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# 如何获取账号

## How to obtain an account?

Registration or account allocation is available.

1) Registration: Owners or distributors/installers can register their accounts on the login page of iSolarCloud Web or App (select the server site according to the actual situation, among which, the Chinese server only supports distributors/installers to register their accounts).

2) Account allocation: The backend administrator allocates accounts to the distributor/installer. When the distributor/installer gets the accounts, he can help the owner to create the plant and generate the owner's account, and deliver it to the owner by text message or email.

## What if I forget my login password?

Access iSolarCloud Web or App, click on "Forgot Password" on the login page to enter the "Account and Security" interface, and enter your account or email information to verify your identity. Reset the password after verification.

## How do I change my login password?

Enter your account and password to log in iSolarCloud Web or App, click "Account and Security -> Account Password" to enter corresponding interface, and you can reset the password.

## Account Cancellation

Enter your account and password to log in iSolarCloud Web or App, click "Account and Security -> Account Cancellation" to enter corresponding interface, verify your identity according to the prompt, and you can cancel your account after verification. Once an account is cancelled, all information related to the account will be permanently deleted and cannot be restored, so please operate cautiously.

## 通信模块相关

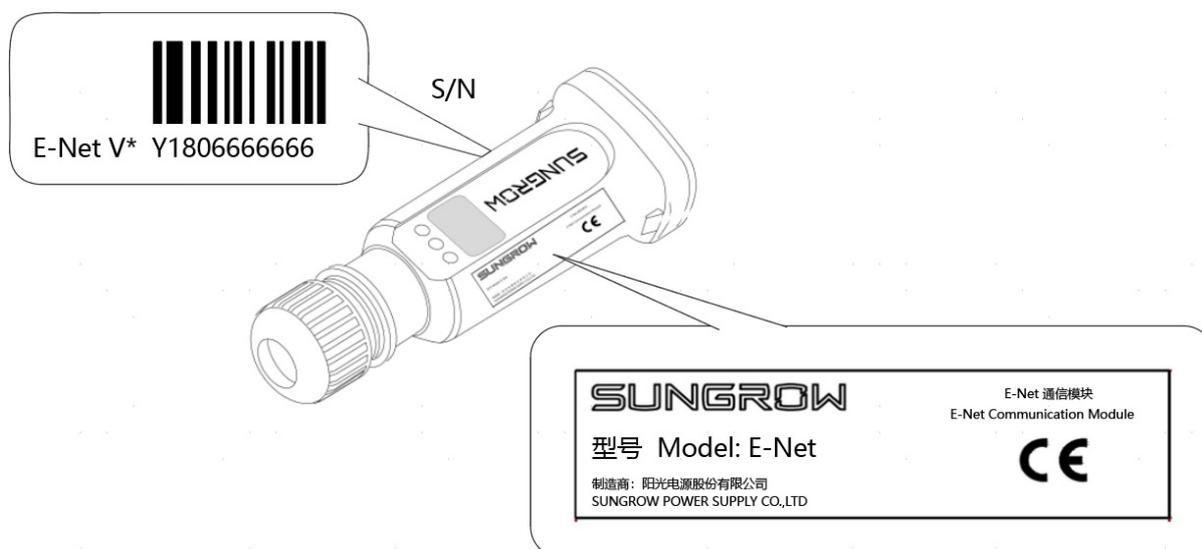
**After plugging the inverter into the WiFi or installing the E-Net normally, you are unable to claim the device when using the app to create a plant.**

1. Check whether the WiFi or E-Net indicator display is normal.
2. Check your home router settings to confirm that the “IP Address Assignment (DHCP)” function is checked. It needs to be checked, or else you will not be able to get on the internet through WiFi or E-Net.

**After the app configures the WLAN, you return to other interfaces and are told that there is no available network**

After configuring the WLAN, to normally use the monitoring function of the app, you need to disconnect the app from the WLAN signal of the inverter and connect the phone to the home router network or data network.

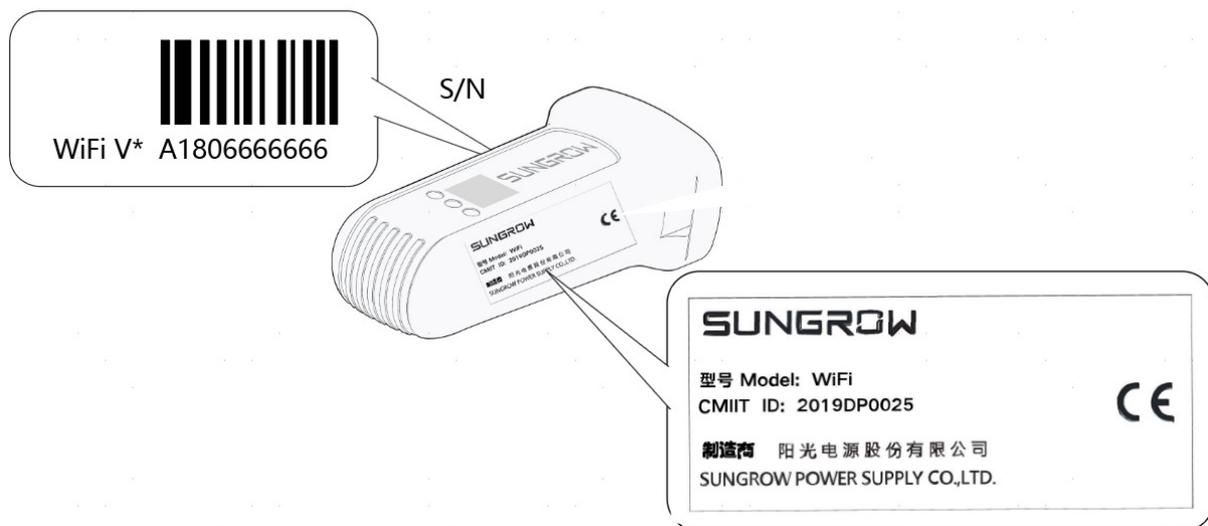
### E-Net indicator status description



Indicator Definition	Status Explanation
RUN (blue): Running indicator, indicates module's running status	On: the module is normally connected and is running Off: the module is abnormally connected and can not work
COM (green): Communication indicator, indicates connection status of the router	On: the module is assigned an IP address and successfully connected to the home router Blinking: the module has not been assigned an IP address and cannot connect to the home router Off: communication between the module and the

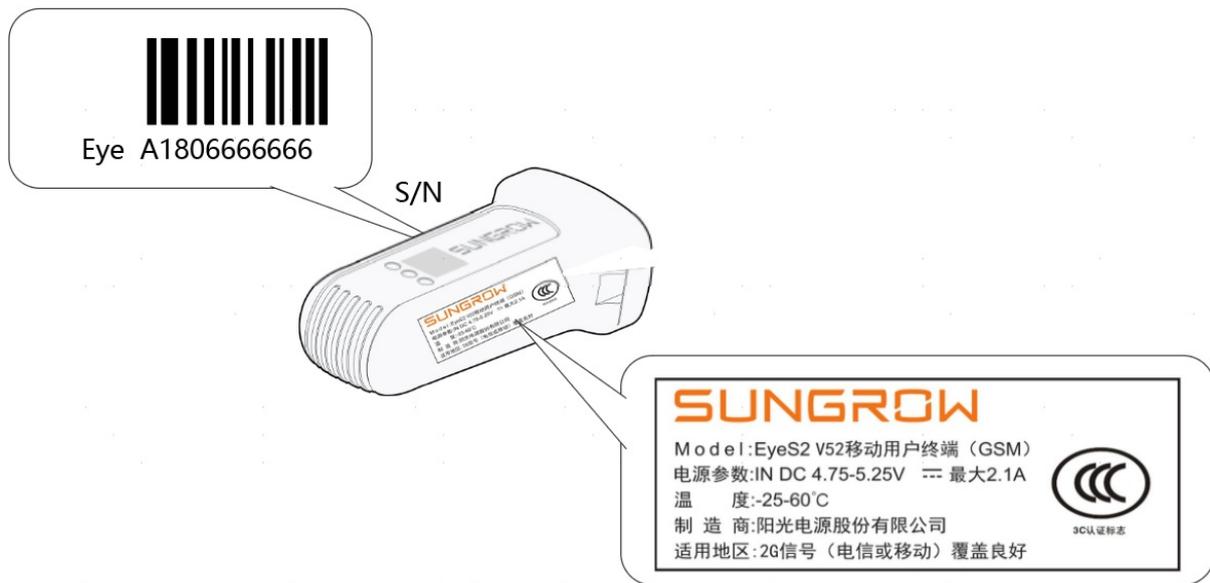
	inverter is abnormal
NET (yellow): Network indicator, indicates the server connection or update status	On: successfully connected to the data server Blinking: updating sub-equipment Off: unable to connect to the data server
After completing the configuration of the home router, wait about 10 minutes for E-Net to successfully connect to the data server, and then the NET indicator will be steady on.	

## WLAN Indicator Status Description



Indicator Definition	Status Explanation
RUN (blue): Running indicator, indicates the running status of the module	On: the module is running normally Off: the module is not running normally
COM (green): Communication indicator, indicates the router's connection status	On: successfully connected to the home router Blinking: trying to connect to the home router Off: failed to connect to the home router
NET (yellow): Network indicator, indicates server connection or update status	On: successfully connected to data server Blinking: fast blinking indicates the module is upgrading; slow blinking indicates the communication with the inverter is interrupted Off: failed to connect to the data server
After completing the configuration of the home router, wait about 10 minutes for WLAN to successfully connect to the data server, and then the NET indicator will be steady on.	

## Eye indicator status description (Eye V25, Eye V4, Eye S2, EyeM2)

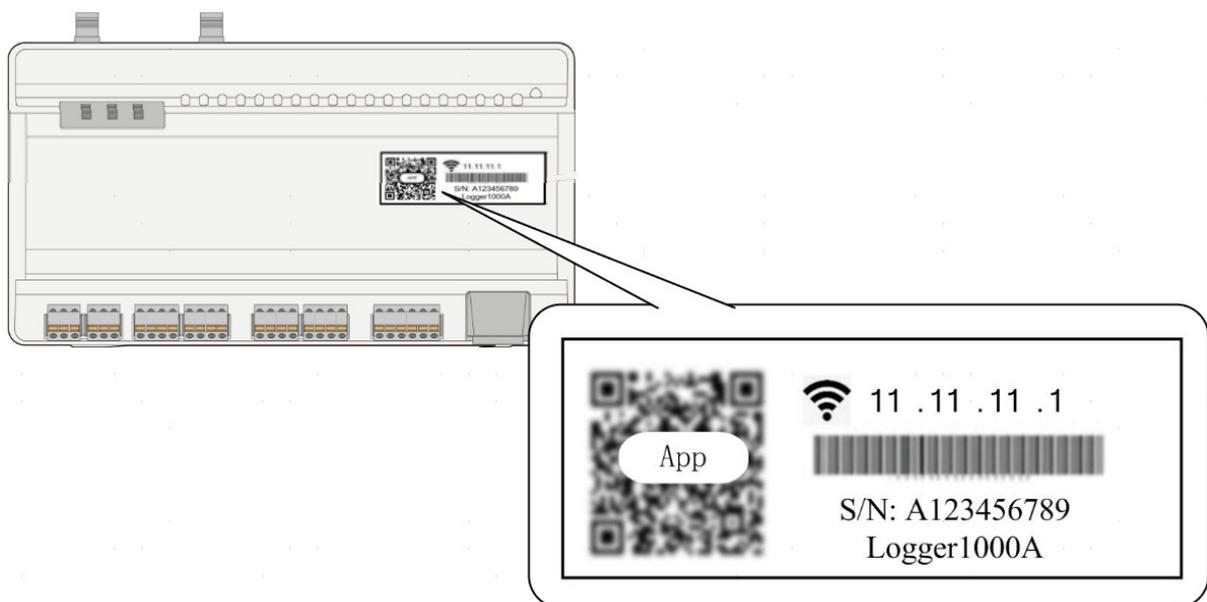


LED Type	Explanation	LED Status	Status Explanation
RUN: Running indicator	indicates whether the module's own software and hardware are running normally	Blinking once per second	The module is running normally
		Blinking irregularly, steady on or off	The module is running abnormally
COM: Communication indicator	Indicates whether the communication between the module and the inverter is normal	Blinking once per second	Normal communication with the inverter
		Blinking irregularly, steady on or off	Abnormal communication with the inverter
NET: Network indicator	Indicates the connection status between the device and the background server	On	Successful connection to the background server
		Off	Abnormal communication with the background server

### Eye indicator status description(Eye V22、 Eye V24)

LED Type	Explanation	LED Status	Status Explanation
Power source indicator	Indicates whether the power supply to the equipment is normal	On	The power supply to the current equipment is normal
		Off	No power to the current equipment
Communication indicator	Indicates the equipment's RS485 serial port communication status	Fast blinking (one blink every 0.5 s, five blinks in a row)	Normal communication with the inverter
		Slow blinking (one blink every 2 s, 5 blinks in a row)	Normal communication with the meter
		Off	No data interaction
Network indicator	Indicates equipment's network connection status	Blinking	Connected to the network
		On	Data uploaded successfully
		Off	No data interaction

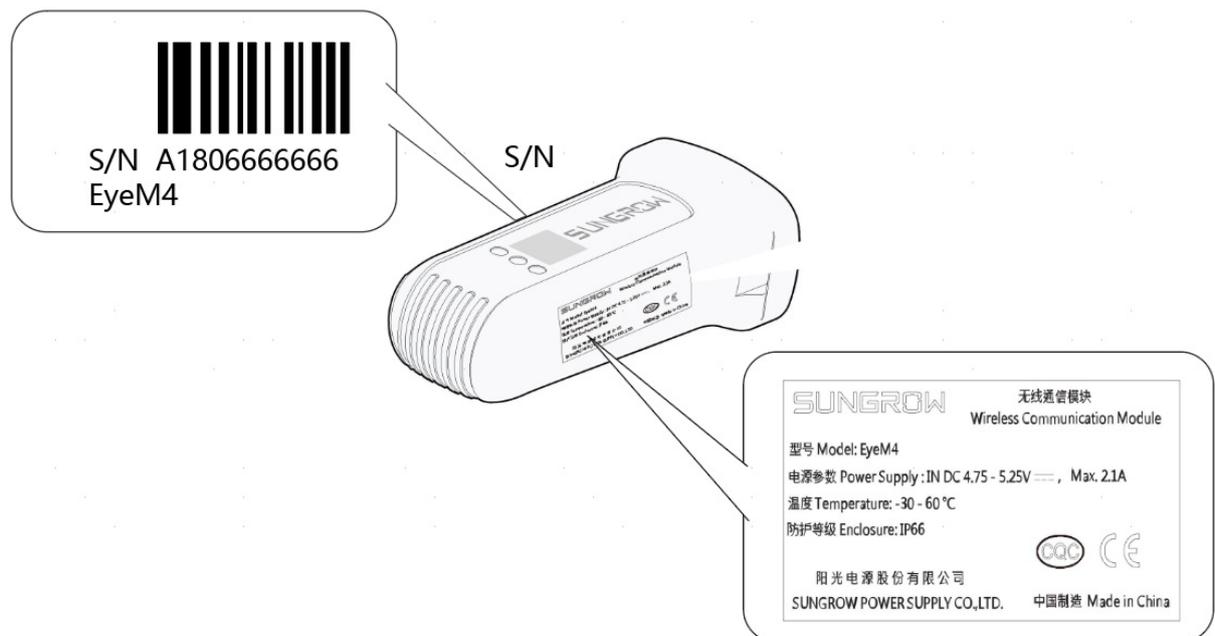
### Logger1000 indicator status description



Indicator (print)	LED Color	LED Status	Status Explanation
Run: Running indicator	Red/Green	Off	No external power supply connected
		Slow blinking (Green)	Normal running
		Slow blinking (Red)	Device alarm
		On (Red)	Logger1000 running fault
4G: 4G indicator*	Blue	Off	No data communication
		On	4G connected successfully
		Slow blinking	Data communication in process
WLAN: WLAN indicator	Blue	Off	No data communication
		On	WiFi connected successfully
		Slow blinking	Data communication in process

Note: \* Only the Logger1000A is equipped with the 4G indicator.

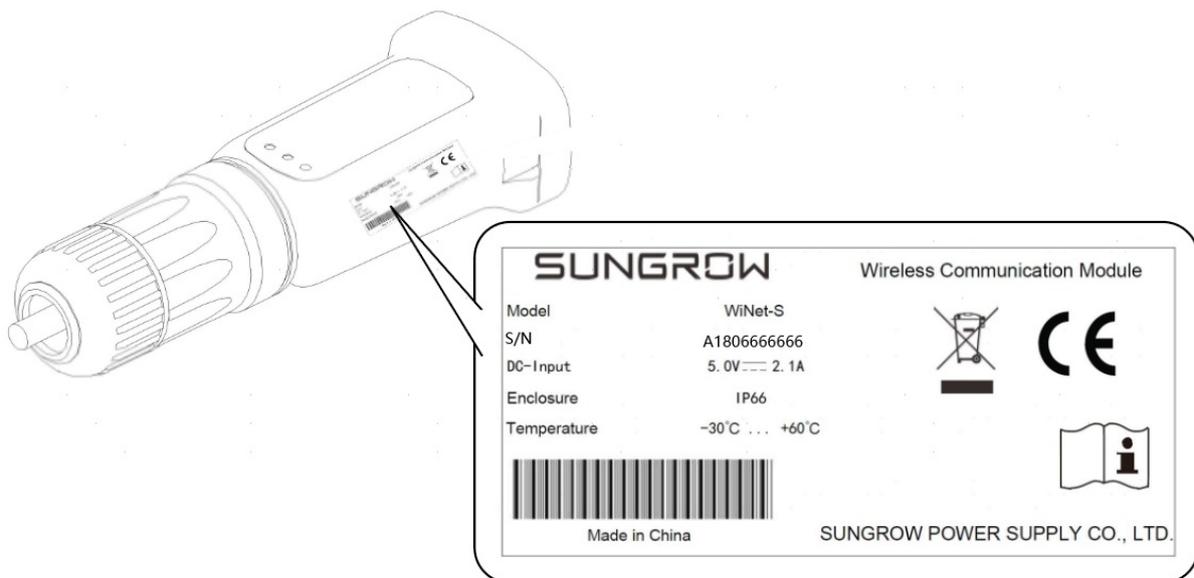
### EyeM4 indicator status description



LED Type	Explanation	LED Status	Status Explanation
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Run: Running indicator	Indicates whether the module's own software and hardware are running normally	Blinking green	Normal operation
		Blinking red	Inverter fault
		Off	Module power-off
4G: 4G indicator	Indicates the communication status of the module and the base station	On	Connected with the based station
		Off	Not connected with the based station
		Blinking	Data exchange in process through the 4G channel
WLAN: WLAN indicator	Indicates the communication status of the module and the router	On	Connected to the router
		Off	Not connected to the router
		Blinking	Data exchange in process through WLAN

### WiNet-S Status of the LED Indicators



Indicator	Status	Status Explanation
	Off	Not connected to external power supply

Run	Blinking green	Normal operation
	Steady red	Module fault
WLAN	Off	No data exchange
	On	WiFi connected successfully
	Blinking slowly	In data exchange
	Blinking quickly	In smartConfig mode (factory default mode)
LAN	Off	No data exchange
	Steady green	Ethernet connected successfully
	Steady green, blinking red	In data exchange

## 其他问题

### How to view the User Manual?

iSolarCloud website: Use your computer to visit <https://www.isolarcloud.com>. The User Manual can be viewed at the bottom of the login page. You can also enter your user name and password to log in to the system, click “Help->User Manual” in the menu at the left to view the document.

iSolarCloud app: Click “...” in the upper right corner of the login page to view the User Manual.

### No mail received (registered account, plant creation, plant sharing, etc)

1. Please check if the email address you entered is correct or if you checked the right email account.
2. Please check spam and deleted folders or other folders in your email box.
3. If you have unsubscribed from, blacklisted or marked iSolarCloud as spam, you will not be able to receive iSolarCloud emails. If you have done so, you will need to whitelist the iSolarCloud email address in order to receive our emails normally.
4. If the receiver's email box is full, please use a different email address or try again after space has been released or the mailbox capacity has been increased.
5. Please check whether the receiver's email address exists or has been blocked. If it does not exist or has been blocked, please use a different email address.
6. The receiver's mail system may be busy or have temporary faults. Please try again later or use a different email address.
7. The system email address may have been blacklisted by the receiver's mail system. Please use a different email address or contact Sungrow Customer Service.
8. Your operation may be too frequent. Please try again later.
9. If you still cannot receive our emails, please send an email to [feedback@sungrowpower.com](mailto:feedback@sungrowpower.com) and provide the email address you want to use to receive our emails. We will check on our end.
10. If you frequently encounter email issues, we recommend that you add [system@isolarcloud.com](mailto:system@isolarcloud.com) to your whitelist and try again. You can use online searches to find how you can add an email address to your whitelist.

### How to add iSolarCloud to the mailbox whitelist?

To ensure that the email verification code is sent successfully and promptly to your email address, we strongly recommend that you add iSolarCloud's sending address, [system@isolarcloud.com](mailto:system@isolarcloud.com), to your email contacts or add it to your whitelist. The following are some common email setting methods for your reference.

#### Setting up a whitelist in Outlook

Log in to your Outlook, click “Settings -> Mail -> Junk email -> Safe senders and domains” to enter corresponding interface, enter [system@isolarcloud.com](mailto:system@isolarcloud.com) to add it as a safe sender, and then click “Save”.

### Setting up a whitelist in Gmail

1. Log in to your Gmail. Click “Settings” to enter the settings page.
2. Click “Filter and mask address” to create a new filter.
3. In the “From” box, fill in [system@isolarcloud.com](mailto:system@isolarcloud.com) and create the filter.
4. Check “Do not send it to spam” and create a filter.

### Setting up a whitelist in QQ email

1. Log in to your QQ mailbox. Click “Settings -> Spam” to enter corresponding interface.
2. Then click “Set Email whitelist”, enter iSolarCloud’s sending email address, [system@isolarcloud.com](mailto:system@isolarcloud.com), and click “Add to whitelist”, or click “Set domain whitelist”. Enter [system@isolarcloud.com](mailto:system@isolarcloud.com), and click “Add to domain whitelist”.

### Setting up a whitelist in @163.com

1. Log in to your mailbox. Click “Settings -> General settings” to enter corresponding interface.
2. Click “Anti-spam/Blacklist and whitelist -> Add whitelist” at the bottom of the page. Enter iSolarCloud’s sending email address, [system@isolarcloud.com](mailto:system@isolarcloud.com), and click “OK”.

### Setting up a whitelist in @126.com

Log in to your mailbox. Click “Settings -> Anti-spam -> Add whitelist”. Enter iSolarCloud’s sending email address, [system@isolarcloud.com](mailto:system@isolarcloud.com), and click “OK”.

**If your email is not in the above categories, you can find out how to set a whitelist in the official help center of your email.**

# 电站相关

## How do I create a plant?

Log in to iSolarCloud App , click  in the upper right corner , select the plant type and inverter type according to actual needs , and scan the communication equipment's or inverter's QR code to add the equipment. Click "Next" and follow the interface's prompts to enter the plant information.

## How to share the plant?

iSolarCloud website: Log in to iSolarCloud website and enter the plant list interface. Click  to enter the sharing interface. Click "Add Sharing" in the upper right corner, enter the email address of the entity you want to share with and select the corresponding permissions.

iSolarCloud App: Log in to iSolarCloud App, select the plants you want to share, click **...** on the right side of the plant, and click "Share" to enter corresponding interface. Click "Add Sharing", enter the email address of the entity you want to share with, and select the corresponding permissions.

## How to delete plant?

The iSolarCloud website and app do not support the deletion of plants whose plant type is "Utility".

iSolarCloud website: Log in to iSolarCloud website, and enter the plant list interface. Click  to delete plants.

iSolarCloud App: Log in to iSolarCloud App, and select plants to be deleted. Click **...** on the right side of the plant to delete the plant.

## How to modify the code of plant service provider?

iSolarCloud website: Log in to iSolarCloud website, and enter the plant list interface. Click the plant whose service provider code needs to be modified. Click "Plant Configuration → Plant" in the menu on the left, and view "Distributor/Installer Organization Code" at the bottom of the dropdown page.

Click  to modify the code and then click "Confirm".

iSolarCloud App: Log in to iSolarCloud App, and enter the plant list interface. Click the plant whose service provider code needs to be modified to enter the single plant information interface. Click **...** in the upper right corner to enter plant configuration interface. Click "Plant" and view "Distributor/Installer Organization Code" at the bottom of the page to modify the code and save the modification.

## How to modify the upper level code of the distributor/installer?

iSolarCloud website: Log in to iSolarCloud website. Click “Me” in the menu to enter the account

information interface, and view upper level organization information. Click  to modify the “Upper Level Distributor/Installer Organization Code”.

iSolarCloud App: Log in to iSolarCloud App, select “More -> Profile” to enter corresponding interface.

Click  in the bottom right corner of the interface to modify “Upper Level Distributor/Installer Organization Code” and save the change.

# 逆变器相关

## How to directly connect the inverter to view data?

Open iSolarCloud App, click “Log in to Device” at the bottom of the login page, select WLAN or Bluetooth according to the communication mode currently used by the inverter, and follow the prompts for login operation. You can view the inverter data after successful login.

## Grid Overvoltage (Fault code: 2, 3, 14, 15)

Cause:

Grid voltage is higher than the set voltage protection value or the high voltage duration is longer than set HVRT value.

Corrective measures:

Generally, the inverter will be reconnected to the grid after the grid returns to normal. If the fault occurs repeatedly:

1. Measure the actual grid voltage, and please contact the local electric power company for solutions if the grid voltage is higher than the set value.
2. Check whether the protection parameters are appropriately set via the APP or the LCD, and modify the overvoltage protection value with the consent of the local power operator.
3. If the fault is not caused by the foregoing reasons and still exists, please contact SUNGROW.

## Grid Undervoltage (Fault code: 4, 5)

Cause:

Grid voltage is lower than the set voltage protection value.

Corrective measures:

Generally, the inverter will be reconnected to the grid after the grid returns to normal. If the fault occurs repeatedly:

1. Measure the actual grid voltage, and please contact the local electric power company for solutions if the grid voltage is lower than the set value.
2. Check whether the protection parameters are appropriately set via the APP or the LCD.
3. Check whether the AC cable is firmly in place.
4. If the fault is not caused by the foregoing reasons and still exists, please contact SUNGROW.

### **Grid Overfrequency (Fault code: 8)**

Cause:

Grid frequency is higher than the set frequency protection value.

Corrective measures:

Generally, the inverter will be reconnected to the grid after the grid returns to normal. If the fault occurs repeatedly:

1. Measure the actual grid frequency, and please contact the local electric power company for solutions if the grid frequency is beyond the set range.
2. Check whether the protection parameters are appropriately set via the APP or the LCD.
3. If the fault is not caused by the foregoing reasons and still exists, please contact SUNGROW.

### **Grid Underfrequency (Fault code: 9)**

Cause:

Grid frequency is lower than the set frequency protection value.

Corrective measures:

Generally, the inverter will be reconnected to the grid after the grid returns to normal. If the fault occurs repeatedly:

1. Measure the actual grid frequency, and please contact the local electric power company for solutions if the grid frequency is beyond the set range.
2. Check whether the protection parameters are appropriately set via the APP or the LCD.
3. If the fault is not caused by the foregoing reasons and still exists, please contact Sungrow Service.

### **Grid Power Outage (Fault code:10)**

Cause:

1. The grid is not supplied with power.
2. The AC circuit or AC switch is disconnected.

Corrective measures:

Generally, the inverter will be reconnected to the grid after the grid returns to normal. If the fault occurs repeatedly:

1. Check whether the grid supplies power reliably.

2. Check whether the AC cable is firmly in place.
3. Check whether the AC cable is connected to the correct terminal (whether the live wire and the N wire are correctly in place).
4. Check whether the AC circuit breaker is connected.
5. If the fault is not caused by the foregoing reasons and still exists, please contact SUNGROW.

### **Excessive Leakage Current (Fault code: 12)**

Cause:

The leakage current exceeds the standard value when the inverter is running.

Corrective measures:

1. The fault can be caused by poor sunlight or damp environment, and the inverter will be reconnected to the grid after the environment is improved.
2. If the environment is normal, check whether the AC and DC cables are well insulated.
3. If the fault is not caused by the foregoing reasons and still exists, please contact SUNGROW.

### **Grid Abnormal (Fault code: 13)**

Cause:

The inverter will perform an auto-test before being connected to the grid, and the fault will occur if the grid is abnormal.

Corrective measures:

Generally, the inverter will be reconnected to the grid after the grid returns to normal. If the fault occurs repeatedly:

1. Measure the actual grid frequency, and please contact the local electric power company for solutions if the grid parameter exceeds the set value.
2. If the fault is not caused by the foregoing reasons and still exists, please contact SUNGROW.

### **Grid Voltage Unbalance (Fault code: 17)**

Cause:

The inverter detects unbalanced three-phase grid voltage.

Corrective measures:

Generally, the inverter will be reconnected to the grid after the grid returns to normal. If the fault occurs repeatedly:

1. Measure the actual grid voltage. If grid phase voltages differ greatly, contact the power company for solutions;
2. If the voltage difference between the three phases is within the permissible range of the local power company, modify the grid voltage imbalance parameter through the APP or the LCD.
3. If the fault is not caused by the foregoing reasons and still exists, contact SUNGROW.

**PV Reverse Connection Fault (Fault code: 28,29,208,448,449,450,451,452,453,454,455,456,457,458,459,460,461,462,463,464,465,466,467,468,469,470,471,472,473,474,475,476,477,478,479)**

Cause:

Reversed polarity of the connected string.

Corrective measures:

1. Check whether the corresponding string is of reverse polarity. If so, disconnect the DC switch and adjust the polarity when the irradiance is low and the string current drops below 0.5A.
2. If the fault is not caused by the foregoing reasons and still exists, please contact SUNGROW.

\*The code 28 to code 29 are corresponding to PV1 to PV2 respectively.

\*The code 448 to code 479 are corresponding to string 1 to string 32 respectively.

**PV Reverse Connection Alarm(Fault code:532,533,534,535,536,537,538,539,540,541,542,543,544,545,546,547,564,565,566,567,568,569,570,571,572,573,574,575,576,577,578,579)**

Cause:

Reversed PV polarity

Corrective measures:

1. Check the polarity of the corresponding PV input side, and correct it if it is reversed.
2. If the fault is not caused by the foregoing reasons and still exists, please contact SUNGROW.

\*The code 532 to code 547 are corresponding to string 1 to string 16 respectively.

\*The code 564 to code 579 are corresponding to string 17 to string 32 respectively.

**PV Abnormal Alarm (Fault code:548,549,550,551,552,553,554,555,556,557,558,559,560,561,562,563,580,581,582,583,584,585,586,587,588,589,590,591,592,593,594,595)**

Cause:

Short-circuit, open loop, or low current.

Corrective measures:

Check the voltage and current abnormalities of the inverter to determine the cause of the alarm.

1. Check whether the corresponding module is sheltered. If so, remove the shelter and ensure module cleanness.
2. Check if the wiring of the PV module is loose, if so, re-connect the cable to ensure it is reliably connected.
3. check if the DC fuse is damaged, and if so, replace it.
4. If the fault is not caused by the foregoing reasons and still exists, please contact SUNGROW.

\*The code 548 to code 563 are corresponding to string 1 to string 16 respectively.

\*The code 580 to code 595 are corresponding to string 17 to string 32 respectively.

### **Excessively High Ambient Temperature (Fault code: 37)**

Cause:

Excessively high temperature in the cabinet;

Excessively high ambient temperature.

Corrective measures:

Generally, the inverter will run again after the internal temperature or module temperature returns to normal. If the fault occurs repeatedly:

1. Check whether the ambient temperature of the inverter is too high;
2. Check whether the inverter is in a place where it is easy to ventilate;
3. Check whether the inverter is directly exposed to sunlight. If so, take some shading measures;
4. Check whether the fans are running normally, if not, please replace the fans;
5. If the fault is not caused by the foregoing reasons and still exists, please contact SUNGROW.

### **Low Ambient Temperature (Fault code: 43)**

Cause:

The ambient temperature is lower than the protection value.

Corrective measures:

Shut down and disconnect the inverter. Restart the inverter when the ambient temperature rises to within the operation temperature range.

### **Low System Insulation Resistance (Fault code: 39)**

Cause:

The insulation resistance to ground of the PV module is lower than the standard value.

Corrective measures:

Wait for the inverter to return to normal. If the fault occurs repeatedly:

1. Check whether the ISO resistance protection value is excessively high via the APP or the LCD, and ensure that it complies with the local regulations.
2. Check the resistance to ground of the string and the DC cable. Take correction measures in case of short circuit or damaged insulation layer.
3. If the cable is normal and the fault occurs on rainy days, check again when the weather turns fine.
4. If the fault is not caused by the foregoing reasons and still exists, please contact SUNGROW.

### **Grounding Cable Fault (Fault code: 106)**

Cause:

1. Poor contact of the grounding cable;
2. Grounding cable connection is abnormal.

Corrective measures:

1. Check whether the AC cable is correctly connected.
2. Check whether the insulation between the grounding cable and the live wire is normal.
3. If the fault is not caused by the foregoing reasons and still exists, please contact SUNGROW.

### **AFCI Fault (Fault code: 88)**

Cause:

AFCI fault occurs on the DC side of the inverter.

Corrective measures:

1. Disconnect the DC power supply, and check whether any DC cable is damaged, the connection terminal or fuse is loose or in poor contact, or some component is burned. If so, replace the damaged cable, fasten the terminal or fuse, and replace the burnt component.

2. After performing step 1, reconnect the DC power supply, and clear the AFCI fault via the LCD or the APP, after which the inverter will return to normal operation.
3. If the fault is not caused by the foregoing reasons and still exists, please contact SUNGROW.

### **Off-grid Load Overpower fault (Fault code: 51)**

Cause:

Power required to access the load at the off-grid port is greater than the power that PV/battery can provide.

Corrective measures:

1. Reduce the load power at the off-grid port or cut off some loads.
2. If the fault is not caused by the foregoing reasons and still exists, please contact SUNGROW.

### **Meter/CT Reverse Connection Alarm (Fault code: 84)**

Cause:

The alarm occurs when the meter detects that the feed-in power is 300w larger than the inverter output power and it lasts for 5min.

Corrective measures:

1. Check whether the meter is connected to the wrong position;
2. Check whether the input and output wiring direction of the meter is reversed;
3. If the retrofit system is enabled, please check whether the rated power setting of the existing inverter is correct.

### **Meter Communication Abnormal Alarm (Fault code: 514)**

Cause:

Communication cable between the meter and the inverter is disconnected;

Communication terminal of the meter or the inverter is in poor contact.

Corrective measures:

1. Check whether the communication cable and terminal are abnormal, and correct them if so.
2. Reconnect the meter communication cable.
3. If the fault is not caused by the foregoing reasons and still exists, please contact SUNGROW.

### **Grid Conflict (Fault code: 323)**

Cause:

When the inverter is set to off-grid mode, the on-grid or off-grid output port is connected to the real grid.

Corrective measures:

1. Check whether the output port is connected to the real grid, and disconnect it from the grid if so.
2. If the fault is not caused by the foregoing reasons and still exists, please contact SUNGROW.

### **Parallel Communication Alarm (Fault code:75)**

Cause:

Communication error between inverters connected in parallel.

Corrective measures:

1. Check whether the communication cable and terminals are abnormal, and correct them if so.
2. Reconnect the communication cable.
3. If the fault is not caused by the foregoing reasons and still exists, please contact SUNGROW.

### **BMS Communication Fault (Fault code: 714)**

Cause:

Communication cable between the battery and the inverter is disconnected;  
Communication terminal of the battery or the inverter is in poor contact.

Corrective measures:

1. Check whether the communication cable and terminals are abnormal, and correct them if so.
2. Reconnect the battery communication cable.
3. If the fault is not caused by the foregoing reasons and still exists, please contact SUNGROW.

### **Abnormal Battery Connection (Fault code: 716)**

Cause:

Reversed polarity of the battery;

The battery power cable is not connected;

Low battery voltage;

Fault of relay on charge & discharge circuit.

Corrective measures:

1. Check whether the polarity is reversed or the power cable is unconnected. If so, take corrective measures.
2. If the fault is not caused by the foregoing reasons and still exists, please contact SUNGROW.

### **Battery Alarm (Fault code: 932,933,934,935,937,939,964)**

Cause:

The alarm is reported when a slight abnormality occurs because of the battery itself, the operating environment, or the operations on the battery.

Corrective measures:

Generally, the battery will return to normal automatically. If the alarm persists for a long time:

1. If an alarm related to ambient temperature such as overtemperature alarm or low temperature alarm is reported, take measures such as improving heat dissipation conditions, to lower the temperature.
2. If the fault persists, contact the battery manufacturer.

### **Battery Fault (Fault code:**

**703,707,708,711,712,715,717,732,733,734,735,739,832,833,834,835,836,837,839,844,864,866,867,868,870,1000,1001)**

Cause:

The fault is reported when the battery abnormality occurs because of the battery itself, the operating environment, or the operations on the battery.

Corrective measures:

1. In case of abnormal battery voltage, check whether the battery power cable connection is abnormal (reverse connection, loose, etc.). If so, connect the battery power cable correctly.
2. Check whether the battery real-time voltage is abnormal if the battery power cable is correctly connected. If so, contact the battery manufacturer. If not, contact SUNGROW.
3. For battery temperature fault, take measures to improve heat dissipation performance and lower the temperature.
4. If the fault persists, contact SUNGROW.

### **System Fault (Fault code:**

**7,11,16,19,20,21,22,23,24,25,30,31,32,33,34,36,38,40,41,42,44,45,46,47,48,49,50,52,53,54,55,56,57,58,60,61,62,63,64,65,66,67,85,92,93,100,101,102,103,104,105,107,108,109,110,111,112,113,114,116,117,118,119,120,121,122,123,124,200,201,202,203,204,20**

**5,206,207,208,209,210,211,248,249,250,251,300,301,302,303,304,305,306,307,308,309,310,311,312,313,314,315,316,317,318,319,320,321,322,324,325,326,401,402,403,404,405,406,407,408,409,410,411,412,600,601,602,603,605,608,612,616,620,622,623,624,800,802,804,807,1096,1097,1098,1099,1100,1101,1102,1103,1104,1105,1106,1107,1108,1109,1110,1111,1112,1113,1114,1115,1116,1117,1118,1119,1120,1121,1122)**

Cause:

1. Internal modules of the system are abnormal;
2. System related wiring or terminal is abnormal.

Corrective measures:

Wait for the system to return to normal ;

Disconnect the AC and the DC switches. If there is a battery, disconnect the switch on the battery side. Wait for 15 minutes and connect the AC and DC switches in turn, and restart the system. If the fault persists, please contact the SUNGROW.

#### **System Alarm (Fault code:**

**59,70,71,72,74,76,82,83,87,89,77,78,79,80,81,216,217,218,220,221,222,223,224,225,226,227,228,229,230,231,432,433,434,500,501,502,503,504,505,506,507,508,509,510,511,512,513,515,516,517,518,900,901,910)**

Cause:

1. Internal modules of the system are abnormal;
2. System related wiring or terminal is abnormal.

Corrective measures:

1. The inverter can continue running;
2. Check the relevant cables and terminals for any abnormalities, check for any environmental abnormalities such as foreign objects, and take corresponding corrective measures when necessary.
3. If the alarm occurs repeatedly, please contact SUNGROW.

#### **MPPT Reverse Connection (Fault code:**

**264,265,266,267,268,269,270,271,272,273,274,275,276,277,278,279,280,281,282,283)**

Cause:

The polarity of the connected MPPT is reversed.

Corrective measures:

1. Check whether the corresponding MPPT is of reverse polarity. If so, disconnect the DC switch and adjust the polarity when the irradiance is low and the string current drops below 0.5A.
2. If the fault is not caused by the foregoing reasons and still exists, please contact SUNGROW.

\*The code 264 to code 279 are corresponding to MPPT 1 to MPPT 20 respectively.

**Boost Capacitor Overvoltage Alarm (Fault code :  
332,333,334,335,336,337,338,339,340,341,342,343,344,345,346,347,348,349,350,351,  
352,353,354,355,356,357,358,359,360,361,362,363)**

Cause:

The voltage of the boost capacitor exceeds the preset alarm threshold.

Corrective measures:

1. The machine can continue running;
2. Check the relevant cables and terminals for any abnormalities, check for any environmental abnormalities such as foreign objects, and take corresponding corrective measures when necessary.
3. If the alarm occurs repeatedly, please contact SUNGROW.

**Boost Capacitor Overvoltage Fault (Fault code :  
364,365,366,367,368,369,370,371,372,373,374,375,376,377,378,379,380,381,382,383,  
384,385,386,387,388,389,390,391,392,393,394,395)**

Cause:

The voltage of the boost capacitor exceeds the preset fault threshold.

Corrective measures:

Disconnect the AC and the DC switches. If there is a battery, disconnect the switch on the battery side. Wait for 15 minutes and connect the AC and DC switches in turn, and restart the system. If the fault persists, please contact the SUNGROW.