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SONOFF ZBM5-3C-120

SONOFF Zigbee Smart Light Switch ZBM5-3C-120W 3-Gang User Manual

Model: ZBM5-3C-120

1. INTRODUCTION

This manual provides detailed instructions for the installation, setup, operation, and maintenance of your SONOFF ZBM5-3C-120W 3-Gang Zigbee Smart Light Switch. Please read this manual thoroughly before installation and use to ensure proper function and safety.

2. SAFETY INFORMATION

- **WARNING:** Risk of electric shock. Installation should be performed by a qualified electrician.
- Ensure power is turned OFF at the circuit breaker before installation.
- Do not install with wet hands or when standing on wet surfaces.
- This device is designed for indoor use only.
- Operating Voltage: 120 Volts. Current Rating: 10 Amps.
- Minimum load for No Neutral wiring: 3W.

3. PACKAGE CONTENTS

- SONOFF ZBM5-3C-120W 3-Gang Smart Light Switch

4. PRODUCT OVERVIEW

The SONOFF ZBM5-3C-120W is a 3-gang Zigbee smart wall switch designed for remote control, voice control, and smart automation of your lighting. It supports both neutral and no-neutral wiring configurations, offering flexibility for various home electrical systems. This switch requires a compatible SONOFF Zigbee Hub for full functionality.

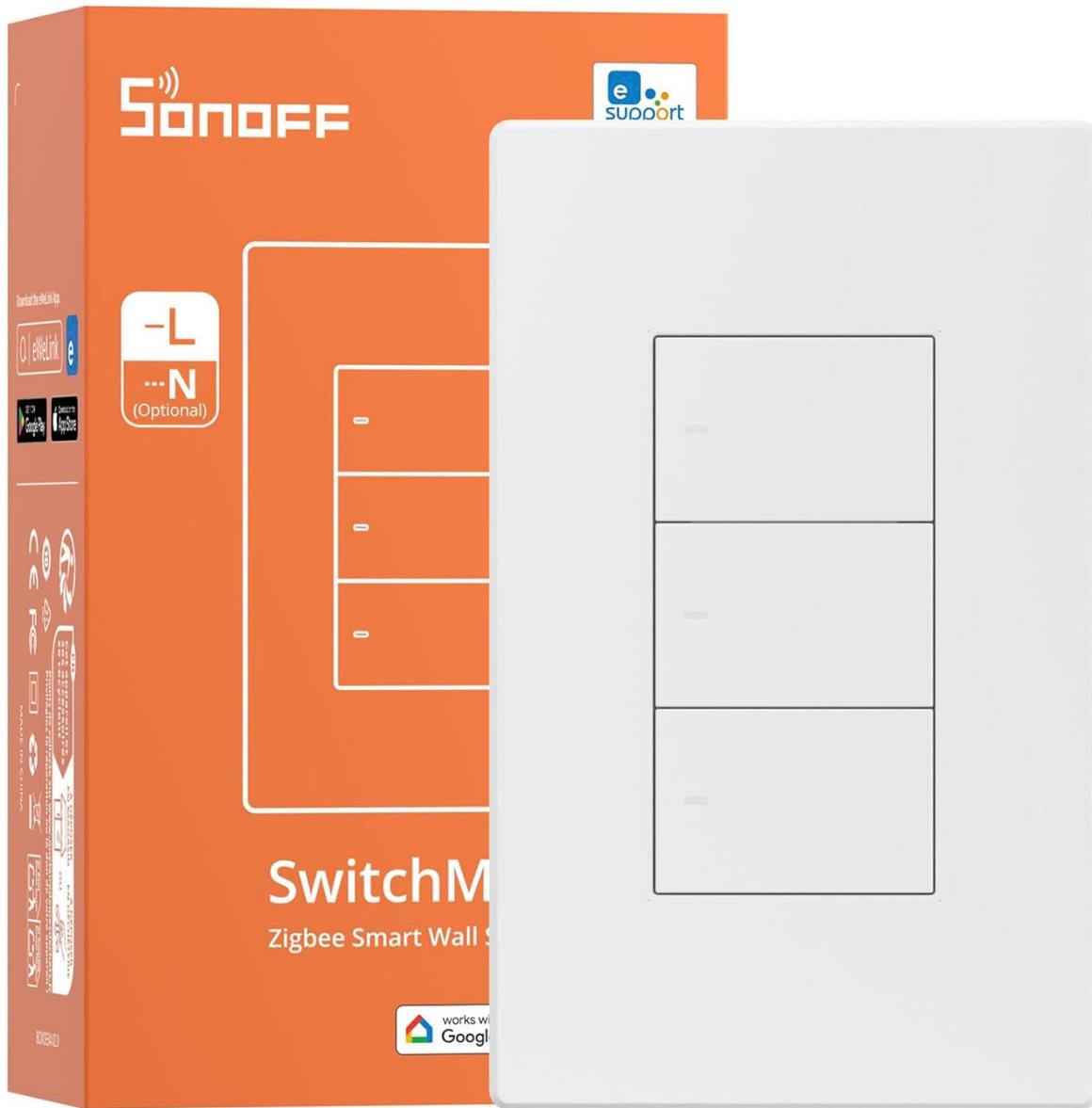


Image: SONOFF ZBM5-3C-120W 3-Gang Smart Light Switch and its retail packaging.

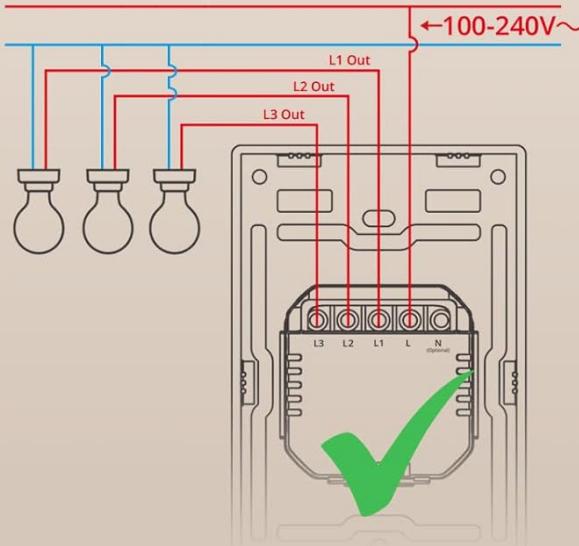
5. INSTALLATION

5.1 Wiring Diagrams

The ZBM5 series supports both 'No Neutral' and 'With Neutral' wiring methods. Identify your home's wiring type before proceeding.

Neutral Wire Optional

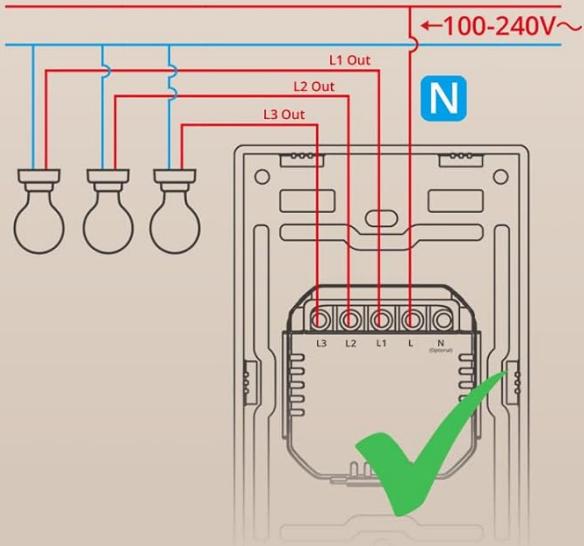
There's always a way to adapt wiring to your home.



No Neutral



$\geq 3W$



With Neutral



Zigbee router

Image: Wiring diagrams illustrating 'No Neutral' (left) and 'With Neutral' (right) connections for the smart switch. The 'No Neutral' option requires a minimum load of 3W.



Model

ZBM5-1C-120W/ZBM5-2C-120W/ZBM5-3C-120W

Rating

1C: 100-240V~ 50/60Hz 10A Max Resistive load μ
2C: 100-240V~ 50/60Hz 10A/gang, Total 10A Max Resistive load μ
3C: 100-240V~ 50/60Hz 10A/gang, Total 10A Max Resistive load μ

LED

1C: 400W@240V, 200W@100V
2C: 400W@240V/gang, 200W@100V/gang, Total 400W@240V, 200W@100V
3C: 400W@240V/gang, 200W@100V/gang, Total 400W@240V, 200W@100V

Min.load

3W(No Neutral Required)

Wireless connection

Zigbee

Color

White

Casing material

PC+CRS

Number of gangs

1-gang/2-gang/3-gang

Dimension

120x74x39.4mm

Operating temperature

-10°C~40°C

Image: A table detailing the terminals (N, L, Lout1, Lout2, Lout3) and their corresponding wires (Neutral Wire, Live Wire, Live Output Terminals). It also shows wiring methods for 'No Neutral Required' and 'Neutral Required' with Zigbee role and minimum load

information.

5.2 Physical Installation

- Turn off power:** Locate your circuit breaker and turn off the power to the switch you are replacing. Verify power is off with a voltage tester.
- Remove old switch:** Carefully remove the existing wall plate and switch from the wall box. Disconnect the wires.
- Wire the SONOFF switch:** Connect the wires to the SONOFF smart switch according to the appropriate diagram for your wiring type (No Neutral or With Neutral). Ensure all connections are secure.
- Mount the switch:** Gently push the wired switch into the wall box and secure it with screws.
- Install wall plate:** Attach the new wall plate.
- Restore power:** Turn the power back on at the circuit breaker.

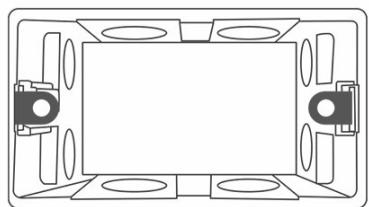
Zigbee Hub Compatibility							
Supported Zigbee Hub		iHost	NSPanel Pro	ZBBridge-U	ZBBridge-P	ZBDongle-E/P	
ZBBridge-P	✓	✓	✓	✓	✓	✓	✓
ZBBridge-U	✓	✓	✓	✓	✓	✓	/
NSPanel Pro	✓	✓	✓	✓	✗	✗	✓
iHost	✓	✓	✓	✓	✗	✓	✓
ZBBridge	✓	✓	✓	✗	✓	✓	✓
ZHA	✓	✓	✓	✗	✓	✓	✓
Zigbee2MQTT	✓	✓	✓	✓	✓	✓	✓
Unsupported Zigbee Hub							
Echo Show 2nd	✗	✗	✗	✗	✗	✗	✗
Echo 4th Gen	✗	✗	✗	✗	✗	✗	✗
Echo Plus 2nd	✗	✗	✗	✗	✗	✗	✗

Image: Diagrams showing the dimensions of the SONOFF ZBM5 switch (85mm height, 52mm width for the back module) and its compatibility with standard 120 type wall boxes used in the US and other regions.

6. SETUP

6.1 Required Zigbee Hub

This smart switch requires a compatible SONOFF Zigbee Hub (e.g., iHost, NSPanel Pro, ZBBridge-U, ZBBridge-P, ZBDongle-E/P) to function. It is not directly compatible with Amazon Echo Show 2nd Gen, Echo 4th Gen, or Echo Plus 2nd Gen as standalone hubs.



120 type for US, etc

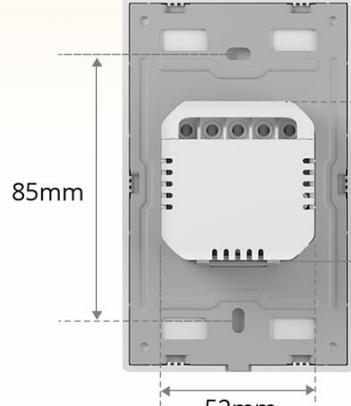
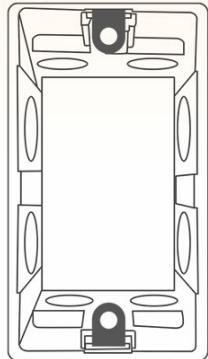


Image: A compatibility chart showing various SONOFF Zigbee hubs (iHost, NSPanel Pro, ZBBridge-U, ZBBridge-P, ZBDongle-E/P) and their supported features (On/Off, Smart scene, Detach relay, Power on state, OTA). It also lists unsupported hubs like specific Amazon Echo devices.

6.2 Pairing with eWeLink App

Follow these steps to pair your smart switch with the eWeLink app via your SONOFF Zigbee Hub:

- 1. Download the eWeLink App:** Search for 'eWeLink' on Google Play Store or Apple App Store and install it.
- 2. Add Device:** Open the eWeLink app, ensure your Zigbee hub is online, and follow the in-app instructions to add a new device.
- 3. Enter Pairing Mode:** Refer to your switch's specific instructions for entering pairing mode (usually a long press on a button).
- 4. Connect:** The app will detect and connect to the switch. Once connected, you can rename it and assign it to a room.

4 Steps to Use

Easily set up. Download the APP, scan the QR code to connect with the gateway and control!



*Requires the compatible SONOFF Zigbee hub.

Image: A visual guide showing four steps to set up the SONOFF smart switch: 1. Download eWeLink app, 2. Add device in app, 3. Next step in app, 4. Device found and connected.

7. OPERATING INSTRUCTIONS

7.1 Remote Control via eWeLink App

Once paired, you can control your lights from anywhere using the eWeLink app on your smartphone. Each of the

three gangs can be controlled independently.



Image: A woman using the eWeLink app on her phone to control the smart switches, demonstrating remote control functionality.

7.2 Voice Control (Alexa & Google Home)

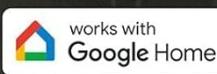
Integrate your SONOFF switch with Amazon Alexa or Google Home for convenient voice control. Bind your eWeLink account to your voice assistant app, then use commands like "Alexa, turn off the light."

Effortless Control with Your Voice

You can control the switch when you're busy with a simple voice command



works with



works with
Google Home



Alexa, turn off the light.

*The device must be added to a compatible SONOFF hub, and after binding a third-party account in the eWeLink app, voice control through a smart speaker will be enabled.

Image: A family celebrating, with a text overlay "Alexa, turn off the light." and logos for Alexa and Google Home, indicating voice control capability.

7.3 Timers and Scene Automation

The eWeLink app allows you to set schedules for your lights to turn on or off automatically. You can also create smart scenes that trigger actions based on other Zigbee sensors (e.g., lights turn on when a door opens).

Schedule Lights On

⌚ 18:00 → ⚡ Turn ON



Image: A woman reading, with an overlay showing a timer set for 18:00 to turn lights ON, demonstrating the scheduling feature.

Smart Scenes for a Convenient Life

Work with the Zigbee sensor to automatically turn lights on or off for you.

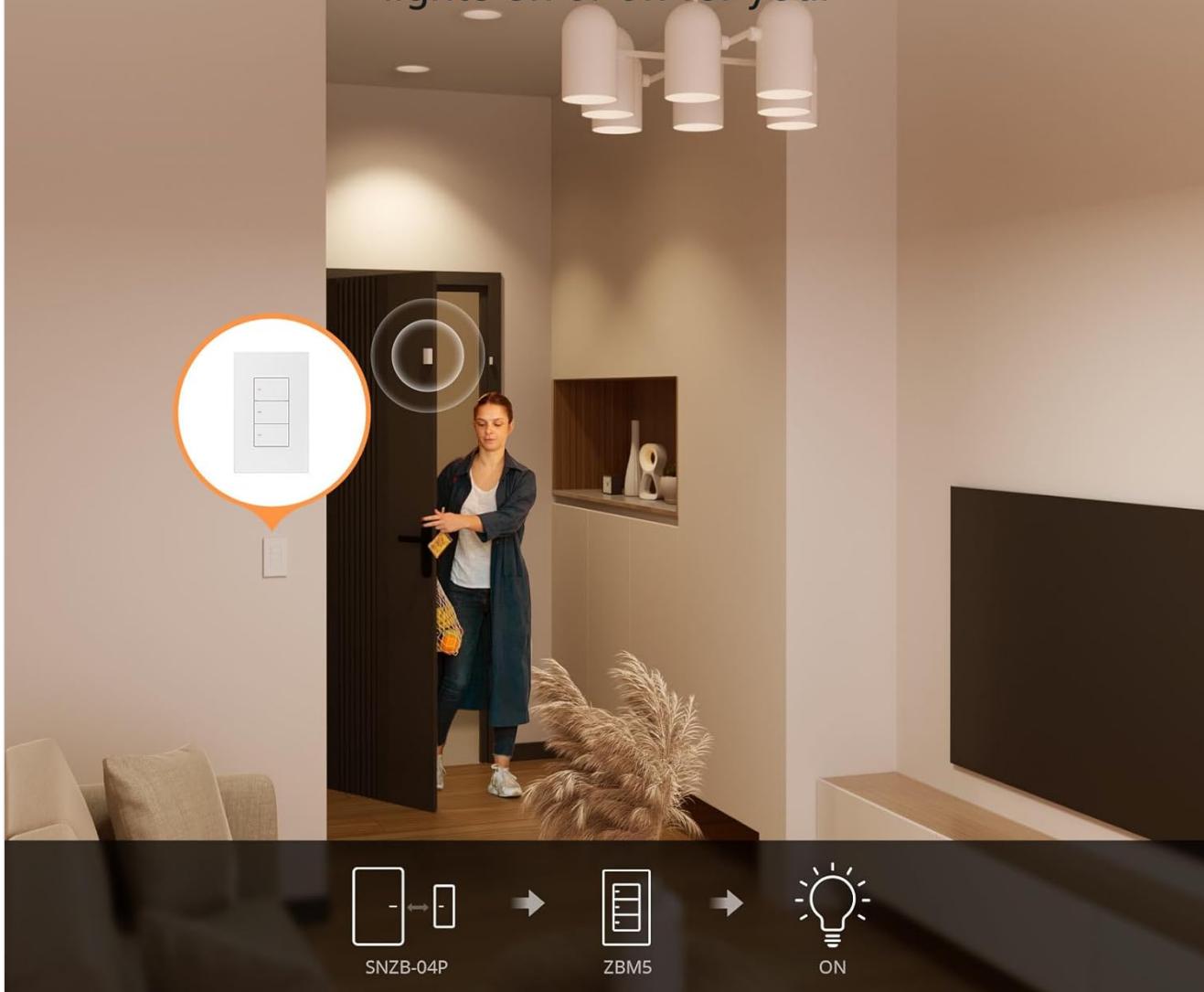
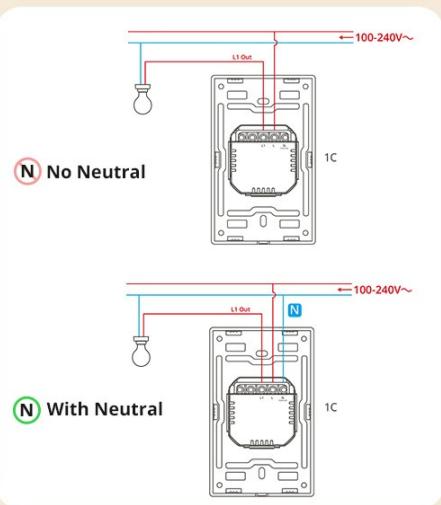


Image: A smart scene illustration where a Zigbee sensor (SNZB-04P) detects a door opening, triggering the ZBM5 switch to turn lights ON.



Terminals	Wires		
N (Optional)	Neutral Wire	N (Optional)	Neutral Wire
L	Live Wire	L	Live Wire (100-240 V)
L out1	Live Output Terminal_1(100-240V)		
L out2	Live Output Terminal_2(100-240V)		
L out3	Live Output Terminal_3(100-240V)		

Wiring method	No Neutral Required	Neutral Required
Zigbee role	Zigbee end-device	Zigbee router
Min. load	3W	No minimum power requirement
Use smart lights as a load	Not supported	Supported

Image: A person sleeping in bed, with an overlay showing a timer set for 23:00 to turn lights OFF, promoting a healthier routine by automatically turning off lights at night.

7.4 Detach Relay Function

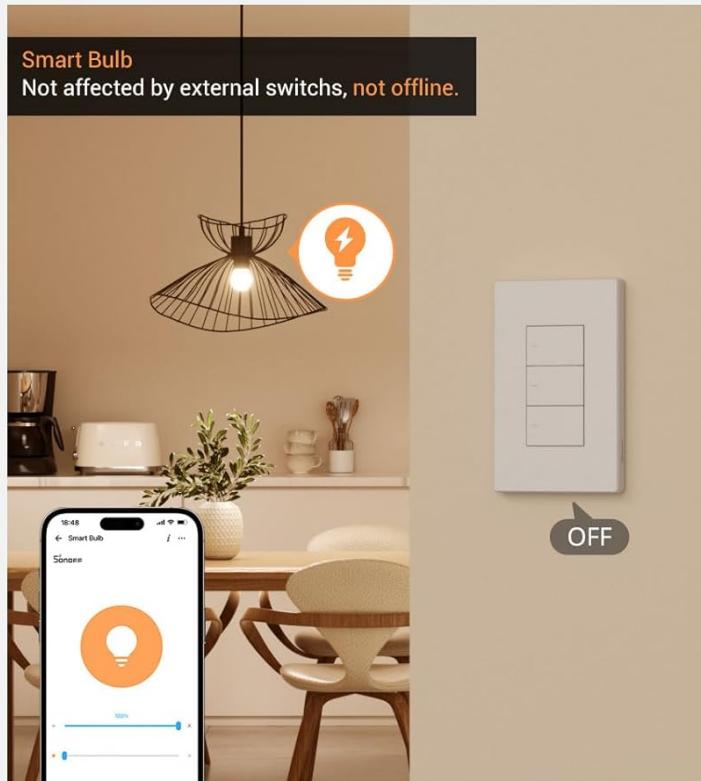
The Detach Relay function allows the physical button on the switch to operate independently of the electrical relay. This is useful for controlling smart bulbs, ensuring they remain powered even when the physical switch is "off," thus keeping them online and controllable via the app or voice. This feature supports connecting smart lights only in the neutral required mode.

Detach Relay Function

Lights remain smart even when physical button is turned off

Enable "Detach Relay"

Normal Situation



*Supports connecting smart lights **only in the neutral required mode**.

Image: Comparison showing a 'Normal Situation' where a smart bulb goes offline when the switch is off, versus 'Enable "Detach Relay"' where the smart bulb remains online and controllable even when the physical switch is off.

7.5 Open-Source Platform Compatibility

For advanced users, the SONOFF ZBM5 switch can be integrated with open-source platforms like Home Assistant via Zigbee2MQTT or ZHA, allowing for seamless integration with devices from various manufacturers. Functionality may vary when added via these platforms.



Image: A computer screen displaying the Home Assistant interface with the SONOFF ZBM5-3C-120 switch integrated, showing its 'On' state, highlighting open-source platform compatibility.

8. MAINTENANCE

- **Cleaning:** Wipe the switch surface with a soft, dry cloth. Do not use abrasive cleaners or solvents.
- **Firmware Updates:** Periodically check the eWeLink app for available firmware updates to ensure optimal performance and security.

9. TROUBLESHOOTING

- **Switch Not Responding:** Ensure the power is on at the circuit breaker. Check wiring connections. If using 'No Neutral' wiring, ensure the connected load meets the minimum 3W requirement.
- **Cannot Connect to Zigbee Hub:** Ensure your Zigbee hub is powered on and within range. Put the switch into pairing mode correctly. Refer to your hub's manual for specific pairing instructions.
- **Loss of Connectivity After Power Outage:** Some users have reported that the switch may not automatically reconnect to the Zigbee network after a power outage until the physical button is pressed. If this occurs, manually press a button on the switch to re-establish connection.
- **Inconsistent State in Home Assistant (Zigbee2MQTT/ZHA):** If the physical button state does not always align with the reported state in Home Assistant, ensure your Zigbee2MQTT profile for the device is up-to-date. This issue has been addressed in recent updates for some configurations.
- **Detach Relay Not Working:** Ensure your switch is wired in 'With Neutral' mode, as the detach relay function supports smart lights only in this configuration.

10. SPECIFICATIONS

Feature	Specification
Model	ZBM5-3C-120
Brand	SONOFF
Product Dimensions	4.72 x 2.91 x 1.55 inches
Weight	1.1 Pounds

Feature	Specification
Operation Mode	ON-OFF
Current Rating	10 Amps
Operating Voltage	120 Volts
Contact Type	Normally Closed
Connector Type	Crimp
Terminal	Screw
Circuit Type	1-way
Actuator Type	Push Button
Wireless Connection	Zigbee
Color	White
Casing Material	PC+CRS
Number of Gangs	3-gang
Min. Load (No Neutral)	3W
Operating Temperature	-10°C ~ 40°C

11. WARRANTY AND SUPPORT

For warranty information and technical support, please visit the official SONOFF store or contact their customer service. You can find more information at the [SONOFF Store on Amazon](#).

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Related Documents - ZBM5-3C-120

	<p>SONOFF SwitchMan Zigbee Smart Wall Switch: User Manual and Features</p> <p>Explore the SONOFF SwitchMan Zigbee Smart Wall Switch (ZBM5), a flexible smart home device supporting no-neutral and neutral wiring. Learn about its single, dual, and triple channel options, Zigbee 3.0 connectivity, eWeLink app integration, and compatibility with voice assistants like Alexa and Google Home. This comprehensive manual covers installation, setup, and operation.</p>
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 <p>User Manual ZBM5-120W (EN)</p> <p>Zigbee Smart Wall Switch</p> <p>Introduction</p> <p>This device is a Zigbee smart wall switch, which allows for either neutral required mode or neutral optional mode. It is a single-pole switch, meaning it only controls the hot line. For ZB group, you can define several control of scene operating logic setting.</p> <p>Remote Control Bright/Color/Timing Smart Control Neutral Wire Optional</p>	<p>SONOFF ZBM5-120W Zigbee Smart Wall Switch User Manual & Guide</p> <p>User manual for the SONOFF ZBM5-120W Zigbee Smart Wall Switch. Learn about its features, installation, neutral-optional wiring, voice assistant compatibility (Alexa, Google Home), troubleshooting, and compliance with FCC and EU standards. Compatible with SONOFF Zigbee gateways and the eWeLink app.</p>
 <p>User Manual ZBM5-120W (EN)</p> <p>Zigbee Smart Wall Switch</p> <p>Introduction</p> <p>This device is a Zigbee smart wall switch, which allows for either neutral required mode or neutral optional mode. It is a single-pole switch, meaning it only controls the hot line. For ZB group, you can define several control of scene operating logic setting.</p> <p>Remote Control Bright/Color/Timing Smart Control Neutral Wire Optional</p>	<p>SONOFF ZBM5-120W Zigbee Smart Wall Switch User Manual</p> <p>This user manual provides comprehensive details on the SONOFF ZBM5-120W Zigbee Smart Wall Switch, covering its features, installation, wiring, operation, and troubleshooting for smart home integration.</p>
 <p>SONOFF Dongle Plus P MG24 Quick Start Guide Zigbee Smart Home Hub</p>	<p>Get started with the SONOFF Dongle Plus P MG24, a powerful Zigbee 3.0 USB gateway for your smart home. This guide covers setup, specifications, and troubleshooting.</p>
 <p>SONOFF ZBM5-120W Zigbee Smart Switch Quick Start Guide</p>	<p>Comprehensive quick start guide for the SONOFF ZBM5-120W Zigbee smart switch, covering installation, network pairing, usage, safety, and specifications. Includes wiring diagrams and technical details.</p>
 <p>SONOFF SwitchMan Smart Wall Switch M5-1C/2C/3C-120W User Manual</p> <p>M5-1C/2C/3C-120WEN</p> <p>Introduction</p> <p>This device is a smart physical wall switch. After pairing with WiFi and Zigbee, you can turn on/off the light, control the scene, and set the timing. It is a single-pole switch, meaning it only controls the hot line. For ZB group, you can define several control of scene operating logic setting.</p> <p>Remote Control Single Control Voice Control Smart Control Timing Smart Scene</p>	<p>SONOFF SwitchMan Smart Wall Switch M5-1C/2C/3C-120W User Manual</p> <p>Comprehensive user manual for the SONOFF SwitchMan Smart Wall Switch (M5-1C/2C/3C-120W), covering features, specifications, installation, pairing methods (Matter and eWeLink), troubleshooting, and compliance information.</p>