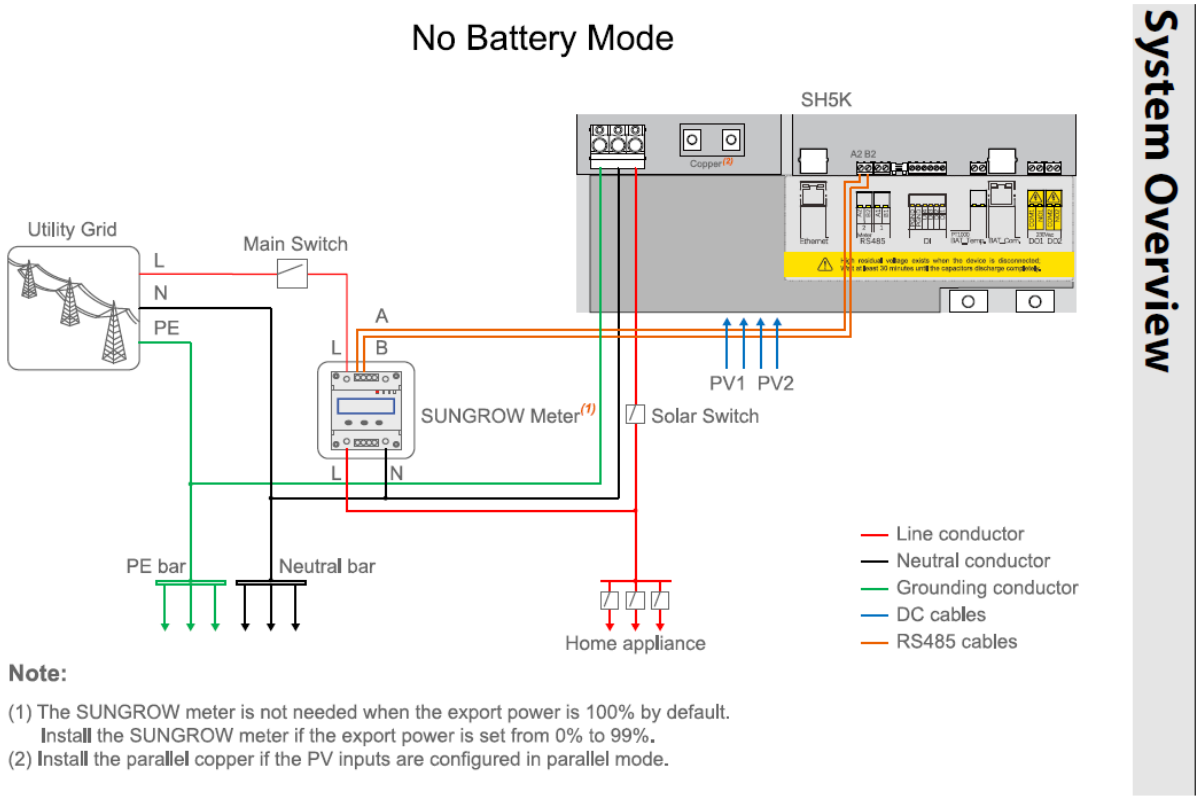
Sungrow Australia Group Pty. Ltd. | 1800 SUNGROW (786 476)
service@sungrowpower.com.au | www.sungrowpower.com.au

SH5K Meter communication error

This document contains information about fault 514.

Fault 514 indicates that there may a communication error between the meter and the inverter, or that there is a reverse power flow that is higher than usual to the grid.

Check the wiring using the wiring diagram.



The meter should be installed between the Main Switch and the solar supply main switch.

The standard RS485 or data cable needs to be connected between the inverter and the meter. Connect the A & B terminals in the meter to the **A2 & B2** terminals in the inverter (A to A2, B to B2).

Sungrow Australia Group Pty. Ltd. | 1800 SUNGROW (786 476)
service@sungrowpower.com.au | www.sungrowpower.com.au

Please leave the Sungrow energy meter setting as default (**LA 000032**) and do not change it.

If the connection is correct, try using different RS485 cables. Check that the distance of the cable is under the distance rating for the cable.

Restart the inverter after connecting the meter correctly, as described below.

Here is a video for Sungrow **Hybrid SH5K Inverter Installation Tips.**

It is recommended that you watch the video if you have not already done so, as it has some important tips which may not be obvious.

If the fault persists, call Sungrow. It is best to call us as soon as possible when any fault is identified.

Restart the inverter. The restart procedure is as follows for the SH5K:

1. Turn off the solar supply main switch or the AC isolator. The solar supply main switch is usually in the switchboard. The AC isolator is between the inverter and the switchboard.
2. Turn off the DC PV array isolator (which is located next to the inverter) and turn off the battery circuit breaker and battery.
3. Wait until the inverter shuts down completely (there will be no LEDs lit up and no display). Once the LED and LCD turn off, wait for a further 30 s to allow the energy in the inverter's capacitors to dissipate.
4. Turn on the DC PV array isolator and turn on the battery circuit breaker and battery.
5. Turn on the solar supply main switch or the AC isolator (whichever was turned off in step 1).
6. Wait a few minutes for inverter recovery (the LEDs go from flashing green and red indicating standby and starting up, then if the the inverter works fine it will go to a green light).