

# sinopé

## Calypso<sup>o</sup>

Smart Water Heater Controller

# Installation guide

RM3500WF



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# Included in the box

Inside the box, you will find:



RM3500WF Water Heater Controller  
1 1/2" steel lock nut, NPSM threaded



1 X AC3500-01  
temperature sensor



1 X Alcohol pad



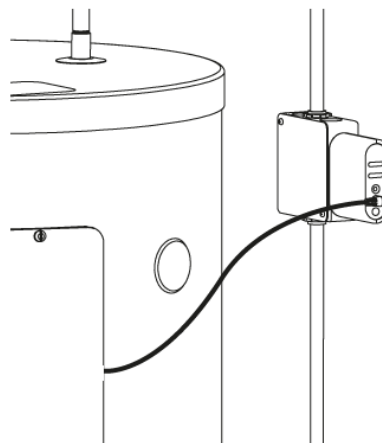
3 x wire connectors



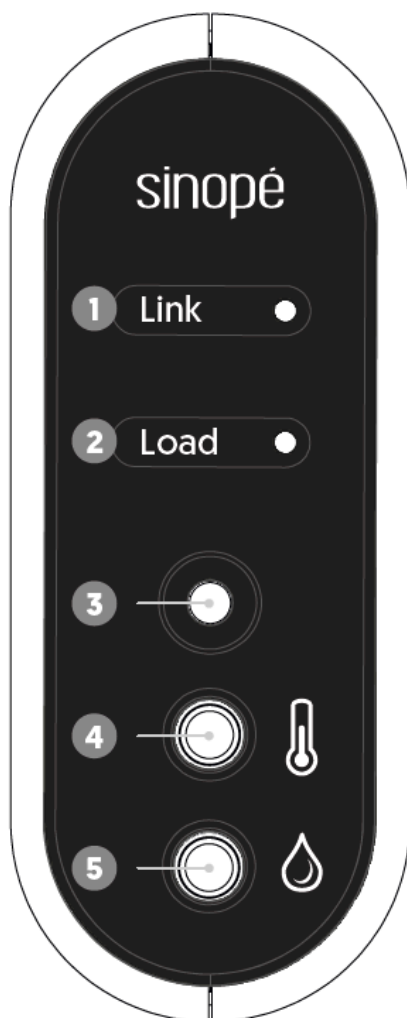
Welcome guide

## Hardware required for installation

- 1 standard utility electrical wiring box  
- with conduit knockouts, 4" x 4" x  
1-1/2" deep
- 1 electrical box cover
- 2 wire clamps



# Your Calypso Water Heater Controller



- 1 “Link” Indicator**  
The indicator lights up when the controller is connected to the network.
- 2 “Load” Indicator**  
The indicator lights up when power is applied to the water heater.
- 3 ON / OFF Button**
- 4 Temperature Probe Port**  
This temperature sensor guarantees maximum comfort and a minimum temperature threshold during your power utility’s peak management events and your programmed events.\*
- 5 Water Detection Cable Port**  
The optional water detection cable detects potential leaks and sends an alert on your mobile.

\* Neviweb account and Éco Sinopé participation required.

# Technical specifications

<b>Operating voltage</b>	240 Vac, 60 Hz
<b>Maximum load</b>	20.8 A @ 240 V
<b>Operating temperature</b>	0 °C to 40 °C (32 °F to 104 °F)
<b>Storage</b>	-20 °C to 50 °C (-4 °F to 122 °F)
<b>Installation</b>	Indoor installation only.
<b>Commutation</b>	Single-pole latching relay
<b>Dimensions (W x H x D) RM3500WF water heater controller</b>	34 mm (1.34 in) x 76.2 mm (3.38 in) x 70.1 mm (2.76 in)
<b>Communication</b>	Protocol: Wi-Fi Standard: IEEE 802.11 b/g/n Frequency: 2.4 GHz Encryption key: WPA2
<b>Communication module</b>	IC: 21098-ESPWROOM32 FCC ID: 2AC7Z-ESPWROOM32
<b>Certifications</b>	Conforms to ANSI/UL Std. 916 Certified under CAN/CSA Std. C22.2 No205 FCC CFR 47 Title 15 Class B CAN ICES-3(B)/NMB-3(B)
<b>Warranty</b>	3 years

## Important note

If your water heater has been turned off for several days, it is recommended to wait until the water temperature reaches 55 °C (131 °F) for a minimum of 4 hours. Then, let the hot water run for a few minutes before using it.

# Installation of your controller

## Warnings

The installation of this water heater controller must be performed by a **certified electrician** and comply with the national and local electrical codes and regulations.

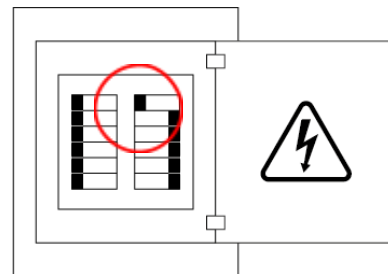
The Smart Water Heater Controller is designed for **indoor use only**.

## Installing your water controller on a water heater

1

### Turn off the power.

Before beginning installation, ensure the circuit of your water heater is powered off at the electrical panel to avoid any risk of electrical shock.



2

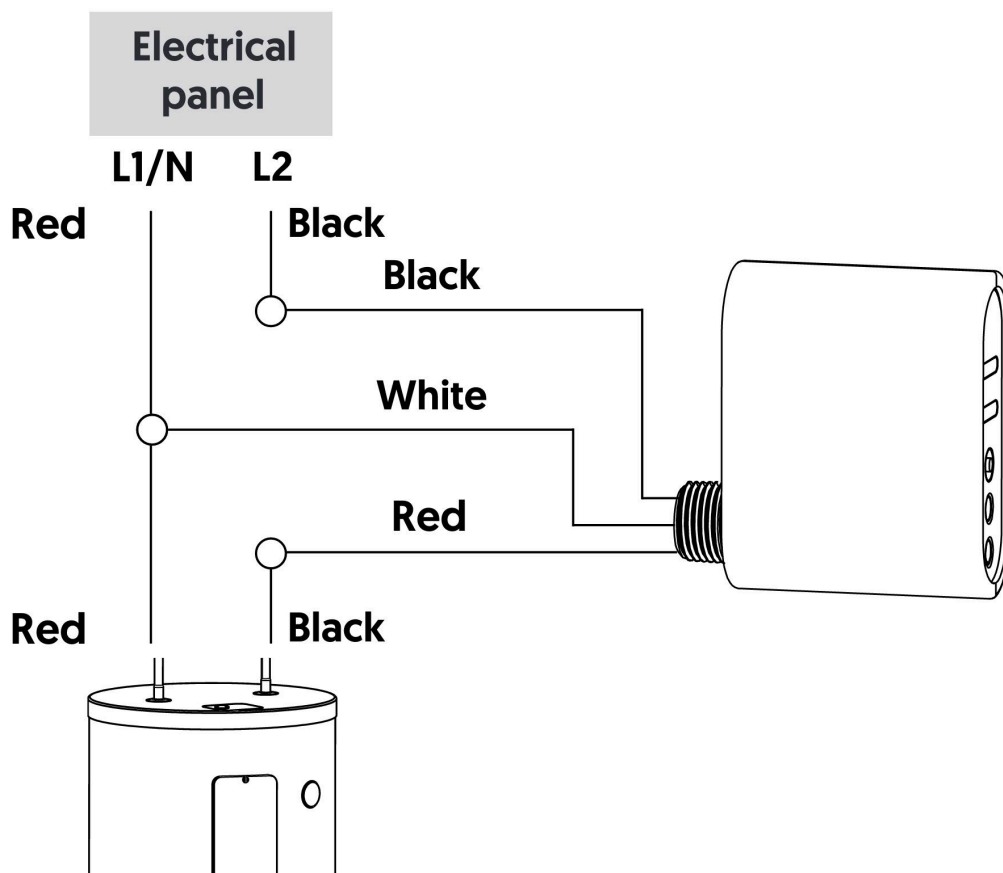
**Insert the water heater wire (load) and the power wire (line)** into the electrical box and secure them with wire clamps.

**Install an electrical box ground wire** to the water heater ground screw.

## 240 V installation

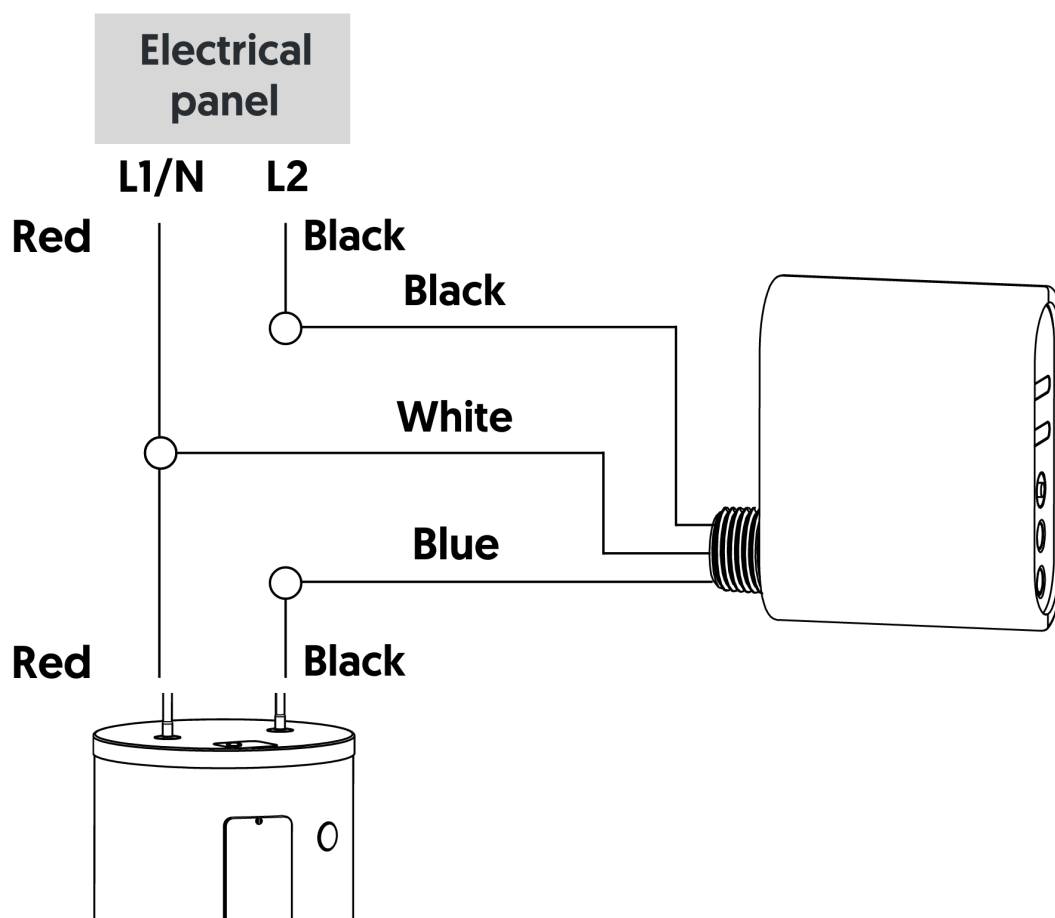
### RM3500WF model (red wire)

- A. Connect the **controller's red wire** to the **water heater's black wire** using one of the wire connectors provided.
- B. Connect the **controller's white wire** to both the **electrical panel L1/N** and water heater **red wires** with a wire connector.
- C. Connect the **controller's black wire** to the **electrical panel L2 black wire** with the remaining wire connector.



## RM3500WFB model (blue wire)

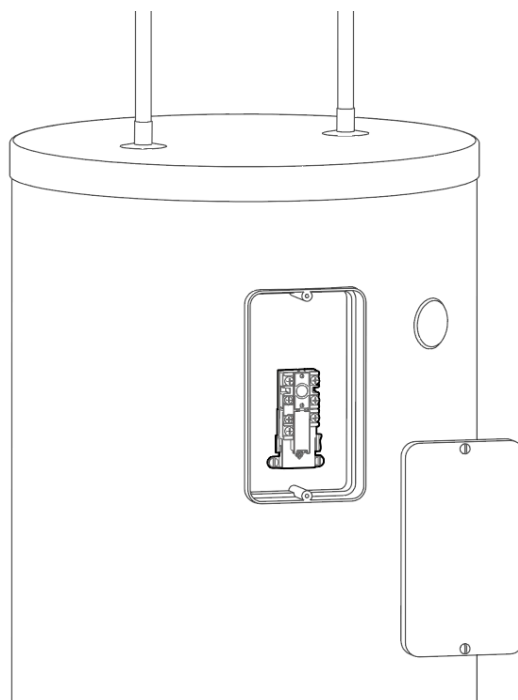
- A. Connect the **controller's blue wire** to the **water heater's black wire** using one of the wire connectors provided.
- B. Connect the **controller's white wire** to both the **electrical panel L1/N** and water heater **red wires** with a wire connector.
- C. Connect the **controller's black wire** to the **electrical panel L2 black wire** with the remaining wire connector.



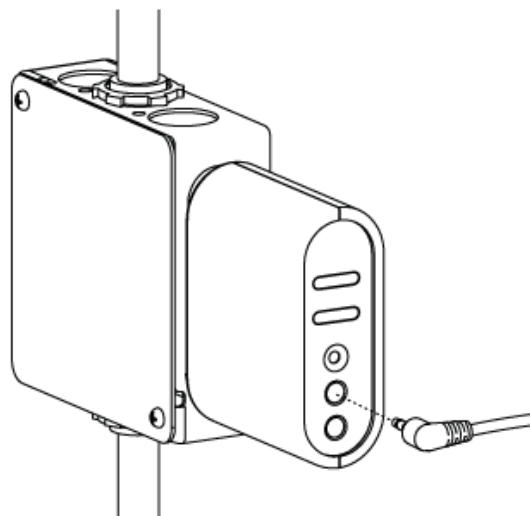


# Installing the AC3500-01 temperature probe

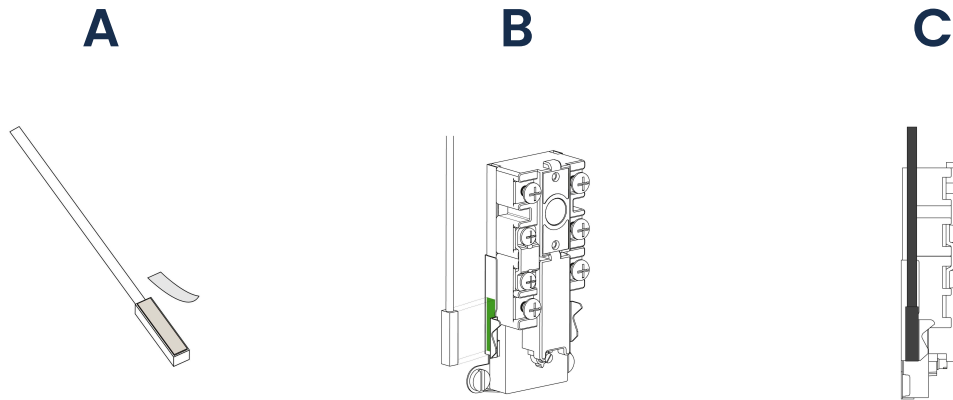
- 1** Unscrew and remove the door plate located at the top of the water heater.



- 2** Insert the temperature probe into the controller's dedicated port.



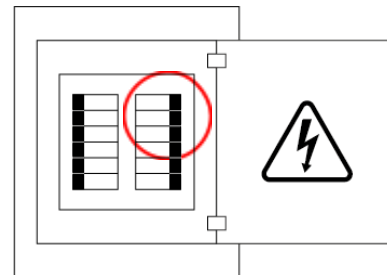
- 3** Remove the sticker liner from the end of the probe and affix it to one side of the water heater's thermostat, as illustrated.



**Note:** Clean the side of the thermostat with the isopropyl alcohol pad before affixing the probe.

- 4** Make sure to adjust the water heater's temperature between 55°C (131°F) and 60°C (140°F) to use the controller during your power utility's peak management events.

- 5** Power up the controller

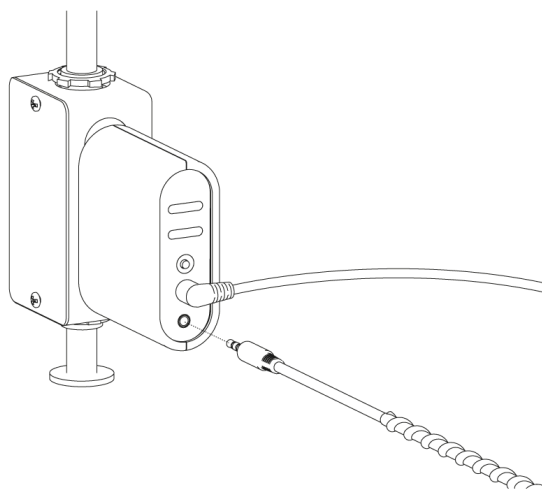


- 6** Press the '**ON/OFF**' button to activate the controller.

# Installing the optional AC4200-02 water detection cable

You can add a water detection cable to the water heater controller to receive an alert when a leak is detected.

- 1** Plug the water detection cable into the controller's water detection cable port.



- 2** Position the water detection cable at the base of the water heater and secure its position with the provided fasteners.

# Configuration with the Sinopé Neviweb app


The Sinopé Neviweb app enables you to access all the features of your smart water heater controller.

1. If you don't have an account yet, download the Sinopé Neviweb app on your smartphone to complete the setup of your water heater controller.




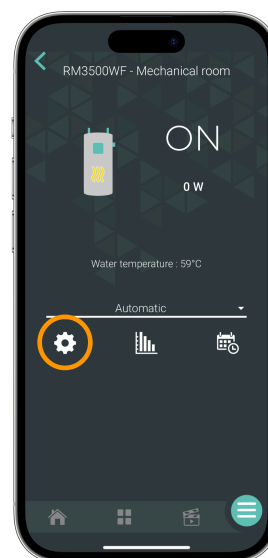
Get the app



2. Tap , then select "Add Device."
3. Follow the steps in the installation wizard.

## Settings Configuration

Tap on the settings icon  to access the device settings. Continue configuring your system preferences in the various configuration menus.



# Settings

## Configuration

Default value in **bold**.

Settings	Description	Options
<b>Tank size</b>	Allows you to select the size of the hot water tank.	<b>Not defined</b> 40 Gal 50 Gal 60 Gal 80 Gal
<b>Low water temperature protection</b>	Your RM3500WF will restart your water heater if the water temperature reported by the sensor matches the minimum temperature threshold you have selected.	<b>45 °C</b> 46 °C 47 °C 48 °C 49 °C 50 °C 51 °C 52 °C 53 °C 54 °C 55 °C OFF
<b>Load connected (watts)</b>	The wattage featured in the field corresponds to the electrical load connected to the device. This value is automatically read and is used to assess energy consumption.	

# LED indicators status

## Load – RM3500WF (red wire)

Status	Link Indicator	Load Indicator
Load is ON	N/A	Red
Load is OFF	N/A	N/A
Startup	Solid green – 4 seconds	Solid red – 4 seconds

## Load – RM3500WFB (blue wire)

Status	Link Indicator	Load Indicator
Load is ON	N/A	Green
Load is OFF	N/A	N/A
Startup	Solid green – 4 seconds	Solid Green – 4 seconds

## Connection

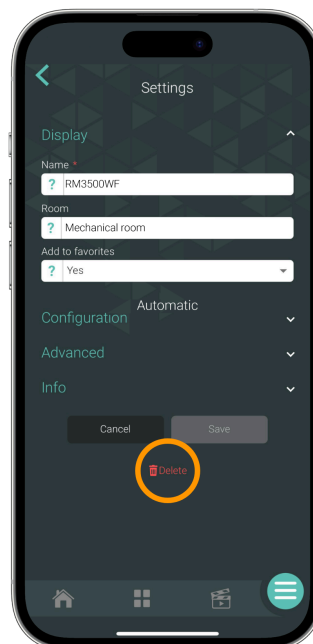
Status	Link Indicator	Load Indicator
Opening Access Point (Connecting)	Pulsing green	N/A
Wi-Fi Connection – Successful	Solid green	N/A
Wi-Fi Connection – Failed or Timed Out	Solid red – 10 seconds	N/A

## DR events

Status	Link Indicator	Load Indicator
Active DR Event	Flashes Green (2 sec ON / 2 sec OFF)	N/A

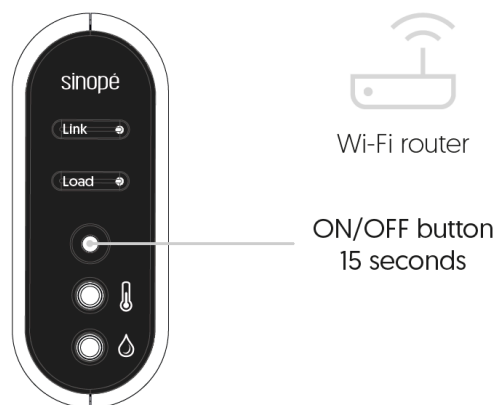
# Removing your water heater controller from the Sinopé Neviweb app

To remove your water heater controller from the Sinopé Neviweb app, select '**Delete**' in the water heater controller's settings.



# Disconnecting your water heater controller from the Wi-Fi router

To disconnect your water heater controller from the Wi-Fi router, press and hold the ON/OFF button for 15 seconds.



# Troubleshooting and support

If you encounter any difficulties installing or operating the water heater controller, the Sinopé Neviweb application, or connecting to other platforms, we invite you to consult Sinopé's support website at <https://support.sinopetech.com/en/>.

The technical support team will be happy to assist you.

**Call us at :**

1 (855) 741-7701

**Write to us at:**

[support@sinopetech.com](mailto:support@sinopetech.com)

**Find us at :**

705, Montrichard Avenue  
Saint-Jean-sur-Richelieu  
Quebec, Canada (J2X 5K8)

**Opening hours :**

Monday to Friday - 8:00 am to 4:30 pm (EST)  
Saturday & Sunday - Closed



## 3-year Limited Warranty

SINOPE TECHNOLOGIES INC. ("Sinopé") warrants the components of their products against defects in material and workmanship for a 3-year period from the date of purchase, under normal use and service, when proof of purchase of such is provided to the manufacturer. If, at any time during the warranty period, the product is determined to be defective, SINOPE TECHNOLOGIES INC. will replace it. This warranty does not cover any transportation costs that may be incurred by the consumer. Nor does it cover a product that has been improperly installed, misused, or accidentally damaged. The obligation of SINOPE TECHNOLOGIES INC., under the terms of this warranty, will be to supply a new unit, and this releases the manufacturer from paying the installation costs or other secondary charges linked to replacing the unit or the components. The manufacturer shall not be liable for incidental, consequential, or special damages arising at or in connection with product use or performance.

Controlling this HomeKit-enabled accessory automatically and away from home requires a HomePod, Apple TV, or iPad set up as a home hub. It is recommended that you update to the latest software and operating system. Use of the Works with Apple badge means that an accessory has been designed to work specifically with the technology identified in the badge and has been certified by the developer to meet Apple performance standards. Apple is not responsible for the operation of this device or its compliance with safety and regulatory standards. HomeKit is a trademark of Apple Inc.

Neviweb® is a registered trademark of Sinopé Technologies Inc. in Canada and the United States.

Apple and the Apple logo are trademarks of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc., registered in the U.S. and other countries.

Google Play and the Google Play logo are trademarks of Google Inc.

The Wi-Fi CERTIFIED™ Logo is a certification mark of Wi-Fi Alliance®.

## ISED Canada compliance statement

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

- This device may not cause interference.
- This device must accept any interference, including interference that may cause undesired operation of the device.

## FCC compliance statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses and can radiate radio frequency energy, and if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment OFF and ON, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.