

## 1-phase Hybrids-FAQ

# Fault code and troubleshooting steps of SHxxRS

Applicable to: SHxxRS series

### Bypass relay fault (Code 303)

Fault name	Bypass relay fault (fault code: 303)
Fault type	Fault
Fault condition	Judge, if the relay is open or short-circuited.
Steps and methods of troubleshooting	If the fault remains after power-off and restart, it is generally hardware damage. It is recommended to replace the inverter.

### Off-grid relay fault (Code 304)

Fault name	Off-grid relay fault (fault code: 304)
Fault type	Fault
Fault condition	Judge, if the relay is open or short-circuited
Steps and methods of troubleshooting	If the fault remains after power-off and restart, it is generally hardware damage. It is recommended to replace the inverter.

### Input-Output mismatching (Code 306)

Fault name	Input-Output mismatching (fault code: 306)
Fault type	Fault
Fault condition	When the input or output power in operation is greater than 500W and the difference between the input power and the output power is greater than 0.5 times of the rated power.
Steps and methods of troubleshooting	1. Check, if input/output power is in the normal range to see if it can be automatically restored 2. If the fault occurs frequently, it is necessary to download all logs and fault recording of the inverter and provide them to the SUNGROW technical support.

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.