

SunESS Power FAQ - Handling Guidelines				
Serial Nr.	Cloud platform displays fault field	Problem phenomenon	Cause of occurrence	Solution measures
1	NA	When the system is off-grid, the flow diagram shows that the power grid has power	The circuit breaker on the grid side is not closed, and the energy of household loads flows through the smart meter	Refer to the installation instructions, connect the wires correctly, and close the corresponding circuit breaker
2	NA	The firmware (BMS/DCDC) on the battery side cannot be upgraded	The system is powered only by batteries and has no access to the mains	When upgrading the firmware on the battery side, it is necessary to ensure that there is a connection to the mains power supply
3	AC_BusUnderFault	AC-Bus low voltage may be reported instantly when the load is on the off-grid state	The backup load is too large, far exceeding the rated power of the battery	It is recommended to remove some load from the backup port and only keep important load
4	AC_BatToInvOverLoadFail	In the off-grid state, the inverter may report a battery overload fault immediately upon loading	The backup load is too large, far exceeding the rated power of the battery	It is recommended to remove some load from the backup port and only keep important load
5	AC_PassByOverLoadFault	The bypass overload fault may be reported in the off-grid state with load	The backup load is too large, far exceeding the rated power of the battery	It is recommended to remove some load from the backup port and only keep important load
6	AC_DcDcStartFault	When starting up, the web page displays DCDC startup failure if the startup is unsuccessful	The battery reaches the discharge cut-off and cannot be started normally, reporting DCDC startup failure	If the grid is abnormal and cannot be connected, the machine will automatically disconnect and start up after waiting for the PV to charge the battery to a level where it can discharge. Alternatively, if the grid is normal and can be connected, the machine will automatically start up after 1 minute, with the ACBus software automatically clearing any faults and starting up normally
7	AC_TZFault	TZ fault is reported during grid connection	The power grid line is not stable, and poor contact causes current surge, reporting AC-TZ fault	Report AC-TZ to check whether the grid-side wiring is tight, power on and off the PCS again to clear the fault, and then try to restart it. If the AC-TZ fault is still reported, check whether the internal components are damaged
8	AC_IsLandCheckFail	Islanding fault occurs during the operation of PCS	Abnormal grid voltage or frequency, PCS protection processing leads to	The grid can automatically restore grid connection without treatment when it returns to normal
9	AC_GridVoltOverFault	Grid overvoltage fault occurs during PCS operation	Abnormal grid voltage or frequency, PCS protection processing leads to	The grid can automatically restore grid connection without treatment when it returns to normal
10	AC_GridFreqOverFault	Grid overfrequency fault occurs during PCS operation	Abnormal grid voltage or frequency, PCS protection processing leads to	The grid can automatically restore grid connection without treatment when it returns to normal
11	AC_VRTFault	Voltage ride-through fault occurs during the operation of PCS	Abnormal grid voltage or frequency, PCS protection processing leads to	The grid can automatically restore grid connection without treatment when it returns to normal
12	PV_InterFanWarn/PV_ExterFan1Warn	The system reports a fan alarm	Fan damaged	Replace the fan
13	NA	The battery cannot be charged or discharged	BAT DC switch is not closed	Power off the battery, close the BAT DC switch and power on again
14	NA	The POWER button cannot start the battery	The key press time is insufficient, and it is necessary to press the key for more than 3 seconds to turn on the device	Press the key for a longer time and try again. If it still fails to start, contact the equipment manufacturer
15	NA	The POWER button cannot turn off the battery	The key is pressed for insufficient time, and it takes more than 8 seconds to turn off the device	Press the key for a longer time and try again. If the device still cannot be turned off, contact the device manufacturer
16	NA	When the sunshine is sufficient, there is no power input from PV	The PV DC switch is not closed	Close the PV DC switch
17	PV1, PV2ReverseConnectFail	The system reports PV reverse connection fault	The PV line input is reversed	Turn off the PV switch and check whether the PV input voltage is normal. If it is reversed, rewire it;
18	AC_GridVoltOverFault	The city's power supply voltage experiences an overvoltage fault	The L and N wires of the mains terminal are connected reversely	Check whether the GRID terminal is connected correctly
19	PV_IsoFail	Telegram ISO fault	The impedance of the PV line to ground is too low	Disconnect the PV switch and power it on again. If it operates normally, check the PV cable and photovoltaic panel
20	AC_GFClSelFailFault	Telegram leakage current detection failure	Whether the grounding wire is normal	Check whether the grounding wire is properly grounded
21	AC_GridtoInvRelyFault	Relay self-checking fault during grid connection	Abnormal relay self-test	Restart the power supply and check whether the relay that reported a fault is normal. If it is still abnormal, contact the manufacturer
22	EMS_AmmeterOffLine	The system reports the offline alarm of the electricity meter	The electricity meter is not installed correctly	Refer to the wiring guide for the electricity meter and conduct a test
23	NA	The webpage displays abnormal data (no fault)	1. The inverter software version is not the latest 2. The firmware version of the collector is not the latest	Corresponding upgraded firmware version
24	NA	Some equipment in the power station is offline	It is caused by upgrading the collector version or rebinding the collector to a new device	Delete historical device information or contact the device manufacturer
25	NA	Communication with the battery is not possible	Communication abnormality	Try to restart the system, but still unable to communicate. Contact the equipment manufacturer
26	NA	Communication with the collector is not possible (the collector COM light is not on)	The collector is inserted in a wrong position	Check whether the insertion direction of the collector is normal and whether the fool-proof port matches
27	NA	The machine cannot operate	Machine damage	Contact the equipment manufacturer to replace the equipment