iSolarCloud Commissioning Tips

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.

Dongle lights

Sungrow Wi-Fi dongles have three LED lights, each of which have different representation i.e.

- **RUN** – Power Indication

- **COM** – Wi-Fi Connection Indication

    - Flashing – Not connected to the home router

    - Solid – Successfully connected to the home router

- **NET** – iSolarCloud Server Connection Indication

If the COM is flashing, the dongle can be configured to be connected to the internet by following the steps in the video below:

- Wi-Fi Reconfiguration Video

Once all three lights are ON, data on the iSolarCloud APP should be visible within 5 to 10 minutes.

Resume Commissioning

Resume commissioning status indicates that the inverter is trying to connect to iSolarCloud. This only happens during initial commissioning of the plant and can be normal.
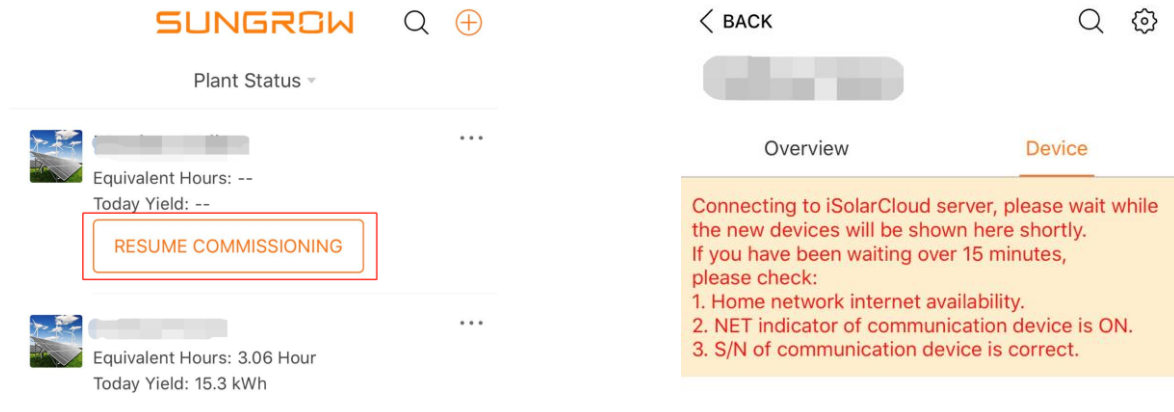
There are two main reasons for this to occur:

Plant is not yet connected to iSolarCloud – The NET light on the dongle represents connection of inverter to the iSolarCloud server. At times, once connected to the home internet (Solid COM), it can take some time for the inverter to connect to the main server. Once the NET light is ON, iSolarCloud will update automatically and start showing data.

Incorrect SN was used to setup the plant – Apart from WLAN, if the device was added manually using the SN which was not entered correctly, the plant will show "Resume Commissioning" as iSolarCloud is unable to identify the SN. In this case, the device can be deleted, and the correct SN can be added. Please note, the SN of the dongle must be used.

Device with Problem

Device with problem indicates that there may be some issues with the plant. There are three types of warnings that one may see on iSolarCloud, and they are as follows:

Device with Problem (Grey Dot) – Offline

SUNGROW Q ⊕

Offline ▾

Device with Problem: ● 2
Equivalent Hours: 0.06 Hour
Today Yield: 0.3 kWh

This warning indicates that the inverter has lost connection to the internet and hence, is unable to show any information. The inverter can be reconnected by following the steps in the video below:

- Reconfigue WiFi via iSolarCloud

However, if the issue persists, please follow the checklist below:

- WiFi Offline Checklist

Device with Problem (Orange Dot) – Alarm

SUNGROW Q ⊕

Alarm ▾

Device with Problem: ● 1
Equivalent Hours: 3.74 Hour
Today Yield: 18.7 kWh

This warning indicates that there is an alarm active on the inverter. Alarms are warnings where the inverter may still be running however, overall performance may be affected.

Device with Problem (Red Dot) – <u>Fault</u>

This warning indicates that there is a fault active on the inverter. Faults may cause the inverter to stop running and can be cause by a grid / installation / internal issue.

Viewing the Alarm/Fault

Alarms and faults can be viewed under the plant. Simply open the plant and select the "**Device**" tab to view which device the warning is active on. The information page can then be opened by clicking on the relevant device.
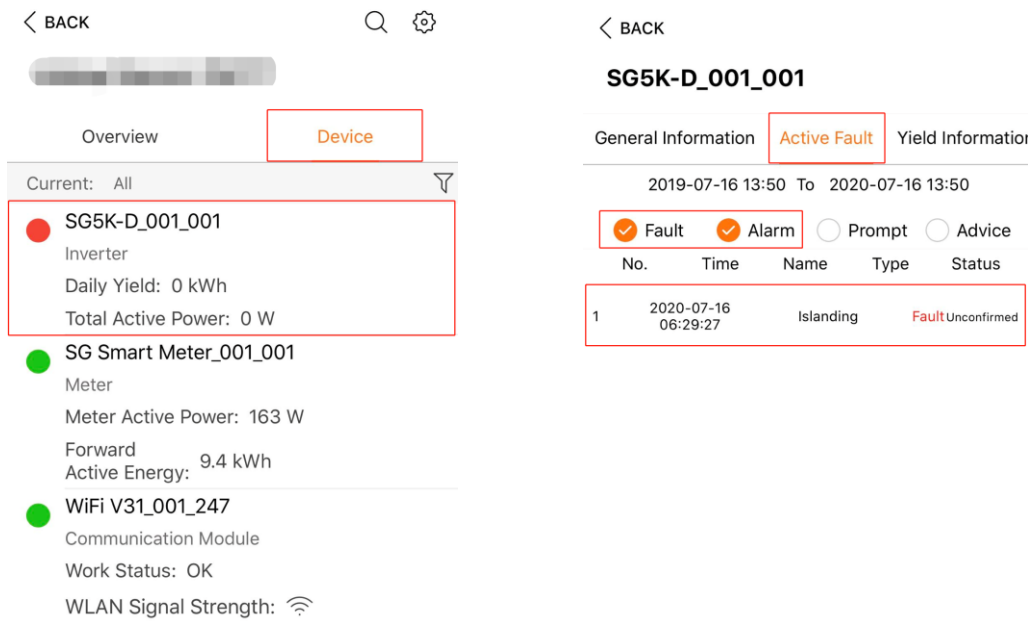

Under device information, the "**Active Faults**" tab will display all faults and alarms and more information can be viewed be clicking on the fault itself.

Plant Not Visible

There may be cases where after setting up a plant, the customer cannot see the plant under their account after logging in. In such cases, the installer can check their monitoring app to see if the plant has successfully been linked to the customer.

This can be checked using the phone app under the plant's settings. Simply open the plant and go into settings and then plant.
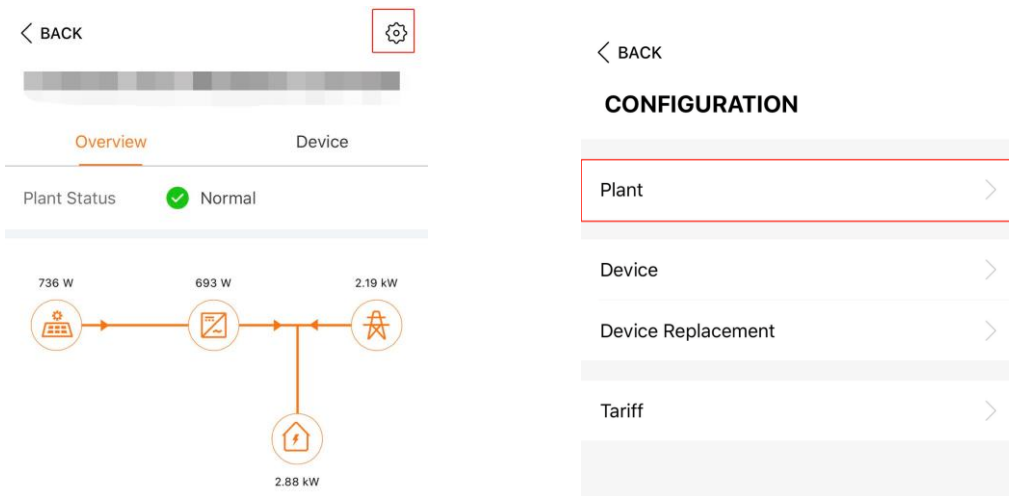
There should be a field "**Owner's Email**". The email can then be double checked and edited if necessary. If the email is missing altogether, it can be re-entered and saving it will automatically share the plant with the customer.
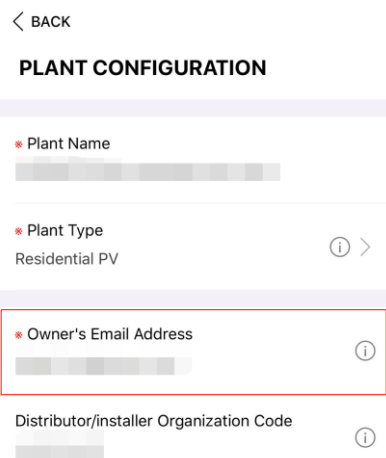
No Email Received (End-User)

There may be cases where the plant has been successfully setup however, the end-user has not received an email (including junk folder). In such cases, the installer can check to see if their email has been linked successfully (like method above).

However, if it is correct, the customer can try to use the forgot password option to reset their password. This is because iSolarCloud would have automatically created an account for the email that is linked.

On logging in, the end-user should be able to view their plant.

Tariff

Tariff is used to calculate and show "Revenue" however, if it is entered incorrectly, the Revenue can show unrealistic readings. While entering the tariff in AUD, it is important to note that the value must be put in **dollars** and not cents.

For example, if the feed in tariff is 7 cents, it must be put in as 0.07 and similarly for consumption tariff.

Device Replacement

For cases where an inverter is being replaced under warranty, before it can be replaced physically, iSolarCloud must be updated to ensure the data is correctly transferred over to the new inverter.

This can be done by using the "**Device Replacement**" feature under plant settings.
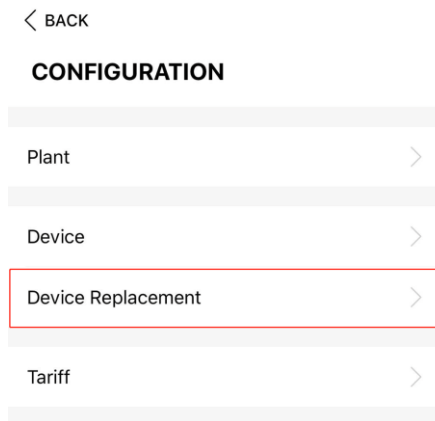
Using this feature, the plant can be updated with the replacement inverter SN to avoid any possible issues. For more information on how to use the device replacement feature, click on the link below:

- Device Replacement Procedure

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