3-phase Hybrids-FAQ

Fault code and troubleshooting steps of SBR batteries

Applicable to: SBR HV Batteries

Overvoltage alarm (Code 932)

Fault name	Overvoltage alarm (fault code: 932)
Fault type	Alarm
Fault condition	The alarm will be triggered when the voltage value of the battery cell is higher than the voltage alarm threshold
Steps and methods of troubleshooting	Under normal circumstances, the battery can automatically return to normal: 1. Check with the clamp meter, if there is still charging current when the battery is fully charged. If so, please check whether the allowable charging current of the battery is 0A. If it shows 0A, please report it to SUNGROW for analysis assistance 2. Measure whether the total voltage of the module is consistent with the output voltage of BMU sampling, if not, the BMU sampling is abnormal

Overtemperature alarm (Code 933)

Fault name	Overtemperature alarm (fault code: 933)
Fault type	Alarm
Fault condition	The alarm is triggered when detected system temperature is above the protection threshold
Steps and methods of troubleshooting	Generally, the inverter will run again after the temperature of the battery module returns to normal: 1. Check if installation clearance is in according to the installation manual. 2. Check whether the ambient temperature of the inverter is too high and whether the inverter is in a place with good ventilation. 3. Check whether the inverter is under direct sunlight. If so, please shade it properly 4. Measure whether the temperature in the module is consistent with the output temperature of BMU sampling, if not, the BMU sampling is abnormal

Low temperature alarm (Code 934)

Fault name	Low temperature alarm (fault code: 934)
Fault type	Alarm
Fault condition	The alarm is triggered when detected system temperature is below the protection threshold
Steps and methods of troubleshooting	1. Shut down and disconnect the lithium-ion battery system, and wait for the ambient temperature to rise to the operating temperature range of the system before restarting and closing the battery 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

Charge/Discharge overcurrent alarm (Code 935)

Fault name	Charge/discharge overcurrent alarm (fault code: 935)
Fault type	Alarm
Fault condition	The alarm is triggered when the actual current value is higher than the threshold limit value during the battery charging and discharging process
Steps and methods of troubleshooting	Under normal circumstances, the battery can automatically return to normal. 1. If the charge/discharge overcurrent alarm is given and the alarm is related to the system operation state, open APP to confirm whether the system operation current exceeds the rated value during the alarm. If so, stop the system. 2. Use a clamp meter to measure whether the charging/discharging current is consistent with the output current collected by the system. If not, change the switch box

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.

Sungrow Deutschland GmbH | Balanstr. 59 | 81541 München | www.sungrowpower.com