

## 1-phase Hybrids-FAQ

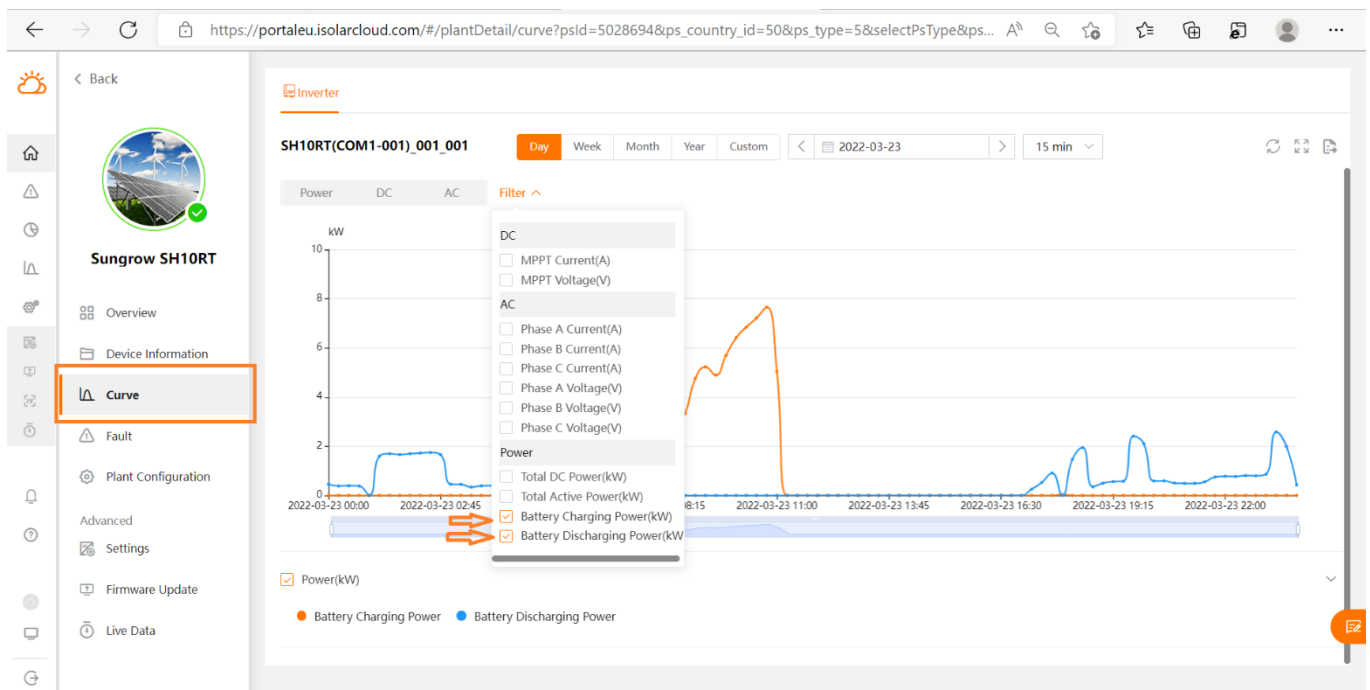
# Problems related to battery charging and discharging of SHxxRS and the guidance of troubleshooting

Applicable to: SHxxRS series

Battery charging and discharging problems can occur in residential energy storage inverters. There are mainly three cases: battery does not discharge, battery does not charge, and battery neither charges nor discharges.

For abnormal battery charging and discharging, the following troubleshooting work is required.

1. Check whether the air switch between the battery and the energy storage inverter is closed (it is recommended to use a multimeter to test the battery voltage on the inverter side. Because the battery voltage value displayed on iSolarCloud is obtained through communicating with the battery).
2. Use iSolarCloud curve analysis interface. Check the time period when abnormal battery charging and discharging occurs.



3. Check in the **Advanced Settings**, whether the Energy Management is set to **Self-consumption Mode**.

The screenshot shows the 'Advanced Settings' window with the 'Energy Management Parameters' tab selected. The table below shows the configuration for Energy Management Mode and other parameters.

No.	Parameter Name	Latest Value Update Time:2021-12-29 16:38:46	Numerical Term	Degree of accuracy	Unit	Remarks
1	Energy Management Mode	Self-Consumption	Please Select	--	--	--
2	Charging Start Power	0	Please Select	0.01	kW	0-5
3	Discharging Start Power	0	Self-Consumption	0.01	kW	0-5
4	External EMS Heartbeat	0	Compulsory Mode	1	s	1-1000

An orange arrow points to the 'Self-Consumption' option in the dropdown menu for the 'Discharging Start Power' parameter.

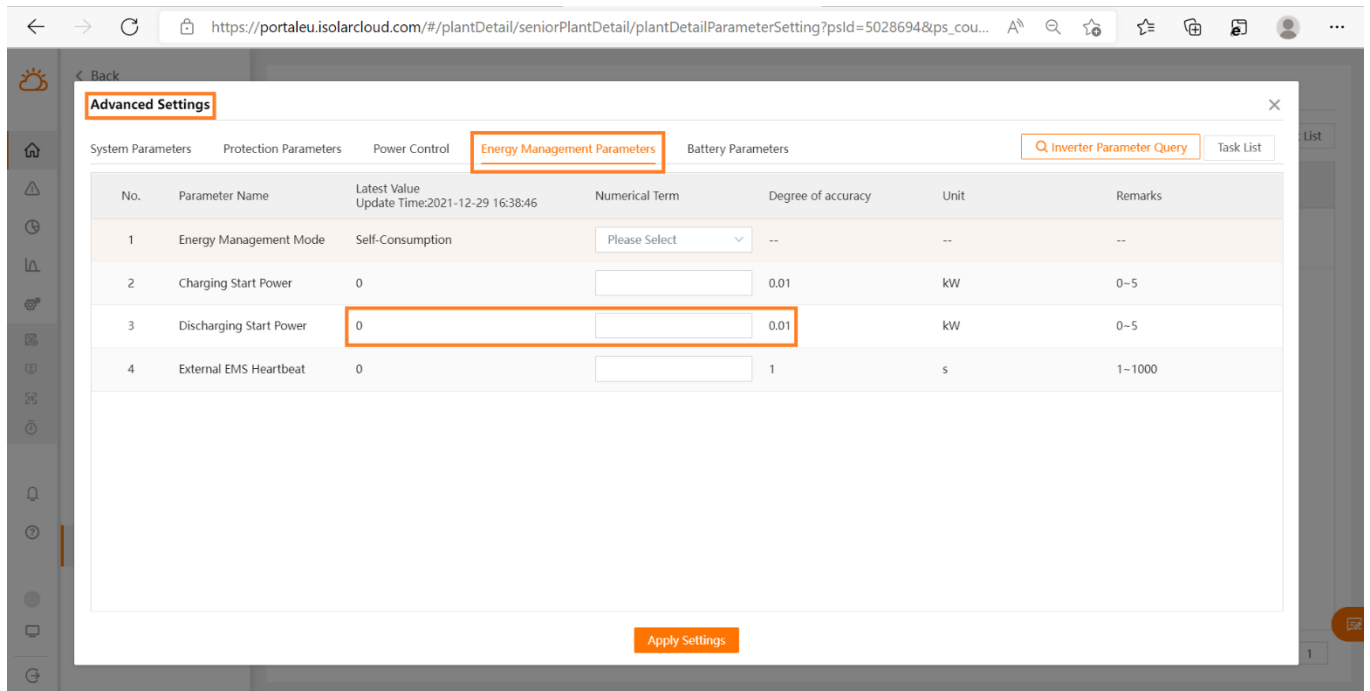
4. Check in the **Advanced Settings** and Battery parameters if the **minimum battery SOC** is not set to 100%.

The screenshot shows the 'Advanced Settings' window with the 'Battery Parameters' tab selected. The table below shows the configuration for various battery parameters.

No.	Parameter Name	Latest Value Update Time:2021-12-29 16:38:46	Numerical Term	Degree of accuracy	Unit	Remarks
1	SOC Upper Limit	100		0.1	%	50-100
2	SOC Lower Limit	0		0.1	%	0-50
3	Protection Value of Battery Average Overvoltage	0		0.1	V	0-1000
4	Max. Charging Power	10.6		0.01	kW	0.01-10.6
5	Max. Discharging Power	10.6		0.01	kW	0.01-10.6
6	Battery Capacity(kWh)	0		0.01	kWh	0-600

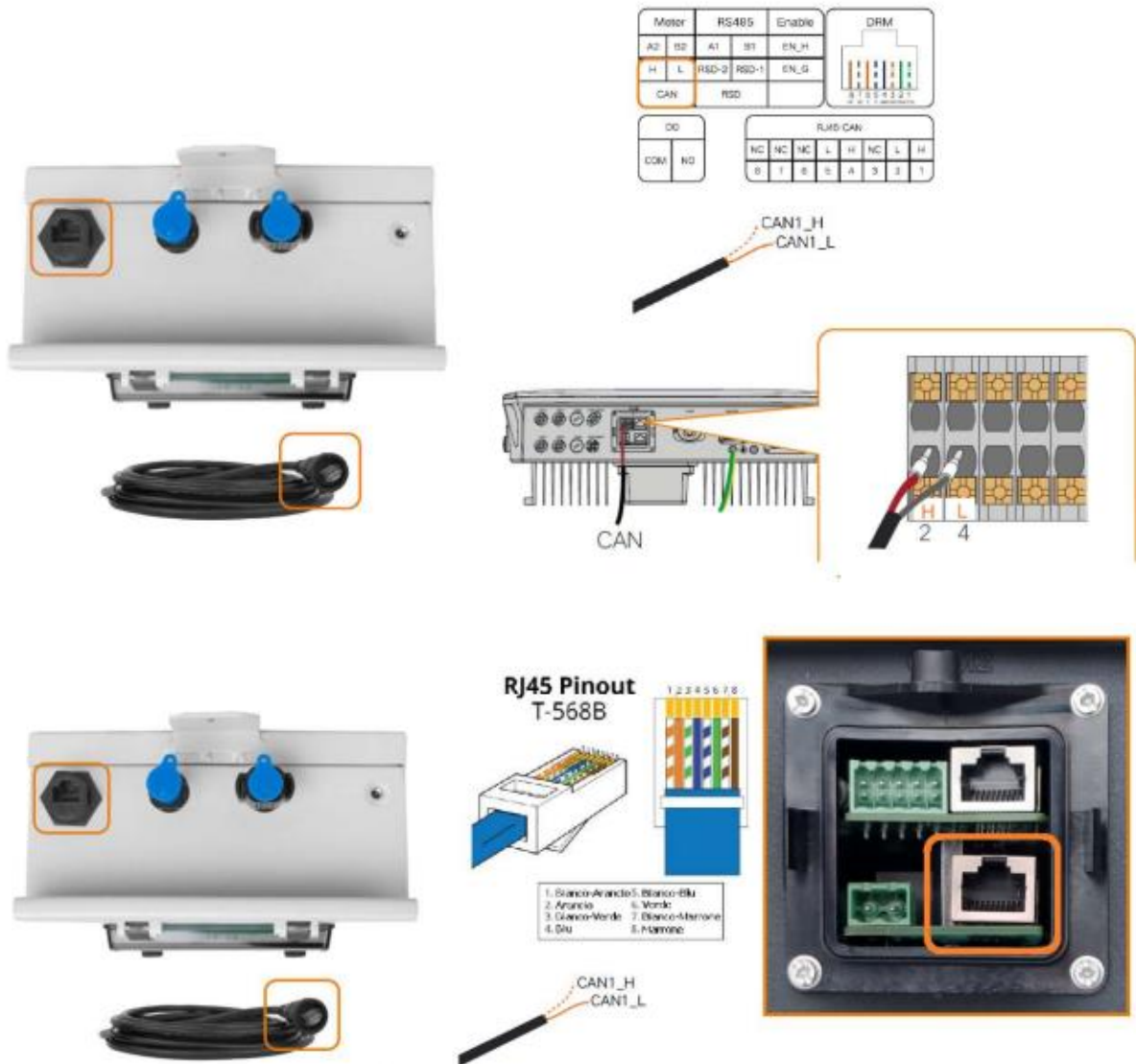
The 'SOC Lower Limit' value of 0 is highlighted with an orange box.

- Check in the **Advanced Settings** and **Energy Management Parameters** if the Inverter **Discharge Start Power** is **not** set to the nominal power of the inverter. The **Discharge Start Power** is the house load value at which the inverter will start to discharge the battery.



- Check, if the communication wiring from batteries and meter is connected properly or the meter is not calibrated, it will lead to abnormal charging and discharging.





7. Check, if the battery does not discharge only at night, analyse the load power. When the load takes more than 150W from the power grid, the battery is allowed to discharge, otherwise the inverter will not discharge. This is to prevent that the inverter losses become comparable to the house load.
8. Check whether the parameter setting of inverter is correct. In particular **Reserved Battery SOC for Off-Grid**: When Backup Mode is enabled, this value can be set to indicate the allowable battery SOC in off-grid state. If this value is set to 100%, it means that the reserved battery SOC for off-grid is required to be 100%. Therefore, in the grid-connected state, the battery will not be charged and discharged in order to keep it at full level. In general, this value can be set to 20%.

The screenshot shows the 'Common Parameter Settings' window for 'Power Control'. The table below represents the data visible in the interface:

No.	Parameter Name	Latest Value Update Time:2022-02-03 18:14:02	Numerical Term	Data Range (min.)	Data Range (max.)	Degree of accuracy	Unit	Remarks
1	Connecting Time		<input type="text"/>	10	900	1	s	--
2	Reconnecting Time		<input type="text"/>	0	3,600	1	s	--
3	Backup Mode	Enable	Enable	--	--	--	--	--
3-1	Reserved Battery SOC for Off-Grid	27	<input type="text"/>	0	100	1	%	--

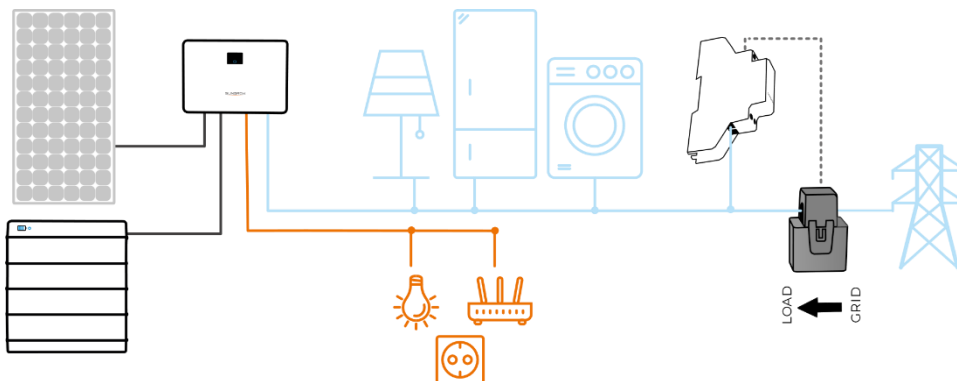
- Check whether the set battery discharge time is correct, as shown in Figure below. It includes setting of **working day discharge time**, setting of **weekend discharge time**, whether **weekend discharge is enabled**, and whether **forced charging** is enabled (for example, if it is found that discharge is not performed only on weekends, weekend discharge is set to be enabled). If the forced charge parameter is enabled, the battery will enter the forced charge state and cannot enter the discharge state.

The screenshot shows a web browser window with the URL [https://portaleu.isolarcloud.com/#/plantDetail/seniorPlantDetail/plantDetailParameterSetting?psId=5028694&ps\\_cou...](https://portaleu.isolarcloud.com/#/plantDetail/seniorPlantDetail/plantDetailParameterSetting?psId=5028694&ps_cou...). The interface displays a 'Common Parameter Settings' dialog box with the following table:

No.	Parameter Name	Latest Value	Numerical Term	Data Range (min.)	Data Range (max.)	Degree of accuracy	Unit	Remarks
1	Weekday Discharging Start Time 1	00:00 Update Time:2022-02-03 18:14:02	Select			--	--	--
2	Weekday Discharging End Time 1	24:00	Select			--	--	--
3	Weekday Discharging Start Time 2	00:00	Select			--	--	--
4	Weekday Discharging End Time 2	24:00	Select			--	--	--
5	Weekend Discharging	Enable	Please Select	--	--	--	--	--
6	Forced Charging	Disable	Please Select	--	--	--	--	--
7	DO Configuration		Please Select	--	--	--	--	--

An orange arrow points to the 'Disable' value in the 'Forced Charging' row. Below the table is an 'Apply Settings' button.

10. Check the installation position of the electric meter and whether the data of the electric meter is correct. The change of the installation position of the meter or the abnormal value of the meter will lead to the abnormal measured load value. At this time, the battery can be charged, but cannot be discharged. The normal installation position of smart meter should be behind the load and in front of the power grid. If the data of the meter itself is abnormal, it can be solved by calibrating the meter.



For further information, please download the user manual [here](#).

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.