Alarm list

Version: 03
Release date: 2024-03-29

ALARM LIST

CODE	FAULT	ID	ID NAME	POSSIBLE CAUSE	SUGGESTION
1001	The software version does not match	ID1	The inverter software version does not match	The equipment's internal software version does not match	If the software version does not match or upgrade fails, please upgrade again. If upgrade fails several times, please go to the Support > troubleshooting page or contact your local service.
		ID2	The inverter software & hardware version does not match		
		ID3	The protocol versions among equipment do not match		
1002	Low insulation resistance	ID1	Low insulation resistance	The PV string is short circuited to the PE, or the PV string is installed in a chronically humid environment.	1. Check whether the DC cable is short-circuited or damaged. Replace or repair the cable when necessary. 2. Check whether the positive and negative terminals of the DC cable are short circuited to the ground cable. Replace or repair the cable when necessary. 3. If the cable is normal and the fault occurs on a rainy day, check the cable again in good weather. 4. In the mySigen app, check whether the ISO resistance protection value is too high. You can set a lower ISO protection value if local regulations and laws are met. 5. If the fault persists after you exclude the above-mentioned causes, please go to the Support > troubleshooting page or contact your local service.
1003	Over-temperature	ID1	Inverter over-temperature	Too high ambient temperature, poor ventilation in the installation location Malfunction of the internal power module results in abnormal internal heating.	1. Check whether the installation location is properly ventilated or is exposed to direct sunlight and corrective measures are taken 2. If the fault persists after you exclude the above-mentioned causes, please go to the Support > troubleshooting page or contact your local service.
1004	Equipment fault	ID1	Malfunction of the power module	Internal circuit fault	1. Give a standby/shutdown command to turn off the DC & AC switches and wait for several minutes until the equipment is completely powered off. 2. Resume the operation of the DC & AC switches and give a startup command. 3. If the fault persists, please go to the Support > troubleshooting page or contact your local service.
		ID2	Control module fault		
		ID3	Auxiliary power supply module fault		
		ID4	Built-in PID module fault		
		ID5	Monitoring module fault		
		ID6	Heating film fault		
		ID7	External fan fault		
1005	System grounding fault	ID1	System grounding fault	PE cable not grounded	1. Check whether the PE cable is properly connected. 2. If the fault persists after you exclude the above-mentioned causes, please go to the Support > troubleshooting page or contact your local service.

ALARM LIST

CODE	FAULT	ID	ID NAME	POSSIBLE CAUSE	SUGGESTION
1006	PV string over-voltage	ID1	String 1 input overvoltage	Too many strings in series. The open-circuit voltage is greater than the max. input voltage.	1. Check whether the voltage of the PV in the faulty string exceeds the system voltage and reduce the number of PVs in the string as appropriate. 2. If the fault persists after you exclude the above-mentioned causes, please go to the Support > troubleshooting page or contact your local service.
		ID2	String 2 input overvoltage		
		ID3	String 3 input overvoltage		
		ID4	String 4 input overvoltage		
		ID5	String 5 input overvoltage		
		ID6	String 6 input overvoltage		
		ID7	String 7 input overvoltage		
		ID8	String 8 input overvoltage		
		ID9	String 9 input overvoltage		
		ID10	String 10 input overvoltage		
		ID11	String 11 input overvoltage		
		ID12	String 12 input overvoltage		
		ID13	String 13 input overvoltage		
		ID14	String 14 input overvoltage		
		ID15	String 15 input overvoltage		
		ID16	String 16 input overvoltage		
1007	PV string reversely connected	ID1	String 1 reversely connected	Positive and negative terminals reversely connected	1. Check whether the positive and negative terminals of the faulty string are reversely connected. If this happens, wait until the current of the PV string reduces to below 0.5 A, and then turn off the DC switch and adjust the polarity of the string. 2. If the fault persists after you exclude the above-mentioned causes, please go to the Support > troubleshooting page or contact your local service.
		ID2	String 2 reversely connected		
		ID3	String 3 reversely connected		
		ID4	String 4 reversely connected		
		ID5	String 5 reversely connected		
		ID6	String 6 reversely connected		
		ID7	String 7 reversely connected		
		ID8	String 8 reversely connected		
		ID9	String 9 reversely connected		
		ID10	String 10 reversely connected		
		ID11	String 11 reversely connected		
		ID12	String 12 reversely connected		
		ID13	String 13 reversely connected		
		ID14	String 14 reversely connected		
		ID15	String 15 reversely connected		
		ID16	String 16 reversely connected		

ALARM LIST

CODE	FAULT	ID	ID NAME	POSSIBLE CAUSE	SUGGESTION
1008	PV string sinking current	ID1	String 1 sinking current	Inconsistent configuration of strings	1. Check whether the number of panels configured in the faulty string is less than that in other strings. If this happens, wait until the current of the PV string reduces to below 0.5 A, and then turn off the DC switch and adjust the panel configuration of the string. 2. Check whether the panels of the string are occluded. Eliminate the occlusion or clean panels when necessary. 3. Check whether panels are correctly oriented. Adjust the orientation of panels when necessary. 4. If the fault persists after you exclude the above-mentioned causes, please go to the Support > troubleshooting page or contact your local service.
		ID2	String 2 sinking current		
		ID3	String 3 sinking current		
		ID4	String 4 sinking current		
		ID5	String 5 sinking current		
		ID6	String 6 sinking current		
		ID7	String 7 sinking current		
		ID8	String 8 sinking current		
		ID9	String 9 sinking current		
		ID10	String 10 sinking current		
		ID11	String 11 sinking current		
		ID12	String 12 sinking current		
		ID13	String 13 sinking current		
		ID14	String 14 sinking current		
		ID15	String 15 sinking current		
		ID16	String 16 sinking current		
1009	AFCI fault	ID1	AFCI fault of string 1	DC cable damaged Poor contact of string connector	1. Turn off the DC switch of the PV, check the faulty string for DC cable damage, poor contact of connector, and burn. If any, replace the damaged cable, tighten the loose connector, or replace the part with burn mark. 2. Turn on the DC switch of the PV again and clear the AFCI fault in the app. Then, put the equipment back into operation. 3. If the fault persists after you exclude the above-mentioned causes, please go to the Support > troubleshooting page or contact your local service.
		ID2	AFCI fault of string 2		
		ID3	AFCI fault of string 3		
		ID4	AFCI fault of string 4		
		ID5	AFCI fault of string 5		
		ID6	AFCI fault of string 6		
		ID7	AFCI fault of string 7		
		ID8	AFCI fault of string 8		
		ID9	AFCI fault of string 9		
		ID10	AFCI fault of string 10		
		ID11	AFCI fault of string 11		
		ID12	AFCI fault of string 12		
		ID13	AFCI fault of string 13		
		ID14	AFCI fault of string 14		
		ID15	AFCI fault of string 15		
		ID16	AFCI fault of string 16		
1010	Grid power outage	ID1	Grid power outage	Grid power outage or AC switch turned off	Generally, the inverter will be again connected to the grid after the grid resumes normal operation. If the fault reoccurs: 1. Check whether the grid undergoes power outage. If this happens, wait patiently until the grid restores the power supply. 2. Check whether the AC switch is turned off. If this happens, turn on the AC switch. 3. Please check whether the off-grid feature is enabled for off-grid products. 4. If the fault persists after you exclude the above-mentioned causes, please go to the Support > troubleshooting page or contact your local service.

ALARM LIST

CODE	FAULT	ID	ID NAME	POSSIBLE CAUSE	SUGGESTION
1011	Grid overvoltage	ID1	Grid overvoltage Level I	The grid voltage is greater than the overvoltage threshold Level I	Generally, the inverter will be again connected to the grid after the grid resumes normal operation. If the fault reoccurs: 1. Measure the actual grid voltage. If the grid voltage is greater than the set point, please consult your local grid operator for solutions. 2. In the app, check the settings of protection parameters. Change the overvoltage threshold with the consent of your local grid operator. 3. If the fault persists after you exclude the above-mentioned causes, please go to the Support > troubleshooting page or contact your local service.
		ID2	Grid overvoltage Level II	The grid voltage is greater than the overvoltage threshold Level II	
		ID3	Grid overvoltage Level III	The grid voltage is greater than the overvoltage threshold Level III	
1012	Grid undervoltage	ID1	Grid undervoltage Level I	The grid voltage is less than the undervoltage threshold I	Generally, the inverter will be again connected to the grid after the grid resumes normal operation. If the fault reoccurs: 1. Measure the actual grid voltage. If the grid voltage is less than the set point, please consult your local grid operator for solutions. 2. Check whether the settings of protection parameters are compliant in the app. 3. If the fault persists after you exclude the above-mentioned causes, please go to the Support > troubleshooting page or contact your local service.
		ID2	Grid undervoltage Level II	The grid voltage is less than the undervoltage threshold Level II	
		ID3	Grid undervoltage Level III	The grid voltage is less than the undervoltage threshold Level III	
1013	Grid overfrequency	ID1	Grid overfrequency Level I	The grid frequency is greater than the overfrequency threshold Level I	Generally, the inverter will be again connected to the grid after the grid resumes normal operation. If the fault reoccurs: 1. Measure the actual grid frequency. If the grid frequency is greater than the setting range, please consult your local grid operator for solutions. 2. Check whether the settings of protection parameters are compliant in the app. 3. If the fault persists after you exclude the above-mentioned causes, please go to the Support > troubleshooting page or contact your local service.
		ID2	Grid overfrequency Level II	The grid frequency is greater than the overfrequency threshold Level II	
		ID3	Grid overfrequency Level III	The grid frequency is greater than the overfrequency threshold Level III	
1014	Grid underfrequency	ID1	Grid underfrequency Level I	The grid frequency is less than the underfrequency threshold Level I	Generally, the inverter will be again connected to the grid after the grid resumes normal operation. If the fault reoccurs: 1. Measure the actual grid frequency. If the grid frequency is greater than the setting range, please consult your local grid operator for solutions. 2. Check whether the settings of protection parameters are compliant in the app. 3. If the fault persists after you exclude the above-mentioned causes, please go to the Support > troubleshooting page or contact your local service.
		ID2	Grid underfrequency Level II	The grid frequency is less than the underfrequency threshold Level II	
		ID3	Grid underfrequency Level III	The grid frequency is less than the underfrequency threshold Level III	
1015	Grid voltage imbalance	ID1	Grid voltage imbalance	Three-phase grid phase angle imbalance Three-phase grid amplitude imbalance	Generally, the inverter will be again connected to the grid after the grid resumes normal operation. If the fault reoccurs: 1. Measure the actual grid voltage. If the phase voltage amplitude of individual phases in the grid or phase difference is large, please consult your local grid operator for solutions. 2. If the fault persists after you exclude the above-mentioned causes, please go to the Support > troubleshooting page or contact your local service.

ALARM LIST

CODE	FAULT	ID	ID NAME	POSSIBLE CAUSE	SUGGESTION
1016	DC component of output current out of limit	ID1	DC component of output current out of limit	The DC component in the AC output current is greater than the set point	1. This may be occasionally caused by transient environmental changes. The equipment will resume normal operation without manual intervention after the environment is stabilized. 2. If this happens frequently or cannot be resumed for an extended period of time, please go to the Support > troubleshooting page or contact your local service.
1017	Leak current out of limit	ID1	Leak current out of limit	The leak current exceeds the protection threshold	This may be occasionally caused by transient environmental changes. The equipment will resume normal operation without manual intervention after the environment is stabilized. If this happens frequently or cannot be resumed for an extended period of time, please go to the Support > troubleshooting page or contact your local service.
1018	Communication fault	ID1	4G communication fault	Insufficient 4G traffic or SIM card not inserted Poor contact of internal communication Dongle	Please check the availability of your 4G traffic. Top up when necessary. If the 4G traffic is sufficient, re-insert the 4G Dongle and wait until 4G communication is resumed. If the fault persists, please go to the Support > troubleshooting page or contact your local service.
		ID2	CAN communication fault	Poor contact of floating connectors CAN module communication fault	1. Restart the equipment and wait for resuming normal operation. 2. If the fault persists, please go to the Support > troubleshooting page or contact your local service.
		ID3	Meter communication fault	Poor contact between meter connector and equipment	1. Check whether the communication port of the meter is reliably connected. 2. If the fault persists, please go to the Support > troubleshooting page or contact your local service.
		ID4	Gateway communication fault	Poor contact between Gateway and all-in-one machine	1. Check whether the Gateway communication port is reliably connected. 2. The air switch in the Gateway is not turned on. 3. If the fault persists, please go to the Support > troubleshooting page or contact your local service.
1019	Internal protection	ID1	MPPT1 overcurrent protection	MPPT overcurrent protection triggered	This may be occasionally caused by transient environmental changes. The equipment will resume normal operation without manual intervention after the environment is stabilized. If this happens frequently or cannot be resumed for an extended period of time, please go to the Support > troubleshooting page or contact your local service.
		ID2	MPPT2 overcurrent protection		
		ID3	MPPT3 overcurrent protection		
		ID4	MPPT4 overcurrent protection		
		ID5	MPPT5 overcurrent protection		
		ID6	MPPT6 overcurrent protection		
		ID7	MPPT7 overcurrent protection		
		ID8	MPPT8 overcurrent protection		
		ID9	MPPT9 overcurrent protection		
		ID10	MPPT10 overcurrent protection		
		ID11	MPPT11 overcurrent protection		
		ID12	MPPT12 overcurrent protection		
		ID13	MPPT13 overcurrent protection		
		ID14	MPPT14 overcurrent protection		
		ID15	MPPT15 overcurrent protection		
		ID16	MPPT16 overcurrent protection		
		ID17	Inverter output overcurrent protection	Inverter overcurrent protection triggered	
		ID18	BUS overvoltage protection	Internal BUS overvoltage protection triggered	
		ID19	Internal BUS voltage imbalance protection	Internal BUS voltage imbalance protection triggered	
		ID20	Internal control protection	Internal control protection triggered	

ALARM LIST

CODE	FAULT	ID	ID NAME	POSSIBLE CAUSE	SUGGESTION
1020	Abnormal AFCI self-checking circuit	ID1	AFCI self-checking circuit 1 fault	DC arc detection circuit self-checking failed	1. Perform settings in your app. Clear the abnormal AFCI self-checking circuit alarm, restart the equipment, and wait until the equipment resumes normal operation. 2. If the fault persists, please go to the Support > troubleshooting page or contact your local service.
		ID2	AFCI self-checking circuit 2 fault		
		ID3	AFCI self-checking circuit 3 fault		
		ID4	AFCI self-checking circuit 4 fault		
		ID5	AFCI self-checking circuit 5 fault		
		ID6	AFCI self-checking circuit 6 fault		
		ID7	AFCI self-checking circuit 7 fault		
		ID8	AFCI self-checking circuit 8 fault		
		ID9	AFCI self-checking circuit 9 fault		
		ID10	AFCI self-checking circuit 10 fault		
		ID11	AFCI self-checking circuit 11 fault		
		ID12	AFCI self-checking circuit 12 fault		
		ID13	AFCI self-checking circuit 13 fault		
		ID14	AFCI self-checking circuit 14 fault		
		ID15	AFCI self-checking circuit 15 fault		
		ID16	AFCI self-checking circuit 16 fault		
1021	Off-grid protection	ID1	Off-grid overload protection	Load power greater than off-grid rated output power	1. Excessive load power, reduce load power.
		ID2	Off-grid short circuit protection	Power equipment short circuit	1. Check if there is a short circuit in the AC output and load. 2. If the fault persists, please go to the Support > troubleshooting page or contact your local service.
		ID3	Off-grid output overvoltage protection	Off grid output voltage greater than threshold	This may be occasionally caused by transient environmental changes. The equipment will resume normal operation without manual intervention after the environment is stabilized. If this happens frequently or cannot be resumed for an extended period of time, please go to the Support > troubleshooting page or contact your local service.
1022	Manual operation protection	ID1	EPO protection	The customer presses the rapid shutdown button in emergency.	1. After confirming that there are no safety hazards at the scene, release the rapid shutdown button. 2. If the fault persists, please go to the Support > troubleshooting page or contact your local service.
1023	Abnormal wiring	ID1	Abnormal AC wiring	Abnormal AC wiring	1. The AC wiring is abnormal at the AC port. 2. The air switch in the Gateway is not turned on. 3. If the fault persists after you exclude the above-mentioned causes, please go to the Support > troubleshooting page or contact your local service.
1024	Abnormal phase sequence	ID1	Abnormal phase sequence of three-phase grid	Abnormal phase sequence of three-phase grid	1. Adjust the three-phase wiring sequence on the AC output side. 2. If the fault persists, please go to the Support > troubleshooting page or contact your local service.
1025	Short circuit to PE	ID1	Three-phase grid is short circuited to the PE	Three-phase grid is short circuited to the PE	1. Check if L on the grid side is short circuited to PE. 2. If the fault persists, please go to the Support > troubleshooting page or contact your local service.
1026	Soft start failure	ID1	Soft start failure	Soft start failure	This may be occasionally caused by transient environmental changes. The equipment will resume normal operation without manual intervention after the environment is stabilized. If this happens frequently or cannot be resumed for an extended period of time, please go to the Support > troubleshooting page or contact your local service.
2001	The software version does not match	ID1	The software version does not match	The equipment's internal software version does not match	If the software version does not match or upgrade fails, please upgrade again. If upgrade fails several times, please go to the Support > troubleshooting page or contact your local service.
		ID2	The software & hardware versions do not match		
		ID3	The protocol version does not match		

ALARM LIST

CODE	FAULT	ID	ID NAME	POSSIBLE CAUSE	SUGGESTION
2002	The energy storage module has low insulation resistance to the ground	ID1	The energy storage module has low insulation resistance to the ground	The energy storage module is short circuited to the housing	1. Give a standby/shutdown command from the app to turn off the DC & AC switches and wait for several minutes until the equipment is completely powered off. 2. Resume the operation of the DC & AC switches and give a startup command. 3. If the fault persists, please go to the Support > troubleshooting page or contact your local service.
2003	Over-temperature	ID1	Energy storage power module over-temperature	Too high ambient temperature, poor ventilation in the installation location Malfunction of the internal power module results in abnormal internal heating.	1. Check whether the installation location is properly ventilated or is exposed to direct sunlight and corrective measures are taken 2. If the fault persists after you exclude the above-mentioned causes, please go to the Support > troubleshooting page or contact your local service.
		ID2	Energy storage battery module over-temperature		
2004	Equipment fault	ID1	Abnormal energy storage control circuit	Internal circuit fault	1. Give a standby/shutdown command from the app to turn off the DC & AC switches and wait for several minutes until the equipment is completely powered off. 2. Resume the operation of the DC & AC switches and give a startup command. 3. If the fault persists, please go to the Support > troubleshooting page or contact your local service.
		ID2	Energy storage power fault		
		ID3	Auxiliary power supply module fault		
		ID4	Communication fault between master and slave		
		ID5	Switch button stuck		
2005	Under-temperature	ID1	Energy storage battery module under-temperature	Too low ambient temperature	1. Wait until the ambient temperature rises to the operating temperature range of the equipment. The fault will be eliminated and the equipment automatically resumes normal operation. 2. If the fault persists even after the ambient temperature rises to the operating temperature range, please go to the Support > troubleshooting page or contact your local service.
2006	Battery module over-voltage	ID1	Battery module over-voltage	Too high voltage of the battery module or cells therein. The battery is over-charged.	please go to the Support > troubleshooting page or contact your local service.
2007	Battery module undervoltage	ID1	Battery module undervoltage	Too low voltage of the battery module or cells therein. The undervoltage fault may be caused by prolonged energy storage.	please go to the Support > troubleshooting page or contact your local service.
2008	Internal protection	ID1	Power module input overvoltage protection	Internal overvoltage protection triggered	1. This may be occasionally caused by transient environmental changes. The equipment will resume normal operation after the environment is stabilized. 2. If this fault occurs frequently or persists, please go to the Support > troubleshooting page or contact your local service.
		ID2	Power module output overvoltage protection	Internal overvoltage protection triggered	
		ID3	Power module overcurrent protection	Internal overcurrent protection triggered	
		ID4	Internal in-series module voltage imbalance	Internal voltage imbalance protection triggered	
		ID5	Internal in-parallel module current imbalance	Internal current imbalance protection triggered	
3001	The software version does not match	ID1	The software & hardware versions do not match	Part versions do not match in the all-in-one system.	Please upgrade the versions. If the fault persists, please go to the Support > troubleshooting page or contact your local service.
		ID2	The protocol versions among equipment do not match		
3002	Over-temperature	ID1	Over-temperature	Too high ambient temperature, poor ventilation in the installation location Internal component malfunction	1. Check whether the installation location is properly ventilated and corrective measures are taken. 2. Check whether the equipment is exposed to direct sunlight and corrective measures are taken. 3. If the fault persists after you exclude the above-mentioned causes, please go to the Support > troubleshooting page or contact your local service.

ALARM LIST

CODE	FAULT	ID	ID NAME	POSSIBLE CAUSE	SUGGESTION
3003	Equipment fault	ID1	Auxiliary power supply module fault	Internal circuit fault	1. Give a standby/shutdown command from the app to turn off the grid switch and wait for several minutes until the equipment is completely powered off. 2. Resume the operation of the grid switch and give a startup command. 3. If the fault persists, please go to the Support > troubleshooting page or contact your local service.
		ID2	Internal communication fault		
		ID3	Control circuit fault		
3004	Too high off-grid output leak current	ID1	Too high off-grid output leak current	Too high leak current for loads in off-grid mode	1.Check loads for insulation damage. 2. If the fault persists after you exclude the above-mentioned causes, please go to the Support > troubleshooting page or contact your local service.
3005	N line grounding fault	ID1	N line grounding fault	Too high voltage of N line to PE in off-grid mode	1. Give a standby/shutdown command from the app to turn off the grid switch and wait for several minutes until the equipment is completely powered off. 2. Resume the operation of the grid switch and give a startup command. 3. If the fault persists, please go to the Support > troubleshooting page or contact your local service.
3006	Abnormal phase sequence of grid wiring	ID1	Negative phase sequence of grid wiring	Negative phase sequence of grid wiring	1. Swap the sequence of any two phases in L1, L2 and L3 at the incoming line terminal of the grid. 2. If the fault persists, please go to the Support > troubleshooting page or contact your local service.
3007	Abnormal phase sequence of inverter wiring	ID1	Negative phase sequence of inverter wiring	Negative phase sequence of inverter wiring	1. Swap the sequence of any two phases in L1, L2 and L3 at the output terminal of the inverter. 2. If the fault persists, please go to the Support > troubleshooting page or contact your local service.
3008	Grid phase loss	ID1	Grid phase loss	Three-phase grid voltage is not fully connected to the equipment, and the grid voltage is missing one or two phases	1.Check the terminal wiring on the grid side to ensure that all three-phase are all connected to the equipment. 2. If the fault persists, please go to the Support > troubleshooting page or contact your local service.
4001	Communication fault	ID1	Gateway communication fault	Poor contact between Gateway and all-in-one machine	1. Check whether the Gateway communication port is reliably connected. 2. The air switch in the Gateway is not turned on. 3. If the fault persists, please go to the Support > troubleshooting page or contact your local service.
		ID2	Meter communication fault	Poor contact between meter connector and equipment	1. Check whether the communication port of the meter is reliably connected. 2. If the fault persists, please go to the Support > troubleshooting page or contact your local service.
		ID3	AC power sensor communication fault	AC side not connected to Gateway or meter	Please confirm if equipment is connected to the Gateway or meter.
4003	Diesel generator startup failure	ID1	Diesel generator startup failure	Diesel generator startup failure	
4004	CLS fault	ID1	CLS fault	CLS fault	Clearing the fault on the App.

ALARM LIST

CODE	FAULT	ID	ID NAME	POSSIBLE CAUSE	SUGGESTION
5001	Equipment protection	ID1	Grid overvoltage	Grid input overvoltage	If the grid voltage is restored to ±20% of the rated voltage, the charger will be connected to the grid again. If this fault occurs again: 1. Measure the actual grid voltage. If the grid voltage is 20% greater than the rated voltage, consult with your local grid operator for solutions. 2. If the fault persists after you exclude the above-mentioned causes, please go to the Support > troubleshooting page or contact your local service.
		ID2	Grid undervoltage	Grid input undervoltage	If the grid voltage is restored to ±20% of the rated voltage, the charger will be connected to the grid again. If this fault occurs again: 1. Measure the actual grid voltage. If the grid voltage is 20% greater than the rated voltage, consult with your local grid operator for solutions. 2. If the fault persists after you exclude the above-mentioned causes, please go to the Support > troubleshooting page or contact your local service.
		ID3	Overload	The output current is 10% greater than the rated current.	1. Stop charging and remove the charging gun. Try again when the charger resumes normal operation. 2. If the fault persists, please go to the Support > troubleshooting page or contact your local service.
		ID4	Short circuit	The output current is 20% greater than the rated current.	1. Stop charging and remove the charging gun. Try again when the charger resumes normal operation. 2. If the fault persists, please go to the Support > troubleshooting page or contact your local service.
		ID5	Charging output overcurrent	The actual output current is 25% greater than the charger control output current.	1. Stop charging and remove the charging gun. Try again when the charger resumes normal operation. 2. If the fault persists, please go to the Support > troubleshooting page or contact your local service.
		ID6	Leak current out of limit	1. The charging cable is damaged. 2. The vehicle grounding cable or power cable is faulty. 3. The charging gun is moistened.	1. Check whether the charging cable is damaged. 2. Use another vehicle and charge it again. 3. Check whether the charging gun is moistened. 4. If the fault persists after you exclude the above-mentioned causes, please go to the Support > troubleshooting page or contact your local service.
		ID7	Grounding fault	Poor grounding connection of input	1. Check whether the grounding cable is properly connected. 2. If the fault persists after you exclude the above-mentioned causes, please go to the Support > troubleshooting page or contact your local service.
		ID8	Abnormal phase sequence of grid wiring	Phases L and N reversed for three-phase grid	1. Check whether phases L and N are reversed for the three-phase grid. 2. If the fault persists after you exclude the above-mentioned causes, please go to the Support > troubleshooting page or contact your local service.
5002	Equipment fault	ID1	Leak current detection circuit fault	Leak current detection circuit fault	1. Restart the charger and check whether the fault is eliminated. 2. If the fault persists, please go to the Support > troubleshooting page or contact your local service.
		ID2	Relay stuck	Relay stuck	1. Restart the charger and check whether the fault is eliminated. 2. If the fault persists, please go to the Support > troubleshooting page or contact your local service.
		ID3	Pilot circuit fault	1. The pilot circuit is faulty. 2. The charging gun is unexpectedly removed during charging.	1. Check whether the charging gun is removed during charging. 2. Restart the charger and check whether the fault is eliminated. 3. Use another vehicle and charge it again. 4. If the fault persists, please go to the Support > troubleshooting page or contact your local service.
		ID4	Auxiliary power supply module fault	Internal circuit fault	1. Restart the charger and check whether the fault is eliminated. 2. If the fault persists, please go to the Support > troubleshooting page or contact your local service.
		ID5	Electric lock fault	1. The charging connector is not properly connected. 2. The electric lock for the charging connector is faulty.	1. Check whether the charging connector is securely inserted to the charging port on the vehicle. 2. Lock and unlock the electric lock twice in your app and check whether the alarm is cleared. 3. If the fault persists, please go to the Support > troubleshooting page or contact your local service.
		ID6	Lamp panel communication fault	Lamp panel not connected or damaged	1. Restart the charger and check whether the fault is eliminated. 2. If the fault persists, please go to the Support > troubleshooting page or contact your local service.

ALARM LIST

CODE	FAULT	ID	ID NAME	POSSIBLE CAUSE	SUGGESTION
5003	Over-temperature	ID1	Too high internal temperature	1. The ambient temperature is greater than 55°C. 2. Check the existence of heat sources nearby. 3. Loose connection. 4. The cable is not compliant with specification requirements.	1. Check whether the charger is exposed to strong light. 2. Check the existence of heat sources nearby. 3. Check whether the ambient temperature is below 55□. 4. Restart the equipment. 5. Check whether incoming cables are connected properly. 6. If the fault persists after you exclude the above-mentioned causes, please go to the Support > troubleshooting page or contact your local service.
5004	Charging cable fault	ID1	Charging cable fault	For a charger with a socket, the charging cable has abnormal current-carrying capacity.	1. Remove the charging cable. Measure the resistance between PP and PE with a multimeter and check whether the resistance is 100, 220, 680, or 1500 ohm (±3%). If so, please go to the Support > troubleshooting page or contact your local service. If not so, please replace the charging cable.
5005	Meter communication fault	ID1	Meter communication fault	The meter loses communication with the charger for more than 1 minute.	1. Check whether the RS-485 cable is connected between the charger and meter or disable the load balance feature. 2. If the fault persists after you exclude the above-mentioned causes, please go to the Support > troubleshooting page or contact your local service.
5101	The software version does not match	ID1	The inverter software version does not match	The equipment's internal software version does not match	If the software version does not match or upgrade fails, please upgrade again. If upgrade fails several times, please go to the Support > troubleshooting page or contact your local service.
		ID2	The inverter software & hardware version does not match		
		ID3	The protocol versions among equipment do not match		
5102	Low insulation resistance	ID1	Low insulation resistance	The resistance of the positive and negative busbars to ground is too small	1. Check whether the DC cable is short-circuited or damaged. Replace or repair the cable when necessary. 2. Check whether the positive and negative terminals of the DC cable are short circuited to the ground cable. Replace or repair the cable when necessary. 3. If the cable is normal and the fault occurs on a rainy day, check the cable again in good weather. 4. In the mySigen app, check whether the ISO resistance protection value is too high. You can set a lower ISO protection value if local regulations and laws are met. 5. If the fault persists after you exclude the above-mentioned causes, please go to the Support > troubleshooting page or contact your local service.
5103	Over-temperature	ID1	High internal temperature	1. Too high ambient temperature, poor ventilation in the installation location 2. Malfunction of the internal power module results in abnormal internal heating. 3. LLC power module over temperature, BUCK power module over temperature	1. Check whether the installation location is properly ventilated or is exposed to direct sunlight and corrective measures are taken. 2. Check if the fan is working properly. 3. If the fault persists after you exclude the above-mentioned. causes, please go to the Support > troubleshooting page or contact your local service.
		ID2	High charging gun temperature	High charging gun temperature	1. Check if the charging gun is properly inserted; 2. Check if the head of charging gun is aging; 3. Internal temperature sensor failure; 4. Confirm whether the charging current meets the set value; 5. If the fault persists after you exclude the above-mentioned causes, please go to the Support > troubleshooting page or contact your local service.

ALARM LIST

CODE	FAULT	ID	ID NAME	POSSIBLE CAUSE	SUGGESTION
5104	Equipment fault	ID1	External fan fault	External fan fault	1. Check if the fan plug is loose. 2. Check if there is a broken wire in the fan plug. 3. Check if there is any abnormal noise or deformation of the fan blades. 4. If the fault persists after you exclude the above-mentioned causes, please go to the Support > troubleshooting page or contact your local service.
		ID2	Auxiliary power supply module fault	3.3V□5V□12V fault	1. Auxiliary power supply circuit electronic component failure. 2. There is a short circuit in the auxiliary power supply load. 3. If the fault persists after you exclude the above-mentioned. causes, please go to the Support > troubleshooting page or contact your local service.
		ID3	Control module fault	LLC control circuit fault, BUCK control circuit fault	1.Circuit component failure. 2.There is a short circuit in the load. 3.If the fault persists after you exclude the above-mentioned causes, please go to the Support > troubleshooting page or contact your local service.
		ID4	Communication fault	GFD communication fault, DCDC communication fault, CME communication fault	1.Auxiliary power supply fault. 2.Communication circuit component failure. 3.CME module failure. 4.If the fault persists after you exclude the above-mentioned causes, please go to the Support > troubleshooting page or contact your local service.
		ID5	Insulation detection circuit fault	GFD self-test failed	1.Low insulation resistance. 2.GFD self-test circuit fault. 3.If the fault persists after you exclude the above-mentioned causes, please go to the Support > troubleshooting page or contact your local service.
5105	Charging fault	ID1	Pilot circuit fault	CP pin break, CP short circuit to ground	1.Loose charging gun. 2.CP circuit component failure. 3.If the fault persists after you exclude the above-mentioned causes, please go to the Support > troubleshooting page or contact your local service.
		ID2	Output overvoltage	Detect high output voltage	1. Out of control and output voltage is too high. 2. Detect circuit fault. 3. If the fault persists after you exclude the above-mentioned causes, please go to the Support > troubleshooting page or contact your local service.
		ID3	Output overcurrent	Detect high output current	1. Out of control and output current is too high. 2. Detect circuit fault. 3. If the fault persists after you exclude the above-mentioned causes, please go to the Support > troubleshooting page or contact your local service.
5106	equipment protection	ID1	Overvoltage protection	· LLC, BUCK overvoltage	This may be occasionally caused by transient environmental changes. The equipment will resume normal operation without manual intervention after the environment is stabilized. If this happens frequently or cannot be resumed for an extended period of time, please go to the Support > troubleshooting page or contact your local service.
		ID2	Undervoltage protection	· LLC, BUCK undervoltage	
		ID3	Overcurrent protection	· LLC, BUCK overcurrent	
		ID4	Voltage imbalance	· LLC, BUCK voltage imbalance	
		ID5	Current imbalance	· LLC, BUCK current imbalance	