



EMERSON Sensi Predict CSR User Guide

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Incoming call

1. Listen.
2. Understand the problem.
3. Set the appointment.

Sensi Predict talking points:

- There is a new product we now offer, it's called Sensi Predict.
- This new technology may have prevented your issue.
- Can I send you a link (email/video) with more details about it?
- Our tech will bring you more information.
- Thanks, your appointment is.....



How it works:

- 10 custom sensors on your HVAC analyze the performance and efficiencies of your system.
- It emails you about potential issues, 80% of the time before the system breaks down.



Smart maintenance

24/7/365 Monitoring of 32 functions
 10 diagnostic sensors
 Monthly performance reports
 Urgent alert
 Filter reminder based on system usage
 20% Energy savings
 Installation report
 Priority service
% Off parts and labor
% Off diagnostic /trip charge



FAQ/Selling points

- Sensi Predict detects 80% of failures before they occur.
- Monitors 32 functions on your HVAC system.
- Encrypted data is sent via Wi-Fi to the secure Emerson cloud for analysis each time the system runs.
- Works with Wi-Fi (smart) and non-connected thermostats.
- Installation takes 60-90 minutes and requires a trained professional.
- Monthly reports measure energy usage, performance, operating cost, and filter life.
- Common immediate alerts sent by email: HVAC system has failed call for heat or cool, filter replacement, water detection, evaporator coil freezing, furnace starting issues, AC or heat compressor performance, and capacity.
- Sensi Predict doesn't control your thermostat.
- Sensi Predict comes with a 5-year warranty.
- Wi-Fi at the location is required.

<p>Sensi Predict: \$.....per year (plus installation, see back for details)</p>	<p>Sensi Predict Plus: \$.....per year + one visit. \$.....total (plus installation, see back for de tails)</p>	<p>Additional maintenance visits: \$...../visit.</p>
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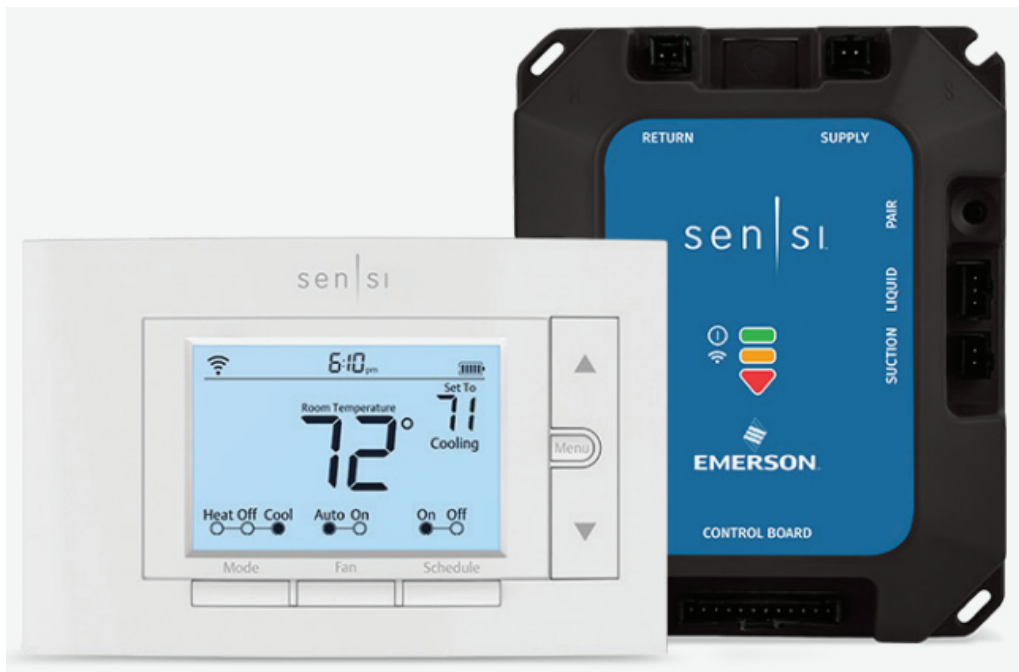
Installation cost



Sensi Predict™ Hub \$.....Installed
 “Smart hub only”



Hub + Sensi™ Smart Thermostat \$.....Installed
 “Classic thermostat”



**Hub + Sensi™ Touch Smart Thermostat \$.....Installed
"Touch thermostat"**



Benefits over traditional maintenance agreement.

- Avoid discomfort from unexpected breakdowns. Sensi Predict can predict 80% of breakdowns before they happen.
- Schedule maintenance to align with your schedule, not your HVACs.
- \$ per year gives you coverage 24/7/365.
- Know the performance and efficiencies of your HVAC. Become educated about future repairs big and small.



Documents / Resources

CSR Guide

SensiPredict

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