3-phase Hybrids-FAQ

SBR series battery communication failure

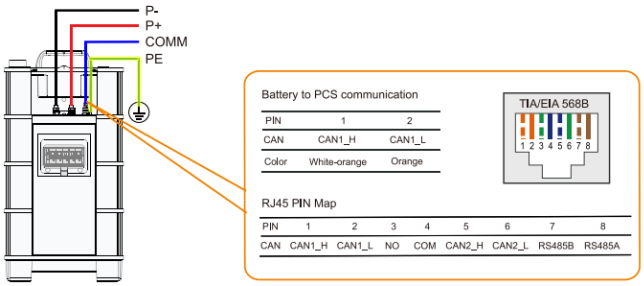
Applicable to: SBR HV Batteries

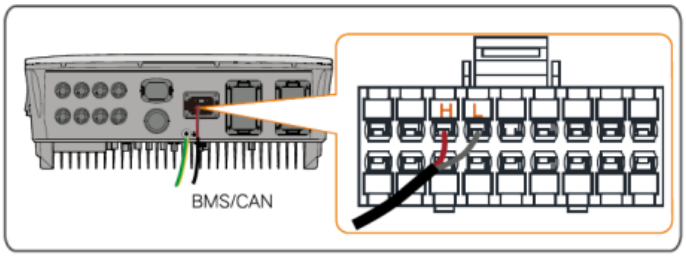
If the BMS communication to the hybrid inverter SHxxRT is abnormal, the Error Code 714 will be shown.

1. Check the Communication connection between inverter and battery if the connection is correctly done. The first two pins of the RJ45 cable on the battery side are connected to the CAN H and CAN L of the inverter.

   Orange-white CAN H->5

   Orange CAN L -> 7.





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In particular, make sure that the communication wires on the side of the hybrid inverter make good contact in the inverter communication connector. The communication between the inverter and the battery is normal, if you can see the following parameters in the running information.

Battery Information

Battery Level (SOC)	100 %	Daily Battery Discharging Energy	3 kWh	Daily Battery Charging Energy	5.7 kWh	Battery Voltage	200.5 V
Battery Current	0 A	Total Battery Discharging Energy	2.986 MWh	Total Battery Charging Energy	3.417 MWh	Battery Health (SOH)	98 %
Battery Temperature	27 ℃	Max. Charging Current (BMS)	0 A	Max. Discharging Current (BMS)	30 A	Daily Battery Charging Energy from PV	5.7 kWh
Total Battery Charging Energy from PV	3.37 MWh	Battery Charging Power	0 W	Battery Discharging Power	0 W	Battery Capacity(kWh)	9.79 kWh

1. Disconnect the communication-cable on the inverter side and measure, if communication voltage is between 3,3V – 5.0V coming from BMS at the open wires.
2. Check if you can measure 3.3V – 5.0V on the communication terminal of the inverter.
   If multimeter doesn't show 3,3V-5,0V coming from BMS, exchange the cable.
   If multimeter still doesn't show 3.3V – 5.0V, it is recommended to replace the BMS.
3. If the problem is still present, exchange the inverter.
4. If the problem is still present, exchange the battery with a whole new one.*

*in order to get replacement device, please contact SUNGROW Service.

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.