

3-phase Hybrids-FAQ

Fault code and troubleshooting steps of SHxxRT

Applicable to: SHxxRT series

Abnormal SPI communication (Code 502)

Fault name	Abnormal SPI communication (fault code: 502)
Fault type	Alarm
Fault condition	The communication between the main DSP chip and the auxiliary DSP chip is abnormal
Steps and method of troubleshooting	<ol style="list-style-type: none"> 1. Remove DC and AC connections of the inverter to restart it. 2. If the fault re-appears frequently, download log data and send it to SUNGROW Service. 3. After SUNGROW Service confirms, please replace the inverter.

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.