

Troubleshooting Guideline for End Users

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.

If the original installer is out of business or not responding, the end customer may contact Sungrow service team and provide following information to identify the problem. Failure to provide the following information may delay the process.

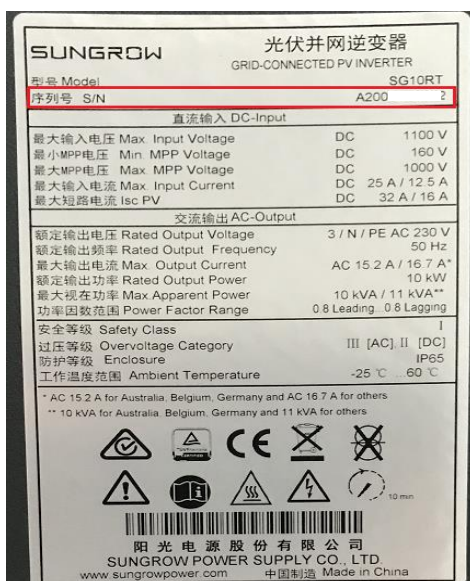
System on iSolarCloud

Please provide the plant name and Sungrow can access the inverter and analysis the problem remotely.

System not on iSolarCloud

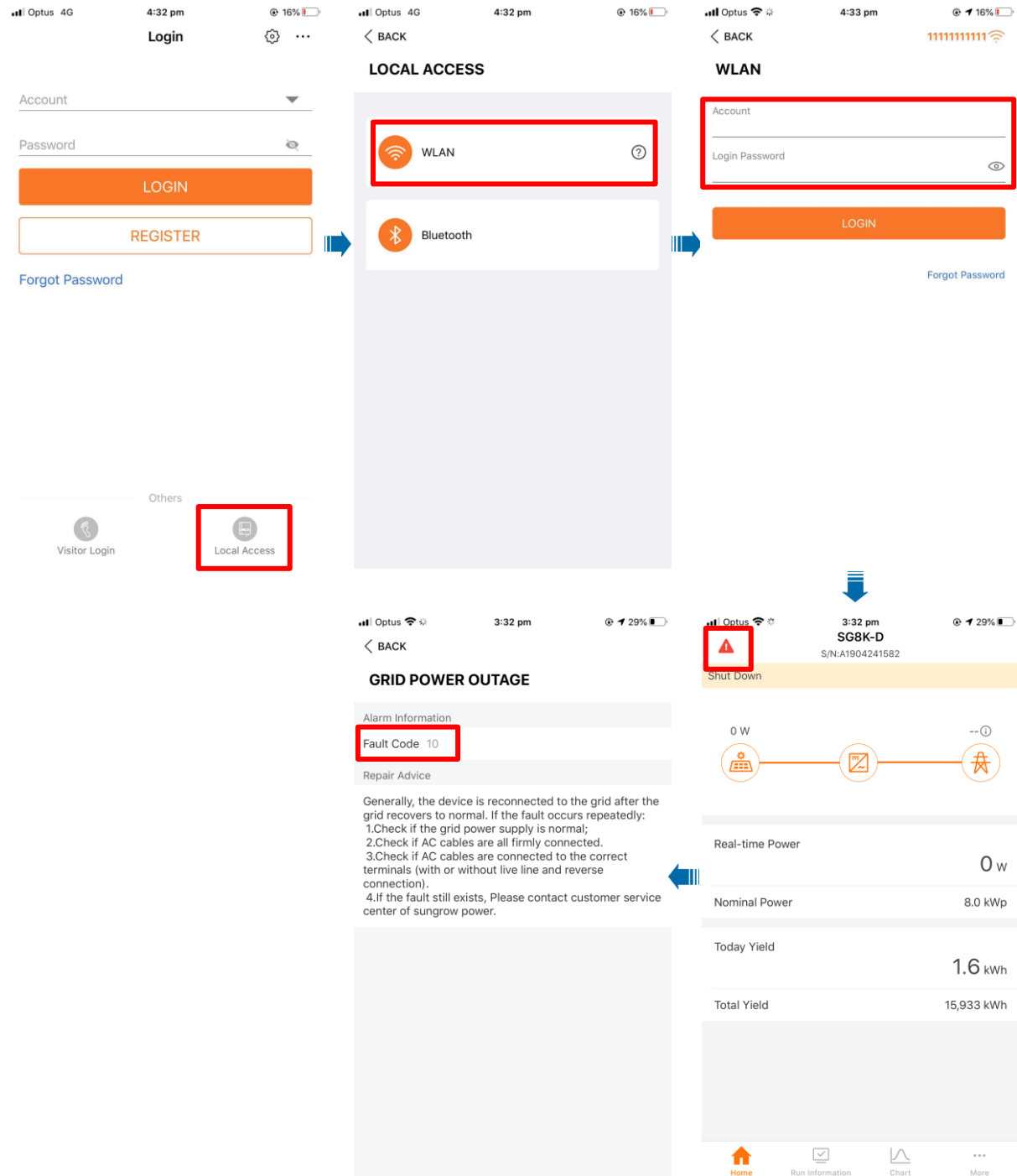
For the inverters with screen, take photos of the following information and send to service@sugrowpower.com.au.

- SN number of the inverter
- Error code or fault description



If the inverter is screenless or just has indicator lights, local access the inverter via iSolarCloud app (Network password - S/N (serial number) of Wi-Fi dongle).

Open iSolarCloud app -> Local Access -> WLAN -> Login inverter with the account "user" and "pw1111" -> Click on the red exclamation mark -> Error code and fault description will show up



If you have any questions, please contact Sungrow Service Department on 1800 786 476 or email to service@sungrowpower.com.au, Monday- Friday 9am - 5pm (AEDT).