

sinopé

Calypso

Smart Water Heater Controller

# Installation guide

RM3510WF



# Table of contents

<b>Table of contents.....</b>	<b>2</b>
<b>Included in the box.....</b>	<b>3</b>
<b>Tools required.....</b>	<b>3</b>
<b>Your Calypso Water Heater Controller.....</b>	<b>4</b>
<b>Technical specifications.....</b>	<b>5</b>
<b>Installation of your controller.....</b>	<b>6</b>
Warnings.....	6
Installing your water controller on a water heater.....	6
Installing the AC3500-01 temperature probe.....	9
Installing the optional AC4200-02 water detection cable.....	11
Configuration with the Sinopé Neviweb app.....	12
LED indicators status.....	13
Load.....	13
Connection.....	13
DR events.....	13
Other.....	13
Settings.....	14
Configuration.....	14
Removing your water heater controller from the Sinopé Neviweb app.....	15
Disconnecting your water heater controller from the Wi-Fi router.....	15
<b>Troubleshooting and support.....</b>	<b>16</b>
<b>3-year Limited Warranty.....</b>	<b>17</b>
ISED Canada compliance statement.....	18
FCC compliance statement.....	18

# Included in the box

Inside the box, you will find:



RM3510WF Water Heater Controller  
2 x ½" zinc alloy connectors



AC3500-01  
temperature sensor



Alcohol pad

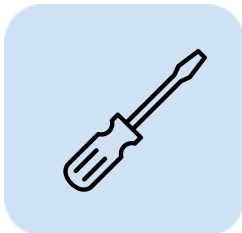


2 screws  
2 anchors



Welcome guide

# Tools required



Square (Robertson) or flat screwdriver



Wire stripper



Pliers (optional)

# Your Calypso Water Heater Controller



## 1 Link Indicator / Button

The indicator lights up when the controller is connected to the network.

## 2 Power Indicator / Button

The indicator lights up when power is applied to the water heater.

## 3 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.\*

## 4 Water Detection Cable Port

The optional water detection cable detects potential leaks and sends an alert to your mobile.

\* Neviweb account and Éco Sinopé participation required.

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# Technical specifications

<b>Maximum wire gauge</b>	10 AWG
<b>Operating voltage</b>	120/208/240Vac, 60 Hz
<b>Maximum load</b>	20.8 A @ 240 V 20.8 A @ 120 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) RM3510WF water heater controller</b>	149.2 mm (5.87 in) x 91.3 mm (3.59 in) x 47.3 mm (1.86 in)
<b>Communication</b>	Protocol: Wi-Fi Standard: IEEE 802.11 b/g/n/ax Frequency: 2.4 GHz Encryption key: WPA2
<b>Communication module</b>	IC: 21098-ESPC6WROOM1 FCC ID: 2AC7Z-ESPC6WROOM321
<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 off for several days, wait until the water temperature reaches 55 °C (131 °F) for at least 4 hours. Then, let the hot water run for a few minutes before using it.

# Installation of your controller

## Warnings

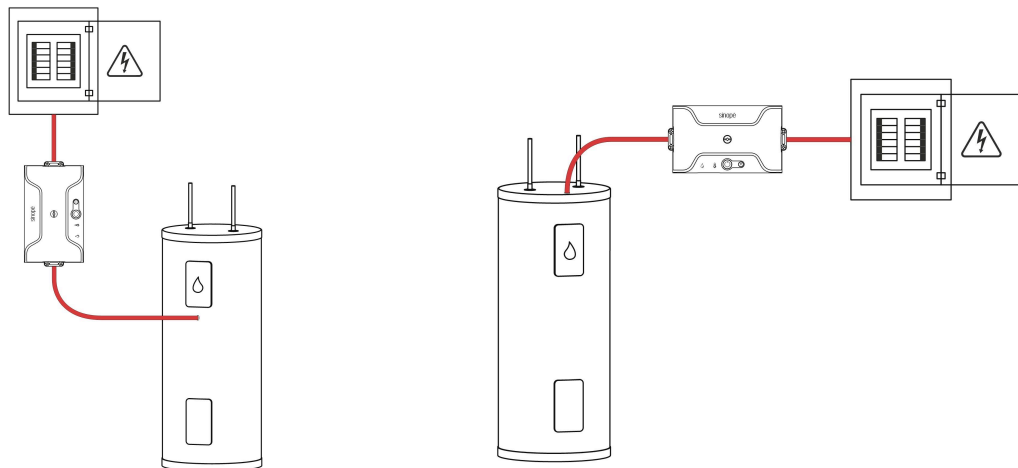
The installation of this water heater controller must be performed by a **certified electrician** and comply with the national and local electrical codes and regulations.

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

## Installing your water controller on a water heater

### Note

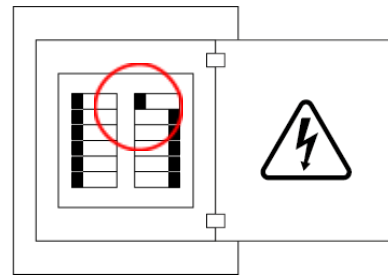
Your water heater controller can be installed either vertically or horizontally.



1

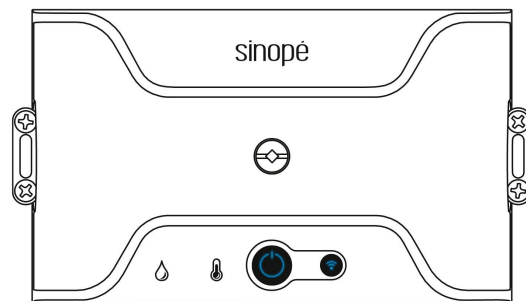
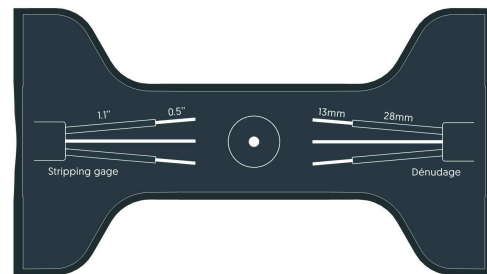
**Turn off the power.**

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



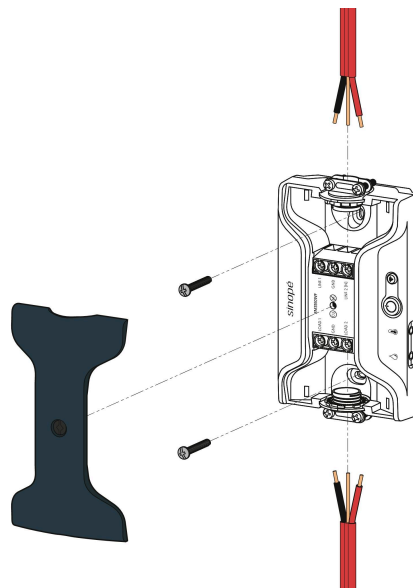
2

**Unlock** the cover of your water heater controller and **remove it**.



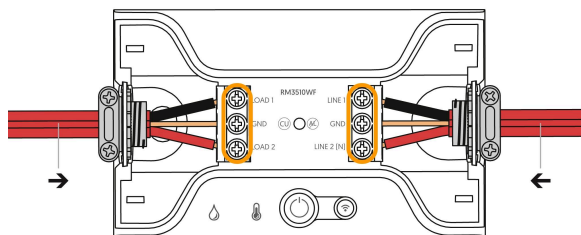
- 3** **Cut and strip the wires** as needed, following the dimensions shown on the inside of the controller cover.

**Mount the controller** to the wall.



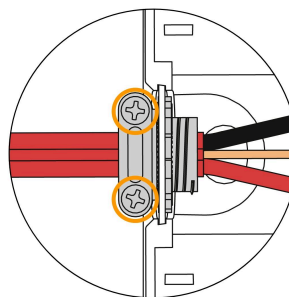
- 4** **Insert the water heater wire (load) and the power wire (line)** in their terminal blocks and **tighten them firmly** for a secure connection.

⚠ A poorly secured connection may present a **fire hazard**.



- 5** **Secure the cables** using the **cable clamps**.

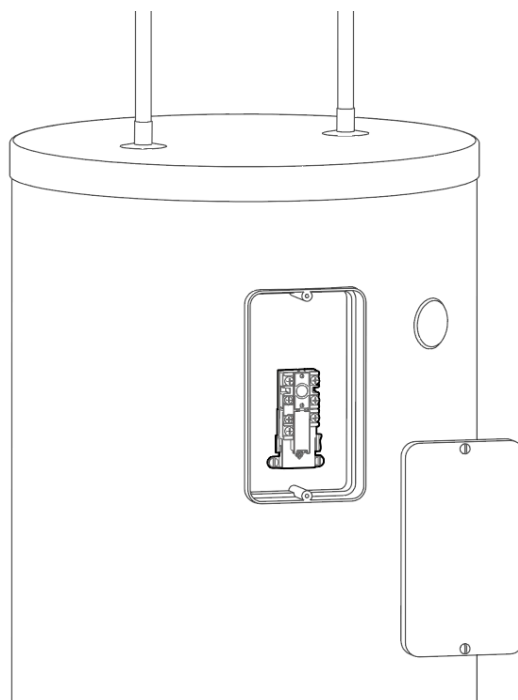
The clamps must be tightened over the **outer insulation** of the cable.



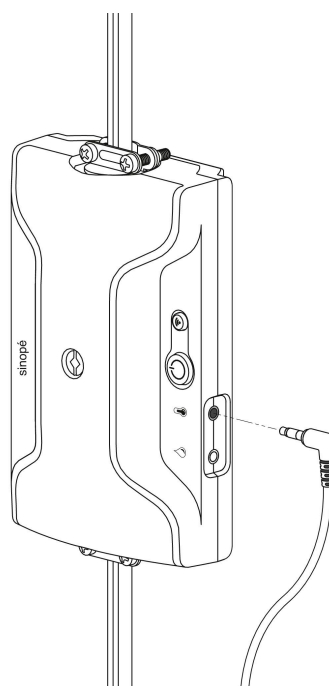


# Installing the AC3500-01 temperature probe

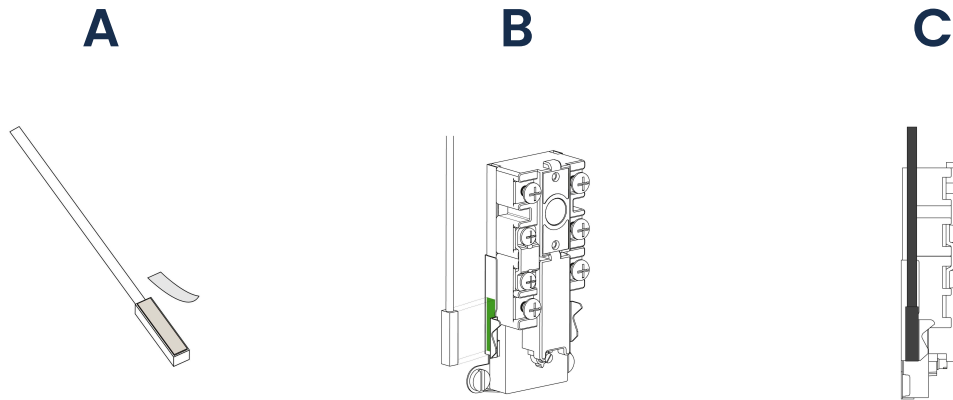
- 1 Unscrew and remove the door plate located at the top of the water heater.



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



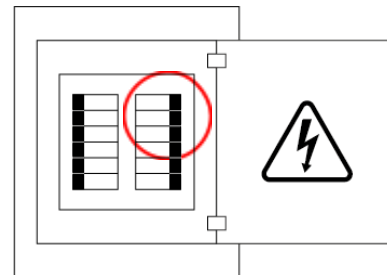
- 3** Remove the adhesive liner from the end of the probe and affix it to either side of the water heater's thermostat, as illustrated.



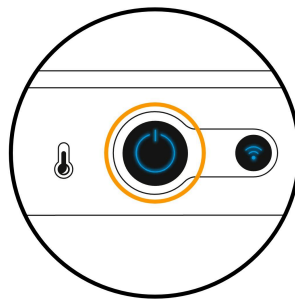
**Note:** Clean the side of the thermostat with isopropyl alcohol before affixing the probe.

- 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



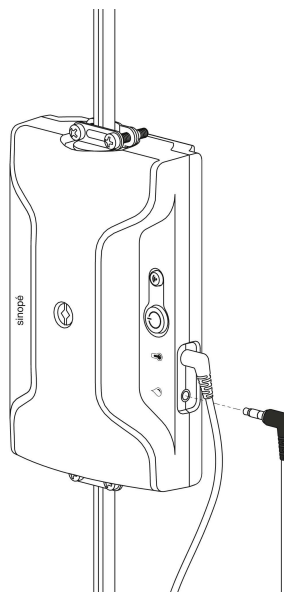
- 6** Press the **'Power' button** to activate the controller.



## 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 lets you 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.




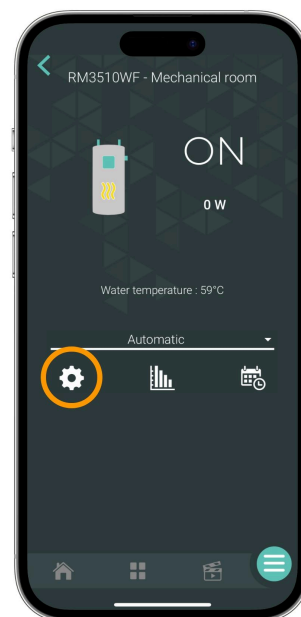
Get the app



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

## Settings Configuration

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



# LED indicators status

## Load

Status	Power	Link Indicator
Load is ON	Blue	N/A
Load is OFF	N/A	N/A
Startup	Solid White – 4 seconds	Solid white – 4 seconds

## Connection

Status	Power	Link Indicator
Opening Access Point (Connecting)	N/A	Slow-pulsing blue
Wi-Fi Connection – Successful	N/A	Solid blue
Wi-Fi Connection – Failed or Timed Out	N/A	Pulsing red – 10 seconds
Wi-Fi Connection – Unable to connect to server (previously connected)	N/A	Solid red

## DR events

Status	Power	Link Indicator
Active DR Event	Slow pulsing Green	N/A

## Other

Status	Power	Link Indicator
High-Temperature Protection active (Thermal cut-off, product OFF)	Pulsing Red	N/A
Manual OFF attempt during active protection	Red – 3 flashes	N/A
HomeKit Identification	N/A	Pulsing white – 500 ms

Status	Power	Link Indicator
Overcurrent Protection	Flashes Red (1 sec ON / 1 sec OFF)	N/A

## Settings

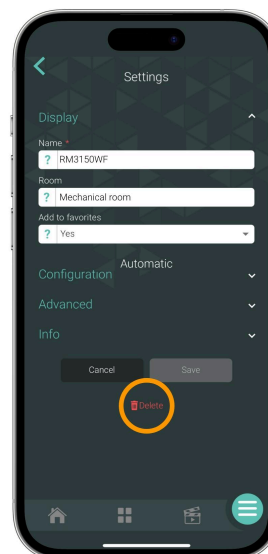
### Configuration

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 RM3510WF 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.	

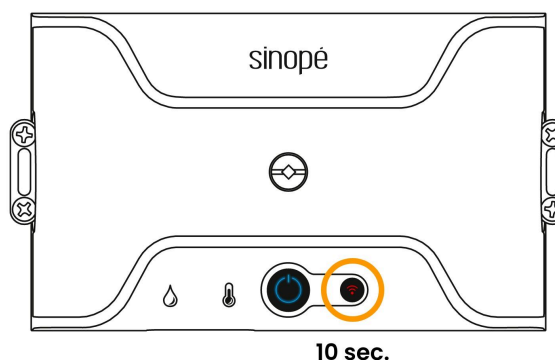
# Removing your water heater controller from the Sinopé Neviweb app

To remove your water heater controller from the Sinopé Neviweb app, press **Delete** in the water heater controller 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  button for 10 seconds. The LED will change color to red for 3 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. SINOPE TECHNOLOGIES INC. is not required to provide replacement parts or repair services after the warranty period expires.

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.