目　录

Account

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, and be aware that 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 distributors/installers get the accounts, they 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.

Plant

How do I create a plant?

Log in to the iSolarCloud Web system, go to "Plant" and click "Create Plant" in the upper right corner of the page. Then, fill in the plant information, and click "Next". Upload a picture of the communication device's QR code, and click "Next". Complete the tariff settings, and the plant is then created.

Log in to the iSolarCloud App, and tap the icon ⊕ in the upper-right corner of the screen. Fill in the general information about the power plant, and tap "Save and Continue". Scan the QR code on the communication device, then tap "Continue". Now, proceed in compliance with the prompts shown on the screen to complete plant creation.

How to share the plant?

iSolarCloud Web: Log in to the iSolarCloud Web system. Go to "Plant", find the plant you want to share, and click ⟨⟩ in the action column to open the "Share" panel. Click "Add Sharing" in the upper right corner. Then, enter the email address of the user with whom you want to share the plant, and assign permissions accordingly.

iSolarCloud App: Log in to the iSolarCloud App. Tap the icon ⋯ on the right side of the plant you want to share, and choose "Share" –> "Add Sharing". Then, enter the email address of the user with whom you want to share the plant, and assign permissions accordingly.

How to delete plant?

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

iSolarCloud Web: Log in to the iSolarCloud Web system. Go to "Plant", find the plant you want to delete, and click 🗑 in the action column to delete it.

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 Web: Log in to the iSolarCloud Web system, go to "Plant", and click on the plant you want to edit. Then, on the left, choose "Plant Configuration -> Plant", and scroll down to the bottom to check the "Retailer/Installer Organization Code". You can now edit this field and click "Save".

iSolarCloud App: Log in to the iSolarCloud App, and tap the target plant in the list to enter its details page. Then, tap the icon ☰ at the upper right of the screen, and choose "Plant Configuration" –> "Plant". Scroll down to the bottom of the screen to check the distributor/installer organization code. Now, tap "Edit" to modify, and then tap "Confirm".

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

iSolarCloud Web: Log in to the iSolarCloud Web system, click the avatar, and choose "Profile". Here you can check the upper-level organization information. You may click "Modify" to change the "Superior Code (organization code of upper-level service provider)".

iSolarCloud App: Log in to the iSolarCloud App, and choose "Account" in the bottom navigation bar. Then, tap the avatar to go to the "Profile". Modify the "Superior Code" and tap "Confirm".

Inverter

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.

Gird 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:

1.Excessively high temperature in the cabinet.

2.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 alarms 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:

1.Communication cable between the meter and the inverter is disconnected;

2.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:

1.Communication cable between the battery and the inverter is disconnected;

2.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:

1.Reversed polarity of the battery;

2.The battery power cable is not connected;

3.Low battery voltage;

4.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: 7,11,16,19,20,21,22,23,24,25,30,31,32,33,34,36,38,40,41,42,44,45,46,47,48,49,50,52,5 3,54,55,56,57,58,60,61,62,63,64,65,66,67,85,92,93,100,101,102,103,104,105,107,108,1 09,110,111,112,113,114,116,117,118,119,120,121,122,123,124,200,201,202,203,204,20 5,206,207,208,209,210,211,248,249,250,251,300,301,302,303,304,305,306,307,308,30

9,310,311,312,313,314,315,316,317,318,319,320,321,322,324,325,326,401,402,403,40
4,405,406,407,408,409,410,411,412,600,601,602,603,605,608,612,616,620,622,623,62
4,800,802,804,807,1096,1097,1098,1099,1100,1101,1102,1103,1104,1105,1106,1107,1
108,1109,1110,1111,1112,1113,1114,1115,1116,1117,1118,1119,1120,1121,1122)

Cause:

1.Internal modules of the system are abnormal;

2.System related wiring or terminal is abnormal.

Corrective measures:

1.Wait for the system to return to normal；

2.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.

Communication Module

Failed to claim device while creating a plant on the iSolarCloud App after the WiFi or E-Net module is properly installed.

1.Check the status of the indicators on the WiFi or E-Net module, and see if there is anything abnormal.

2.Check the home router setup, and see if DHCP (used for assigning IP addresses) has been enabled. If not, please enable DHCP; otherwise, the WiFi or E-Net module cannot access the network normally.

"No Network Available" shown on other screens after completing WLAN configuration on the iSolarCloud App

Once the WLAN configuration is completed, to enable the monitoring function of the iSolarCloud App, please disconnect from the WLAN hotspot of the inverter on the App, and connect to the home router or mobile data network on the phone.

Description of E-Net Indicator Status
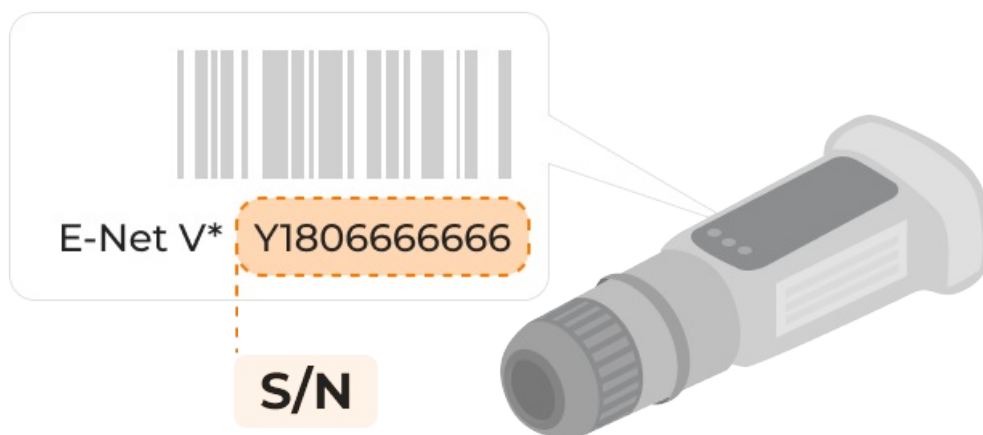
Indicator (Mark)	LED Color	LED Status	Description
RUN indicator (RUN)	Blue	Off	Connection abnormal, the module cannot function properly.
		Steady on	The module has been successfully connected and is running normally.
Communication		Off	Communication between the module and the inverter is abnormal.

Communication indicator （COM）	Green	Steady on	The module is assigned an IP address and successfully connected to the home router.
		Blink	The module is not assigned an IP address and cannot be connected to the home router.
Network indicator （NET）	Yellow	Off	Failed to connect to data server.
		Steady on	Connected to data server successfully.
		Blink	Firmware upgrade in progress.

After completing the home router configuration, it may take about 10 minutes before the E-Net successfully connects to the data server and the NET indicator turns steady on.

Description of WiFi Indicator Status

Indicator (Mark)	LED Color	LED Status	Description
RUN indicator （RUN）	Blue	Off	Module not running normally
		Steady on	Module running normally
Communication indicator （COM）	Green	Off	Failed to connect to home router
		Steady on	Connected to the home router successfully
		Blink	Attempting to connect to the home router
		Off	Failed to connect to data server

Network indicator （NET）	Yellow	Steady on	Connected to data server successfully
		Blink fast	Upgrade in progress
		Blink slow	Communication with the inverter is interrupted

After completing the home router configuration, it may take about 10 minutes before the wireless network of the module successfully connects to the data server and the NET indicator turns steady on.
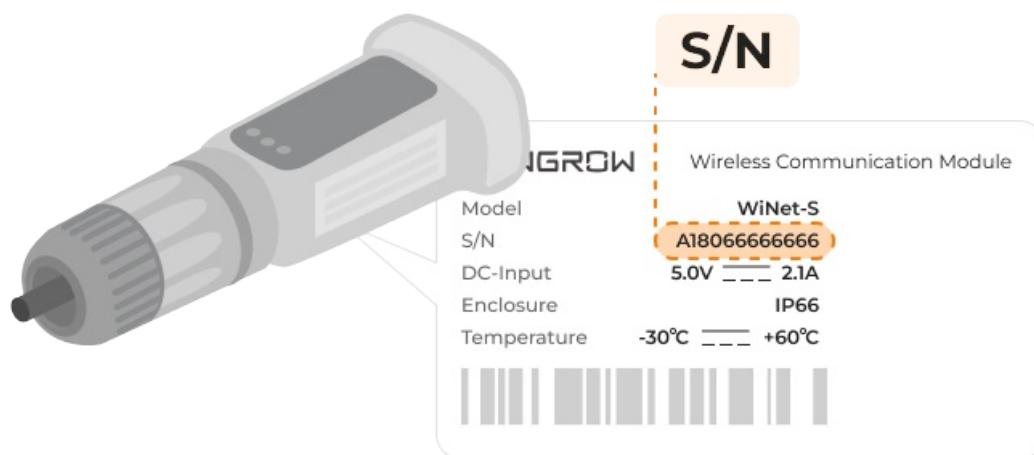
Description of WiNet Indicator Status (WiNet-S & WiNet-S2)

WiNet-S

Indicator (Mark)	LED Color	LED Status	Description
RUN indicator （RUN）	Green/red	Off	Not connected to any external power supply
		Blink slow (Green)	Normal operation
		Blink fast (Green)	Networking mode
		Steady red	Module fault
Network indicator （WLAN）	Blue	Off	Not connected to WiFi
		Steady on	Connected to WiFi
		Blink slow	Data communication in progress
			EasyConnect mode (wireless

			hotspot is off at this point)
Network indicator （LAN）	Green/red	Off	Not connected to Ethernet
		Steady green	Connected to Ethernet
		Steady green, however flash red every few seconds	Data communication in progress

WiNet-S2

Indicator (Mark)	LED Color	LED Status	Description
RUN indicator （RUN）	Green/red	Off	Not connected to any external power supply
		Blink slow (Green)	Normal operation
		Blink fast (Green)	Networking mode
		Steady red	Module fault
Network indicator （WLAN）	Blue	Off	Not connected to WiFi
		Steady on	Connected to WiFi
		Blink slow	Data communication in progress
		Blink fast	EasyConnect mode (wireless hotspot is off at this point)
		Fault blinking	No data communication 1 min after connecting to WiFi
Network indicator （LAN）	Green/red	Off	Not connected to Ethernet
		Steady green	Connected to Ethernet
		Blink slow (Red)	Data communication in progress
		Fault blinking	No data communication 1 min after connecting to Ethernet

Description of WiFi-P2 Indicator Status

Indicator (Mark)	LED Color	LED Status	Description
RUN indicator （RUN）	Green/red	Off	Not connected to any external power supply
		Blink slow (Green)	Normal operation
		Steady red	Module fault
Network indicator （WLAN）	Blue	Off	Not connected to WiFi
		Steady on	Connected to WiFi
		Blink slow	Data communication in progress
		Blink fast	EasyConnect mode (wireless hotspot is off at this point)

Description of Eye Indicator Status (Eye V25, Eye V4, Eye S2 & EyeM2)

Indicator (Mark)	LED Status	Description
Module RUN indicator （RUN）	Blink every second	Module running normally
	Blink irregularly, steady on, or off	Module not running normally
Inverter communication indicator （COM）	Blink every second	Communication with the inverter is normal
	Blink irregularly, steady on, or off	Communication with the inverter is abnormal
Networking indicator （NET）	Steady on	Connected to background server successfully
	Off	Communication with background server is abnormal

Description of EyeS4-EU Indicator Status
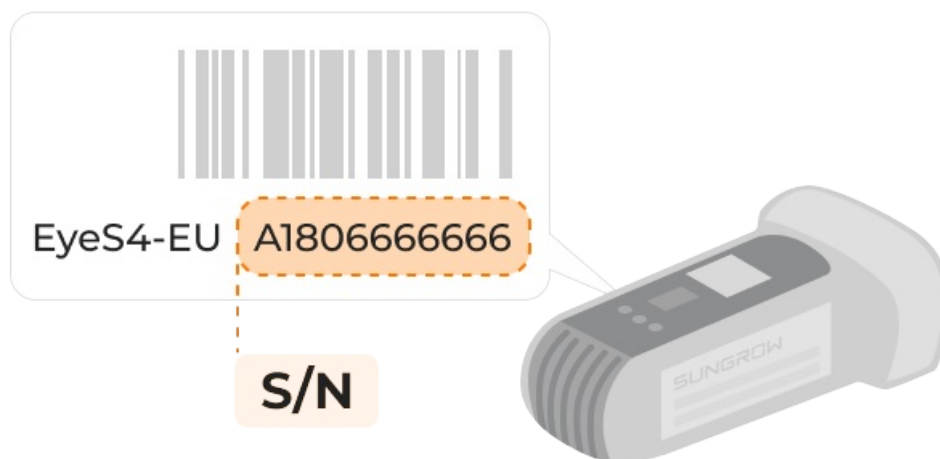
Indicator (Mark)	LED Color	LED Status	Description
RUN indicator （RUN）	Green/red	Off	Not connected to any external power supply
		Blink green	Normal operation
		Steady red	Module fault
Network indicator		Off	Not connected to 4G
			Connected to 4G with no data

		Steady on	communication
		Blink	Data communication in progress
Network indicator（WLAN）	Blue	Off	Not connected to WiFi
		Steady on	Connected to WiFi
		Blink	Data communication in progress

Description of EyeM4 Indicator Status

Indicator (Mark)	LED Color	LED Status	Description
RUN indicator（RUN）	Green/red	Off	Module not powered on
		Blink green	Module running normally
		Steady red	There is a fault with the inverter to which the module is connected
Network indicator（4G）	Blue	Off	Not connected to 4G
		Steady on	Connected to 4G with no data communication
		Blink	Data communication in progress
Network indicator（WLAN）	Blue	Off	Not connected to WiFi
		Steady on	Connected to WiFi

| （WLAN） | Blue | Steady on | Connected to WiFi |
| | | Blink | Data communication in progress |

Description of Logger1000 Indicator Status (Logger1000A/B & Logger1000A-EU)

Logger1000A & Logger1000A-EU

Indicator (Mark)	LED Color	LED Status	Description
RUN indicator（RUN）	Green/red	Off	Not connected to any external power supply
		Blink green	Normal operation
		Blink red	Device alarm
		Steady red	There is a fault with Logger1000
Network indicator（4G）	Blue	Off	No data communication
		Steady on	Connected to 4G
		Blink	Data communication in progress
Network indicator（WLAN）	Blue	Off	No data communication
		Steady on	Connected to WiFi
		Blink	Data communication in progress

Logger1000B

Indicator (Mark)	Color	Status	Description
RUN indicator （RUN）	Green/red	Off	Not connected to any external power supply
		Blink green	Normal operation
		Blink red	Device alarm
		Steady red	There is a fault with Logger1000
Network indicator （WLAN）	Blue	Off	No data communication
		Steady on	Connected to WiFi
		Blink	Data communication in progress

Others

How to view the User Manual?

iSolarCloud Web: You may visit " https://www.isolarcloud.com/ " and find the link to the user manual at the bottom of the page. You can also enter your account name and password to log in to the system, and then choose "Support -> Help Center" on the left to view the user manual.

iSolarCloud App: Log in to the iSolarCloud App, and choose "Support" in the bottom navigation bar. Then, scroll down to look for "User Manual" under "Help Center", and tap it 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 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 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, 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 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 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, and click "Add to whitelist", or click "Set domain whitelist". Enter 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, 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, 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.