

sinopé

Ductless Heat Pump Interface

# Installation guide

HP6000WF-TCL



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# Included in the box

Inside the box, you will find:

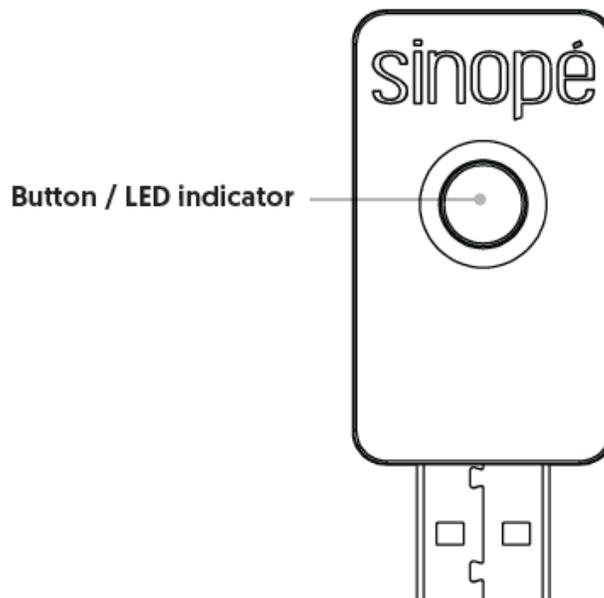


HP6000WF-TCL Ductless Heat Pump Interface



Welcome Guide

## Your HP6000WF-TCL ductless heat pump interface



# Technical specifications

<b>Operating temperature</b>	0 °C to 40 °C (32 °F to 104 °F)
<b>Storage temperature</b>	-20 °C to 50 °C (-4 °F to 122 °F)
<b>Dimensions (L x H x D)</b>	23.01 mm (0.91 in) × 52.81 mm (2.08 in) × 8.00 mm (0.32 in)
<b>Communication</b>	Protocol: Wi-Fi Standard: IEEE 802.11 b/g/n Frequency: 2.4 GHz Encryption Key: WPA2
<b>Transmitter module</b>	IC: 21098-ESPC6WROOM FCC ID: 2AC7Z-ESPC6WROOM1
<b>Certifications</b>	Complies with ANSI/UL 916 standard Certified under CAN/CSA C22.2 No. 205. FCC CFR 47 Title 15 Class B CAN ICES-3(B)/NMB-3(B)
<b>Warranty</b>	3 years

## Warnings

Installation of the ductless heat pump interface must be performed by a **qualified professional**. Improper installation may result in injury and/or property damage.

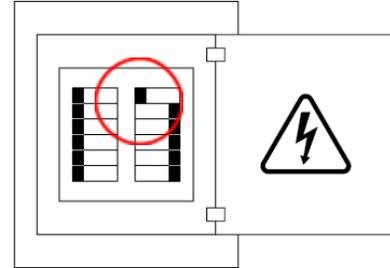
Before starting the installation, **turn off the ductless heat pump breaker at the electrical panel** to avoid the risk of electric shock.

# Installing the interface

1

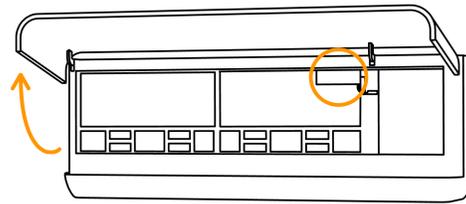
## Turn off the power.

Before installing the ductless heat pump interface, make sure to **turn off the breaker at the electrical panel** to avoid the risk of electric shock.



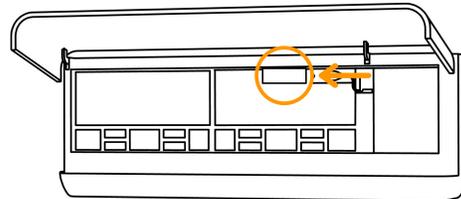
2

**Open the front panel** of the wall unit, then locate the USB port cover.

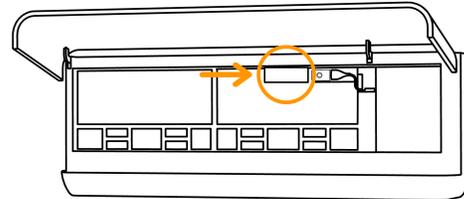
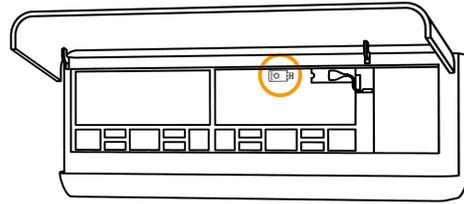


3

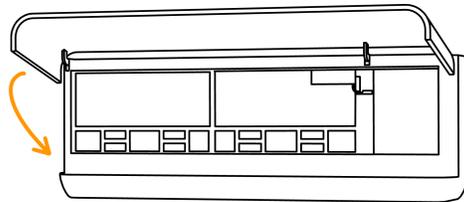
**Lift the tab** located behind the USB port cover, then **slide the cover to the left** to remove it.



- 4** Insert the interface into the designated port, then put the USB port cover back in place.



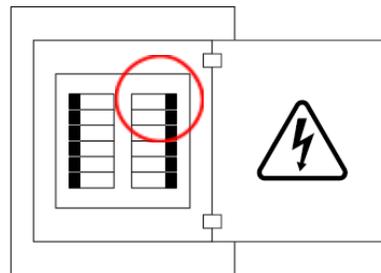
- 5** Close the wall unit's cover.



- 6** Restore power

Switch the **circuit breaker back to ON** to power the ductless heat pump unit and the interface.

Your device is now ready to be configured.



# Configuration with the Sinopé Neviweb app

The Sinopé Neviweb app gives you access to all the features of your ductless heat pump interface.

1. If you don't already have an account, download the **Sinopé Neviweb app** on your mobile device to complete the interface setup.



Get the app



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

## Configuring settings

Tap the **Settings icon**  to access the device settings. Continue configuring your system preferences through the various configuration menus.



# Settings

## Configuration

Default values are in **bold**

Settings	Description	Options
<b>Min. outdoor operating temperature of the heat pump</b>	The minimum outdoor operating temperature of the heat pump.	- 5 °C to -30 °C / 23 °F to -22 °F <b>Disabled</b>
<b>Ignore remote</b>	Ignore the device's remote control.	Yes <b>No</b>
<b>Max. setpoint</b>	The maximum setpoint temperature available for the heat pump.	16 °C to <b>31 °C</b> / 60 °F to <b>88 °F</b>
<b>Min. setpoint</b>	The minimum setpoint temperature available for the heat pump.	<b>16 °C</b> to 31 °C / <b>60 °F</b> to 88 °F
<b>Away heating setpoint</b>	The heating setpoint assigned to the heat pump when the network is in Away mode.	<b>16 °C</b> to 31 °C / <b>60 °F</b> to 88 °F
<b>Away cooling setpoint</b>	The cooling setpoint assigned to the heat pump when the network is in Away mode.	16 °C to 31 °C / 60 °F to 88 °F <b>Default: 27 °C / 81 °F</b>
<b>Ductless heat pump display</b>	Ductless heat pump display	<b>On</b> Off
<b>Audible alert</b>	Audible alert of the ductless heat pump	<b>On</b> Off

## Advanced

Default values are in **bold**

Settings	Description	Options
<b>Do not allow heating if the outside temperature is above</b>	The ductless heat pump heating will be locked out if the outdoor temperature rises above this threshold.	10 °C to 30 °C / 50 °F to 86 °F <b>Disabled</b>
<b>Do not allow air conditioning if the outside temperature is below</b>	The ductless heat pump cooling will be locked out if the outdoor temperature drops below this threshold.	0 °C to 30 °C / 50 °F to 86 °F <b>Disabled</b>

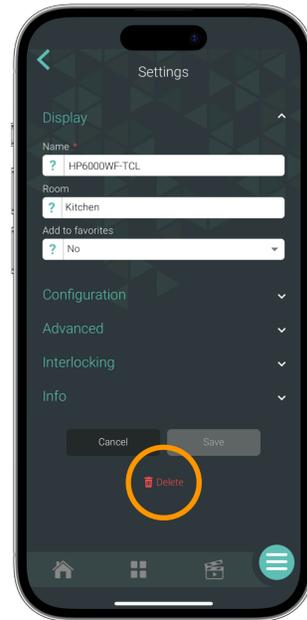
## Interlocking

Default values are in **bold**

Settings	Description	Options
<b>Interlocking</b>	<p>Interlocking prevents heating and cooling from operating simultaneously. The mode chosen for your heat pump will influence the status of the selected thermostats.</p> <p>If your heat pump is in cooling or auto mode, the thermostats will not be authorized to heat.</p> <p>*The devices you wish to interlock must be on the same Wi-Fi network to appear in the selection.</p>	<b>Disabled</b> Enabled

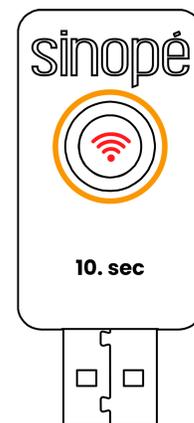
# Removing the Ductless Heat Pump Interface from the Sinopé Neviweb app

To remove your ductless heat pump interface from the Sinopé Neviweb app, tap **“Delete”** in the interface settings.



## Factory reset

To restore the ductless heat pump interface to its factory default settings, open the indoor unit cover, then **press and hold the interface button for 10 seconds** until the **indicator flashes red 3 times** to confirm the reset.



# Troubleshooting and support

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

Our 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.

Sinopé® 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.