

## Error 088 - Arc Fault on PV Side (Remote Access)

### 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.

Arc Faults are usually a result of loose wiring / terminal or even damaged cables. Hence, to protect against such faults, Sungrow introduces a new feature on inverters.

The new Crystal G2 Premium Inverters come with the new in-built feature i.e. AFCI (Arc Fault Current Interrupter) function. This function allows the inverter to detect Arc Faults on the PV side (088 Fault) and stop the inverter from producing to prevent its consequences.

**A new firmware has been released to improve sensitivity of detecting Arc Faults.** This upgrade can be done remotely by the installer.

### Remote Firmware Upgrading

The firmware could also be upgraded remotely via installer accounts. Click Firmware upgrading under '**Advanced**'. After that, either plant name or serial number could be put in for searching the inverter that need to be upgraded. Then, click the box in front of the plant and check if the current version is the latest one, which could be shown as below.

The screenshot displays the 'Firmware Update' section of the iSolarCloud interface. The left sidebar contains navigation options, with 'Advanced' (1) and 'Firmware Update' (2) highlighted. The main area features a search bar with 'Inverter' (3) selected and a search button. Below the search bar is a table of inverters. The table has columns for Plant Name, Device S/N, Device Type, Device Model, Online Status, Current Version, Device Name, and Operation. A row is shown with 'Inverter' as the Device Type and 'SG5K-D' as the Device Model. A checkbox (4) is selected in the first column, and a 'Check Version' button (5) is visible in the 'Current Version' column.

<input checked="" type="checkbox"/>	Plant Name	Device S/N	Device Type	Device Model	Online Status	Current Version	Device Name	Operation
<input checked="" type="checkbox"/>			Inverter	SG5K-D	Online	<a href="#">Check Version</a>	SG5K-D_001_001	

Figure 1 Searching for the plant and the inverter

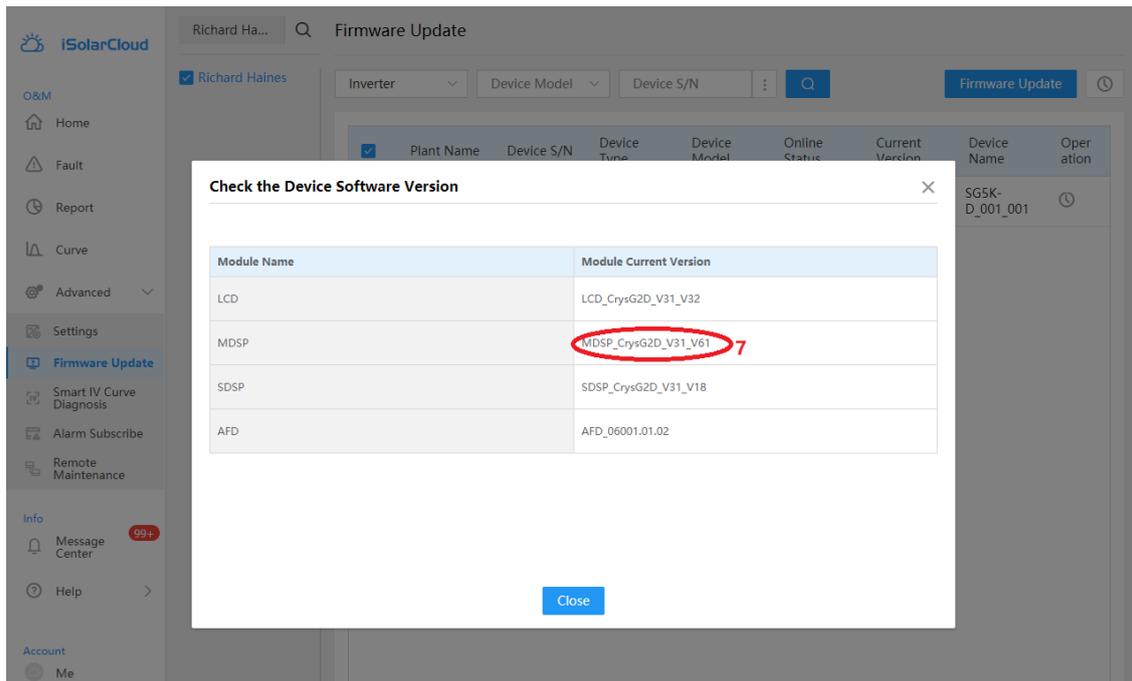


Figure 2 Check the firmware version

If the firmware is not the latest one, click the **'Firmware Update'**, and it will automatically show the latest firmware need to be uploaded to the inverter. Then click Update. After that, it will require to put in the log-in password to double confirm the firmware need to be upgraded as shown in below.

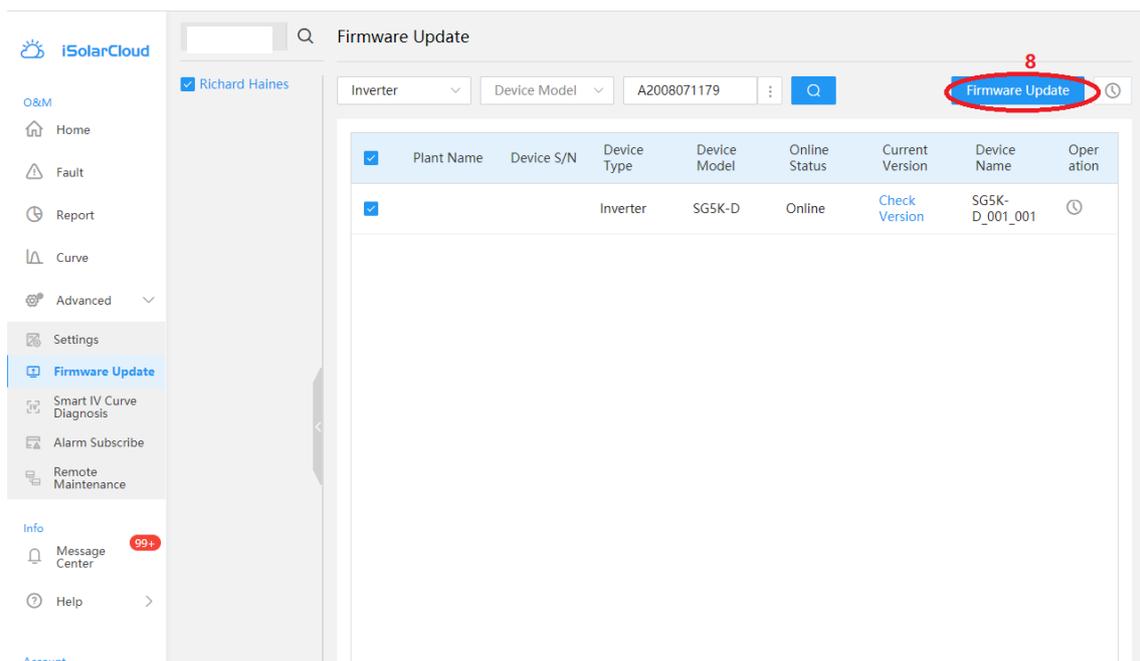


Figure 3 Firmware Upgrade

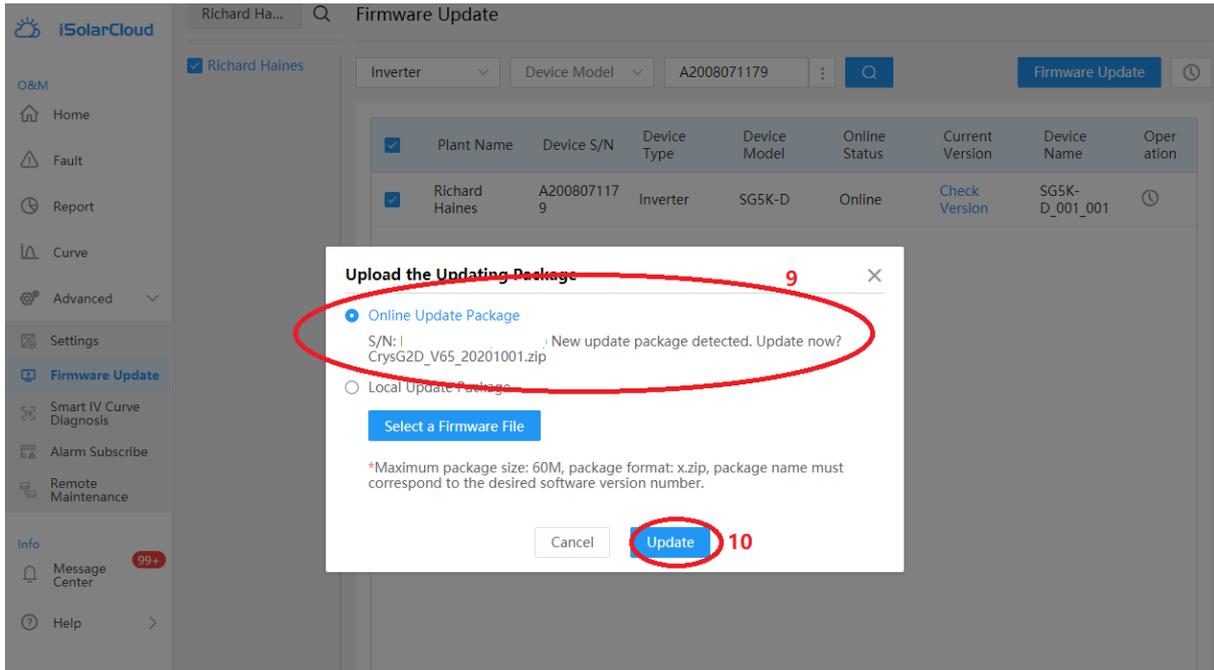


Figure 4 The upgrading file confirmation

Enter the password (same password as your iSolarCloud account) and click 'Confirm'.

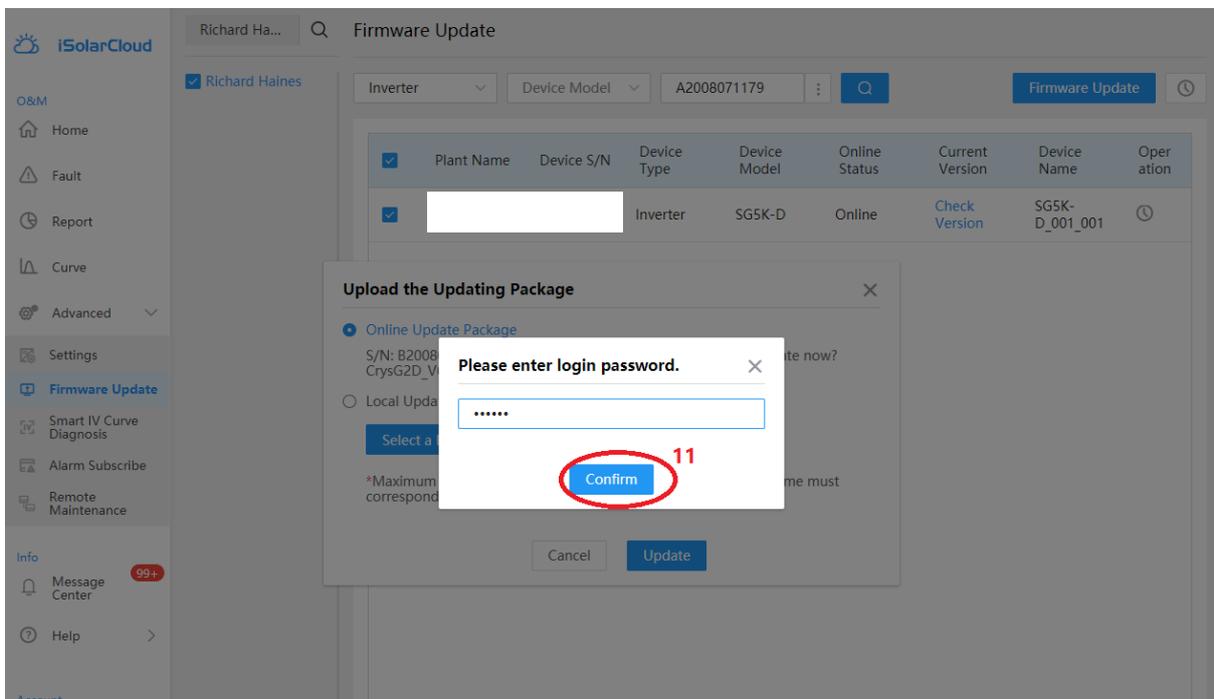


Figure 5 Log-in password confirmation

There will be a reminding popping up which shows that the upgrading will be finished in 2 hours. Click the 'Confirm and Update', then the progress of the upgrading window will be shown on the screen. The steps could be shown as below.

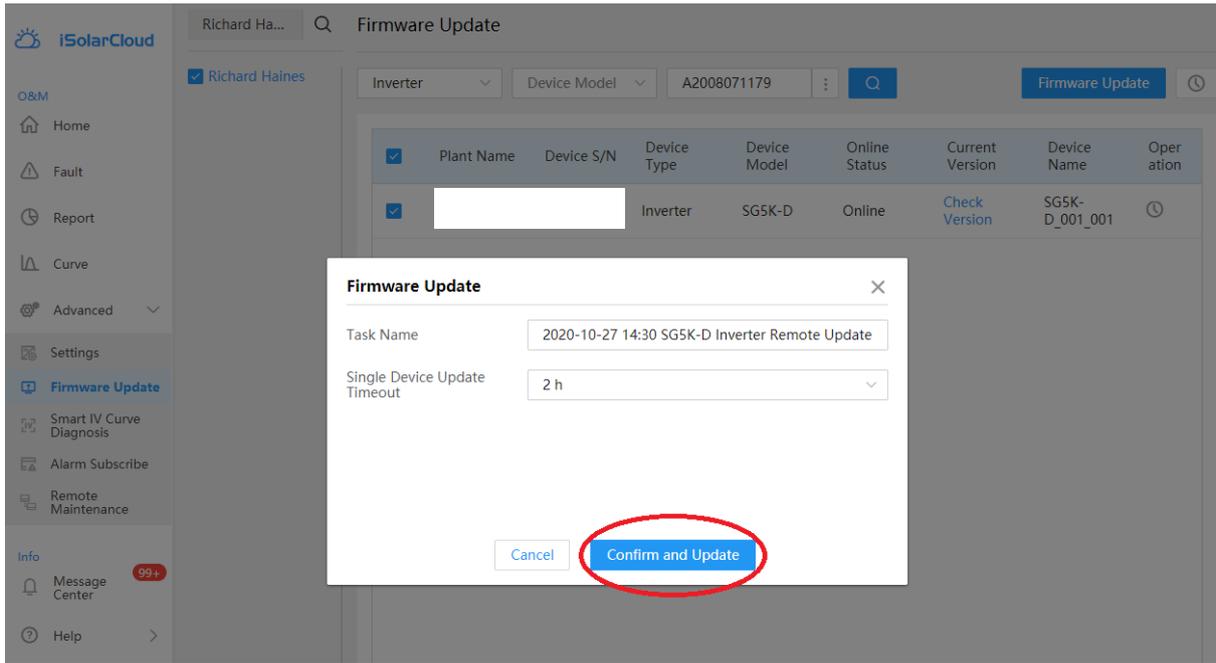


Figure 6 Upgrade confirmation

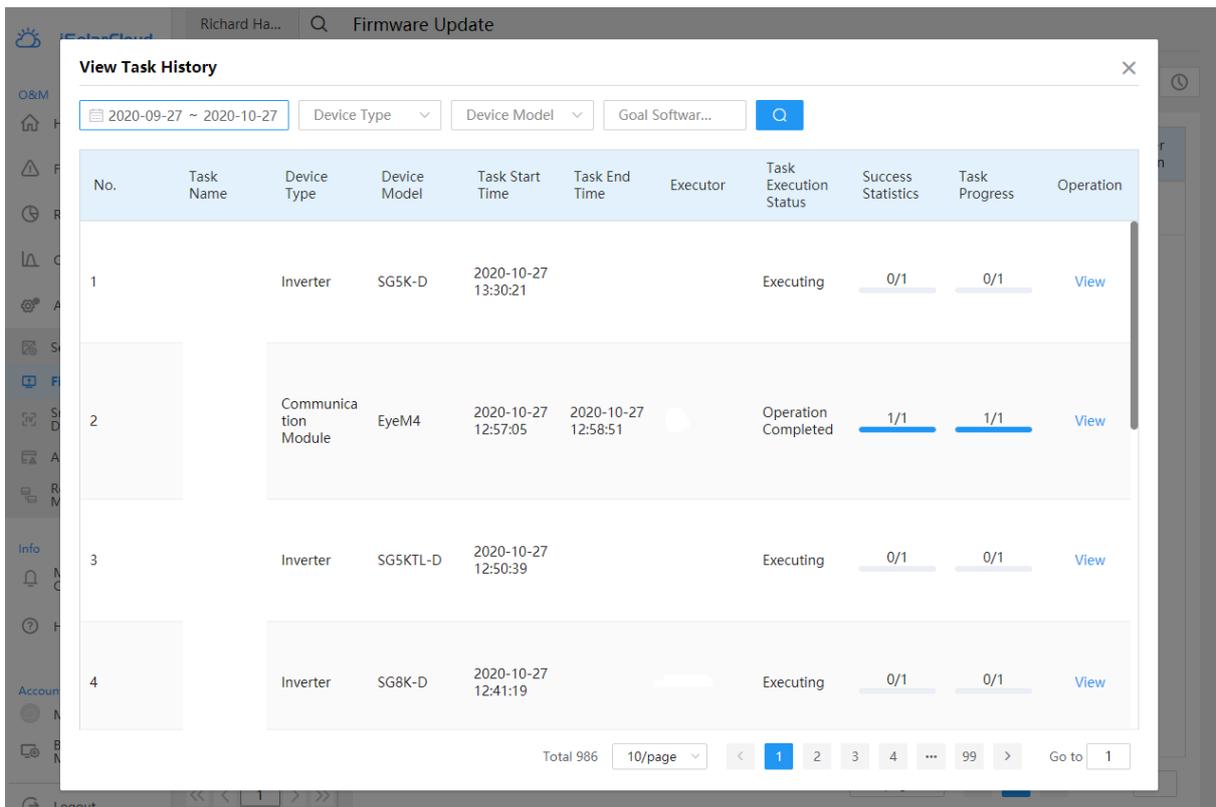


Figure 7 Upgrading progress check

Once the upgrade is completed, you can access the Settings via the iSolarCloud which showing as the following figure. Click **Settings**->Enter Plant name and search. Select the plant and click the **Common Parameter Settings**.

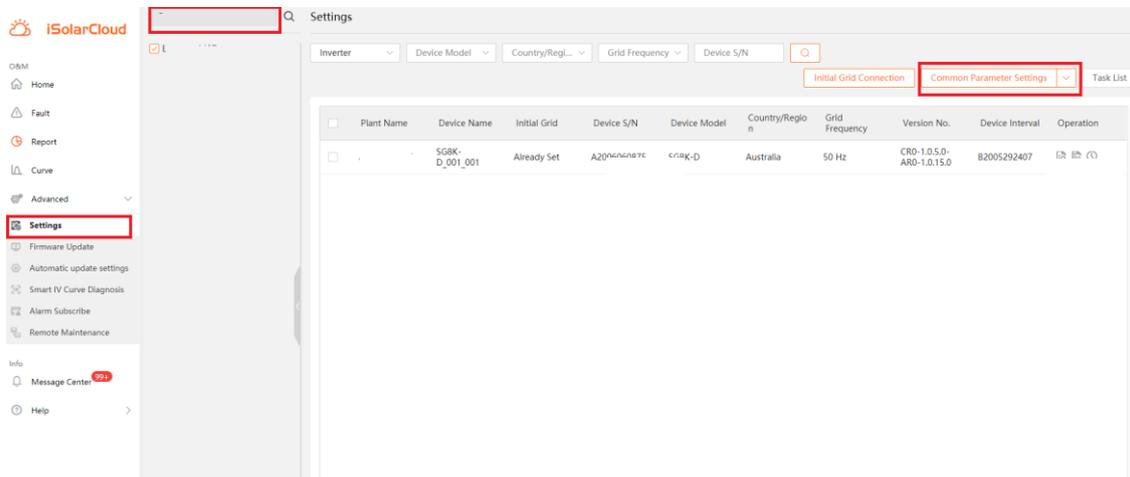


Figure 8 Access the remote settings

Once enter the Common Parameter Settings, Select **Power Control**->12 **Clear AFCI Alarms**, enable the function. Then the fault 088 will be cleared and the inverter will restart to work again.

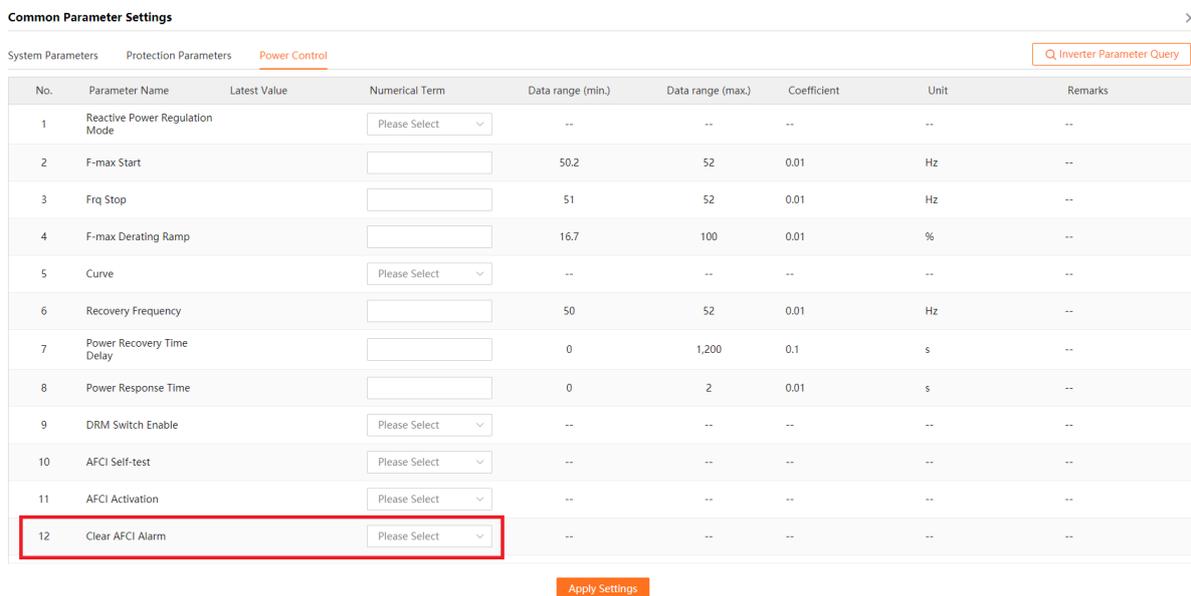


Figure 9 Clear the AFCI Alarms

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