Wavin Sentio

Quick reference guide for users



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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..

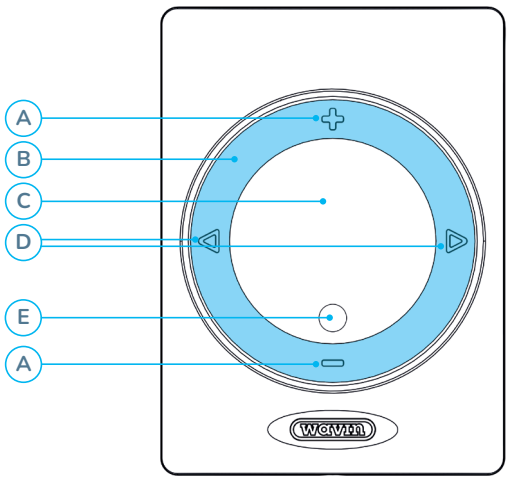
Default settings

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 (see page 5) you will be able to make changes to this, boosting the heating to "Comfort" (20°C) or "Extracomfort" (23°C) according to a time schedule of your choice.

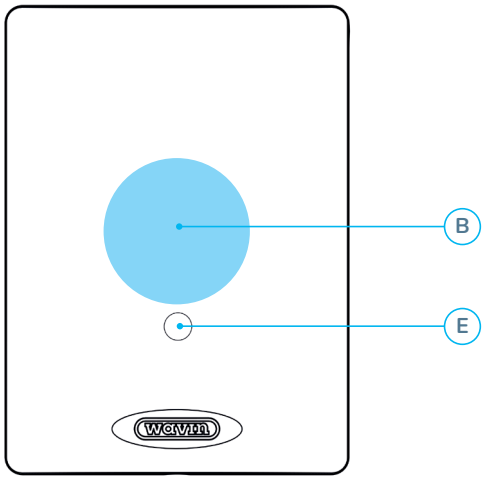
System components

Thermostats and sensors

Thermostat (adjustable)

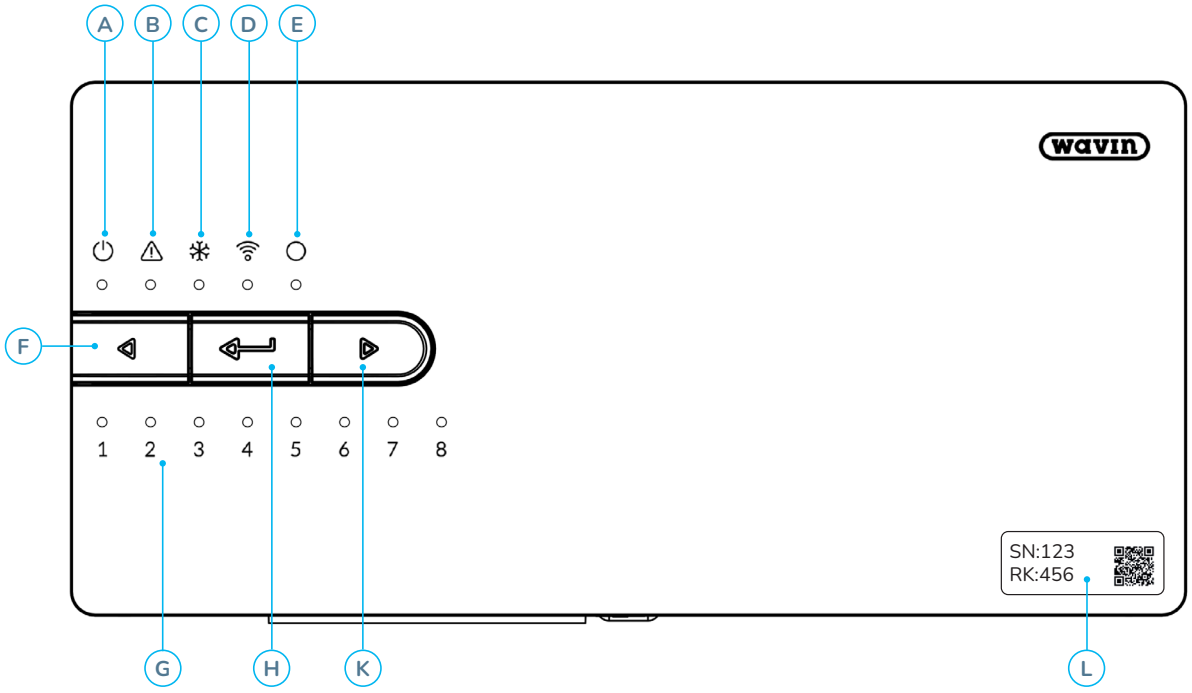


Sensor (non-adjustable)



Key	Function	LED status	Explanation
A	Plus and minus buttons		Change the displayed number to a higher or lower setting
B	Touch area		Tap on this area to activate the display (thermostat only) and access basic temperature options. Longer holds will allow access to more advanced settings menus.
C	Display		When the thermostat is touched, this central display will light up
D	Left and right buttons		Scroll to the next or previous menu item
E	Status LED	Green on	Idle - no heating or cooling active
		Red on	Heating active
		Blue on	Cooling active
		Red fast flash	Error / thermostat not connected to CCU
		Yellow double flash	Low battery (wireless models only)

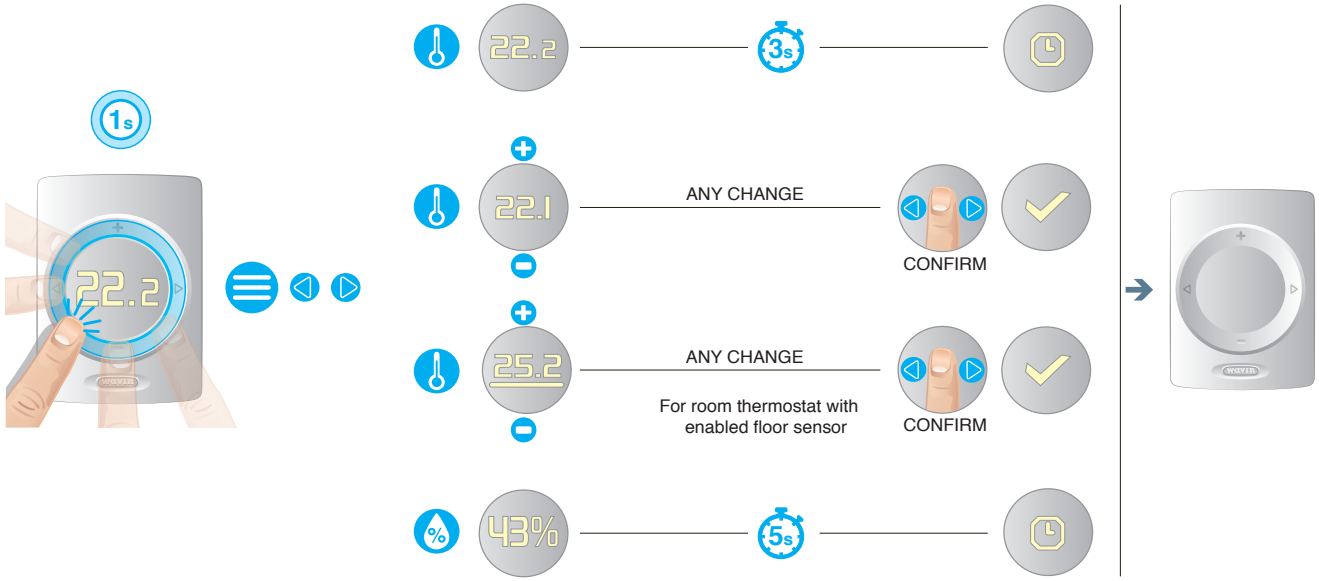
Central Control Unit



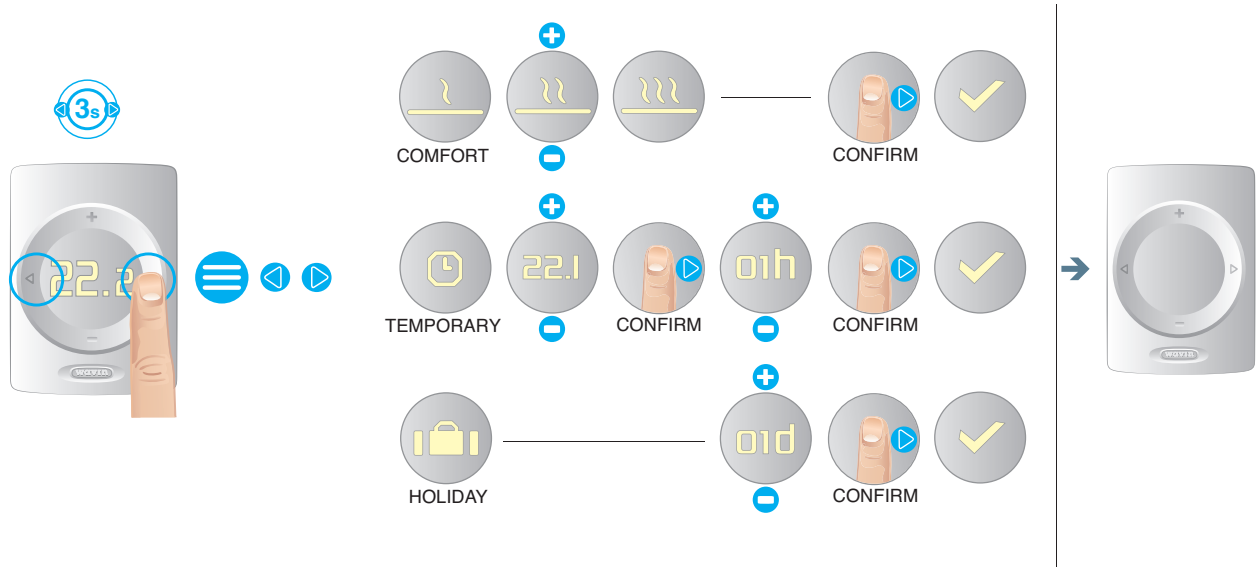
Key	Icon	Function	LED Status	Explanation
A	⏻	Status	Off	No power to the unit
			Green on	Power on and OK
			Red on	System is initialising
B	⚠	Warning	Yellow flash	Error i.e. thermostat or sensor disconnected
			Yellow fast flash	System update in progress
C	❄	Cooling	Blue on	Cooling active
D	📶	LAN status	Green on	Connected to internet and cloud service
			Green flash	Connected to internet but not cloud service
			Green fast flash	Learn mode active for app registration
			Blue on	New firmware version found and ready to update
			Blue flash	Preparing to check for new firmware version
			Blue fast flash	Check for new firmware version in progress
E	◎	Peripherals	Green on	Global peripherals enrolled
			Red flash	Enrol mode active - new peripherals can be connected
F	◁	Select left	-	Press to select the next LED to the left
G	1-8	Actuator channels	Red on	Heating active
			Green on	Idle - no heating or cooling active
			Blue on	Cooling active
			Purple on	Idle - no actuator / radiator-only zone
			Red flash	Enrol mode active - new actuators can be connected
			White slow flash	Valve exercise routine in progress (preventative maintenance)
			Yellow on	Updating / restarting following a setting change
			Red-green flash	Heating blocked
			Blue-green flash	Cooling blocked
H	↵	Enter / Learn	-	Press to confirm a selection
K	▷	Select right	-	Press to select the next LED to the right
L		Serial number sticker	-	Shows the unique serial number (SN) and registration code (RK) for the CCU. The QR code represents the registration code, and can be scanned from the Sentio app for easy setup

Basic thermostat functions

Room settings

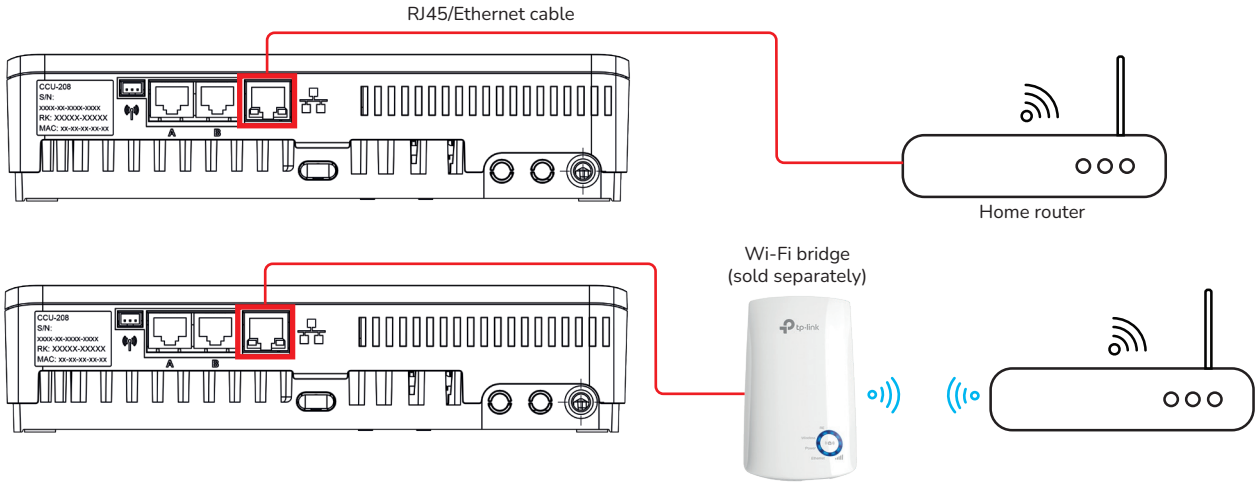


Room comfort settings



Connect to the internet

Connect the LAN cable



Download and set up the app

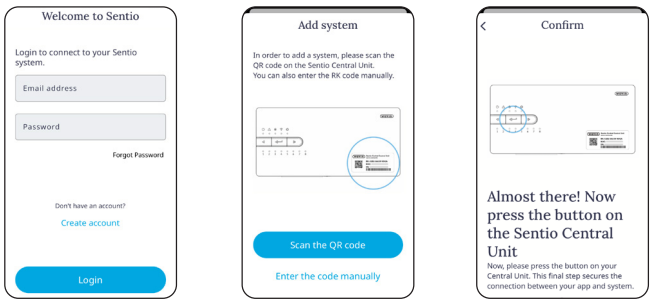
1

Sentio
wavin
An Orbia business.

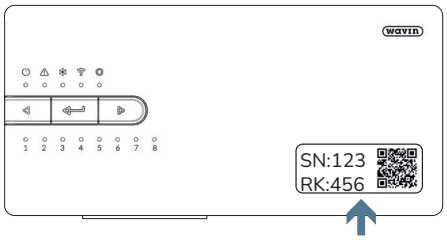
GET IT ON Google Play

Available on the App Store

2

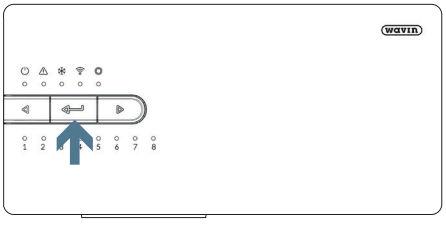


3



Registration Key (RK) is found on a sticker on the CCU; usually on the front.

4

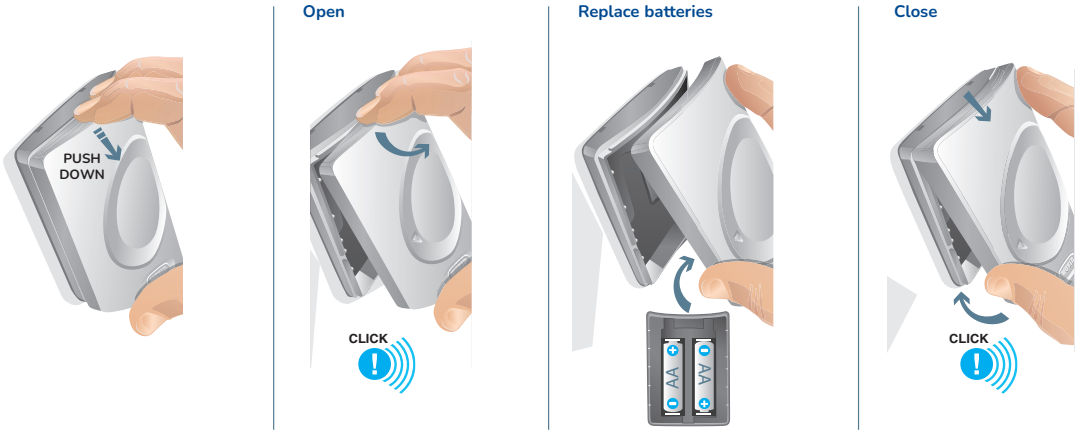


Press the learn button on the CCU.

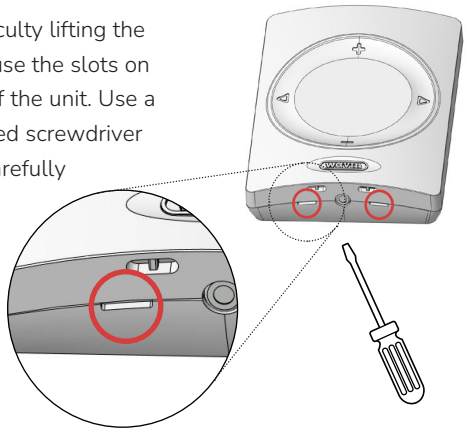


Replace the batteries

Wireless thermostats and sensors



If you have difficulty lifting the cover, you can use the slots on the underside of the unit. Use a small flat-headed screwdriver (or similar) to carefully prise the cover off, taking care not to damage the housing.

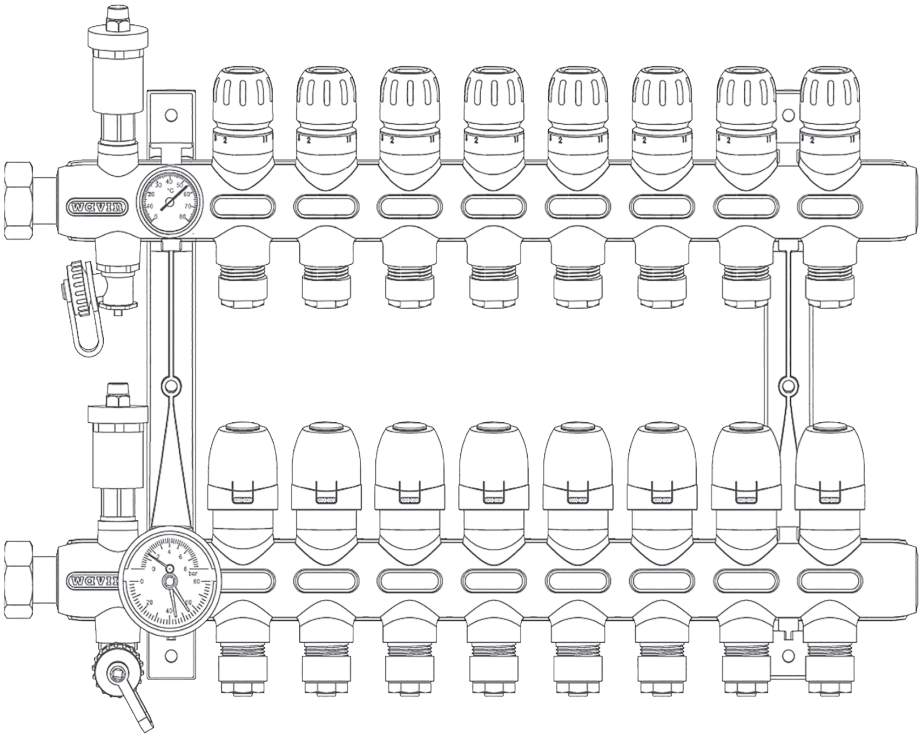


Smart radiator thermostat



Connection scheme

Manifold 1



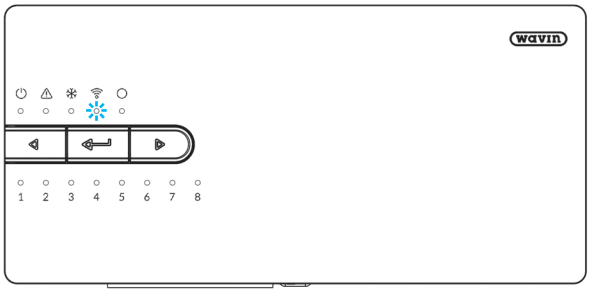
Actuator	CCU channel	Room served
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		
11		
12		

Support

Update the firmware

To ensure that your system is always up-to-date with the latest features and fixes, the firmware should be regularly updated. This can be done via the app, but you can also trigger the process directly on the CCU.

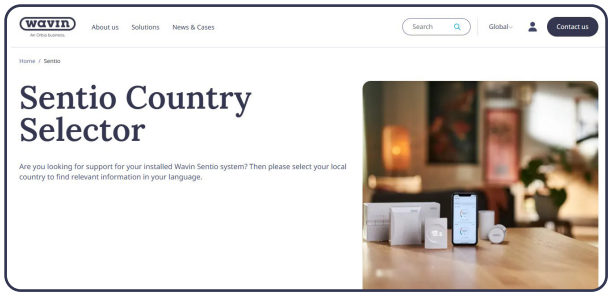
Press the left or right arrows to navigate to the Network LED and press Enter. If the LED turns solid blue, there is an update ready to be installed. Press Enter again to start the installation. The LED will turn green again once complete.



Support website

https://www.wavin.com/sentio

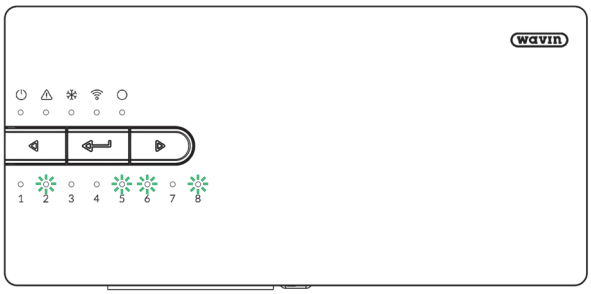
- Download this guide in additional languages
- FAQs
- Troubleshooting



Allow remote access

If you contact our technicians, you may be asked to provide a temporary password. This will allow us to remotely connect to your system to diagnose and fix any issues. This can be generated via the app, as well as on the CCU itself.

If you hold down the left and right arrow buttons for three seconds, four numbered LEDs will light up. This code, read from left to right, is your temporary password. In the example to the right, the code is ”2568”.



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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