

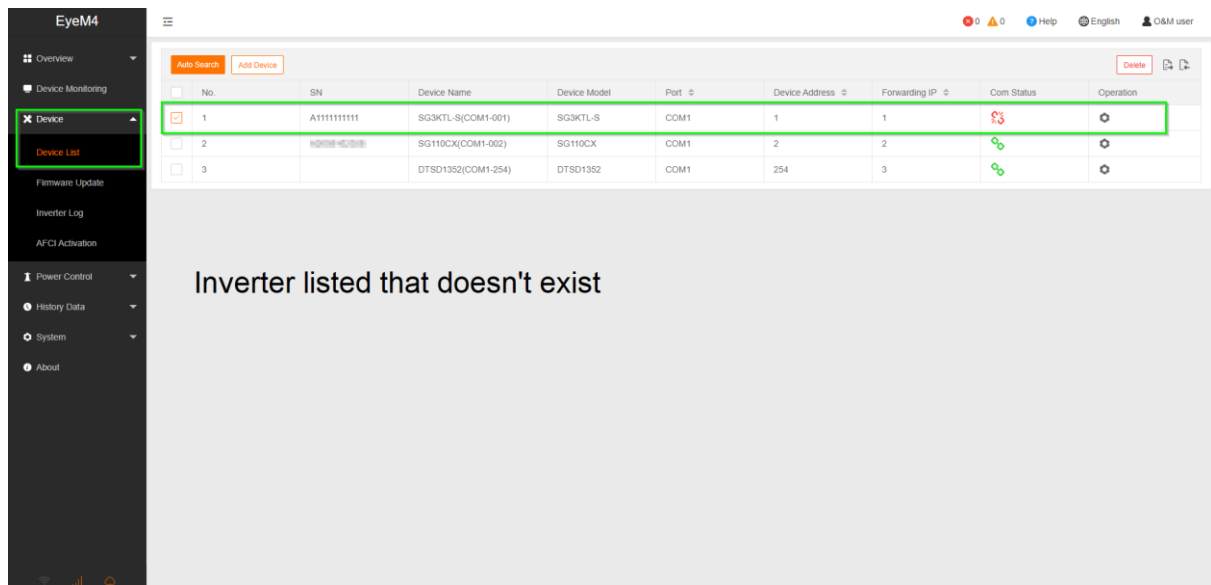
Non-existent inverter showing in EyeM4 interface

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.

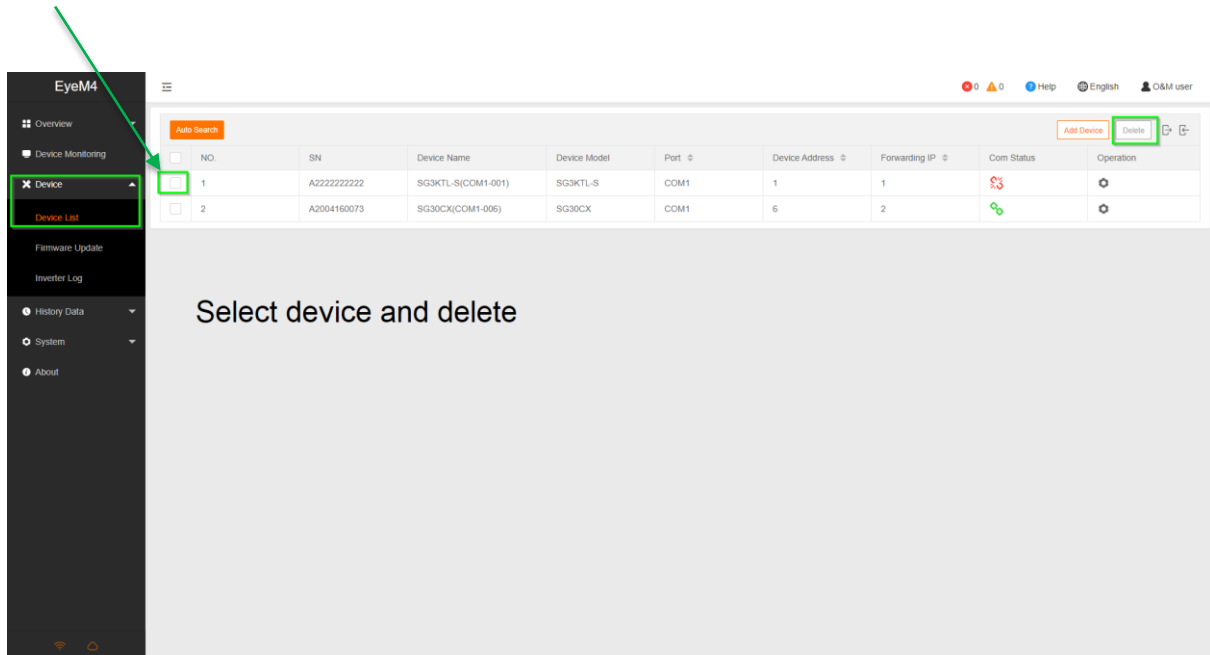
In some instances when scanning for inverters in the EyeM4 interface, a non-existent inverter may show.

This is just a software glitch, and it can safely be deleted.



Picture 1 – Non-existent inverter

To delete the inverter, simply select the check box and 'Delete'



Picture 2 – Delete the device.

Continue as normal.

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, Monday- Friday 9am - 5pm (AEDT).