WiFi Module Instruction Manual
PS-WIFi2

Welcome

Thank you for purchasing a Pro Series Pumps product. We at Glentronics strive for excellence in all of our products and work to make every product user friendly. Should you need assistance, please visit our website at StopFlooding.com or call us at 800-991-0466.

Getting set up and connected is simple:

1. Determine which Pro Series device you have
2. Attach your WiFi Module to your Pro Series system
3. Accessories available
4. Wi-Fi water alarm
5. Mount your WiFi Module
6. Connect to your Wi-Fi network
7. Register online

Other important information:

8. Test the setup
9. The Glentronics CONNECT website
10. Explanation of the lights
11. Resetting the module and troubleshooting

Before you begin:

View the installation video at
www.StopFlooding.com/videos

What you need:

- Active Internet service (2.4GHz)
- Wi-Fi network name
- Wi-Fi network passphrase
- Wi-Fi capable device (computer, tablet, or smartphone) Recommended: Battery backup for your Wi-Fi router/modem (battery built into router or an Uninterruptible Power Supply)

This is a Wi-Fi based device that can remotely alert the user of potential water problems in their home. It will use the internal Wi-Fi chip to connect to the user's Wi-Fi network through their router. When connected to a backup sump pump system, it will send an email, text message, or push notification to the user's phone or other device, when a potential problem exists with the connected sump pump system. In the past, the user would have to be home to be notified of any problem with water or the sump pump system. With this device, the user will be able to receive alerts when away from home.

This WiFi Module includes:

- WiFi Module
- 2 USB-C cables
- 5V 1A USB charger
- Mounting hardware

1. Determine which Pro Series device you are attaching the WiFi Module to

(See diagram sheet for visual help)

1-1. If you are attaching to a Pro Series CONNECT backup system with a USB port:

Go to Section 2A

List of compatible models:

- 1850 CONNECT
- 2400 CONNECT
- PS-C22
- PS-C30
- PS-C33
- PS-C50

1-2. If you are attaching to a Deluxe or High Cycle Float Controller (DFC2, VSC2 or TSC2)/C3 with a USB port:

Go to Section 2B

List of compatible models:

- DFC2 (since 2017), DFC3
- VSC2 (since 2017), VSC3
- TSC2 (since 2018), TSC3
- DVSA, DVSA-DF, DVSA-VS

1-3. If you are using the module as a Wi-Fi water alarm:

Go to Section 4

2. Attach your WiFi Module to your Pro Series system (see diagram sheet for visual help)

2A. Attaching your WiFi Module to your Pro Series backup system with a USB port

This section will explain how to connect your WiFi Module to your backup sump pump system using the included USB cable. Using the USB cable will provide a specific notification email explaining exactly which alarm is activated on the system it is connected to. This connection style is only compatible with CONNECT models that include a USB port.

2A-1. Using the USB cable, connect the Type-C end into the Pump System port on the bottom of the module

2A-2. Connect the standard USB end into the USB port on the backup sump pump controller

Note: No other cable is necessary; this cable will also power the WiFi Module. However, we recommend connecting the USB cable and USB charger to provide an additional power source to the WiFi Module.

2A-3. Connect the USB charger to the WiFi Module using the included USB cable

2A-4. Plug the other end of the USB charger into your power outlet

2A-5. The RED and GREEN lights on the WiFi Module should start alternating

a. This means the module is ready for setup

Note: In order to receive notification during a power outage, you must have a Wi-Fi router/modem with a built-in battery backup or an uninterruptible power supply (UPS) powering the equipment.

Proceed to Section 5 (Mounting Your WiFi Module)

2B. Attaching your WiFi Module to your Deluxe or High Cycle Float Controller with a USB cable

Note: The WiFi Module must receive 115V AC +/- 5% and 60 Hz from the AC outlet to function correctly

This section will explain how to connect your WiFi Module to your Deluxe Float Controller using the included USB to USB-C cable. Using the USB cable will allow for a specific notification email explaining exactly which warning is coming from the system it is connected to. This connection style is only compatible with CONNECT models that include a USB port.

2B-1. Using the USB cable, connect the Type-C end into the Pump System port of the WiFi Module

2B-2. Connect the USB end into the USB port on the pump controller

2B-3. Connect the USB charger to the WiFi Module using the included USB cable

2B-4. Plug the other end of the USB charger into your power outlet

a. The RED and GREEN lights on the WiFi Module should start alternating

b. This means the module is ready for setup

3. Accessories

When connected using a USB port, it is possible to add a high water sensor using either a float (PS-WS) or contacts (PS-WS360). If water reaches the water sensor, the WiFi Module will send a text, email or push notification to the designated communication channels stating that high water is present.

3-1. If you will be using this in a sump pit, sewage pit, or other area that can handle a $3/8$" depth, you need the following accessory: (a) Pro Series Water Sensor (PS-WS)

This accessory can be ordered by calling 800-991-0466

Once you have the part:

a. Mount the Pro Series Water Sensor (PS-WS) with the float ball below the 'L' bracket using the included stainless-steel hose clamp.

PS-WS

b. Plug in 3.5mm jack into water sensor port

Proceed to Section 5 (Mounting your WiFi module)

3-2. If you will be using this in an area where you need to know if even minimal water builds up, you need the following accessory:

a. 360° Water Sensor (PS-WS360)

This accessory can be ordered by calling our office at: 800-991-0466

PS-WS360

Once you have the part:

a. Mount or place the 360° Water Sensor (PS-WS360) and secure, if needed, by using the holes in the sensor

b. Plug in 3.5mm jack into water sensor port

Proceed to Section 5 (Mounting your WiFi module)

4. When using as a Wi-Fi alarm only

The Pro Series Pumps WiFi Module can be used as a standalone Wi-Fi water alarm (additional accessories are required). If water reaches the water detector, the WiFi Module will send a text, email, or push notification to the designated communication channels stating that high water is present.

a. If you will be using this in a sump pit, sewage pit, or other area that can handle a $^3/_8$" depth, *proceed to Section 4-1.*

b. If you will be using this in an area where you need to know when there is minimal buildup of water, *proceed to Section 4-2.*

4-1. If you will be using this in a sump pit, sewage pit, or other area that can handle a $^3/_8$" depth, you need the following accessory: Pro Series Water Sensor (PS-WS)

This accessory can be ordered by calling 800-991-0466

Once you have the part:

a. Mount the Pro Series Water Sensor (PS-WS) with the float ball below the 'L' bracket using the included stainless-steel hose clamp.

PS-WS

b. Plug in 3.5mm jack into water sensor port.

Proceed to Section 5 (Mounting your WiFi module)

4-2. If you will be using this in an area where you need to know when even minimal buildup of water occurs, you need the following accessory:

a. 360° Water Sensor (PS-WS360)

Order this accessory by calling 800-991-0466

Once you have the part:

PS-WS360

a. Mount or place the 360° Water Sensor (PS-WS360) and secure, if needed, by using the holes in the sensor

b. Plug in 3.5mm jack into water sensor port

Proceed to Section 5 (Mounting your WiFi Module)

5. Mounting your WiFi Module

Use either method below to mount your WiFi Module

Notice: Do not expose the WiFi Module to moisture, water, rain or snow.

Notice: Protect the cords from sharp objects. Avoid kinking the cords.

5-1. Using the Velcro, mount your WiFi Module

a. Peel and stick one side of the Velcro into the recessed rectangle on the back of the module

b. Peel and stick the other piece of Velcro where you would like to mount the module (within 6 feet of the backup or deluxe controller)

- Top of the battery box
- Top of the backup control box
- To the wall

5-2. Using the included #6 pan-head screws, mount the module to the wall or stud

c. Install the screws into the wall or stud (3 inches apart)

d. Mount the module to the screws using the keyhole screw mount on the back of the module

Proceed to Section 7 (Connect to your Wi-Fi network)

6. Pro Series CONNECT mobile app

The mobile app is free and available on the Google Play and Apple stores. Search for "Pro Series Pump" in the app stores. Use the mobile app to receive push notifications when your sump system has an issue. You also can register your WiFi Module, view status, change contact information, view product information, and access customer support using the app.

Using the Pro Series CONNECT mobile app

The main page of the mobile app has three options and this section will explain how to use each one. Use this app to stay connected to your sump pump and for easy access to product information and customer support.

6-1. Pro Series CONNECT page

Once you complete registration and log into your account, you will have multiple options:

a. **Module Status**
This page displays the status of the unit that is connected to your WiFi Module.

b. **Edit Alert Settings**
This page allows the user to edit the contact information where alerts are sent, such as email address and mobile number.

c. **User Profile**
This page stores the user's profile and can be edited at any time. This page also is used to change the password.

d. **Add Device**
Use this to add another WiFi Module to your account.

e. **Log Off**
Use this to log off from your account.

f. **Settings Icon**
Use this to change notification methods. You have three options for notification:

- push notification
- text/SMS notification
- email notification

All three notification methods are enabled by default.
Note: At least one notification method must be enabled.

6-2. Product Information page

Use this page to view information on Pro Series products such as backup pumps, sump pumps and accessories.

6-3. Customer Support page

Use this page to get support for your Pro Series product:

a. Online Support — will take you to the Frequently Asked Questions (FAQ) page

b. Phone Support — will automatically enter our toll-free phone number into your phone

c. E-mail Support — will automatically enter our email address.

6-4. Menu bar at the top of the screen

The menu bar is always visible at the top of screen in order to make navigation easy

a. Phone Icon — will automatically enter our toll-free phone number into your phone.

b. Menu Icon — use this to select the three main options of the mobile app: Pro Series CONNECT, Product Information, or Customer Support.


7. Connect to your Wi-Fi network

7-1. Open up your Wi-Fi settings menu and connect to the GLENTRON network (this network is being broadcast by your WiFi Module).* If the WiFi Module Setup page does not open up automatically, launch a web browser and type 192.168.1.1 into the URL field.

Note: You may get a popup screen saying Internet connection is not available. It is okay to proceed and connect to the GLENTRON network.
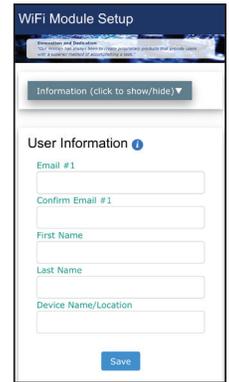
7-2. The WiFi Module Setup window will appear

Scroll down to User Information.
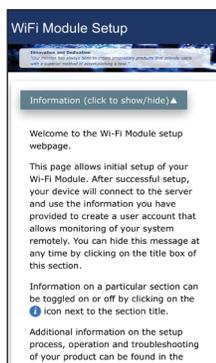
7-3. Fill out the user information fields.

• Click 'save'.

• When you see, "User configuration data complete," click OK.

7-4. Scroll down, click on Available Networks button. Select your network from the dropdown menu.

7-5. A Network Switch text box will appear.

• Confirm your network and click OK.

7-6. A Secure Network text box will appear.

• Enter your network password and click OK.

• Make sure your password is correct. If it is entered incorrectly, you'll need to repeat this section.

7-7. The RED and GREEN lights will stop alternating if the connection is successful.

• This may take 1–2 minutes.

• If lights do not stop alternating, reset your WiFi Module by holding the reset button with a paper clip until both red lights are on. Then repeat all of Section 7.

Proceed to Section 8 (Registering your Wifi Module)

8. Registering your WiFi Module

This will explain how to complete the registration process and how to access the Glentronics CONNECT website. This website will be used to edit your stored information and view the status of the sump pump system that is connected to the module. The registration process must be completed only once with the same email used as email #1. After the registration is complete, the same email can be used to set up other WiFi Modules and they automatically will be added to the same account.
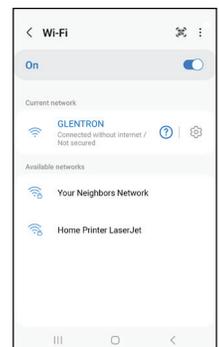
8-1. You will get an email from GlentronicsConnect.com at the email address you provided. Check your junk/spam folder in case the email is not in your main mailbox.

8-2. Click on the link and complete the registration. ***(Note: This link will expire in 24 hours; if link expires before you complete Section 8, please repeat all steps of Section 7.)***

a. Verify all information entered during setup.

b. Create a password. The password must be at least 10 characters, include uppercase and lowercase letters, and at least 1 number.

c. Fifteen minutes after registration, the module will conduct a request for an over-the-air software update. If an update is required, the module will automatically update. This may take a few minutes; during this time the unit may be unresponsive.

8-3. Launch the app to familiarize yourself with the interface. You can open the app to check on the status of your system from anywhere, 24/7.

9. Testing the setup

9-1. Disconnect the power to the sump pump system connected to your WiFi Module:

a. Within a few minutes you will receive a notification.

b. It will state "AC power is lost".

9-2. Plug the sump pump system back into AC power:

a. Within a few minutes you will receive another notification indicating the system is operating properly.

9-3. You can perform this test with other warnings from your sump pump system and you will receive a notification with the corresponding alarm information.

We recommend that you look through Sections 10 and 11 for your knowledge and understanding.

10. The Glentronics CONNECT website

This section will explain in detail each page on the Glentronics CONNECT website. Use this site to stay connected to your backup sump pump system. It can be accessed by going to www.glentronicsconnect.com and using your credentials to log in.

10-1. The Devices tab to the WiFi Modules page

This page will allow the user to edit the information entered during the setup process.
It will also allow enabling of the following options:

a. Receive notifications – enabled as a default. Can disable if the user does not want to receive notifications. **Warning: If user disables notifications, they will not be notified of issues and that could lead to the basement flooding.**

b. Allow automatic updates – enabled as a default. Can be disabled if the user choose not to allow automatic firmware downloads. If enabled, when new firmware is available, the WiFi Module will automatically download it within 24 hours.
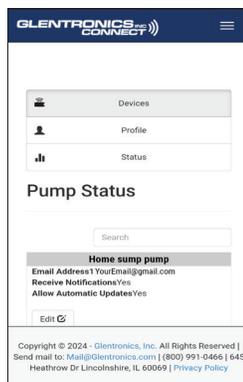
10-2. The Profile tab to the User Profile page

This page will store the user's information, which can be edited at any time. This page also is used to change the password.
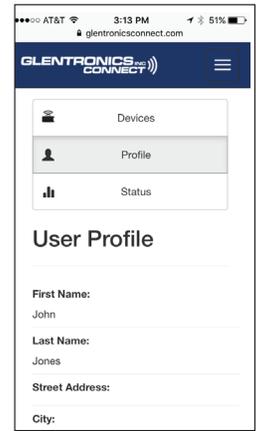
10-3. The Status tab to the Status page

This page will display the status of the pump that is connected to your WiFi module. The latest registered WiFi Module will display the status on the screen. If more than one WiFi Module is registered, they can be selected by clicking on the dropdown list above the alarm status. This page will display an error if the sump pump system that is connected to the WiFi Module has an issue. If more details are available, an information icon will appear next to the error. Click the icon to view more information.
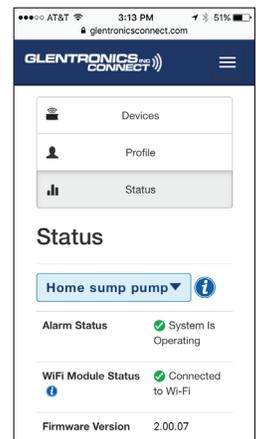
Alarm Status: This displays the state of the pump system attached to the WiFi Module connected using the USB cable.

WiFi Module Status: This describes the state of the connection between the module and the router.

a. The WiFi Module is designed to check in with our server every 5 minutes. If the module misses 3 consecutive check-ins (after 15 minutes) the status will change from 'connected' to 'connection is lost'. The unit could be losing connection for a variety of reasons, such as a weak Internet connection or loss of power.

Note: When a notification changes, you will see that change on the page within approximately 30 seconds.

11. Explanation of the lights

This section will explain what the lights on the WiFi Module mean.

11-1. Alternating RED and GREEN (WiFi and Server) lights:

The module is ready to set up

11-2. WiFi light:

a. Solid GREEN = module is connected to the router

b. Solid RED = module has lost connection to the router

c. Rapid blinking GREEN = the module is in the process of sending a message

11-3. Server light:

a.   Solid GREEN = connected with Glentronics server

b.   Solid RED = connection with Glentronics server lost

12. Resetting the module and troubleshooting

This section explains how to clear the module if it is changing ownership.

12-1. If the module is changing hands or you are moving and leaving it for the new homeowners, you should reset the unit so you no longer will receive notifications from the unit.

a.   Using a paperclip, press and hold the reset button on the WiFi Module for approximately 5 seconds.

b.   This will cause the LEDs to alternate again. Leave it in this mode.

c.   The next user will register the module to their email address.

Warning

Changes or modifications not expressly approved by Glentronics could void the user's authority to operate the equipment.

Troubleshooting guide

Problem	Solution
WiFi light is solid red	Check your router and internet connection. Then, power cycle the module. Unplug the module from the wall and disconnect from the battery. Let it sit for a minute and then reconnect both power sources.
	Press the Reset button with a paper clip and restart the setup process.
The red/green lights keep alternating after the setup process	Press the Reset button with a paper clip and restart the setup process.
Server light is solid red	Communication error. Power cycle the module. Unplug the module from the wall and disconnect from the battery. Let it sit for a minute and then reconnect both power sources. If Server light is still red in 24 hours, call Glentronics support at 800-991-0466.

FCC Guidelines

NOTE: 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.

• Contains FCC ID: 2AC7Z-ESP32WROOM32E

• To satisfy FCC RF Exposure requirements for mobile and base station transmission devices, a separation distance of 20 cm or more should be maintained between the antenna of this device and persons during operation. To ensure compliance, operation at closer than this distance is not recommended. The antenna(s) used for this transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Additionally, For Canada:

• This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

• Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes: (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

• Contains transmitter module IC: ESP32-WROOM-32E

LIMITED WARRANTY

By opening this package and using this GLENTRONICS, INC. product, you are agreeing to be bound by the terms of the GLENTRONICS, INC. limited warranty ("warranty") as set out below. Do not use your product until you have read the terms of the warranty. If you do not agree to the terms of the warranty, do not use the product and return it within the return period stated on your purchase receipt from the retail store or authorized distributor where you purchased it for a refund.

To the extent permitted by law, this warranty and the remedies set forth are exclusive and in lieu of all other warranties, remedies and conditions, whether oral, written, statutory, express or implied. GLENTRONICS, INC. disclaims all statutory and implied warranties, including without limitation, warranties of merchantability and fitness for a particular purpose and warranties against hidden or latent defects, to the extent permitted by law. GLENTRONICS, INC. will not be liable for any incidental, special or consequential damages for breach of any express or implied warranties on this product. In so far as such warranties cannot be disclaimed, GLENTRONICS, INC. limits the duration and remedies of such warranties to the duration of this express warranty and, AT GLENTRONICS, INC.'s option, the repair or replacement services described below. Some states (countries and provinces) do not allow limitations on how long an implied warranty (or condition) may last, so the limitation described above may not apply to you.

Any and all causes of action arising from, filed as a result of or in reference to, this warranty or the products described under this warranty shall be governed by and construed under the laws of the State of Illinois. Any cause of action arising from, filed as a result of or in reference to, this warranty or the products described under this warranty shall be filed only in the Circuit Court of the 18th Judicial District, Lake County, Waukegan, Illinois, or in the Northern District of Illinois if filed in Federal Court. The maximum liability for any product described in this warranty shall be the cost of product replacement only.

If any term is held to be illegal or unenforceable, the legality or enforceability of the remaining terms shall not be affected or impaired.

What is covered by this warranty?

GLENTRONICS, INC. warrants to the end purchaser that its pumps, switch, control unit products and accessories are free from defective materials and workmanship for the periods indicated below:

All parts and labor (excluding installation) for a period of:

• 1 year from the date of installation

The defective product must be returned directly to the factory, postage prepaid with the original bill of sale or receipt to the address listed below. GLENTRONICS, INC., at its option, will either repair or replace the product and return it postage prepaid.

What is NOT covered by this warranty?

This warranty does not cover the cost or value of damaged property, including expressly any property that has been affected by water overflow, seepage or flooding. If GLENTRONICS, INC. determines that a product is deemed defective under this warranty agreement, it will repair or replace the PRODUCT ONLY. GLENTRONICS, INC. will not cover the cost to reinstall the product, nor will GLENTRONICS, INC. pay the cost of having a plumber or contractor repair or replace the product.

GLENTRONICS, INC. will not repair or replace a product that was installed incorrectly. A product shall be considered "installed incorrectly" when it deviates in any way from the instructions described in this manual.

This warranty does not cover product problems resulting from user abuse; misuse, neglect, improper maintenance, improper connection or installation, damages caused by lightning strikes; excessive surges in AC line voltage; water damage to the controller; other acts of nature, or failure to operate in accordance with the enclosed written instructions.

How to Obtain Warranty Service

Within thirty (30) days of the product's defective performance, the unit must be shipped, freight prepaid, or delivered to GLENTRONICS, INC. to provide the services described hereunder in either its original carton and inserts, or a similar package affording an equal degree of protection. Products not received by GLENTRONICS, INC. at the address indicated below within thirty (30) days of the product's defective performance will not be considered for warranty service. Products received after one (1) year from the date of installation, fall outside of the time-frame for warranty service and will not be eligible for warranty service. The product must be returned to GLENTRONICS, INC. for inspection in order to be considered for warranty service. If the product is not returned to GLENTRONICS, INC. or the product is inspected by any person, plumber, contractor or business other than GLENTRONICS, INC., this warranty shall no longer be valid. Prior to defective operation, the unit must not have been previously altered, repaired or serviced by anyone other than GLENTRONICS, INC., or its agent; the serial number on the unit must not have been altered or removed; the unit must not have been subject to accident, misuse, abuse or operated contrary to the instructions contained in the accompanying manual. The dealer's dated bill of sale, or installer's invoice must be retained as evidence of the date of purchase and to establish warranty eligibility.

Where are Products Sent for Warranty Service?

Glentronics, Inc., 645 Heathrow Drive, Lincolnshire, IL 60069

How Can I Obtain More Information?

Visit our website at www.StopFlooding.com or by calling us at 800-991-0466.