

CX series-FAQ

Fault codes and troubleshooting steps

Applicable to: SGxxCX-series

String Output Current Anomaly

Fault Name	<p>String output current anomaly *Code 548 to code 563 are corresponding to string 1 to string 16 respectively. *Code 580 to code 587 are corresponding to string 17 to string 24 respectively.</p>
Fault Type	Alarm
Fault Condition	<p>1. It is detected that the current of the PV string that has been connected is greater than 6A, and the string current of this input is less than 0.3A at the same time. 2. The string current is greater than 0.5A and less than half of the average value of the currents of two PV strings in this input.</p>
Troubleshooting steps and methods	<p>1. Use a multimeter to measure if the string voltage is too high. 2. Use a clamp meter to measure whether the string current is consistent with the displayed value. If so, it is a string problem, such as module occlusion, inconsistent orientation angle, module damage etc. 3. If the branch has been connected to this string but is removed, reset the string configuration.</p>

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.