

3-phase Hybrids-FAQ

Fault code and troubleshooting steps of SBR batteries

Applicable to: SBR HV Batteries

Overvoltage protection (Code 732)

Fault name	Overvoltage protection (fault code: 732)
Fault type	Fault
Fault condition	The alarm is triggered when the voltage of battery cell is greater than the overvoltage protection threshold.
Steps and methods of troubleshooting	<ol style="list-style-type: none"> 1. If overvoltage trips off the miniature circuit breaker (MCB) during the charging of the battery system, please stop charging mode and wait for 5-10min, then close the battery MCB again to start the inverter. If it runs normally, export the battery log data for overvoltage analysis. 2. If the MCB still trips, please replace the module, start the switch box and export the battery operation and fault record for problem analysis.

Overtemperature protection (Code 733)

Fault name	Overtemperature protection (fault code: 733)
Fault type	Fault
Fault condition	The alarm is triggered when system temperature is above the overtemperature protection threshold.
Steps and methods of troubleshooting	<ol style="list-style-type: none"> 1. Check whether the ambient temperature of the inverter is too high and whether the inverter/battery is in a place with good ventilation. 2. Check whether the inverter/battery is under direct sunlight. If so, please shade it properly. 3. Measure whether the temperature in the module is consistent with the output temperature of BMU sampling, if not, the BMU sampling is abnormal. Contact SUNGROW Service for further assistance.

Low temperature protection (Code 734)

Fault name	Low temperature protection (fault code: 734)
Fault type	Fault
Fault condition	The alarm is triggered when system temperature is below the low temperature protection threshold.
Steps and methods of troubleshooting	<ol style="list-style-type: none"> 1. Check whether the ambient temperature is lower than the low temperature protection threshold and restart or close the battery system when the temperature rises to the operating temperature range of the system. 2. Measure whether the temperature in the module is consistent with the output temperature of BMU sampling, if not, the BMU sampling is abnormal. Contact SUNGROW Service for further assistance.

Undervoltage protection (Code 739)

Fault name	Undervoltage protection (fault code: 739)
Fault type	Fault
Fault condition	The alarm is triggered when the voltage of battery cell is less than the low-voltage protection threshold.
Steps and methods of troubleshooting	<ol style="list-style-type: none"> 1. Check whether the battery is overcharged or in standby and not charged for a long time 2. Export the battery running log under if running state can be restored, and analyse the running state before the battery failure 3. Measure whether the unit/total voltage of the module is consistent with the output voltage of BMU, if not, the BMU sampling is abnormal. Contact SUNGROW Service for further assistance.

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.