



Sensi Predict Bringing smart technology to HVAC systems Installation Guide

[Home](#) » [sensi](#) » Sensi Predict Bringing smart technology to HVAC systems Installation Guide 



Sensi Predict™ Bringing smart technology to HVAC systems



How adding a smart HVAC solution to a product line helps contractors increase sales and create a greater connection to the homeowner.

NEW INSTALL PLAYBOOK

Contents

- 1 INTRODUCTION**
- 2 HOW SENSI PREDICT WORKS**
- 3 WHAT THE CUSTOMER SEES**
- 4 EMERSON'S COMMITMENT TO CONTRACTOR TRAINING AND SUPPORT**
- 5 SENSI PREDICT SALES PORTAL**
- 6 PRICING AND REVENUE**
- 7 BECOME A SENSI PREDICT DEALER**
- 8 FUTURE BUSINESS GROWTH AND OPPORTUNITY**
- 9 CONTRACTORS CAN COUNT ON EMERSON**
- 10 Documents / Resources**
 - 10.1 References**
- 11 Related Posts**

INTRODUCTION

Sensi Predict brings smart technology to HVAC

In a highly competitive HVAC industry, contractors are looking for more value to offer their customers.

Sensi Predict is the new, best offering from Emerson.

It's the smart technology that can be the difference between you and your competitors. Upgrade your traditional system offering to include the benefits of a communicating system at a fraction of the cost. More and more

customers want smart technology in their homes. Sensi Predict is the fault detection device that will help your customer avoid system failures. It's the smart technology that builds long-term relationships between the contractor and the customer.



ADD SENSI PREDICT TO NEW INSTALLATION OFFERINGS

Sensi Predict is the edge every contractor needs when they when bringing smart technology to their customers. Adding Sensi Predict to new installations provides the additional edge contractors need to grow their business. It provides an immediate third-party verification on the install and reduces callbacks which leads to improved customer satisfaction.

TAKE A CLOSER LOOK AT SENSI PREDICT

Sensi Predict is a new, 10-sensor product that upgrades non-communicating systems to smart. Within minutes of new HVAC system installations, Sensi Predict generates real-time data and insights that help contractors:

1. Installation Verification reports confirm proper commissioning to reduce or eliminate callbacks
2. Tracks the performance of an HVAC system and generates fault detection notifications before they become a major concern
 - Each month, Sensi Predict generates detailed, contractor-branded performance reports which are sent directly to the customer via email.
 - When an urgent HVAC issue is detected, Sensi Predict sends a real-time alert simultaneously to the customer and the contractor. This immediately notifies the contractor of potential repair opportunities.

Sensi Predict helps contractors create sales opportunities to grow their business

DURING THE SALES PROCESS

- Sensi Predict differentiates your company from competitors. It creates a competitive advantage over other non-communicating systems delivering the benefits of a communicating system at a fraction of the cost.
- Sensi Predict delivers HVAC smart technology to modern, tech-savvy customers.
- Sensi Predict is the best and latest in smart technology. Adding Sensi Predict to your product line positions your company as a progressive industry leader.

AFTER THE SALE

- Sensi Predict provides third-party verification of your professional installation. It ensures the job was done right

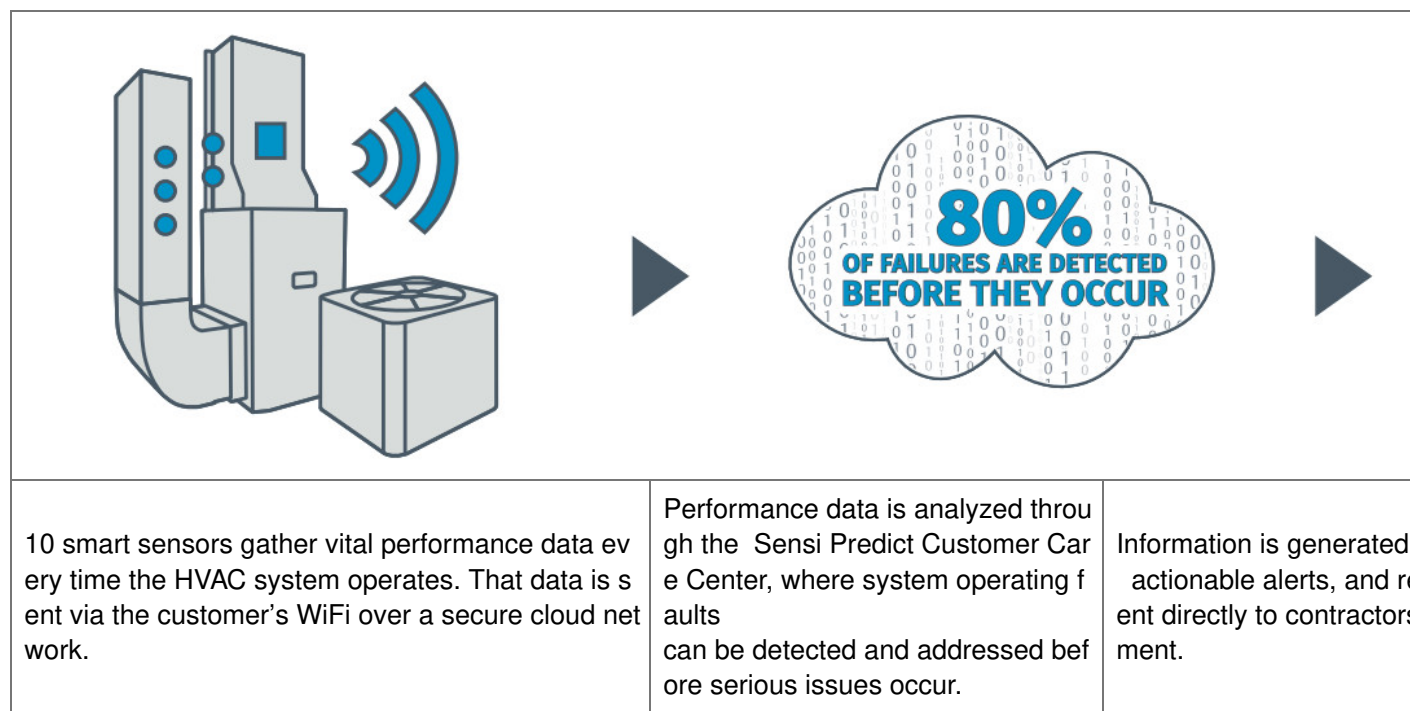
the first time.

- Sensi Predict provides real-time system-performance checks 24/7, giving customers peace of mind and eliminating nuisance service calls to the contractor.
- Sensi Predict improves customer communication and connection while building customer loyalty and retention through a recurring revenue model.



PRO TIP: When pitching a new installation, include Sensi Predict in the package/offering. A higher ticket ring can be justified with the addition of Sensi Predict.

HOW SENSI PREDICT WORKS



WHAT THE CUSTOMER SEES

Sensi Predict helps contractors enhance customer outreach while building homeowner trust. Every message generated from Sensi Predict is branded with the contractor's color scheme and logo. The communications are customer-specific, informative, and designed to build relationships and foster contractor loyalty.

These communications include:

- On-boarding emails explaining the technology and benefits

- Monthly performance reports
- Real-time System alerts

Emerson's goal is to keep the contractor top of mind while validating HVAC performance from an independent third party.



PERFORMANCE CHECK

At the time of installation, before the technician leaves the site, a performance check is run on the newly installed system. The report generated will ensure everything was installed properly. This report can be shared with the customer to build confidence in their investment and your service.



MONTHLY REPORTS

Each month Sensi Predict generates a performance report highlighting system runtime and estimated run cost.

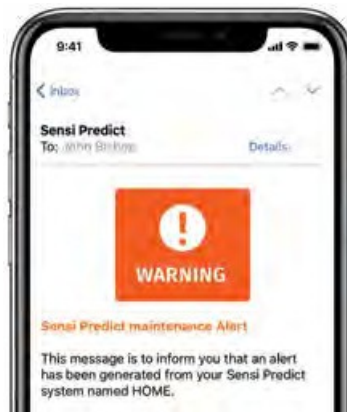


REAL-TIME ALERTS

Whenever the HVAC system experiences a performance issue, communication is sent to the customer and the contractor in real-time.

Common real-time alerts include:

- Check or replace the filter
- Water detected
- The evaporator coil has frozen
- AC or heat pump not running properly
- Furnace not starting consistently
- AC or heat pump compressor issue



These reports maximize opportunities to generate revenue through needed service or maintenance calls while driving customer satisfaction and loyalty.

EMERSON'S COMMITMENT TO CONTRACTOR TRAINING AND SUPPORT

Emerson sets up contractors for success

Emerson has created a series of online learning modules to educate a contractor's entire organization on how to maximize Sensi Predict's technology and benefits. Through installation guides, sales stories, and talking points for customer service teams, Emerson and Sensi Predict provide contractors with the resources needed to be successful. In addition to the basics, Emerson offers content and learning modules to further drive business and use of Sensi Predict beyond installations. To receive additional assistance and support, all Sensi Predict dealers will have access to Emerson's 1-800 support line, which is staffed during business hours by Sensi Predict engineers and specialists.



SENSI PREDICT SALES PORTAL

The Sensi Sales Portal puts insights and assets at a contractor's fingertips

Upon activation, contractors have access to the Sensi Sales Portal. The portal houses the dashboard for managing work proposals and customer needs. The portal also provides a snapshot of contractor performance and provides access to standardized and customizable marketing materials that communicate the functional and emotional benefits of Sensi Predict to the homeowner.



The Sensi Predict Dashboard

All real-time alerts become Work Proposals, which are aggregated and easily accessible to contractors through the Sensi Predict Dashboard, helping them to manage needed service calls and generate revenue. This database



The Sensi Sales Portal gives contractors and their marketing teams the assets they need to effectively market

STANDARD DOCUMENTS

Download templates for sale



CUSTOMIZABLE MARKETING MATERIALS

Customize various sales templates with logos, color schemes and specific marketing content from the portal. From digital tools to videos Sensi Predict provides the content needed to sell



A variety of other resources and materials including FAQs, phone scripts and talking points also are available on the portal.

PRICING AND REVENUE

Sensi Predict's product and service pricing offers value and revenue to contractors

CONTRACTOR PRICING

Sensi Predict pricing is listed on the website as \$249 plus installation for the hardware and sensors. The suggested pricing plan recommends including:

- \$249 in hardware cost and \$125 (5 years of analytics and fault detection) baked in the new installation package.
- Add an additional .5 hours of labor to the install.
- Consider removing the cost of an additional visit in year one, based on the initial installation report, a remote performance report, and monitoring in the first year.

Once a unit is activated and for every device live in your customer portal Emerson will charge \$2.09 per month per device. Monitoring fees will not be charged in the first partial month of activation.

ADDITIONAL SENSI EQUIPMENT

SENSI CLASSIC OR TOUCH SMART THERMOSTATS



BECOME A SENSI PREDICT DEALER

Emerson makes it easy for contractors to become Sensi Predict dealers

To become a Sensi Predict authorized dealer, review the information in this guide and submit an application at sensipredict.com. Once the application is received, we will send emails and information about getting started. A member of our Customer Success Team will provide additional details and gives contractors the opportunity to ask specific questions. Following the call we will activate your account.

OVERVIEW OF THE ONBOARDING PROCESS

1. The official sign up following the call with the Customer Success Team
2. Place a stocking order of Sensi Predict units
3. Provide key contacts for the company for training purposes
4. Become an active distributor and gain access to the Sensi Sales Portal, which features additional optional training and resources, such as marketing content and materials for educating the entire organization
5. Implement the Sensi Predict system and grow business

FUTURE BUSINESS GROWTH AND OPPORTUNITY

The new installation of Sensi Predict is just the beginning of leveraging smart-HVAC technology to grow business. Additional Sensi Predict learning modules can show the additional benefits of adding Sensi Predict to new installations, the value of smart technology for your customer, the increased communication that builds trust with your customer, and the financial opportunities that will grow your business with Sensi Predict.



CONTRACTORS CAN COUNT ON EMERSON

Contractors can count on Emerson to enhance their business

For more than 125 years, contractors have relied on Emerson parts and products to keep HVAC systems running smoothly for their customers. Our industry-leading products, systems, and services meet the toughest standards for productivity, efficiency and compliance while keeping costs down.

Sensi is the latest in a long line of Emerson brands trusted by consumers and contractors.



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Documents / Resources



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References

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