Alarm list

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Revision History

Version	Date	Description
06	2026.05.08	Updated Sigen Inverter UpdatedSigen Battery Controller
05	2025.10.24	-
04	2024.11.18	-
03	2024.03.29	-
02	2023.10.25	-
01	2023.06.30	First official release

Overview

This document provides an alarm reference for our products, for checking related alarm information and for providing users with guidance on alarm handling.

> **Caution**
>
> The alarm information described in this manual is a compilation covering all Sigen products; some alarm-related information may not fall within the scope of your reading and searching.

Intended Audience

This document is intended for professionals.

Chapter 1 Explanation of Each Item

Item	Explanation
Fault Code	The code of a certain type of fault.
Fault Name	The name corresponding to the fault code, which is a brief description of the fault.
ID	Detailed subclassification of a certain type of fault code, represented by sequence numbers such as ID1, ID2, etc.
ID Name	The name of the corresponding alarm ID and a detailed description of the fault.
Fault Cause	Generate various possible causes for the corresponding alarm faults.
Repair Recommendation	Recommended troubleshooting actions to resolve the corresponding alarm faults.

Chapter 2 Sigen Inverter

1001

Code	Name	ID	ID Name	Cause	Repair 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 upgrade is unsuccessful, please submit fault feedback on the APP-service-troubleshooting page.
		ID2	The inverter software & hardware version does not match		
		ID3	The protocol versions among equipment do not match		

1002

Code	Name	ID	ID Name	Cause	Repair Suggestion
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 env.	• Check the DC cable for short circuits or broken cables. • Check whether the positive and negative poles of the DC cable are shorted to the ground. • If the cable is normal and the fault occurs on rainy days, confirm again after the weather improves; • Check whether the ISO impedance protection value is too high through the APP to confirm that it meets the requirements of local regulations; • If it is not due to the above reasons and the fault still exists, please submit fault feedback on the APP-service-troubleshooting page.

1003

Code	Name	ID	ID Name	Cause	Repair Suggestion
1003	Over-temperature	ID1	Inverter over-temperature	Too high ambient temperature, poor ventilation in the installation location Malfunction of the int.	**Generally, the machine will be restarted after the internal temperature or module temperature returns to normal, if the failure occurs repeatedly:** 1. Check whether the ventilation of the installation location of the equipment is good and improved. 2. Check whether the device is exposed to direct light and improve. To confirm that the above reasons are not the above and the fault still exists, please submit fault feedback on the APP-service-troubleshooting page.

1004

Code	Name	ID	ID Name	Cause	Repair Suggestion
1004	Equipment fault	ID1	Malfunction of the power module	Internal circuit fault.	1. Give standby/shutdown instructions, disconnect the DC and AC switches, and wait a few minutes until the device is completely powered down. 2. Restore DC and AC switches and give boot instructions. If the fault does not disappear, please submit the fault feedback on the APP-service-troubleshooting page.
		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		
		ID8	Abnormal nighttime PID function		

Code	Name	ID	ID Name	Cause	Repair Suggestion
1004	Equipment fault	ID9	Energy storage cluster fault	There is a fault in the energy storage cluster.	Please submit a fault report on the mySigen APP's Support > troubleshooting page or contact the Sigenergy Customer Service Center to check if the energy storage cluster is functioning properly.

1005

Code	Name	ID	ID Name	Cause	Repair Suggestion
1005	System grounding fault	ID1	System grounding fault	PE cable not grounded.	• Check whether the protective ground wire is connected normally. • To confirm that the above reasons are not the above and the fault still exists, please submit fault feedback on the APP-service-troubleshooting page.

1006

Code	Name	ID	ID Name	Cause	Repair Suggestion
1006	PV string overvoltage	ID1	String 1 input overvoltage	Too many strings in series. The open-circuit voltage is greater than the max. input voltage.	• Measure whether the PV voltage of the corresponding alarm string exceeds the system voltage, and appropriately reduce the number of components on the string according to the product specifications. • If the above reasons are not confirmed and the fault still exists, please submit a fault feedback on the Support > troubleshooting page of the mySigen APP or contact the Sigenergy Customer Service Center.
		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		

Code	Name	ID	ID Name	Cause	Repair Suggestion
1006	PV string overvoltage	ID9	String 9 input overvoltage	Too many strings in series. The open-circuit voltage is greater than the max. input voltage.	• Measure whether the PV voltage of the corresponding alarm string exceeds the system voltage, and appropriately reduce the number of components on the string according to the product specifications. • If the above reasons are not confirmed and the fault still exists, please submit a fault feedback on the Support > troubleshooting page of the mySigen APP or contact the Sigenergy Customer Service Center.
		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		
		ID17	MPPT1 input overvoltage		
		ID18	MPPT2 input overvoltage		
		ID19	MPPT3 input overvoltage		
		ID20	MPPT4 input overvoltage		
		ID21	MPPT5 input overvoltage		
		ID22	MPPT6 input overvoltage		
		ID23	MPPT7 input overvoltage		
		ID24	MPPT8 input overvoltage		
		ID25	MPPT9 input overvoltage		
		ID26	MPPT10 input overvoltage		
		ID27	MPPT11 input overvoltage		

Code	Name	ID	ID Name	Cause	Repair Suggestion
1006	PV string overvoltage	ID28	MPPT12 input overvoltage	Too many strings in series. The open-circuit voltage is greater than the max. input voltage.	• Measure whether the PV voltage of the corresponding alarm string exceeds the system voltage, and appropriately reduce the number of components on the string according to the product specifications. • If the above reasons are not confirmed and the fault still exists, please submit a fault feedback on the Support > troubleshooting page of the mySigen APP or contact the Sigenergy Customer Service Center.
		ID29	MPPT13 input overvoltage		
		ID30	MPPT14 input overvoltage		
		ID31	MPPT15 input overvoltage		
		ID32	MPPT16 input overvoltage		
		ID33	MPPT17 input overvoltage		
		ID34	MPPT18 input overvoltage		
		ID35	MPPT19 input overvoltage		
		ID36	MPPT20 input overvoltage		
		ID37	MPPT21 input overvoltage		
		ID38	MPPT22 input overvoltage		
		ID39	MPPT23 input overvoltage		
		ID40	MPPT24 input overvoltage		

1007

Code	Name	ID	ID Name	Cause	Repair Suggestion
1007	PV string reversely connected	ID1	String 1 reversely connected	Positive and negative terminals reversely connected.	• Check whether the positive and negative poles of the corresponding alarm string are reversed. If so, wait for the photovoltaic string current to drop below 0.5A, disconnect the DC switch, and adjust the polarity of the corresponding string.
		ID2	String 2 reversely connected		
		ID3	String 3 reversely connected		
		ID4	String 4 reversely connected		

Code	Name	ID	ID Name	Cause	Repair Suggestion
1007	PV string reversely connected	ID5	String 5 reversely connected	Positive and negative terminals reversely connected.	• If the above reasons are not the cause and the fault still exists, please submit a fault feedback on the mySigen APP's Support > troubleshooting page or contact the Sigenergy Customer Service Center.
		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		
		ID17	String 17 reverse connection		
		ID18	String 18 reverse connection		
		ID19	String 19 reverse connection		
		ID20	String 20 reverse connection		
		ID21	String 21 reverse connection		
		ID22	String 22 reverse connection		
		ID23	String 23 reverse connection		

Code	Name	ID	ID Name	Cause	Repair Suggestion
1007	PV string reversely connected	ID24	String 24 reverse connection	Positive and negative terminals reversely connected.	
		ID25	String 25 reverse connection		
		ID26	String 26 reverse connection		
		ID27	String 27 reverse connection		
		ID28	String 28 reverse connection		
		ID29	String 29 reverse connection		
		ID30	String 30 reverse connection		
		ID31	String 31 reverse connection		
		ID32	String 32 reverse connection		
		ID33	String 33 reverse connection		
		ID34	String 34 reverse connection		
		ID35	String 35 reverse connection		
		ID36	String 36 reverse connection		
		ID37	String 37 reverse connection		
		ID38	String 38 reverse connection		
		ID39	String 39 reverse connection		
		ID40	String 40 reverse connection		

1008

Code	Name	ID	ID Name	Cause	Repair Suggestion
1008	PV string sinking current	ID1	String 1 sinking current	Inconsistent configuration of strings.	• Check whether the number of panels configured for the corresponding alarm string is less than other strings. If so, wait for the photovoltaic string current to drop below 0.5A, disconnect the DC switch, and adjust the panel configuration for that string. • Check whether the string panels are obstructed. If so, improve the obstruction or clean the panels. • Check whether the orientation of the string panels is abnormal. If so, adjust the panel orientation. • If none of the above reasons apply and the fault still exists, please submit a fault feedback on the mySigen APP's Support > troubleshooting page or contact the Sigenergy customer service center.
		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		
		ID17	String 17 backfeed		
		ID18	String 18 backfeed		
		ID19	String 19 backfeed		
		ID20	String 20 backfeed		

Code	Name	ID	ID Name	Cause	Repair Suggestion
1008	PV string sinking current	ID21	String 21 backfeed	Inconsistent configuration of strings.	• Check whether the number of panels configured for the corresponding alarm string is less than other strings. If so, wait for the photovoltaic string current to drop below 0.5A, disconnect the DC switch, and adjust the panel configuration for that string. • Check whether the string panels are obstructed. If so, improve the obstruction or clean the panels. • Check whether the orientation of the string panels is abnormal. If so, adjust the panel orientation. • If none of the above reasons apply and the fault still exists, please submit a fault feedback on the mySigen APP's Support > troubleshooting page or contact the Sigenergy customer service center.
		ID22	String 22 backfeed		
		ID23	String 23 backfeed		
		ID24	String 24 backfeed		
		ID25	String 25 backfeed		
		ID26	String 26 backfeed		
		ID27	String 27 backfeed		
		ID28	String 28 backfeed		
		ID29	String 29 backfeed		
		ID30	String 30 backfeed		
		ID31	String 31 backfeed		
		ID32	String 32 backfeed		
		ID33	String 33 backfeed		
		ID34	String 34 backfeed		
		ID35	String 35 backfeed		
		ID36	String 36 backfeed		
		ID37	String 37 backfeed		
		ID38	String 38 backfeed		
		ID39	String 39 backfeed		
		ID40	String 40 backfeed		

1009

Code	Name	ID	ID Name	Cause	Repair Suggestion
1009	AFCI fault	ID1	AFCI fault of string 1	• DC cable damaged. • Poor contact of string connector.	1. Disconnect the PV DC switch and check whether the corresponding alarm string has any issues such as DC side cable damage, poor contact of connection terminals, or burn marks. If any are found, replace the damaged cable, tighten the connection terminals, or replace the components with burn marks. 2. Re-close the PV DC switch and clear the AFCI fault
		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		

Code	Name	ID	ID Name	Cause	Repair Suggestion
1009	AFCI fault	ID12	AFCI fault of string 12	• DC cable damaged. • Poor contact of string connector.	through the APP, allowing the device to resume operation. If none of the above reasons apply and the fault still exists, please submit a fault feedback on the APP-support-troubleshooting page or contact the Sigenergy customer service center.
		ID13	AFCI fault of string 13		
		ID14	AFCI fault of string 14		
		ID15	AFCI fault of string 15		
		ID16	AFCI fault of string 16		
		ID17	String 17 AFCI fault		
		ID18	String 18 AFCI fault		
		ID19	String 19 AFCI fault		
		ID20	String 20 AFCI fault		
		ID21	String 21 AFCI fault		
		ID22	String 22 AFCI fault		
		ID23	String 23 AFCI fault		
		ID24	String 24 AFCI fault		
		ID25	String 25 AFCI fault		
		ID26	String 26 AFCI fault		
		ID27	String 27 AFCI fault		
		ID28	String 28 AFCI fault		
		ID29	String 29 AFCI fault		
		ID30	String 30 AFCI fault		
		ID31	String 31 AFCI fault		
		ID32	String 32 AFCI fault		
		ID33	String 33 AFCI fault		
		ID34	String 34 AFCI fault		
		ID35	String 35 AFCI fault		
		ID36	String 36 AFCI fault		
		ID37	String 37 AFCI fault		
		ID38	String 38 AFCI fault		
		ID39	String 39 AFCI fault		
		ID40	String 40 AFCI fault		

1010

Code	Name	ID	ID Name	Cause	Repair Suggestion
1010	Grid power outage	ID1	Grid power outage	Grid power outage or AC switch turned off.	**Under normal circumstances, the inverter will be reconnected to the grid after the grid returns to normal. If the failure recurs:** ● Check whether the grid is reliably supplied. ● Check whether the AC switch is open and whether the AC circuit breaker is closed. ● Confirm whether the off-grid function is enabled (for off-grid products). To confirm that the above reasons are not the above and the fault still exists, please submit fault feedback on the APP-support-troubleshooting page.
		ID2	Grid power failure lock	The equipment has experienced a grid power outage fault before, and the equipment remains in a shutdown state.	1. After confirming the site conditions, manually clear the alarm on the alarm interface of the APP.

1011

Code	Name	ID	ID Name	Cause	Repair Suggestion
1011	Grid overvoltage	ID1	Grid overvoltage Level I	The grid voltage is greater than the overvoltage threshold Level I	**Under normal circumstances, the inverter will be reconnected to the grid after the grid returns to normal. If the failure occurs repeatedly:** ● Measure the actual grid voltage, if the grid voltage is higher than the set value, contact the local power operator for a solution. ● Check the setting of the protection parameters through the APP, and modify the overvoltage protection
		ID2	Grid overvoltage Level II	The grid voltage is greater than the overvoltage threshold Level II	

Code	Name	ID	ID Name	Cause	Repair Suggestion
1011	Grid overvoltage	ID3	Grid overvoltage Level III	The grid voltage is greater than the overvoltage threshold Level III	value after obtaining the consent of the local power operator. ● To confirm that the above reasons are not the above and the fault still exists, please submit fault feedback on the APP-service-troubleshooting page.

1012

Code	Name	ID	ID Name	Cause	Repair Suggestion
1012	Grid undervoltage	ID1	Grid undervoltage Level I	The grid voltage is less than the undervoltage threshold I	**Under normal circumstances, the inverter will be reconnected to the grid after the grid returns to normal. If the failure occurs repeatedly:** ● Measure the actual grid voltage, and if the grid voltage is lower than the set value, contact the local power operator for resolution. ● Check whether the settings of the APP protection parameters meet the requirements. ● To confirm that the above reasons are not the above and the fault still exists, please submit fault feedback on the APP-service-troubleshooting page.
		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

Code	Name	ID	ID Name	Cause	Repair Suggestion
1013	Grid overfrequency	ID1	Grid overfrequency Level I	The grid frequency is greater than the overfrequency threshold Level I	**Under normal circumstances, the inverter will be reconnected to the grid after the grid returns**

Code	Name	ID	ID Name	Cause	Repair Suggestion
1013	Grid overfrequency	ID2	Grid overfrequency Level II	The grid frequency is greater than the overfrequency threshold Level II	**to normal. If the failure occurs repeatedly:** ● Measure the actual grid frequency, and if the grid frequency is indeed outside the set range, contact the local power operator for resolution. ● Check whether the setting of protection parameters meets the requirements through the APP. ● To confirm that the above reasons are not the above and the fault still exists, please submit fault feedback on the APP-service-troubleshooting page.
		ID3	Grid overfrequency Level III	The grid frequency is greater than the overfrequency threshold Level III	

1014

Code	Name	ID	ID Name	Cause	Repair Suggestion
1014	Grid underfrequency	ID1	Grid underfrequency Level I	The grid frequency is less than the underfrequency threshold Level I	**Under normal circumstances, the inverter will be reconnected to the grid after the grid returns to normal. If the failure occurs repeatedly:** ● Measure the actual grid frequency, and if the grid frequency is indeed outside the set range, contact the local power operator for resolution; ● Check whether the setting of protection parameters meets the requirements through the APP; ● To confirm that the above reasons are not the above and the fault still exists, please submit fault feedback on the
		ID2	Grid underfrequency Level II	The grid frequency is less than the underfrequency threshold Level II	

Code	Name	ID	ID Name	Cause	Repair Suggestion
1014	Grid underfrequency	ID3	Grid underfrequency Level III	The grid frequency is less than the underfrequency threshold Level III	APP-service-troubleshooting page.

1015

Code	Name	ID	ID Name	Cause	Repair Suggestion
1015	Grid voltage imbalance	ID1	Grid voltage imbalance	• Three-phase grid phase angle imbalance. • Three-phase grid amplitude imbalance.	**Under normal circumstances, the inverter will be reconnected to the grid after the grid returns to normal. If the failure occurs repeatedly:** • Measure the actual grid voltage, if the phase voltage amplitude or phase difference of each phase of the power grid is large, please contact the current power company for a solution. • To confirm that the above reasons are not the above and the fault still exists, please submit fault feedback on the App-service-troubleshooting page.

1016

Code	Name	ID	ID Name	Cause	Repair 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.	• If it occurs by chance, it may be caused by transient sudden changes in the environment, and the equipment will resume normal operation after the external environment is stabilized without manual intervention. • If it occurs frequently or cannot be recovered for a long time, please contact SEG Customer Service.

1017

Code	Name	ID	ID Name	Cause	Repair Suggestion
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 normmal operation without manual intervention after the environment is stabilized. • If this happens frequently or cannot be resumed for an extended period of time, please contact Service Center.

1018

Code	Name	ID	ID Name	Cause	Repair Suggestion
1018	Communication fault	ID1	4G communication fault	• Insufficient 4G traffic or SIM card not inserted. • Poor contact of internal communication Dongle.	• Please check the 4G data, if the data is insufficient, please recharge. • If the 4G data is sufficient, please reseat the 4G Dongle and wait for the 4G communication to be restored. • If the fault does not go away, please submit fault feedback on the APP-service-support-troubleshooting page.
		ID2	CAN communication fault	• Poor contact of floating connectors. • CAN module communication fault.	• Restart the device and wait for it to return to normal. • If the fault does not disappear, please submit the fault feedback on the APP-support-troubleshooting page.
		ID3	Meter communication fault	Poor contact between meter connector and equipment.	• Check whether the meter communication port is connected reliably. • If the fault does not disappear, please submit the fault feedback on the APP-support-troubleshooting page.
		ID4	Gateway communication fault	Poor contact between Gateway and all-in-one machine.	• Check whether the Gateway communication port is reliably connected. • If the fault does not disappear, please submit a fault feedback on the Support>troulessshooting page of mySigen App.

1019

Code	Name	ID	ID Name	Cause	Repair Suggestion
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 contact Service Center.
		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.	

Code	Name	ID	ID Name	Cause	Repair Suggestion
1019	Internal protection	ID18	BUS overvoltage protection	Internal BUS overvoltage 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 contact Service Center.
		ID19	Internal BUS voltage imbalance protection	Internal BUS voltage imbalance protection triggered.	
		ID20	Internal control protection	Internal control protection triggered.	
		ID21	MPPT17 Overcurrent Protection		
		ID22	MPPT18 overcurrent protection		
		ID23	MPPT19 Overcurrent Protection		
		ID24	MPPT20 Overcurrent Protection		

1020

Code	Name	ID	ID Name	Cause	Repair Suggestion
1020	Abnormal AFCI self-checking circuit	ID1	AFCI self-checking circuit 1 fault	DC arc detection circuit self-checking failed.	1. Disconnect the PV DC switch and check whether the corresponding alarm string has any signs of DC side cable damage, poor contact of connection terminals, or burn marks. If so, replace the damaged cable, tighten the connection terminals, or replace the components with burn marks. 2. Re-close the PV DC switch and clear the AFCI fault through the APP, and the device will resume operation. If the above reasons are not the cause and the fault still exists, please submit a fault feedback on the troubleshooting page of the mySigen APP or contact
		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		

Code	Name	ID	ID Name	Cause	Repair Suggestion
1020	Abnormal AFCI self-checking circuit	ID10	AFCI self-checking circuit 10 fault	DC arc detection circuit self-checking failed.	the Sigenergy customer service center.
		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		
		ID17	AFCI self-test circuit 17 fault		
		ID18	AFCI self-test circuit 18 fault		
		ID19	AFCI self-test circuit 19 fault		
		ID20	AFCI self-test circuit 20 fault		

1021

Code	Name	ID	ID Name	Cause	Repair Suggestion
1021	Inverter AC side voltage abnormal	ID1	AC side overload protection	AC side voltage below threshold.	Excessive load power, reduce load power.
		ID2	AC side short circuit protection	AC side voltage below threshold.	• Check if there is a short circuit in the AC output and load. • If the fault persists, please go to the Support > troubleshooting page or contact your local service.

Code	Name	ID	ID Name	Cause	Repair Suggestion
1021	Inverter AC side voltage abnormal	ID3	AC side overvoltage protection	Off grid output voltage greater than threshold.	• Generating load power is too large, causing overload, reduce generating load power. • Grid overvoltage, please check grid voltage. • Generator overvoltage, please check generator voltage.
		ID4	AC side undervoltage protection	AC side voltage below threshold.	• Load power is too high causing overload, reduce load power. • Gateway inverter side air switch not closed. • Grid undervoltage, please check grid voltage. • Engine undervoltage, please check engine voltage.
		ID5	AC side overfrequency protection	AC side frequency above threshold.	• Inductive load power is too high causing overload, reduce inductive load power. • Gateway inverter side air switch not closed. • Grid over frequency, please check grid frequency. • Engine over frequency, please check engine frequency.
		ID6	AC side underfrequency protection	AC side frequency below threshold.	• Capacitive load power is too high causing overload, reduce capacitive load power. • Gateway inverter side air switch not closed. • Grid under frequency, please check grid frequency. • Engine under frequency, please check engine frequency.

1022

Code	Name	ID	ID Name	Cause	Repair Suggestion
1022	Manual operation protection	ID1	EPO protection	The customer presses the rapid shutdown button in emergency.	After confirming that there are no safety hazards at the scene, press the emergency stop button.

1023

Code	Name	ID	ID Name	Cause	Repair Suggestion
1023	Neutral line abnormality in inverter	ID1	Neutral wire disconnected in the inverter	The neutral line in the inverter is not connected or is loose.	1. Send standby/shutdown command on the APP side, disconnect the grid switch, and wait a few minutes until the device is completely powered off. 2. Check the neutral wire connection of the inverter, check whether the neutral wire is disconnected or loose, and reconnect the wiring. 3. Restore the grid switch and send the startup command.

1024

Code	Name	ID	ID Name	Cause	Repair Suggestion
1024	Abnormal phase sequence	ID1	Abnormal phase sequence of three-phase grid	Abnormal phase sequence of three-phase grid.	Adjust the sequence of the three-phase wiring on the AC output side.

1025

Code	Name	ID	ID Name	Cause	Repair Suggestion
1025	Short circuit to PE	ID1	Three-phase grid is short circuited to the PE	Three-phase grid is short circuited to the PE.	Check if there is a phase-to-ground short circuit on the grid side wiring.

1026

Code	Name	ID	ID Name	Cause	Repair Suggestion
1026	Soft start failure	ID1	Soft start failure	Soft start failure.	• If it occurs accidentally, it may be caused by a transient change in the environment. The equipment will return to normal operation after the external environment stabilizes, and no manual intervention is required. • If it occurs frequently or cannot be restored for a long time, please contact Sigen customer service center.

1027

Code	Name	ID	ID Name	Cause	Repair Suggestion
1027	Grid frequency unstable	ID1	Grid frequency unstable	Grid frequency change rate does not meet local grid standards.	• If it occurs occasionally, it may be caused by instantaneous fluctuation of grid frequency. The equipment will resume normal operation after the grid returns to stability, and no manual intervention is required. • If it occurs frequently or cannot be restored for a long time, please check whether the grid frequency is within the range and contact the local power grid operator.

1028

Code	Name	ID	ID Name	Cause	Repair Suggestion
1028	Built-in GATEWAY device failure	ID1	Grid port relay open circuit fault	Internal circuit failure in the equipment.	1. Send the standby/shutdown command on the App side, disconnect the grid switch, and wait a few minutes until the device is completely powered off.
		ID2	Grid port relay short circuit fault		

Code	Name	ID	ID Name	Cause	Repair Suggestion
1028	Built-in GATEWAY device failure	ID3	Load port relay open circuit fault	Internal circuit failure in the equipment.	2. Restore the grid switch and send the power-on command. If the fault persists, please submit a fault report on the APP-support-troubleshooting page.
		ID4	Load port relay short circuit fault		
		ID5	Neutral point grounding relay open circuit fault		
		ID6	Neutral point grounding relay short circuit fault		

1029

Code	Name	ID	ID Name	Cause	Repair Suggestion
1029	Built-in GATEWAY wiring abnormal	ID1	Abnormal grid connection phase sequence	Abnormal grid connection.	1. Stop the power plant operation. 2. Swap the order of any two phases among L1, L2, and L3 at the grid input terminal. If the fault persists, please submit a fault report on the APP-support-troubleshooting page.
		ID2	Abnormal phase sequence in load-side wiring	Abnormal wiring on the load side.	● Perform power station wiring inspection. ● If the fault persists, please submit a fault report on the APP-support-troubleshooting page.
		ID3	AC cable parallel connection abnormality	The phase sequence of the AC side wiring between parallel devices does not correspond.	● Check whether the wiring of the device's grid port or load port matches the phase sequence of other parallel devices; ● If the fault persists, please submit a fault report on the APP-support-troubleshooting page.

1030

Code	Name	ID	ID Name	Cause	Repair Suggestion
1030	Built-in GATEWAY load failure	ID1	Phase A load overvoltage	Low phase A voltage of the load.	• Check the load voltage. If the load is abnormal, just wait for the load to return to normal, and the alarm will recover automatically. • If the load is normal and does not recover for a long time, check the wiring on the load and inverter sides. • If none of the above reasons apply and the fault still exists, please submit a fault report on the APP-support-troubleshooting page.
		ID2	Load phase B overvoltage	Low voltage on phase B of the load.	
		ID3	Load phase C overvoltage	Low voltage on phase C load.	
		ID4	Phase A undervoltage of load	Low phase A voltage of the load.	
		ID5	Load phase B undervoltage	Low voltage on phase B of the load.	
		ID6	Load phase C undervoltage	Low voltage on phase C of the load.	
		ID7	Overfrequency load	High load voltage frequency.	• Check the load frequency. If the load is abnormal, just wait until the load returns to normal, and the alarm will recover automatically; • If the load is normal and does not recover for a long time, check the wiring on the load and inverter sides; • If the above reasons are excluded and the fault still exists, please submit a fault report on the APP-support-troubleshooting page.
		ID8	Load underfrequency	The load voltage frequency is low.	

1031

Code	Name	ID	ID Name	Cause	Repair Suggestion
1031	Built-in GATEWAY port overcurrent	ID1	Overcurrent at grid-side phase A port	Excessive current flows through the A-phase port on the grid side.	• If the load power is too high, you can reduce the load power. • If there is parallel operation, check whether the cable lengths from the grid to the load for each device are uneven. If they are uneven, you can adjust the
		ID2	Overcurrent at grid-side phase B port	Excessive current flows through the B-phase port on the grid side.	

Code	Name	ID	ID Name	Cause	Repair Suggestion
1031	Built-in GATEWAY port overcurrent	ID3	Overcurrent at phase C port on the grid side	The current flowing through the C-phase port on the grid side is too large.	cable lengths to make them uniform.
		ID4	Overcurrent at phase A port on the load side	Excessive current flows through the A-phase port on the load side.	
		ID5	Overcurrent at phase B port on the load side	The current flowing through the B-phase port on the load side is too large.	
		ID6	Overcurrent at phase C port on the load side	Excessive current flows through the C-phase port on the load side.	

Chapter 3 Sigen Battery

Tips

- Alarm codes 2001–2008 apply to the household series SigenStor Battery.
- Alarm codes 2201–2207 apply to the C&I series SigenStack Battery.

2001

Code	Name	ID	ID Name	Cause	Repair Suggestion
2001	The software version does not match	ID1	Software version mismatch	The equipment's internal software version does not match.	• Please upgrade the system software again. • If the fault still exists, please submit fault feedback on the APP-service-support-troubleshooting page.
		ID2	Software and hardware version mismatch		
		ID3	The protocol version does not match		

2002

Code	Name	ID	ID Name	Cause	Repair Suggestion
2002	The energy storage module has low insulation resistance to the ground	ID1	Energy storage module has low insulation impedance to ground	The energy storage module is short circuited to the housing.	1. 1. Issue standby/shutdown command through the APP, disconnect the DC and AC switches, wait few minutes until the device is completely powered off. 2. Turn on the DC and AC switches and issue startup command through the APP. If the fault still exists, please submit fault feedback on the APP-service-support-troubleshooting page.

2003

Code	Name	ID	ID Name	Cause	Repair Suggestion
2003	Over-temperature	ID1	High temperature of energy storage power module	• Too high ambient temperature, poor ventilation in the installation location.	• Check and make sure the ventilation are of the equipment installation location is good.

Code	Name	ID	ID Name	Cause	Repair Suggestion
2003	Over-temperature	ID2	High temperature of energy storage battery module	• Malfunction of the internal power module results in abnormal internal heating.	• Check and make sure the equipment is not exposed to direct sun and improve. • If the fault still exists, please submit fault feedback on the APP-service-support-troubleshooting page.

2004

Code	Name	ID	ID Name	Cause	Repair Suggestion
2004	Equipment fault	ID1	Energy storage control circuit abnormal	Internal circuit fault.	1. Issue standby/shutdown command through the APP, disconnect the DC and AC switches, wait few minutes until the device is completely powered off. 2. Turn on the DC and AC switches and issue startup command through the APP. If the fault still exists, please submit fault feedback on the APP-service-support-troubleshooting page.
		ID2	Abnormal energy storage battery module		
		ID3	Auxiliary power source anomaly		
		ID4	Master-slave communication anomaly		
		ID5	Switch button stuck		

2005

Code	Name	ID	ID Name	Cause	Repair Suggestion
2005	Under-temperature	ID1	Low temperature of energy storage battery module	Too low ambient temperature.	• Wait the system self heating and reached to the operating temperature range of the equipment, fault will recover and system working normal. • If the ambient temperature rises to the operating temperature range of the device and the fault not disappear, please submit fault feedback on the APP-service-support-troubleshooting page.

2006

Code	Name	ID	ID Name	Cause	Repair Suggestion
2006	Battery module over-voltage	ID1	Battery module overvoltage	• 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

Code	Name	ID	ID Name	Cause	Repair Suggestion
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

Code	Name	ID	ID Name	Cause	Repair Suggestion
2008	Internal protection	ID1	Overvoltage protection of the power module	Internal overvoltage protection triggered.	• If it occurs by chance, it may be caused by transient changes in the environment, and the device will return to normal after the external environment is stable. • If it occurs frequently or cannot be recovered for a long time, please submit fault feedback on the APP-service-troubleshooting page.
		ID2	Overvoltage protection of the power module output	Internal overvoltage protection triggered.	
		ID3	Overcurrent protection of the power module	Internal overcurrent protection triggered.	
		ID4	Internal series module voltage imbalance	Internal voltage imbalance protection triggered.	
		ID5	Internal parallel module current imbalance	Internal current imbalance protection triggered.	

2201

Code	Name	ID	ID Name	Cause	Repair Suggestion
2201	Version mismatch	ID1	Software version mismatch	The internal software version of the all-in-one machine does not match.	Please upgrade again, if the fault still exists, please submit a fault report on the APP-support-troubleshooting page.
		ID2	Software and hardware versions do not match		
		ID3	Protocol version number does not match		

2202

Code	Name	ID	ID Name	Cause	Repair Suggestion
2202	Battery module temperature too high	ID1	High temperature of energy storage battery module	The ambient temperature is too high, and the installation location is not ventilated.	• Check if the ventilation at the installation location of the equipment is good and improve it. • Check if the equipment is exposed to direct sunlight and improve it. • If the above reasons are not the cause and the fault still exists, please submit a fault feedback on the APP-support-troubleshooting page.

2203

Code	Name	ID	ID Name	Cause	Repair Suggestion
2203	Equipment failure	ID1	Auxiliary source anomaly	Auxiliary module anomaly: balancing module abnormal; detection module anomaly: generally refers to overcurrent, voltage difference.	1. Send standby/shutdown command on the APP side, disconnect DC and AC switches, and wait a few minutes until the device is completely powered off. 2. Restore DC and AC switches, and send a startup command. If the fault persists, please go to APP-support-troubleshoot.
		ID2	Detection module abnormality		
		ID3	Communication error		
		ID4	External fan failure		
		ID5	Heating film abnormality		
		ID6	Auxiliary module anomaly		

Code	Name	ID	ID Name	Cause	Repair Suggestion
2203	Equipment failure	ID7	Base temperature harness fault	Auxiliary module anomaly: balancing module abnormal; detection module anomaly: generally refers to overcurrent, voltage difference.	1. Send standby/shutdown command on the APP side, disconnect DC and AC switches, and wait a few minutes until the device is completely powered off. 2. Restore DC and AC switches, and send a startup command. If the fault persists, please go to APP-support-troubleshoot.
		ID8	Temperature fault of floating plug on battery module		
		ID9	Heating film abnormality warning		
		ID10	EEPROM self-test fault		
		ID11	Active balancing protection for battery modules		

2204

Code	Name	ID	ID Name	Cause	Repair Suggestion
2204	Temperature too low	ID1	The temperature of the energy storage battery module is low	Ambient temperature too low.	● Wait for the ambient temperature to rise within the operating temperature range of the equipment, and the fault can be automatically resolved. ● If the ambient temperature rises within the operating temperature range of the equipment and the fault persists, please submit a fault report on the APP-support-troubleshooting page.

2205

Code	Name	ID	ID Name	Cause	Repair Suggestion
2205	Battery module overvoltage	ID1	Battery module overvoltage	The battery module or the cell voltage within the module is too high.	Please submit fault feedback on the APP-support-troubleshooting page.

2206

Code	Name	ID	ID Name	Cause	Repair Suggestion
2206	Battery module undervoltage	ID1	Battery module undervoltage	The battery module or the cell voltage within the module is too low.	Please submit fault feedback on the APP-support-troubleshooting page.

2207

Code	Name	ID	ID Name	Cause	Repair Suggestion
2207	The power of the battery module is limited	ID1	Battery module voltage high limit power	The voltage of the battery module or the cells within the module is relatively high.	• Send a shutdown command on the APP side or long press the button to shut down. After the battery cluster indicator light goes off, send a startup command on the APP side or long press the button to start up. • If the fault still exists, please submit a fault report on the APP-support-troubleshooting page.
		ID2	Battery module voltage lower limit power	The battery module or the cell voltage within the module is relatively low.	• Observe for 5 minutes while the system is operating normally • If the fault still exists, please submit a fault report on the APP-support-troubleshooting page
		ID3	Battery module voltage difference limits power	Large voltage differences among cells within the battery module.	• Send a shutdown command on the APP side or long press the button to shut down. After the battery cluster indicator light goes off, send a startup command on the APP side or long press the button to start up. • If the fault still exists, please submit a fault report on the APP-support-troubleshooting page.

Code	Name	ID	ID Name	Cause	Repair Suggestion
2207	The power of the battery module is limited	ID4	Battery module overcurrent power limitation	The charge and discharge current of the battery module is relatively large.	• Issue a shutdown command on the APP side or long press the button to shut down. After the battery cluster indicator turns off, issue a startup command on the APP side or long press the button to start up. • If the fault still exists, please submit a fault report on the APP-support-troubleshooting page.
		ID5	Battery module high temperature power limit	The cell temperature inside the battery module is relatively high.	• Check whether the ventilation at the device installation location is good and improve it if necessary • Check whether the device is exposed to direct sunlight and improve it if necessary • If the above reasons are not the cause and the fault still exists, please submit a fault report on the APP-support-troubleshooting page
		ID6	Battery module low temperature power limit	The cell temperature inside the battery module is relatively low.	• The device will automatically activate the heating function. Once it heats up to the operating temperature range and the fault is cleared, it will automatically resume operation. • If it cannot recover for a long time, please submit a fault report on the APP-support-troubleshooting page.

Code	Name	ID	ID Name	Cause	Repair Suggestion
2207	The power of the battery module is limited	ID7	Cell module temperature difference limits power	There is a large temperature difference among the cells inside the battery module.	• Send a shutdown command on the APP side or long press the button to shut down. After the battery cluster indicator light goes off, send a startup command on the APP side or long press the button to start up. • If the fault still exists, please submit a fault report on the APP-support-troubleshooting page.

Chapter 4 Sigen Battery Controller

2301

Code	Name	ID	ID Name	Cause	Repair Suggestion
2301	Software version mismatch	ID1	Protocol version mismatch	The internal software versions of the device do not match.	• Version mismatch or upgrade unsuccessful, please upgrade again. • If multiple upgrade attempts fail, please submit a fault report on the Support > troubleshooting page in the mySigen APP.

2302

Code	Name	ID	ID Name	Cause	Repair Suggestion
2302	Overtemperature	ID1	Junction box temperature is high	• The ambient temperature is too high, and the installation location of the equipment is not ventilated. • The internal power module of the equipment is malfunctioning, resulting in severe internal heating.	• Check whether the ventilation at the device installation location is good or if it is exposed to direct sunlight, and make improvements. • If the above reasons are not the cause and the fault still exists, please submit a fault report on the mySigen APP via Support > troubleshooting page.

2303

Code	Name	ID	ID Name	Cause	Repair Suggestion
2303	Equipment failure	ID1	AC soft start failure	Internal circuit failure in the equipment.	• Send the standby/shutdown command from the APP side, disconnect the DC and AC switches, and wait a few minutes until the device is completely powered off. • Restore the DC and AC switches, and send the power-on command.
		ID2	Relay abnormality		
		ID3	Auxiliary source abnormal		
		ID4	CAN communication abnormality		

Code	Name	ID	ID Name	Cause	Repair Suggestion
2303	Equipment failure	ID5	PID (Potential Induced Degradation) adhesion fault	Internal circuit failure in the equipment.	• If the fault persists, please submit a fault report on the mySigen APP's Support > troubleshooting page.

2304

Code	Name	ID	ID Name	Cause	Repair Suggestion
2304	Wiring abnormality	ID1	Power line reverse connection	The power cable or network cable is not properly connected.	• Send the standby/shutdown command from the APP side, disconnect the DC and AC switches, and wait a few minutes until the device is completely powered off. • Check the wiring of the power cable and network cable. After confirming that the wiring is normal, send the power-on command. • If the fault persists, please submit a fault report on the mySigen APP's Support > troubleshooting page.
		ID2	Power line disconnected		
		ID3	Network cable connection abnormal		
		ID4	Poor contact of power line		

2101

Code	Name	ID	ID Name	Cause	Repair Suggestion
2101	Software Version Mismatch	ID1	Software Version Mismatch	The internal software version of the all-in-one machine does not match.	Please upgrade again. If the problem persists, please submit a fault report on the APP-support-troubleshooting page.
		ID2	Software And Hardware Versions Do Not Match		

2102

Code	Name	ID	ID Name	Cause	Repair Suggestion
2102	Low Insulation Resistance To Ground In Energy Storage Cluster	ID1	Low Insulation Resistance To Ground Of Energy Storage Module	Internal Short Circuit To The Enclosure Of The Energy Storage Module.	● Send a standby/shutdown command from the app, disconnect the DC and AC switches, and wait a few minutes until the device is completely powered off. ● Restore the DC and AC switches, and send a power-on command 3. If the fault persists, please submit a fault report on the APP-support-troubleshooting page.

2103

Code	Name	ID	ID Name	Cause	Repair Suggestion
2103	Temperature Of The Power Module In The Energy Storage Cluster Is Too High	ID1	High Temperature In Energy Storage Power Module	The ambient temperature is too high, the equipment installation location is not ventilated; the power module inside the equipment is malfunctioning.	● Check if the ventilation at the equipment installation location is good and improve it ● Check if the equipment is directly exposed to light and improve it. ● If the above reasons are not the cause and the fault still exists, please submit a fault report on the APP-support-troubleshooting page.

2104

Code	Name	ID	ID Name	Cause	Repair Suggestion
2104	Battery Module Temperature In Energy Storage Cluster Too High	ID1	Energy Storage Battery Module Temperature High	The ambient temperature is too high, the equipment installation location is not ventilated; the power module inside the equipment is malfunctioning.	• Check if the ventilation at the equipment installation location is good and improve it. • Check if the equipment is directly exposed to light and improve it. • If the above reasons are not the cause and the fault still exists, please submit a fault report on the APP-support-troubleshooting page.

2105

Code	Name	ID	ID Name	Cause	Repair Suggestion
2105	Equipment Failure	ID1	Energy Storage Control Circuit Abnormal	Internal Circuit Malfunction.	1. Send a standby/shutdown command on the APP side, disconnect the DC and AC switches, and wait a few minutes until the device is completely powered off. 2. Restore the DC and AC switches, and send a power-on command. If the fault persists, please submit a fault feedback on the APP-support-troubleshooting page.
		ID2	Energy Storage Battery Module Abnormal		
		ID3	Auxiliary Source Abnormality		
		ID4	CAN1 Communication Error		
		ID5	CAN2 Communication Error		
		ID6	External Fan Failure		
		ID7	Physical Location Anomaly		
		ID8	Fastio Self-test Abnormal		
		ID9	Base abnormality		
		ID10	Dc Circuit Breaker Fault		

Code	Name	ID	ID Name	Cause	Repair Suggestion
2105	Equipment Failure	ID11	Secondary power supply abnormality	Internal Circuit Malfunction.	1. Send a standby/shutdown command on the APP side, disconnect the DC and AC switches, and wait a few minutes until the device is completely powered off. 2. Restore the DC and AC switches, and send a power-on command. If the fault persists, please submit a fault feedback on the APP-support-troubleshooting page.

2106

Code	Name	ID	ID Name	Cause	Repair Suggestion
2106	Temperature Too Low	ID1	Energy Storage Battery Module Temperature Low	Ambient Temperature Is Too Low.	● Wait for the ambient temperature to rise to the operating temperature range of the equipment, and the fault can be automatically resolved. ● If the ambient temperature rises to the operating temperature range of the equipment and the fault persists, please submit a fault report on the APP-support-troubleshooting page

2107

Code	Name	ID	ID Name	Cause	Repair Suggestion
2107	Battery Cluster Module Overvoltage	ID1	Battery Module Overvoltage	Battery module or cell voltage within the module is too high; battery module overcharged.	Please Submit Fault Feedback On The APP-support-troubleshooting Page.

2108

Code	Name	ID	ID Name	Cause	Repair Suggestion
2108	Battery Cluster Module Undervoltage	ID1	Battery Module Undervoltage	Battery module or cell voltage within the module is too low, long-term storage leads to power loss.	Please Submit Fault Feedback On The APP-support-troubleshooting Page.

2109

Code	Name	ID	ID Name	Cause	Repair Suggestion
2109	Internal equipment protection	ID1	Power module input overvoltage protection	Trigger the internal overvoltage protection mechanism of the device.	• If it occurs occasionally, it may be caused by a sudden change in the environment, The device will return to normal after the external environment stabilizes. • If it occurs frequently or cannot recover for a long time, please submit a fault report on the APP-support-troubleshooting page.
		ID2	Power module output overvoltage protection	Trigger the internal overvoltage protection mechanism of the device.	
		ID3	Battery controller type error	Battery controller type mismatch.	1. Please send the standby/ shutdown command from the APP side, disconnect the grid switch/PV DC switch, and wait for the device to power off completely. 2. Replace the battery controller with BST. 3. Restore the grid switch/PV DC switch and send the power-on command. If the fault persists, please submit a fault report on the APP-support-troubleshooting page.

2110

Code	Name	ID	ID Name	Cause	Repair Suggestion
2110	Cluster power limitation	ID1	Battery cluster module overcurrent power limit	The charge and discharge current of the battery module is relatively large.	• Send a shutdown command on the APP side or long press the button to shut down. After the battery cluster indicator light goes out, send a startup command on the APP side or long press the button to start up. • If the fault still exists, please submit a fault report on the APP-support-troubleshooting page.
		ID2	Cluster module voltage too high, power limited	The battery module voltage is relatively high.	• Send a shutdown command on the APP side or long press the button to shut down. After the battery cluster indicator light goes out, send a startup command on the APP side or long press the button to start up. • If the fault still exists, please submit a fault report on the APP-support-troubleshooting page.
		ID3	Cluster module voltage too low, power limited	The battery module voltage is relatively low.	• Observe for 5 minutes under normal system operation. • If the fault still exists, please submit a fault report on the APP-support-troubleshooting page.

Code	Name	ID	ID Name	Cause	Repair Suggestion
2110	Cluster power limitation	ID4	Cluster module voltage difference limits power	There is a large voltage difference between battery modules.	• If the system has replaced or added battery modules, it will automatically return to normal after system balancing is completed. • If the system has not replaced or added battery modules, issue a shutdown command on the APP side or long press the button to shut down. After the battery cluster indicator light goes out, issue a startup command on the APP side or long press the button to start up. • If the fault persists, please submit a fault report on the APP-support-troubleshooting page.
		ID5	Cluster module temperature high limit power	The temperature of the battery module is relatively high.	• Check whether the ventilation at the device installation location is good and improve it. • Check whether the device is exposed to direct sunlight and improve it.. • If the above reasons are not the cause and the fault still exists, please submit a fault report on the APP-support-troubleshooting page.

Code	Name	ID	ID Name	Cause	Repair Suggestion
2110	Cluster power limitation	ID6	Battery cluster module temperature lower limit power	The battery module temperature is relatively low.	● The device will automatically activate the heating function. Once it heats up to the operating temperature range and the fault is cleared, it will automatically resume operation. ● If the fault still exists, please submit a fault report on the APP-support-troubleshooting page.
		ID7	Cluster module temperature difference limits power	Large temperature difference in battery modules.	● Check whether the ventilation at the device installation location is good and improve it. ● Check whether some devices are exposed to direct sunlight and improve it. ● If the fault still exists, please submit a fault report on the APP-support-troubleshooting page.
		ID8	Battery cluster base temperature high limit power	The temperature at the base of the battery module is relatively high.	● 1. Check whether the ventilation at the equipment installation location is good and improve it. ● Check whether the stacking between battery modules is intact. ● If the issue occurs frequently or cannot be resolved for a long time, please submit a fault report on the APP-support-troubleshooting page.
		ID9	Cluster floating plug over-temperature power limit	The temperature of the floating plug on the battery module is relatively high.	
		ID10	The battery cluster base type does not match	The battery module base type does not match.	Please submit a fault report on the APP-support-troubleshooting page.

2111

Code	Name	ID	ID Name	Cause	Repair Suggestion
2111	Wiring abnormality	ID1	Abnormal DC busbar wiring	DC busbar positive and negative poles reversed.	1. On the APP side, send the standby/shutdown command, disconnect the grid switch/PV DC switch, and wait for the device to power off completely. 2. Check whether the DC bus positive and negative poles are reversed, and reconnect the wiring. 3. Restore the grid switch/PV DC switch, and send the startup command. If the above reasons are excluded and the fault still exists, please submit a fault report on the APP-support-troubleshooting page.
		ID2	Abnormal wiring of energy storage power harness	Abnormal wiring of the energy storage power harness, output voltage too low.	1. Please send the standby/ shutdown command from the APP side, disconnect the grid switch/PV DC switch, and wait for the device to power off completely. 2. Check whether the energy storage power harness is wired abnormally, and rewire if necessary. 3. Restore the grid switch/PV DC switch and send the power-on command. If the fault persists, please submit a fault report on the APP-support-troubleshooting page.

Chapter 5 Sigen Energy Gateway

3001

Code	Name	ID	ID Name	Cause	Repair Suggestion
3001	The software version does not match	ID1	Software and hardware version mismatch	Mismatched versions of various subcomponents in the all-in-one system.	Please upgrade again, if the fault persists, please submit the fault feedback on the APP-service-troubleshooting page.
		ID2	Protocol version mismatch between devices		

3002

Code	Name	ID	ID Name	Cause	Repair Suggestion
3002	Over-temperature	ID1	Temperature too high	High ambient temperature, inadequate ventilation at the equipment installation location; abnormal operation of internal components in the device.	• Check if the ventilation at the equipment installation location is good and improve it.. • If the fault persists, please submit a fault feedback on the APP-support-troubleshooting page.
		ID2	Temperature On The Grid Side Is Too High	Ambient Temperature On The Grid Side Is Too High Abnormal Operation Of Internal Device Components	
		ID3	Temperature On The Oil Engine Side Is Too High	Ambient Temperature On The Oil Engine Side Is Too High Abnormal Operation Of Internal Device Components	
		ID4	Backup Port Temperature Too High	Backup Port Ambient Temperature Too HighDevice Internal Components Malfunction	

Code	Name	ID	ID Name	Cause	Repair Suggestion
3002	Over-temperature	ID5	Load Port Temperature Too High	Load Port Ambient Temperature Too High Device Internal Components Malfunction	• Check if the ventilation at the equipment installation location is good and improve it.. • If the fault persists, please submit a fault feedback on the APP-support-troubleshooting page.

3003

Code	Name	ID	ID Name	Cause	Repair Suggestion
3003	Equipment fault	ID1	Auxiliary power source abnormal	Internal circuit failure in the device.	1. Issue standby/shutdown commands on the APP side, disconnect the DC and AC switches, and wait for a few minutes until the device is completely powered down. 2. Restore DC and AC switches and issue boot commands. To confirm that the above reasons are not the above and the fault still exists, please submit fault feedback on the APP-service-troubleshooting page.
		ID2	Internal communication failure		
		ID3	Control circuit fault		
		ID4	Grid contactor open circuit fault		
		ID5	Grid contactor short circuit fault		
		ID6	Intelligent port contactor open-circuit fault		
		ID7	Short circuit fault of intelligent port contactor		
		ID8	Neutral point grounding relay open circuit fault		
		ID9	Neutral point grounding relay short circuit fault		
		ID10	Feedback signal self-test failed	Feedback signal self-test failed.	Please submit a fault report on the APP-support-troubleshooting page.

3004

Code	Name	ID	ID Name	Cause	Repair Suggestion
3004	Too high off-grid output leak current	ID1	Excessive off-grid output leakage current	Off-grid scenario, high leakage current in the load.	Check the load for insulation damage.

3005

Code	Name	ID	ID Name	Cause	Repair Suggestion
3005	Neutral point groundin g fault	ID1	Neutral point grounding fault	• Off-grid scenario: High voltage between N and PE. • LN reversed (European gateway).	• Check if the functional ground is effectively connected to the external ground. • Check if the L (L1, L2, L3) and N connections are correct.

3006

Code	Name	ID	ID Name	Cause	Repair Suggestion
3006	Abnormal Phase Sequence Of Power Grid Wiring	ID1	Grid wiring phase sequence abnormality	Power Grid Connection Abnormality.	• Please check if the wiring at the power grid input terminal is correct.. • If the fault persists, please submit a fault report on the APP-support-troubleshooting page.

3007

Code	Name	ID	ID Name	Cause	Repair Suggestion
3007	Load Side Wiring Phase Sequence Abnormal	ID1	Inverter wiring phase sequence abnormality	Load Side Wiring Abnormality.	• Please check if the load side wiring is correct. • If the fault persists, please submit a fault report on the APP-support-troubleshooting page.

3008

Code	Name	ID	ID Name	Cause	Repair Suggestion
3008	Grid phase loss	ID1	Grid phase loss	For three-phase equipment, if the three-phase grid voltage is not fully connected to the equipment, there is a lack of one phase or two phases in the grid voltage.	Check the terminal wiring on the grid side to ensure that all three-phase grid voltages are connected to the equipment

3009

Code	Name	ID	ID Name	Cause	Repair Suggestion
3009	Grid failure	ID1	Grid phase A overvoltaged	Grid phase A voltage is too high.	• Check the grid voltage, if the grid is abnormal, just wait for it to be normal, and the alarm will be restored normally. • If the grid is normal and the alarm does not recover for a long time, check the grid wiring. • If the fault is not due to the above reasons and the fault still exists, please submit a fault feedback on the APP-support-troubleshooting page.
		ID2	Grid phase B overvoltaged	Grid phase B voltage is too high.	
		ID3	Grid phase C overvoltaged	Grid phase C voltage is too high.	
		ID4	Grid phase A undervoltaged	Grid phase A voltage is too low.	
		ID5	Grid phase B undervoltaged	Grid phase B voltage is too low.	
		ID6	Grid phase C undervoltaged	Grid phase C voltage is too low.	
		ID7	Grid overfrequency	Grid voltage frequency is too high.	
		ID8	Grid underfrequency	Grid voltage frequency is too low.	

3010

Code	Name	ID	ID Name	Cause	Repair Suggestion
3010	Generator failure	ID1	Generator phase A overvoltaged	Generator phase A voltage is too high.	1. Check the generator voltage, if the generator is abnormal, just wait for it to be normal, and the alarm will be restored normally.
		ID2	Generator phase B overvoltaged	Generator phase B voltage is too high.	

Code	Name	ID	ID Name	Cause	Repair Suggestion
3010	Generator failure	ID3	Generator phase C overvoltaged	Generator phase C voltage is too high.	2. If the generator is normal and the alarm does not recover for a long time, check the generator wiring. If the fault is not due to the above reasons and the fault still exists, please submit a fault feedback on the APP-support-troubleshooting page.
		ID4	Generator phase A undervoltaged	Generator phase A voltage is too low.	
		ID5	Generator phase B undervoltaged	Generator phase B voltage is too low.	
		ID6	Generator phase C undervoltaged	Generator phase C voltage is too low.	
		ID7	Generator overfrequency	Generator voltage frequency is too high.	
		ID8	Generator underfrequency	Generator voltage frequency is too low.	

3011

Code	Name	ID	ID Name	Cause	Repair Suggestion
3011	Load fault	ID1	Overvoltage on Load Phase A	High Voltage on Load Phase A.	1. Check the load voltage. If the load is abnormal, just wait for the load to return to normal, and the alarm will reset automatically. 2. If the load is normal and does not recover for a long time, check the load wiring. If none of the above reasons apply and the fault still exists, please submit a fault report on the APP-support-troubleshooting page.
		ID2	Overvoltage on Load Phase B	High Voltage on Load Phase B.	
		ID3	Overvoltage on Load Phase C	High Voltage on Load Phase C.	
		ID4	Undervoltage on Load Phase A	Low Voltage on Load Phase A.	
		ID5	Undervoltage on Load Phase B	Low Voltage on Load Phase B.	
		ID6	Undervoltage on Load Phase C	Low Voltage on Load Phase C.	
		ID7	Overfrequency on Load	High Voltage Frequency on Load.	1. Check the load frequency. If the load is abnormal, just wait for the load to return to normal, and the alarm will reset automatically. 2. If the load is normal and does not recover for a long time, check the load wiring. If none of the above reasons apply and the fault still exists, please submit a fault

Code	Name	ID	ID Name	Cause	Repair Suggestion
3011	Load fault	ID8	Underfrequency on Load	Low Voltage Frequency on Load.	report on the APP-support-troubleshooting page.
		ID9	Phase A load three-level overvoltage	Load phase A voltage too high.	1. Check the load voltage and check whether the N line between the inverter and the Gateway is reliably connected. If there is poor contact, please rectify it, otherwise it may cause damage to the load. 2. After this alarm occurs, the system will be shut down and stop running; sending a restart command can clear the alarm and the system will restart. If the fault still exists, please submit a fault report on the APP-support-troubleshooting page.
		ID10	Phase B load three-level overvoltage	Load phase B voltage too high.	
		ID11	Load phase C three-level overvoltage	Load phase C voltage too high.	
		ID12	Phase A load level 1 overvoltage	The voltage of phase A of the load is too high.	1. Check the load voltage and check whether the N line between the inverter and the Gateway is reliably connected. If there is poor contact, please rectify it, otherwise it may cause damage to the load. 2. After this alarm occurs, the system will be shut down and stop operating; 5 minutes later, the system will automatically restart. If the fault still exists, please submit a fault report on the APP-support-troubleshooting page.
		ID13	Phase B load level 1 overvoltage	The phase B voltage of the load is too high.	
		ID14	Phase C load level 1 overvoltage	Load phase C voltage is too high.	

3012

Code	Name	ID	ID Name	Cause	Repair Suggestion
3012	Abnormal phase sequence of engine connection	ID1	Abnormal phase sequence of engine connection	Abnormal Wiring Of Oil Machine.	• Please check if the wiring at the oil machine's input terminal is correct. • If the fault persists, please submit a fault report on the APP-support-troubleshooting page. If the fault still exists, please submit a fault report on the APP-support-troubleshooting page.

3013

Code	Name	ID	ID Name	Cause	Repair Suggestion
3013	Emergency shutdown	ID1	Emergency shutdown	Emergency shutdown signal actuation.	Cancel Emergency Shutdown Signal When System Returns To Normal.

3014

Code	Name	ID	ID Name	Cause	Repair Suggestion
3014	Bypass Switch Open	ID1	Bypass Switch Abnormal	Bypass switch open, cannot close.	• Check if the equipment is functioning normally. If the gateway is abnormal, please disconnect the inverter and the generator side switch. • If the fault persists, please submit a fault report on the APP-support-troubleshooting page.

3015

Code	Name	ID	ID Name	Cause	Repair Suggestion
3015	Bypass Switch On	ID1	Bypass Switch On	Bypass Switch On.	• Check if the equipment is functioning normally. If the gateway is abnormal, disconnect the inverter and generator side switches; if the gateway is normal, disconnect the bypass switch again. • If the fault persists, please go to the APP-support-troubleshooting page.

3016

Code	Name	ID	ID Name	Cause	Repair Suggestion
3016	Contactor coil overvoltage	ID1	Grid contactor coil overvoltage	Grid contactor coil overvoltage.	1. Send standby/shutdown command on the APP side, disconnect the grid switch, and wait a few minutes until the device is completely powered off. 2. Restore the grid switch and send a power-on command. If the fault persists, please submit a fault feedback on the APP-support-troubleshooting page.
		ID2	Overvoltage in the oil machine contactor coil	The voltage at both ends of the oil machine contactor coil is too high.	1. Send standby/shutdown command on the APP side, disconnect the generator switch, and wait a few minutes until the device is completely powered off. 2. Restore the generator switch and send a startup command. If the fault persists, please submit a fault feedback on the APP-support-troubleshooting page.

3017

Code	Name	ID	ID Name	Cause	Repair Suggestion
3017	The cabinet door opens	ID1	The cabinet door opens	The cabinet door status feedback contact is high resistance.	• Check if the cabinet door is properly closed. • If the fault persists, please submit a fault feedback on the APP-support-troubleshooting page.

3018

Code	Name	ID	ID Name	Cause	Repair Suggestion
3018	Frame circuit breaker overcurrent protection	ID1	Overcurrent protection for grid-side frame circuit breaker	The feedback contact of the grid-side frame circuit breaker fault is low resistance.	Please submit a fault report on the APP-support-troubleshooting page.
		ID2	Overcurrent protection for oil engine side frame circuit breaker	The feedback contact of the oil machine side frame circuit breaker fault is low resistance.	
		ID3	Backup side frame circuit breaker overcurrent protection	The feedback contact of the backup power side frame circuit breaker is low resistance.	

3019

Code	Name	ID	ID Name	Cause	Repair Suggestion
3019	Frame circuit breaker exceeds service life	ID1	The mechanical lifespan of the grid framework circuit breaker has been exceeded	The mechanical lifespan of the grid framework circuit breaker has been exceeded	• Contact professional staff to replace the grid frame circuit breaker; • Please submit a fault report on the APP-support-troubleshooting page.
		ID2	The electrical life of the grid framework circuit breaker has exceeded its limit	The electrical lifespan of the grid framework circuit breaker has been exceeded	

Code	Name	ID	ID Name	Cause	Repair Suggestion
3019	Frame circuit breaker exceeds service life	ID3	The mechanical lifespan of the intelligent port frame circuit breaker has exceeded its limit	The mechanical lifespan of the intelligent port frame circuit breaker has exceeded its limit	• Contact professional staff to replace the grid frame circuit breaker; • Please submit a fault report on the APP-support-troubleshooting page.
		ID4	The electrical lifespan of the intelligent port frame circuit breaker has exceeded its limit	The electrical lifespan of the intelligent port frame circuit breaker has exceeded its limit	

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5001

Code	Name	ID	ID Name	Cause	Repair Suggestion
5001	Equipment protection	ID1	Grid input overvoltage	Actual grid voltage exceeds rated voltage by 20%.	**The voltage of the grid returns to between 20% of the rated voltage ±, and the charging pile is connected to the grid again. If the failure occurs again:** ● Measure the actual grid voltage, if the grid voltage is higher than 20% of the rated voltage, contact the local power grid company to seek a solution. ● If the fault persists, please contact service personnel.
		ID2	Grid input undervoltage	Actual grid voltage is lower than the rated voltage by 20%.	**The voltage of the grid returns to between 20% of the rated voltage ±, and the charging pile is connected to the grid again. If the failure occurs again:** ● Measure the actual grid voltage, if the grid voltage is lower than 20% of the rated voltage, contact the local power grid company to seek a solution. ● If the fault persists, please contact service personnel.
		ID3	Overload	Output current exceeds rated current by 10%.	● Stop charging, unplug the charging cable, and try again when the charging pile returns to normal. ● If the fault persists, please contact the service personnel.

Code	Name	ID	ID Name	Cause	Repair Suggestion
5001	Equipment protection	ID4	Short circuit	Output current exceeds rated current by 20%.	• Stop charging, unplug the charging cable, and try again when the charging pile returns to normal. • If the fault persists, please contact the service personnel
		ID5	Charging output overcurrent	Actual output current exceeds 25% of the pile-controlled output current.	• Stop charging, unplug the charging cable, and try again when the charging pile returns to normal. • If the fault persists, please contact the service personnel
		ID6	Excessive leakage current	• Charging cable is damaged. • The ground wire and power line of the vehicle are faulty. • The charging gun head is wet.	• Check whether the charging cable is broken. • Replace the vehicle and try to recharge it. • Check the tip for water ingress.
		ID7	Ground fault	Poor connection of input grounding.	Check whether the ground cable is properly connected.
		ID8	AC wiring error	Line and Neutral reversed.	Check the L and N phase sequences.

Code	Name	ID	ID Name	Cause	Repair Suggestion
5001	Equipment protection	ID9	PEN Fault	According to BS 7671 Section 722 regulations, the voltage of the TN-C-S power supply system exceeds the normal range of 207V~253V.	• Check whether the PEN cable is disconnected. • Check whether the voltage between the PME terminal block and the real ground (such as grounding metal pipe) exceeds 70V. • When the grid voltage returns to between 207V~253V, the charging pile will return to normal. • After the PEN protection is restored, please close the PEN Breaker. • If the failure persists, please submit a failure feedback on the APP-support-troubleshooting page.

5002

Code	Name	ID	ID Name	Cause	Repair Suggestion
5002	Equipment fault	ID1	Leakage detection circuit abnormal	Leakage detection circuit failure.	Restart the charging pile and check whether the fault is eliminated.
		ID2	Relay abnormal	Relay damaged.	Restart the charging pile and check whether the fault is eliminated.
		ID3	Control guide circuit abnormal	Control guidance circuit abnormal.	After unplugging and replugging the gun, try restarting the charging. if the issue persists after retrying, please submit a fault report on the APP-support-troubleshooting page.
		ID4	Auxiliary power module abnormal	Internal circuit malfunction in the equipment.	Restart the charging pile and check whether the fault is eliminated.

Code	Name	ID	ID Name	Cause	Repair Suggestion
5002	Equipment fault	ID5	Electronic lock abnormal	Charging connector not properly connected; Charging connector electronic lock failure.	Check that the charging connector is fully inserted into the vehicle's charging port: ● If so, please contact the service staff. ● If no, fully connect the charging connector.
		ID6	Lamp board communication abnormal	Indicator board not connected or damaged.	Contact the manufacturer.

5003

Code	Name	ID	ID Name	Cause	Repair Suggestion
5003	Over-temperature	ID1	Internal temperature too high	● The ambient temperature is greater than 55°C. ● Check the existence of heat sources nearby. ● Loose connection. ● The cable is not compliant with specification requirements.	● Check whether the charging pile is exposed to strong light. ● Check whether there is a heat source in the vicinity. ● Check whether the ambient temperature is lower than 55°C. ● Restart your device. ● Check whether the incoming connection is good.

5004

Code	Name	ID	ID Name	Cause	Repair Suggestion
5004	Charging cable fault	ID1	Charging cable specification abnormal	For a charger with a socket, the charging cable has abnormal current-carrying capacity.	Remove the charging cable, use a multimeter to measure the resistance between PP and PE, and check whether the resistance value is 100, 220, 680 or 1500ohm (±3%): ● If yes, contact technical support. ● If no, replace the charging cable.

5005

Code	Name	ID	ID Name	Cause	Repair Suggestion
5005	Meter communication fault	ID1	Meter communication abnormal	The meter loses communication with the charger for more than 1 minute.	Check whether the RS485 cable between the charging pile and the meter is connected or the load balancing function is turned off.

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5101

Code	Name	ID	ID Name	Cause	Repair Suggestion
5101	The software version does not match	ID1	Software version mismatch	The equipment's internal software version does not match.	• If the version does not match or the upgrade is unsuccessful, please upgrade again, if the upgrade is unsuccessful for multiple times. • Please submit a fault report on the support-troubleshooting page of the mySigen app.
		ID2	Software and hardware version mismatch		
		ID3	Device protocol version mismatch		

5102

Code	Name	ID	ID Name	Cause	Repair Suggestion
5102	Low insulation resistance	ID1	Low insulation resistance	The resistance of the positive and negative busbars to ground is too small.	1. Check the DC cable for short circuit or broken cable. 2. Check whether the positive and negative poles of the DC cable are short-connected to the ground wire. 3. If the cable is normal and the fault occurs on a rainy day, confirm it again when the weather improves. 4. Check whether the ISO resistance protection value is too high through the mySigen app to confirm that it meets the requirements of local regulations. 5. If the fault persists due to a fault that is not due to the above reasons, please submit a fault report on the support-troubleshooting page of mySigen APP.

5103

Code	Name	ID	ID Name	Cause	Repair Suggestion
5103	Over-temperature	ID1	Internal temperature too high	• The ambient temperature is too high, and the equipment is installed in a poorly ventilated location. • The power module inside the equipment is malfunctioning, leading to severe internal heating. • The LLC power module is overheating, and the BUCK power module is also overheating.	• Check whether the ventilation of the equipment installation position is good or whether it is exposed to direct sunlight and improve. • Check whether the fan is normal, and replace the fan if it is abnormal. • If the fault persists and the fault persists, please submit a fault feedback on the support-troubleshooting page of the mySigen app.
		ID2	Gun line temperature too high	Charging gun head temperature too high	• Check whether the charging gun head is plugged in place. • Check whether the charging gun head is aging. • The temperature sensor inside the module is faulty. • Whether the charging current is in accordance with the setting. • If the fault is not due to the above reasons and the fault still exists, please submit a fault feedback on the support-troubleshooting page of mySigen APP.

5104

Code	Name	ID	ID Name	Cause	Repair Suggestion
5104	Equipment fault	ID1	External fan malfunction	External fan malfunction.	• Check whether the fan connector is loose. • Check whether the fan connector is disconnected. • Detect whether the fan has abnormal noise or fan blade deformation. • If the fault persists and the fault persists, please submit a fault feedback on the support-troubleshooting page of mySigen APP.
		ID2	Auxiliary power circuit abnormality	Auxiliary power circuit abnormality.	• Auxiliary source circuit electronic device failure. • There is a short circuit in the auxiliary source load. • If the fault persists and the fault persists, please submit a fault feedback on the support-troubleshooting page of the mySigen app.
		ID3	Control circuit abnormality	LLC control circuit abnormality, BUCK control circuit abnormality.	• Circuit electronic device failure. • There is a short circuit in the circuit load. • If the fault is not due to the above reasons and the fault still exists, please submit a fault feedback on the support-troubleshooting page of the mySigen app.
		ID4	Communication anomaly	GFD communication anomaly, DCDC communication anomaly, CME communication anomaly.	• Auxiliary source failure. • Communication circuit device failure. • CME module failure. • If the fault is not due to the above reasons and the fault still exists, please submit a fault feedback on the support-troubleshooting page of mySigen APP.

Code	Name	ID	ID Name	Cause	Repair Suggestion
5104	Equipment fault	ID5	Insulation detection circuit abnormality	GFD self-test failed.	• The circuit insulation resistance is low. • The GFD self-test circuit is abnormal. • If the fault is not due to the above reasons and the fault still exists, please submit a fault feedback on the support-troubleshooting page of the mySigen app.

5105

Code	Name	ID	ID Name	Cause	Repair Suggestion
5105	Charging fault	ID1	Control guidance malfunction	CP pin disconnection, CP to ground short circuit.	• The charging plug is loose. • CP circuit device failure. • If the fault is not due to the above reasons and the fault still exists, please submit a fault feedback on the support-troubleshooting page of the mySigen app.
		ID2	Output overvoltage fault	Detecting excessive output voltage.	• The control is out of control, and the output voltage is too high. • Detect circuit abnormality. • If the fault is not due to the above reasons and the fault still exists, please submit a fault feedback on the support-troubleshooting page of the mySigen app.
		ID3	Output overcurrent fault	Detecting excessive output current.	• The control is out of control, and the output current is too high. • Detect circuit abnormality. • If the fault is not due to the above reasons and the fault still exists, please submit a fault feedback on the support-troubleshooting page of the mySigen app.

Code	Name	ID	ID Name	Cause	Repair Suggestion
5105	Charging fault	ID4	Abnormal charging stop	Vehicle-pile communication abnormality Charging box internal abnormality.	• Remove the charging gun and reinsert it, try to restart the charging. • If the fault still exists after retrying, please submit a fault report on the support-troubleshooting page of the mySigen APP.

5106

Code	Name	ID	ID Name	Cause	Repair Suggestion
5106	Equipment protection	ID1	Overvoltage protection	LLC overvoltage, BUCK overvoltage.	• If it occurs occasionally, it may be caused by environmental changes or special working conditions, and the equipment will return to normal after the external environment is stabilized or after switching working conditions. • If the fault is not due to the above reasons and the fault still exists, please submit the fault feedback on the support-troubleshooting page of the mySigen APP.
		ID2	Undervoltage protection	LLC undervoltage, BUCK undervoltage.	
		ID3	Overcurrent protection	LLC overcurrent, BUCK overcurrent.	
		ID4	Voltage imbalance	LLC, BUCK voltage imbalance.	
		ID5	Current imbalance	LLC, BUCK current imbalance.	
		ID6	Internal protection of control circuit	Internal protection of control circuit.	

Chapter 8 System-level Alarms

Tips

The alarm information in this section is about system-level alarms and covers alarms for household and C&I series products, etc.

4001

Code	Name	ID	ID Name	Cause	Repair Suggestion
4001	Communication fault	ID1	Gateway communication anomaly	Poor communication contact between the gateway and the all-in-one machine.	• Check if the Gateway communication interface is reliably connected. • The internal communication switch of the Gateway is not closed. If the fault persists, please provide feedback on the Support > Troubleshooting page of mySigen App.
		ID2	Electric meter communication anomaly	Poor connection between the electric meter terminal and the device.	• Check if the meter communication port is reliably connected. • If the fault persists, please provide feedback on the Support > Troubleshooting page of mySigen App.
		ID3	AC power sensor communication anomaly	AC side not connected to the gateway or electric meter.	If the AC sensor is not connected, check whether to connect it to the gateway or electricity meter.

4003

Code	Name	ID	ID Name	Cause	Repair Suggestion
4003	Diesel generator startup failure	ID1	Engine start anomaly	Engine start anomaly.	-

4004

Code	Name	ID	ID Name	Cause	Repair Suggestion
4004	CLS fault	ID1	CLS malfunction	CLS malfunction.	Clearing the fault on the App.

4005

Code	Name	ID	ID Name	Cause	Repair Suggestion
4005	Feed-in power limit hard protection	ID1	Feed-in power limit protection	When the grid feed-in power limit hard protection is enabled, exceeding the grid feed-in power limit will trigger hard protection.	• If anti-backflow protection is required, it is recommended to enable anti-backflow and set the allowable backflow power value below the hard protection threshold for feed-in power. • If anti-backflow protection is not required, please disable the hard protection for feed-in power over-limit to avoid frequent startup and shutdown of the device.

4006

Code	Name	ID	ID Name	Cause	Repair Suggestion
4006	DI custom fault	ID1	OVGR fault	Ground fault overvoltage relay triggers protection.	Please check for any system grounding faults.
		ID2	RPR fault	Reverse power protection device triggered protection.	• Please check whether the anti-backflow relay protection time is too short. • Anti-backflow control failure. Please check whether the meter communication is normal and whether the communication between inverters is normal.