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

Problem: LCD and LED's are blank and Inverter won't start

Sungrow inverters require a DC voltage to operate.

The minimum for SH5K+ is 125 VDC;

The minimum for Crystal+ Series it is 110 VDC.

The inverter itself may not be faulty - If the inverter won't start, firstly check the DC voltages at the MC4 fly leads.

If there is insufficient or no DC voltage, the fault will likely lie in one of the DC isolators, the MC4 connectors, or the array itself.

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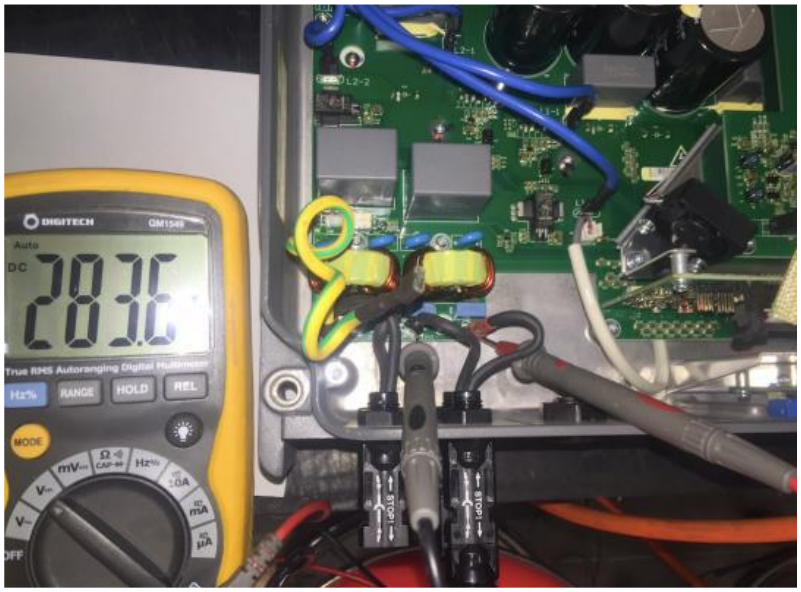
If there is sufficient DC voltage, take the cover off the inverter and measure the DC voltage at the PV+ and PV- terminals on the circuit board.

(CAUTION – EXPOSED LIVE PARTS!)



If the DC voltage is present there, then the inverter is faulty (Also confirm AC voltage). Please lodge a warranty claim.

If there was DC voltage at the Isolator MC4 fly leads, but not inside the inverter, the MC4 connectors may be faulty.

- Check continuity between the MC4 connector on the outside, and the circuit board.
- Check for damage to the MC4 connectors.
- Check that the MC4 connectors are the correct type supplied with the inverter.

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If the MC4 connectors are melted or show signs of overheating, there has been too much DC current flowing on that string/input (Check spec sheet for details).

Or, the incorrect brand was used for the fly leads when installed.

This is not covered by warranty.

Please contact Sungrow to arrange replacement MC4 connectors (they must be an exact match to the original).

If it has been established that the fault is internal to the inverter, please take photos of the DC voltage readings on your multimeter and attach them to your on-line warranty claim. https://www.sungrowpower.com.au/lodge-a-warranty.html