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Calypso

Smart Water Heater Controller V2

Installation guide

RM3510WF

Table of contents

Included in the box

Inside the box, you will find:

RM3510WF Water Heater Controller
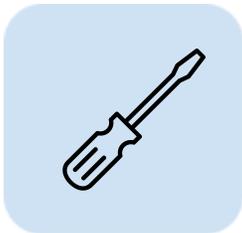2 x ½" zinc alloy connectors

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.

Link Indicator / Button	The indicator lights up when the controller is connected to the network.
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* Sinopé Neviweb account and Éco Sinopé participation required.

Technical specifications

Maximum wire gauge	10 AWG
Operating voltage	120/208/240Vac, 60 Hz
Maximum load	20.8 A @ 240 V 20.8 A @ 120 V
Operating temperature	0 °C to 40 °C (32 °F to 104 °F)
Storage	-20 °C to 50 °C (-4 °F to 122 °F)
Installation	Indoor installation only.
Commutation	Single-pole latching relay
Dimensions (W x H x D) RM3510WF water heater controller	149.2 mm (5.87 in) x 91.3 mm (3.59 in) x 47.3 mm (1.86 in)
Communication	Protocol: Wi-Fi Standard: IEEE 802.11 b/g/n/ax Frequency: 2.4 GHz Encryption key: WPA2
Communication module	IC: 21098-ESPC6WROOM1 FCC ID: 2AC7Z-ESPC6WROOM321
Certifications	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)
Warranty	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.

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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
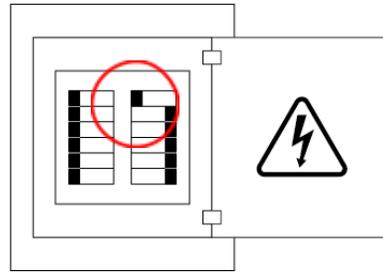
Note
Your water heater controller can be installed either vertically or horizontally.
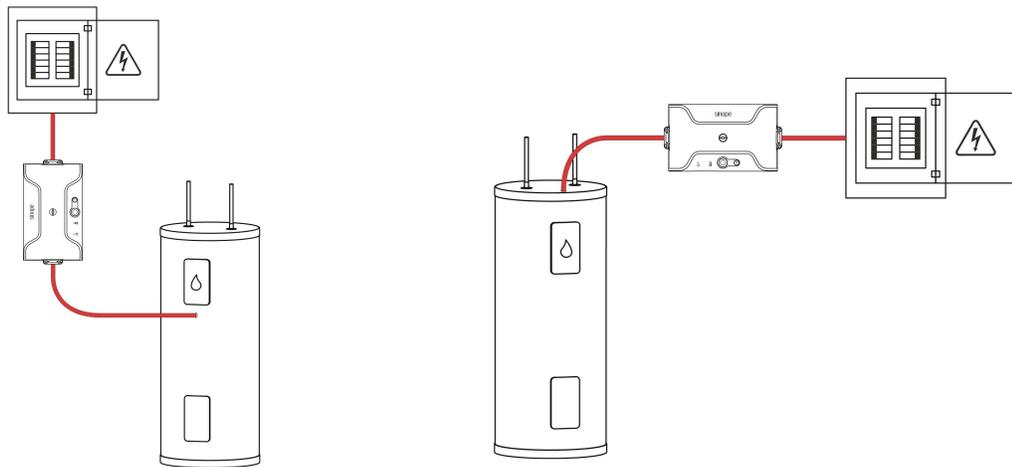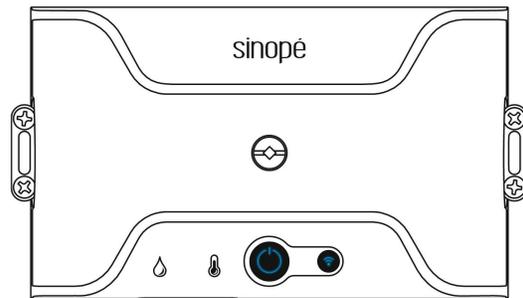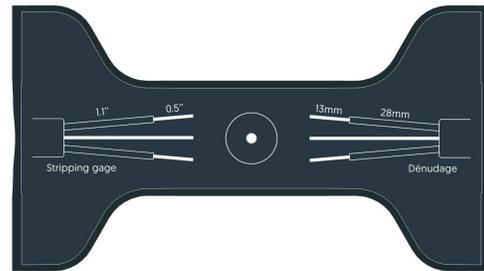
1 **Turn off the power.**

Before beginning installation, ensure that the water heater circuit is powered off at the electrical panel to avoid any risk of electrical shock.
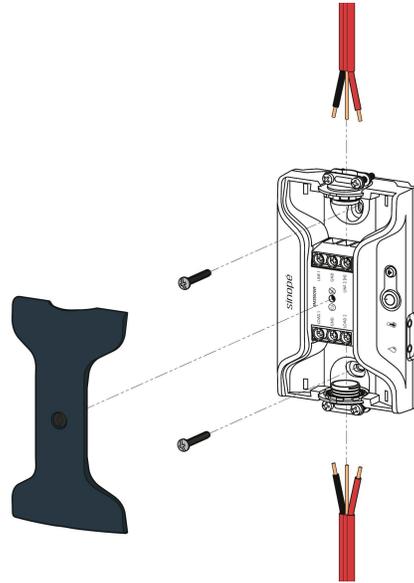
2 **Unlock** the cover of your water heater controller and **remove it**.

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**.
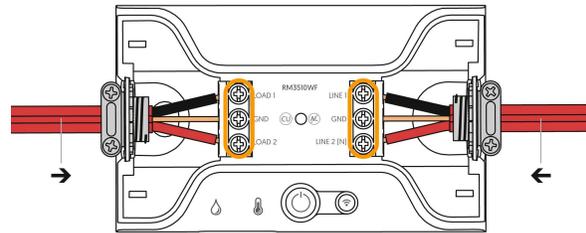
5

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

The clamps must be tightened over the **outer insulation** of the cable.
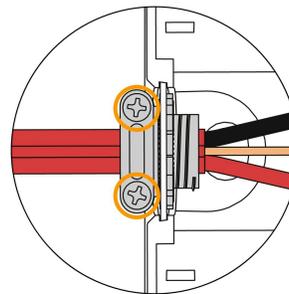
Installing the AC3500-01 temperature probe

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.

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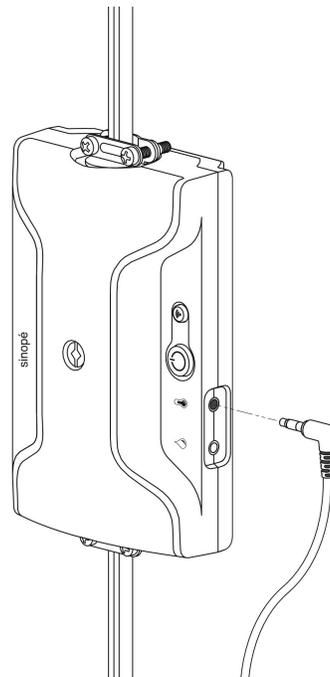
3   Remove the adhesive liner from the end of the probe and affix it to either side of the water heater's thermostat, as illustrated.
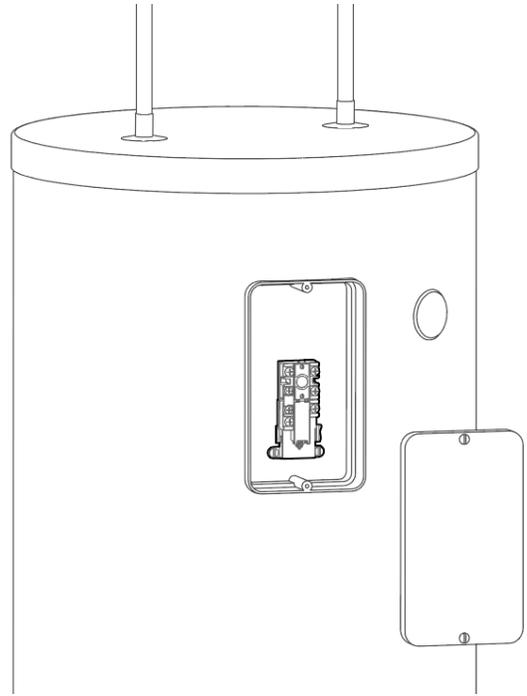
A   **B**   **C**
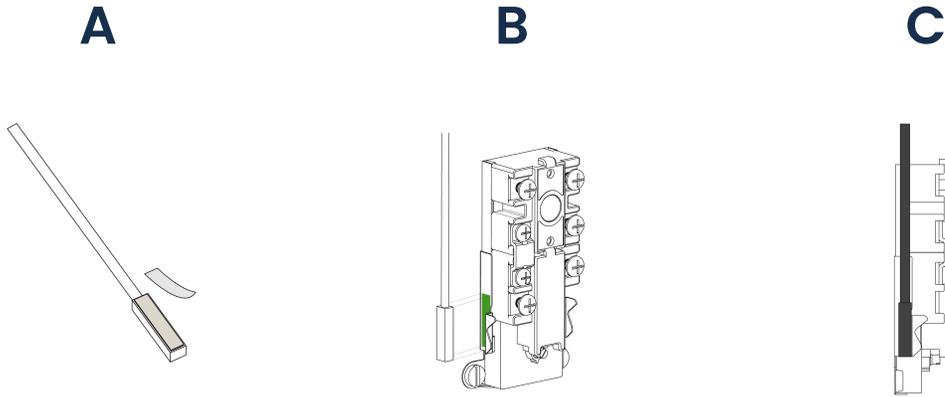
> **Note:** Clean the side of the thermostat with isopropyl alcohol before affixing the probe.

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
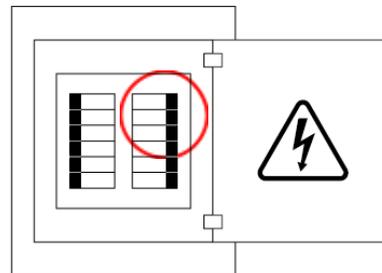
6   Press the **'Power' button** to activate the controller.
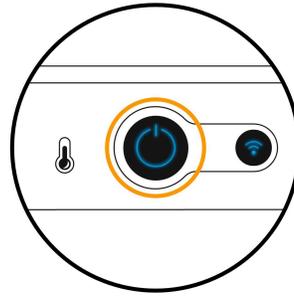
Installing the optional AC4200-02 water detection cable

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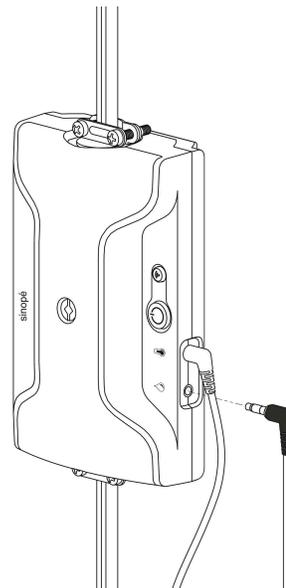
2   Position the water detection cable at the base of the water heater and secure its position with the provided fasteners.

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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
Overcurrent Protection	Flashes Red (1 sec ON / 1 sec OFF)	N/A

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Settings

Configuration

Default value in **bold**.

Settings	Description	Options
Tank size	Allows you to select the size of the hot water tank.	**Not defined** 40 Gal 50 Gal 60 Gal 80 Gal
Low water temperature protection	Your RM3510WF will restart your water heater if the water temperature reported by the sensor matches the minimum temperature threshold you have selected.	**45 ºC** 46 ºC 47 ºC 48 ºC 49 ºC 50 ºC 51 ºC 52 ºC 53 ºC 54 ºC 55 ºC OFF
Load connected (watts)	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

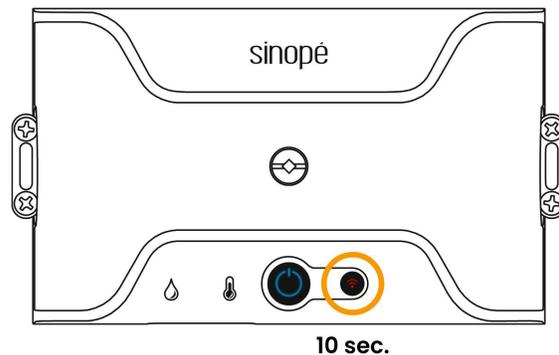To remove your water heater controller from the Sinopé Neviweb app, press **Delete** in the water heater controller settings.
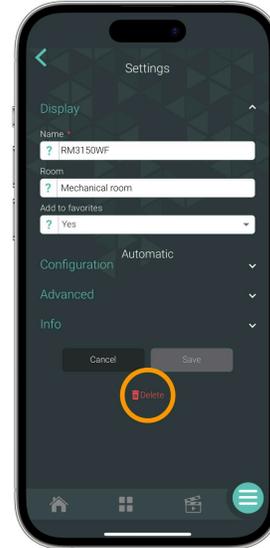
Disconnecting your water heater controller from the Wi-Fi router

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.

10 sec.

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

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

SINOPÉ 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, SINOPÉ 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 SINOPÉ 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. SINOPÉ TECHNOLOGIES INC. is not required to provide replacement parts or repair services after the warranty period expires.

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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.