Troubleshooting Alerts in the Monitoring Platform - Application Note

Revision History

- Version 1.1, May 2024: Changed to TerraMax
- Version 1.0, November 2023: Updated all alerts

Overview

The Troubleshooting Alerts table provides you with **Alert Names**, **Alert Descriptions,** and **Alert Troubleshooting Solutions**. These alerts are designed to help identify and resolve issues in your system. They are for residential and commercial systems and cover all SolarEdge devices. For further information about Alert severity please read the application note Alerts prioritization using the impact indicator.

#	Alert Name	Alert Description	Alert Troubleshooting Solutions
1.	AC SPD failure	The AC SPD is not functioning	If there is an AC SPD failure, follow these steps: 1. Confirm the AC SPD board is installed correctly as instructed in this manual. 2. If the issue persists, the AC SPD may have absorbed an electrical surge and the board needs to be replaced.
2.	Backup disabled	The backup system is installed but the backup configuration is disabled.	If the backup is disabled, follow these steps: 1. Venus 2 - Enable backup via the LCD screen (Setup mode) Energy Hub – 2. Enable backup via the SetApp mobile app (Commissioning -> Power Control -> Energy Manager -> Backup Configuration -> Backup -> Enable). 3. Turn off the supply to the loads (switch to off-grid) and verify backup operation. 4. Turn on the supply to the loads (switch to on-grid).

#	Alert Name	Alert Description	Alert Troubleshooting Solutions
3.	Backup failed	Unable to generate AC voltage and as a result, the transition to Backup. mode failed.	Perform the following steps to try and resolve this issue: 1. Verify all AC connections (phase, neutral, ground) are properly connected to the grid and to the backed-up loads. 2. Turn off the supply to the loads and verify that the backup operation properly functions for at least 15 minutes. 3. Turn on the supply to the loads. If the issue persists, open a SolarEdge support case providing the relevant details.
4.	Backup failed - Auto transformer overheated	There is no backup power for the house.	If the backup failed and the auto transformer overheated, follow these steps: 1. Turn off the system by switching the ON/OFF switch to the OFF position and then wait 5 minutes. 2. Verify all AC connections (phase, neutral, ground) are properly connected to the grid, the backed-up loads, and the auto transformer. 3. Turn off the grid supply to the inverter and verify backup production properly functions for at least 15 minutes. If the issue persists, open a SolarEdge support case.

#	Alert Name	Alert Description	Alert Troubleshooting Solutions
5.	Backup failed - Internal circuit breaker tripped	The internal circuit breaker tripped. Backup loads are disconnected in backup and on-grid mode.	If the backup failed, and the internal circuit breaker tripped, follow these steps: 1. Turn off all circuit breakers located in the backup panel that are connected to the backed-up loads. 2. Turn on the internal circuit breaker in the inverter's DCD. 3. Wait 7 minutes and verify there is 240V on the AC backup L1 and L2 terminal in the inverter's DCD. 4. Turn on the backed-up loads, one by one. Search for the load that might be causing the short circuit, and then troubleshoot it. 5. If the breaker is on, and the error still appears on the LCD screen, perform a full system power cycle: a. Turn off the inverter's ON/OFF switch. b. Turn the DC safety switch to the OFF position. c. Turn off the AC to the inverter and then turn the AC on again (AC reset). d. Turn the DC safety switch to the ON position. e. Turn on the inverter's ON/OFF switch. f. Wait for the inverter to enter production mode and then verify the battery is functional. 6. Verify the error no longer appears on the LCD screen. 7. Turn off the supply to the loads and verify the backup operation properly functions for at least 1 minute. If the issue persists, open a SolarEdge support case.
6.	Backup interface - grid relay fault (on grid state)	Cannot reconnect to grid due to grid relay sensor error. No electrical power to the house. In case of a power outage there won't be backup power.	If there is a backup interface grid relay fault (on grid state), follow these steps: 1. To bypass the issue, manually switch the Backup Interface to on-grid according to the installation manual. 2. Open a SolarEdge support case.
7.	Backup interface - grid relay fault backup state	Cannot reconnect to the grid due to a grid relay sensor error. No electrical power to the house. In case of a power outage, there won't be backup power.	To bypass the issue, manually switch the Backup Interface to on-grid according to the installation manual. Please open a SolarEdge support case providing the relevant details.

#	Alert Name	Alert Description	Alert Troubleshooting Solutions
8.	Backup interface - internal fault	Due to an internal fault, the backup Interface won't transition from on-grid to backup. Backup functionality unavailable.	Open a SolarEdge support case providing the relevant details.
9.	Backup interface - unable to switch to on-grid	Due to an internal fault, backup interface won't transition from backup to on-grid and there is no electricity in the house.	If the Backup Interface is unable to switch to on-grid, follow these steps: 1. To bypass the issue, manually switch the Backup Interface to on-grid according to the instructions in the installation manual. 2. Open a SolarEdge support case.
10.	Backup interface - generator relay fault	For a system with a generator, backup functionality is unavailable due to a grid relay error. For a system without a generator, backup functionality is unavailable due to a grid relay error.	Perform the following steps to try and resolve the issue: 1. Reset the Backup interface using the ON/OFF switch. 2. Wait 3 minutes and check if the electricity is back. If the issue persists, open a SolarEdge support case providing the relevant details.
11.	Backup socket operation malfunction	Backup socket stopped operating.	If there is a Backup socket operation malfunction, follow these steps: 1. Perform backup socket module reset: a. Turn off the system by moving the ON/OFF switch to the OFF position, and then wait 5 seconds. b. Turn ON the inverter by moving the P/1/0 switch to **1**. c. Wait for the inverter to enter production mode, and then push the black "off grid" button on the bottom of the inverter for 3 seconds. 2. If the issue persists, open a SolarEdge support case.

12.	Battery - circuit breaker tripped	Battery circuit breaker tripped. LG Energy Solution Fault Id: (#) for battery Battery 1.2 (S/N of battery).	Follow the instructions below to turn the system off and then turn it back on: **To power OFF:** a. Switch the inverter's P/1/0 switch to 0. b. Wait for DC to drop below 50V. Wait 5 minutes or check the voltage in SetApp or in the inverter's LCD screen. c. Switch off the battery's circuit breaker and then the disconnect/auxiliary switch. d. If the system is connected to a StorEdge interface, disconnect the interface from the power supply. e. If the inverter has a disconnection unit, switch off the DC disconnect switch. f. Turn off AC to the inverter. **To power ON:** a. Turn on AC to the inverter. b. If the inverter has a disconnection unit, switch on the DC disconnect switch. c. If the system has a StorEdge interface, reconnect the interface to the power supply. d. Switch on the battery's disconnect/auxiliary switch and then the circuit breaker. e. Switch the inverter's P/1/0 switch to 1. If the circuit breaker trips again, please turn off the battery to avoid self-discharge and contact LG Support. LG contact details: Europe: nazar@lgensol.com Call no: +49 173 1044197 US : Resu.cs@lgensol.com Call no. : (+1) 888 375 8044 Australia: okadori@lgensol.com Call no.: (+61) 1300 178 064 **Note**: If the issue is not fixed, the battery will self discharge

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			and can fully drain to an unrecoverable state within several days.
13.	Battery below min SOE	The Battery has entered power saving mode because it has reached its minimum SOE level and cannot be charged.	The following alerts may have caused the battery to reach minimum SOE. Check if they are open and if so, try to resolve them: 1. Inverter is not producing energy 2. Battery tripped 3. Battery is not communicating. If none of the above alerts are active, follow these instructions: To power **OFF**: 1. Turn the inverter off by moving the P/1/0 switch to the 0 (OFF)position. 2. Wait 5 minutes for the DC to drop below 50V. 3. Reset all battery's modules by pressing each module's black reset button on front of the module. 4. If the inverter has a disconnection unit, switch off the DC disconnect switch. 5. Turn off the AC supply to the inverter. To power **ON**: 1. Turn on the AC supply to the inverter. 2. If the inverter has a disconnection unit, switch the DC disconnect switch to ON. 3. Turn the inverter on by moving the P/1/0 switch to 1 (ON) position. 4. Verify a battery profile is selected. From the Commissioning menu, select Device Manager > SolarEdge Energy Bank > Settings > Energy Control Mode and select the relevant profile. If the issue persists, open a SolarEdge support case. Note: it may take up to 2 hours for the alert to be closed.
14.	Battery connection error	Battery connection error	Contact SolarEdge support.

#	Alert Name	Alert Description	Alert Troubleshooting Solutions
15.	Battery DC wiring error	There is a DC wiring error with the battery.	1. Verify all battery connections are connected according to the installation manual. 2. If the issue persists, open a SolarEdge support case.
16.	Battery internal fault	Battery internal fault	Please open a SolarEdge support case providing the relevant details.
17.	Battery Lockout	The Battery is at lockout state.	The battery is protected in a lockout state and cannot be released. Contact SolarEdge Support for further assistance.
18.	Battery over voltage protection	The battery pack voltage exceeds recommended value. This caused the system to open the charge device circuit and charging is not possible until the alert is solved or cleared	Perform the following steps to try and resolve this issue: 1. Restart the battery. 2. If it doesn't clear the alert, wait one hour to see if the alert clears. 3. If the issue persists, open a SolarEdge support case.
19.	Battery switch is off	Battery switch is off	Contact SolarEdge support.
20.	Battery temperature is too low	Battery temperature is too low	Contact SolarEdge support.
21.	Battery temperature too high	The battery's internal temperature is above the limit. Charging or discharging is not possible.	Wait until this alert is cleared. If the alert has not cleared after 1 hour, contact SolarEdge Support.
22.	Battery temperature too low	The battery's internal temperature is below the set limit. Charging or discharging is not possible.	Wait until this alert clears. If it does not clear after an hour, contact SolarEdge Support.
23.	Battery under voltage protection	The Battery voltage has fallen under recommended value. This caused the system to open the charge device circuit and a charge is not possible until solved.	Perform the following steps to try and resolve this issue: 1. Restart the battery. 2. If the alert isn't cleared, wait one hour. 3. If the issue persists, open a SolarEdge support case.
24.	Critical ambient temperature reached	{{deviceName}} is measuring a high ambient temperature that exceeds the max operating temperature, this could result in degrading the lifetime of the device.	When devices operate above the rated maximum temperature it could degrade its overall lifetime and performance. 1. Ensure the device is unobstructed. 2. Make sure there is sufficient airflow. 3. Avoid installing in direct sunlight in a closed environment.

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25.	Critical ambient temperature reached	The "{{deviceName}}" is measuring a high ambient temperature that exceeds the max operating temperature, this could result in degrading the lifetime of the device.	When devices operate above the rated maximum temperature they can degrade over their lifetime and performance. Ensure the device is unobstructed. Make sure there is sufficient airflow. Avoid installation in direct sunlight in a closed environment.
26.	Critical temperature on AC terminal	The conductor on the AC terminal block has reached critical temperature levels. The inverter has stopped production.	If there is a critical temperature on the AC terminal alert, follow these steps: 1. Confirm the AC lugs are properly installed. 2. Confirm the torque of the screws holding the AC terminal block to the conductor are set to 21Nm. 3. If the issue persists, open a SolarEdge support case.
27.	Critical temperature on AC terminal (L1 conductor)	The L1 conductor on the AC terminal block has reached critical temperature levels. The inverter has stopped production.	If there is a critical temperature alert on the AC terminal (L1 conductor), follow these steps: 1. Confirm the AC lugs are properly installed. 2. Confirm the torque of the screws holding the AC terminal block to the L1 conductor are set to 21Nm. 3. If the issue persists, open a SolarEdge support case.
28.	Critical temperature on AC terminal (L1 conductor)	The L1 conductor on the AC terminal block has reached critical temperature levels. The inverter has stopped production.	If there is a critical temperature alert on the AC terminal (L1 conductor), follow these steps: 1. Confirm the AC lugs are properly installed. 2. Confirm the torque of the screws holding the AC terminal block to the L1 conductor are set to 21Nm. 3. If the issue persists, open a SolarEdge support case.
29.	Critical temperature on AC terminal (L2 conductor)	L2 conductor on the AC terminal block has reached critical temperature levels. The inverter has stopped production.	If there is a critical temperature alert on the AC terminal (L2 conductor), follow these steps: 1. Confirm the AC lugs are properly installed. 2. Confirm the torque of the screws holding the AC terminal block to the L2 conductor are set to 21Nm. 3. If the issue persists, open a SolarEdge support case.

#	Alert Name	Alert Description	Alert Troubleshooting Solutions
30.	Critical temperature on AC terminal (L3 conductor)	L3 conductor on the AC terminal block has reached critical temperature levels. The inverter has stopped production.	If there is a critical temperature alert on the AC terminal (L3 conductor), follow these steps: 1. Confirm the AC lugs are properly installed. 2. Confirm the torque of the screws holding the AC terminal block to the L3 conductor are set to 21Nm. 3. If the issue persists, open a SolarEdge support case.
31.	Critical temperature on AC terminal block (L1 conductor)	L1 conductor on the AC terminal block has reached critical temperature levels. The inverter has stopped production.	If there is a critical temperature alert on the AC terminal block, follow these steps: 1. Confirm the AC lugs are properly installed. 2. Confirm the torque of the screws holding the AC terminal block to the L1 conductor are set to 35Nm 3. If the issue persists, open a SolarEdge support case.
32.	Critical temperature on AC terminal block (L2 conductor)	L2 conductor on the AC terminal block has reached critical temperature levels. The inverter has stopped production.	If there is a critical temperature alert on the AC terminal block, follow these steps: 1. Confirm the AC lugs are properly installed. 2. Confirm the torque of the screws holding the AC terminal block to the L2 conductor are set to 35Nm 3. Open a SolarEdge support case.
33.	Critical temperature on AC terminal block (L2 conductor)	L2 conductor on the AC terminal block has reached critical temperature levels. The inverter has stopped production.	If there is a critical temperature alert on the AC terminal block (L2 conductor), follow these steps: 1. Confirm the AC lugs are properly installed. 2. Confirm the torque of the screws holding the AC terminal block to the L2 conductor are set to 35Nm. 3. If the issue persists, open a SolarEdge support case.
34.	Critical temperature on AC terminal block (L3 conductor)	The L3 conductor on the AC terminal block has reached critical temperature levels. The inverter has stopped production.	If there is a critical temperature alert on the AC terminal block (L3 conductor) follow these steps: 1. Confirm the AC lugs are properly installed. 2. Confirm the torque of the screws holding the AC terminal block to the L3 conductor are set to 35Nm 3. If the issue persists, open a SolarEdge support case.

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35.	Critical temperature on DC- terminal	Critical temperature on DC- terminal	If there is a critical temperature on the DC terminal alert, follow these steps: 1. Confirm the DC wires are properly inserted into the terminal block and there are no loose DC wire strands. 2. If the DC wires are secured to the terminal block using screws, confirm the torque for the DC- terminal block screws are set according to the installation manual. 3. If the PV modules are connected to the inverter using aluminum wires, confirm they are not oxidized. For the aluminum deoxidization treatment refer to the installation manual. 4. If the issue persists, open a SolarEdge support case.
36.	Critical temperature on DC- terminal	The DC- terminal of one of the units has reached critical temperature levels. The unit has stopped production.	If there is a critical temperature alert on the DC- terminal, follow these steps: 1. Confirm the DC wires are properly inserted into the terminal block and there are no loose DC wire strands. 2. If the DC wires are secured to the terminal block using screws, confirm the torque for the DC- terminal block screws are set according to the installation manual. 3. If the PV modules are connected to the inverter using aluminum wires, confirm they are not oxidized. For the aluminum deoxidization treatment, refer to the installation manual. 4. If the issue persists, open a SolarEdge support case.

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37.	Critical temperature on DC- terminal	The DC- (DC Minus) terminal has reached critical temperature levels. The inverter has stopped producing.	If there is a Critical temperature alert on the DC- terminal, follow these steps 1. Confirm the DC wires are properly inserted into the terminal block and there are no loose DC wire strands. 2. If the DC wires are secured to the terminal block using screws, confirm the torque for the DC- terminal block screws are set according to the installation manual. 3. If the PV modules are connected to the inverter using aluminum wires, confirm they are not oxidized. For the aluminum deoxidization treatment refer to the installation manual. 4. If the issue persists, open a SolarEdge support case.
38.	Critical temperature on DC+ terminal	The DC+ terminal of the one of the units has reached critical temperature levels. The unit has stopped production.	If there is a critical temperature alert on the DC+ terminal, follow these steps: 1. Confirm the DC wires are properly inserted into the terminal block and there are no loose DC wire strands. 2. If the DC wires are secured to the terminal block using screws, confirm the torque for the DC+ terminal block screws are set according to the installation manual. 3. If the PV modules are connected to the inverter using aluminum wires, confirm they are not oxidized. For the aluminum deoxidization treatment, refer to the installation manual. 4. If the issue persists, open a SolarEdge support case.

#	Alert Name	Alert Description	Alert Troubleshooting Solutions
39.	Critical temperature on DC+ terminal	The DC+ terminal has reached critical temperature levels. The inverter has stopped producing.	If there is a Critical temperature alert on the DC+ terminal, follow these steps: 1. Confirm the DC wires are properly inserted into the terminal block and there are no loose DC wire strands. 2. If the DC wires are secured to the terminal block using screws, confirm the torque for the DC+ terminal block screws are set according to the installation manual. 3. If the PV modules are connected to the inverter using aluminum wires, confirm they are not oxidized. For the aluminum deoxidization treatment refer to the installation manual. 4. If the issue persists, open a SolarEdge support case.
40.	DC Isolation Disruption	DC current leakage to the ground by the inverter, has been detected. This affects production.	Refer to the following instructions to try and resolve this issue. Log in to view the article.
41.	DC SPD failure	The DC SPD is not functioning	If there is a DC SPD failure, follow these steps: 1. Confirm the DC SPD board is installed correctly as instructed in this manual. 2. If the issue persists, the DC SPD might have absorbed an electrical surge, and the board needs to be replaced.
42.	DC SPD failure	SPD on the DC Synergy unit is not functioning	SPD needs to be replaced
43.	DC string is not producing energy	Telemetries have been received from the string, but the amount of energy is low	Perform the following steps to try and resolve this issue: 1. Check the DC string lines are not interrupted or damaged in any way. 2. Check the circuit breakers are properly wired, such as correct polarity and secure connectors. 3. Check the combiner boxes are properly wired, such as correct polarity and secure connectors. 4. Perform the pairing procedure. If none of the above steps successfully solve your issue, open a SolarEdge support case.

#	Alert Name	Alert Description	Alert Troubleshooting Solutions
44.	DCS Critical ambient temperature reached	"{{deviceName}}" is measuring a high ambient temperature that exceeds the max operating temperature, this could result in degrading the lifetime of the device.	When devices operate above the rated maximum temperature it can degrade its overall lifetime and performance. 1. Ensure the device is unobstructed. 2. Make sure there is sufficient airflow. 3. Avoid installing the device in direct sunlight in a closed environment.
45.	DCS Device failure	Device has detected consumption when the device is set in OFF state.	Appliance load control is used to prevent an overload of the system. When appliance consumption is measured while the device is in the OFF position it could mean that the relay was not able to switch off the connected appliance. 1. Confirm the device can manually operate by manually operating the {{deviceName}} in the mobile application. 2. Try to manually override the device by pressing the ON/OFF button on the device for < 3 seconds. 3. If the relay does not switch off the connected appliance, contact SolarEdge Support.
46.	DCS Low RSSI reached	The DCS device has a low Home Network signal that could cause poor performance of excess PV and backup operation.	The SolarEdge system utilizes smart devices to operate its Smart Energy Ecosystem, if connection to the smart device is lost we can no longer guarantee optimal operation. 1. Confirm if the device is unobstructed. 2. If possible, relocate the device closer to a Home Net enabled device. 3. Alternatively, an additional SolarEdge smart device can be installed to act as a repeater.
47.	DCS Max load reached	"{{deviceName}}" has exceeded its max allowed peak power rating and has been switched off.	"{{deviceName}}" has switched off its connected appliances as its measured power consumption exceeded the max allowed values as mentioned on the "{{deviceName}}" nameplate. 1. Confirm the appliance connected to the device does not exceed the max allowed switch rating. 2. If the appliance connected does not exceed the nameplate, contact SolarEdge Support.

#	Alert Name	Alert Description	Alert Troubleshooting Solutions
48.	External fan fault	One of the inverter's external fans is not working	Perform the following steps to try and resolve this issue: 1. Check the physical cable connection. 2. Clean the fan. 3. Replace the fan. If none of these steps successfully solve your issue, open a SolarEdge support case.
49.	G100 Export restriction	The system is operating in restricted production mode due to G.100 export limitations.	To resolve the issue, set the G.100 control back to Normal operation mode. You can use the SolarEdge Monitoring platform or your SetApp mobile App. **Note**: On commercial sites, you are able to set back to Normal mode 4 hours after the system is set into restricted production mode.
50.	Grid frequency	Grid frequency irregularity by the inverter, has been detected.	Perform the following steps to try and resolve this issue: 1. Check the AC connection to the inverter. 2. Verify the inverter is set to the correct country code. For more information, follow the Commissioning and Activating the Installation video. 3. Check with the local grid operator to find out if a large surge source or irregular load exists near the installation. 4. If permitted by the local authority, change the grid protection values. Refer to the next Application Note to change the grid protection values.

#	Alert Name	Alert Description	Alert Troubleshooting Solutions
51.	Grid voltage	A grid voltage irregularity by the inverter has been detected.	Perform the following steps to try and resolve this issue: 1. Re-select the country code. For more information, refer to the "Country and Grid" section of the inverter installation manual. 2. Use a DVM to check the AC connection to the inverter for correct phase-to-phase, phase-to-neutral, and phase-to-ground voltage measurements. 3. Verify the output wire size matches the distance between the inverter and the location of the grid connection (refer to the AC wiring application note). If necessary, use a larger wire for the AC output. 4. Consult the local grid operator to verify the high AC voltage in the grid.If permitted by the local authority, change the grid protection values. Refer to this Application Note to change the grid protection values. Log in to view the article.
52.	Grid Voltage Disruption	A grid voltage irregularity by the inverter, has been detected. This affects production.	Perform the following steps to try and resolve this issue: 1. Reselect the country code. For more information, refer to the "Country and Grid" section of the inverter installation manual. 2. Use a DVM to check the AC connection to the inverter for correct phase-to-phase, phase-to-neutral, and phase-to-ground voltage measurements. 3. Verify the output wire size matches the distance between the inverter and the location of the grid connection (refer to the AC wiring application note). If necessary, use a larger wire for the AC output. 4. Consult the local grid operator to verify the high AC voltage in the grid. 5. If permitted by the local authority, change the grid protection values. Refer to this Application Note to change the grid protection values. 6. Log in to view the article.

#	Alert Name	Alert Description	Alert Troubleshooting Solutions
53.	Hot water controller device critical ambient temperature reached	The "{{deviceName}}" is measuring a high ambient temperature that exceeds the max operating temperature, this could result in degrading the lifetime of the device.	When devices operate above the rated maximum temperature it could degrade its overall lifetime and performance 1. Ensure the device is unobstructed. 2. Make sure there is sufficient airflow. 3. Avoid installing in direct sunlight in a closed environment
54.	Hot water controller device failure	The device has detected consumption when the device was set in the OFF state.	Appliance load control is used to prevent an overload of the system. When the appliance consumption is measured, while the device is in the off position, it can mean the relay is not able to switch off the connected appliance. 1. Confirm the device is manually operating {{deviceName}} in the mobile application. 2. Try to manually override the device by pressing the ON/OFF button on the device for <3 seconds. 3. If the relay does not switch to the connected appliance, contact SolarEdge Support.
55.	Hot water controller device failure	Device has detected consumption when the device is set in the OFF state.	Appliance load control is used to prevent an overload of the system. When appliance consumption is measured while the device is in the OFF position it could mean the relay is not able to switch off the connected appliance. 1. Confirm the device is manually operating the {{deviceName}} in the mobile application. 2. Try to manually override the device by pressing the ON/OFF button on the device for < 3 seconds. 3. If the relay does not switch to the connected appliance, contact SolarEdge Support.

#	Alert Name	Alert Description	Alert Troubleshooting Solutions
56.	Hot water controller low RSSI reached	The hot water controller device has a low Home Network signal that could cause poor performance of the excess PV and backup operation.	The SolarEdge system utilizes smart devices to operate its Smart Energy Ecosystem. If connection to the smart device is lost, we no longer guarantee optimal operation. 1. Confirm the device is unobstructed. 2. If possible, relocate the device closer to a Home Net enabled device. 3. Alternatively, an additional SolarEdge smart device can be installed to act as a repeater.
57.	Hot water controller low RSSI reached	The hot water controller device has a low Home Network signal can cause poor performance of the excess PV and backup operation.	The SolarEdge system utilizes smart devices to operate its Smart Energy Ecosystem. If connection to the smart device is lost, we can no longer guarantee optimal operation. 1. Confirm the device is unobstructed 2. If possible, relocate the device closer to a Home Net enabled device. 3. Alternatively, an additional SolarEdge smart device can be installed to act as a repeater.

#	Alert Name	Alert Description	Alert Troubleshooting Solutions
58.	Internal communication fault - Inverter is not producing	The inverter stopped production due to an internal communication fault	If there is an internal communication fault and the inverter is not producing power, follow these steps: 1. Upgrade the inverter firmware to the latest released versions. There are 2 options: a. Remote upgrade b. Local upgrade: i. Latest StorEdge inverter firmware versions can be found here. ii. The firmware file can only be loaded to a memory card that meets the specifications listed in the latest Software Upgrade application note using a SD/MicroSD card. 2. Perform a full system power cycle: a. Turn off the inverter's ON/OFF switch. b. Turn the DC safety switch to the OFF position. c. Turn off the inverter and then turn the AC on again (AC reset). d. Turn the DC safety switch to the ON position. e. Turn on the inverter's ON/OFF switch. f. Wait for the inverter to enter production mode and verify the battery is functional. 3. If the issue persists, open a SolarEdge support case.
59.	Internal fan fault	One of the inverter's internal fans is not working	Perform the following steps to try and resolve this issue: 1. Check the physical cable connection. 2. Clean the fan. 3. Replace the fan. If none of these steps successfully solve your issue, open a SolarEdge support case.
60.	Inverter - Production issue detected	Inverter - Production issue detected	If weather conditions are ok, check the error logs and contact SolarEdge Support to report the issue.

#	Alert Name	Alert Description	Alert Troubleshooting Solutions
61.	Inverter doesn't allow transition to on-grid	The Inverter isn't stopping backup production to allow transition to on-grid state.	Follow the instructions below to turn the inverter off and then turn it back on: 1. To power **OFF**: a. Turn the inverter off by moving the P/1/0 switch to 0 (OFF) position. b. Wait for DC to drop below 50V. Wait 5 minutes or check the voltage in SetApp or in the inverter's LCD screen. c. If the inverter has a disconnection unit, switch off the DC disconnect switch. d. Turn off AC to the inverter. 2. To power **ON**: a. Turn on AC to the inverter. b. If the inverter has a disconnection unit, switch on the DC disconnect switch. c. Turn the inverter on by moving the P/1/0 switch to 1 (ON) position. If the issue is still not resolved, open a SolarEdge support case.

#	Alert Name	Alert Description	Alert Troubleshooting Solutions
62.	Inverter not producing - Firefighters safety mode on	The Firefighter Gateway has shut down production on the inverter.	If the inverter is not producing power, and the firefighter's safety mode is on follow these steps: 1. Check if the emergency button is triggered. a. If button is pressed it has been triggered, as it is normally open b. if button is released it has been triggered, as it is normally closed. 2. To clear the alarm on the FFG, follow instructions on P41 of the manual. 3. If the button wasn't triggered and the FFG is connected to a fire alarm system, check if the fire alarm system triggered an alarm.a. Check if normally open or normally closed were selected and the fire alarm system has triggered accordingly. 4. To clear the alarm on the FFG, follow instructions on P41 of the manual. 5. If none of the above triggered an alarm, disconnect the emergency button and/or the fire alarm system from the FFG: Disconnect the plastic terminal from the FFG. 6. Measure voltages and record them: a. Between G and L1. b. Between G and L2. c. Between G and 5V7. Contact support with the results and FFG configuration.
63.	Inverter not producing - OFF mode	System is in OFF mode	The inverter is turned off. If needed, turn the inverter back on.
64.	Inverter not producing - Standby mode	The inverter has been locked by setting it in the Standby mode.	The inverter is in Standby mode, so is not producing energy To get it producing, it should be activated. Relevant permission is required to perform this action.

#	Alert Name	Alert Description	Alert Troubleshooting Solutions
65.	Inverter not producing energy - low voltage	The inverter's voltage is low; The inverter is not producing energy	Perform the following steps to try and resolve this issue: 1. Check the DC design was executed according to the SolarEdge design rules. 2. Check for any underperforming power optimizers in the DC strings, for example due to shade, snow/dirt cover, technical malfunction, and so on. If none of the above steps successfully solve your issue, open a SolarEdge support case.
66.	Inverter not producing Energy Limit mode	Production issue –Energy Limit Mode	Open a SolarEdge support case.
67.	Inverter not producing Energy Limit mode	Inverter not producing Energy Limit mode	Perform the following steps to try and resolve this issue: 1. Perform pairing for the inverter, this can be done by right-clicking the inverter in Layout tab in the Monitoring Platform. 2. Use the Monitoring Platform to locate the non-communicating power optimizer and check for any connectivity issues. If all connections are verified, check the safety voltage using the following procedure: Safety voltage procedure. 3. Log in to see the article. If none of the above steps successfully solve your issue, open a SolarEdge support case.
68.	Inverter not producing Energy Shutdown codes	Inverter not producing Energy Shutdown codes	Perform the following steps to try and resolve this issue: 1. Perform pairing for the inverter, this can be done by right-clicking the inverter in the Layout tab, in the Monitoring Platform. 2. Use the Monitoring Platform to locate the non-communicating power optimizer and check for any connectivity issues. 3. If all connections are verified, check the safety voltage using the following procedure. 4. Log in to see the article. If none of the above steps successfully solve your issue, open a SolarEdge support case.

#	Alert Name	Alert Description	Alert Troubleshooting Solutions
69.	Inverter shutdown by Sense Connect	Safety event - production is affected by the increased temperature at the Power Optimizer connector. Another alert is open on the relevant optimizer.	Verify the inverter is operating with the latest CPU version: 1. To determine the CPU version, go to the main dashboard of the Monitoring Platform and click on the equipment list on the right-hand side of the screen. Select “inverters” and then “Sn”. 2. From the inverter list, hover over or click on the info remark to see the CPU version. The version should be 4.17.xxx or higher. 3. If the CPU version is lower than 4.17.xxx, upgrade the inverter to the latest version. 4. To unlock the inverter and for further instructions, contact SolarEdge support.
70.	Low RSSI reached	Device has a low Home Network signal that could cause poor performance of the excess PV and backup operation.	The SolarEdge system utilizes smart devices to operate its Smart Energy Ecosystem, if connection to the smart device is lost, we can no longer guarantee optimal operation. 1. Confirm the device is unobstructed. 2. If possible, relocate the device closer to a Home Net enabled device. 3. Alternatively, an additional SolarEdge smart device can be installed to act as a repeater.
71.	Max load reached	{{deviceName}} has exceeded its max allowed peak power rating and has been switched off.	"{{deviceName}}" has switched off its connected appliances as its measured power consumption exceeded max allowed values as mentioned on the "{{deviceName}}" nameplate. 1. Confirm if the appliance connected to the device has not exceeded the max allowed switch rating. 2. If the appliance connected does not exceed the nameplate, contact SolarEdge Support.

#	Alert Name	Alert Description	Alert Troubleshooting Solutions
72.	Module voltage mismatch	One or more of the module's voltages shows a significant difference. Potential bypass diode failure.	Perform the following steps to try and resolve this issue: 1. Check if the module voltage in the Monitoring Analysis tab is according to specifications on the VMPP datasheet. 2. Check if nothing is physically blocking 1/3 or 2/3 of affected module(s) 3. If the module voltage does not conform to the VMPP datasheet, and nothing is blocking your module irradiance, consult your panel distributor/manufacturer on how to troubleshoot/deal with defective bypass diodes. Note: SolarEdge is not responsible and can't help with failed bypass diodes. If a SolarEdge Smart Module has been used, open a SolarEdge support case with the SolarEdge support team providing the relevant information. If none of the above steps successfully solve your issue, open a SolarEdge support case.
73.	No communication with Battery	The battery is not communicating. Note: If this issue is not resolved, the battery self-discharges, and can drain to a fully unrecoverable state.	Perform the following steps to try and resolve this issue: 1. Verify the battery DC and communication connections to the inverter on both the battery and inverter. 2. Check the battery's circuit breaker is ON. 3. If none of the above steps successfully solve your issue, open a SolarEdge support case.
74.	No communication with Power Optimizer	The Power Optimizer is not sending data.	Perform the following steps to try and resolve this issue: 1. Perform pairing for the inverter, this can be done by right-clicking the inverter in Layout tab in the Monitoring Platform. 2. Use the Monitoring Platform to locate the non-communicating power optimizer and check for any connectivity issues. If all connections are verified, check the safety voltage using the following procedure.: 3. Log in to see the article. If none of the above steps successfully solve your issue, open a SolarEdge support case.

#	Alert Name	Alert Description	Alert Troubleshooting Solutions
75.	No communication with the Inverter	The inverter is not communicating with SolarEdge servers. An alert is only triggered if there is no communication for at least 3 hours.	Perform the following steps to try and resolve this issue: 1. Ensure the router is properly connected e.g. check the modem, antenna, or any other connectors. 2. Verify the inverter-related connectors are secure, for example RJ45 cable, Wi-Fi antenna and/or module. 3. If the internet router was recently replaced, verify the router password or Firewall settings were not changed. 4. Check the inverter AC breaker to ensure it has not tripped, by using a DVM to measure current. 5. Check the RS485 connection. If none of the above steps successfully solve your issue, open a SolarEdge support case.
76.	No communication with the Meter	The meter is not communicating. An alert is triggered only if there is no communication for at least a full day.	Perform the following steps to try and resolve this issue: 1. Check there are no loose connections on the inverter's communication board. 2. Check there are no loose electrical meter connections. 3. Check the RS485 cable between the electrical meter and the inverter is not disconnected or damaged in any way. If none of the above steps successfully solve your issue, open a SolarEdge support case.

#	Alert Name	Alert Description	Alert Troubleshooting Solutions
77.	No communication with the site	None of the inverters or devices on-site are communicating.	Perform the following steps to try and resolve this issue: 1. Check if you can access the internet via the router, for example by connecting a laptop and browsing to any website. 2. Ensure the router is properly connected, for example by checking the modem, antenna, or any other connectors). 3. Verify the inverter-related connectors are secure, for example the RJ45 cable, Wi-Fi antenna and/or module 4. If the internet router was recently replaced, verify the router password or Firewall settings were not changed. 5. Check the inverter AC breaker to ensure it has not tripped, by using a DVM to measure the voltage. If none of the above steps successfully solve your issue, open a SolarEdge support case.
78.	TerraMax™ AC SPD failure	The AC SPD is not functioning.	If there is a TerraMax™ AC SPD failure, follow this step: Confirm the AC SPD board is installed correctly, as instructed in the manual.
79.	TerraMax™ fan failure	The inverter fan is not working.	Perform the following steps to try and resolve this issue: 1. Check the physical cable connection 2. Clean the fan. 3. Replace the fan. If the issue persists, please open a SolarEdge support case providing the relevant details.
80.	PID mitigation not functioning	PID mitigation operation cannot be initiated	Open a SolarEdge support case providing the relevant details.
81.	PID mitigation over voltage	A PID mitigation operation has been halted due to the operating voltage being too high.	Open a SolarEdge support case providing the relevant details.
82.	PID mitigation under voltage	Open a support case and provide the relevant details.	PID mitigation cannot reach the required operating voltage.

#	Alert Name	Alert Description	Alert Troubleshooting Solutions
83.	Production issue – Inverter overheated	Production issue – inverter over temperature.	If there is a Production issue and the inverter overheats, follow these steps: 1. Check the inverter has been installed according to the installation manual. 2. If the issue persists, open a SolarEdge support case.
84.	Production issue – inverter overheated	The inverter temperature is critical, production has stopped.	Contact SolarEdge support.
85.	Rapid alert - No communication with the Inverter	The inverter is not communicating with SolarEdge servers. An alert is triggered if there is no communication for at least 3 hours.	Perform the following steps to try and resolve this issue: 1. Ensure the router is properly connected e.g. check the modem, antenna, or any other connectors. 2. Verify the inverter-related connectors are secure, for example the RJ45 cable, Wi-Fi antenna and/or module. 3. If the internet router was recently replaced, verify the router password or Firewall settings were not changed. 4. Check the inverter AC breaker to ensure it has not tripped, use a DVM to measure the current. 5. Check the RS485 connection. If none of the above steps successfully solve your issue, open a SolarEdge support case.
86.	Rapid alert - No communication with the Meter	The meter is not communicating. An alert is triggered only if there is no communication for a minimum of 3 hours.	Perform the following steps to try and resolve this issue: 1. Check there are no loose connections on the inverter's communication board. 2. Check there are no loose electrical meter connections. 3. Check the RS485 cable between the electricity meter and inverter is not disconnected or damaged in any way. If none of the above steps successfully solve your issue, open a SolarEdge support case.

#	Alert Name	Alert Description	Alert Troubleshooting Solutions
87.	Rapid alert - No communication with the site	None of the inverters or devices on-site are communicating. Alert is triggered if there is no communication for at least 3 hours.	Perform the following steps to try and resolve this issue: 1. Check if you can access the internet via the router, for example by connecting a laptop and browsing any website. 2. Ensure the router is properly connected, for example check the modem, antenna, or any other connectors. 3. Verify the inverter-related connectors are secure, for example the RJ45 cable, Wi-Fi antenna and/or module. 4. If the internet router was recently replaced, verify the router password or Firewall settings were not changed. 5. Check the inverter AC breaker to ensure it has not tripped, use a DVM to measure the voltage. If none of the above steps successfully solve your issue, open a SolarEdge support case.
88.	Recurring DC Isolation issue	Recurring DC current leakage to ground by the inverter, has been detected. This affects production.	Refer to the following instructions to try and resolve this issue. Log in to see the article.
89.	Recurring grid frequency issue	Recurring grid frequency irregularity by the inverter has been detected. This affects production.	Perform the following steps to try and resolve this issue: 1. Check the AC connection to the inverter. 2. Verify the inverter is set to the correct country code. For more information, follow the Commissioning and Activation section in the Inverter Installation Manual. Log in to view the article. 4. Check with the local grid operator to find out if a large surge source or irregular load exists near the installation. 5. If permitted by the local authority, change the grid protection values. Refer to this Application Note to change the grid protection values.

#	Alert Name	Alert Description	Alert Troubleshooting Solutions
90.	Recurring grid voltage issue	A recurring Grid voltage irregularity by the inverter, has been detected. This affects production.	Perform the following steps to try and resolve this issue: 1. Reselect the country code. For more information, refer to the "Country and Grid" section of the inverter installation manual. 2. Use a DVM to check the AC connection to the inverter for correct phase-to-phase, phase-to-neutral, and phase-to-ground voltage measurements. 3. Verify the output wire size matches the distance between the inverter and the location of the grid connection (refer to the AC wiring application note). If necessary, use a larger wire for the AC output. 4. Consult the local grid operator to verify the high AC voltage in the grid. 5. If permitted by the local authority, change the grid protection values. Refer to this Application Note to change the grid protection values. Log in to view the article.
91.	Residual current device	A high residual current by the inverter, has been detected.	Perform the following steps to try and locate the faulty DC string: 1. Turn the inverter ON/OFF switch to OFF. 2. Wait five minutes for the input capacitors to discharge. 3. Disconnect the AC breaker. 4. Disconnect the DC inputs. 5. Connect each DC string separately, turn the AC and the inverter ON/OFF switch to ON, until the error appears for the faulty string. 6. After locating the faulty string, check it for any interruptions or damage, unsecured connectors, or any other connectivity issues. 7. Check the string/circuit breaker/combiner box for leakage. If none of the above steps successfully solve your issue, open a SolarEdge support case.

#	Alert Name	Alert Description	Alert Troubleshooting Solutions
92.	SenseConnect event on Optimizer connector	Safety Event - Increased temperature at Power Optimizer's connector.	Verify the inverter is operating with the latest CPU version: 1. To determine the CPU version, go to the main dashboard of the Monitoring Platform, and click on the equipment list on the right-hand side of the screen. Select "inverters" and then "Sn". 2. From the inverter list, hover over or click on the info remark to see the CPU version. The version should be 4.17.xxx or higher. 3. If the CPU version is lower than 4.17.xxx, upgrade the inverter to the latest version. 4. To unlock the inverter, and for further instructions, contact SolarEdge support.
93.	Snow on-site	Snow may be covering modules on this site. Production might be partially or fully reduced.	If the conditions on-site meet the description, there is no specific action to be performed. Production restores automatically after the snow melts.
94.	String is not producing	The DC string is producing very low energy. An alert is triggered when the system recognizes a production issue with the string.	Perform the following steps to try and resolve this issue: 1. Check the combiner boxes are properly wired, such as correct polarity and secure connectors. 2. Check for any DC breaks between the inverter and the DC string. 3. Check the inverter DC connections are properly connected. 4. Run the string troubleshooting procedure. Please note, to see the article you must be logged in. If none of the above steps successfully solve your issue, open a SolarEdge support case.
95.	Synergy SPD failure	The AC SPD is not functioning.	SPD needs to be replaced

#	Alert Name	Alert Description	Alert Troubleshooting Solutions
96.	System failed to return to on-grid mode.	System is in backup mode and has failed to transition to on-grid mode.	If the system failed to return to on-grid mode, follow these steps: 1. Perform a full system power cycle: a. Turn off the inverter's ON/OFF switch. b. Turn the DC safety switch to the OFF position. c. Turn off the AC to the inverter and then turn the AC on again (AC reset). d. Turn the DC safety switch to the ON position. e. Turn on the inverter's ON/OFF switch. f. Wait for the inverter to enter production mode and then verify the battery is functional. 2. If the issue persists, open a SolarEdge support case.

#	Alert Name	Alert Description	Alert Troubleshooting Solutions
97.	System overload	The inverter is locked due to a system overload that has stopped production in both backup and on-grid modes.	If the system is overloaded, follow these steps: 1. Make sure the backed-up loads don't exceed the max. power rate in backup operation and if needed, turn off the loads. 2. Restore backup power by switching the P/1/0 switch of any inverter with a lit LED to “0” and then back to “1”. 3. Turn off the supply to the main panel if the system is currently operating in On-grid mode and verify backup production properly functions for 15 minutes. 4. If the error still appears on the SetApp screen, turn off all backup loads and restore backup power by moving the P/1/0 switch of any inverter with a lit LED to “0” and then back to “1”. 5. Verify there is 240V on the AC backup L1 and L2 terminal in the inverter’s DCD. 6. Turn on the backed-up loads one by one and search for a load that might cause over consumption. Keep it switched off and verify backup production properly functions for 15 minutes. 7. If the issue persists, verify all AC connections (phase, neutral, ground) to the grid, also verify that backed-up loads and the auto transformer are properly connected. Verify there is backup production for 15 minutes. 8. If the issue persists, open a SolarEdge support case.
98.	Temperature warning on AC terminal	Warning! The temperature of the conductor on the AC terminal block is high.	If there is a temperature warning on the AC terminal, follow these steps: 1. Confirm the AC lugs are properly installed. 2. Confirm the torque of the screws holding the AC terminal block are set to 35Nm. 3. If the issue persists, open a SolarEdge support case.

#	Alert Name	Alert Description	Alert Troubleshooting Solutions
99.	Temperature warning on AC terminal (L1 conductor)	Warning! The temperature of the L1 conductor on the AC terminal block is high.	If there is a Temperature Warning alert on the AC terminal, follow these steps: 1. Confirm the AC lugs are properly installed. 2. Confirm the torque of the screws holding the AC terminal block to the L1 conductor are set to 21Nm. 3. If the issue persists, open a SolarEdge support case.
100.	Temperature warning on AC terminal (L2 conductor)	Warning! The temperature of the L2 conductor on the AC terminal block is high	If there is a Temperature warning on the AC terminal (L2 conductor). Follow these steps: 1. Confirm the AC lugs are properly installed. 2. Confirm the torque of the screws holding the AC terminal block to the L2 conductor are set to 21Nm. 3. If the issue persists, open a SolarEdge support case.
101.	Temperature warning on AC terminal (L3 conductor)	Warning! The temperature of the L3 conductor on the AC terminal block is high.	If there is a temperature warning alert on the AC terminal (L3 conductor), follow these steps: 1. Confirm the AC lugs are properly installed. 2. Confirm the torque of the screws holding the AC terminal block to the L3 conductor are set to 21Nm. 3. If the issue persists, open a SolarEdge support case.
102.	Temperature warning on AC terminal block (L1 conductor)	Warning! The temperature of the L1 conductor on the AC terminal block is high.	If there is a temperature warning on the AC terminal block (L1 conductor), follow these steps: 1. Confirm the AC lugs are properly installed. 2. Confirm the torque of the screws holding the AC terminal block to the L1 conductor are set to 35Nm. 3. If the issue persists, open a SolarEdge support case.
103.	Temperature warning on AC terminal block (L2 conductor)	Warning! The temperature of the L2 conductor on the AC terminal block is high.	If there is a temperature warning on the AC terminal block (L2 conductor), follow these steps: 1. Confirm the AC lugs are properly installed. `2. Confirm the torque of the screws holding the AC terminal block to the L2 conductor are set to 35Nm 3. If the issue persists, open a SolarEdge support case.

#	Alert Name	Alert Description	Alert Troubleshooting Solutions
104.	Temperature warning on AC terminal block (L3 conductor)	Warning! The temperature of the L3 conductor on the AC terminal block is high.	If there is a temperature warning on the AC terminal block (L3 conductor), follow these steps: 1. Confirm the AC lugs are properly installed. 2. Confirm the torque of the screws holding the AC terminal block to the L1 conductor are set to 35Nm. 3. If the issue persists, open a SolarEdge support case.
105.	Temperature warning on DC terminal	Warning! The temperature of one of the DC- terminal block units is high.	If there is a Temperature Warning Alert on the DC Terminal, follow these steps: 1. Confirm the DC wires are properly inserted into the terminal block and there are no loose DC wire strands. 2. If the DC wires are secured to the terminal block using screws, confirm the torque for the DC+ terminal block screws are set according to the installation manual. 3. If the PV modules are connected to the inverter using aluminum wires, confirm they are not oxidized. For the aluminum deoxidization treatment, refer to the installation manual. 4. If the issue persists, open a SolarEdge support case.
106.	Temperature warning on DC- terminal	Warning! The temperature of one of the DC- terminal block units is high.	If there is a temperature warning on the DC- terminal, follow these steps: 1. Confirm the DC wires are properly inserted into the terminal block and there are no loose DC wire strands. 2. If the DC wires are secured to the terminal block using screws, confirm the torque for the DC- terminal block screws are set according to the installation manual. 3. If the PV modules are connected to the inverter using aluminum wires, confirm they are not oxidized. For the aluminum deoxidization treatment, refer to the installation manual. 4. If the issue persists, open a SolarEdge support case.

#	Alert Name	Alert Description	Alert Troubleshooting Solutions
107.	Temperature warning on DC- terminal	Warning! The temperature of the DC- (DC Minus) terminal block is high	If there is a temperature warning on the DC- terminal, follow these steps 1. Confirm the DC wires are properly inserted into the terminal block and there are no loose DC wire strands. 2. If the DC wires are secured to the terminal block using screws, confirm the torque for the DC- terminal block screws are set according to the installation manual. 3. If the PV modules are connected to the inverter using aluminum wires, confirm they are not oxidized. For the aluminum deoxidization treatment refer to the installation manual. 4. If the issue persists, open a SolarEdge support case.
108.	Temperature warning on DC+ terminal	Warning! The temperature of one of the DC+ terminal block units is high	If there is a temperature warning on the DC+ Terminal, follow these steps: 1. Confirm the DC wires are properly inserted into the terminal block and there are no loose DC wire strands. 2. If the DC wires are secured to the terminal block using screws, confirm the torque for the DC+ terminal block screws are set according to the installation manual. 3. If the PV modules are connected to the inverter using aluminum wires, confirm they are not oxidized. For the aluminum deoxidization treatment, refer to the installation manual. 4. If the issue persists, open a SolarEdge support case.

#	Alert Name	Alert Description	Alert Troubleshooting Solutions
109.	Temperature warning on DC+ terminal	Warning! The temperature of the DC+ terminal block is high.	If there is a temperature warning alert on the DC+ terminal, follow these steps: 1. Confirm the DC wires are properly inserted into the terminal block, and there are no loose DC wire strands. 2. If the DC wires are secured to the terminal block using screws, confirm the torque for the DC+ terminal block screws are set according to the installation manual. 3. If the PV modules are connected to the inverter using aluminum wires, confirm they are not oxidized. For the aluminum deoxidization treatment refer to the installation manual. 4. If the issue persists, open a SolarEdge support case.