SolarEdge EV Charger – Troubleshooting guide -EU

Revision History

- Version 1.0, November 2023: Initial release.

Contents

Overview

This document is aimed at helping Installers to solve issues that might occur with the SolarEdge EV Charger. The main issues that occur are those involving communications between the EV Charger and the Inverter.

Check for installation issues

Before further troubleshooting actions, ensure that the system is correctly installed.

Check the following:

- DIP switch 1.3 is ON.
- For a one-phase or a three-phase inverter, firmware is at least 4.17.221.
- For a three-phase hybrid inverter, firmware is at least 4.17.136.
- Charger firmware is 1.14.
- LAN cable is connected (if applicable).
- The Wi-Fi signal is strong (if applicable).
- The EV Charger is on the same network as the inverter.
- Charger can communicate via the Web UI. (IP address visible when re-starting the EV Charger).

When going through the checklist above, make sure to take pictures and screenshots in case you need to contact support for further help.

Typical communication issues

In addition to the list of potential issues shown above, it is possible that the following errors exist:

- The EV Charger is not included (added) as a device in SetApp.
- There is an IP-address conflict.
- The EV Charger does not respond to any commands.

Resolve communication issues

Compatible inverters

You must have a SetApp-supported inverter. If you have an inverter with an LCD display, you will need to replace this inverter with a newer version that can communicate via SetApp. You can either exchange the Portia communications board or the whole inverter.

Verify the inverter firmware version

If you have a SetApp-enabled inverter:

1. Ensure that you have the latest version of SetApp on your mobile phone.
2. Login to the App.
1. Scan the QR code on the inverter.
2. Follow the prompts on your phone.
3. In the Commissioning screen, in the top right-hand corner, tap •••.
4. Select Inverter Firmware Updates.

    Your current firmware version displays. If you need to update the firmware version:

5. Select Update Firnware.

The latest firmware version automatically downloads within a few minutes.

6. When the process completes, to verify the update, tap •••.
7. Select Inverter Firmware Updates.

A message displays indicating that the inverter is updated.

Verify and update the EV Charger firmware version

IMPORTANT NOTE

You must update the firmware version step-by-step. Do NOT skip any off the following steps.

Update the firmware using WebUI

1. Using the IP address shown when restarting the EV Charger, log into WebUI.
2. When connected to Wi-Fi, check and record the IP address shown in the router logs.
3. Select **Software Update**.
4. First step: update the version from Version 1.12.x to Version 1.13.0.
5. Upload .keb file.
6. Select **Start Update**.
7. Wait until the update finishes.
8. Second step: update from Version 1.13.0 to Version 1.14.0.
9. Upload .keb file.
10. Select **Start Update**.
11. Wait until the update finishes.
12. When reconnecting to the WebUI, check that the display on the EV Charger shows that the software is updated.

Updating the Firmware via USB

1. Save each .keb file on its own new, empty USB flash drive in FAT-32 format, in a folder named UDP.
2. In the correct order, insert each of the flash drives into the EV Charger USB socket.
3. For each update, wait for the screen to display **Update completed**.

Verify the EV Charger in Device Manager

The EV Charger must appear as a device in the SetApp Device Manager screen.

1. Connect to the inverter via SetApp.
2. Go to Device Manager.
3. If the EV Charger appears in this screen, tap Add Devices.

If a green check mark is shown, the EV Charger is connected. If there is no green check mark:

4. Turn off AC power to the EV Charger.
5. Open the front cover of the charger.
6. Set DIP switch 1.3 ON.
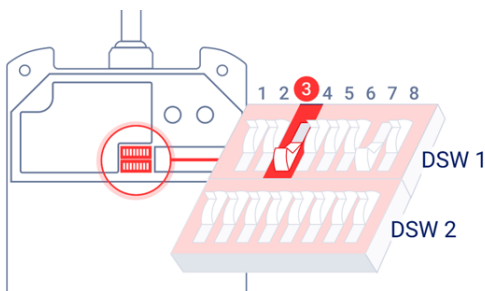
7. Close the cover.
8. Turn on AC power.
9. Repeat steps 1 to 3 above.

If the EV Charger does NOT appear after Step 2 above, you need to set the IP address to a fixed IP address:

Set a fixed IP adress

1. Check the EV Charger's IP address. You can see it in the router logs after restarting the EV Charger (it must not be 192.168.1.2).
2. Log into WebUI.
3. Select **Network Access**.
4. Set **Access Point** to **OFF**.

To set a fixed IP address, consult the **Settings** section in the router user manual , or contact the router support team.