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How to obtain an account?

Registration or account allocation is available.

- 1) Registration: the owner or distributor/installer can register the account through the iSolarCloud Web or App login page (select the server site as an International website and an European website).
- 2) Account allocation: the background administrator allocates the account of the distributor/installer. After obtaining the account, the distributor/installer can help the owner to create the plant and generate the owner's account, which will be transmitted to the owner by text message or email.

What if the user forgets the login password?

Access iSolarCloud Web or App, click on "Forgot Password" on the login page, enter the "Account and Security" interface, enter the mobile phone number or email information according to the prompt, and reset the password after verification.

How to modify the login password?

Access iSolarCloud Web or App, enter the account and password and log in to the system. Use [Account and Security]-[Account Password], click [Modify], enter the original password, new password and confirm the new password as prompted to complete the modification of the login password.

Account cancellation

Please visit the Web or App of iSolarCloud; enter your account and password to login the system; click [I]-[Account & Security]-[Account cancellation], click [Account cancellation]; follow the prompts to cancel account. After your account is cancelled, the system will permanently delete all information relevant to the account, and it is unrecoverable. Please operate cautiously.

逆变器相关

How to directly connect the inverter to view data?

Open iSolarCloud APP, click "Login Inverter" at the bottom of the login page, and select whether to log in to the inverter using WLAN or Bluetooth according to the communication mode currently used by the inverter. According to the prompt steps of APP, log in the inverter to view the data.

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.
- 3.Check whether the cross-sectional area of the AC cable meets the requirement.
- 4.If the fault is not caused by the foregoing reasons and still exists, please contact Sungrow Service.

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 Service.

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 Service.

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.

Islanding(Fault code:10)

Cause:

- 1.The grid is not supplied with power.
- 2.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 Service.

Excessive leakage current(Fault code:12)

Cause:

The leakage current exceeds the standard value during inverter 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 Service.

Grid abnormal(Fault code:13)

Cause:

In Italy, grid voltage or frequency exceeds the specific value when no inverter is connected to the grid.

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 Service.

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 LCD screen.

3.If the fault is not caused by the foregoing reasons and still exists, contact Sungrow Service.

PV reverse connection fault(Fault

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

Cause:

Reversed polarity for 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 solar radiation 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 Service.

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

*The code 28 to code 29 are corresponding to PV1 to PV2 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 whether the corresponding string is of reverse polarity. If so, disconnect the DC switch and adjust the polarity when the solar radiation 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 Service.

*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:

1.Check whether the corresponding module is sheltered. If so, remove the shelter and ensure module cleanness.

2.Check the module for abnormal aging.

3.If the fault is not caused by the foregoing reasons and still exists, please contact Sungrow Service.

*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:

1.Check whether the inverter is directly exposed to sunlight. If so, take some shading measures.

2.Check and clean the air ducts.

3.Check whether there is 070 (fan anomaly) alarm via the APP or the LCD. If so, replace the fans.

4.If the fault is not caused by the foregoing reasons and still exists, please contact Sungrow Service.

Low ambient temperature(Fault code:43)

Cause:

The ambient temperature is lower than the protection value.

Corrective measures:

Stop and disconnect the inverter. Restart the inverter when the ambient temperature falls 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 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 it again when the weather turns fine.
- 4.If the fault is not caused by the foregoing reasons and still exists, please contact Sungrow Service.

Grounding cable fault(Fault code:106)

Cause:

- 1.Poor please 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 ground cable and the live wire is normal.
- 3.If the fault is not caused by the foregoing reasons and still exists, please contact Sungrow Service.

Electric arc fault(Fault code:88)

Cause:

Electric arc 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 please 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 electric arc fault via the LCD display 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 Service.

Off-grid load overpower fault(Fault code:51)

Cause:

Power required for the load connection 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 Service.

Meter reverse connection(Fault code:84)

Cause:

Reverse connection at the input/output port of the energy meter, or the meter is connected to a wrong terminal.

Corrective measures:

- 1.Check whether the polarity of the energy meter is reversed according to the prints on the cable connection port, and correct the connection if not.
- 2.Check whether the energy meter is connected to a wrong terminal other than the grid-connected point. If so, correct it.
- 3.If the fault is not caused by the foregoing reasons and still exists, please contact Sungrow Service.

Meter communication alarm(Fault code:514,514)

Cause:

Communication cable between the meter and the inverter is disconnected; communication terminal of the meter or inverter is in poor.

Corrective measures:

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

Grid confrontation(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 Service.

Parallel communication alarm(Fault code:75,75)

Cause:

Communication error between inverters connected in parallel.

Corrective measures:

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

BMS communication fault(Fault code:714)

Cause:

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

Corrective measures:

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

Battery polarity reversed(Fault code:716)

Cause:

Reversed polarity between the battery and inverter battery.

Corrective measures:

- 1.Check and correct polarity of cable connection between the battery and the inverter.
- 2.If the fault is not caused by the foregoing reasons and still exists, please contact Sungrow Service.

Battery alarm(Fault code:932,933,934,935,937,939,964)

Cause:

The battery itself, operating environment or the operation performed on the battery is abnormal.

Corrective measures:

- 1.User may ignore the battery alarm, and the battery can operate normally in this case. Be cautious.
- 2.If overtemperature or low temperature actually exists, take ventilation measures or other measures.
- 3.If worrying about the potential risks, please contact the corresponding battery manufacture.

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)

Cause:

The fault is caused by battery abnormality, operating environment or inappropriate operation performed on the battery.

Corrective measures:

- 1.In case of battery voltage fault, check whether the battery real-time voltage is abnormal. If so, please contact the battery manufacturer. If not, please contact SUNGROW.
- 2.In case of battery temperature fault, take measures to improve heat dissipation performance and lower the temperature.
- 3.If the fault persists, please contact Sungrow Service.

System fault(Fault

code:6,7,11,16,19,20,21,22,23,24,25,36,38,40,41,42,44,47,48,49,50,45,46,52,53,54,55,56,60,61,62,63,64,65,66,67,100,101,102,103,104,105,107,200,201,202,203,204,205,306,307,315,316,300,301,302,306,307,308,309,310,311,312,313,314,315,316,317,318,319,320,321,322,401,402,403,404,405,408,409,204,30,31,32,33,53,54,55,56,85,34,92,93,116,107,108,109,110,111,112,113,117,118,119,120,121,122,123,124,206,300,301,302,303,304,308,309,310,311,312,313,314,317,318,319,320,321,322,401,402,403,404,405,406,407,408,409,600,601,602,603,605,608,612,616,620,622,623,624,800,802,804,807)

Cause:

- 1.Internal module of the system is abnormal.
- 2.Related cable connection or terminal of the system is abnormal.

Corrective measures:

Wait for the inverter to return to normal.

Disconnect the AC and DC switches, and reconnect the AC and DC switches 15 minutes later to restart the inverter.

If the fault still exists, please contact Sungrow Service.

System alarm(Fault

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

Cause:

- 1.Internal module of the system is abnormal.
- 2.Related cable connection or terminal of the system is abnormal.

Corrective measures:

- 1.The inverter can continue running.
- 2.Check whether the related cable connection and terminal are abnormal, check whether there are any foreign materials or other environmental abnormalities, and take corresponding corrective measures when necessary.
- 3.If the alarm occurs repeatedly, please please contact Sungrow Service.

电站相关

How to create a plant?

Log in to iSolarCloud App, click the plus sign in the upper right corner of the home page, scan communication equipment or inverter two-dimensional code to add equipment, and click [Next] to enter plant information according to the interface prompt to complete the plant creation.

How to share the plant?

Access to iSolarCloud Web or App, enter the account and password and log into the system.

iSolarCloud Web: [Home Page]-[Plant List]-[Operation-Sharing List], click [Add Sharing] in the upper right corner, enter the mailbox of the share, and select the corresponding permissions to share the plant.

iSolarCloud App: enter the home page of the App, press and hold the android mobile phone or left slide the apple mobile phone to share the plant, click [Share]-[Add Share], enter the email address of the share, and select the corresponding permissions to share the plant.

How to delete plant?

iSolarCloud Web and App support delete of plant type “household photovoltaic” or “household energy storage plant”. To delete other types of plants, you need to log into the background management system for operation.

iSolarCloud Web: [Home Page]-[Plant List]-[Operation], and click [Delete] to delete the plant.

iSolarCloud App: enter the home page of the APP, press and hold the android mobile phone or left slide apple mobile phone to delete the plant, and click [Delete] to delete the plant.

How to modify the code of plant service provider?

iSolarCloud Web: log in to the system, click the plant whose service provider code needs to be modified in the plant list on the home page, click the left menu [Plant Configuration]-[Plant], and view [Distribution/Installer Organization Code] at the bottom of the drop-down page to modify and save.

iSolarCloud App: log in to the system, click the plant whose service provider code needs to be modified in the plant list on the home page, enter the single plant information page, click the set button on the upper right, select [plant configuration] navigation, and view [distributor/installer organization code] at the bottom of the slide page, then modify and save it.

How to modify the superior code of the distributor/installer?

iSolarCloud Web: log in to the system, click on the menu [Account Management], view [Superior Organization Information], modify and save the “Superior Distributor/Installer Organization Code”.

iSolarCloud App: log in to the system, select [More]-[Superior Code], click edit icon, modify and save

“Superior Code”.

通信模块相关

After the inverter is plugged into WiFi or E-Net is installed normally, the equipment cannot be claimed when the plant is created by App.

1. Check whether the WiFi or E-Net indicator is normal.
2. Check the settings of the home router and confirm whether the "IP Address Assignment (DHCP)" function is ticked. If it is not checked, WiFi or E-Net cannot access the Internet, so, ticking is necessary.

After App performs WLAN configuration operation and returns to other interfaces to indicate that there is no available network.

Configuration WLAN, in order to normally use App's monitoring function, it is necessary to disconnect the WLAN signal of App and inverter and connect the mobile phone to the home router network or data network.

E-Net indicator status description

indicator definition	status description
RUN (blue): run indicator, indicates the running status of the module	Normally On: the module is running normally Off: the module is not running normally
COM (green): communication indicator, indicates connection status of the router	Normally On: successfully connected to the home router Blink: trying to connect to the home router Off: configuration failed to connect to the home router
RUN (blue): network light, indicates server connection status or upgrade	Normally On: successfully connected to data server Flash: fast flash indicates upgrade is in progress; slow flash means communication with inverter is interrupted Off: unable to connect to data server
NET (yellow): network light, indicates the server connection status or upgrade	Normally On: successfully connected to the data server Flash: upgrading the sub-device Off: unable to connect to the data server
After completing the configuration of the home router, wait about 10 minutes for inverter E-Net to connect to the data server successfully, the NET indicator light is Normally On.	

WLAN indicator status description

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indicator light definition	status description
RUN (blue): run indicator, indicates the running status of the module	Normally On: the module is running normally Off: the module is not running normally
COM (green): communication indicator, indicates that the router's connection status	Normally On: successfully connected to the home router Blink: trying to connect to the home router Off: configuration failed to connect to the home router
NET (yellow): network light, indicates server connection status or upgrade	Normally On: successfully connected to data server Flash: indicates upgrade is in progress. Slow flash means that communication with inverter is interrupted and goes out: unable to connect to data server
After the configuration of home router is completed, wait about 10 minutes for inverter WLAN to connect to data server successfully. Only when the NET indicator light is Normally On.	

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

LED type		LED status	status description
module running light (RUN)	indicates whether the software and hardware of the module itself are operating normally	Flashes once per second	the current module is running normally
		Flashes Irregularly, Normally On or Off	abnormal operation of the current module
inverter communication lamp (COM)	indicates whether the communication between the module and the inverter is normal	Flash once per second	normal communication with inverter
		Flash Irregularly, Normally On or Off	abnormal communication with inverter
networking indicator (NET)	indicates the connection between the device and the background server	Normally On	connection to background server successful
		Off	communication with background server abnormal

Eye indicator status description (Eye V22, Eye v24)

LED type		LED status	status description
power indicator	indicates whether the device is powered on normally	Normally On	the current device power supply is powered on normally
		Off	the current device is not powered
communication indicator	indicates the RS485 serial communication status of the device	flashes fast (once for 0.5s, five times in a row)	normal communication with inverter

其他问题

How to view the User Manual?

iSolarCloud cloud Web: the computer can visit www.isolarcloud.com, and the [User Manual] can be viewed at the bottom of the login page. At the same time, after entering the user name and password to log into the system, click the left menu [Help]-[User Manual] 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 whether the email address you filled in is correct or whether you are viewing the correct email.
2. Please check other mail folders such as mailbox dustbin/delete folder.
3. If you unsubscribe from iSolarCloud's mail, or put it in the blacklist, or mark it as spam, you will not be able to receive iSolarCloud's mail. If these operations have been carried out, you need to add a white list of iSolarCloud mail to receive mail normally.
4. After the above methods, you cannot receive the mail yet. Please send the mail to feedback@sungrowpower.com and provide the email address where you need to receive the mail. We will help you to inquire.
5. If you often encounter mail problems, it is recommended that you add system@isolarcloud.com to your white list, and then try to obtain mail again. You can search the web page about how your mailbox category can be whitelisted.

How to add iSolarCloud to the mailbox whitelist?

In order to ensure that the mail verification code is successfully sent to your email address in time, it is strongly recommended that you add iSolarCloud's sending address system@isolarcloud.com to your email contacts or add it to the white list. The following are some common email setting methods, please refer to.

Set Outlook white list

1. At the top of the page, select settings>view all Outlook settings>junk e-mail;
2. Slide down to the safe sender, fill in the system@isolarcloud.com, add it to the safe sender, then click “Add” and “Save”;

Set Gmail whitelist

1. Please log in to your Gmail, click the “Settings” button in the upper right corner to enter the settings page, then click “Filter and Mask Address” and click to create a new filter.

2. In the “From” box, fill in the system@isolarcloud.com and create the filter; 3. Select the check box “Do not send it to spam” and create a filter;

Set QQ mailbox white list

1. Log in to your QQ mailbox, click “Settings” in the upper left corner, click “Anti-Spam” and find the “Anti-Spam” column;
2. Then click “Set White List of Email Addresses”, enter the system@isolarcloud.com of iSolarCloud’s email address, and click “Add to White List”;
3. Click “Set Domain Name White List”, enter system@isolarcloud.com, and click “Add to Domain Name White List”.

Set @163.com mailbox white list

To enter the mailbox, click “Settings” at the top of the page-select “General Settings”-select “Anti-Spam/Black and White List” on the left-click “Add White List” at the “White List” position at the bottom of the page to add iSolarCloud’s sender mailbox system@isolarcloud.com.

Set @126.com mailbox white list

To enter the mailbox, click “Settings” at the top of the page-select “General Settings”-select “Anti-Spam/Black and White List” on the left-click “Add White List” at the “White List” position at the bottom of the page to add iSolarCloud’s sender mailbox system@isolarcloud.com.

If your mailbox is not in the above category, you can find out how to add a white list in the official help center of your mailbox.