

## Checklist - Error Code 714 (Hybrid)

**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 error code 714 occurs when there is a communication failure between a Sungrow Hybrid inverter and a battery. The battery will turn off after about 10 minutes if it cannot communicate with the inverter, which will also cause error 703.

Please use the following checklist to pinpoint the cause of the problem:

Test	Yes/No
Has the Original CAN cable been used?	
Has a replacement CAN cable been used to test (purchase a standard patch lead and cut one of the ends off)?	
Have the correct pinouts used (see diagrams on next page)?	
Are the DIP switches correctly set in the battery (refer to manufacturer’s guide)?	
Has the battery type been set correctly in the settings?	
Is the battery switched ON?	
Is the voltage at the battery terminals within operating range (see data sheet)?	
Has the battery manufacturer been contacted for assistance?	

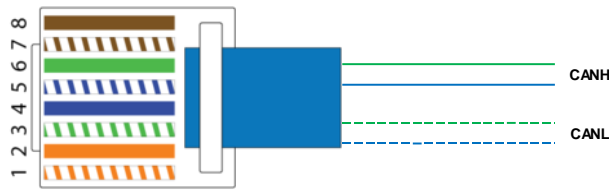


Diagram 1 – CAN cable colour code (Click [here](#) for more detail)

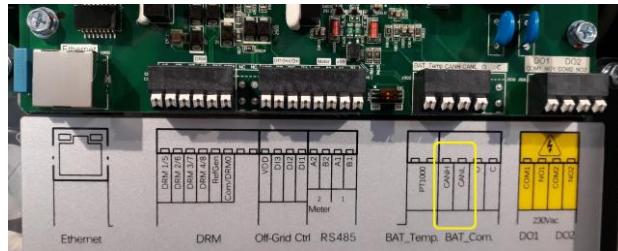


Photo 1 – Showing the Bat Com connections inside the Hybrid inverter



Photo 2 – Dashes showing no battery connected

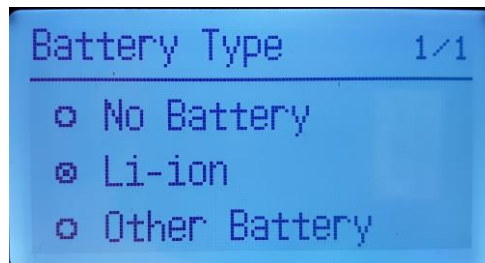


Photo 3 – Showing battery type set.

If all of the above checks have been done and the battery still won't connect, the installer may either:

- Lodge a warranty claim for the replacement (Sungrow may process as a conditional replacement\*), or
- Lodge a warranty claim to request an Approved Sungrow Service Partner attend site\* (actual service costs will be charged if it is not faulty).

\*Please refer to Sungrow's warranty terms and conditions