



SolaX Power Co., Ltd.

www.solaxpower.com

1300 476 529

service@solaxpower.com

### Hybrid G2(SU)

Item	Faulty Code	Description	Solution
1	SCI Fault	When the port which used for programing and debugging is broken, this fault will happen	Reboot the system to see it will back to normal.
2	CAN1 Fault	the communication between two boards is disconnected.	Reboot the system to see it will back to normal.
3	PV Config Fault	The setting of PV connection is wrong	Go to inverter display, by " home page--setting--PV config" to check this itme have been set correctly and take a photo of this item.
4	Inv EEPROM Fault	The ROM of the internal circuit is damaged	Reboot the system to see it will back to normal.
5	Relay Fault	The internal Relay is Broken.	Reboot the system to see it will back to normal.
6	sample Fault	Sample data of two chips on the same board are different	Reboot the system to see it will back to normal.
7	RCD Fault	Residue current device is damaged	Reboot the system to see it will back to normal.
8	Fan1 Fault	FAN 1 is fault	Reboot the system to see it will back to normal.
9	Fan2 Fault	FAN 2 is fault	Reboot the system to see it will back to normal.
10	AC HTC Fault	The internal CT of AC plug is damaged.	Reboot the system to see it will back to normal.
11	Over load Fault	Loads are exceed the standard value	1. Record the maximum realtime house consumption to see whether beyond the permitted value. 2. Try to turn off some loads to check it will back to normal.
12	EPS OCP Fault	The over current protection of EPS output	1. Record the maximum realtime house consumption to see whether beyond the permitted value. 2. Try to turn off some loads to check it will back to normal.
13	DCI Device Fault	The DCI current sensor is damaged	Reboot the system to see it will back to normal.
14	EPS Relay Fault	The relay of EPS side is dammaged	Reboot the system to see it will back to normal.
15	TZ Protect Fault	Protect internal over current of hardware	1. Reboot the system; 2. Pls provide us the Power, Vmp, Voc of the PV module, and the configuration of PV panels, like how many panels for each string, how many strings in total.

16	Grid lost Fault	There is no electricity on the AC side	1. Reboot the system; 2. Check the AC isolator is turned on or not and measure voltage and then record It. 3. Go to inverter display to find the following item: Vac, and take a photo.
17	Grid Volt Fault	The voltage on AC side is not in the range	1. Reboot the system; 2. Check the grid connection and measure voltage and record It. 3. Go to inverter display to find the following item: Vac, and take a photo.
18	Grid Freq Fault	The frequency on AC side is not in the range	1. Reboot the system; 2. Check the grid connection and measure voltage and record It. 3. Go to inverter display to find the following item: Fac, and take a photo.
19	PLL Lost Fault	This fault is caused by the local grid	Reboot the system to see it will back to normal.
20	BUS Volt Fault	BUS voltage is higher than the maxmium value	1. Reboot the system; 2. Go to inverter display to find the items: U1,U2,and take photos.
21	AC5M Volt Fault	The AC grid voltage more than the required value and last 5 minutes will give this alarm	1. Reboot the system; 2. Check the grid connection and measure voltage and record It. 3. Go to inverter display to find the following item: Vac, and take a photo.
22	Inv OCP Fault	protect inverter for over current.	1. Reboot the system; 2. Pls provide us the Power, Vmp, Voc of the PV module, and the configuration of PV panels,like how many panels for each string, how many strings in total.
23	PV Volt Fault	PV voltage is too high	1. Reboot the system; 2. Measure the voltage of each string and record it. 3. Go to inverter display to find the following items: U1,U2, and take photos. 4. Pls provide us the Power, Vmp, Voc of the PV module, and the configuration of PV panels,like how many panels for each string, how many strings in total.
24	AC10M Volt Fault	The AC grid voltage more than the required value and last 5 minutes will give this alarm	1. Reboot the system; 2. Check the grid connection and measure voltage and record It. 3. Go to inverter display to find the following item: Vac, and take a photo.
25	Isolation Fault	The impedance between PV(+) PV(-)and ground is too low.	1. Reboot the system; 2. Measure the voltage between PV(+) and PV(-), PV(+) relative to Earth, PV(-) relative to Earth and the impedance between PV(+) PV(-)and ground, and record it.
26	Temp Over Fault	Internal temperature of inverter is too high	1. Reboot the system; 2. Measure the highest ambient temperature around the inverter.
27	Other device Fault	The other device is damaged	Reboot the system to see it will back to normal.
28	Fan2 Speed Fault	Speed of FAN2 is abnormal	Reboot the system to see it will back to normal.
29	C1 Can Fault	Communication between charger 1 and inverter is damaged	Reboot the system to see it will back to normal.
30	C1 Temp High	The temperature of charger 1 is too high	1. Reboot the system; 2. Measure the highest ambient temperature around the inverter.
31	C1 FAN Fault	The FAN of charger 1 is damaged	Reboot the system to see it will back to normal.

32	C1 TZ Fault	Internal over current of hardware of charger 1	1. Reboot the system; 2. Go to inverter display, by "home page--status--charger--U,I,P" to take photos of each items.
33	C1 EEPROM Fault	The ROM of charger 1 in the internal circuit is damaged	Reboot the system to see it will back to normal.
34	C1 HTC1 Fault	The HALL CT1 of charger 1 is damaged	Reboot the system to see it will back to normal.
35	C1 HTC2 Fault	The HALL CT2 of charger 1 is damaged	Reboot the system to see it will back to normal.
36	C1 BUS OVP	BUS voltage of charger 1 is higher than the maxmium value	1. Reboot the system; 2. Measure the voltage of each string and record it. 3. Go to inverter display to find the following items: U1,U2, and take photos. 4. Pls provide us the Power, Vmp, Voc of the PV module, and the configuration of PV panels,like how many panels for each string, how many strings in total.
37	C1 Temp Low	The temperature of charger 1 is too low	1. Reboot the system; 2. Measure the lowest ambient temperature around the inverter.
38	C1 Boost OVP	Boost over voltage is protected by charger 1	1. Reboot the system; 2. Measure the voltage of each string and record it. 3. Go to inverter display to find the following items: U1,U2, and take photos. 4. Pls provide us the Power, Vmp, Voc of the PV module, and the configuration of PV panels,like how many panels for each string, how many strings in total.
39	C1 Bat OVP	The battery voltage to charger is too high	1. Reboot the system; 2. Measure the voltage of each string and record it. 3. Go to inverter display to find the following items: U1,U2, and take photos. 4. Pls provide us the Power, Vmp, Voc of the PV module, and the configuration of PV panels,like how many panels for each string, how many strings in total.
40	C1 Charger OCP	Over current of charger 1 is detected	1. Reboot the system; 2. Pls provide us the Power, Vmp, Voc of the PV module, and the configuration of PV panels,like how many panels for each string, how many strings in total.
41	C1 Boost OCP	Over current of boost of charger 1 is detected	1. Reboot the system; 2. Pls provide us the Power, Vmp, Voc of the PV module, and the configuration of PV panels,like how many panels for each string, how many strings in total.
42	CT Fault	Something wrong about current transformer	Take photos of the following points of CT installation: The RJ45 terminal have to be connected to CT port of the inverter; The CT have to be clipped on the main line; The arrow on the CT have to towards to grid side.
43	RC Fault	Residual current is in the wrong value	Reboot the system to see it will back to normal.
44	DCI OCP Fault	The protection of the DCI current	Reboot the system to see it will back to normal.
45	Other device Fault	The other device is damaged	Reboot the system to see it will back to normal.
46	SW OCP Fault	Protect inverter for over current.	1. Reboot the system; 2. Pls provide us the Power, Vmp, Voc of the PV module, and the configuration of PV panels,like how many panels for each string, how many strings in total.

47	DM 9000 Fault	The Ethernet communication chip is damaged	Reboot the system to see it will back to normal.
48	RTC Fault	Setting of time is wrong	Reboot the system to see it will back to normal.
49	Mgr EEPROM Fault	The ROM of manager board is damaged	Reboot the system to see it will back to normal.
50	Mgr CAN Fault	The communication of manager board is wrong	Reboot the system to see it will back to normal.
51	C1 SPI Fault	The communication between two boards of charger 1 is wrong	Reboot the system to see it will back to normal.
52	C1 TZ Fault	Internal over current of hardware of charger 1	1. Reboot the system; 2. Go to inverter display, by "home page--status--charger--U,I,P" to take photos of each items.
53	C1 FAN Fault	The FAN of charger 1 is damaged	Reboot the system to see it will back to normal.
54	C1 sample Fault	Sample data of two chips on the same board of charger 1 are different	Reboot the system to see it will back to normal.
55	Strange Noise	Strange noise coming from the working inverter, whatever high frequency or low frequency	1. Check the noise occurs continuously or discontinuously; 2. Pls take a clear video of the noise for us to make further confirmation.
56	Keep waiting	The interface shows us waiting condition all the time when the DC and Grid voltage is abnormal	1. Check all the connection is tight or not, and then reboot the system. 2. Measure the DC voltage of each string and grid voltage, and record it.
57	Low output power	The AC output power keeps in low level	1. Pls provide us the Power, Vmp, Voc of the PV module, and the configuration of PV panels, like how many panels for each string, how many strings in total. 2. If there are two strings for the PV input, pls advise us the orientation of each one, and better check is there any shade on the top of roof.
58	Dead inverter	The inverter display cannot be lighted up even though the DC voltage is within the reasonable range	1. Check all of connection and DC isolator is turned on or not. 2. Measure the voltage of PV string, and record it.
59	Abnormal charging or discharge in abnormal situation	The charger and battery stay in abnormal situation	1. Check the BMS cable is connected correctly, the BMS connected to BMS port of the inverter; 2. Go to inverter interface, by "home page- status- charger", take a photo of the charger data from the submenu. 3. If possible, pls contact battery manufacturer PYLON.