

## Error 084 on Crystal G2 Inverters

### Disclaimer

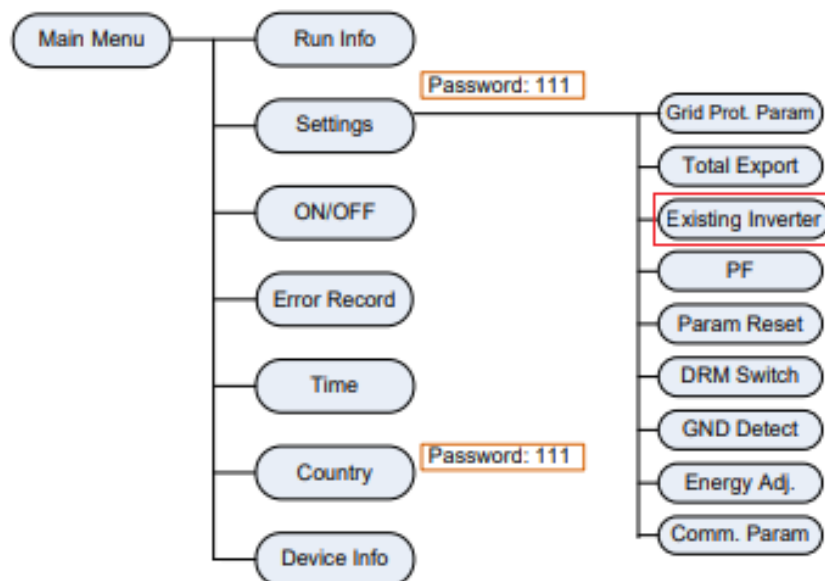
The material in this document has been prepared by Sungrow Australia Group Pty. Ltd. ABN 76 168 258 679 and is intended as a guideline to assist solar installers for troubleshooting. It is not a statement or advice on any of the Electrical or Solar Industry standards or guidelines. Please observe all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

The S100 Energy Meter is a vital component of the Crystal G2 system for export limiting and grid-monitoring purposes. It is therefore vital that it is connected properly. **It must be on the same phase as the inverter.**

Error 084 is the reverse meter connection error, which can be caused by:

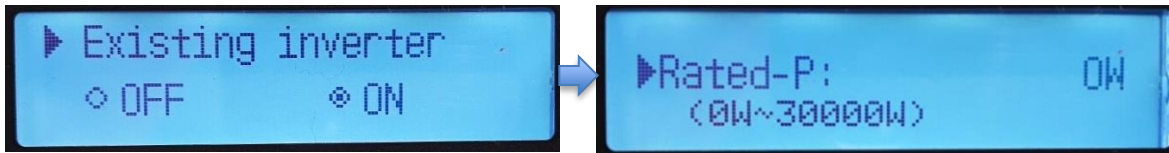
### 1 Not setting the existing inverter if there is another inverter

To set the Existing system setting on the inverter please navigate to **Main Menu** → Select **Setting** → Enter the password '111' → Select '**Existing inverter**'.



Scroll through the settings menu to “Existing Inverter”

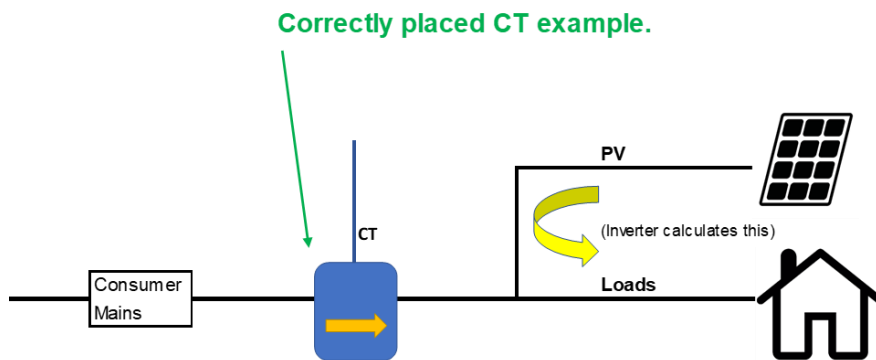
Enter and select “ON” and then set the existing inverter AC power in watts



**Make sure you save your settings.**

## 2 If the CT clamping is not pointing in the correct direction

The CT clamp connected to the meter should be pointing away from the grid to the inverter and to loads that are on the same phase as the inverter.



Please click [here](#) on how to set the “Existing Inverter Setting” and [here](#) on how to correctly install the energy meter.

If the issue persists, please take photos testing on site and contact Sungrow Service Department on 1800 786 476.