CX series-FAQ

Fault codes and troubleshooting steps

Applicable to: SGxxCX-series

PID Function Abnormity (Code 433)

Fault Name	PID function abnormity (alarm code: 433)
Fault Type	Alarm
Fault Condition	PID adjustment for 7 consecutive times, the voltage is increased less than 20 V, and the PID function cannot work normally.
Troubleshooting steps and methods	1. Log in to iSolarCloud App locally and clear the PID alarm on PID parameter interface. Check whether this fault is reported again. 2. Measure the DC string-to-ground voltage to eliminate the DC insulation problem. 3. Measure whether the AC side phase line to ground impedance is low. 4. If there is no abnormality and the fault persists, it is recommended to replace the inverter.

PID Overvoltage/Overcurrent Protection (Code 434)

Fault Name	PID overvoltage/overcurrent protection (fault code: 434)
Fault Type	Alarm
Fault Condition	PID adjustment for 7 consecutive times, and the PID adjustment circuit always reports an overvoltage and overcurrent protection signal.
Troubleshooting steps and methods	1. Check whether the actual ISO impedance value is too high (greater than 1.5 M ohm). 2. Check whether the set PID control duty cycle is too high. 3. If there is no abnormality, it is recommended to replace the inverter.

For further information, please download the user manual for:
SG30-50CX
SG110CX

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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.

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