

FAQ

Why the screen and LED lights of the inverter are not on after the DC breaker is turned on?

Answer :The DC positive and negative terminal is REVERSELY connected.

Why no power output and P006 displayed on the screen after the DC and AC breaker are turned on?

Answer: The AC terminals are not well connected. The worker sometimes would mistakenly connect the Neutral or Live Wire to the Grounding terminal which is with a mark of :”L/N”

When LED light is on, why no display on the screen?

Answer: The inverter is sound sensitive and with sleep mode, just knock the case to wake it up.

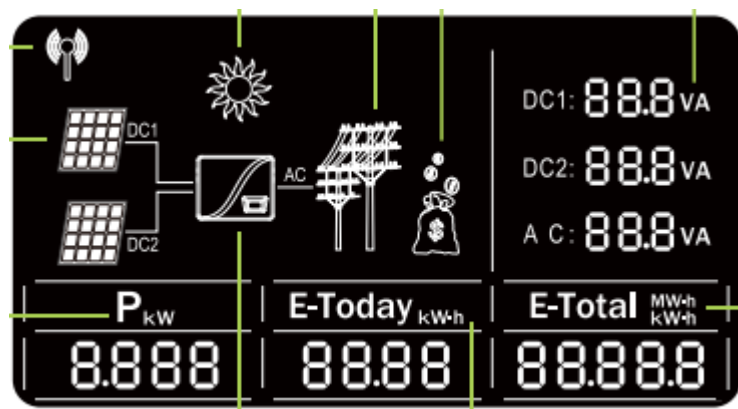
Why no power output in the morning and near the evening?

Answer: No power output due to weak light in the morning and evening , as the sunshine becomes stronger, the inverter will auto output power.

Why red LED is on , E002 displayed on the screen after DC breaker is turned on?

Answer: The DC voltage is too high, over 550v (Overvoltage: 450v for T1500TL ,and 500v for T2200TL),normally because too many panels are connected into one series.

Caution: such connection would easily lead to damage of the inverter.



What data we can read from the LCD display?

Answer : the current power, daily power , and total power will be displayed.

How can the inverter tell anything wrong?

Answer : The green LED will be on with power output, the LED lights will blink and fault codes displayed when no power output or some other external faults involved, please refer to the user's manual page 43 for detailed explanation of fault codes.

Why power is produced after installation, but P006 (no power) displayed a few days later, and no power failure on the family appliances?

Answer: Normally caused by poor contact due to loose connection of wires during installation.



Why very good sunshine, but low power output?

Answer: This problem has been seen on S5000TL. The Song series inverter are with dual MPPT, from left to right you can see PV1+ , PV1- , PV2+ , PV2-, if the negative terminal PV1 and PV2 were reversely connected, such problem would happen.

What kinds of wires can be used?

Answer: Please use PV wires 4mm 3 cores, and please be noted for ac wire no winding allowed

Can I use DC terminals bought from the local market?

Answer: No, please use the DC terminals provided by our company for better compatibility.

After installation for a few days, every day very good sunshine, still very poor output, why?

Answer: reasons are such as solar panel quality problem, poor array direction design, too big angle, shade problem, etc.

In rainy days, why we see red LED is on ,and E001 displayed?

Answer: E001 indicates low insulation resistance, that means the positive or negative terminals of solar panels are short circuited due to soaking caused by loose connection of waterproof rubber plug.

Reminding: Please take the waterproof work seriously when installation. The inverter does once the inspection of the insulation resistance in the morning, and E001 will be displayed to warn low resistance if any.

If it rains in the afternoon, and while the waterproof work is not done well, the inverter would easily go explosion.

Please fasten the waterproof rubber plug tightly during installation and do not keep it in the low-lying areas

How to realize remote monitoring?

Answer: The inverter is with built-in WiFi, as long as there is wireless connection in your home, follow the WiFi user's manual, you can conveniently check the system output anywhere anytime.