iSolarCloud Commissioning Guide

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.

This document is prepared to describe standard commissioning procedures for solar installers how to set up a solar plant via an installer account and allow end users to monitor their SUNGROW inverters.

Download the iSolarCloud APP via here. Click here to read the iSolarCloud APP user manual and here to read the iSolarCloud FAQs. It is important that installers and end users read this information and understand how to use iSolarClould APP.

Checklist for installer users:

Please note: end users does not need to register an iSolarCloud account as your installer will help you set up a solar plant and share with you.

Step 1: Create an installer account (once only): click here to watch how to register an account for new users

- Skip this step if you already have an installer account
- Please not do register as an end user account if you are a solar installer

Step 2: Set up a solar plant for your customers via your installer account: click here to watch how to create a new solar plant via iSolarCloud APP

- Make sure you log in your installer account to create a new solar plant for your customers and do not register a new iSolarCloud account
- Make sure you enter correct emails of your customers, so they can receive a link to log in iSolarCloud account

Step 3: Share a solar plant with retailers if you are contactors: click here to read how to share solar plants

- Only end users can share their solar plants for privacy and security purposes
- Add retailers' organisation code in your installer account on 'Superior Code' under 'More' (retailers also need installer accounts)

- Advise end users to share their solar plants with retailers (enter emails) when they log in their account at the first time

After the online monitoring setup, you and your customers can check the following links for the general introduction of the iSolarCloud APP

- o Click here to watch the video for the **iSolarCloud plant overview**
- o Click here to watch the video for the **iSolarCloud APP overview**

Commons troubleshooting tips for end users:

1. If the inverter connects to your home router, but the data does not upload, then wait a while (about 10 minutes) to see if it does. Meanwhile, you can also check to see if there is a steady COM light (green) and a NET light (orange). The steady COM light indicates that the inverter is connected to the home Wi-Fi network, while the NET light on indicates that the inverter is connect to the iSolarCloud server.

LED Definition	Status Description
RUN (blue): Indication for module running	• On: the module is normally running • Off: the module is not running
COM (green): Indication for router connection	• On: successfully connect to the router • Flashing: trying to connect to the router • Off: fail to connect to the router
NET (yellow): Indication for server connection or upgrading	• On: successfully connect to the data server • Flashing yellow: upgrading • Off: fail to connect to the data server

* Wait about 10 minutes after home router configuration, the Wi-Fi module can be successfully connected to the data server and the NET indicator will be on.

2. Check the **signal strength of the inverter Wi-Fi network** when you are close to the home router. If it is 50% or less, then the signal may be weak and the connection may be unreliable. Usually the WiFi signal strength could be the main root cause, please click here for more detailed information. You may need to use a Wi-Fi extender halfway between the router and the inverter to boost the signal strength.

3. If the online monitoring failed, try to reset the router and turn off the inverter, unplug the WiFi module and plug it back in again. After that, checking if the COM light keeps blinking and NET light off. If it is, please click here to watch how to **reconfigure the WiFi connection** via iSolarCloud.

If you would like more information how to use iSolarCloud, please watch one of our webinar training on iSolarCloud Monitoring System:

https://youtu.be/Tr0sDKFGe10

For any further information regarding iSolarCloud, click here to check our monitoring section or feel free to contact Sungrow service team on 1800 786 476 or send an email to service@sungrowpower.com.au, Monday- Friday 9am - 5pm (AEDT).