

3-phase Hybrids-FAQ

Fault code and troubleshooting steps of SHxxRT

Applicable to: SHxxRT series

Low average battery voltage fault (Code 703)

Fault name	Low average battery voltage fault (fault code: 703)
Fault type	Malfunction
Fault condition	703 Fault appears when the inverter reads 0V from the battery. It could be due to the abnormal communication between inverter and battery. In this case, the fault 714 "BMS communication fault" also appears.
Steps and method of troubleshooting	<ol style="list-style-type: none"> 1. Check the wiring of the battery 2. Check the battery voltage on iSolarCloud and write down the value. 3. Measure the voltage, coming from the battery, by disconnecting the SUNCLIX connectors from the inverter. Use a multimeter. 4. Now, compare measured and shown voltage for any difference. 5. If there is no significant difference, reconnect the battery and charge it to 100%. If the fault is still present, the replacement of the inverter is recommended 6. If there is a significant difference, consider exchanging the BMS first, if it doesn't recover, change the battery module.

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.