TENWAYS

ClimateSync

Crestron Home® Installation Guide

Loading the driver and setting up every zone — step by step

For the Tenways ClimateSync hydronic heating / AC changeover controller

Driver package: ClimateSyncPlatform.pkg • version 1.0000.0032

August 2026

What this guide is

This guide shows you, from start to finish, how to add the Tenways **ClimateSync** controller to a Crestron Home system. It is written for a Crestron installer who has **never used this driver before** — every screen is shown or described.

Each ClimateSync board manages up to **eight heating / cooling zones**. In Crestron Home each zone becomes its own **thermostat** — with temperature, on/off, HVAC mode, fan speed, floor temperature, zone status and its own weekly schedule. You add the board once, then pair each zone into the room it serves. A house with several boards is covered in Part 7.

Hot-water zones work the same way. Each zone tells the driver its own temperature limits, so a room zone offers 5–35 °C and a hot-water zone the full 5–80 °C, with no configuration on your part.

Before you start — what you need

1. **The driver file:** ClimateSyncPlatform.pkg
2. **The processor:** its IP address and the Crestron Home admin username & password.
3. **Each ClimateSync board:** give it a fixed IP address. It uses TCP port 10102. The network cable can go to the Ethernet port on the main board or to the one on its extension board — either works.
4. **A Windows PC** with the Crestron Home Setup app, on the same network as the processor.
5. **A file-transfer tool:** an SFTP client such as WinSCP or FileZilla (or Crestron Toolbox's File Manager).

Good to know: the ClimateSync accepts up to four network connections at once, so this driver can run alongside another control system on the same board without conflict.

Part 1 — Copy the driver onto the processor

The driver file has to be placed in a special folder on the processor. The processor reads that folder and installs the driver when it restarts. You do this once, however many boards the house has.

1.1 Open your SFTP client and connect to the processor: **Host** = the processor's IP address, **Port** = 22, **Protocol** = SFTP, and log in with the Crestron Home **admin** username and password.

1.2 On the processor, open the folder **/user/ThirdPartyDrivers/Import**.

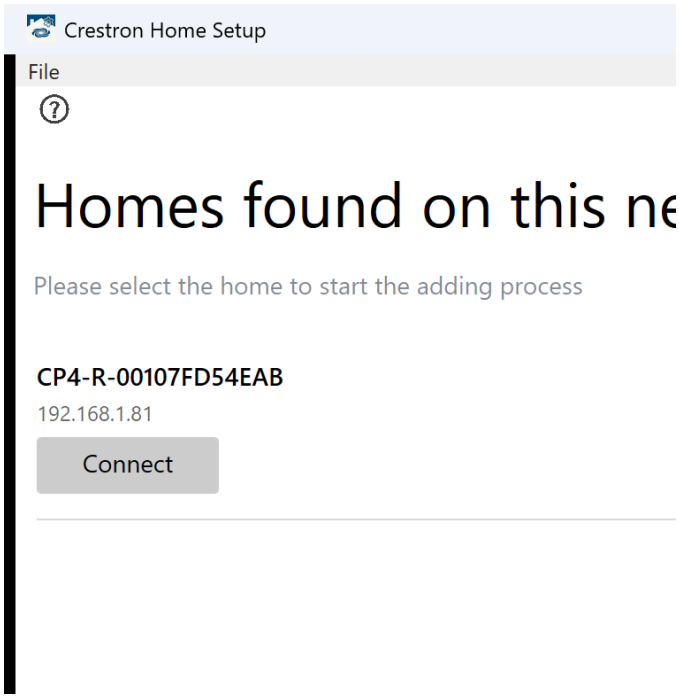
1.3 Copy **ClimateSyncPlatform.pkg** into that Import folder.

1.4 Restart the processor. On the next start-up it reads the Import folder and installs the driver, which then appears under the manufacturer **Tenways**. (The Import folder is only read at start-up.)

Alternative: Crestron Toolbox → File Manager can copy the file to the same folder if you prefer not to use an SFTP client.

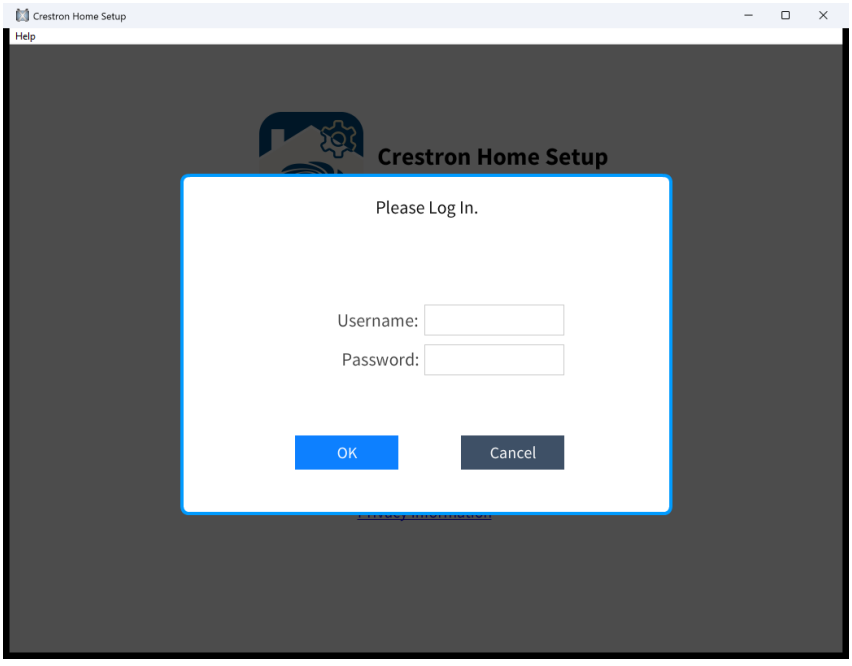
Part 2 — Connect with Crestron Home Setup

2.1 Open the **Crestron Home Setup** app on your PC. It searches the network and lists your processor by name and IP address. Click **Connect**.



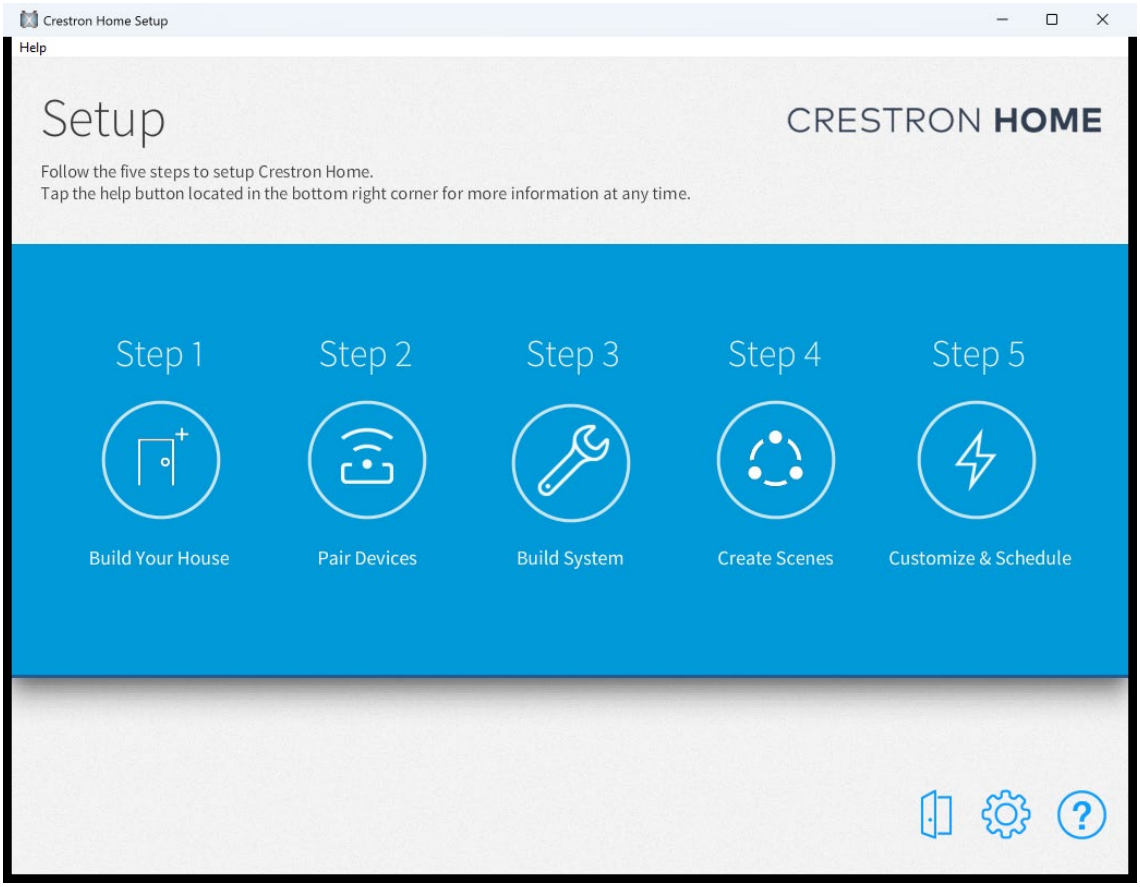
The Setup app finds the processor on the network — click Connect.

2.2 Log in with the processor's **admin** username and password when the **"Please Log In"** box appears, then click **OK**.



Log in with the processor's admin username and password.

2.3 Click **Continue**. You arrive at the Setup home screen, which has five numbered steps.



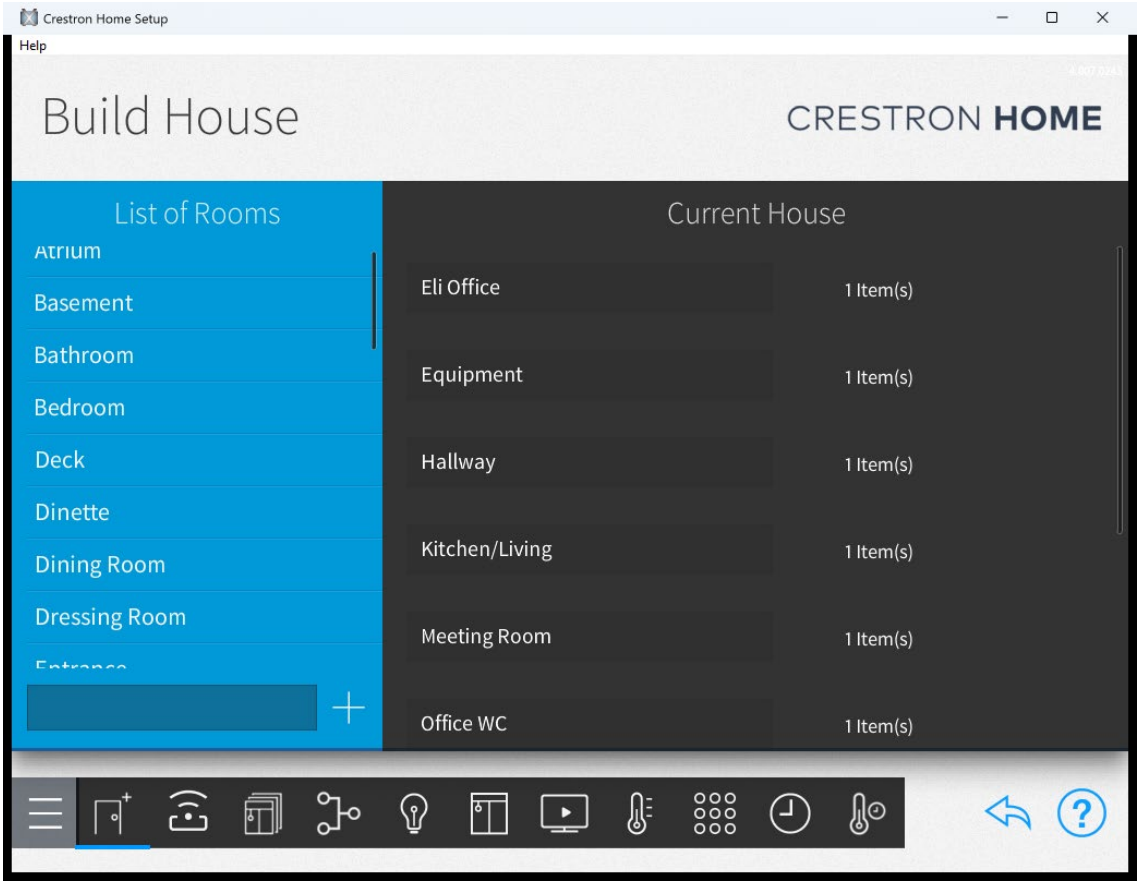
The Setup home screen. You will use Step 1 (Build Your House) and Step 2 (Pair Devices).

Part 3 — Create your rooms

Create the rooms first, so each zone has somewhere to go. Do this from **Step 1 – Build Your House**.

3.1 On the Setup home screen, tap **Step 1, Build Your House**.

3.2 The left column ("List of Rooms") offers ready-made room names; the right column ("Current House") is your actual house. To add a room of your own, type its name in the box at the **bottom-left** and tap the **+** button.



Build Your House — type a room name in the bottom-left box and tap + to add it.

3.3 Add a room for every ClimateSync zone (for example Kitchen/Living, Meeting Room, Hallway…), plus one room for the controller itself — something like **Equipment** or **Plant Room**.

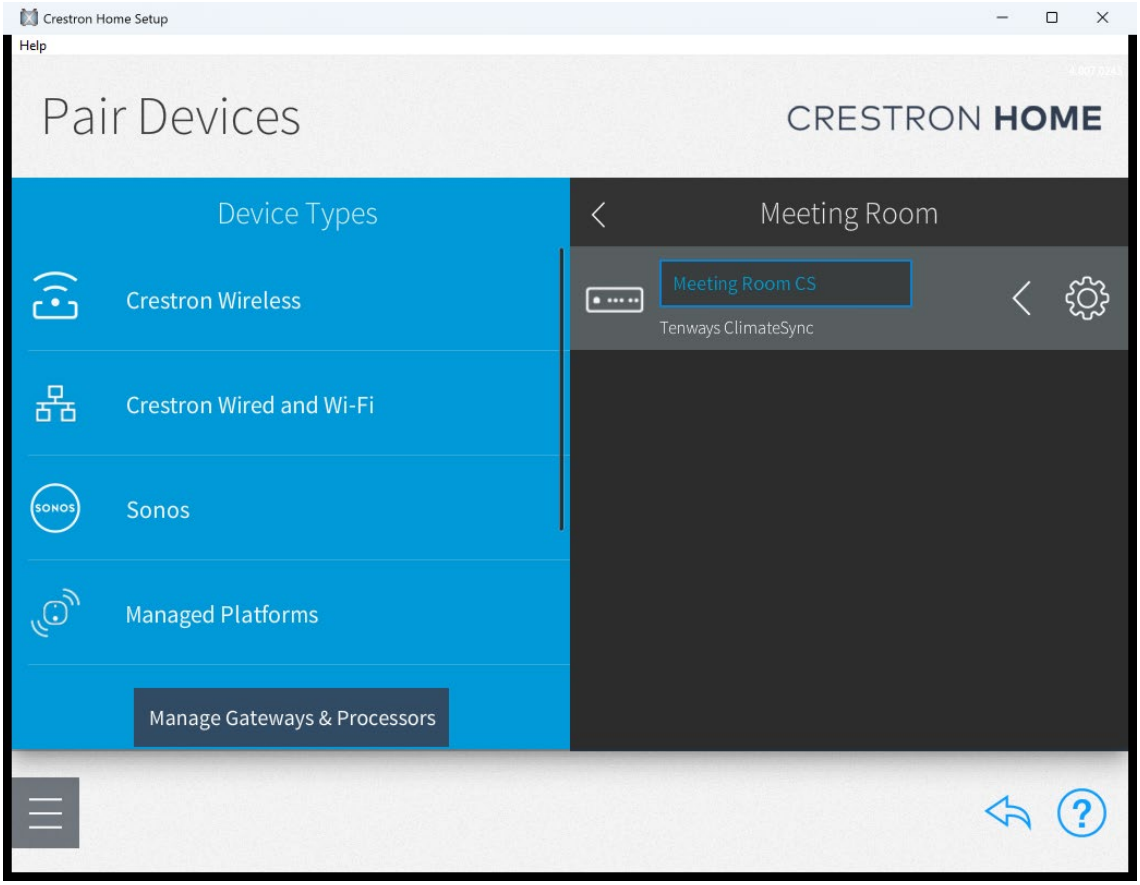
Note: room names must be 32 characters or fewer, or the app will reject them.

Part 4 — Add the ClimateSync board

This step adds the connection to one ClimateSync board. Its individual zones are added afterwards in Part 5. If the house has more than one board, do this once per board — see Part 7.

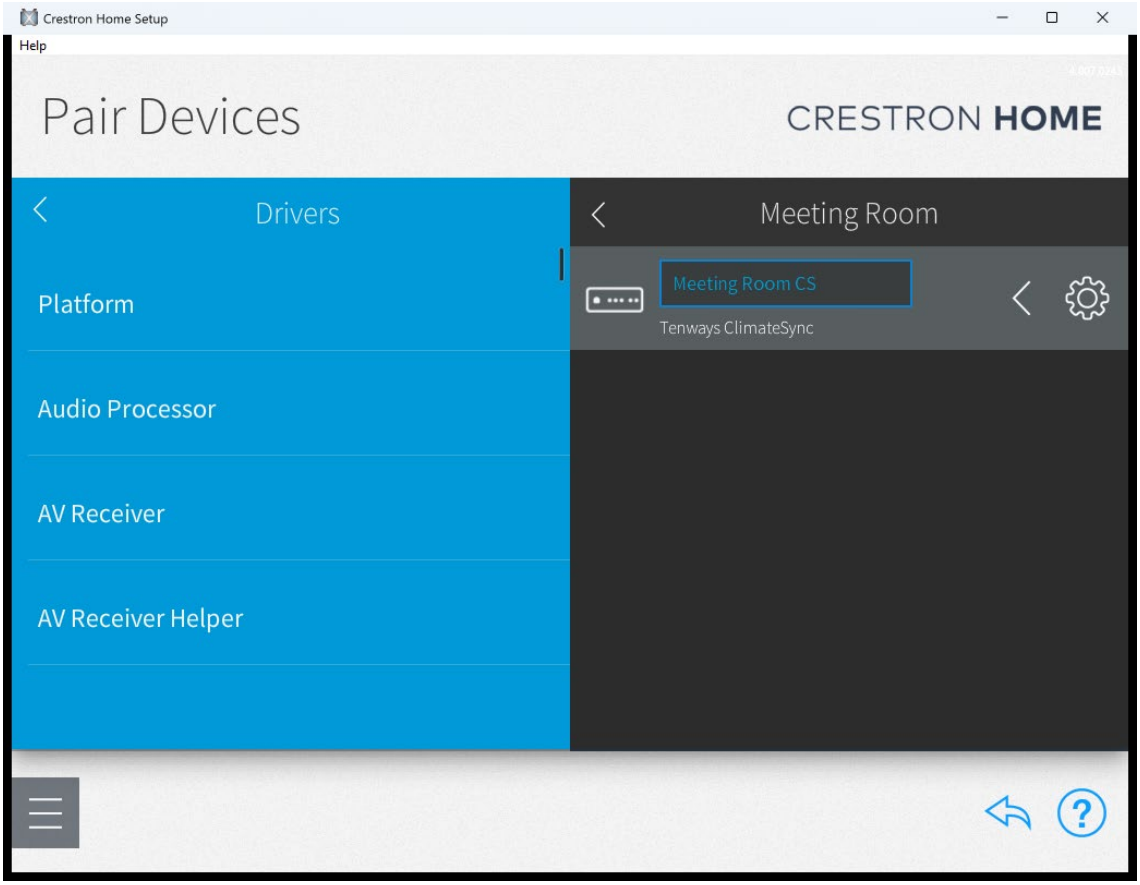
4.1 Go back to the Setup home screen and tap **Step 2, Pair Devices**.

4.2 Under **Device Types**, tap **Drivers**. If you don't see it, drag the blue list up — the order is Crestron Wireless, Crestron Wired and Wi-Fi, Sonos, Managed Platforms, **Drivers**, Other.



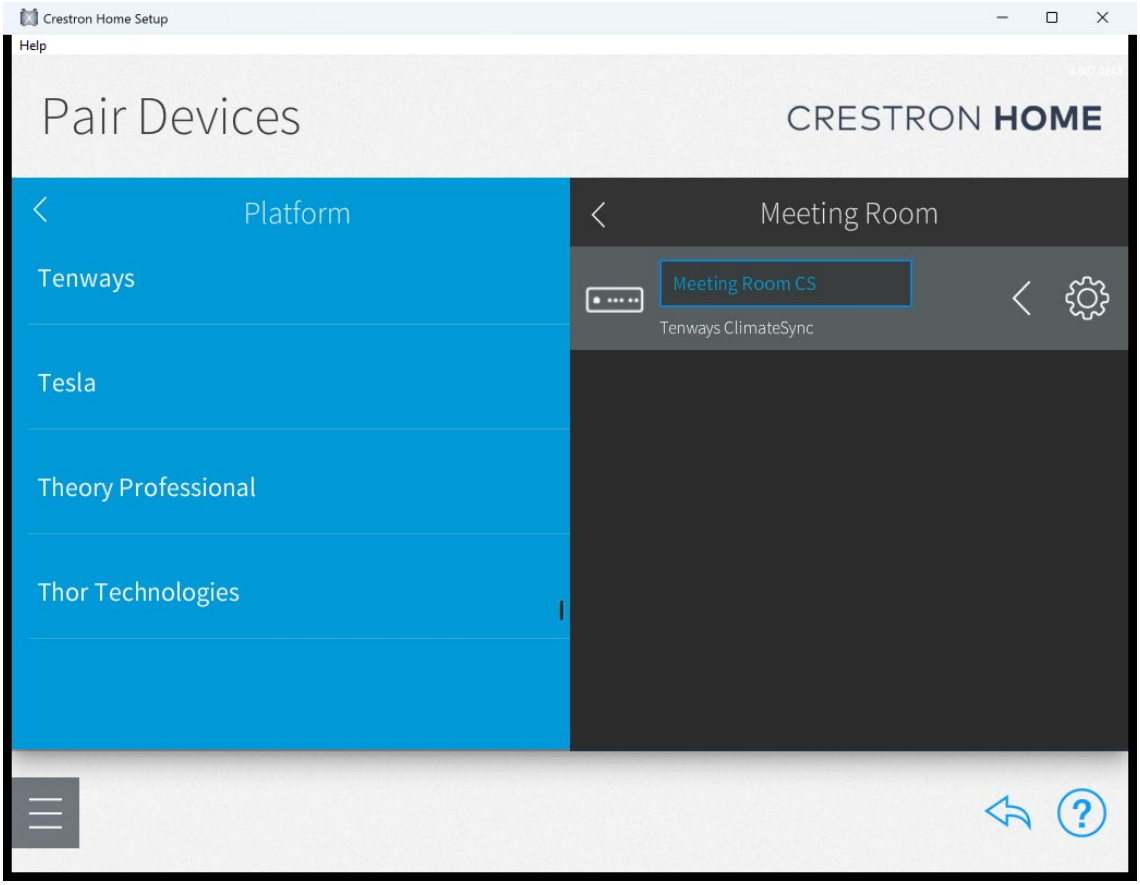
Pair Devices → Device Types. Tap "Drivers" (drag the list to reveal it).

4.3 In the Drivers list, tap **Platform**.



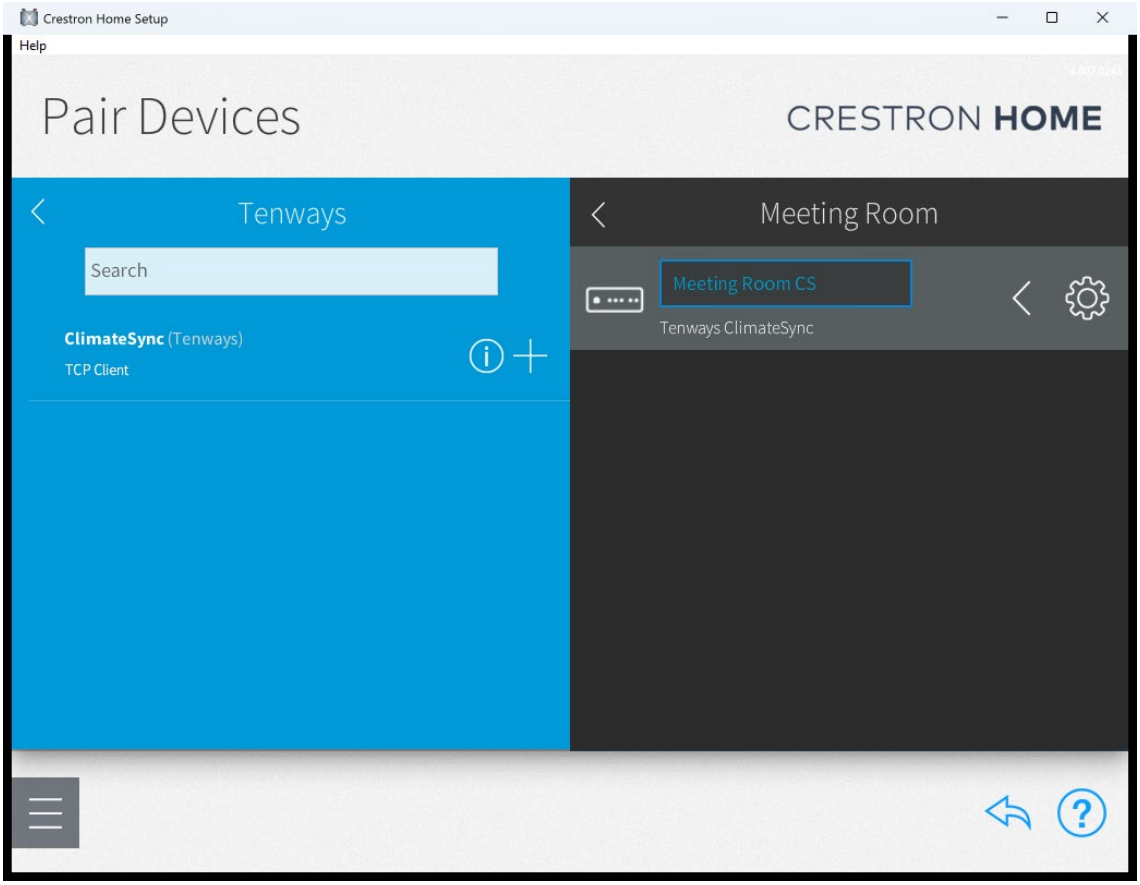
The Drivers categories — tap "Platform" at the top.

4.4 A list of manufacturers appears. **Click and drag** the list to scroll down to **Tenways** and tap it. (These lists do **not** respond to the mouse wheel — you must click and drag, as you would swipe on a touch screen.)



Scroll the manufacturer list to Tenways and tap it.

4.5 You'll see **ClimateSync (Tenways) – TCP Client**. Tap the **+** button to its right.



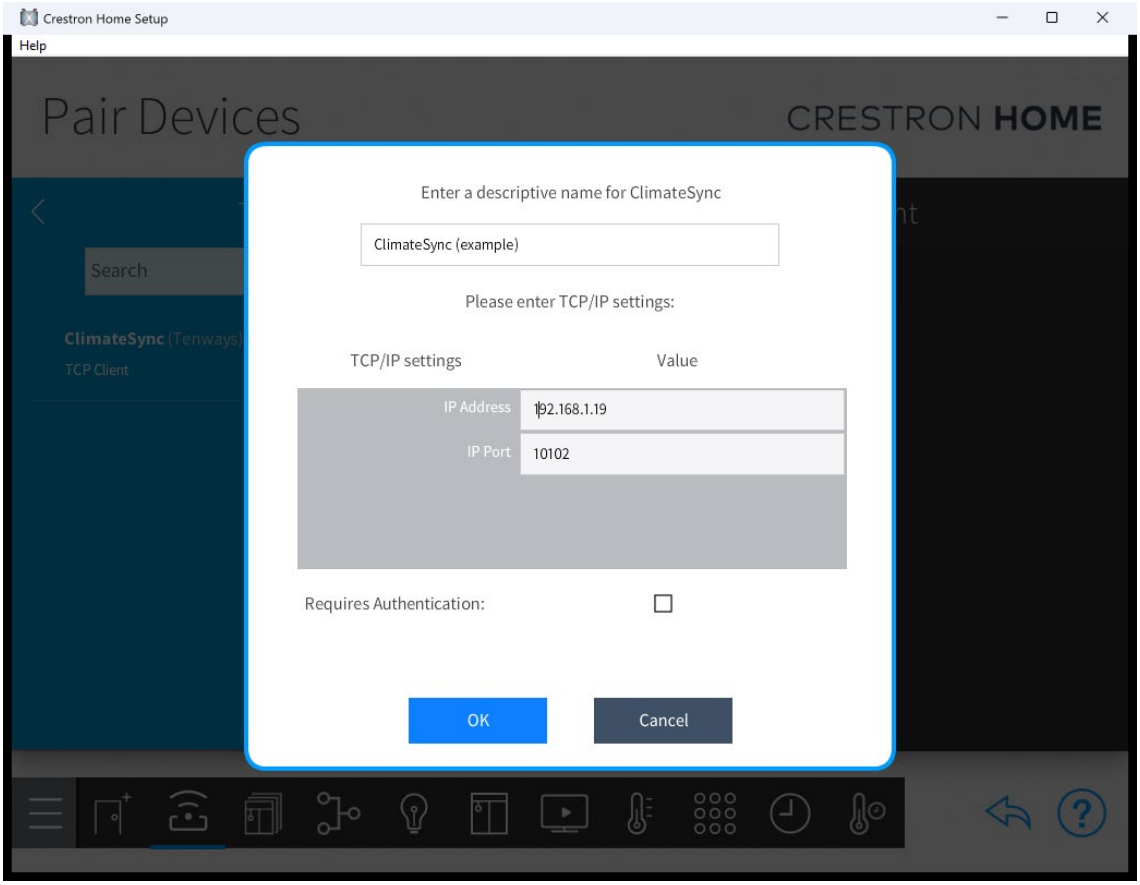
Tap the + next to ClimateSync (TCP Client) to add the board.

4.6 Choose the room for the controller (for example **Equipment**) on the right. A box then appears asking for a **name** and the **TCP/IP settings** together. Fill it in:

Descriptive name	= anything, e.g. ClimateSync M1
IP Address	= this board's IP address
IP Port	= 10102
Requires Authentication	= leave unticked

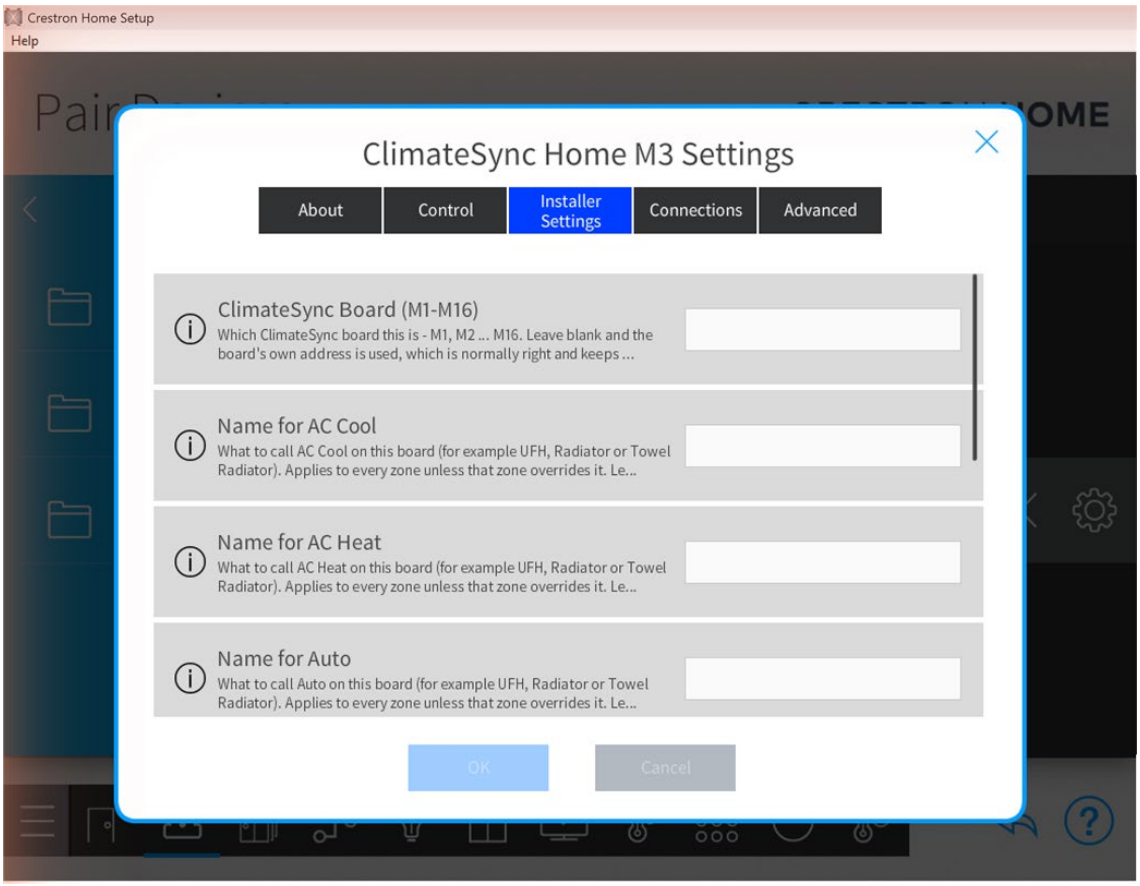
Then click **OK**.

Either Ethernet port: a ClimateSync can be on the network through the port on its main board or through the port on its extension board. There is nothing to choose here and nothing to configure differently ' + DASH + u' the driver works with both automatically. Use whichever IP address that unit answers on.



Give the board a name and enter its IP address (port 10102), then click OK.

4.7 The **Installation Settings** box appears. **You can accept every default** — click **OK**.



The board's settings — every default is correct for a standard board. The same list is reached later from the board's gear icon.

> Leave **ClimateSync Board blank.** The board reports its own rotary address, so the driver knows whether it is M1, M2 … M16 without being told.
>
> Only fill it in to override that — and if you do, every board in the house must have a different label.

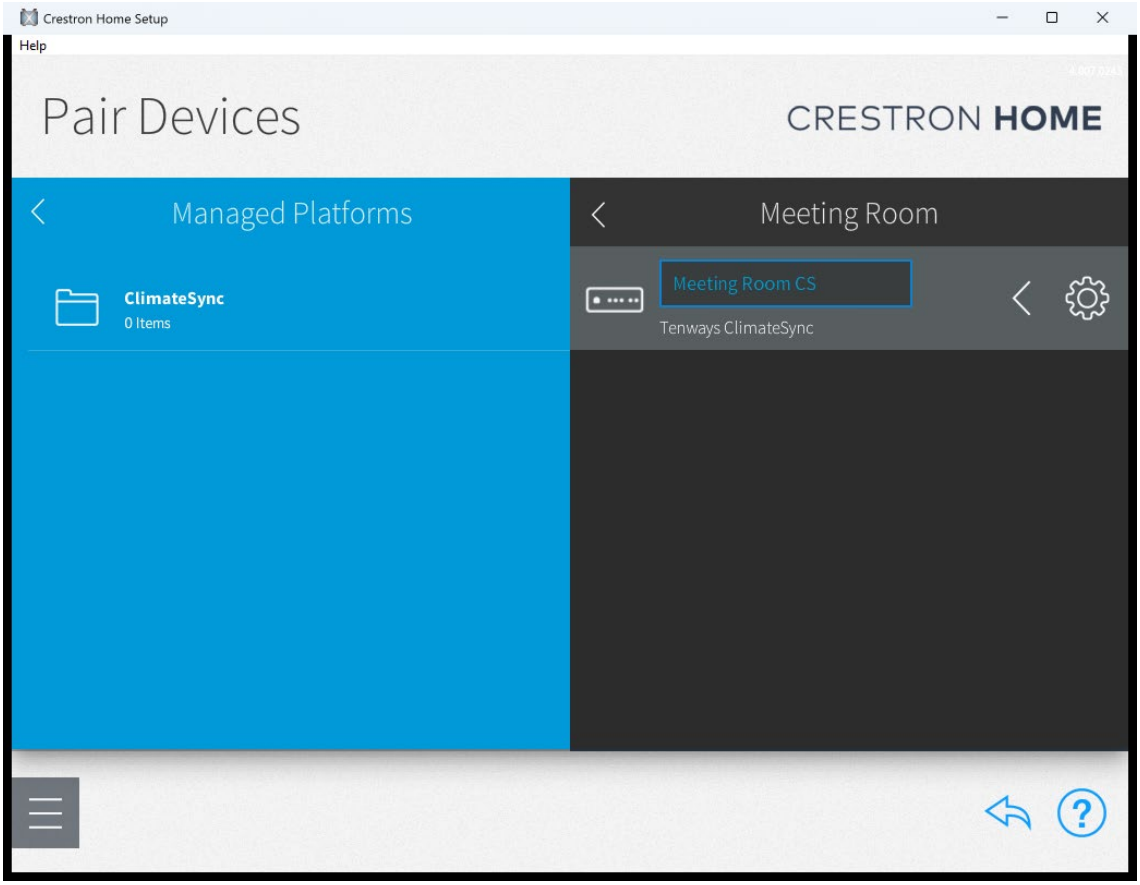
Setting	Default
ClimateSync Board (M1-M16)	blank — read from the board
Name for ‹mode› (seven of them)	blank — the standard name
Poll Interval (seconds)	10

4.8 The board is added and connects. It reads its own address, its zone names and each zone's temperature limits, then makes every in-use zone available to pair (Part 5).

Part 5 — Pair the zones (thermostats) into rooms

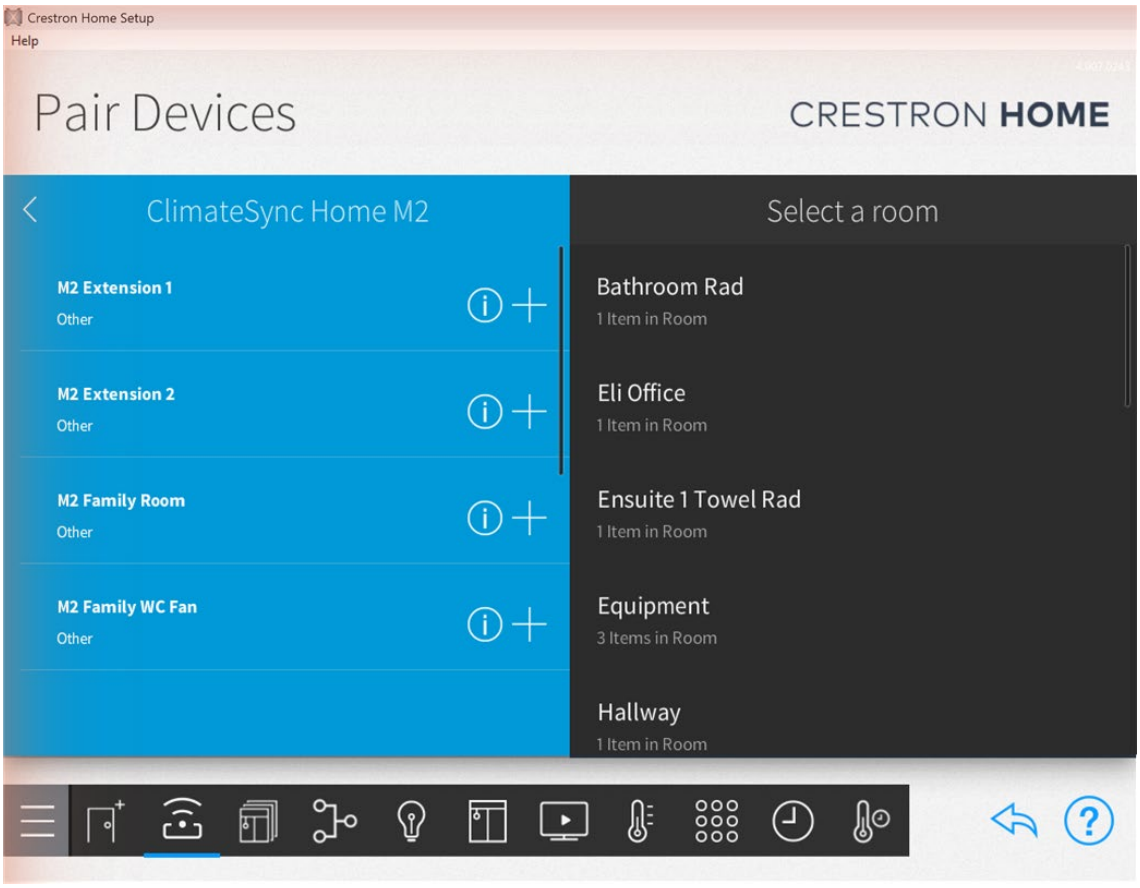
Now add each heating / cooling zone as a thermostat in the room it serves.

5.1 In **Pair Devices**, tap **Managed Platforms**, then tap **ClimateSync**.



Pair Devices → Managed Platforms → ClimateSync is where you add each zone.

5.2 The board's unpaired zones are listed **under the names they carry on the ClimateSync itself** — for example **M3 Bathroom**, **M3 HW (Boiler)** — each with a **+** button. Zones the board reports as "not in use" do not appear.



Zones are listed under their real names, with the board label in front.

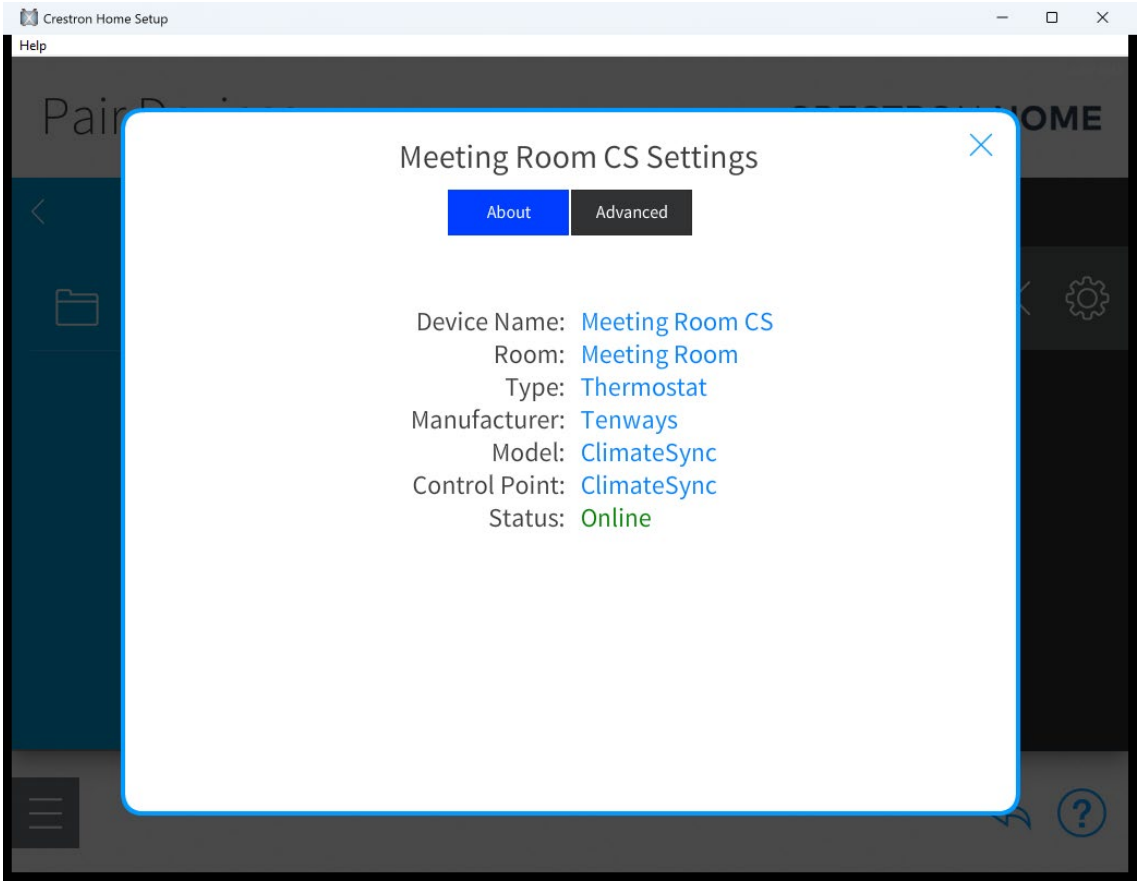
5.3 For each zone: on the **right**, select the room it belongs to; then tap the **+** next to that zone; when prompted, type a name for the thermostat (for example **Kitchen CS**) and click **OK**.

5.4 Repeat for every zone that is in use. Tip: use a consistent naming scheme — the room name followed by "CS" works well.

> **Name a zone on the ClimateSync first.** Crestron Home fixes a device's name when it is first added and ignores later renames, so a zone that is unnamed on the board pairs as "Zone 3" and stays that way. Rename it on the board before pairing, not after.

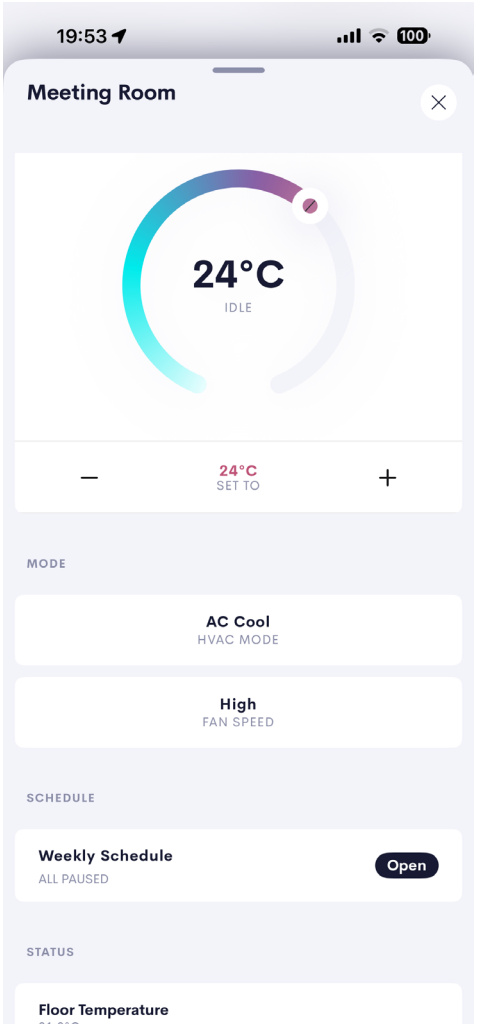
Part 6 — Check that it works

6.1 Still in Pair Devices, open a zone's **Settings** (the gear icon) → **About**. The **Status** should read **Online**, Type **Thermostat**, Manufacturer **Tenways**.

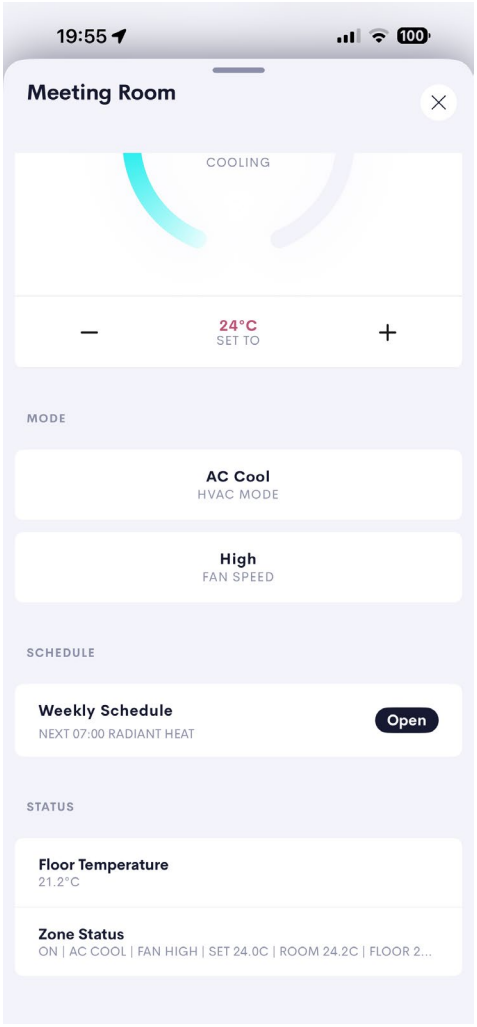


A paired zone — Status: Online confirms the driver is talking to the board.

6.2 On a Crestron Home touch screen or the Crestron Home app, open the room and its thermostat. You should see the zone's name, the current temperature, and be able to change the **setpoint**, the **mode** and the **fan speed**. Floor temperature and zone status also display where the board provides them.



A paired zone on the Crestron Home app — the dial sets the temperature.



Below the dial: HVAC mode, fan speed, the weekly schedule and zone status.

6.3 Check a hot-water zone reaches its real maximum — set it to **60 °C** or higher. Each zone takes its limits from the board, so a hot-water zone allows up to 80 °C while a room zone stops at 35 °C.

Part 7 — More than one ClimateSync board

A house often has several ClimateSync boards. You install the driver file **once** (Part 1) and then add **one controller per board** — there is no need to copy the .pkg again.

7.1 Repeat **Part 4** for each extra board: Pair Devices → Drivers → Platform → Tenways → ClimateSync → **+**, giving each board its own **IP address**.

7.2 Leave **ClimateSync Board** blank on every one of them. **Each board reports its own rotary address** — the unit set to 0 is M1, the one set to 2 is M3, and so on — so they label themselves correctly and cannot clash.

7.3 Pair that board's zones exactly as in **Part 5**. Zones are listed with the board label in front — **M2 Family Room**, **M3 Bathroom** … — so you can always tell which board a zone belongs to.

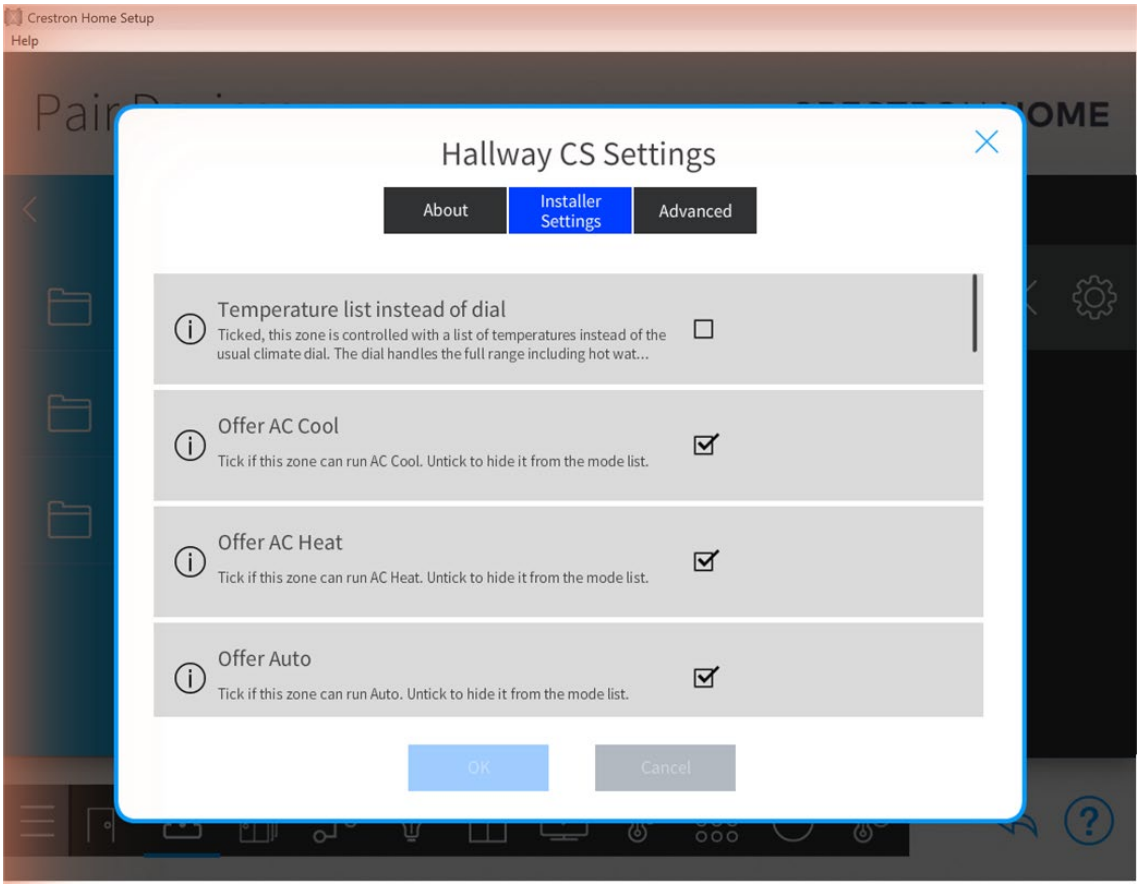
Two boards must never share an address. A board's zones are identified by its label, so two boards both reporting M1 produce the same zone ids and the second one's zones cannot be added at all. The controller looks perfectly healthy — it just lists **0 Items**.

This catches out a unit taken out of the box and added as it comes: its rotary address is still 0, so it announces itself as M1 alongside the M1 already in the house. Set the rotary switch to an unused address — 3 makes it M4 — and restart the processor.

If you do set the label by hand: give every board a different one. Changing a label later re-pairs that board's zones as new devices, so set it — or leave it blank — when you add the board.

Part 8 — Tailor each zone

Not every zone offers every mode or fan speed, and the standard names do not always suit. These are installer settings, so the end user only ever sees what applies to their zone.



A zone's own Installer Settings tab, reached from its gear icon.

Hide modes and fan speeds a zone does not have

8.1 Open the zone's **Settings** (gear icon) from Pair Devices, then the **Installer Settings** tab.

8.2 Untick **Offer ‹mode›** for any mode this zone cannot run, and **Offer fan ‹speed›** for any fan speed it does not have. Unticked entries disappear from that zone's lists. **Off** is always available.

Rename a mode

8.3 To rename a mode for **every zone on a board**, set **Name for ‹mode›** in the ClimateSync board's own settings — for example Radiant Heat → **UFH**.

8.4 To rename it for **one zone only**, set **Name for ‹mode›** in that zone's settings — for example Fan-(On/Off) → **Towel Radiator** on a towel-rail zone. Leave it blank to use the board's name.

> **Names cascade:** zone name → board name → standard name.
>
> Renaming only changes what is displayed. The heating itself, and any existing programming, are unaffected.

A zone that is only switched on and off

Some zones do not control a temperature at all — an extractor fan, a pump, a towel rail. Rather than show them a thermostat that means nothing, give them a single On/Off control.

8.5 In that zone's settings, tick **On/Off zone (fan or pump)**. The zone is then drawn as one On/Off control, with no temperature, no HVAC mode and no fan speed. It always runs in Fan mode.

8.6 In **Name for the On/Off control**, type what the control should be called — for example **Bathroom Fan**, **Extractor** or **Towel Rail**. Leave it blank to use the zone's own name.

> **The page is reduced to that one control and the schedule.** Floor temperature and zone status are hidden too — a fan has no floor sensor and does not use a setpoint, so those rows only ever said "no sensor" and quoted a temperature that meant nothing.
>
> **A fault still shows.** If the ClimateSync reports a problem on the zone, an Alert appears on the page as usual.
>
> **The weekly schedule still works** on an On/Off zone, which is the easy way to run a bathroom fan for a few hours each morning.
>
> **This replaces unticking every mode by hand.** An On/Off zone hides the mode list altogether, so there is no need to untick the six modes it cannot run.

A list of temperatures instead of the dial

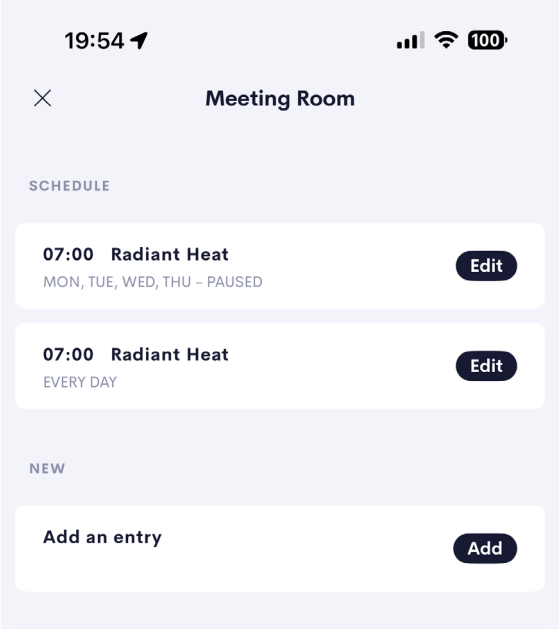
8.7 Every zone uses the standard Crestron climate dial, which handles the full range including hot water. If you would rather a particular zone offered a plain list of temperatures, tick **Temperature list instead of dial** in that zone's settings. It takes effect immediately and can be unticked again at any time.

Part 9 — The weekly schedule

Every zone carries its own weekly schedule, built into the thermostat page — up to **eight entries per zone**. Use it to drop the hot water overnight, bring a bathroom up before the morning, or hold a room at a setback while the house is empty.

Why here and not in Crestron's scheduler: Setup → Thermostats only lists Crestron's own thermostat devices and does not show driver zones, so the schedule lives in the driver's own pages instead.

9.1 Open the zone on a touch screen or in the Crestron Home app and tap **Weekly Schedule**.

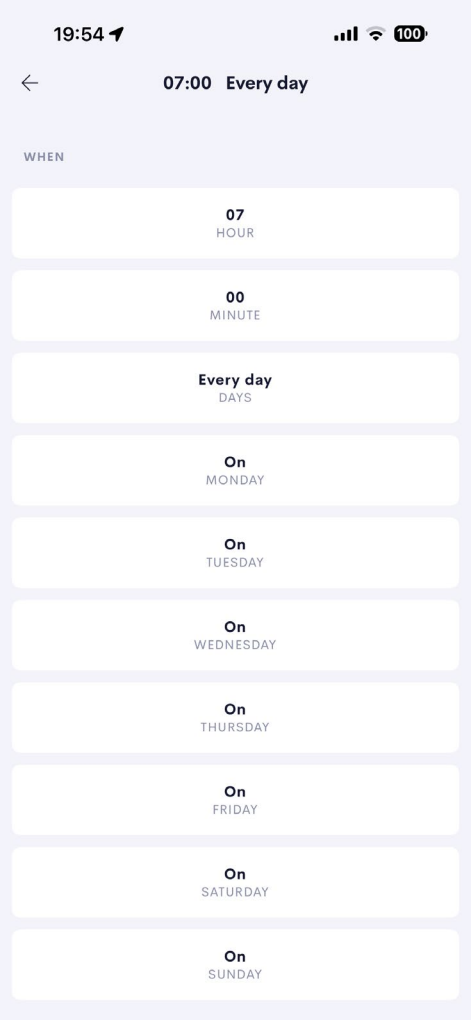


The zone's schedule — each row shows its time, days and what it will do.

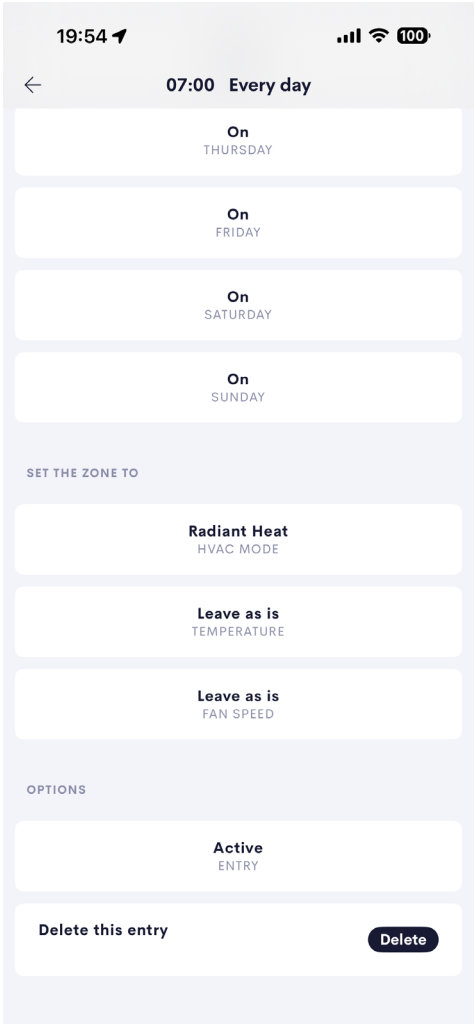
9.2 Tap **Edit** on an empty row to add an entry, or on an existing one to change it.

9.3 Set the **hour** and **minute**, then choose the **days** — either a shortcut (Every day, Weekdays, Weekend) or each day individually, so Monday-and-Wednesday is perfectly possible.

9.4 Choose what the zone should do: its **mode**, its **temperature**, and its **fan speed**. Any of these can be left at **Leave as is** — an entry that only changes the temperature will not disturb the mode.



When the entry runs — hour, minute, and a switch per day.



What it sets — mode, temperature and fan, each of which can be left alone.

9.5 Set **Entry** to **Active** to arm it, or **Paused** to keep it for later without running it. **Delete this entry** removes it.

> **Schedules follow the processor's clock** and are stored on the processor, so they survive a restart.
>
> **A missed entry still runs** if the processor was restarting when it was due, provided it was due within the last hour.

Settings reference

On the ClimateSync board:

Setting	What it does
ClimateSync Board (M1-M16)	Which board this is. Leave blank — the board reports its own rotary address (0 = M1 … 15 = M16). Fill it in only to override that, and then every board must differ. Changing it later re-pairs that board's zones as new devices.
Name for ‹mode›	Rename a mode for the whole board, e.g. Radiant Heat to UFH, or Fan-(On/Off) to Towel Radiator. Blank = the standard name.
Poll Interval (seconds)	How often the driver refreshes zone status (3–300). 10 is a good default.

On each zone (thermostat):

Setting	What it does
On/Off zone (fan or pump)	Draws the zone as a single On/Off control with no temperature, mode or fan speed, and runs it in Fan mode. For extractor fans, pumps and towel rails.
Name for the On/Off control	What that control is called, e.g. Bathroom Fan. Blank = the zone's own name.
Temperature list instead of dial	Draws a list of temperatures rather than the climate dial. Off by default — the dial copes with the full range, hot water included.
Offer ‹mode›	Tick only the modes this zone can actually run. Unticked modes are hidden from the zone's mode list.
Offer fan ‹speed›	Tick only the fan speeds this zone supports.
Name for ‹mode›	Rename a mode for this zone only, overriding the board's name. Blank = use the board's name.

Not a setting: each zone's temperature limits are read from the board itself, so a hot-water zone offers 5–80 °C and a room zone 5–35 °C with nothing to configure. Change them on the ClimateSync (zone parameters x35 and x36) and the driver follows.

Troubleshooting

If…	Then…
Tenways is not in the manufacturer list	The processor hasn't installed the driver yet. Confirm ClimateSyncPlatform.pkg is in /user/ThirdPartyDrivers/Import, then restart the processor — the Import folder is only read at start-up.
The board is offline, or no zones	Check the board's IP address and that TCP port 10102 is reachable.

appear	The board accepts up to 4 connections, so another controller does not block it.
A zone paired as “Zone 3” instead of its name	It had no name on the ClimateSync when it was paired, and Crestron Home fixes a device's name at that moment. Name it on the board, then remove and re-add the zone.
A controller is online but shows 0 Items	Its address clashes with another board — typically a new unit still on rotary address 0, announcing itself as M1 next to the existing M1. Give it an unused address, or set ClimateSync Board by hand, and restart the processor.
An ON/OFF (fan only) zone never appears	Fixed in 1.0000.0029. Such a zone has no room sensor, so its status never changes and older builds only looked at zones that changed. Update the driver.
A second board's zones do not appear	Leave ClimateSync Board blank on both so each reports its own address; if you set labels by hand, make them different. Do not copy the .pkg again — add another ClimateSync controller instead.
A single zone shows offline	The board is reporting that zone as “not in use,” or the link to the board dropped.
A hot-water zone won't go above 35 °C	It was paired before the board reported its limits. Remove the zone and add it again — it will come back with its real 5–80 °C range.
A mode you renamed is missing	Check that zone's Offer ‹mode› tick box — renaming and hiding are separate settings.
A schedule entry did not run	Check the entry is Active rather than Paused, that today is ticked in its days, and that the zone is online.
Nothing scrolls with the mouse wheel	Click and drag the list instead (as you would swipe on a touch screen).
A room name is rejected	Keep room names to 32 characters or fewer.

Compatibility

The single **ClimateSyncPlatform.pkg** file is built to run on the Crestron Home version it was verified on and **every newer release**, on any 4-Series Crestron Home processor. Use the same file for every installation — there is nothing to change per site.