

System Underperforming Troubleshooting

This document outlines a few troubleshooting steps for an underperforming system. Note: Sungrow Australia is a solar inverter manufacturer and we are not solar companies who installed your solar systems. When customers have issues with their systems, they are required to initially call their original solar installers to arrange preliminary troubleshooting, who can contact Sungrow if necessary.

Troubleshooting for the end user:

Step 1: Go to the **fault records** (as shown in Figure 1).

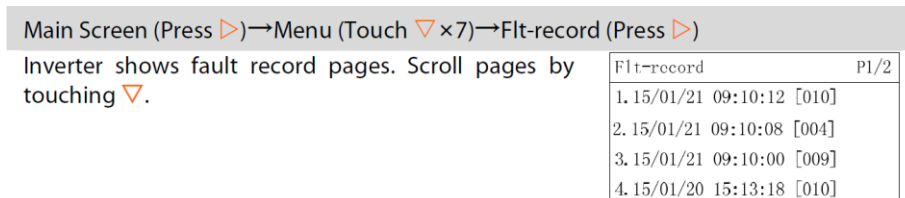


Figure 1 Fault records

Take note of the most recent faults, and press escape button to return to the main screen.

Step 2: Go to running information to check the **DC parameters** (Figure 2).

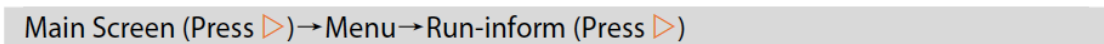


Figure 2 Access running information

Once in the running information, keep tap (for less than half a second) the escape/down arrow button to access the DC parameters (Figure 3).

If the inverter has two pairs of DC terminals, the DC information will be as shown in the figure.

Vdc[V]: DC voltage of each input.

Idc[A]: DC current of each input.

Pdc[W]: DC power of each input.

Indep mode/Paral mode:

The PV configuration mode of the two PV inputs.

DC	Paral mode	
	DC1	DC2
Vdc[V]	345.6	345.6
Idc[A]	6.2	6.3
Pdc[W]	2142	2177

Figure 3 Inverter DC parameters

Click [here](#) to watch the video how to access running information & error codes.

Step 3: You may check whether the panels are working normally based on these parameters. Take photos of the screen showing the values for DC parameters and send all the photos to service@sungrowpower.com.au.

Troubleshooting for the installer:

Step 1: Test the short circuit current and the open-circuit voltage of the PV string and see whether it is reasonable and compared with eShow DC parameters.



Step 2: Check if there are any issues with the PV panels (e.g. hotspots, cracks, shading, current readings), which may cause the current mismatch

Step 3: Caused by the shading issue?

Step 4: How many panels per string and are they in same conditions (orientation, tile, same panels)?

Step 5: After performing the above troubleshooting, take photos of test results and send all the photos to service@sungrowpower.com.au.

Note: If the installer insists that this is a faulty inverter, we can provide a replacement inverter. If the allegedly faulty inverter is found to be free of defects when we test in our workshop, Sungrow will send an invoice for compensation including the replacement inverter price, testing and shipping.