074 Troubleshooting Guide

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.

Sungrow has recently been selling the Crystal G1 inverter which come with a detachable screen i.e. an eShow module. On this series of inverters, customers may come across a 074 fault which is just a communication issue between the inverter and the eShow module. **It is important to note that this fault does not affect the production of the inverter in any way.** The inverter will continue to make produce power which can be verified by the flashing green light on the inverter.

The 074 fault can be resolved through a firmware upgrade. This upgrade can be done locally by the end-user or the installer*. The upgrade process involves two steps i.e. downloading the file and uploading the file.

*Sungrow recommends installers to do the on-site local firmware upgrade while commissioning the inverter to avoid possible issues in the future.

Downloading the Firmware

The firmware for the upgrade can be downloaded using the iSolarCloud APP. Click right top setting gear and select the '**Firmware download**' (Figure 1& Figure 2).
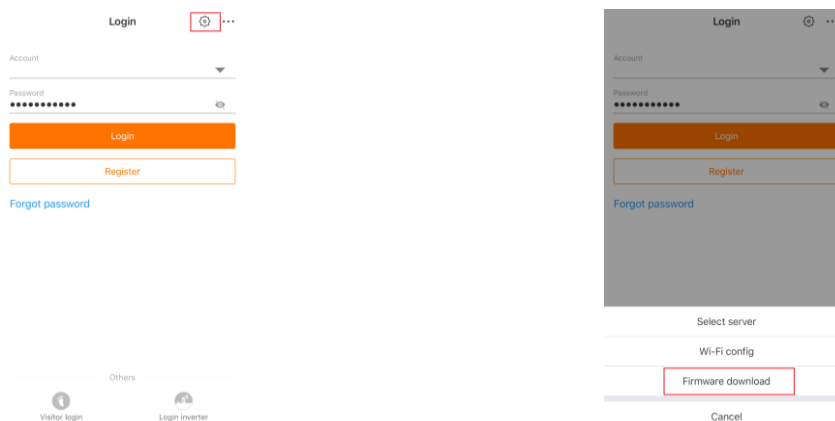
Figure 1 Home Screen   Figure 2 Firmware Download

The file required to be used for the upgrade is as follows:

- **SG2KTL-S_SG3KTL-S_SG5KTL-D_V39.zip**

A message on the bottom of the screen will be displayed once the firmware file has downloaded successfully. This can also be checked under the "Downloaded" tab.
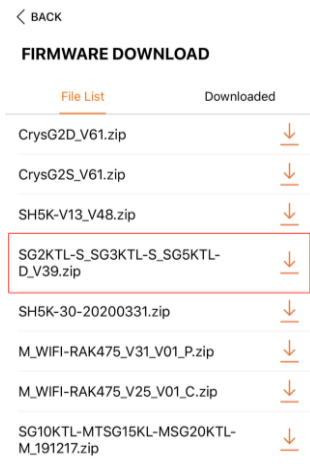

Figure 3 Home Screen

Figure 4 Firmware Download

Local Firmware Upgrade

Once the download is complete, the firmware must be uploaded to the inverter. This can be done by connecting to the inverter directly through local access. First step is to connect the phone to the Sungrow network i.e. "**SG-Bxxxxxxxxxx**". Once connected, Local Access can be found on the "**Login Page**" of the app or the "**More**" section after logging in.
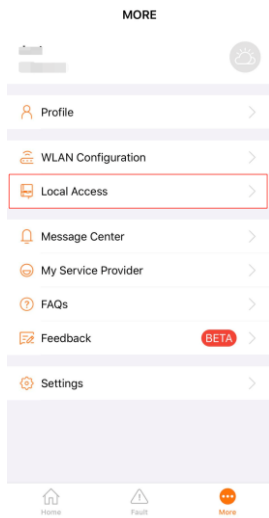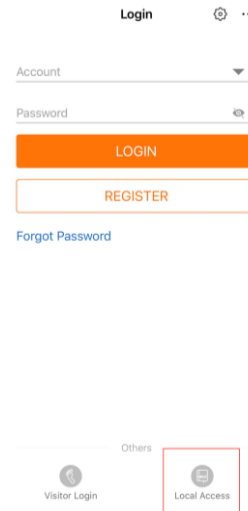
Figure 5 Local Access

Figure 6 Device Upgrade

On clicking Local Access, select **WLAN** and then login using "**user**" as the account and "**pw1111**" as the password.
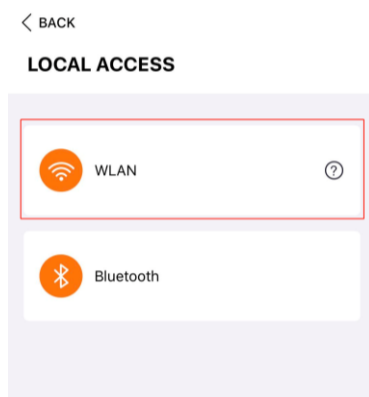

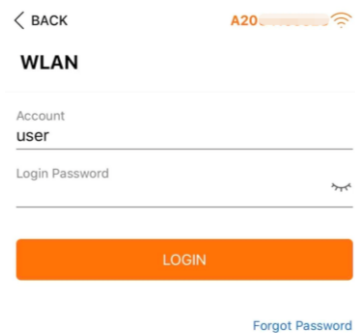Figure 7 Local Access

Figure 8 Device Upgrade

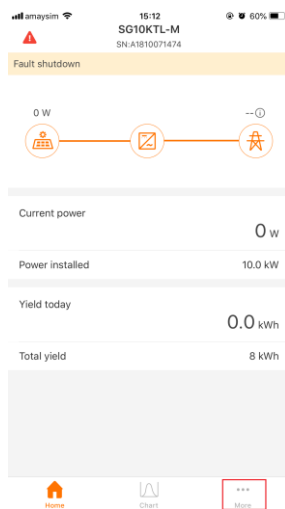On logging in, click on "**More**" and then Firmware upgrade.
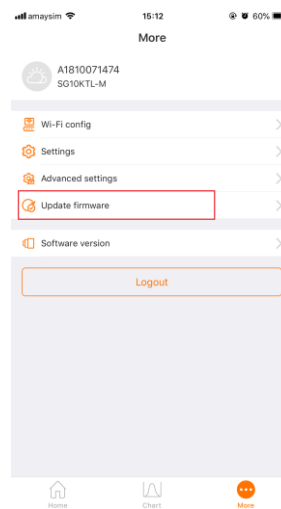
Figure 9 Local Access

Figure 10 Device Upgrade

The relevant file can then be selected and uploaded. On completion, a message will pop up showing the upgrade as successful.
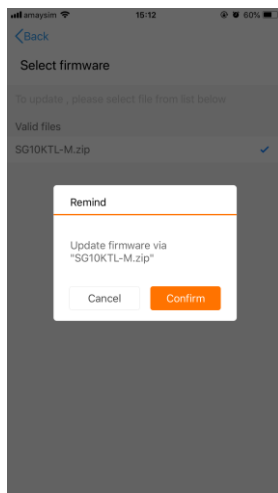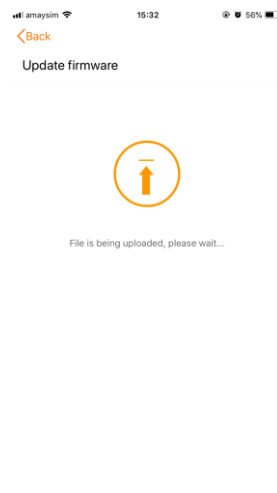

Figure 11 Upload Firmware
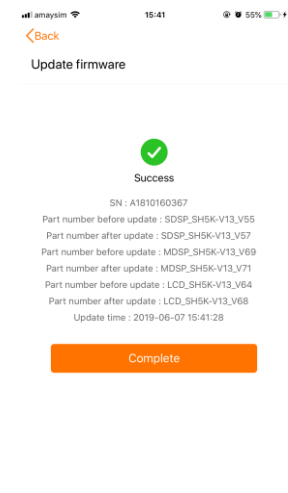

Figure 12 Firmware Upgrade

Figure 13 Upgrade Successfully

Once the upgrade is complete, it should resolve the 074 fault and/or prevent it from appearing later.

If the issue persists after following above procedures, please take photos testing on site and contact Sungrow Service Department on 1800 786 476 or email to service@sungrowpower.com.au.