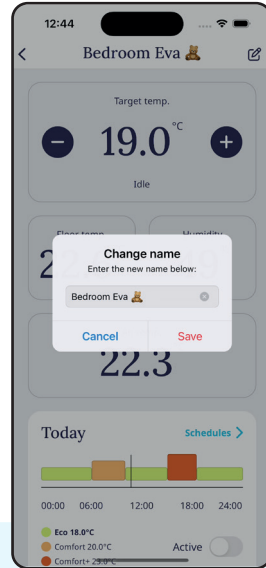
Tap the toggle button to enable or disable the schedule.

Edit room name



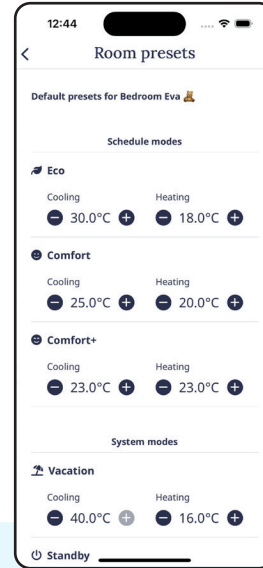
Tap the **Edit** icon in the top right to change the room's name.

Adjust preset temperatures



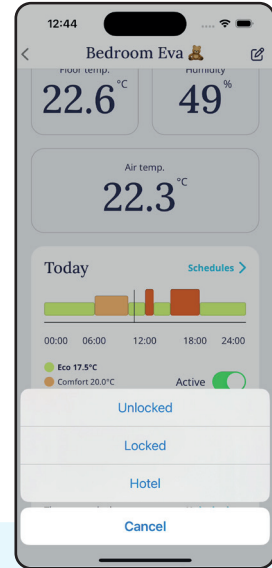
Type the new name and save. Emojis are also supported.

Adjust preset temperatures



In **Room presets** you can adjust the defaults for Eco, Comfort and Comfort+.

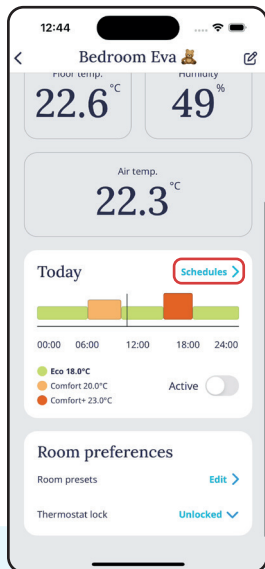
Change thermostat modes



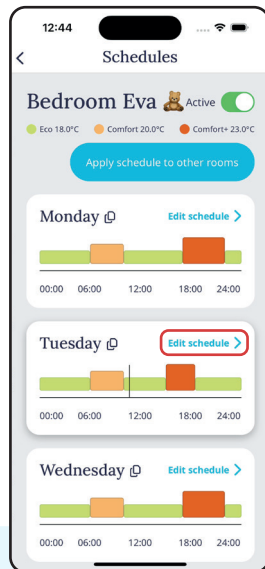
In **Thermostat lock** you can limit changes from the room stat.

Scheduling

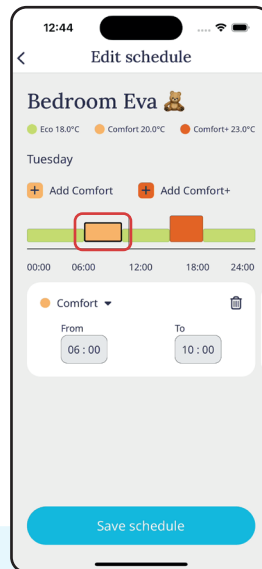
View and change schedule



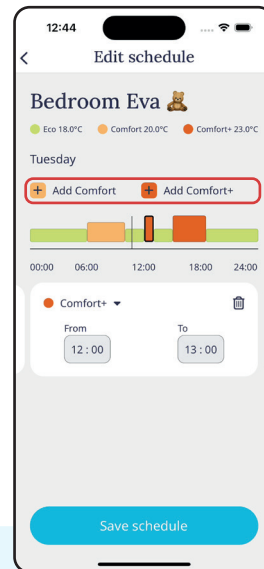
From the room screen, tap **Schedules** to open the full settings.



Scheduling is shown on a day-by-day basis. Tap **Edit schedule** to alter a day.

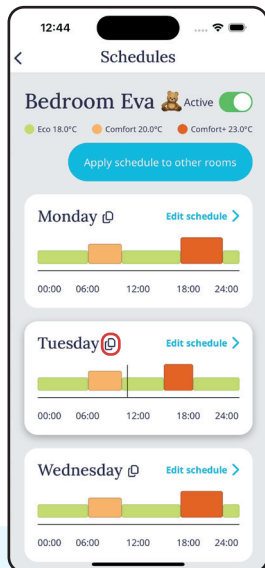


Tap on an existing segment to adjust its time range or delete entirely.

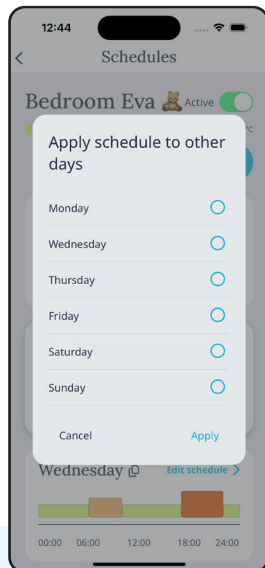


To add a new segment, tap the desired + button and set the time range.

Copy a schedule to other days

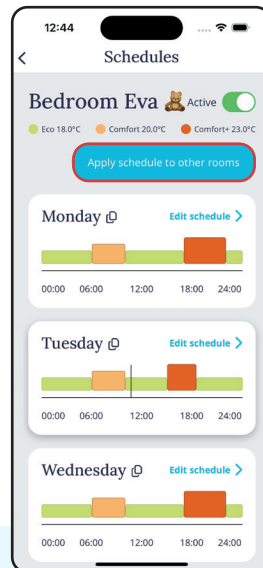


Tap the **Copy** icon next to the name of the day you wish to replicate.

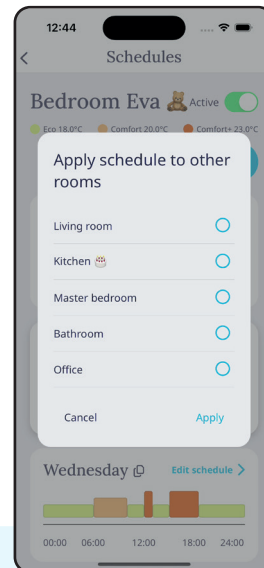


Select the day(s) to copy across to, and tap **Apply**.

Copy a schedule to other rooms

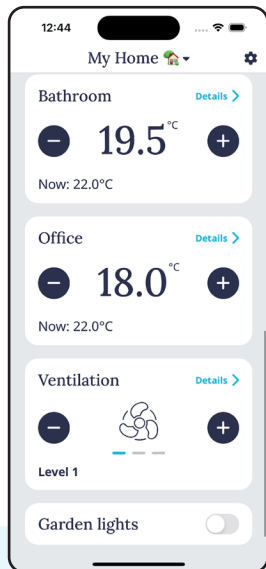


Tap **Apply schedule to other rooms**. This will copy over all 7 days.

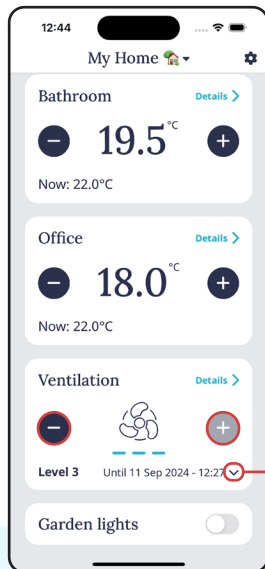


Select the room(s) to copy across to, and tap **Apply**.

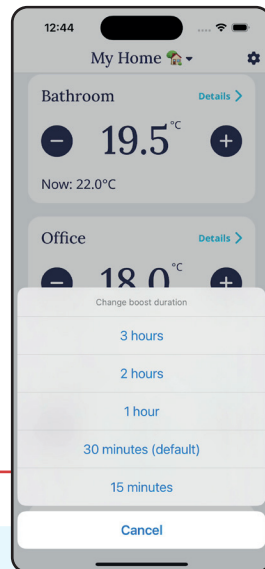
Ventilation



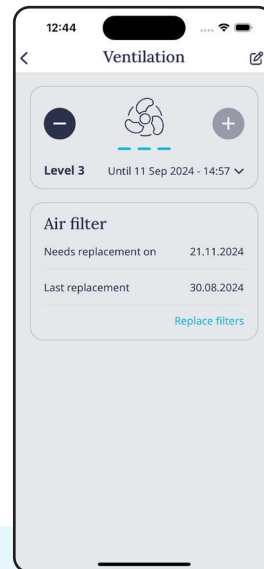
Sentio can also control boost settings for Wavin Ventiza units.



Tap the **-/+** buttons to quickly adjust the boost level up or down.

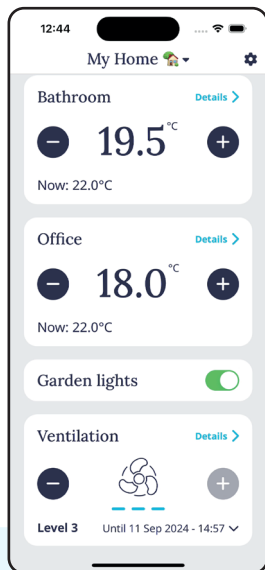


Tap the down arrow to open duration settings, and select as desired.



Tapping **Details** will also show recommended filter change dates.

Home automation



From the home screen, use the toggle control to turn elements on or off.

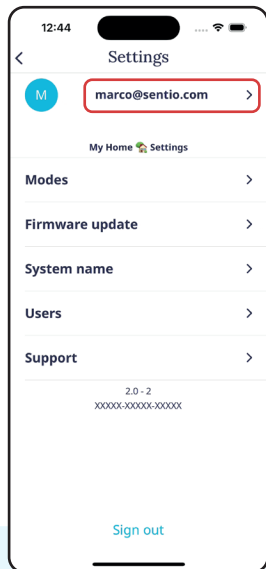
As well as controlling your property's heating and ventilation systems, Sentio can also be configured to operate home products that operate on a simple on/off switch basis, for example lights and automatic blinds.

Contact your installer to discuss options for adding new home automation items to the Sentio controls.

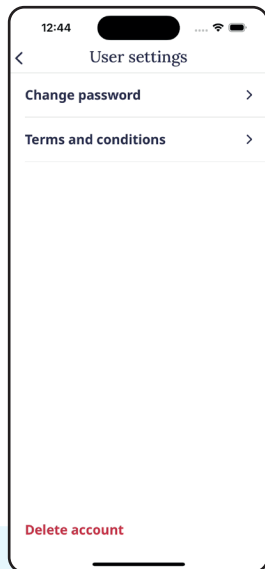
Please note that, at this stage, it is not possible to create a time schedule for these items. The Sentio app allows manual on/off control only.

Settings

User account

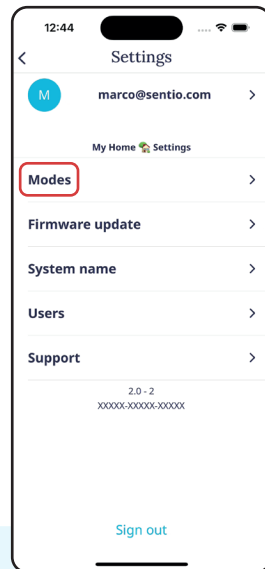


Tap on your email address to open account settings.

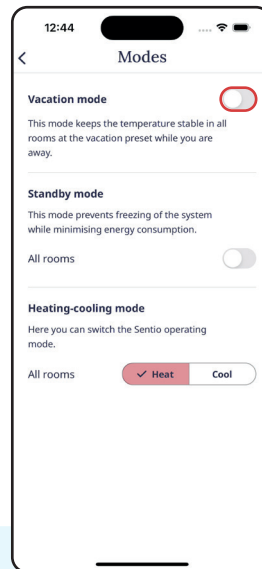


Change your password, review the Sentio T&Cs, or delete your account.

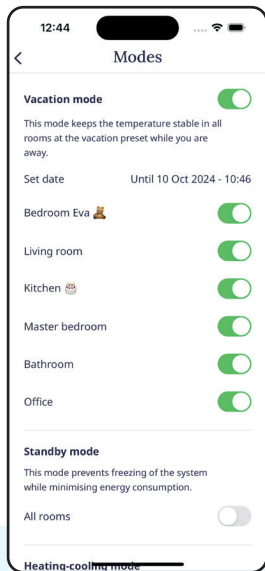
Vacation mode



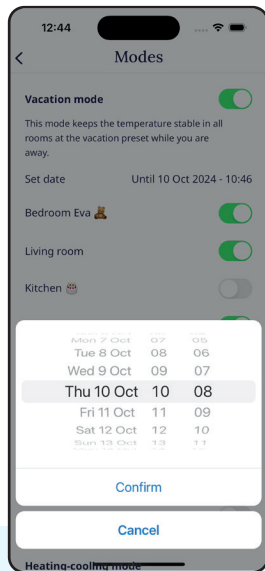
Tap **Modes** to open the detailed settings.



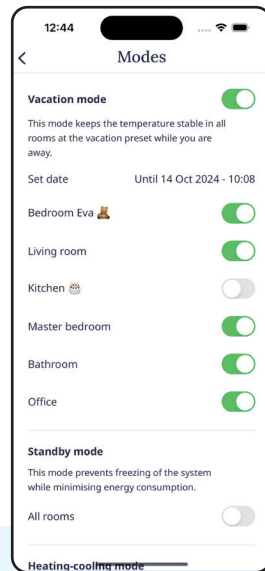
Tap the toggle control to turn Vacation mode on or off.



The menu will expand to show all rooms. You can disable any if desired.

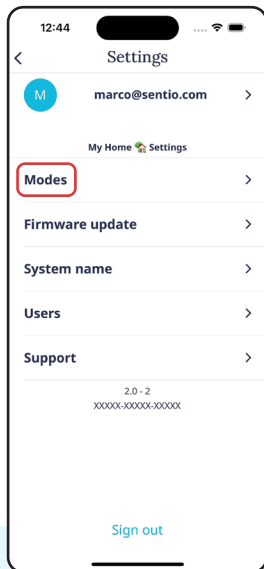


Tap **Set date** to define the time that Vacation mode should end.



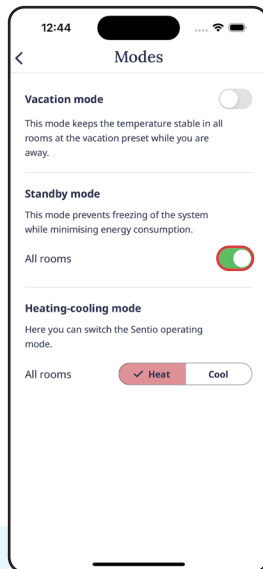
The saved setting will then be displayed. Enjoy your holiday!

Standby mode

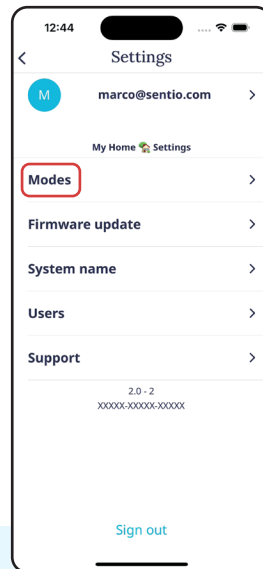


Tap **Modes** to open the detailed settings.

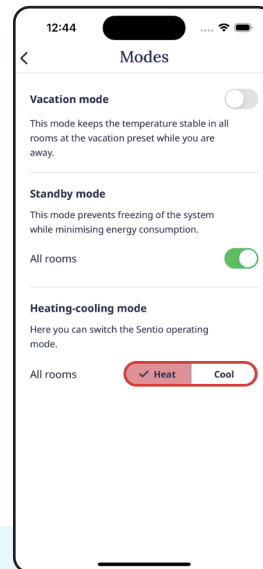
Toggle heating/cooling mode



Tap the toggle control.
Standby mode applies to all rooms at once.

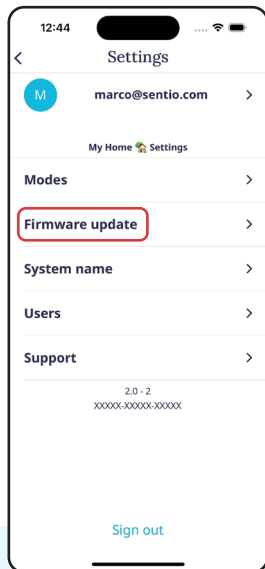


Tap **Modes** to open the detailed settings.

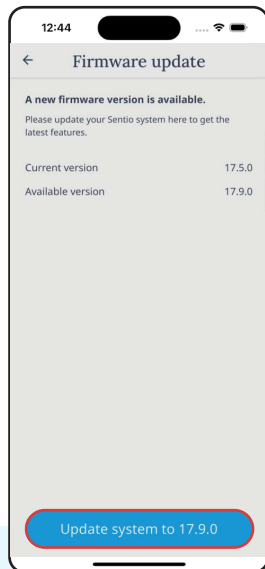


Tap **Heat** or **Cool** as required to enable either mode.

Firmware update



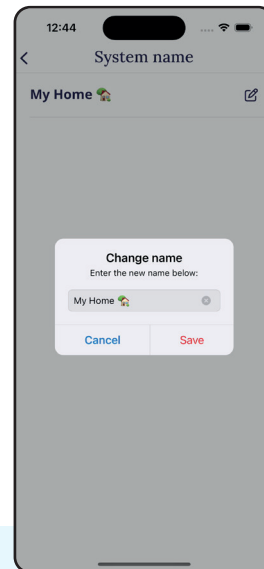
Tap **Firmware update** to check if a newer version is available.



If a newer version is available, tap to start the update.

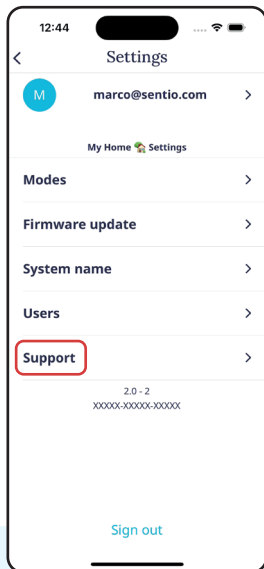


Tap the **Edit** icon to alter the system name.

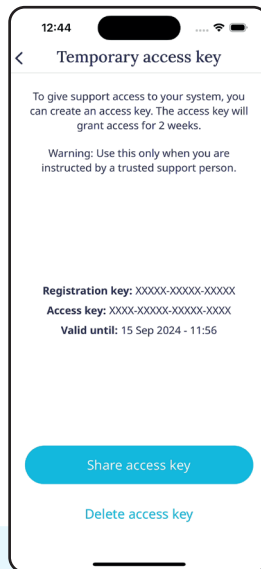


Type the preferred new name and tap **Save** to finish.

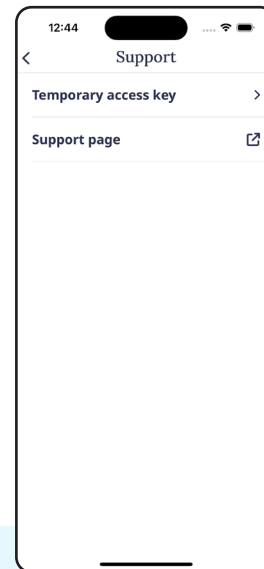
Support



Select the **Support** option from the menu.



Temporary access key creates a code to allow a technician to access your system remotely, to diagnose and remedy any faults.



Support page will take you to the Wavin website, with guides and FAQs.

Find out more

Wavin Sentio website

Use the QR code to visit the Wavin Sentio website at <https://www.wavin.com/sentio>, where you can find documentation in your language, as well as additional support tools, FAQs and troubleshooting tips.



Discover our broad portfolio at www.wavin.com

- Water management
- Heating and cooling
- Water and gas distribution
- Waste water drainage



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To Advance Life Around the World.