

Error 010 – AC Plug

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.

Error code 010 refers to the AC grid supply being cut to the inverter. This document uses an SG5K-D inverter as an example for explanation.

When the grid goes off, the inverter will shut down as per the required standard. This is not an inverter fault but a mandatory safety precaution.

The inverter will re-start when the power comes back on, but the 010 error code will still show to alert the owner.

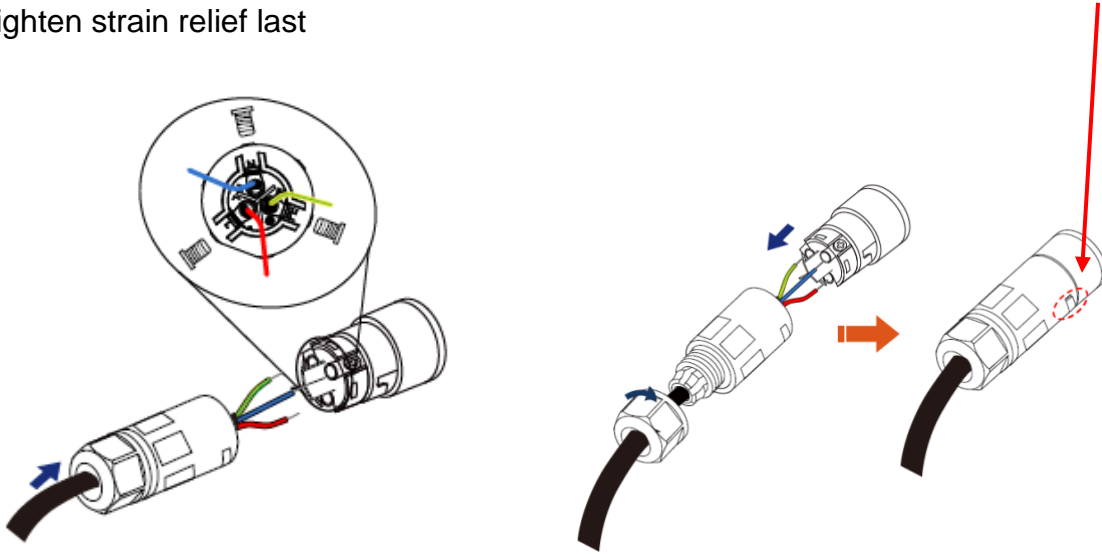
If the circuit breaker protecting the inverter trips, it will show the 010 code. Re-set the circuit breaker and allow the inverter to restart (takes 60 seconds).

When error code 010 occurs intermittently, and it is not caused by power interruptions, it may be due to a loose AC conductor connection or incorrectly fitted plug.

Ensure that the AC cables are securely connected inside the plug body, correct polarity, and that the strain relief gland is tight and not pulling on the conductors.

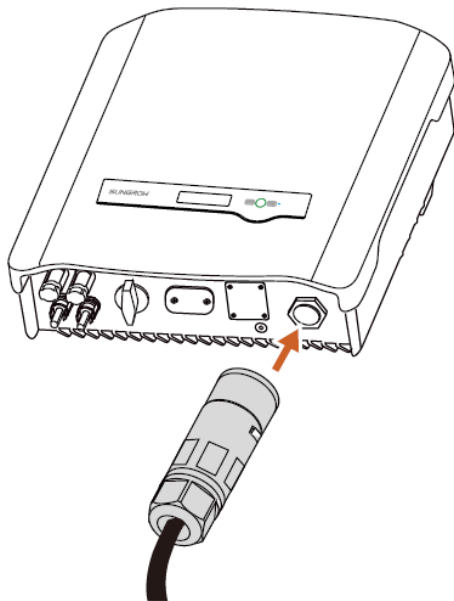
Ensure the plug body is securely fixed into the housing (you should hear a 'click')

Tighten strain relief last



Check for evidence of arcing or burning at the connections or pins.

Ensure the AC plug is securely fixed in position and locked into position.



If the issue persists, please take photos testing on site and contact Sungrow Service Department on 1800 786 476.