

Xcellent Series Product FAQ

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1. Unable to turn on the battery

Problem Description:

Unable to turn on the battery

Investigation & troubleshooting:

Try to charge the battery by the activation charging function of the inverter when power is on.

2. No output after power on.

Problem Description:

No output after power on.

Investigation & troubleshooting:

1. Make sure the address dial code setting is correct, refer to the chapter of address dial code.
2. Make sure SOC is not 0% otherwise charge battery please.

3. Unable to communicate with inverter

Problem Description:

Unable to communicate with inverter.

Investigation & troubleshooting:

1. Make sure the connection of communication cable and power cable is correct, refer to the chapter of connection of cable and power.
2. Make sure the address dial code of the master controller connected to inverter is 1.
3. Make sure the inverter dial code of the master controller connected to inverter is correct, refer to the chapter of inverter dial code..

4. Unable to be charged by inverter

Problem Description:

Unable to be charged by inverter

Investigation & troubleshooting:

1. Make sure power cable connection is correct.
2. Check whether inverter has faults.
3. Check whether grid or PV is available.
4. Make sure Time of Use of the inverter setting is correct.
5. Make sure charging voltage and charging current setting of the inverter match the parameters of the battery.
6. Check the battery low or high temperature protection alarm.
7. Check the over current protection alarm.
8. Make sure the SOC value is below 96% (default value).

5. Unable to discharge while SOC is not zero

Problem Description:

Unable to discharge while SOC is not zero

Investigation & troubleshooting:

1. Make sure the connection of cables is correct and circuit breaker is ON..
2. Check whether inverter has faults.
3. Make sure the inverter setting is not back up mode.
4. Check whether SOC is lower than the shutdown value of the inverter.
5. Check the battery low or high temperature protection alarm.
6. Check the over current protection alarm.

6. Unable to find the battery on the APP & the cloud

Problem Description:

Unable to find the battery on the APP & the cloud

Investigation & troubleshooting:

1. Make sure the antenna is screwed properly.
2. Make sure the WIFI configuration is correct.
3. Make sure the SSID & PASSWORD of your private WIFI is correct, please enter information case-sensitively without space.
4. Make sure the frequency of the WIFI connected to the product is not 5GHz (2.4GHz and 2.4GHz / 5GHz is acceptable).
5. Make sure the WIFI signal is strong enough.
6. Make sure WIFI is working.
7. Make sure installer is distributed your products on user' s account.
8. Try to restart the WIFI router.

7. Error or Alarm shows on the screen

Problem Description:

Error or Alarm shows on the screen

Investigation & troubleshooting:

Refer the battery warning/Error Codes table for problem troubleshooting.

7.1 Warning Codes

Code	Warning type	Investigation & troubleshooting
2	Low cell voltage discharge protection	1. Low voltage level and needs to be charged
3	Overcurrent charge protection	1. Restore to factory setting. 2. Make sure the inverter's setting of max current do not exceed the max charge current of the battery.
4	Overcurrent discharge protection	1. Make sure the power of load do not exceed the power of battery.
6	Over temp charge protection	1. Make sure the battery's temperature shown on the inverter or the APP is below 55°C, otherwise turn off the battery till the temperature is below 55°C and then try to charge battery.

7	Over temp discharge protection	1. Make sure the battery's temperature shown on the inverter or the APP is below 55°C, otherwise turn off the battery till the temperature is below 55°C and then try to discharge battery.
8	Low temp charge protection	1. Make sure the battery's temperature shown on the inverter or the APP is above 0°C, otherwise turn off the battery till the temperature is above 0°C and then try to charge battery.
9	Low temp discharge protection	1. Make sure the battery's temperature shown on the inverter or the APP is above -20°C, otherwise turn off the battery till the temperature is above -20°C and then try to charge battery.
11	High ambient temp protection	1. Make sure the ambient temperature of the battery is below 70°C.
12	Cell voltage off-set protection	1. Restart the battery and see if the warning code 12 still remaining contact your distributor.
23	Busbar high temp protection	1. Restart the battery and see if the warning code 23 sill remaining contact your distributor.
52	Low battery voltage Discharge protection	1. Need to be charged
53	Low ambient temp protection	1. Make sure the ambient temperature of the battery is above -25°C.
54	BMS high temp protection	1. Reduce the ambient temperature and restart the battery

7.2 Error Codes

Code	Error Type	Investigation & troubleshooting
5	Short circuit detected	1. Make sure the external connection for both battery and inverters are proper. 2. Disconnect all external connections and restart the battery
13	Discharge circuit failure	1. Restart the battery and check whether the problem is solved.
14	Charge circuit failure	1. Restart the battery and check whether the problem is solved.
15	Cell failure	1. Restart the battery and check whether the problem is solved.
16	Temperature sensor malfunction	1. Restart the battery and check whether the problem is solved.

17	Cell voltage sensor malfunction	1. Restart the battery and check whether the problem is solved.
18	Current sensor malfunction	1. Restart the battery and check whether the problem is solved.
19	Cluster communication failure	<ol style="list-style-type: none"> 1. Make sure all connections of parallel communication cable are correct. (Especially line order & correct port) 2. Make sure the address dial code setting of master controllers is correct, please refer to chapter "Paralleled connection" 3. Confirm all the cluster batteries are switched on. 4. Confirm the function dial switch. 5. Restart the battery.
20	Communication between controller and battery failure	<ol style="list-style-type: none"> 1. Check whether the function dial switch is set according to the user manual. 2. Restart the battery.
25	The communication information unshown on screen	<ol style="list-style-type: none"> 1. Check whether the function dial switch is set according to the user manual; 2. Restart the battery and check whether the problem is solved.
26	BMS function failure	1. Restart the battery and check whether the problem is solved.
27	Battery voltage sensor malfunction	1. Restart the battery and check whether the problem is solved.
28	Heating function failure	1. Restart the battery and check whether the problem is solved.