

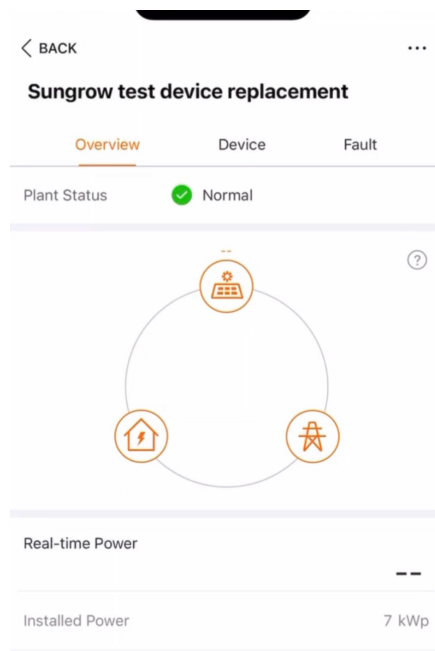
# Device Replacement Procedures

## Disclaimer

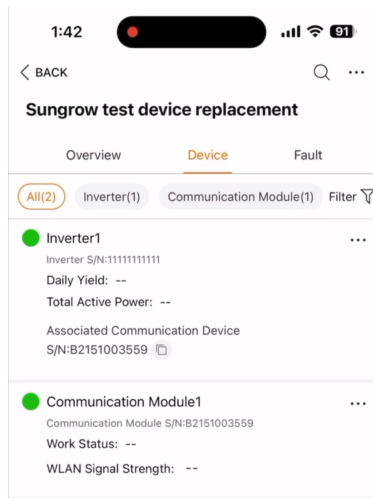
The material in this document has been prepared by Sungrow Australia Group Pty. Ltd. ABN 76 168 258 679 and is intended as a guideline to assist solar installers for troubleshooting. It is not a statement or advice on any of the Electrical or Solar Industry standards or guidelines. Please observe all OH&S regulations when working on Sungrow equipment.

Before you replace the inverter, you need to do a 'Device Replacement' via iSolarCloud App first. Otherwise, the data upload may be abnormal or the online monitoring may not work properly.

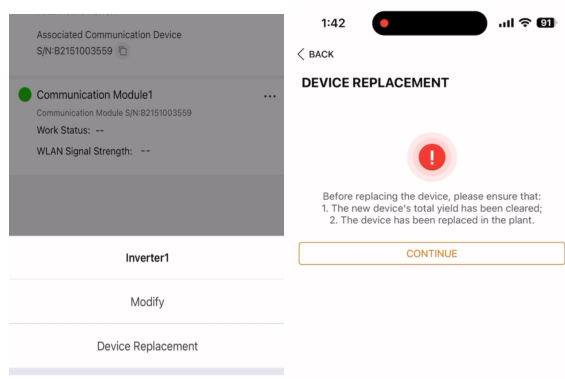
**Step 1:** Open the iSolarCloud App and log in your account. Select the solar plant of the inverter which you are going to replace the device;



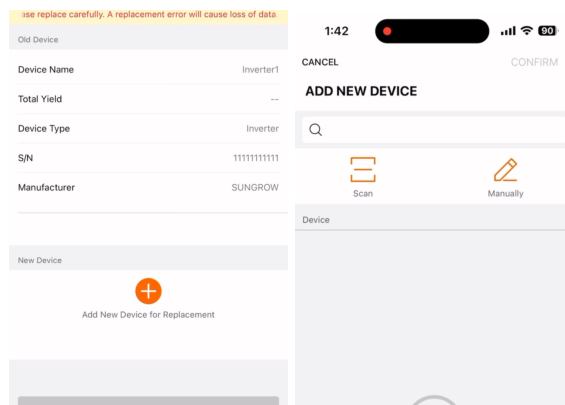
**Step 2:** Once you open the plant, click the **Device** menu;



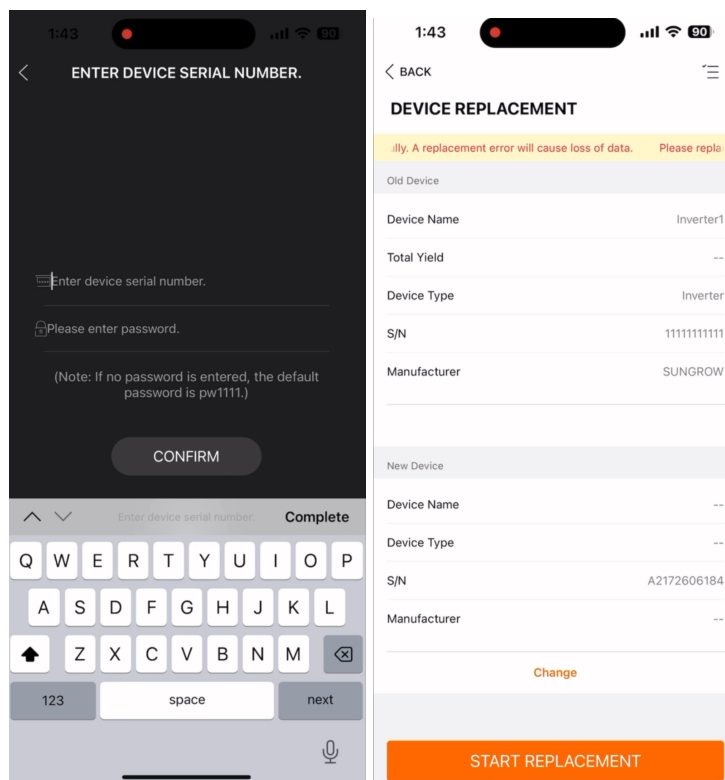
**Step 3:** Then click the three dots on the Inverter and you can find the 'Device Replacement' function. Click to enter next page, then you can see the information and select the 'CONTINUE';



**Step 4:** Click Plus icon (+), then choose Manually option;



**Step 5:** You can find the **Serial number** and **Password** from the nameplate on the device. After you fill in the details and confirm, it will display all the information for the **Old device** and **New Device**. Then you can click **START REPLACEMENT** to finish the device replacement transfer.



After these procedures are completed, you can conduct a replacement and check it on iSolarCloud. The data will be transferred without any abnormal issue.

If the issue persists after following above procedures, please take photos and contact Sungrow Service Department on 1800 786 476 or email to [service@sungrowpower.com.au](mailto:service@sungrowpower.com.au).