norweco® SERVICE PRO®

WASP® SERIES CONTROL CENTER WITH MCD® TECHNOLOGY
TELEMETRY COMMISSIONING AND OPERATION

The advanced integrated circuitry of the Service Pro WASP control center simplifies the Singulair installation, improves system performance and allows for communication with the Service Pro website. The integrated circuitry continually monitors both motor over current and under current conditions and minimizes nuisance alarm conditions through an automatic restart feature. To reduce unnecessary service calls, the control center shuts down the Singulair aerator in the event of an over current or an under current alarm condition, or the effluent pump in the event of an over current condition. The Service Pro WASP control center illuminates the appropriate alarm light and begins an automatic two hour aerator or pump restart attempt sequence before activating the audible alarm and telemetry system.

Service Pro WASP control centers are equipped with an automatic telemetry system designed to communicate through a toll free telephone number, Internet connection or cellular connection. In the event of an alarm condition that cannot be corrected by the control center's self-diagnostic sequence, the telemetry system contacts the Service Pro remote monitoring center. The monitoring center identifies the alarming control center and logs the time that the message was received and the specific alarm condition reported. The monitoring center then automatically updates the website and notifies the responsible Norweco distributor or service provider by email, fax or telephone. In addition to documenting alarm conditions, the website tracks the date, time and duration of service visits, service contract renewals and maintains a complete database for every Singulair system registered. Access to the information is password protected and available to licensed distributors, sponsored service providers, health departments and system owners.

These instructions are not intended to be a complete electrical, telecommunication or network system installation reference. Telecommunication and network system policies as well as electrical code requirements vary according to geographic area. Consult your local policies and regulations prior to installing the Service Pro WASP control center. Refer to the Electrical Wiring and Control Center Installation instructions for additional details.

INSTALLATION OF TELEMETRY MODULE

The Service Pro WASP control center is compatible with phone, Internet and cellular communication modules. If a telephone connection will be utilized, a telephone line must be installed unspliced from the telephone box to the control center. Before installing the telephone line, familiarize yourself with the equipment and policies of the local telephone service provider. The Service Pro WASP control center is not compatible with digital telephone service. With DSL Internet service, a DSL filter will need to be connected to the telephone jack to insure proper operation. If a telephone line is not available, one will need to be installed or an Internet or cellular communication module should be utilized. If an Internet connection will be utilized, a network cable must be installed from the switch or router that distributes Internet service in the home.

The following steps must be performed to complete the installation of the telemetry module:

1. Attach the telemetry module to the right interior side of the enclosure with the Velcro strips provided.

2. If a telephone module is being installed, connect the ground wire from the module to the "INCOMING" power terminal marked "G".

3. Plug the black connector from the telemetry module into the port marked "COMM" on the control center.

4. Plug the telephone or network line into the appropriate jack on the telemetry module.

INSTALL TELEMETRY MODULE
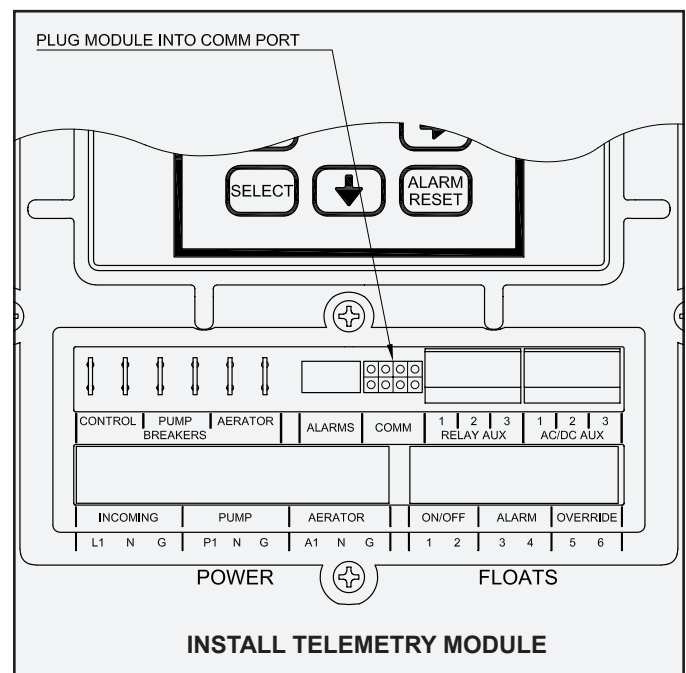
SERVICE PRO® WASP® CONTROL CENTER INSTRUCTIONS

COMMISSIONING THE TELEMETRY SYSTEM

The commissioning process electronically registers the Service Pro WASP control center with the web based remote monitoring center at **www.servicepromcd.com**. Once commissioned, the panel is capable of automatically placing calls to the remote monitoring center. First, turn the breaker in the household power panel to the on position and verify that the control breaker in the Service Pro WASP control center is in the off position. Next, press the "ALARM RESET" button and keep it depressed while turning the control circuit breaker in the Service Pro WASP panel to the "on" position. Continue to hold in until the display reads 'LET GO TO COMMISSION'. Release the "ALARM RESET" button. The display will read 'CALLING…' indicating the Service Pro WASP control center is calling the remote monitoring center to commission the panel. When the display reads 'CALL SUCCESSFUL', the unit has been commissioned. If commissioning is unsuccessful, the display will indicate why the communications failed. Correct the problem and recommission the panel.

Conduct an alarm test to verify the Service Pro WASP control panel has been successfully commissioned. To conduct an alarm test, press and hold in the "ALARM RESET" button for at least 5 seconds. After the alarm lights on the control center illuminate and the alarm buzzer sounds, release the "ALARM RESET" button. The display will read 'ALARM TEST' and the panel will call the remote monitoring center to record the manual alarm test. If the display reads 'CALLING…' during the alarm test, this confirms that the panel has been successfully commissioned. Otherwise, it will be necessary to recommission the panel.

RECORDING SERVICE VISITS AND TESTING ALARMS

Time spent on a service visit is important to all parties involved. This includes, but is not limited to builders, licensed distributors, installers, service providers, regulatory personnel and homeowners. The control center will record the duration of each service visit and provide a permanent record (on the Service Pro website) of the time spent at each service visit.

To record the beginning of each service visit:
1. Press and hold in the "ALARM RESET" button for at least 5 seconds.

2. After the alarm lights on the control center illuminate and the alarm buzzer sounds, release the "ALARM RESET" button. The display will read 'ALARM TEST'. Testing of the alarm lights and alarm buzzer is now complete.

3. The panel now calls the remote monitoring center to record the time the service visit started.

4. The display will read 'CALL SUCCESSFUL' when the call is complete.

5. Conduct the normal Singulair system service as outlined in the "Singulair System Service Manual" and any other service that may be needed on auxiliary equipment.

To record the end of each service visit:
6. Press and hold in the "ALARM RESET" button for at least 5 seconds.

7. After the alarm lights on the control center illuminate and the alarm buzzer sounds, release the "ALARM RESET" button. The display will read 'ALARM TEST'. Testing of the alarm lights and alarm buzzer is now complete.

8. The panel now calls the remote monitoring center to record the time the service visit ended.

9. The display will read 'CALL SUCCESSFUL' when the call is complete.

Upon completion of service work, fill out the door hanger service record and deliver it to the homeowner or hang the service record form on the door.

SERVICE PRO WEBSITE & REGISTRATION

The telemetry system is engineered to interface with the Service Pro monitoring center. The Service Pro monitoring center allows online access to Singulair wastewater treatment system records. Records generated by the Service Pro control center (heartbeat record, alarm conditions, service records) can be accessed at **www.servicepromcd.com**. For access to the website, contact your local distributor or Norweco, Inc.

Permanent record retention and remote monitoring of the Singulair system will begin when the following steps have been completed:
- The "Add New Subscriber" section of the website has been completed by the Singulair distributor or service provider
- The system is started up and the Service Pro control center is commissioned
- Three copies of the signed Service Pro Subscriber Monitoring Agreement are received by Norweco

A control center can be commissioned either before or after the new account has been registered with the Service Pro monitoring center. However, if the commissioning step is performed first, the registration of the new account must be completed within 30 days of commissioning.

MANUFACTURED BY

norweco®

Engineering the future of water and wastewater treatment

NORWECO, INC.
NORWALK, OHIO
U.S.A. 44857
www.norweco.com