

Sungrow Technical Note

SH5K+ (V045) Firmware Release

Dear customer,


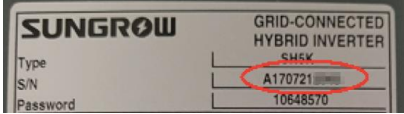
To continue to improve reliability and optimise performance of Sungrow’s residential battery storage system, Sungrow has released SH5K+ (V045) new firmware.

The latest firmware of the SH5K+ (V045) was released in February 2018. Benefits and improvements from the latest update are shown below:

- Compatible with 4 units of Li-ion BYD battery U3A1-50P-A; and
- Improvement for the hibernation function of Li-ion Sungrow battery SBP4K8 (fixed the warning that error 703 may occur in the morning if the battery is depleted before the inverter turns on).

Check the software version

Table 1 Distinguish SH5K+ V045 via serial number and check the firmware

<p>How to distinguish SH5K+ V045 via serial number (SN)?</p>	<p>Brand new inverters have the new firmware if the SN starts from A1712020001 and A1712020200.</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  <p>a sticker of a box</p> </div> <div style="text-align: center;">  <p>a data of an inverter</p> </div> </div> <p>A serial number (SN) shows on a sticker of a box and a data sticker of an inverter.</p>
<p>How to check your inverter’s firmware?</p>	<p>Please contact Sungrow service team and access the advance password to check the inverter firmware.</p> <p style="text-align: center;"> SH5K-V13_FW_V045 MDSP_SH5K-V13_V44 SDSP_SH5K-V13_V36 LCD_SH5K-V13_V41 </p>

How to upgrade the firmware

2 ways to update the firmware on your SH5K+ hybrid inverter with a WiFi-V24:

- Using the remote firmware upgrade function (recommended)
- Using the local firmware upgrade function with a SolarInfo Moni App

Requirements

- Remote firmware upgrade function: an SH5K+ hybrid inverter with a WiFi-V24 dongle that access to SolarInfo Bank web portal
- Local firmware upgrade function: an SH5K+ hybrid inverter with a WiFi-V24 dongle

Before you want to upgrade the new firmware:

- Click [here](#) to lodge a firmware upgrade enquiry;
- Sungrow will upgrade the firmware remotely if the requirement is met within 14 working days after the enquiry is received;
- If the requirement is not met for remote firmware upgrade, Sungrow service team will contact the customer and provide a local firmware upgrade package via the email.

What to do if you have problems updating your SH5K+ hybrid inverter firmware using the Internet?

If the message "An error occurred during the software update" is displayed on the inverter screen, contact Sungrow service team.

Please contact Sungrow service team on 1800 SUNGROW (786 476) or email us via service@sungrowpower.com.au if you have any enquiries about firmware upgrades. Thank you for your continued support.

Sungrow Australia Group

05/03/2018