3-phase Hybrids-FAQ

Fault code and troubleshooting steps of SHxxRT

Applicable to: SHxxRT series

Instantaneous battery overvoltage fault (Code 711)

Fault name	Instantaneous battery overvoltage fault (fault code: 711)
Fault type	Malfunction
Fault condition	When the inverter is not in standby/fault/power-off states, the BDC voltage is 10V+ higher than the limited charge voltage for 125s.
Steps and method of troubleshooting	Keep the BDC voltage 10V- lower than the limited charge voltage for 2s.

Average battery overvoltage fault (Code 712)

Fault name	Average battery overvoltage fault (fault code: 712)
Fault type	Malfunction
Fault condition	In non-uniform charge mode, the battery port voltage 3V+ higher than the limited charge voltage for 1.5s.
Steps and method of troubleshooting	Keep the battery voltage 1V lower than the limited charge voltage for 5s.

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Abnormal BMS communication (Code 714)

Fault name	Abnormal BMS communication (fault code: 714)
Fault type	Malfunction
Fault condition	A communication wire between a battery and the inverter is disconnected; Any battery or inverter communication terminal is not connected securely.
Steps and method of troubleshooting	1. Check whether any communication wire and its terminal are abnormal, and if so, ensure reliable connection. 2. Reconnect the battery communication wire. 3. Measure, if communication voltage is between 3.3V – 5.0V. 4. Exchange the communication cable between the inverter and battery. 5. If voltage differs from that, please contact SUNGROW Service.

Battery hardware overvoltage fault (Code 715)

Fault name	Battery hardware overvoltage fault (fault code: 715)
Fault type	Malfunction
Steps and method of troubleshooting	1. If the battery voltage is abnormal, check whether the connection of the battery power cables is abnormal (reverse connection, looseness, etc.) If yes, please connect the battery power cord correctly. 2. Check whether the battery power cord is connected correctly, and whether the real-time voltage of the batteries is abnormal.

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.

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