USER MANUAL

HYBRID SOLAR INVERTER/CHARGER 5KVA

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ABOUT THIS MANUAL

Purpose

This manual describes the assembly, installation, operation and troubleshooting of this unit. Please read this manual carefully before installations and operations. Keep this manual for future reference.

Scope

This manual provides safety and installation guidelines as well as information on tools and wiring.

SAFETY INSTRUCTIONS



WARNING: This chapter contains important safety and operating instructions. Read and keep this manual for future reference.

- 1. Before using the unit, read all instructions and cautionary markings on the unit, the batteries and all appropriate sections of this manual.
- 2. **CAUTION** --To reduce risk of injury, charge only deep-cycle lead acid type rechargeable batteries. Other types of batteries may burst, causing personal injury and damage.
- 3. Do not disassemble the unit. Take it to a qualified service center when service or repair is required. Incorrect re-assembly may result in a risk of electric shock or fire.
- 4. To reduce risk of electric shock, disconnect all wirings before attempting any maintenance or cleaning. Turning off the unit will not reduce this risk.
 - 5. **CAUTION** Only qualified personnel can install this device with battery.
 - 6. **NEVER** charge a frozen battery.
- 7. For optimum operation of this inverter/charger, please follow required spec to select appropriate cable size. It's very important to correctly operate this inverter/charger.
- 8. Be very cautious when working with metal tools on or around batteries. A potential risk exists to drop a tool to spark or short circuit batteries or other electrical parts and could cause an explosion.
- 9. Please strictly follow installation procedure when you want to disconnect AC or DC terminals. Please refer to INSTALLATION section of this manual for the details.
 - 10. Fuse is provided as over-current protection for the battery supply.
- 11. GROUNDING INSTRUCTIONS -This inverter/charger should be connected to a permanent grounded wiring system. Be sure to comply with local requirements and regulation to install this inverter.
- 12. NEVER cause AC output and DC input short circuited. Do NOT connect to the mains when DC input short circuits.
- 13. **Warning!!** Only qualified service persons are able to service this device. If errors still persist after following troubleshooting table, please send this inverter/charger back to local dealer or service center for maintenance.

INTRODUCTION

This is a multi-function inverter/charger, combining functions of inverter, MPPT solar charger and battery charger to offer uninterruptible power support with portable size. Its comprehensive LCD display offers user-configurable and easy-accessible button operation such as battery charging current, AC/solar charger priority, and acceptable input voltage based on different applications.

Features

- Pure sine wave inverter
- •Inverter running without battery
- •Built-in MPPT solar controller
- •Configurable input voltage range for home appliances and personal computers via LCD setting
- •Configurable battery charging current based on applications via LCD setting
- Configurable AC/Solar Charger priority via LCD setting
- •Compatible to mains voltage or generator power
- •Auto restart while AC is recovering
- •Overload/ Over temperature/ short circuit protection
- •Smart battery charger design for optimized battery performance
- Cold start function

Basic System Architecture

The following illustration shows basic application for this inverter/charger. It also includes following devices to have a complete running system:

- •Generator or Utility.
- •PV modules (option)

Consult with your system integrator for other possible system architectures depending on your requirements.

This inverter can power all kinds of appliances in home or office environment, including motor-type appliances such as tube light, fan, refrigerator and air conditioner.

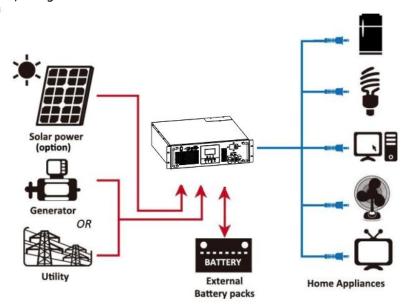
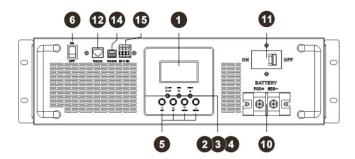
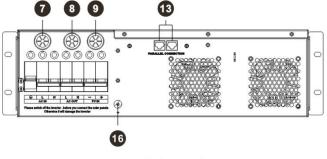


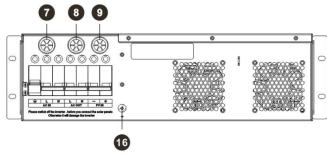
Figure 1 Hybrid Power System

Product Overview





Parallel modle



single modle

- 1.LCD display
- 2.Status indicator
- 3. Charging indicator
- 4. Fault indicator
- 5. Function buttons
- 6.Power on/off switch
- 7.AC input
- 8.AC output
- 9.PV input
- 10.Battery input
- 11.Battery breaker
- 12.RS232 communication port
- 13.Parallel communication port (only for parallel model)
- 14.RS485 communication port
- 15.Dry contact (Optional)
- 16.Grounding

NOTE: For parallel model installation and operation, please check the parallel installation guide for the details.

INSTALLATION

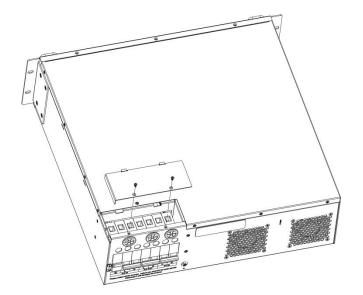
Unpacking and Inspection

Before installation, please inspect the unit. Be sure that nothing inside the package is damaged. You should have received the following items inside of package:

- •The unit x 1
- •User manual x 1
- •Communication cable x 1
- •Hanging ear x 2
- •M4 screw x 8

Preparation

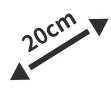
Before connecting all wirings, please take off bottom cover by removing two screws as shown below.

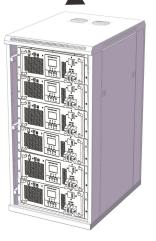


Install the Unit

Consider the following points before selecting where to install:

- •The ambient temperature should be between 0°C and 55°C to ensure optimal operation.
- •The front and rear doors of the inverter cabinet shall be provided with ventilation holes, and the spacing between the front and rear panels of the inverter and the front and rear doors of the cabinet is about 20cm.
- •Be sure to keep other objects and surfaces as shown in the right diagram to guarantee sufficient heat dissipation and to have enough space for removing wires.

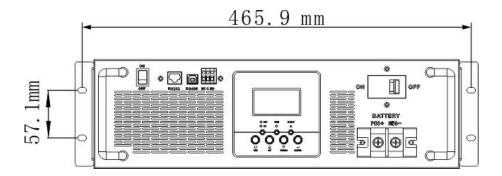






Only for installation in cabinet.

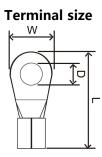
Install the unit by screwing four screws. It's recommended to use M6 screws.



Battery Connection

CAUTION: For safety operation and regulation compliance, it's requested to install a separate DC over-current protector or disconnect device between battery and inverter. It may not be requested to have a disconnect device in some applications, however, it's still requested to have over-current protection installed. Please refer to typical amperage in below table as required fuse or breaker size.

WARNING! All wiring must be performed by a qualified personnel. **WARNING!** It's very important for system safety and efficient operation to use appropriate cable for battery connection. To reduce risk of injury, please use the proper recommended cable and terminals as below.

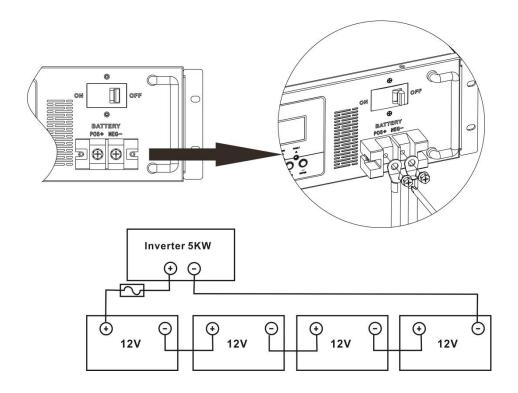


Recommended battery cable , terminal size:

Model	Maximum	Battery	Wire Size	Cable	Terminal size To		Torque	
Model	Amperage	capacity	Wile Size	mm ²	L(mm)	W(mm)	D(mm)	value
5KVA	137A	200AH	2AWG	38	37.4	17	8.5	2~ 3 Nm

Please follow below steps to implement battery connection:

- 1. Make battery positive and negative cables based on recommended cable and terminal specifications
- 2. Connect all battery packs as units requires. It's suggested to use recommended battery capacity.
- 3.Insert battery cable flatly into battery connector of inverter and make sure the bolts are tightened with torque of 2-3 Nm. Make sure polarity at both the battery and the inverter/charge is correctly connected and battery cables are tightly screwed to the battery connector.





WARNING: Shock Hazard

Installation must be performed with care due to high battery voltage in series.



CAUTION!! Do not place anything between the flat part of the inverter terminal Otherwise, overheating may occur.

CAUTION!! Do not apply anti-oxidant substance on the terminals before terminals are connected tightly.

CAUTION!! Before making the final DC connection or closing DC breaker/disconnector, be sure positive (+) must be connected to positive (+) and negative (-) must be connected to negative (-).

AC Input/Output Connection

CAUTION!! There are two terminal blocks with "IN" and "OUT" markings. Please do NOT mis-connect input and output connectors.

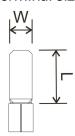
WARNING! All wiring must be performed by a qualified personnel.

WARNING! It's very important for system safety and efficient operation to use appropriate cable for AC input connection. To reduce risk of injury, please use the proper recommended cable size and terminals as below .

Suggested cable requirement for AC wires, terminal size:

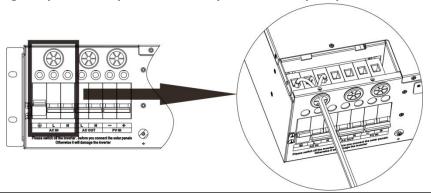
Model	Caugo	Termir	nal size	Torque Value	
Model	Gauge	L(mm)	W(mm)	Torque value	
5KVA	8 AWG	13.8	5.8	1.4∼ 1.6Nm	





Please follow below steps to implement AC input/output connection:

- 1.Before making AC input/output connection, be sure to open DC protector or disconnector first.
- 2. Make six conductors according to the recommended cable model and terminal size.
- 3.Insert AC input wires according to polarities indicated on terminal block and tighten the terminal screws. Be sure to connect PE protective conductor () first.
- \bigoplus Ground (yellow-green) L \rightarrow LINE (brown or black) N \rightarrow Neutral (blue)





WARNING:

Be sure that AC power source is disconnected before attempting to hardwire it to the unit.

4. Then, insert AC output wires according to polarities indicated on terminal block and tighten terminal screws. Be sure to connect PE protective conductor () first.

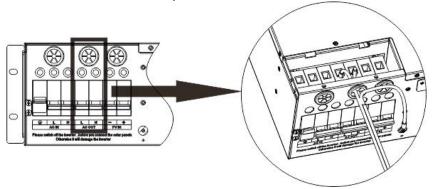
⇒→Ground (yellow-green)

L→LINE (brown or black)

N→Neutral (blue)

Note:Important

- When the inverter is working in battery mode or standby mode, neutral of output is connected to grounding of AC output.
- When the inverter is working in AC mode, neutral of output is disconnected to grounding of AC output and connected to neural of AC input.



5. Make sure the wires are securely connected.

CAUTION: Important

Be sure to connect AC wires with correct polarity. If L and N wires are connected reversely, it may cause utility short-circuited when these inverters are worked in parallel operation.

CAUTION: Appliances such as air conditioner are required at least 2~3 minutes to restart because it's required to have enough time to balance refrigerant gas inside of circuits. If a power shortage occurs and recovers in a short time, it will cause damage to your connected appliances. To prevent this kind of damage, please check manufacturer of air conditioner if it's equipped with time-delay function before installation. Otherwise, this inverter/charger will trig overload fault and cut off output to protect your appliance but sometimes it still causes internal damage to the air conditioner.

PV Connection

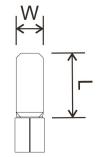
CAUTION: Before connecting to PV modules, please install separately a DC circuit breaker between inverter and PV modules.

WARNING! All wiring must be performed by a qualified personnel.

WARNING! It'' very important for system safety and efficient operation to use appropriate cable for PV module connection. To reduce risk of injury, please use the proper recommended cable size and terminals as below.

Terminal size

Model	Typical	Cable Size	Termir	nal size	Torque
Model	Amperage	Cable Size	L (mm)	W (mm)	Torque
5KVA	18A	12 AWG	13.8	5.8	1.4~1.6 Nm



PV Module Selection:

When selecting proper PV modules, please be sure to consider below parameters:

- 1. Open circuit Voltage (Voc) of PV modules not exceeds max. PV array open circu
- 2. Open circuit Voltage (Voc) of PV modules should be higher than min. battery voltage.

Solar Charging Mode	
INVERTER MODEL	5KVA
Max. PV Array Open Circuit Voltage	500DC
PV Array MPPT Voltage Range	120VDC~450VDC

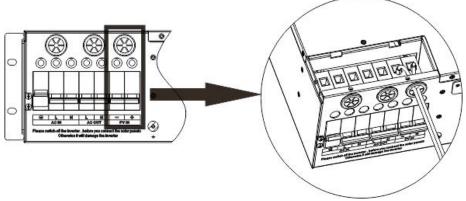
Take the 330Wp PV module as an example. After considering above two parameters, the recommended module configurations are listed in the table below.

	nodale comigarations are noted in the table below						
Solar Panel Spec.	SOLAR INPUT	Q'ty of	Total input	Inverter			
(reference)	Min in serial: 6 pcs, max. in serial: 12 pcs	panels	power	Model			
- 330Wp	6 pcs in serial	6 pcs	1980W				
- Vmp: 33.25Vdc - Imp: 9.925A	10 pcs in serial	10 pcs	3300W				
- Voc: 40.35Vdc	12 pcs in serial	12 pcs	3960W	5KVA			
- Isc: 10.79A	6 pieces in serial and 2 sets in parallel	12 pcs	3960W				
- Cells: 60	8 pieces in serial and 2 sets in parallel	16 pcs	5280W				

PV Module Wire Connection:

Please follow below steps to implement PV module connection:

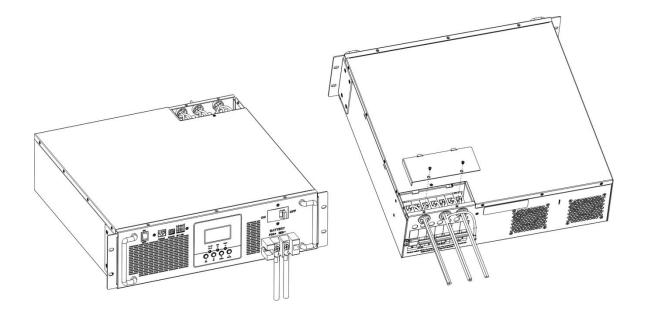
- 1. Make positive and negative cables according to the recommended cable and terminal specifications
- 2.Check correct polarity of connection cable from PV modules and PV input connectors. Then, connect positive pole (+) of connection cable to positive pole (+) of PV input connector. Connect negative pole (-) of connection cable to negative pole (-) of PV input connector.



3. Make sure the wires are securely connected.

Final Assembly

After connecting all wirings, please put bottom cover back by screwing two screws as shown below.



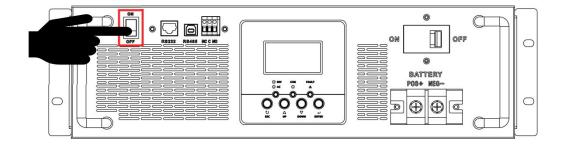
Dry Contact Signal

There is one dry contact (3A/250VAC) available on the rear panel. It could be used to deliver signal to external device when battery voltage reaches warning level.

Unit Status		Condition			Dry contact port: NC C NO	
				NC & C	NO & C	
Power Off	Unit is off an	d no output is	powered.	Close	Open	
	Output is pov	wered from Util	lity.	Close	Open	
	Output is powered from Battery or Solar. Program 01 set as Utility Program 01 is set as Utility Program 01 is set as SBU or SUB or Solar first	Battery voltage < Low DC warning voltage	Open	Close		
Power On		Battery voltage > Setting value in Program 13 or battery charging reaches floating stage	Close	Open		
Tomes on		Battery voltage < Setting value in Program 12	Open	Close		
		SBU or SUB Battery voltage > Setting value in Program 13 or battery charging		Close	Open	

OPERATION

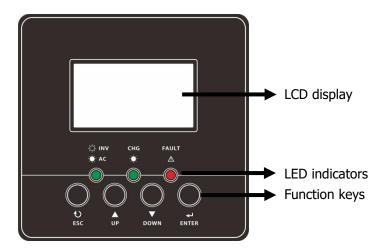
Power ON/OFF



Once the unit has been properly installed and the batteries are connected well, simply press On/Off switch (located on the button of the case) to turn on the unit.

Operation and Display Panel

The operation and display panel, shown in below chart, is on the front panel of the inverter. It includes three indicators, four function keys and a LCD display, indicating the operating status and input/output power information.



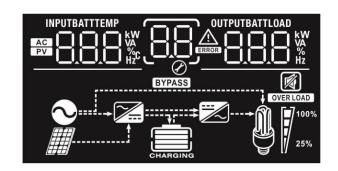
LED Indicator

LED Indicator			Messages		
☀ AC/ ☀ INV	Croon	Solid On	Output is powered by utility in Line mode.		
AC/-WINV	Green	Flashing	Output is powered by battery or PV in battery mode.		
⇒ CHG	Green	Solid On	Battery is fully charged.		
- CHG		Flashing	Battery is charging.		
A FAILE	Dod	Solid On	Fault occurs in the inverter.		
<u></u> A FAULT	Red	Flashing	Warning condition occurs in the inverter.		

Function Keys

Function Key	Description			
ESC	To exit setting mode			
UP	To go to previous selection			
DOWN	To go to next selection			
ENTER	To confirm the selection in setting mode or enter setting mode			

LCD Display Icons



Icon	Function description				
Input Source Info	ormation				
AC	Indicates the AC input.				
PV	Indicates the PV input				
INPUTBATT KW VA WA Hzc	Indicate input voltage, input frequency, PV voltage, battery voltage and charger current.				
Configuration Pro	ogram and Fault Information				
88	Indicates the setting programs.				
	Indicates the warning and fault codes.				
ERROR	Warning: flashing with warning code.				
	Fault: lighting with fault code				
Output Informat	ion				
OUTPUTBATTLOAD KW VA % Hz	Indicate output voltage, output frequency, load percent, load in VA, load in Watt and discharging current.				
Battery Informat	ion				
CHARGING	Indicates battery level by 0-24%, 25-49%, 50-74% and 75-100% in battery mode and charging status in line mode.				

Load Information							
OVERLOAD	Indicates overload.						
	5-100%.						
M 100%	0%~24%	25%~49%	50%~74%	75%~100%			
25%	[/	[/	7				
Mode Operation	Information						
	Indicates unit connects to the mains.						
	Indicates unit connects to the PV panel.						
BYPASS	Indicates load is supplied by utility power.						
/	Indicates the utility charger circuit is working.						
	Indicates the DC/AC inverter circuit is working.						
Mute Operation							
	Indicates unit alarm is disabled.						

LCD Setting

After pressing and holding ENTER button for 3 seconds, the unit will enter setting mode. Press "UP" or "DOWN" button to select setting programs. And then, press "ENTER" button to confirm the selection or ESC button to exit.

Setting Programs:

Program	Description	Selectable option	
	i Description	Solar first	Solar energy provides power to the loads as first priority. If solar energy is not sufficient to power all connected loads, battery energy will supply power the loads at the same time. Utility provides power to the loads only when any one condition happens: - Solar energy is not available - Battery voltage drops to either low-level warning voltage or the setting point in program 12.
		Utility first (default)	Utility will provide power to the loads as first priority. Solar and battery energy will provide power to the loads only when utility power is not available.
01	Output source priority: To configure load power source priority	SBU priority	Solar energy provides power to the loads as first priority. If solar energy is not sufficient to power all connected loads, battery energy will supply power to the loads at the same time. Utility provides power to the loads only when battery voltage drops to either low-level warning voltage or the setting point in program 12.
		SUB priority	Solar energy is charged first and then power to the loads. If solar energy is not sufficient to power all connected loads, Utility energy will supply power to the loads at the same time.

	Maximum charging current:	10A 0210 ^	20A 0220 ^
02	To configure total charging current for solar and utility chargers. (Max. charging current =	30A 02 30 ^	40A 02 <u>40</u> ^
	utility charging current + solar charging current)	50A 02 <u>50</u> ^	60A (default)
		Appliances (default)	If selected, acceptable AC input voltage range will be within 90-280VAC.
	AC input voltage range	UPS UPS	If selected, acceptable AC input voltage range will be within 170-280VAC.
03		Generator Generator	If selected, acceptable AC input voltage range will be within 170-280VAC and compatible with generators.
			Note: Because generators are unstable, maybe the output of inverter will be unstable too.
04	Power saving mode enable/disable	Saving mode disable (default)	If disabled, no matter connected load is low or high, the on/off status of inverter output will not be effected.
	Chable, disable	Saving mode enable	If enabled, the output of inverter will be off when connected load is pretty low or not detected.
		AGM (default)	Flooded FLd_
05	Battery type	User-Defined USE USE	If "User-Defined" is selected, battery charge voltage and low DC cut-off voltage can be set up in program 26, 27 and 29.
06	Auto restart when overload occurs	Restart disable (default)	Restart enable LHE
07	Auto restart when over temperature occurs	Restart disable (default)	Restart enable

08	Output voltage	220V 08 <u>220°</u>	230V (default) 08 230°
00	Output voltage	240V 08 240°	
09	Output frequency	50Hz (default)	60Hz 0960 _{нz}
10	Auto bypass When selecting "auto", if the mains power is normal, it will automatically bypass, even if the switch is off.	manual(default)	auto
		2A	10A
		20R 20R	30R 50A
11	Maximum utility charging current	_∅ <u>408</u>	I _ø I_ <u>50R</u> _
		60A 60R	70A
		80A 80A	
		max setting value mus	44.0V to 57.2V for 48v model, but The toe less than the value of program13.
	Setting voltage point back to utility source when selecting "SBU priority" or "Solar first" in program 01.	44V ├────────────────────────────────────	45V
		46V (default) ☐ ☐ ☐ V	47V
12		48V 	49V
		50V 	51V
		52V	53V S
		54V	55V S v

13	Setting voltage point back to battery mode when selecting "SBU priority" or "Solar first" in program 01.	0.4V), but the max setting of program12. Battery fully charged (default) 49V BATT S S S S S S S S S S S S	models: By to full (the value of program26- ng value must be more than the value) BATT SOV BATT SOV BATT V SOV BATT SOV BATT V SOV BATT SOV BATT V SOV BATT SOV BATT V SOV BATT BATT SOV BATT SOV BATT BATT SOV BATT BATT SOV BATT BATT SOV BATT BATT
		If this inverter/charger is working in Line, Standby or Fa mode, charger source can be programmed as below:	
16	Charger source priority: To configure charger source priority	Solar first	Solar energy will charge battery as first priority. Utility will charge battery only when solar energy is not available.
		Utility first	Utility will charge battery as first priority. Solar energy will charge battery only when utility power is not available.
		Solar and Utility (default)	Solar energy and utility will charge battery at the same time.

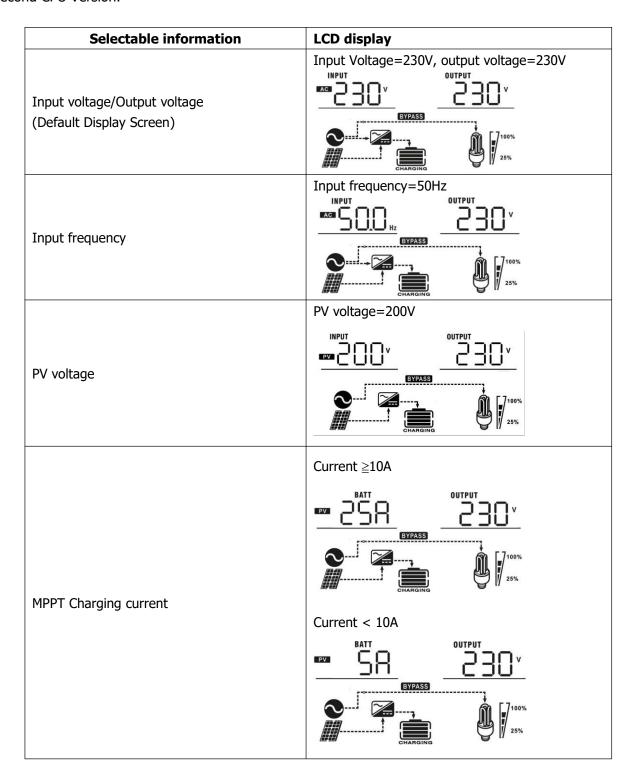
		Only Solar Charger source no matter utility is available or not.	
		If this inverter/charger is working in Battery mode or Power saving mode, only solar energy can charge battery. Solar energy will charge battery if it's available and sufficient.	
		Mode1 Buzzer mute	
18	Buzzer mode	Mode2 The buzzer sounds when the input source changes or there is a specific warning or fault	
10	buzzer mode	Mode3 The buzzer sounds when there is a specific warning or fault	
		Mode4(default) The buzzer sounds when there is a fault	
19	Auto return to default display screen	Return to default display screen, it will screen (default) Screen (default) Green (default) Green (default) Green (Input voltage output voltage) Journal of the fault output voltage output voltage) Journal of the fault output voltage output voltage output voltage) Stay at latest screen If selected, no matter how users switch display screen, it will output voltage output voltage output voltage) Journal of the fault output voltage	
		stay at latest screen user finally switches.	
20	Backlight control	Backlight on (default) Backlight off Backlight off Backlight off	
23	Overload bypass: When enabled, the unit will transfer to line mode if overload occurs in battery mode.	Bypass disable (default) Bypass enable Bypass enable Bypass enable	
25	Modbus ID Setting	Modbus ID Setting Range: 001(default)~247	
26	Bulk charging voltage (C.V voltage)	48V models default setting: 56.4V If self-defined is selected in program 5, this program can be set up. Setting range is from 48.0V to 62.0V for 48v model. But the setting value must be more than or equal the value of program27. Increment of each click is 0.1V.	

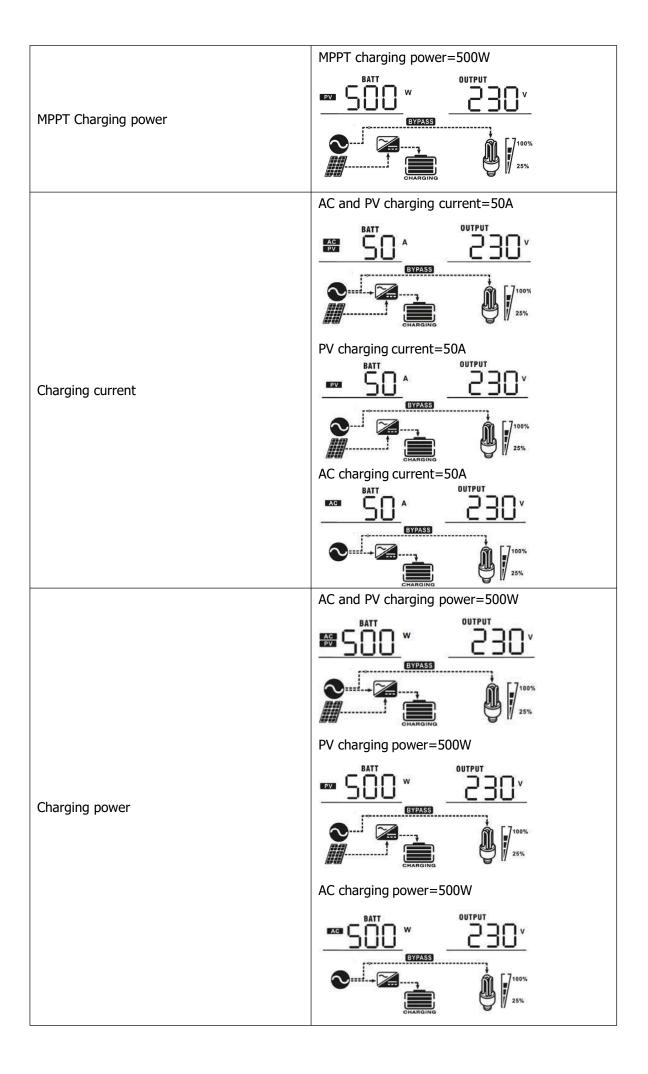
	1	I		
27	Floating charging voltage	48V models default setting: 54.0V FLU 2 SHATT If self-defined is selected in program 5, this program can be set up. Setting range is from 48.0V to the value of program 26 for 48v model. Increment of each click is 0.1V.		
28	AC output mode	Single: This inverter is used in single phase application. L1 phase	Parallel: This inverter is operated in parallel system. (Need hardware support) The inverter is operated in L1 phase in 3-phase application	
		L2 phase	The inverter is operated in L2 phase in 3-phase application	
		L3 phase 3 P 3	The inverter is operated in L3 phase in 3-phase application	
29	Low DC cut-off voltage	48V models default setting: 42.0V If self-defined is selected in program 5, this program can be set up Setting range is from 40.0V to 54.0V for 48v model. The setting value must be less than the value of program12. Increment of each click is 0.1V.Low DC cut-off voltage will be fixed to setting value no matter what percentage of load is connected.		
32	Bulk charging time (C.V stage)	Automatically (Default):	If selected, inverter will judge this charging time automatically.	
		5 min 32 <u>5</u> 900 min 32 <u>900</u>	The setting range is from 5 min to 900 min. Increment of each click is 5 min.	
		If "USE" is selected in program 0	5, this program can be set up.	

33	Battery equalization	Battery equalization 3	Battery equalization disable (default) Selected in program 05, this
34	Battery equalization voltage	48V models default setting is 58.4V. Setting range is from 48V ~ 64V. Increment of each click is 0.1V.	
35	Battery equalized time	60min (default)	Setting range is from 5min to 900min. Increment of each click is 5min.
36	Battery equalized timeout	120min (default)	Setting range is from 5min to 900 min. Increment of each click is 5 min.
37	Equalization interval	30days (default)	Setting range is from 0 to 90 days. Increment of each click is 1 day
39	Equalization activated immediately	set up. If "Enable" is selected in equalization immediately and LC "Disable" is selected, it will cand	Disable (default) ad in program 33, this program can be this program, it's to activate battery and main page will shows " " ". If the equalization function until next res based on program 37 setting. At

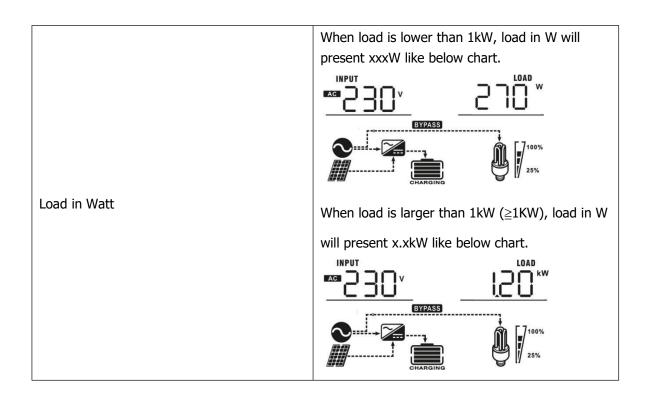
Display Setting

The LCD display information will be switched in turns by pressing "UP" or "DOWN" key. The selectable information is switched as below order: input voltage, input frequency, PV voltage, MPPT charging current, MPPT charging power, charging current, charging power, battery voltage, output voltage, output frequency, load percentage, load in VA, load in Watt, DC discharging current, main CPU Version and second CPU Version.





	Battery voltage=25.5V, discharging current=1A
Battery voltage/ DC discharging current	BATT A EXPASS EXPASS Fig. 100% 25%
	Output frequency=50Hz
Output frequency	BATT OUTPUT SOLL BATT SUPASS OUTPUT SOLUBLE SO
	Load percent=70%
Load percentage	EYPASS BATT STATE ST
	When connected load is lower than 1kVA, load in
	VA will present xxxVA like below chart. BATT V BYPASS CHARGING VA 100% 25%
Load in VA	When load is larger than 1kVA (≥1KVA), load in VA
	will present x.xkVA like below chart.
	BATT LOAD VA EXPASS CHARGING CHARGING



Operating Mode Description

Operation mode	Description	LCD display
		Charging by utility and PV energy.
Standby mode / Power		CHARGING
saving mode		Charging by utility.
Note: *Standby mode: The inverter is not turned on yet but at this time, the inverter can charge	No output is supplied by the unit but it still can charge	CHARGING
battery without AC output.	batteries.	Charging by PV energy.
*Power saving mode: If enabled, the output of inverter will be off when connected load is pretty low or not detected.		CHARGING
		No charging.

Fault mode Note: *Fault mode: Errors are caused by inside circuit error or external reasons such as over temperature, output short circuited and so on.	PV energy and utility can charge batteries.	Charging by utility and PV energy. Charging by utility. Charging by PV energy. Charging by PV energy. No charging.
	The unit will provide output power from the mains. It will also charge the battery at line mode.	Charging by utility and PV energy. BYPASS CHARGING CHARGING
Line Mode	The unit will provide output power from the mains. It will also charge the battery at line mode.	Charging by utility. BYPASS CHARGING CHARGING
	The unit will provide output power from the mains. It will also charge the battery at line mode.	If "solar first" is selected as output source priority and solar energy is not sufficient to provide the load, solar energy and the utility will provide the loads and charge the battery at the same time. BYPASS CHARGING

	The unit will provide output power from the mains. It will also charge the battery at line mode.	if "SUB" is selected as output source priority and battery is connected, solar energy will charge battery as first priority. if solar energy is sufficient for charging, solar and the utility will provide the loads. BYPASS CHARGING
Line Mode	The unit will provide output power from the mains.	If "solar first" is selected as output source priority and battery is not connected, solar energy and the utility will provide the loads. Power from utility. BYPASS 100% 25%
Battery Mode	The unit will provide output power from battery and PV power.	Power from battery and PV energy. PV energy will supply power to the loads and charge battery at the same time Power from battery only. Power from PV energy only. Power from PV energy only.

Fault Reference Code

Fault Code	Fault Event	Icon on
01	Over temperature of inverter module	
02	Over temperature of DCDC module	
03	Battery voltage is too high	
04	Over temperature of PV module	
05	Output short circuited.	
06	Output voltage is too high.	
07	Overload time out	
08	Bus voltage is too high	
09	Bus soft start failed	
10	PV over current	
11	PV over voltage	
12	DCDC over current	
13	Over current or surge	
14	Bus voltage is too low	
15	Inverter failed (Self-checking)	
16	Over DC voltage in AC output	
17	Reserved	
18	Op current offset is too high	
19	Inverter current offset is too high	
20	DC/DC current offset is too high	
21	PV current offset is too high	
22	Output voltage is too low	
23	Inverter negative power	

Warning Indicator

Warning Code	Warning Event	Audible Alarm	Icon flashing
02	Temperature is too High	Beep three times every second	<u>~</u> 50
04	Low battery	Beep once every second	
07	Overload	Beep once every 0.5 second	OVERLOAD 25%
10	Output power derating	Beep twice every 3 seconds	
15	PV energy is low	Beep twice every 3 seconds	
19	Lithium Battery communication is failed	Beep once every 0.5 second	
20	Battery low and it isn't up to the setting value of program 13	Beep twice every 3 seconds	[20]^
E 9	Battery equalization	None	
6P	Battery is not connected	None	[6P_A

BATTERY EQUALIZATION

Equalization function is added into charge controller. It reverses the buildup of negative chemical effects like stratification, a condition where acid concentration is greater at the bottom of the battery than at the top. Equalization also helps to remove sulfate crystals that might have built up on the plates. If left unchecked, this condition, called sulfation, will reduce the overall capacity of the battery. Therefore, it's recommended to equalize battery periodically.

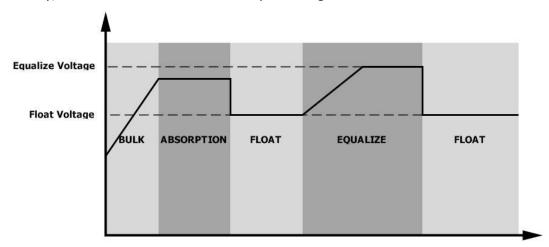
How to Apply Equalization Function

You must enable battery equalization function in monitoring LCD setting program 33 first. Then, you may apply this function in device by either one of following methods:

- 1. Setting equalization interval in program 37.
- 2. Active equalization immediately in program 39.

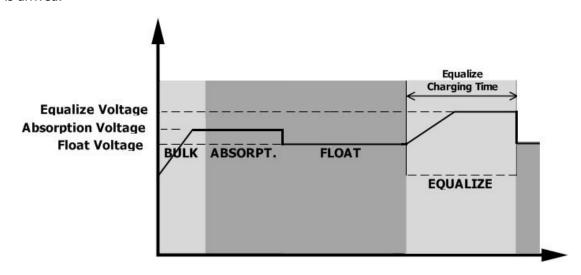
When to Equalize

In float stage, when the setting equalization interval (battery equalization cycle) is arrived, or equalization is active immediately, the controller will start to enter Equalize stage.

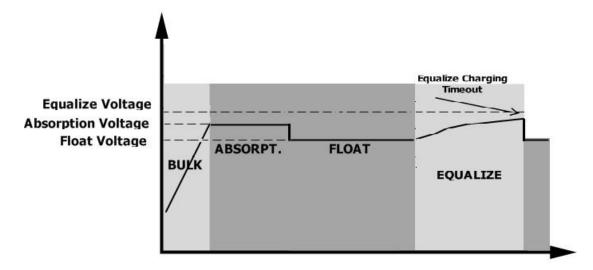


• Equalize charging time and timeout

In Equalize stage, the controller will supply power to charge battery as much as possible until battery voltage raises to battery equalization voltage. Then, constant-voltage regulation is applied to maintain battery voltage at the battery equalization voltage. The battery will remain in the Equalize stage until setting battery equalized time is arrived.



However, in Equalize stage, when battery equalized time is expired and battery voltage doesn't rise to battery equalization voltage point, the charge controller will extend the battery equalized time until battery voltage achieves battery equalization voltage. If battery voltage is still lower than battery equalization voltage when battery equalized timeout setting is over, the charge controller will stop equalization and return to float stage.



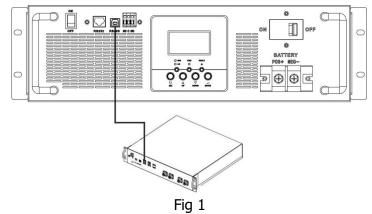
SETTING FOR LITHIUM BATTERY

Lithium Battery Connection

If choosing lithium battery for the inverter, you are allowed to use the lithium battery only which we have configured. There're two connectors on the lithium battery, RS485 port of BMS and power cable.

Please follow below steps to implement lithium battery connection:

- Assemble battery terminal based on recommended battery cable and terminal size (same as Lead acid, see section Lead-acid Battery connection for details).
- Connect the end of RS485 port of battery to BMS(RS485) communication port of inverter.



Lithium battery communication and setting

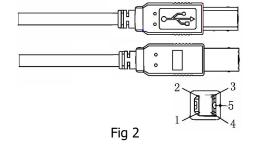
if choosing lithium battery, make sure to connect the BMS communication cable between the battery and the inverter. This communication cable delivers information and signal between lithium battery and the inverter. This information is listed below:

- Re-configure charging voltage, charging current and battery discharge cut-off voltage according to the lithium battery parameters.
- Have the inverter start or stop charging according to the status of lithium battery.

Connect the end of Rs485 of battery to Rs485 communication port of inverter

Make sure the lithium battery Rs485 port connects to the inverter is Pin to Pin, the communication cable is inside of package and the inverter Rs485 port pin assignment shown as below:

Disc serves been	DC40E Davit	\A/:us salau
Pin number	RS485 Port	Wire color
PIN1	RS485-B	Red
PIN2	RS485-A	White
PIN3	GND	Green
PIN4	GND	Yellow
PIN5	NC	NC



LCD setting

After connecting, you need to finish and confirm some settings as follow:

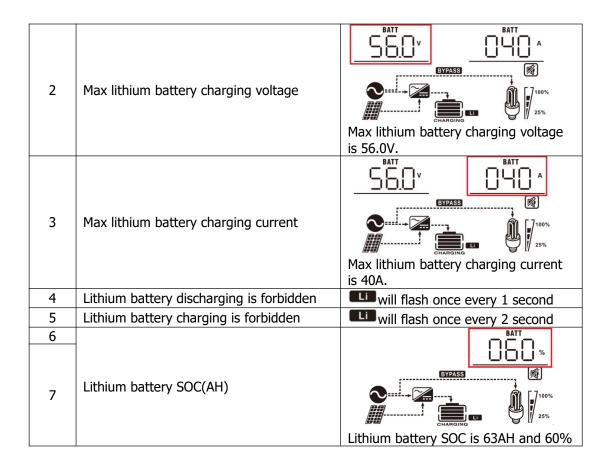
Program	Description	Selectable option	
05	Battery type	0 <u>\$</u> _86 <u>_</u>	AGM (default)
		0 <u>5</u> FLd	Flooded
		0 <u>\$</u> _USE_	User-Defined
		05 [Standard communication Protocol 1 form inverter supplier
		0\$ L12	Support PYLON US2000 Protocol
		05 F13	Customized Protocol or Support FOX ESS Lithium Battery Protocol
		0 <u>5</u> L!4	Standard communication Protocol 2 form inverter supplier
		05 F12	Customized Protocol
43	Setting SOC point back to utility source when selecting "SBU priority" or "Solar first" in program 01	43 <u>050</u> %	Default 50%, 20%~50% Settable
44	Setting SOC point back to battery mode when selecting "SBU priority" or "Solar first "in program 01	[44] <u>095</u> %	Default 95%, 60%~100% Settable
45	Low DC cut-off SOC	75 <u>0</u> 50*	Default 20%, 5%~30% Settable

Note: Program 43/44/45 are only available with successful communication, they will replace the Program 12/13/29 function, at the same time, program 12/13/29 become unavailable.

LCD Display

If communication between the inverter and battery is successful, there is some information showing on the LCD as follow:

Item	Description	LCD display
1	Communication successful icon	will be flashing BATT STATE OF THE PROPERTY



Setting for PYLON US2000 lithium battery

1). PYLONTECH US2000 lithium battery setting:

Dip Switch: There are 4 Dip Switches that sets different baud rate and battery group address. If switch position is turned to the "OFF" position, it means "0". If switch position is turned to the "ON" position, it means "1".

Dip 1 is "ON" to represent the baud rate 9600.

Dip 2, 3 and 4 are reserved for battery group address.

Dip switch 2, 3 and 4 on master battery (first battery) are to set up or change the group address.

NOTE: "1" is upper position and "0" is bottom position.

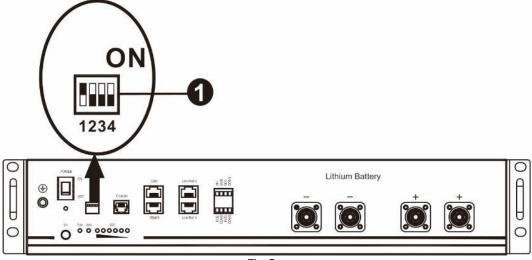


Fig 3

2). Process of install

- Step 1. Use the RS485 cable to connect inverter and Lithium battery as Fig 1.
- Step 2. Switch on Lithium battery.

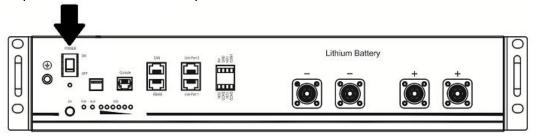


Fig 4

Step 3. Press more than three seconds to start Lithium battery, power output ready.

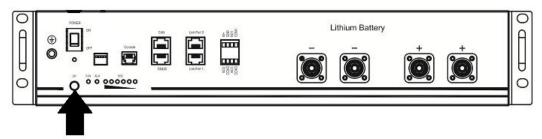


Fig 5

- Step 4. Turn on the inverter.
- Step 5. Be sure to select battery type as "Li 2" in LCD program 5.

If communication between the inverter and battery is successful, the battery icon on LCD display will light.

Setting for lithium battery without communication

This suggestion is used for lithium battery application and avoid lithium battery BMS protection without communication, please finish the setting as follow:

- 1.Before starting setting, you must get the battery BMS specification:
 - A. Max charging voltage
 - B. Max charging current
 - C. Discharging protection voltage
- 2.Set battery type as "USE" (user-defined)

		AGM (default)	Flooded FLd
05	Battery type	User-Defined	If "User-Defined" is selected, battery
		NS 115E	charge voltage and low DC cut-off
		<u></u>	voltage can be set up in program 26,
			27 and 29.

3. Set C.V voltage as Max charging voltage of BMS-0.5V.

		default setting: 56.4V
26	Bulk charging voltage (C.V voltage)	If self-defined is selected in program 5, this program can be setup. Setting range is from 48.0V to 62.0V. But the setting value must be more than or equal the value of program27. Increment of each click is 0.1V.

4. Set floating charging voltage as C.V voltage.

		default setting: 54.0V
27	Floating charging voltage	- Ern 5] 2 <u>4</u> 0,
		If self-defined is selected in program 5, this program can be setup. Setting range is from 48.0V to the value of program 26 for 48v model. Increment of each click is 0.1V.

5. Set Low DC cut-off voltage ≥discharging protection voltage of BMS+2V.

<u> </u>	<u> </u>	protection voltage of Brist 24:		
		default setting: 42.0V		
29	Low DC cut-off voltage	If self-defined is selected in program 5, this program can be set up. Setting range is from 40.0V to 54.0V for 48v model. The setting value must be less than the value of program12. Increment of each click is 0.1V.Low DC cut-off voltage will be fixed to setting value no matter what percentage of load is connected.		

6. Set Max charging current which must be less than the Max charging current of BMS.

	et hax enarging carrent which must be less than the hax enarging carrent of bills.				
			10A		20A
			<u> </u>	00 20^	
		Maximum abayaina ayyuanti	30A		40A
	02	Maximum charging current: To configure total charging current for solar and utility	<u> </u>	30^	02 40^
'	chargers.	_	50A		60A (default)
		(Max. charging current = utility charging current + solar charging current)		<u>50^</u>	02 60 *
			70A		80A
			05_	70 ^	0 <u>\$</u> 80 •

7. Setting voltage point back to utility source when selecting "SBU priority" or "Solar first" in program 01. The setting value must be ≥Low DC cut-off voltage+1V, or else the inverter will have a warning as battery voltage low.

Remark:

1.you'd better to finish setting without turn on the inverter(just let the LCD show, no output);

2. when you finish setting, please restart the inverter.

SPECIFICATIONS

Table 1 Line Mode Specifications

INVERTER MODEL	5KVA			
Input Voltage Waveform	Sinusoidal (utility or generator)			
Nominal Input Voltage	230Vac			
Low Loss Voltage	170Vac±7V (UPS)			
Low Loss Voltage	90Vac±7V (Appliances)			
Low Loss Return Voltage	180Vac±7V (UPS);			
Low Loss Return Voltage	100Vac±7V (Appliances)			
High Loss Voltage	280Vac±7V			
High Loss Return Voltage	270Vac±7V			
Max AC Input Voltage	300Vac			
Nominal Input Frequency	50Hz / 60Hz (Auto detection)			
Low Loss Frequency	40±1Hz			
Low Loss Return Frequency	42±1Hz			
High Loss Frequency	65±1Hz			
High Loss Return Frequency	63±1Hz			
Output Short Circuit Protection	Line mode: Circuit Breaker			
Output Short Circuit Protection	Battery mode: Electronic Circuits			
Efficiency (Line Mode)	>95% (Rated R load, battery full charged)			
Tue mede m Time e	10ms typical (UPS);			
Transfer Time	20ms typical (Appliances)			
Output power derating: When AC input voltage drops to 95V or 170V depending on models, the output power will be derated.	Output Power Rated Power 50% Power 90V 170V 280V Input Voltage			

Table 2 Inverter Mode Specifications

INVERTER MODEL	5KVA	
Rated Output Power	5KVA/5KW	
Output Voltage Waveform	Pure Sine Wave	
Output Voltage Regulation	230Vac±5%	
Output Frequency	60Hz or 50Hz	
Peak Efficiency	94%	
Overload Protection	5s@≥150% load;10s@110%~150% load	
Surge Capacity	2* rated power for 5 seconds	
Nominal DC Input Voltage	48Vdc	
Cold Start Voltage	46.0Vdc	
Low DC Warning Voltage	44.0Vdc	
@ load < 20%	42.8Vdc	
@ 20% ≤ load < 50%	40.4Vdc	
@ load ≥ 50%Low DC Warning Return Voltage	46.074-	
@ load < 20%	46.0Vdc	
@ 20% ≤ load < 50%	44.8Vdc	
@ load ≥ 50%	42.4Vdc	
Low DC Cut-off Voltage	42.0Vdc	
@ load < 20%	40.8Vdc	
@ 20% ≤ load < 50%		
@ load ≥ 50%	38.4Vdc	

Table 3 Charge Mode Specifications

Utility Chargi	Utility Charging Mode						
INVERTER MODEL		5KVA					
Max Charging Current		100Amp					
(PV+AC)		(@ V _{I/P} =230Vac)					
Max Charging Current		60Amp (@ V _{I/P} =230Vac)					
(AC) Bulk	Flooded	(@ VI/P=230Vac)					
Charging Battery		58.4Vdc					
Voltage	AGM / Gel		56.4Vd				
	Battery		J0.4Vu	C			
Floating Chai	rging Voltage		54Vdc	;			
Overcharge F	Protection		63Vdc	:			
Charging Alg	orithm		3-Step)			
		Battery Voltage, per cell ↑		Charging Current, %			
Charging Curve		2.43Vdc (2.35Vdc) 2.25Vdc TO T1 = 10* T0, minimum 10mins, maximum 8hrs Current Bulk (Constant Current) (Constant Voltage) Time (Floating)		Lurrent Current Time			
Solar Input							
INVERTER M	ODEL	5KVA					
Rated Power Max. PV Array Open Circuit		5500W					
		500Vdc					
Voltage		300VaC					
PV Array MPPT Voltage Range		120Vdc~450Vdc					
					Max. Input Current		18A
Max.Charging	g Current(PV)	100A					

Table 4 General Specifications

INVERTER MODEL	5KVA		
Safety Certification	CE		
Operating Temperature Range	-10°C to 55°C		
Storage temperature	-15°C∼ 60°C		
Humidity	5% to 95% Relative Humidity (Non-condensing)		
Dimension (D*W*H), mm	438x438x130.8		
Net Weight, kg	14		

TROUBLE SHOOTING

Problem	LCD/LED/Buzzer	Explanation / Possible cause	What to do	
Unit shuts down automatically during startup process.	LCD/LEDs and buzzer will be active for 3 seconds and then complete off.	The battery voltage is too low	Re-charge battery. Replace battery.	
No response after power on.	No indication.	 The battery voltage is far too low. Battery polarity is connected reversed. 	 Check if batteries and the wiring are connected well. Re-charge battery. Replace battery. 	
	Input voltage is displayed as 0 on the LCD and green LED is flashing.	Input protector is tripped	Check if AC breaker is tripped and AC wiring is connected well.	
Mains exist but the unit works in battery mode.	Green LED is flashing.	Insufficient quality of AC power. (Shore or Generator)	 Check if AC wires are too thin and/or too long. Check if generator (if applied) is working well or if input voltage range setting is correct. (UPS→Appliance) 	
	Green LED is flashing.	Set "Solar First" as the priority of output source.	Change output source priority to Utility first.	
When the unit is turned on, internal relay is switched on and off repeatedly.	LCD display and LEDs are flashing	Battery is disconnected.	Check if battery wires are connected well.	
, ,	Fault code 07	Overload error. The inverter is overload 110% and time is up.	Reduce the connected load by switching off some equipment.	
	Fault code 05	Output short circuited.	Check if wiring is connected well and remove abnormal load.	
	Fault code 02	Internal temperature of inverter component is over 100°C.	Check whether the air flow of the unit is blocked or whether the ambient temperature is too high.	
		Battery is over-charged.	Return to repair center.	
Buzzer beeps continuously and	Fault code 03	The battery voltage is too high.	Check if spec and quantity of batteries are meet requirements.	
red LED is on.	Fault code 06/22	Output abnormal (Inverter voltage below than 190Vac or is higher than 260Vac)	 Reduce the connected load. Return to repair center 	
	Fault code 08/09/15	Internal components failed.	Return to repair center.	
	Fault code 13	Over current or surge.	Doctor the county of the	
	Fault code 14	Bus voltage is too low.	Restart the unit, if the error happens again, please return	
	Fault code 16	Output voltage is unbalanced.	to repair center.	
	Another fault code		If the wires is connected well, please return to repair center.	

Parallel Installation Guide

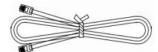
1. Instruction

This inverter can be used in parallel with two different operation modes.

- 1. Parallel operation in single phase with up to 12 units. The supported maximum output power is 60KW/60KVA.
- 2. Maximum 12 units work together to support three-phase equipment. 10 units support one phase maximum. The supported maximum output power is 60KW/60KVA and one phase can be up to 50KW/50KVA.

2. Package Contents

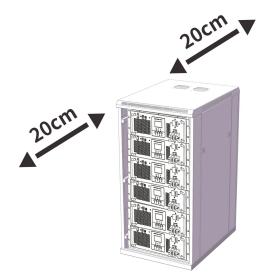
In parallel kit, you will find the following items in the package:



Parallel communication cable

3. Install the Unit

When installing multiple units, please follow below chart.



NOTE: In order to properly circulate the air for heat dissipation, the front and rear doors of the cabinet used to install the inverter shall be provided with ventilation holes, and a spacing of about 20cm shall be reserved between the front panel of the inverter to the front door of the cabinet and the rear panel of the inverter to the rear door of the cabinet.

4. Wiring Connection

NOTICE: It's requested to connect to battery for parallel operation.

The cable size of each inverter is shown as below:

Recommended battery cable and terminal size for each inverter:

Model Wire Size Cat		Cable	Т	Torque			
	Model Wire Size		mm ²	L (mm)	W(mm)	D(mm)	value
	5KVA	2AWG	38	37.4	17	8.5	2~ 3 Nm



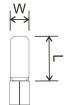
WARNING: Be sure the length of all battery cables is the same. Otherwise,

there will be voltage difference between inverter and battery to cause parallel inverters not working.

Recommended AC input and output cable size for each inverter:

min		

Model	Cougo	Termina	nal size	Torque Value
Model	Gauge	L(mm)	W(mm) Torque Valu	
5KVA	8 AWG	13.8	5.8	1.4~ 1.6Nm



You need to connect the cables of each inverter together. Take the battery cables for example. Tou need to use a connector or bus-bar as a joint to connect the battery cables together, and then connect to the battery terminal. The cable size used from joint to battery should be X times cable size in the tables above. "X" indicates the number of inverters connected in parallel.

Regarding AC input and output, please also follow the same principle.

CAUTION!! Please install the breaker at the battery and AC input side. This will ensure the inverter can be securely disconnected during maintenance and fully protected from over current of battery or AC input. The recommended mounted location of the breakers is shown in the figures in Point 5.

Recommended breaker specification of battery for each inverter:

Model	1 unit*
5KVA	100A/60VDC

^{*}If you want to use only one breaker at the battery side for the whole system, the rating of the breaker should be X times current of 1 unit. "X" indicates the number of inverters connected in parallel.

Recommended breaker specification of AC input with single phase:

Model	2 units	3 units	4 units	5 units	6 units	7 units	8 units	9 units	10 units	11 units	12 units
5KVA	100A	150A	200A	250A	300A	350A	400A	450A	500A	550A	600A

Note1: Also, you can use 40A breaker (50A for 5KVA) for only 1 unit, and each inverter has a breaker at its AC input.

Recommended battery capacity

Inverter parallel numbers	2	3	4	5	6	7	8	9	10	11	12
Battery Capacity	400AH	600AH	800AH	1000AH	1200AH	1400AH	1600AH	1800AH	2000AH	2200AH	2400AH

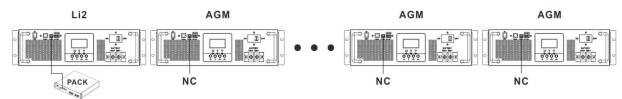
WARNING! Be sure that all inverters will share the same battery bank. Otherwise, the inverters will transfer to fault mode.

Communicating with battery BMS in parallel system

- 1) Only support common battery installation
- 2) Use RJ45 cable to connect any one of inverters (no need to connect to a specific inverter) and Lithium battery.

Simply set this inverter battery type to "Li 2" in LCD program 5. Others should be default value "AGM".

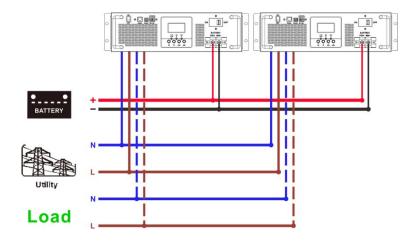
Note: Make sure only one inverter is connected RJ45 cable and only the one is set as Lithium in LCD program 5.



5. Parallel Operation in Single phase

Two inverters in parallel:

Power Connection

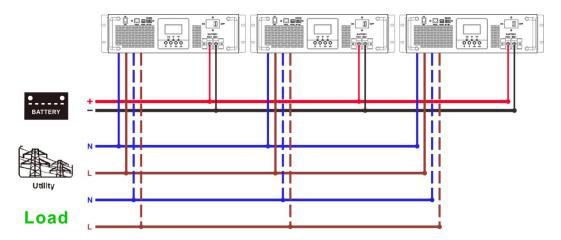


Communication Connection

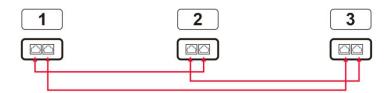


Three inverters in parallel:

Power Connection

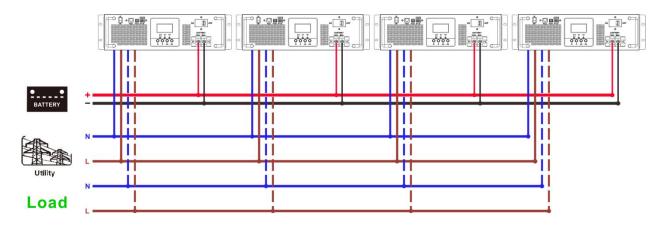


Communication Connection



Four inverters in parallel:

Power Connection

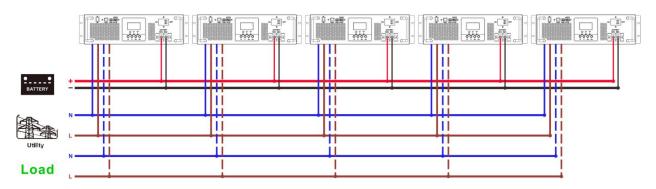


Communication Connection

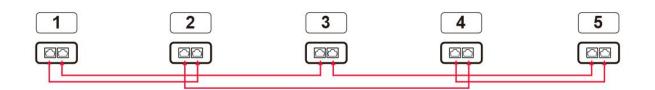


Five inverters in parallel:

Power Connection

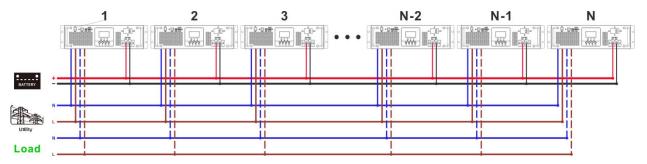


Communication Connection



Six inverters in parallel:

Power Connection



Communication Connection

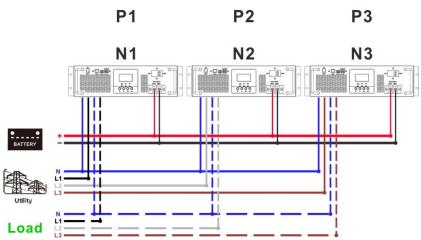


Note: Nmax=12units.

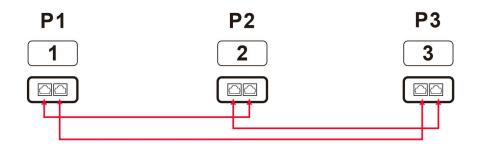
6. Support 3-phase equipment

One inverter in each phase:

Power Connection

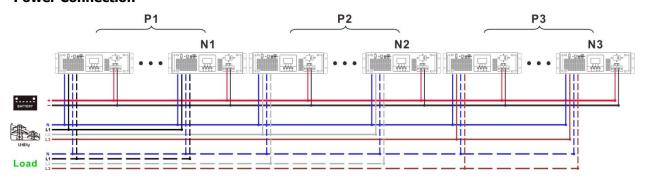


Communication Connection



Three inverters in each phase:

Power Connection



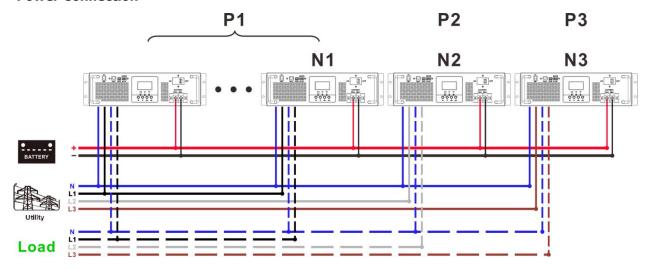
Note: It's up to customer's demand to pick **10** inverters on any phase.

P1: L1-phase, P2: L2-phase, P3: L3-phase.

N=N1+N2+N3,Nmax=12units

N1max=10units is in one phase and one inverter for the other two phases (N2=N3=1) :

Power Connection



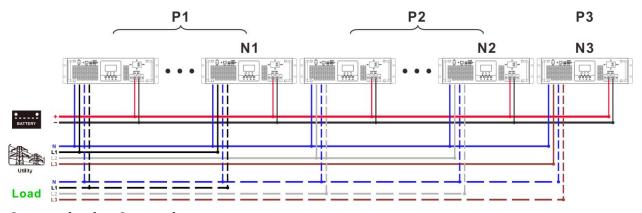
Note: It's up to customer's demand to pick 7 inverters on any phase.

P1: L1-phase, P2: L2-phase, P3: L3-phase.

N=N1+N2+N3,Nmax=12units

N1max= N2max = 9units is in two phases and one inverter for the one phase (N3=1):

Power Connection



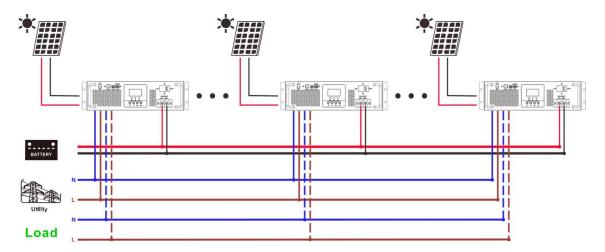
Communication Connection



7. PV Connection

Please refer to user manual of single unit for PV Connection.

CAUTION: Each inverter should connect to PV modules separately.



8. LCD Setting and Display

Setting Program:

Program	Description	Selectable option	
		Single: This inverter is used in single phase application.	Parallel: This inverter is operated in parallel system. (Need hardware support)
28	AC output mode	L1 phase	The inverter is operated in L1 phase in 3-phase application
		L2 phase	The inverter is operated in L2 phase in 3-phase application
		L3 phase 3 P 3	The inverter is operated in L3 phase in 3-phase application
	PV judge condition (Only apply for setting "Solar first" in program 1: Output source priority)	One Inverter (Default):	When "ONE" is selected, as long as one of inverters has been connected to PV modules and PV input is normal, parallel or 3-phase system will continue working according to rule of "solar first" setting. For example, two units are connected in parallel and set "SOL" in output source priority. If one of two units has connected to PV modules and PV input is normal, the parallel system will provide power to loads from solar or battery power. If both of them are not sufficient, the system will provide power to loads from utility.
30		All of Inverters:	When "ALL" is selected, parallel or 3-phase system will continue working according to rule of "solar first" setting only when all of inverters are connected to PV modules. For example, two units are connected in parallel and set "SOL" in output source priority. When selecting "ALL" in program 30, it's necessary to have all inverters connected to PV modules and PV input is normal to allow the system to provide power to loads from solar and battery power. Otherwise, the system will provide power to loads from utility.

Fault code display:

Fault Code	Fault Event	Icon on
24	Host loss	ERRIOR3
25	Synchronization loss	ERROR
26	Incompatible battery type	
27	Firmware version inconsistent	

Warning code display:

Warning Code	Warning Event	Icon on
16	CAN communication loss	
17	AC output mode setting is different	
18	Battery voltage detected different	

9. Commissioning

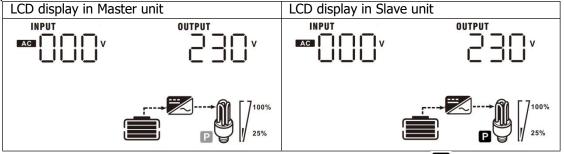
Parallel in single phase

Step 1: Check the following requirements before commissioning:

- Correct wire connection
- Ensure all breakers in Line wires of load side are open and each Neutral wires of each unit are connected together.

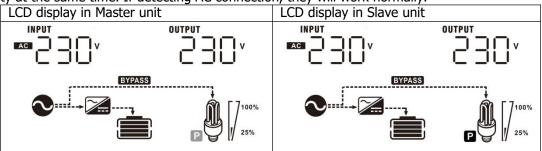
Step 2: Turn on each unit and set "PAL" in LCD setting program 28 of each unit. And then shut down all units. **NOET:** It's necessary to turn off switch when setting LCD program. Otherwise, the setting can not be programmed.

Step 3: Turn on each unit.



NOTE: Master and slave units are randomly defined. If it is master the icon blinks, if it is slave the icon normally on.

Step 4: Switch on all AC breakers of Line wires in AC input. It's better to have all inverters connect to utility at the same time. If detecting AC connection, they will work normally.



Step 5: If there is no more fault alarm, the parallel system is completely installed. Step 6: Please switch on all breakers of Line wires in load side. This system will start to provide power to the load.

10. Trouble shooting

	Situation	
Fault Code	Fault Event Description	Solution
24	Host data loss	 Check if communication cables are connected well and restart the inverter. If the problem remains, please contact your installer.
25	Synchronization data loss	 Check if communication cables are connected well and restart the inverter. If the problem remains, please contact your installer.
26	Incompatible battery type	 Check the battery type setting to ensure that only the device connected to the BMS in the system is one of Li1 or Li2 or Li3 If the problem remains, please contact your installer.
27	Firmware version inconsistent	 Update all inverter firmware to the same version. Check the version of each inverter via LCD setting and make sure the CPU versions are same. If not, please contact your instraller to provide the firmware to update. After updating, if the problem still remains, please contact your installer.

Situation		
Warning Code	Warning Event Description	Solution
16	CAN communication loss	 Check if communication cables are connected well and restart the inverter. If the problem remains, please contact your installer.
17	AC output mode setting is different.	 Switch off the inverter and check LCD setting #28. For parallel system in single phase, make sure "PAL" is set on #28. If the problem remains, please contact your installer.
18	The battery voltage of each inverter is not the same.	 Make sure all inverters share same groups of batteries together. Remove all loads and disconnect AC input and PV input. Then, check battery voltage of all inverters. If the values from all inverters are close, please check if all battery cables are the same length and same material type. Otherwise, please contact your installer to provide SOP to calibrate battery voltage of each inverter. If the problem still remains, please contact your installer.