

1. PURPOSE

From reviewing the inverter’s data it appears there is an issue with the solar panels and wiring. This SOP will determine if the PV string is functioning normally or if there are issues with the PV string.

2. SCOPE

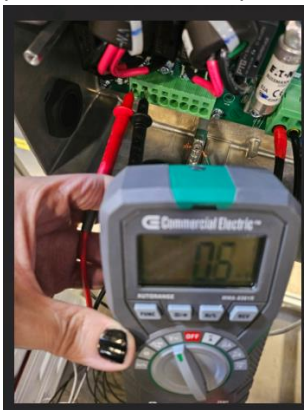
For installers to go through the below list of troubleshooting steps to identify if the PV string is functioning normally.

3. RESPONSIBILITY

To be performed by a professional installer.

4. PROCEDURE

1. Remove all PV strings.
2. Please use a multimeter set to DC voltage range to measure the PV string voltage. Below is a photo with the setup.



3. To measure PV 1, you place the positive in PV 1+ and the negative in PV 1-. Please capture a photo showing the measurement.
4. Please perform this same step if there are additional strings; PV 2, PV 3, etc. Please capture a photo showing the measurement for each additional string.
5. This step is to verify which PV string may be having issues. Please add the PV strings back into the inverter one at a time.
 - a. Plug in PV1 first, wait for the inverter to connect to the grid, if PV1 connects to the grid, this confirms PV1 is working. Please capture photos of the LED indicators.
 - b. Remove string PV1.
 - c. Then plug in PV2, wait for the inverter to connect to the grid, if PV2 connects to the grid, this confirms and verify if PV2 is working. Please capture photos of the LED indicators.
 - d. Remove PV2.
 - e. Continue for all subsequent strings.
 - f. If in the process a PV string does not work. Then swap the PV string that isn’t working into the known working PV port. For example, string PV1 and port PV1 were confirmed to work. PV2 isn’t working. Place string PV2 into port PV1. Verify if the PV string works in

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the known working PV port by waiting for the inverter to connect to the grid, if string PV2 connects to the grid in port PV1, this confirms string PV2 is working and there is an issue with port PV2. Please capture photos of the LED indicators.

- g. If we confirm individually each PV string works, i.e. PV1 string works, PV2 string works, PV3 string works, however, when all PV strings are inserted at the same time and there is an issue, this indicates there is an inverter issue. Please capture LED indicators along with the PV strings that are inserted.
6. Please provide the requested videos and photos to Customer Support:
- a. Photos of PV string voltage.
 - b. Photos of LED indicators of each individual PV string in the PV port.
 - c. Photos of LED indicators with all PV strings inserted in the inverter.

7. ATTACHMENTS.

Revision History

Rev	Release Date	Description	Originator
A	04/09/2024	SOP Solar Panel Verification	Anik Rubalcava
B	05/02/2024	SOP Solar Panel Verification	Anik Rubalcava

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