

sinopé

Smart Electrical Load Controller

Installation Guide

RM3250WF



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Included in the box

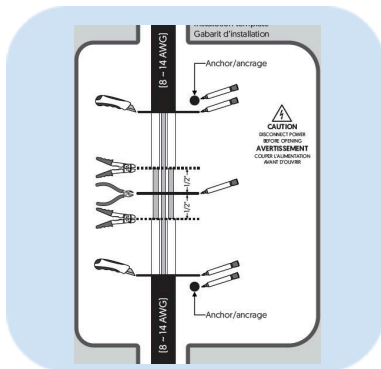
Inside the box, you will find:



RM3250WF Load Controller



2 mounting screws

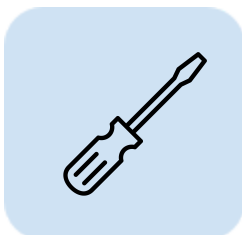


Installation template



Welcome guide

Tools required



Square (Robertson) or flat screwdriver



Wire stripper (optional)



Pliers (optional)

Your Smart Electrical Load Controller



"Network" Indicator / Button

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

"ON" Indicator

The indicator lights up when the load is ON.

"Power" Indicator

The indicator lights up when the load is powered.

Main Button

Press once to activate or deactivate the load.

Technical specifications

Maximum wire gauge	8 GA (#8 AWG)
Operating voltage	120/208/240/277/347 Vac, 60 Hz
Consumption	Less than 1 W @ 120 - 240 Vac
Operating temperature	0 °C to 40 °C (32 °F to 104 °F)
Storage temperature	-20 °C to 50 °C (-4 °F to 122 °F)
Installation	Indoor installation only.
Commutation	Double-pole relay
Dimensions (W x H x D) RM3250WF load controller	122 mm (4.8 in) x 184 mm (7.26 in) x 55 mm (2.14 in)

Maximum load

	120 V	240 V	277 V	347 V
Resistive load	40 A	40 A	40 A	20 A
Incandescent lamp	20 A	20 A	20 A	–
Magnetic ballast	20 A	20 A	20 A	15 A
Electronic ballast	15 A	15 A	15 A	–
Motor	1.5 HP	3 HP	3 HP	–

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

Installation and configuration

Warnings

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

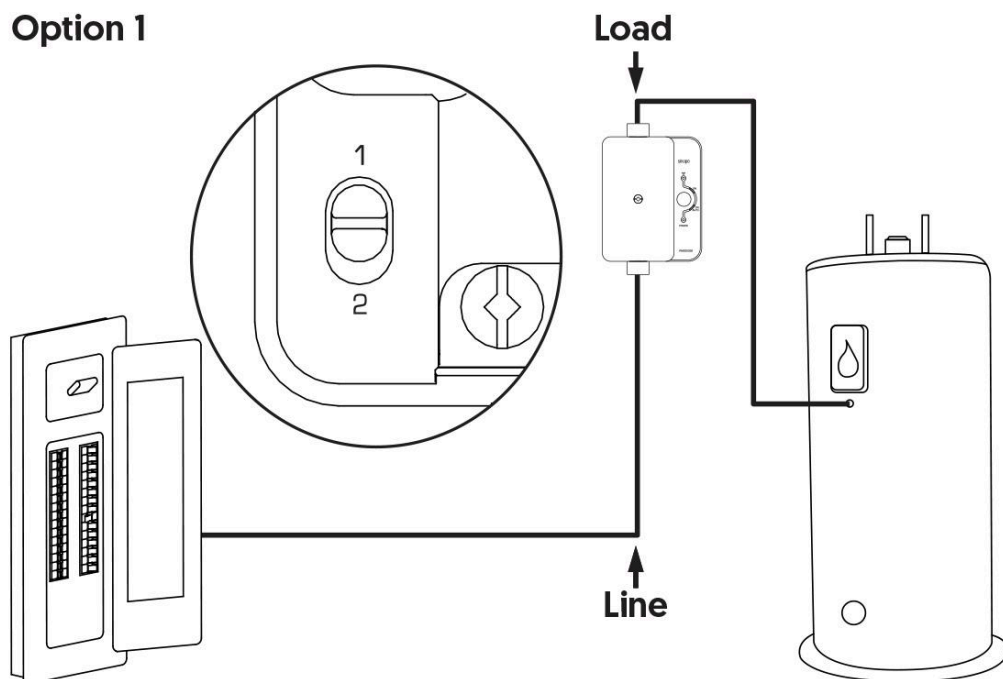
The electrical load controller is designed for **indoor use only**.

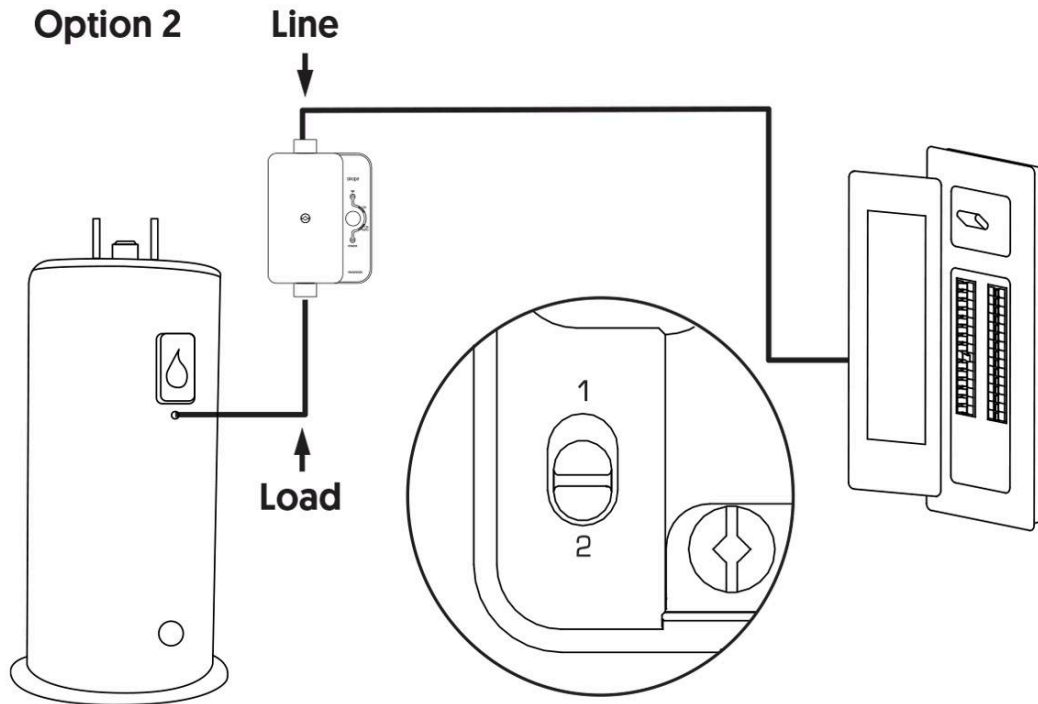
Controller placement

To facilitate network connectivity, choose an open, **unobstructed location**.

Avoid installing the controller behind large appliances such as a **water heater**.

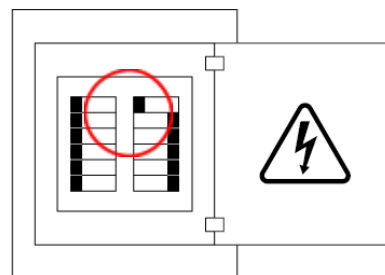
Once the location is selected, set the **power selection switch** to **1** or **2**, depending on your wiring setup.





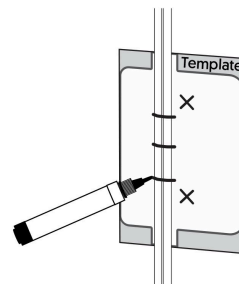
Installation

- 1 Turn off the power.**
Before beginning the load controller installation, ensure the circuit is powered off at the electrical panel to avoid any risk of electrical shock.



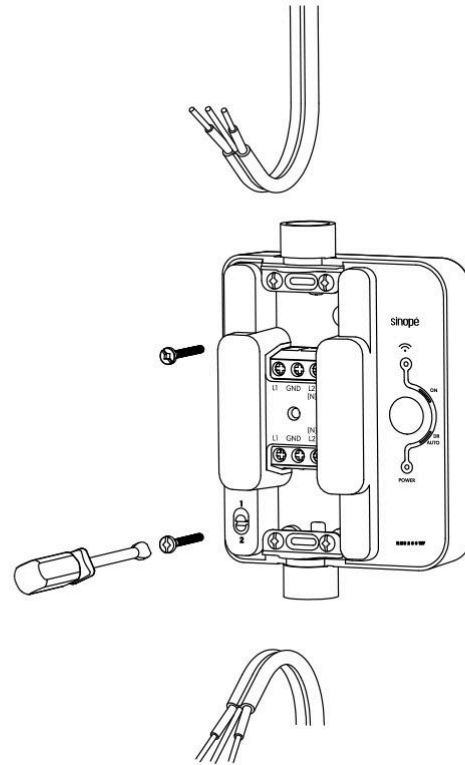
- 2** Place the **installation template (included)** behind the cable.

Mark the positions of the **anchoring holes** on the wall and the **cut-and-strip lines** on the wire.



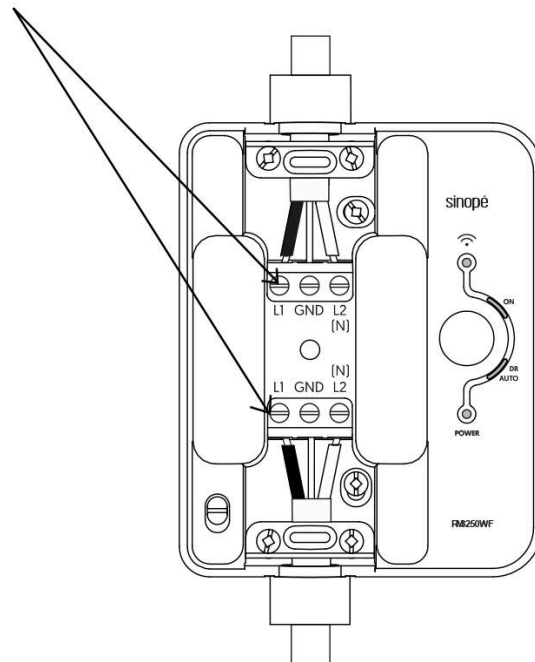
3 **Cut and strip the wires** according to the dimensions shown on the installation template.

Mount the controller to the wall.



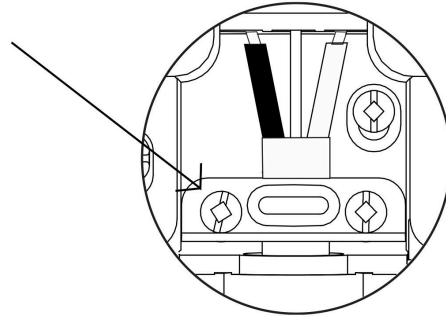
4 **Insert each wire** into its terminal block and **tighten it firmly** for a secure connection.

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



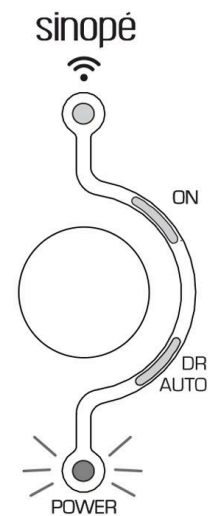
5 **Secure the cable** using the **clamp**.

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



6 **Close the cover** and **power on the controller**.

Note: The **Power** indicator light should turn on. If it does not, check the power switch position.



Applications

This unit can control different types of devices, such as:

- Electric water heater
- Pool pump and filter
- Electric vehicle charger
- Outdoor lighting
- Irrigation pump

Wi-Fi connection

The **Sinopé Neviweb app** lets you easily configure all your load controller settings on your smartphone.

Configuration with the Sinopé Neviweb app

The Sinopé Neviweb app allows you to access all the features of your smart load controller.

1. If you don't already have an account, download the Sinopé Neviweb app on your mobile device. Once the app is downloaded, create an account.



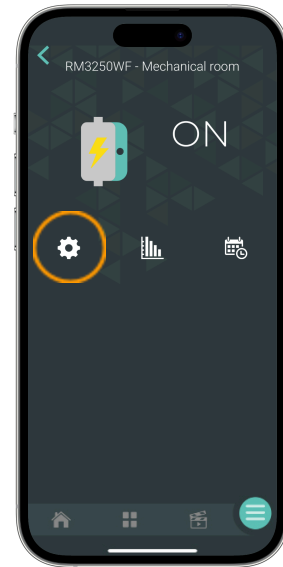
Get the app



2. In the Sinopé Neviweb app, tap (☰), then select **"Add device."**
3. Follow the steps in the setup wizard.

Settings Configuration

Tap the **Settings icon** (⚙️) to access the device settings. Continue configuring your system preferences in the different settings menus.



Settings

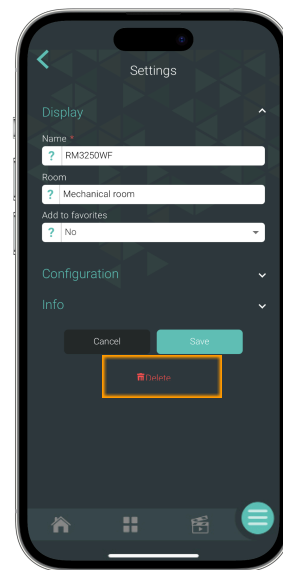
Default value in **bold**.

Settings	Description	Options
Timer	The timer determines the device's operating time. When the set time has elapsed, the unit is automatically turned off.	Inactive 1 min 2 min 5 min 10 min 15 min 30 min 1 h 2 h 3 h 6 h 12 h 24 h
Keypad	Allows you to enable or disable the device's buttons. Unlocked: Use of the device buttons is allowed. Locked: Use of the device buttons is not allowed. Limited: Allows the use of buttons for basic interactions but prevents configuration changes and device disconnection.	Unlocked Locked Limited

Settings	Description	Options
Controlled device	Select the device connected to your RM3250WF load controller to ensure proper operation with Éco Sinopé	Hot water heater Pool pump Electric vehicle charger Other
Load connected (watts)	The wattage featured in the field corresponds to the electrical load connected to the device. This value is automatically read by some devices and is used to assess energy consumption.	

Removing your load controller from the Sinopé Neviweb app

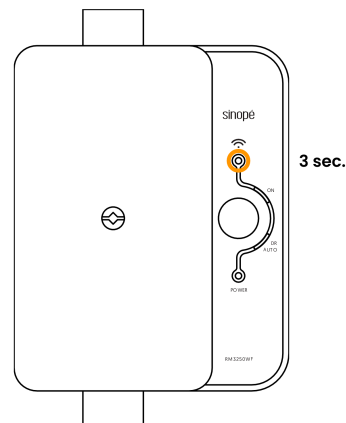
To remove your load controller from the Sinopé Neviweb app, press **“Delete”** in the load controller settings.



Configuration with Apple Home

To add your load controller to the Apple Home app, follow these steps.

- 1** Press the Wi-Fi button  for 3 seconds.



- 2** Scan the HomeKit code

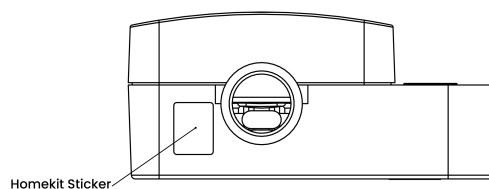
Open the Home app on your iPhone or iPad.

Tap +, then tap Add Accessory.

Scan the HomeKit code located under the load controller.

Note: the sticker is also included in the box, in the Welcome Guide.

Follow the instructions to add your Sinopé device to your home.



- 3** Important recommendation

If you have not yet added your load controller to the Sinopé Neviweb app, we recommend doing so to access all features.


The Sinopé Neviweb app allows you to:

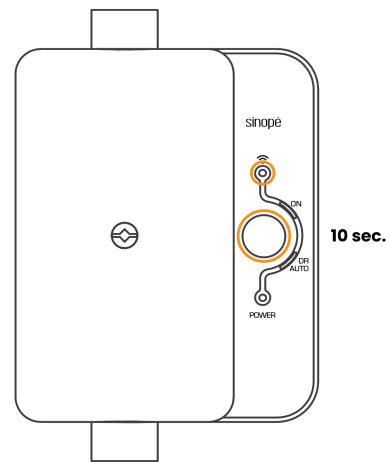
- Easily configure all your load controller settings from your smartphone. .
- Access additional advanced features.

Simply follow the steps in the

["Configuration with the Sinopé Neviweb app"](#) section to get started.

Disconnecting your load controller from the Wi-Fi router

To disconnect your load controller from the Wi-Fi router, press and hold the  and main buttons simultaneously for 10 seconds. All LEDs will flash 5 times.



LED indicators status

Charge

Status	"ON"	Network	DR /Auto	Power
Load is ON	Solid blue	N/A	N/A	Solid blue
Load is OFF	OFF	N/A	N/A	Solid blue
Reboot	Solid blue – 4 seconds	Solid blue – 4 seconds	Solid blue – 4 seconds	Solid blue – 4 seconds

Connection

Status	"ON"	Network	DR /Auto	Power
Opening Access Point (Connecting)	N/A	Pulsing	N/A	Solid blue
Wi-Fi Connection – Successful	N/A	Solid blue	N/A	Solid blue
Wi-Fi Connection – Failed or Timed Out	N/A	OFF	Solid red – 10 seconds	Solid blue

DR events

Status	"ON"	Network	DR /Auto	Power
Active DR Event	Solid blue	Solid blue	Pulsing blue	Solid blue
No DR Event	Solid blue	Solid blue	OFF	Solid blue

Other

Status	"ON"	Network	DR /Auto	Power
Keyboard lock (when pressing a button)	Blue – 2 flashes	Blue – 2 flashes	Blue – 2 flashes	Blue – 2 flashes
Internal overtemperature	N/A	N/A	Flashes red (1 sec ON / 3 sec OFF)	Solid blue
HomeKit Identification	N/A	Pulsing	N/A	Solid blue

Troubleshooting and support

If you encounter any difficulties installing or using your load controller, the Sinopé Neviweb app, or connecting to other platforms, our team is here to help.

Online support

For quick answers, installation guides, and FAQs, visit our support website:

support.sinopetech.com/en

Contact us by phone

Have questions? Speak directly with one of our technicians:

Toll-Free: +1 (855) 741-7701

Business hours

Monday to Friday - 8:00 am to 4:30 pm (EST)

Saturday & Sunday - Closed

Our Location

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

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.

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.

Sinopé® is a registered trademark of Sinopé Technologies Inc. in 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.