

Growatt single phase inverter Trouble shooting



Growatt service centre

- Warranty& RMA
- Error&Warning
- FAQ

Growatt provides 10 years warranty for single phase inverters and 5 years warranty for three phase inverters in Holland and Belgium, which is calculated from the shipping date from Growattwarehouse in Europe.

RMA form



**Growatt
Warranty Claim Form**

Error&warning

| Error message | Description | Suggestion |
|------------------|--|---|
| No AC Connection | No utility grid connected or utility grid power failure. | 1.Check AC wiring. 2.Contact Growatt. |
| AC V Outrange | Utility grid voltage is out of permissible range. | 1.Check grid voltage. 2.If the error message still exists despite the grid voltage being within the tolerable range, contact Growatt. |
| AC F Outrange | Utility grid frequency out of permissible range. | 1.Check grid frequency. 2.If the error message is displayed despite the grid frequency being within the tolerable range, contact Growatt. |
| Over Temperature | Temperature outrange | 1.check the inverter operation state 2.If the error message is displayed still, please contact Growatt. |
| PV Isolation Low | Insulation problem | 1.Check if panel enclosure ground properly. 2.Check if inverter ground properly. 3.Check if the DC breaker gets wet. 4.If the error message is displayed despite the above checking passed, contact Growatt. |
| Output High DCI | Output current DC offset too high | 1.Restart inverter. 2.If error message still exists, contact Growatt. |
| Residual I High | Leakage current too high | 1.Restart inverter. 2.If error message still exists, contact Growatt. |
| PV Voltage High | The DC input voltage is exceeding the maximum tolerable value. | Disconnect the DC switch immediately. |
| Auto Test Failed | Auto test didn't passed | Restart inverter |

below, may indicate a fatal error and require you to contact the supplier or the Growatt to replace a new one.

| Error code | Description | Suggestion |
|------------|---|--|
| Error: 101 | Communication fault Slave processor can't receive data from Master processor. | 1.Restart inverter 2.If error message still exists, contact Growatt. |
| Error: 102 | Consistent fault. Data received by Master and Slave processor are different. The reason can be utility grid voltage or frequency change frequently. . | 1.Restart inverter. 2.If error message appears frequently or error message still exists after replacement, check utility grid. If you require help, contact Growatt. 3.If error message still exists, contact Growatt. |
| Error: 116 | EEPROM fault | Contact Growatt. |
| Error: 117 | Relay fault | Contact Growatt. |
| Error: 118 | Init model fault | Contact Growatt. |
| Error: 119 | GFCI Device Damage | Contact Growatt. |
| Error: 120 | HCT fault | Contact Growatt. |
| Error: 121 | Communication fault. Master processor can't receive data from Slave processor. | 1.Restart the inverter 2.If error message still exists, contact Growatt.. |
| Error: 122 | Bus voltage fault | Contact Growatt. |



1. Q:The inverter can't start up, no display on the screen, all DC and AC switch are ON.

A: Check if the PV+ and PV- are switched.

B: Measure the PV voltage, make sure it reaches startup voltage (80V for-S, 100V for MTL-S)

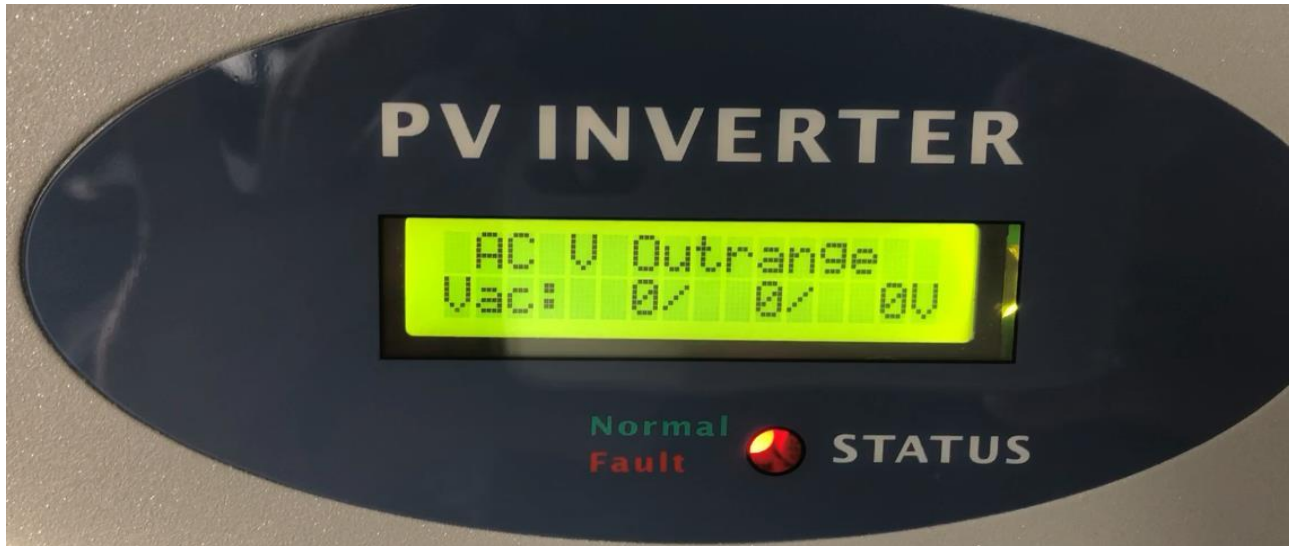
2. No AC connection



Meaning: inverter detects no AC voltage from the AC side.

- a) Check if the AC switch is off or blackout
- b) Measure the AC voltage on the AC connector with a multimeter.
- c) If there is 230V on the AC side, replace the inverter.

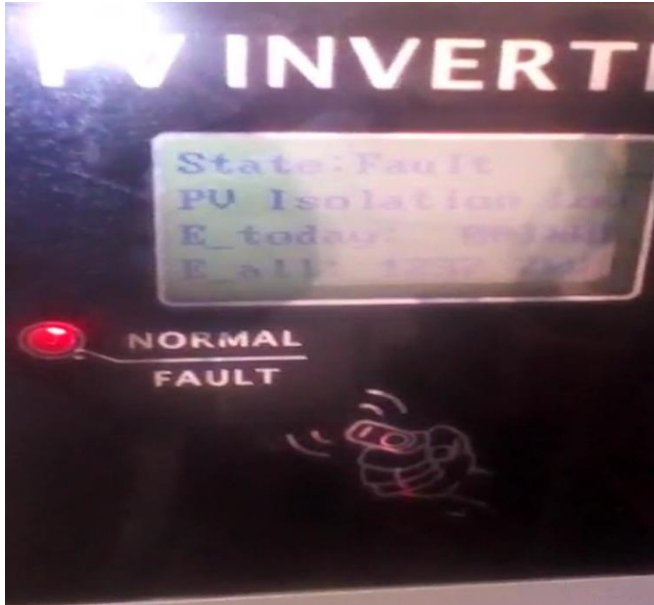
3. AC V outrange



Meaning: Grid voltage exceeds the AC voltage range(VDE0126:185V-264V) of inverter

- a) check the Vac on the inverter screen.
- b) check if the L and N were switched.
- c) Measure the actual AC voltage.
- d) make sure the AC cable size is the same as the user manual.
- e) Upgrade the inverter firmware.

4. pv iso low



Meaning: Inverter detects DC insulation impedance is less than $50k\Omega$, it will give "PV iso low", the possible cause including DC cables sheath is broken, DC module current leakage and DC side short circuit.

- a) measure the DC module insulation resistance with a multi meter.
- b) upgrade inverter firmware.

5. Error 111(For MTL-S only)

Meaning: the voltage between N and PE is more than 50V.

solution: 1.check the wiring(PE wire and L and N wire)

2. Check if ground cable well connected



Growatt Inverter Error 111 cause 8

6.Q: Customer has programmed the wrong country settings.

How can I change it?

A: You can use shinecountry to reset it.

shinecountry download link:

<https://mega.nz/#!owFHQJQb!2J2115qz8Ha6FJSxl73ISsjbix52WIG9rObh-llyV10>



**Clear the Country
Code Selection.pc**

OSS remote upgrade inverter firmware:

Browser address bar: <http://server.growatt.com/update?ossRemotely=true&isCustomer=false&remotelyCode=&remotelyJobl>

Growatt online upgrade system English

Configuration upgrade
Upgrading
Upgrade record

Enter the datalog serial number of the device to be upgraded: Confirm Affiliated users: ZS10677 Belong to type:

ShineWIFI-S System status: Online

| No. | Inverter | Datalog | Firmware version | Internal version | Connection status | Progress | Operating | Path |
|-----|------------|------------|------------------|------------------|-------------------|----------|-----------|--|
| 1 | 4FZE81602D | JPC2818287 | AH1.0 | ahba1312 | Online | | Setting | Please choose ▼ |

OSS Set inverter:

Browser address: <http://oss.growatt.com/>

The screenshot shows the 'Set inverter' configuration window in the Growatt OSS web interface. The window is titled 'Set inverter' and contains the following information:

Inverter

- Serial number: FPA4728004
- Alias: FPA4728004
- Port: YUZ070935A
- Attributes: TH1.0/thaa0506/455099

Command

- Set PV on/off: Boot
- Set save PF commands: ON
- Set active power rate: %
- Set reactive power rate: % Over
- Set PF value: (-0.8 - -1/0.8 - 1)
- Set inverter time: %
- Set gird voltage high: %
- set gird voltege low: %
- Enable wide voltage: On
- Set register: Register: %

The background interface shows a sidebar with navigation options: Monitor Manage, Device List, User List, Plant List, Screen Display, Server Hall, Data Analysis, Traffic System, Supply System, User Center, and System Set. The main content area displays a table of plants and a 'Today diagnosis' section.

THANKS FOR
YOUR TIME

Jack
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