SC100
Power Conversion System (PCS)
Operation Manual

SC100-V222-OEN-Ver10 Version: 1.0
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1 About this Manual

1.1 Foreword
Thank you for purchasing the SC100 power conversion system (PCS) from Sungrow-Samsung SDI Energy Storage Power Supply Co., Ltd. We hope that the device will meet with your satisfaction when you use it. Your commands and feedbacks on the performance and function of the device are very important for our further improvement.

1.2 Validity
This Operation Manual is valid for the following device types:

• SC100
The SC100 device is referred to as ‘PCS’ hereinafter unless otherwise specified.

1.3 Content
This manual contains the following information:

• Safety Instructions
Safety instructions for operation and maintenance of the PCS.

• Product Description
System composition, PCS function and operation mode is described.

• Use
Introduce the PCS operation and use of human machine interface (HMI).

• Routine Maintenance
Introduce the daily maintenance of the PCS and the replacement of certain accessories.

• Troubleshooting
Introduce the potential faults and troubleshooting of the PCS.

• Others
Technical data of the PCS, exclusion of liability and the way to contact Sungrow-Samsung SDI

1.4 Target Group
This manual is aimed at technical personnel who are responsible and qualified for the PCS installation and commissioning. Readers should be familiar with the electrical and mechanical diagrams and characteristics of the electrical components.

1.5 How to Use This Manual
Read this manual and other related documents carefully before any work on the PCS. Documents must be stored carefully and available at all times. Additional documents are also
available to the users:

- Installation Manual (in the scope of delivery)
- Transport Guide (download from website)

All rights reserved including the pictures, markings and symbols used. Any reproduction or disclosure, even partially, of the contents of this manual is strictly forbidden without prior written authorization of Sungrow-Samsung SDL.

1.6 Symbol Explanation

This manual contains important safety and operational instructions that must be accurately understood and followed during the operation and maintenance of the equipment.

⚠️ DANGER

DANGERT indicates a hazard with a high level of risk which, if not avoided, will result in death or serious injury.

⚠️ WARNING

WARNING indicates a hazard with a medium level of risk which, if not avoided, could result in death or serious injury.

⚠️ CAUTION

CAUTION indicates a hazard with a low level of risk which, if not avoided, could result in minor or moderate injury.

NOTICE

NOTICE indicates a situation which, if not avoided, could result in equipment or property damage.

ℹ️ NOTE indicates additional information, emphasized contents or tips to help you solve problems or save time.

Symbols on the PCS Body

The symbols below may be pasted on the electrical parts of the PCS. Make sure to read the following symbols and fully understand them before operating the device.
<table>
<thead>
<tr>
<th>Symbols</th>
<th>Explanations</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Symbol" /></td>
<td>Risk of electric shock!</td>
</tr>
<tr>
<td><img src="image" alt="Symbol" /></td>
<td>Hot surface!</td>
</tr>
<tr>
<td><img src="image" alt="Symbol" /></td>
<td>Connection point for earth conductor</td>
</tr>
<tr>
<td><img src="image" alt="Symbol" /></td>
<td>Protective conductor terminal</td>
</tr>
</tbody>
</table>
2 Safety Instructions

2.1 Intended Usage

SC100, researched and developed by Sungrow-Samsung SDI Energy Storage Power Supply Co., Ltd., is a PCS for energy storage system with transformer. It provides an interface for the grid and battery for energy storage system charging and discharging. Through step up by the transformer, the PCS AC side can connect to the grid.

With IP21 protection rate, the PCS can be installed indoors only.

The charging and discharging system with SC100 is shown below:

![Energy storage system diagram]

**Fig. 2-1 Energy storage system**

<table>
<thead>
<tr>
<th>No.</th>
<th>Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Energy storage batteries (lead-acid battery, lithium battery and etc.)</td>
</tr>
<tr>
<td>B</td>
<td>SC100 PCS</td>
</tr>
<tr>
<td>C</td>
<td>Utility grid</td>
</tr>
<tr>
<td>D</td>
<td>Loads</td>
</tr>
</tbody>
</table>

**WARNING**

* Installation described in this section must be strictly observed. Any other or additional installation other than the described installation is not permitted.
* Installation and connections other than the contents described in this section may lead to device damages and void warranty claims from Sungrow-Samsung SDI.
* According to the requirements of AS 4777.2, an external automatic disconnection device of min. 250A, 690V ratings shall be fixed connected behind the emergency local load.
The automatic disconnection device shall prevent power (both a.c. and d.c.) from entering the grid when the automatic disconnection device operates.

**NOTE:** The automatic disconnection device need not disconnect sensing circuits. The automatic disconnection device shall provide isolation in all live conductors. Automatic disconnection devices for isolation shall comply with the following requirements:

(a) They shall be capable of withstanding an impulse voltage likely to occur at the point of installation, or have an appropriate contact gap.

(b) They shall not be able to falsely indicate that the contacts are open.

(c) They shall be designed and installed so as to prevent unintentional closure, such as might be caused by impact, vibration or the like.

(d) They shall be devices that disconnect all live conductors (active and neutral) of the inverter from the grid-interactive port.

Exception: For multiple mode inverters with stand-alone function, which comply with AS 62040.1.1, the automatic disconnection device for isolation shall be a device that disconnects active conductors of the multiple mode inverter from the grid-interactive port.

(e) They shall be such that with a single fault applied to the automatic disconnection device or to any other location in the inverter, at least basic insulation or simple separation is maintained between the energy source port and the grid-interactive port when the means of disconnection is intended to be in the open state.

(f) They shall be such that with a single fault applied to the automatic disconnection device or to any other location in the inverter, power is prevented from entering the grid.

**NOTE:** In the case of a non-isolated inverter, the prevention of power entering the grid can be achieved by two mechanical automatic disconnection devices in series in each live conductor. In the case of an isolated inverter, the prevention of power entering the grid can be achieved by a single mechanical automatic disconnection device and a semiconductor device (or semiconductor devices) in each live conductor.

### 2.2 Important Safety Instructions

This section introduces the safety instructions during operation of the PCS. Read the safety instructions in this section before PCS operation. Please also respect all warnings, instructions, and cautions and respective chapter before operation.

**DANGER**

**Shock Hazard!**

Death resulting from burns and electric shock upon touching the PCS live components.

- Do not touch the live components of the PCS or the utility grid.
- Observe all safety regulations.
2.3 During Operation

2.3.1 Manuals

Very important information about the PCS operation is contained in this manual. All the descriptions in this manual, especially those safety-related items, must be complied with.

- Operate the PCS by strictly following the description in this manual. Device damage, personal injury or property loss may follow if otherwise.
- This manual and other related documents should be available for relevant persons at all times.

2.3.2 Personnel

- Only professional electrician or personnel with professional training can operate the PCS;
- Operator should be familiar with the construction and working principle of the whole energy storage system;
- Operator should be familiar with the PCS Operation Manual and Installation Manual;
- Operator should be familiar with the country/local specific standards.

2.3.3 Markings on the PCS

- PCS enclosure and interior contains important warning and safety information. Do not tear or damage it.
- Nameplates located in the back panel and inside the front door contain very important parameter information. Do not tear or damage them.
NOTICE
- All safety instructions, warning labels and nameplate on the PCS body must be clearly visible;
- Replace the markings once they damaged or unclear.

2.3.4 Safety Warning Signs
Please respect the followings during installation, daily maintenance or troubleshooting of the PCS:
- An obvious marking should be placed in the PCS upstream and downstream to keep the switch from accidental reconnection;
- A temporary warning sign or barrier must be posted around the operation area;
- Remove the door keys and keep them appropriately after maintenance or troubleshooting work is finished.

2.3.5 Emergency Escape Route
The emergency escape route is critical during an emergency situation.
- Keep the escape route clear and unblocked at all times.
- Never block or lock the emergency escape route.

2.3.6 Storage Battery Protection
High Voltages exist between positive and negative polarities of the storage batteries for large-scale PV plant. Electrical shock or life risk may occur by accidental touch.

DANGER
High voltages exist between the positive and negative polarity of the storage batteries!
- Ensure the PCS and storage batteries are completely disconnected during device maintenance.
- Place warning labels in the disconnection place to avoid accidental reconnection.

2.3.7 Live Line Measurement

DANGER
High voltages are present in the device. Death resulting from burning and electric shock upon touching the live components of the PCS. During live line measurement,
- use suitable protective equipment, for example dielectric gloves, and
- accompany by other persons.

2.3.8 Measuring Instrument
Appropriate measurement instruments are recommended during the electrical connection, commissioning and operation of the PCS.
2.3.9 Touch Screen Parameter Setting

Certain touch screen settable parameters are closely related to the PCS operation; therefore these parameters can only be set after reliable evaluation of the system and PCS.

2.3.10 ESD Protection

**NOTICE**

PCS may be damaged irreversibly by electrostatic discharge (ESD) at its components.

- During the operation of the PCS, please observe all the ESD-related safety regulations, for example, wear antistatic wrist strap.
- Avoid unnecessary touch of the printed circuit board or other sensitive components!

2.3.11 Moisture Protection

**NOTICE**

Moisture can damage the PCS. For normal operation of the PCS, please respect the followings:

- Do not open the PCS doors when relative humidity is higher than 95%.
- Do not maintain or service the PCS in rainy or other bad days.

2.3.12 Maintenance and Service

**WARNING**

Wait at least 5 minutes after the PCS AC and DC connections are disconnected and then open the PCS front door to maintain or service.

Before any service work, observe the followings.

- Ensure that the PCS will not be started accidentally.
- Verify that the PCS interior is discharged completely with a multimeter.
- Necessary ground and short circuit connect.
- Cover the adjacent electrical components with insulation cloth during operation.
- Ensure the cleanness of the safety route during maintenance and service work.

2.3.13 Disposal of Waste

When the PCS is end of life, it cannot be disposed of together with household wastes. Please
contact the local authorized collection point.

2.3.14 Others

⚠️ WARNING

Please observe country/local-specific standards and regulations.

⚠️ WARNING

• Only service the device when it is voltage-free.
• Never work alone when servicing this device. Two persons are required until the PCS is properly shut down and de-energized.

Other protection measures:

• Use suitable protective equipment (for example safety goggles, earplugs, dielectric gloves, insulating shoes) when maintaining or servicing the device.
• Emergency aid should be prepared beforehand since the PCS is always installed far away from the downtown area.
• Every possible auxiliary method should be taken to ensure the safety of personnel and device.

💡 • All the pictures and descriptions in this manual apply to the standard configuration of the PCS. The actual product you receive may differ. Should you have any specific requirements, please inform us.
• This manual may not cover all possible situations. Should a specific problem occur that is not explained in this manual, please contact Sungrow-Samsung SDI.
3 Product Description

3.1 System Introduction

Electric power system consists of the following six parts: development, generation, transmission, distribution, consumption and storage. Among which, the energy storage system is important to realize the following functions: demand side energy management, substation grid support, load balance, renewable energy application etc.

SC-series PCSs produced by Sungrow-Samsung SDI are dedicated to charging/discharging the storage battery and providing intermediate link between the grid and the storage battery in different occasions (grid-connected system, islanded system or hybrid system).

Smart grid system with PCSs for energy storage system is shown in Fig. 3-1.

![Fig. 3-1 Smart grid and energy storage system](image)

3.2 PCS Features

SC100 PCS for energy storage system adopts the advanced digital control technology to optimize the control function and improve the system reliability. It is applicable for various battery charging and discharging situations. With module construction design, it is convenient for installation and maintenance. The major features are shown below:

- Grid dispatches; RS485, CAN and Ethernet communication;
- Grid-connection mode, off-grid mode, hybrid mode and etc.
- Various grid-connection charge/discharge, including DC side charge/discharge mode and AC side charge/discharge mode
- LVRT and reactive power compensation
- Autonomous frequency-adjustment, voltage-adjustment and controlled frequency-adjustment, voltage-adjustment
- Off-grid independent inverter function; establish micro-grid system to ensure the power supply of important loads
• Multiple PCSs independent inverter in parallel connection
• Strong ability for 3-phase unbalance load in off-grid mode
• Long-time operation at 110% of the nominal output power
• AC and DC double inputs redundant power supply mode to make sure the reliability of the control power supply
• IP21 protection rate, anti-drip and anti-condensation function
• Long product service life: membrane capacitance design, service life of 30 years
• Module design: maintenance from the front, reliable wall-mounted installation to save customer installation space

3.3 Product Appearance

The appearance and external components of the PCS is shown below:

![PCS appearance diagram](image)

### Fig. 3-2 PCS appearance

<table>
<thead>
<tr>
<th>Item</th>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>LCD touch screen</td>
<td>Displays data and executes control commands</td>
</tr>
<tr>
<td>B</td>
<td>LED indicators</td>
<td>&quot;POWER&quot;, &quot;OPERATION&quot; and &quot;FAULT&quot;</td>
</tr>
<tr>
<td>C</td>
<td>Emergency stop button</td>
<td>Stop the PCS in emergency by pressing this button down</td>
</tr>
</tbody>
</table>

#### LED indicators

There are three LEDs at the front panel of the PCS: POWER indicates the power is on; OPERATION indicates the operation of the PCS; FAULT indicates a fault condition.

You can get the PCS operation state through these LEDs and control the PCS by the LCD touch screen. See the following table for the description of the LED indicators.

<table>
<thead>
<tr>
<th>LED</th>
<th>Color</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>POWER</td>
<td>Green</td>
<td>Control the circuit power supply; LED is on when AC side or DC side is under voltage for 5 minutes</td>
</tr>
</tbody>
</table>
### LED description

<table>
<thead>
<tr>
<th>LED</th>
<th>Color</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>OPERATION</td>
<td>Green</td>
<td>PCS operates normally</td>
</tr>
<tr>
<td>FAULT</td>
<td>Red</td>
<td>A fault occurs and has not been removed.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>The LED will be off automatically when the fault is cleared.</td>
</tr>
</tbody>
</table>

Possible LED combinations and the meaning are listed in the following table:

<table>
<thead>
<tr>
<th>LED status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>POWER</td>
<td>PCS normal power supply, no charging or discharging</td>
</tr>
<tr>
<td>OPERATION</td>
<td>AC and DC side parameters meet the requirements. PCS operates normally</td>
</tr>
<tr>
<td>FAULT</td>
<td>A fault occurs and not removed yet.</td>
</tr>
<tr>
<td>All LEDs</td>
<td>PCS is disconnected from the power supply, no power supply</td>
</tr>
</tbody>
</table>

### LCD touch screen

LCD screen displays the operational information of the PCS and performs certain control functions as follows:

- Control the PCS operation
- Display real-time operation data
- Display fault information
- Adjust the running parameters
- View history records

### Emergency Stop Button

PCS will be disconnected from the grid when pressing down the emergency stop button in emergency situation or fault condition.

**WARNING**

**Electrical shock hazards!**

- The pressing of the emergency stop button in no way implies that no voltage is present in the AC and DC connection terminals inside the PCS.
- Lethal voltages are present inside the PCS!

**WARNING**

Use the emergency stop button to stop the PCS only in a time of emergency. Improper use of the emergency stop button may lead to PCS damages. Use of the emergency stop button under load will bring great stress to PCS related components. Frequent use will damage the button.

When you push this button, the PCS will stop immediately and the DC & AC contactors will be disconnected.

You can restart the PCS by rotating the button clockwise to unlock it. The PCS will be restarted.
through the LCD touch screen.

**AC & DC Switches**

AC & DC switches are important disconnection devices of the PCS, controlling the AC & DC main circuits. PCS output side can be disconnected from the grid and PCS can be disconnected from the storage battery through these switches.

PCS will start when the AC & DC switches are in the ON position.

When only the AC switch is disconnected and the PCS downstream power supply is connected, the AC output terminal is still under-voltage. Please take proper protection methods when maintenance or troubleshooting under this circumstance.

When only the DC switch is disconnected and the PCS upstream storage battery is connected, the DC input terminal is still under-voltage. Please take proper protection methods when maintenance or troubleshooting under this circumstance.

⚠️ **WARNING**

- Improper use of the switches may damage the PCS.
- Avoid frequent use of the switches.

### 3.4 Communication Solution

#### 3.4.1 RS485 Communication

PCSs communicate with the PC through RS485/RS232 convertor. SolarInfo SC can be adopted to monitor the communication.

![Fig. 3-3 PC monitors through RS485](image)

#### 3.4.2 Ethernet Communication

Besides the standard RS485 communication, PCS also provides the optional Ethernet communication. PCS supports the MODBUS TCP/RTU and 104 protocols. If you have doubts about the communication solution, please contact Sungrow-Samsung SDL.

- Single PCS communication

For communication of a single PCS, connect the PCS RJ45 port to PC RJ45 port by a network cable. SolarInfo SC can be used to monitor the communication.

![Fig. 3-4 Ethernet communication for a single PCS](image)
• Multiple PCSs communication

If there is more than one PCS, the Ethernet switch is required for communication. SolarInfo SC is used to monitor the communication.

![Diagram](image)

**Fig. 3-5** Ethernet communication for multiple PCSs

### 3.4.3 Communication with BMS

PCS can communicate with battery management system (BMS) to monitor the state of the battery and protect the battery according to the battery state. Communication supports the CAN and RS485 methods.

![Diagram](image)

**Fig. 3-6** PCS communicates with BMS

### 3.5 Circuit Diagram

PCS realizes rectification and inversion through 3-phase full bridge conversion. The rectified output feeds to the storage batteries through EMC filter. The inverted output turns to sine-wave voltage through LC filter and then feeds to the grid after step-up by 3-phase transformer. The circuit diagram is shown in Fig. 3-7.
Fig. 3-7 PCS circuit diagram
4 PCS Start/Stop

4.1 Starting the PCS

4.1.1 Inspection before PCS Start

After the maintenance or service work, you may start the PCS. Inspect the following requirement before starting the PCS:

- All connections are done by strictly following the installation manual and circuit diagram.
- The protection cover inside the device has been installed securely.
- The cabinet door is closed and the key is removed and stored by appointed personnel.
- The emergency stop button is released.
- AC & DC switches are in the "OFF" position.
- Measure the DC and AC voltage with multimeter to check if they fulfill the PCS startup conditions and there is no overvoltage hazard.

![WARNING]

After longtime storage, a thorough and professional test is necessary before starting the PCS.

4.1.2 Steps to Starting the PCS

When the abovementioned conditions are fulfilled, proceed as follows to start the PCS:

1. The storage battery side and grid side are connected correctly;
2. Turn the PCS AC & DC switches to the ON position
3. PCS starts according to dispatch instruction

After startup, PCS will automatically check if the AC and DC voltage and other parameters meet the operation requirements. If both the DC and AC parameters meet the requirements and the working instruction is received, PCS will automatically enter the Run mode and operate normally.

![WARNING]

- PCS needs no manual control in daily operation.
- Keep the door closed and locked and store the keys of the door by appointed personnel during normal operation.

4.2 Stopping the PCS

PCS stops during normal maintenance and service work or when a fault occurs.

4.2.1 Normal Stop

Proceed as follows to stop the PCS during normal maintenance and service work:
1. Stop the PCS through the stop operation on the LCD touch screen
2. Turn the PCS DC&AC switches to the “OFF” position
3. Disconnect the PCS downstream switches
4. Turn the PCS DC switch to the OFF position
5. Disconnect the PCS upstream switches
6. PCS stops

⚠️ WARNING

During normal operation, disconnection of the switches is strictly forbidden. Otherwise, arc may follow and the switch or even the PCS will be damaged.

4.2.2 PCS Stop when a fault occurs

Proceed as followsto stop the PCS when a fault or emergency occurs:
1. Push the emergency stop button
2. Turn the PCS AC switch to the OFF position
3. Disconnect the PCS downstream switches
4. Turn PCS DC switch to the OFF position
5. Disconnect the PCS upstream switches
6. PCS stops

⚠️ WARNING

* Use the emergency stop button only when emergency or a fault occurs. Under normal conditions, stop the PCS by perform the stop command in the LCD screen.
* Push the emergency stop button directly in times of crisis to ensure timely response.
5 Operation Mode

5.1 Basic Functions

PCS basic functions are shown below:

- Storage battery charge/discharge control

PCS can charge and discharge the storage battery. Operator can select the charge/discharge power. The upper computer or the touch screen modifies the modes of charge/discharge instructions.

Charge mode includes: constant current charge, constant voltage charge, constant DC power charge, constant AC power charge and etc.

Discharge mode includes: constant current discharge, constant voltage discharge, constant DC power discharge, constant AC power discharge and etc.

- Reactive power limit

PCS can control the power factor or reactive power percentage by feeding the reactive power during charging and discharging.

Power factor setting range: 0.8 (leading)-0.8 (lagging). Max. settable reactive power percentage is 60% of the nominal power.

Reactive power limit can be realized during PCS charge and discharge by setting the reactive power through the upper computer or the touch screen.

- Off-grid system independent inverter control

PCS has independent inverter function in off-grid system to stabilize the output voltage and frequency and feed different loads

Independent inverter includes active mode and passive mode.

Active mode: PCS will stop when a recoverable fault occurs in independent inverter state. When the fault is removed, PCS can start independent inverter automatically without manual operation and recover its pervious running state.

Passive mode: PCS will stop when a fault occurs in independent inverter state. When the fault is removed, PCS can start independent inverter by manual setting the startup instruction.

- Independent inverter parallel control

In large-scale application, PCS can improve the system reliability and redundancy with the independent inverter parallel control function.

Note: the independent inverter parallel function is an additional function. Please consult Sungrow-Samsung SDI if needed.

<table>
<thead>
<tr>
<th>NOTICE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Consult Sungrow-Samsung SDI if the seamless handoff function is needed.</td>
</tr>
</tbody>
</table>

5.2 Operating Status

PCS has the following status: initialization, stop, standby, run, emergency stop and fault.
Initialization

Initialization status is the status by closing the circuit breaker of the storage side and supplying power of the battery to the control circuit. It is to check if the voltage of the storage battery meets the requirement of normal working voltage.

System continues self-checking in this status and then enters into the Stop status.

Stop

PCS stays in Stop status when there is no instruction or dispatch.

PCS receives instruction and dispatch from the LCD touch screen and the upper computer during this status. PCS enters into Run status if conditions are fulfilled.

PCS enters into the Stop status once receiving Stop instruction.

Standby

PCS enters into Standby status when receiving Standby instruction and dispatch from the LCD touch screen and upper computer during Stop or Run status. In Standby status, PCS AC and DC main contactors are connected and the system is in hot standby state. PCS is able to switch to the corresponding statuses upon instruction or dispatch sent by the touch screen or upper computer.

---

**NOTICE**

**Conditions for PCS normal operation:**

- No abnormal of the protection functions;
- Voltage of the storage battery is within the allowable range.

---

Run

Run status contains the grid mode and off-grid mode. Grid mode includes charge and discharge off-grid mode includes active mode and passive mode.

In grid mode, PCS can adjust the electricity quality and control the reactive power. In off-grid mode, PCS can provide reliable voltage and frequency output to the loads.

Fault

PCS stops running and disconnects the main circuit from the grid or load or battery by disconnecting the AC and DC side contactors once a fault occurs to the energy storage system.

System continues detecting if the fault is removed or not. If yes, PCS enters into the Stop status after 30 seconds, waiting for new instruction or dispatch; if no, PCS stays in Fault status.

---

**WARNING**

When a fault occurs to the DSP or the module, restart of the PCS from the LCD touch screen is strictly forbidden. Power off the device and then re-power it on after making sure there is no problem. The device will be damaged if otherwise.

---

Emergency Stop

Emergency stop is the manual stop of the PCS by pressing down the emergency stop button when a fault or emergency occurs.
To restart the PCS, release the emergency stop button.

**Stop**

In normal **Run** status, if a daily maintenance or checking is required, you can send a stop commended by the upper computer to stop the PCS. Disconnect the AC and DC contactors and switches to make sure the PCS interior is voltage-free.

### 5.3 Status Switch

In the **initialization** status, the PCS control system will finish self-detection to verify the completeness of the control and sensor system. When the monitor and protection functions are normal, PCS enters into the **Stop** status, during which PCS locks the IGBT pulse and disconnects the AC/DC contactors. During the **Standby** status, PCS locks the IGBT pulse but connects the AC/DC contactor and the PCS is in hot standby state.

To switch among different status, conditions in Fig.5-1 should be fulfilled.

**Fig. 5-1 Operation status switch**

![Operation status switch diagram]

### 5.4 Operation Mode

#### 5.4.1 Introduction

PCS operation mode includes the grid mode and off-grid mode.

**Grid Mode**

In grid mode, PCS can charge and discharge.

- Charge: constant current charge, constant voltage charge, constant DC power charge, constant AC power charge and etc.
• Discharge: constant current discharge, constant voltage discharge, constant DC power discharge, constant AC power discharge and etc.
Moreover, in grid mode, PCS also have power factor, reactive power adjustment function, LVRT and active islanding functions.

Off-grid Mode
Set this mode through upper computer or PCS touch screen. In off-grid mode, PCS can provide AC power with constant frequency to loads.

Off-grid mode contains the active mode and passive mode.
• Active mode: PCS will stop when a recoverable fault occurs in independent inverter state.
  When the fault is removed, PCS can start independent inverter automatically without manual operation and recover its pervious running state.
• Passive mode: PCS will stop when a fault occurs in independent inverter state. When the fault is removed, PCS can start independent inverter by manual setting the startup instruction.

5.4.2 Modes Switch
The charge and discharge modes are switched directly in the grid mode without through the standby mode.

Independent inverter can be activated only when the PCS is not connected to the grid.
6 LCD Touch Screen Operation

6.1 LCD Touch Screen

6.1.1 Location and Construction of LCD touch screen

The LCD touch screen, located at the eye-level in the front side of the PCS, is used to view the data and set related parameters.

The LCD consists of two parts as shown in the following figure. The LEDs indicate the present working state of the PCS and the screen. You may check and set related parameters by touching the LCD internal icons.

Fig. 6-1 Location and appearance of the LCD display

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>LED indicators</td>
</tr>
<tr>
<td>B</td>
<td>Data display and operation area</td>
</tr>
</tbody>
</table>

For user’s convenience, there are a large number of pictures about the LCD interface in this chapter. The parameters and other details in those pictures are indicative only. The actual product you receive may differ.

6.1.2 LED Indicators

The color and description of the three LED indicators are shown in the following table.

<table>
<thead>
<tr>
<th>LED</th>
<th>Color</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>COM</td>
<td>Red</td>
<td>Communication indicator to indicate the communication state of the touch screen and the internal measurement board. COM LED flashes once when the touch screen receive or send an instruction; communication error when it is off.</td>
</tr>
</tbody>
</table>
6.2 Default Screen
Menu interface in this chapter is indicative only.

6.2.1 Initialization
The LCD is initialized when PCS is energized and the initialization interface will appear:

Initialization
Appears every time the PCS is energized. After initialization, the default screen follows.

6.2.2 Default Screen Introduction

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Power Yields data. The first line from the top is the present charge and discharge power, work state is the transient state of the PCS</td>
</tr>
<tr>
<td>B</td>
<td>Today’s charge and discharge power curve to indicate the power percentage (power value divides the PCS nominal power value).</td>
</tr>
<tr>
<td>C</td>
<td>DC side voltage and current</td>
</tr>
<tr>
<td>D</td>
<td>AC side line voltage and phase current</td>
</tr>
<tr>
<td>E</td>
<td>Present date and time</td>
</tr>
<tr>
<td>F</td>
<td>Strength of the PCS internal communication</td>
</tr>
<tr>
<td>G</td>
<td>Strength of communication between the PCS and PC or background monitor device</td>
</tr>
</tbody>
</table>

Click the work state on the main screen and the fault screen and current faults will appear, as shown above.

For the sake of description, the default screen mentioned hereinafter refers to this screen. Accessing to submenus and operations start from the default screen.

⚠️ WARNING

LCD screen contains lots of parameters pertinent to the PCS operation. All parameter configurations must be done by appointed personnel. DO NOT modify any parameters before you fully understand this manual or consult the staff from Sungrow-Samsung SDS.
6.2.3 Backlight and Screensaver

If there is no operation to the LCD screen,

- For 3m, screen will go back to the default screen;
- For 4m, screen will go out

Activate the backlight by tapping the screen the screen will return to the default screen.

6.3 Overview of LCD Menu and Icon

User can operate on the from the LCD touch screen. There are three main buttons on the lower left side of the screen.

When the screen is default screen, the three main buttons are Run, Stop, and Function.

When the screen is other interfaces, the three main buttons are Mode, Home, and Function.

The logical structures of these menus and icons are shown below:

<table>
<thead>
<tr>
<th>Main menu</th>
<th>1st sub-menu</th>
<th>2nd sub-menu</th>
<th>3rd sub-menu</th>
</tr>
</thead>
<tbody>
<tr>
<td>Run</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Stop</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Run information</th>
<th>Real time data</th>
<th>Power curve</th>
<th>E-column</th>
</tr>
</thead>
<tbody>
<tr>
<td>History information</td>
<td>History events</td>
<td>History faults</td>
<td></td>
</tr>
<tr>
<td>Mode</td>
<td>Grid mode</td>
<td>Active mode</td>
<td>Passive mode</td>
</tr>
<tr>
<td>Off-grid mode</td>
<td></td>
<td>Language &amp; Firmware version</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Function</th>
<th>Set parameters</th>
<th>Sys-parameters</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>E-adjust</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Load default</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Pro-parameters</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Run-parameters</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Com-parameters</td>
<td></td>
</tr>
</tbody>
</table>
6.4 Run

1. Tap “Run” from the default screen and the following interface will appear.

2. Tap “Run” to start the device and tap “Cancel” to return.

6.5 Stop

1. Tap “Stop” from the default screen and the following interface will appear.

2. Tap “Enter” to stop the device and tap “Cancel” to return.

6.6 Mode Setting

6.6.1 Grid Mode

In grid mode, the following mode can be set: constant current (CC) mode (DC), constant voltage (CV) mode (DC), constant power (CP) mode (DC), constant power (CP) mode (AC) and Standby. For current and power setting, the positive number means discharge and the negative number means charge; if the set voltage value is smaller than DC voltage, it means discharge; if the set voltage value is bigger than the DC voltage, it means charge.
1. Tap “Function” from the default screen and the following interface will appear.

2. Tap “mode” and the following interface appears.

3. Tap “Grid mode” and the following grid mode interface will appear.

4. Tap “CC-mode (DC)”.  

5. Set the CC charge current value (A) in the pop-up dialog box.  

6. Tap “Run” to confirm the set CC charge current.

7. Tap “CV-mode (DC)” from the grid mode and the following interface appears.
8. Set the corresponding parameters and tap "Run" to confirm.

9. Tap "CP-mode (DC)" from the grid mode and the following interface appears.

10. Set the DC power value and tap "Run" to confirm.

11. Tap "CP-mode (AC)" from the grid mode and the following interface appears.

12. Set the AC power value and tap "Run" to confirm.

13. Tap "Standby" from the grid mode and the following interface appears.
14. Tap “Enter” to set the PCS to standby status.

6.6.2 Off-grid Mode

In off-grid mode, you can set the “active mode” and “passive mode”.

1. Tap "Function" from the default screen and the following interface will appear.

2. Tap “mode” and the following interface appears.

3. Tap “Off - grid mode” and the following grid mode interface will appear.

4. Tap “Active mode”.
5. Tap “Enter” to finish the active mode setting.

6. Tap “Passive mode” and the following interface appears.

7. Tap “Enter” to finish the passive mode setting.

6.7 Running Information Checking

Running information contains the real-time data, power curve and E-column:

- Internal Statistics: total charging/discharging (kWh), monthly charging/discharging (kWh), daily charging/discharging (kWh), total charging/discharging time (h), monthly charging/discharging time (h), daily charging/discharging time (min) and total operation time (h).

- Real-time data: work state, battery state, DC voltage, DC current, DC power, grid voltage, grid current, grid frequency, apparent power, active power, reactive power, power factor, and present charge and discharge energy, charge and discharge time, temperature of each modules, etc.

- Power curve: charge and discharge power curve of the device by now; data is updated every 3 minutes. Data is cleared when the device is power down.

- E-column: charge and discharge energy histogram within 24 hours today. The data is updated in real time and will be saved when PCS is power down. Data will be cleared at 0 o'clock every day. The value is displayed in the form of percentage of the present hourly charge/dischARGE energy to the nominal hourly charge/dischARGE energy.
1. Tap "Function" from the default screen and the following interface will appear.

2. Tap "Run information" and the default run information interface of "Real time data" appears.

3. "Real time data" displays all PCS running information and work state.

4. Tap 'Power curve' and the left interface appears.

5. "Power curve" shows the charge and discharge curve of the device.

6. Tap "E-column" and the left interface appears.

7. "E-column" shows the percentage of hourly charge/discharge amount and the nominal hourly charge/discharge amount.
6.8 History Information Checking

1. Tap “Function” from the default screen and the following interface will appear.

2. Tap “History information” and the following interface appears.

3. History information contains the history events and history faults.

4. Tap “History events” to view the latest 100 running records (including fault records) of the device.

5. Tap “History faults” to view the latest 100 faults records of the device, including the time the fault occurred and the fault type.
Up to 100 latest history events can be viewed with the fault types and time the fault occurred. Fault types include: DC over-voltage/under-voltage, DC over-current, AC over-voltage/under-voltage, grid over-frequency/under-frequency, grid over-current, islanding protection, AD sampling fault, DSP communication fault, battery fault, AC leakage current protection, AC main contactor fault, DC main contactor fault, module fault, module over-temperature, reactor over-temperature, AC voltage imbalance, phase anomaly, battery communication fault, fan fault, reverse polarity connection and etc.

6.9 Parameter Setting

6.9.1 Entering Password

1. Tap “Function” from the default screen and the following interface will appear.

2. Tap “Set parameter” and the following interface appears.

3. Tap the blank area after the “please input password”.

4. Input the password. If the password is wrong, the following “Error password” interface will appear.
   System default password: 1111
   CE: clear; ESC: escape and close the password input keyboard; ENTER: confirm password; MIN, MAX: the maximum and minimum value can be input; value outside this range is invalid.
5. Error password interface. Tap “Enter” to input the password again.

6.9.2 Language Setting

1. Tap “Function” from the default screen and the following interface will appear.

2. Tap “Set-Parameter” and enter the password.

3. Tap “Sys-parameters” and the following interface appears.

4. Tap “Language & Firmware Version”.
5. Check the languages system supported in this interface. The LCD measurement board version and the DSP version is shown under the flag.

6.9.3 Date and Time Setting

1. Tap “Function” from the default screen and the following interface will appear.

2. Tap “Set-Parameter” and enter the password.

3. Tap “Sys-parameters” and the following interface appears.

4. Tap “Time”.
5. Set the system date and time in this interface.

6.9.4 Energy Adjustment

1. Tap “Function” from the default screen and the following interface will appear.

2. Tap “Set-Parameter” and enter the password.

3. Tap “Sys-parameters” and the following interface appears.

4. Tap “E-adjust”.
5. Set the charge and discharge energy adjustment value.

6.9.5 Load Default

1. Tap “Function” from the default screen and the following interface will appear.

2. Tap “Set-Parameter” and enter the password.

3. Tap “Sys-parameters” and the following interface appears.

4. Tap “Load default”.

5. Input the password **1111**.
6. If the password entered is wrong, an “Error password!” interface may appear.

7. If the correct password is entered, all parameters resume to the default value.

NOTICE

Load default performance is unavailable when device is running. You can only perform load default when the device stops.
By performing load default, all records and information will be irrecoverably cleared.

6.9.6 Running Information Setting

1. Tap “Function” from the default screen and the following interface will appear.

2. Tap “Set-Parameter” and enter the password.

3. Tap “Run-parameters” and the following interface appears.
4. If the device operation mode is “Off-grid mode”, the running parameters are shown in the left interface.

5. User can modify the corresponding parameters according to real needs. Tap the parameters to be modified and input the required value.

6. If the device operation mode is “Grid mode”, the running parameters are shown in the left interface.

7. Tap “Next” to set other running parameters. Parameter setting range can be got from the touch screen.

Note: during parameter setting, the positive value is charge and negative value is discharge.

**6.9.7 Protection Parameter Setting**

1. Tap “Function” from the default screen and the following interface will appear.

2. Tap “Set-Parameter” and enter the password.

3. Tap “Pro-parameters” and the following interface appears.
4. Modify the protection parameters according to real needs. Tap the parameters to be modified and input the required value.

5. Tap “Next” to set other protection parameters. Parameter setting range can be got from the touch screen.

6.9.8 Communication Parameter Setting

Communication parameter setting includes the device address (Modbus address) setting, RS485 Baud rate with the PC, communication method with BMS. Device and BMS communication method can be NO communication, CAN, or Serial port.

The communication between the PCS and the PC can be made via RS485 or Internet. The method for the communication parameter setting is as follows:

- RS485 serial port communication
  
  The Modbus address ranges from 1 to 247 and the address of each PCS is unique. The default baud rate of the serial port communication is 9600bps.

- Internet communication
  
  - Default port number: 502
  - Default IP address: 192.168.1.100
  - Subnet mask: 255.255.0.0
  - Default gateway: 192.168.100.2

1. Tap “Function” from the default screen and the following interface will appear.
2. Tap “Set-Parameter” and enter the password.

3. Tap “Com-parameters” and the following interface appears.

4. Set the corresponding Internet parameters. Tap “Next” to set the Modbus parameters.

5. Set corresponding Modbus parameters. Tap “Next” to set the IEC-104 parameters.

6. Set corresponding IEC-104 parameters. Tap “Next” to set the BMS parameters.
7. Set corresponding BMS parameters.

Note: for PC communication, the internet communication and serial port communication can be adopted; if serial port communication is selected, the BMS should be no communication or CAN communication.
7 PCS Functions

7.1 LVRT

It is prescribed that the large and medium sized PV plant should be equipped with LVRT function.

LVRT requires: PV plant can operate normally within certain voltage drop range and duration when the voltage of the grid-connected point drops due to the power system failure or disturbance. Besides, the followings should also be met:

Active power recovery

If the power station still connects to the grid during power system failure, the active power will recover from the moment the fault is removed at the speed of at least 30% nominal power/second.

Dynamic reactive current support

During LVRT, power station should feed reactive current to the power system as per requirements. For a station whose 500kV or 750kV voltage is stepped up from the 220kV or 330kV voltage and then connects to the power station group, it should feed dynamic reactive current to the grid when a short-circuit fault occurs and the voltage drops.

Zero voltage ride through

When the grid-connection point voltage drops to zero, power station can operation normally for 0.15 second.

![Fig. 7-1 LVRT requirements for large and medium sized plant](image)

The PCS meets the abovementioned requirements.

7.2 Protection Functions

PCS has perfect protection functions to protect the PCS when input voltage or grid is abnormal.
until the anomaly is removed and PCS can operate normally.

- DC over-/under-voltage protection
  When the battery DC voltage exceeds the allowable range, PCS will stop operation, send warning signal and display the fault type on the LCD touch screen.
  PCS can detect the anomaly and respond quickly.

- Grid over-/under-voltage protection
  When the grid voltage exceeds the allowable range, PCS will stop operating, send warning signal and display the fault type on the LCD touch screen.
  PCS can detect the anomaly and respond quickly.

- Grid over-/under-frequency protection
  When the grid frequency exceeds the allowable range, PCS will stop operating, send warning signal and display the fault type on the LCD touch screen.
  PCS can detect the anomaly and respond quickly.

- Islanding protection
  When the grid voltage is detected to be 0 or the grid frequency exceeds the allowable range, PCS will stop operating, send warning signal and display the fault type on the LCD touch screen.
  PCS can detect the anomaly and respond quickly.

⚠️ DANGER

In anti-islanding protection state, high voltage is still present inside the PCS. Disconnect the main switch and discharge before testing or maintenance.

- AC over-current protection
  When the battery power exceeds the PCS maximum DC input power, PCS will limit the current to the maximum allowable AC output power. When the AC current is 1.2 times higher than nominal current, PCS will stop operating. When the anomaly is removed, PCS can recover normal operation.

- GFDI protection
  PCS is equipped with the GFDI (Ground Fault Detection Interruption) function. The grounding cables are equipped with the leakage current sensor. When the leakage current detected exceeds 2A, PCS will stop operating. When the leakage current is lower than 1.5A, protection is removed and the faults can be displayed on the LCD touch screen.

- Module overtemperature protection
  PCS IGBT module is equipped with high-precision thermal sensor to monitor the real-time temperature of the module. Once over-temperature is detected, DSP will help to maintain the safe operation of the PCS by sending instruction to stop the PCS.

- Ambient over-temperature protection
  PCS is equipped with high-precision thermal sensor to monitor the PCS internal temperature. Once over-temperature is detected, DSP will help to maintain the safe operation of the PCS by sending instruction to stop the PCS or derate the power output.

- Phase abnormal protection
  When PCS detects the grid 3-phase are connected incorrectly during self-detection in Initialization, Stop or Fault status, PCS will stop operation, send warning signal and display the fault type on the LCD touch screen. When the anomaly is removed, PCS begins self-detection and then starts normal operation.
• AC voltage unbalance
When the three-phase AC voltage differences detected exceed the allowable range, PCS will stop operating, send warning signal and display the fault type on the LCD touch screen.

PCS can detect the anomaly and respond quickly.

• Transformer over-temperature
The PCS transformer is equipped with high-precision thermal sensor to monitor the temperature of the module. Once over-temperature is detected, DSP will help to maintain the safe operation of the PCS by sending instruction to stop the PCS.

• Module fault
PCS IGBT module is equipped with self-protection function. When over-current is detected during module self-detection, module will send fault information to the DSP. And the DSP will send instruction to stop the PCS and send warning signal and display the fault type on the LCD touch screen.

• Fan fault
PCS fans have self-detection function. When the fans stop running is detected, fan will send fault information to the DSP. And the DSP will send instruction to stop the PCS and send warning signal and display the fault type on the LCD touch screen.

• AC & DC main contactor fault
When the PCS is in Standby, Grid mode, or Off-grid mode status and the AC & DC main contactors are detected to be disconnected, PCS will stop operating, send warn signal and display the fault type on the LCD touch screen.

• AD Sampling fault
If PCS detects that the sampling channel zero-offset value exceeds the allowable range, PCS will send warning signal and display the fault type on the LCD touch screen.

• Reversed polarity connection fault
When the DC voltage is detected to be negative value, PCS will send warning signal and display the fault type on the LCD touch screen.
8 Routine Maintenance

Due to the effect of ambient temperature, humidity, dust and vibration, the inner components of the PCS will be aging and worn out. To ensure the system safety and maintain the efficiency of the PCS, it is necessary to carry out routine and periodic maintenance.

All methods or operations to keep the PCS in good working condition are PCS maintenance.

8.1 Safety Instructions

8.1.1 Safety Rules

<table>
<thead>
<tr>
<th>WARNING</th>
</tr>
</thead>
<tbody>
<tr>
<td>Only qualified personnel can perform the work described in this chapter. Do not leave any screws, washers or other metallic parts inside the PCS to avoid damages to the PCS.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>WARNING</th>
</tr>
</thead>
<tbody>
<tr>
<td>Disconnection of the switches in no way implies that there is no voltage of the cable connection terminals inside the AC and DC cabinet. To avoid the risk of electric shock before opening the cabinet door,</td>
</tr>
<tr>
<td>* Disconnect the switches;</td>
</tr>
<tr>
<td>* Disconnect the upstream and downstream switch of the PCS.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>WARNING</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wait at least 15 minutes after PCS stops before any work on the PCS.</td>
</tr>
</tbody>
</table>

8.1.2 Five Safety Rules

Respect the following five rules during maintenance or service on the PCS to ensure the safety of the maintainer.

* Disconnect the PCS from all the external connections and internal power supplies.
* Ensure that the PCS will not be started accidentally.
* Verify that the PCS interior is discharged completely with a multimeter.
* Necessary ground and short circuit connect.
* Cover the adjacent electrical components with insulation cloth during operation.

8.2 Maintenance and Interval

Recommended routine maintenance work and maintenance interval are shown in the following
<table>
<thead>
<tr>
<th>Item</th>
<th>Method</th>
<th>Interval</th>
</tr>
</thead>
<tbody>
<tr>
<td>Save software data</td>
<td>• Read out LCD touch screen data;</td>
<td>Once a month</td>
</tr>
<tr>
<td></td>
<td>• Save running data, parameters and logs to a disk or a file;</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Check each parameter setting;</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Update software</td>
<td></td>
</tr>
<tr>
<td>System general running status</td>
<td>• Check the PCS for visible damages or deformation;</td>
<td>Every six months</td>
</tr>
<tr>
<td>and environment</td>
<td>• Check the PCS for any abnormal noise during running;</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Check each parameter of the PCS during normal operation;</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Check the principal components;</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Check if the enclosure temperature is normal with the thermal imager;</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Check the air inlet and outlet;</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Check the ambient humidity, dust and air inlet filter;</td>
<td><strong>Notice</strong>: Check the air inlet and outlet. The equipment may be damaged by overheating.</td>
</tr>
<tr>
<td>System cleaning</td>
<td>• Check whether the circuit board and the component are clean;</td>
<td>From every six months to annually depending on the dust deposits.</td>
</tr>
<tr>
<td></td>
<td>• Check the temperature and dust of the heat-sink. Use pressurized air and open the fan to clean the module if necessary;</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Replace the air filter.</td>
<td></td>
</tr>
<tr>
<td>Power circuit connection</td>
<td>• Check whether the power cable connections are loose. Retighten them with the torque specified in the manual if necessary;</td>
<td>Six months after commissioning for the first time and then once every six month to a year</td>
</tr>
<tr>
<td></td>
<td>• Check if the power cables and control cables, especially the surface in contact with the metal are damaged;</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Check if the wrap belt of the connection terminals is strip-off.</td>
<td></td>
</tr>
<tr>
<td>Terminal and cable connection</td>
<td>• Check whether the screws of the control terminals are loose. Refasten them with screwdriver if necessary;</td>
<td>Once per year</td>
</tr>
<tr>
<td></td>
<td>• Check whether the terminals of the main circuit are in poor contact and whether the screws are hot;</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Check if the connection busbar or screws are discoloring.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Visual check the device terminal connection and cable layout</td>
<td></td>
</tr>
<tr>
<td>Fan maintenance and replacement</td>
<td>• Check if there is crack in the fan blade;</td>
<td>Once per year</td>
</tr>
<tr>
<td></td>
<td>• Check if there is abnormal noise during the running of the fan;</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Replace the fan if necessary</td>
<td></td>
</tr>
<tr>
<td>Switches maintenance</td>
<td>• Routine check of the corrosion of the metal components</td>
<td>From every six months to annually</td>
</tr>
<tr>
<td></td>
<td>• Annually check the contactors (auxiliary switches and micro-switches) to ensure the optimal operation;</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Check the running parameters (Voltage and insulation especially)</td>
<td></td>
</tr>
<tr>
<td>Item</td>
<td>Method</td>
<td>Interval</td>
</tr>
<tr>
<td>----------------------</td>
<td>------------------------------------------------------------------------</td>
<td>-------------------------------</td>
</tr>
<tr>
<td>Safety function</td>
<td>• Check the emergency stop button and the LCD stop function;</td>
<td>From every six months to annually</td>
</tr>
<tr>
<td></td>
<td>• Simulation shutdown and check the shutdown signal/communication signal;</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Check the warning labels and other markings for damage or uncleanness. Replace them if necessary.</td>
<td></td>
</tr>
<tr>
<td>Software maintenance</td>
<td>• Optimize software</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Check each parameter setting</td>
<td></td>
</tr>
</tbody>
</table>

⚠️ **WARNING**

Wait at least 15 minutes after the PCS discharge completely since the DC bus contains capacitance. Before cleaning, make sure, with multimeter, the PCS internal is discharged completely to avoid electric shock.

⚠️ **WARNING**

Almost all maintenance work needs to remove the internal protective grid during maintenance. Make sure to reassemble the grid and fasten all the screws after the maintenance work.

Make sure all bolts are securely fixed.

ℹ️ The frequency of maintenance operations could be increased according to the environmental conditions of the place where the PCS is suited plant capacity and on-site situations.

### 8.3 Filter Checking and Cleaning

1. Read the safety instructions carefully.
2. Open the cabinet door.
3. Check the air filter. If it needs to be replaced, remove it with a screwdriver. Please notice the direction of the filter cotton.
4. Check the cabinet cleanness. If necessary, clean the cabinet with soft rag or vacuum cleaner.
5. Close the cabinet door.

### 8.4 Replacing Electrical Components

⚠️ **WARNING**

The electrical components inside the PCS must be replaced by the same components from the same manufacturer and with the same model number.

The model number can be acquired from the marking of the PCS or the component itself. If otherwise, please contact Sungrow-Samsung SDL.
If you need to replace the components with products from other manufacturer and with different model number, a prior analysis and confirmation by Sungrow-Samsung SDL is needed.

Failure to follow this procedure may lead to physical injury or death and void all warranty from Sungrow-Samsung SDL.
9 Troubleshooting

⚠️ WARNING

Lethal voltages are present inside the PCS when a fault occurs.
- Only qualified personnel can perform the troubleshooting described in this chapter. Qualified means that the operator has received professional training on devices troubleshooting.
- Do not perform any troubleshooting other than that specified in this manual.
- Respect all safety instructions during troubleshooting.

Should any questions or doubts arise that are not covered by this manual, please contact us.

If you provide our customer service assistant the following information, it will be of great help for us to diagnose and solve the problem in your system:
- Type of the PCS
- Serial number of the PCS
- Manufacturer, model and configuration of the battery and other modules connected to the PCS
- PCS communication solution
- Fault and brief description of the fault phenomenon
- A picture of the fault if necessary

9.1 Fault Checking

If any power output anomaly or charge/discharge anomaly is observed, you may check the following items before contacting Sungrow-Samsung SDI.
- Open-circuit voltage of the storage battery
- State of the emergency stop button
- Grid is connected correctly
- Measurement board communication is normal

9.2 Fault and Troubleshooting of LED

<table>
<thead>
<tr>
<th>LED state</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>No LED is on</td>
<td>Disconnect the AC/DC voltage for 5 minutes. Reconnect the AC/DC voltage. If the LEDs keep off, repair or replace them. Contact Sungrow-Samsung SDI if the malfunction cannot be removed following these instructions.</td>
</tr>
<tr>
<td>LED state</td>
<td>Description</td>
</tr>
<tr>
<td>------------</td>
<td>------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>POWER is off</td>
<td>No power supply to the PCS. First ensure the power supply and the grid-connection are normal. Disconnect the AC/DC voltage for 5 minutes and reconnect them. If the LED keeps off, please contact Sungrow-Samsung SDI.</td>
</tr>
<tr>
<td>OPERATION is off</td>
<td>PCS is not in Run status. First check all the AC/DC connection. Make sure, using multimeter, that the voltage exceeds the PCS startup voltage. Make sure the grid and parameters meet the requirements of PCS safe operation. If the malfunction cannot be removed by following these instructions, please contact Sungrow-Samsung SDI.</td>
</tr>
<tr>
<td>FAULT is on</td>
<td>A fault occurs and is not removed yet. Please refer to the touch screen for the detailed fault information and take corresponding troubleshooting. If the malfunction cannot be removed by following these instructions, please contact Sungrow-Samsung SDI.</td>
</tr>
</tbody>
</table>

9.3 Fault and Troubleshooting on the LCD screen

This section is dedicated to the faults shown on the LCD, possible reasons and troubleshooting. In case the fault cannot be removed following the instructions in this section, please contact Sungrow-Samsung SDI.

<table>
<thead>
<tr>
<th>Fault</th>
<th>Possible reason</th>
<th>Measures</th>
<th>note</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vdc-high</td>
<td>DC voltage exceeds the maximum DC voltage</td>
<td>Check the configuration of the battery and reduce the battery open-circuit voltage</td>
<td>Contact the battery manufacturer</td>
</tr>
<tr>
<td>Vdc-low</td>
<td>DC voltage is lower than the minimum DC voltage</td>
<td>Check the configuration of the battery and increase the battery open-circuit voltage</td>
<td>Contact the battery manufacturer</td>
</tr>
<tr>
<td>Idc-high</td>
<td>PCS short-circuit or internal component damage</td>
<td>Check the PCS DC side cable connection and control circuit board for anomaly</td>
<td>Contact Sungrow-Samsung SDI</td>
</tr>
<tr>
<td>Vac-high</td>
<td>Grid voltage exceeds the maximum grid voltage</td>
<td>Check the grid (or if the grid-connection cables are too thin)</td>
<td>Recover operation when grid voltage is back to normal</td>
</tr>
<tr>
<td>Vac-low</td>
<td>Grid voltage is lower than the minimum grid voltage</td>
<td>Check the grid</td>
<td>Recover operation when grid voltage is back to normal</td>
</tr>
<tr>
<td>Fre-high</td>
<td>Grid frequency exceeds the maximum grid frequency</td>
<td>Check the grid (Reconnect to the grid manually when grid frequency is back to normal)</td>
<td>Recover operation when grid frequency is back to normal</td>
</tr>
<tr>
<td>Fre-low</td>
<td>Grid frequency is lower than the maximum grid frequency</td>
<td>Check the grid (Reconnect to the grid manually when grid frequency is back to normal)</td>
<td>Recover operation when grid frequency is back to normal</td>
</tr>
<tr>
<td>Iac-high</td>
<td>PCS short-circuit or internal component damage</td>
<td>Check the PCS AC side cable connection and control circuit board for anomaly</td>
<td>Contact Sungrow-Samsung SDI</td>
</tr>
<tr>
<td>Fault</td>
<td>Possible reason</td>
<td>Measures</td>
<td>note</td>
</tr>
<tr>
<td>------------------</td>
<td>------------------------------------------------------</td>
<td>-----------------------------------------------</td>
<td>----------------------------------------------------------------------</td>
</tr>
<tr>
<td>Island</td>
<td>Islanding is detected</td>
<td>Check the grid</td>
<td>Reconnect to the grid when grid is back to normal.</td>
</tr>
<tr>
<td>Phase-flt</td>
<td>Grid voltage phase error</td>
<td>Check the grid</td>
<td>Recover operation when grid voltage is back to normal.</td>
</tr>
<tr>
<td>PM-flt</td>
<td>Device internal fault</td>
<td>Device internal fault First disconnect the AC and DC current, then disconnect the control circuit, and reconnect. Contact Sungrow-Samsung SDI if this fault still occurs</td>
<td>Contact Sungrow-Samsung SDI if this fault occurs 5 times per day</td>
</tr>
<tr>
<td>PM temp high</td>
<td>Module temperature exceeds the allowable range</td>
<td>Check the module when the device is discharged completely</td>
<td>Contact Sungrow-Samsung SDI if this fault occurs 10 times per day</td>
</tr>
<tr>
<td>Temp-high</td>
<td>PCS internal temperature exceeds the allowable range</td>
<td>Check the cooling fan when the device is discharged completely</td>
<td>Contact Sungrow-Samsung SDI if this fault occurs 10 times per day</td>
</tr>
<tr>
<td>AD sample-flt</td>
<td>Circuit board sampling channel damaged</td>
<td>Check if the PCS sampling circuit board is abnormal</td>
<td>Recover operation when sampling channel is back to normal</td>
</tr>
<tr>
<td>DSP-com-flt</td>
<td>Communication fault between the DSP and PC</td>
<td>Check if the DSP board is loose</td>
<td>Contact Sungrow-Samsung SDI</td>
</tr>
<tr>
<td>Battery-flt</td>
<td>DC side abnormal</td>
<td>Check if the storage battery is correctly connected</td>
<td>Contact Sungrow-Samsung SDI</td>
</tr>
<tr>
<td>BMS-com-flt</td>
<td>Communication fault between the PCS and BMS</td>
<td>Check if the PCS is correctly connected to the BMS</td>
<td>Contact Sungrow-Samsung SDI</td>
</tr>
<tr>
<td>AC main contactor-flt</td>
<td>Contactor connected to grid fault</td>
<td>Check the contactor when the device is discharged completely</td>
<td>Contact Sungrow-Samsung SDI if this fault occurs 5 times per day</td>
</tr>
<tr>
<td>DC main contactor-flt</td>
<td>Contactor connected to the battery fault</td>
<td>Check the contactor when the device is discharged completely</td>
<td>Contact Sungrow-Samsung SDI if this fault occurs 5 times per day</td>
</tr>
<tr>
<td>Vac unbalanced</td>
<td>Voltage differences of the three phase exceed the allowable range</td>
<td>Check the grid</td>
<td>Recover operation when grid voltage is back to normal</td>
</tr>
<tr>
<td>Reversed polarity-flt</td>
<td>DC voltage positive and negative polarity connected reversely</td>
<td>Check the positive and negative polarity of the storage battery</td>
<td>Recover operation when DC voltage is back to normal</td>
</tr>
<tr>
<td>Trans temp-high</td>
<td>Transformer temperature exceeds the allowable range</td>
<td>Check the transformer when the device is discharged completely</td>
<td>Contact Sungrow-Samsung SDI if this fault occurs 10 times per day</td>
</tr>
<tr>
<td>Fault</td>
<td>Possible reason</td>
<td>Measures</td>
<td>note</td>
</tr>
<tr>
<td>--------</td>
<td>----------------</td>
<td>---------------------------------</td>
<td>------------------------------------------</td>
</tr>
<tr>
<td>lac leak-pro</td>
<td>PCS AC leakage current exceeds the allowable range</td>
<td>-</td>
<td>Recover operation when leakage current is back to normal</td>
</tr>
<tr>
<td>Fan-filt</td>
<td>Fan short-circuit, internal short-circuit</td>
<td>Check the fan when the device is discharged completely</td>
<td>Contact Sungrow-Samsung SDI if this fault occurs 10 times per day</td>
</tr>
</tbody>
</table>

### 9.4 Other Faults

**Hear-Sink is Over-Temperature**

Possible reason: cooling fan failure; over-temperature of the air inlet and outlet; bad ventilation of the switch room, etc.

Solution: check and replace the cooling fan; reduce the temperature of the switch room; clean the air duct and widen the air duct.

**Noise is Too Loud during PCS Operation**

Possible reason: abnormal operation of the PCS and transformer; fan failure.

Solution: check if the power is within the allowable range; measure if the grid-connected current and voltage waveform are normal (if not, the noise will be loud and the transformer will be overheating); check and replace the fan.

**LCD Touch Screen Cannot Start or Stop PCS**

Possible reason: communication malfunction between the LCD touch screen and the DSP; LCD power supply malfunction.

Solution: check the connection between the LCD touch screen and the DSP.

**Communication Failure with PC**

For serial port communication:

1. Check to ensure the circuits are properly connected and A/B is connected correctly.
2. Check if the communication adapter is matched. Communicate again after replacing the adapter.
3. Check if the local address is the same with the PC.

For Internet communication

4. Check if the IP address, subnet mask and gateway are set correctly.
5. Check if the communication cables are through line and connected properly.
6. If all above-mentioned items are correct and this fault still occurs, replace the LCD measurement board.

### NOTICE

The monitor disk might be incompatible with the antivirus software and thus cannot be installed correctly. You are recommended to disable the antivirus software and then install the monitor software.
10 Appendix

10.1 Technical Data

10.1.1 Electrical Parameters

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Specification</th>
<th>Note</th>
</tr>
</thead>
<tbody>
<tr>
<td>Max. DC power</td>
<td>110kW</td>
<td></td>
</tr>
<tr>
<td>Working voltage range</td>
<td>500V - 830V</td>
<td></td>
</tr>
<tr>
<td>Max. DC current</td>
<td>220A</td>
<td></td>
</tr>
<tr>
<td>Working mode</td>
<td>Continuous</td>
<td></td>
</tr>
<tr>
<td>Nominal Output Power</td>
<td>100kVA</td>
<td></td>
</tr>
<tr>
<td>Output overload capacity</td>
<td>110 kVA</td>
<td>110% overload, longtime operation</td>
</tr>
<tr>
<td>Max. AC current</td>
<td>159A</td>
<td></td>
</tr>
<tr>
<td>Inrush current</td>
<td>&lt;20% of nominal AC current for a maximum of 10 ms</td>
<td></td>
</tr>
<tr>
<td>Maximum output overcurrent protection</td>
<td>216A</td>
<td></td>
</tr>
<tr>
<td>Maximum output fault current</td>
<td>1.03kA</td>
<td></td>
</tr>
<tr>
<td>Max. THD</td>
<td>&lt;3% at nominal power</td>
<td></td>
</tr>
<tr>
<td>Nominal grid voltage</td>
<td>400V</td>
<td></td>
</tr>
<tr>
<td>Grid voltage range</td>
<td>310V - 450V</td>
<td></td>
</tr>
<tr>
<td>Nominal grid frequency</td>
<td>50Hz</td>
<td></td>
</tr>
<tr>
<td>Grid frequency range</td>
<td>45 - 55Hz</td>
<td></td>
</tr>
<tr>
<td>Power factor at nominal power</td>
<td>&gt;0.99</td>
<td></td>
</tr>
<tr>
<td>Isolation transformer</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>DC current injection</td>
<td>&lt;0.5% at nominal output current</td>
<td></td>
</tr>
<tr>
<td>Grid-connected power factor range</td>
<td>0.8 (lagging) - 0.8 (leading)</td>
<td></td>
</tr>
<tr>
<td>Independent inverter voltage range</td>
<td>370 - 410V</td>
<td></td>
</tr>
<tr>
<td>Independent inverter output voltage THD</td>
<td>&lt;3% (linear load)</td>
<td></td>
</tr>
<tr>
<td>Independent inverter unbalance load capacity</td>
<td>100%</td>
<td></td>
</tr>
<tr>
<td>Independent inverter voltage transition range</td>
<td>Within 10% (resistance load 0% - 100%)</td>
<td></td>
</tr>
<tr>
<td>Independent inverter loadable power factor</td>
<td>0.6 (lagging) - 0.6 (leading)</td>
<td></td>
</tr>
<tr>
<td>Independent inverter crest factor (CF)</td>
<td>3:1</td>
<td></td>
</tr>
</tbody>
</table>

10.1.2 Mechanical Parameters

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Specification</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dimensions (W×H×D)</td>
<td>806mm×1884mm×636mm</td>
</tr>
<tr>
<td>Weight</td>
<td>750kg</td>
</tr>
</tbody>
</table>
10.1.3 System Parameters

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Specification</th>
</tr>
</thead>
<tbody>
<tr>
<td>Max. efficiency</td>
<td>97.3%</td>
</tr>
<tr>
<td>Protection Degree</td>
<td>IP21 (indoor)</td>
</tr>
<tr>
<td>Power Consumption at Night</td>
<td>&lt;40W</td>
</tr>
<tr>
<td>Noise level</td>
<td>&lt;65dB</td>
</tr>
<tr>
<td>Operating Temperature</td>
<td>-30℃ ... +50℃ (At full power)</td>
</tr>
<tr>
<td>Cooling Concept</td>
<td>Temperature-controlled forced air cooling</td>
</tr>
<tr>
<td>Relative humidity</td>
<td>0 - 95% (Non-condensing)</td>
</tr>
<tr>
<td>Max. Working Altitude</td>
<td>6000m (operation with derating above 4000m)</td>
</tr>
<tr>
<td>Protective Class</td>
<td>I</td>
</tr>
</tbody>
</table>

10.1.4 Display and Communication

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Specification</th>
</tr>
</thead>
<tbody>
<tr>
<td>Display</td>
<td>Touch screen</td>
</tr>
<tr>
<td>Standard communication</td>
<td>RS485, Ethernet</td>
</tr>
<tr>
<td>Communication with BMS</td>
<td>CAN, RS485</td>
</tr>
<tr>
<td>Communication protocol</td>
<td>Modus</td>
</tr>
</tbody>
</table>

10.1.5 Other Data

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Specification</th>
</tr>
</thead>
<tbody>
<tr>
<td>DC side disconnection device</td>
<td>Circuit breaker</td>
</tr>
<tr>
<td>AC side disconnection device</td>
<td>Circuit breaker</td>
</tr>
<tr>
<td>DC over-voltage protection</td>
<td>Yes</td>
</tr>
<tr>
<td>AC over-voltage protection</td>
<td>Yes</td>
</tr>
<tr>
<td>Reverse polarity protection</td>
<td>Yes</td>
</tr>
<tr>
<td>Module protection temperature</td>
<td>Yes</td>
</tr>
</tbody>
</table>

10.2 Exclusion of Liability

The content of these documents is periodically checked and revised where necessary. Please call us or check our website www.sungrowsamsung.com for the latest information. No guarantee is made for the completeness of these documents. Please contact our company or distributors for the latest version.

Guarantee or liability claims for damages of any kind are excluded if they are caused

- Improper or inappropriate use or install of the product
- Install or operate the product in unintended environment
- Install or operate the product without observing relevant safety regulations in the deployment location
- Ignore the safety warnings or instructions contained in all documents relevant to the product
- Install or operate the product under incorrect safety or protection conditions
- Alter the product or supplied software without authority
- Product malfunctions due to operation attached or neighboring devices running out of the allowed limit values
- Unforeseen calamity or force majeure
The use of supplied software produced by Sungrow-Samsung SDI Energy Storage Power Supply Co., Ltd. is subject to the following conditions:

- Sungrow-Samsung SDI Energy Storage Power Supply Co., Ltd. assumes no liability for direct or indirect damages arising from the use of SolarInfo software. This also applies to the provision or non-provision of support activities.
- SolarInfo software used for commercial purposes is prohibited.
- Decompiling, decoding or destroying the original program, including SolarInfo software and the embedded software, is prohibited.
## 10.3 Contact Information

Should you have any question about this product, please contact us.

We need the following information to provide you the best assistance:

- Type of the device
- Serial number of the device
- Fault code/name
- Brief description of the problem

<table>
<thead>
<tr>
<th>China (HQ)</th>
<th>Australia</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sungrow Power Supply Co., Ltd</td>
<td>Sungrow Australia Group Pty. Ltd.</td>
</tr>
<tr>
<td>Hefei</td>
<td>SYDNEY</td>
</tr>
<tr>
<td>+86 551 65327834</td>
<td>+61 2 9922 1522</td>
</tr>
<tr>
<td><a href="mailto:service@sungrowpower.com">service@sungrowpower.com</a></td>
<td><a href="mailto:service@sungrowpower.com.au">service@sungrowpower.com.au</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Brazil</th>
<th>France</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sungrow Do Brasil</td>
<td>Sungrow France – Siege Social</td>
</tr>
<tr>
<td>Sao Paulo</td>
<td>Paris</td>
</tr>
<tr>
<td>+55 11 2366 1957</td>
<td></td>
</tr>
<tr>
<td><a href="mailto:latam.service@sa.sungrowpower.com">latam.service@sa.sungrowpower.com</a></td>
<td><a href="mailto:service.france@sungrow.co">service.france@sungrow.co</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Germany</th>
<th>Greece</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sungrow Deutschland GmbH</td>
<td>Service Partner – Survey Digital</td>
</tr>
<tr>
<td>München</td>
<td>+30 2106044212</td>
</tr>
<tr>
<td>+49 89 324 914 761</td>
<td><a href="mailto:service.greece@sungrow.co">service.greece@sungrow.co</a></td>
</tr>
<tr>
<td><a href="mailto:service.germany@sungrow.co">service.germany@sungrow.co</a></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>India</th>
<th>Italy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sungrow (India) Private Limited</td>
<td>Sungrow Italy</td>
</tr>
<tr>
<td>Gurgaon</td>
<td>Milano</td>
</tr>
<tr>
<td>+91 08041201350</td>
<td><a href="mailto:service.italy@sungrow.co">service.italy@sungrow.co</a></td>
</tr>
<tr>
<td><a href="mailto:service@in.sungrowpower.com">service@in.sungrowpower.com</a></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Japan</th>
<th>Korea</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sungrow Japan K.K.</td>
<td>Sungrow Power Korea Limited</td>
</tr>
<tr>
<td>Tokyo</td>
<td>Seoul</td>
</tr>
<tr>
<td>+81 3 6262 9917</td>
<td>+82 70 7719 1889</td>
</tr>
<tr>
<td><a href="mailto:japanservice@jp.sungrowpower.com">japanservice@jp.sungrowpower.com</a></td>
<td><a href="mailto:service@kr.sungrowpower.com">service@kr.sungrowpower.com</a></td>
</tr>
<tr>
<td><strong>Malaysia</strong></td>
<td><strong>Philippines</strong></td>
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<tr>
<td>Sungrow SEA</td>
<td>Sungrow Power Supply Co., Ltd</td>
</tr>
<tr>
<td>Selangor Darul Ehsan</td>
<td>Mandaluyong City</td>
</tr>
<tr>
<td>+60 19897 3360</td>
<td>+639173022769</td>
</tr>
<tr>
<td><a href="mailto:service@my.sungrowpower.com">service@my.sungrowpower.com</a></td>
<td><a href="mailto:service@ph.sungrowpower.com">service@ph.sungrowpower.com</a></td>
</tr>
<tr>
<td><strong>Thailand</strong></td>
<td><strong>Spain</strong></td>
</tr>
<tr>
<td>SungrowThailand Co., Ltd.</td>
<td>Sungrow Ibérica S.L.U.</td>
</tr>
<tr>
<td>Bangkok</td>
<td>Navarra</td>
</tr>
<tr>
<td>+66 891246053</td>
<td><a href="mailto:service.spain@sungrow.co">service.spain@sungrow.co</a></td>
</tr>
<tr>
<td><a href="mailto:service@th.sungrowpower.com">service@th.sungrowpower.com</a></td>
<td></td>
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<tr>
<td><strong>Romania</strong></td>
<td><strong>Turkey</strong></td>
</tr>
<tr>
<td>Service Partner - Elerex</td>
<td>Sungrow Deutschland GmbH Turkey Istanbul Representative Bureau</td>
</tr>
<tr>
<td>+40 241762250</td>
<td>Istanbul</td>
</tr>
<tr>
<td><a href="mailto:service.romania@sungrow.co">service.romania@sungrow.co</a></td>
<td>+90 212 731 8883</td>
</tr>
<tr>
<td></td>
<td><a href="mailto:service.turkey@sungrow.co">service.turkey@sungrow.co</a></td>
</tr>
<tr>
<td><strong>UK</strong></td>
<td><strong>U.S.A, Mexico</strong></td>
</tr>
<tr>
<td>Sungrow Power UK Ltd.</td>
<td>Sungrow USA Corporation</td>
</tr>
<tr>
<td>Milton Keynes</td>
<td>Phoenix Arizona</td>
</tr>
<tr>
<td>+44 (0) 0908 414127</td>
<td>+1 833 747 6937</td>
</tr>
<tr>
<td><a href="mailto:service.uk@sungrow.co">service.uk@sungrow.co</a></td>
<td><a href="mailto:techsupport@sungrow-na.com">techsupport@sungrow-na.com</a></td>
</tr>
<tr>
<td><strong>Vietnam</strong></td>
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<tr>
<td>Sungrow Vietnam</td>
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<tr>
<td>Hanoi</td>
<td></td>
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<tr>
<td>+84 918 402 140</td>
<td></td>
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<tr>
<td><a href="mailto:service@vn.sungrowpower.com">service@vn.sungrowpower.com</a></td>
<td></td>
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