

714 Battery Communication error

Disclaimer

The material in this document has been prepared by Sungrow Australia Group Pty. Ltd. ABN 76 168 258 679 and is intended as a guideline to assist solar installers for troubleshooting. It is not a statement or advice on any of the Electrical or Solar Industry standards or guidelines. Please observe all OH&S regulations when working on Sungrow equipment.

Overview:

Sungrow batteries communicate with the inverter via a supplied CAN cable.

Please check the following before lodging a warranty claim.

RJ45 connector.

The supplied RJ45 connector has a locking to ensure both connection and the IP rating. When tightening the connector, please ensure you feel a definite 'lock'.



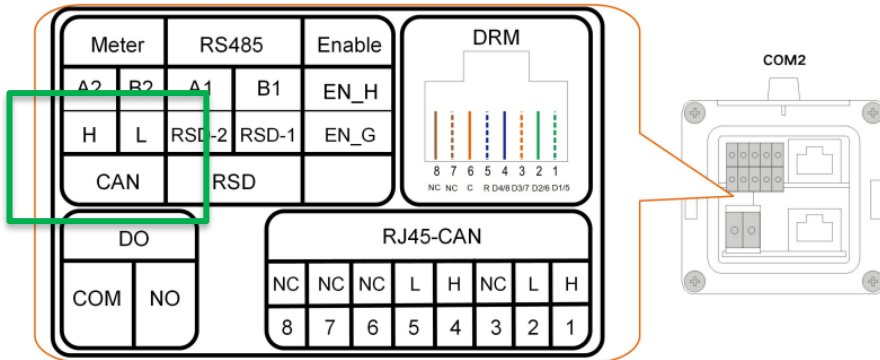
Click!

Turn the locknut until you feel it click into the lock position.

Terminating at the inverter COM block:

Check the pinout diagram on the left side of the inverter for the correct CANH and CANL connections.

Inverter connection – COM block:



The Sungrow cable uses pin 1 if the RJ45 as CANH (White/Orange), and pin 2 as CANL (Orange).

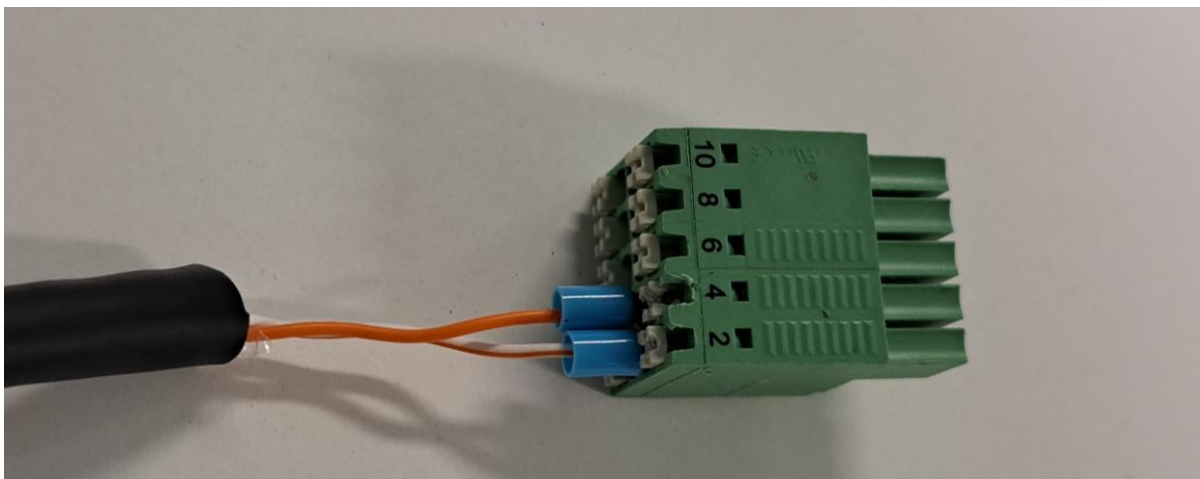


Terminating:

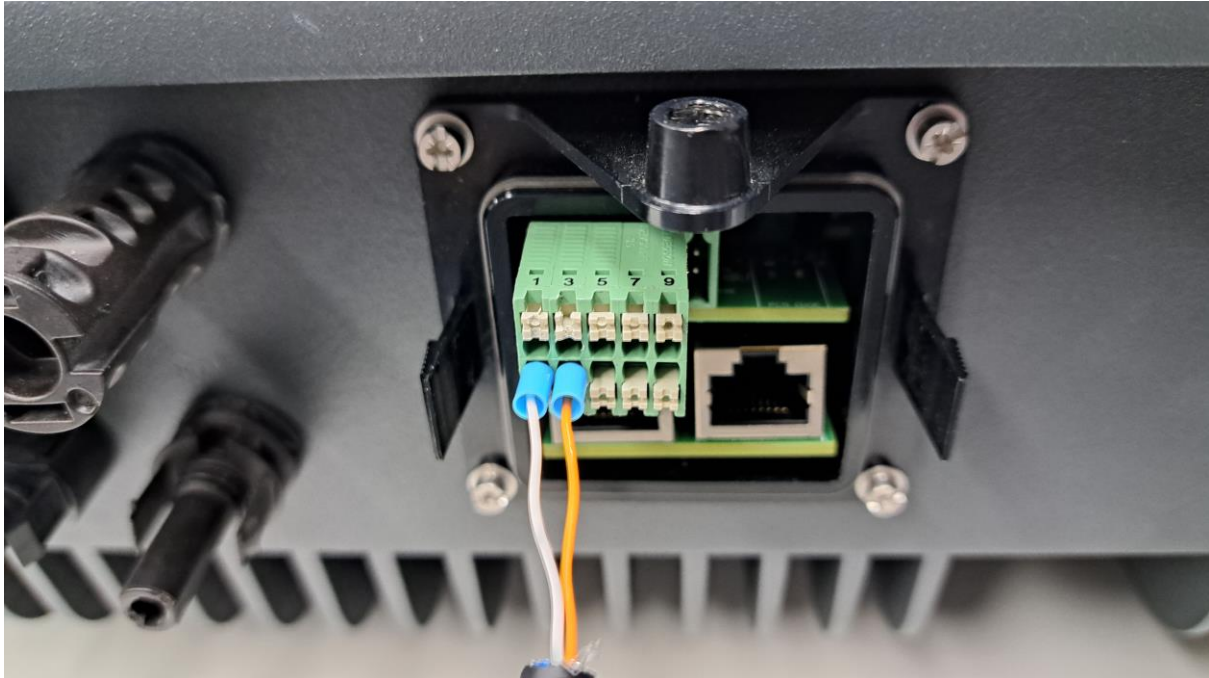
Always terminate with the correct bootlace ferrules. There are spares in the bag of bits in the box.

(These supplied extra-long ones MUST be used – Do not use standard ferrules or twist the cable. This will result in a bad contact)

Ensure the pins are securely pushed into the correct spring terminals. Twisting the wires will result in a bad connection.



Plug securely into the COM connector and tighten locknut.



Firmware:

Sungrow regularly releases new firmware to iron out known bugs, and to add new functionality. You **MUST** update the dongle inverter and battery to the latest firmware before lodging a warranty claim.

Is it a legitimate warranty claim?

If you can confirm all of the above, then Sungrow will send replacement parts. Make sure you advise that you have checked everything in the comments when making the claim as it will save time.

If the issue still persists, please take photos testing on site and contact Sungrow Service Department on 1800 786 476 or email to service@sungrowpower.com.au.