

3-phase Hybrids-FAQ

Fault code and troubleshooting steps of SBR batteries

Applicable to: SBR HV Batteries

BMS internal alarm (Code 964)

Fault name	BMS internal alarm (fault code: 964)
Fault type	Alarm
Fault condition	Communication module in the battery system fails.
Steps and methods of troubleshooting	<ol style="list-style-type: none"> 1. Check if the series connection between the battery modules is fastened properly. 2. Check whether the sampling line of the faulty module is accurately connected to the BMU, and whether the communication pins at the upper/lower ends of the series connection are conductive. 3. Replace battery modul.

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.