

CX series-FAQ

Fault codes and troubleshooting steps

Applicable to: SGxxCX-series

Bus Voltage Imbalance Protection (Code 024/025)

Fault Name	Bus voltage imbalance protection (fault code: 024/025)
Fault Type	Failure shutdown
Fault Condition	When the bus voltage is greater than 900 V and the negative half bus voltage deviation exceeds 100 V (the average midpoint offset exceeds 100 V) for longer than the set time or 150V instantly.
Troubleshooting steps and methods	<ol style="list-style-type: none"> 1. If this fault occurs in batches in the whole array, first check whether there is single-phase grounding and short circuit between phases on the AC side. 2. Contact SUNGROW Service for inverter replacement.

For further information, please download the user manual for:

[SG30-50CX](#)
[SG110CX](#)

This manual is intended for professional technicians who are responsible for installation, operation, maintenance and troubleshooting of inverters, and users who need to check inverter parameters. The inverter must only be installed by professional technicians.

The professional technician is required to meet the following requirements:

- Know electronic, electrical wiring and mechanical expertise, and be familiar with electrical and mechanical schematics.
- Have received professional training related to the installation, commissioning and troubleshooting of electrical equipment.
- Be able to quickly respond to hazards or emergencies that occur during installation, commissioning and troubleshooting.
- Be familiar with local standards and relevant safety regulations of electrical systems.
- Read this manual thoroughly and understand the safety instructions related to operations.