3-phase Hybrids-FAQ

Fault code and troubleshooting steps of SBR batteries

Applicable to: SBR HV Batteries

Battery does not charge/discharge

Problem/phenomenon	battery does not charge/discharge
Problem description	The charging/discharging condition is met, but the actual battery is not in charging/discharging state (the system is in normal operation state).
Problem analysis and handling	1. Check the battery and inverter software version 2. Check the allowable charging/discharging current value of the battery and judge according to the allowable charging/discharging single current value of the battery. 3. Check the relevant parameter settings, such as charging and discharging time limit settings, SOC upper/lower limit settings, Reserved Battery for off-Grid, Max. Charging Power, Max Discharging Power etc. In addition, please make sure the meter is connected properly. 4. If all conditions are met a replacement of the inverter is recommended.

The system reports undervoltage protection and tripping MCB

Problem/phenomenon	The system reports undervoltage protection and tripping MCB (unable to recover)
Problem description	Undervoltage protection of battery system due to the battery itself, application, environment or battery operation.
Problem analysis and handling	1. Exchange only BMU and keep the same battery modules, close MCB and check if it remains closed during operation. 2. If MCB keeps tripping even with new BMU, replace the complete battery system.

For further information, please download the user manual here.

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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.

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