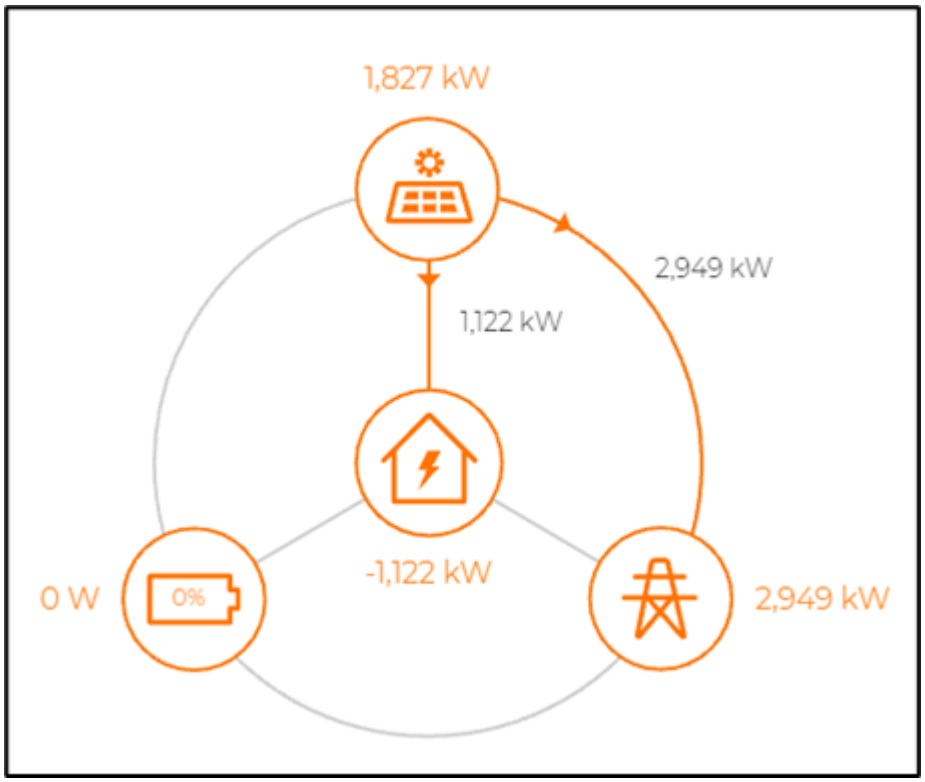
3-phase Hybrids-FAQ

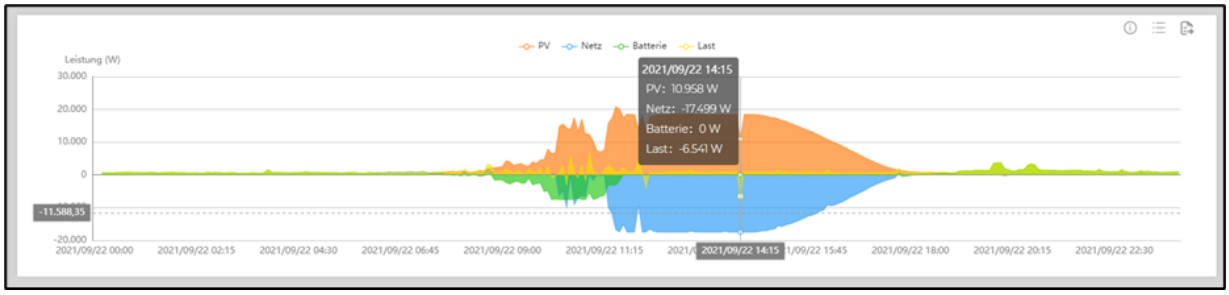
Why does the house load appear negative at times on iSolarCloud when a 3-phase Hybrid is installed in a system with another PV inverter?

Applicable to: SHxxRT series

The 3-phase Hybrid can be installed in the same plant as an existing PV inverter (from another brand or from Sungrow). However, there is no direct communication between the Energy Management System of the 3-phase Hybrid and the PV inverter. The Sungrow Smart Meter will always detect the injected or purchased energy at the grid connection point. When the other PV inverter injects power in the grid, the 3-phase Hybrid will find that the injected power is more than the power it generates. Therefore the 3-phase Hybrid calculates that exceeded injected power comes from the PV inverter. So, the exceed power will be illustrated in negative values from home loads. The 3-phase Hybrid will use this energy to charge the battery as expected.



If the PV inverter is from Sungrow, like the KTL or SGRT series, and both inverters are in the same plant on iSolarCloud, then both the PV inverter and hybrid will update their production information to iSolarCloud. However, since the two devices update the information independently from each other, there could be a delay in the information update, resulting in an erroneous calculation of the house load in that moment. As the hybrid relies on the smart meter for load calculation, it could be that the sum of the production and consumption in that moment results in a negative load shown. Depending on the nature of the update delay, this could happen in a temporary way and be resolved swiftly in the next update iteration.



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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