Alarm list

Version: 04
Release date: 2024-11-18

ALARM LIST

CODE	FAULT	ID	ID NAME	POSSIBLE CAUSE	SUGGESTION
1001	The software version does not match	ID1	The inverter software version does not match	The equipment's internal software version does not match	If the 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	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	1. Check the DC cable for short circuits or broken cables. 2. Check whether the positive and negative poles of the DC cable are shorted to the ground. 3. If the cable is normal and the fault occurs on rainy days, confirm again after the weather improves; 4. Check whether the ISO impedance protection value is too high through the APP to confirm that it meets the requirements of local regulations; 5. 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	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. 3. 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	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; 3. 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		
1005	System grounding fault	ID1	System grounding fault	PE cable not grounded	1. Check whether the protective ground wire is connected normally; 2. 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	PV string overvoltage	ID1	String 1 input overvoltage	Too many strings in series. The open-circuit voltage is greater than the max. input voltage.	Generally, the machine will restart after waiting for the external environment to return to normal, if the failure occurs repeatedly: 1. Measure whether the PV voltage of the corresponding alarm string exceeds the system voltage; 2. 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	String 2 input overvoltage		
		ID3	String 3 input overvoltage		
		ID4	String 4 input overvoltage		
		ID5	String 5 input overvoltage		
		ID6	String 6 input overvoltage		
		ID7	String 7 input overvoltage		
		ID8	String 8 input overvoltage		
		ID9	String 9 input overvoltage		
		ID10	String 10 input overvoltage		
		ID11	String 11 input overvoltage		
		ID12	String 12 input overvoltage		
		ID13	String 13 input overvoltage		
		ID14	String 14 input overvoltage		
		ID15	String 15 input overvoltage		
		ID16	String 16 input overvoltage		

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CODE	FAULT	ID	ID NAME	POSSIBLE CAUSE	SUGGESTION
1007	PV string reversely connected	ID1	String 1 reversely connected	Positive and negative terminals reversely connected	1. Check whether the positive and negative poles of the corresponding alarm string are reversed, if so, wait for the PV string current to decrease below 0.5A, disconnect the DC switch and adjust the polarity of the corresponding string; 2. 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	String 2 reversely connected		
		ID3	String 3 reversely connected		
		ID4	String 4 reversely connected		
		ID5	String 5 reversely connected		
		ID6	String 6 reversely connected		
		ID7	String 7 reversely connected		
		ID8	String 8 reversely connected		
		ID9	String 9 reversely connected		
		ID10	String 10 reversely connected		
		ID11	String 11 reversely connected		
		ID12	String 12 reversely connected		
		ID13	String 13 reversely connected		
		ID14	String 14 reversely connected		
		ID15	String 15 reversely connected		
		ID16	String 16 reversely connected		
1008	PV string sinking current	ID1	String 1 sinking current	Inconsistent configuration of strings	If the battery board configuration is normal and the fault does not disappear, please contact SEG Customer Service. 1 Check whether the number of panels corresponding to the alarm string configuration is less than other strings, if so, wait for the PV string current to decrease below 0.5A, disconnect the DC switch and adjust the string panel configuration; 2. Check whether the string battery panel is occluded, if so, improve the occlusion or clean the panel; 3. Check whether the orientation of the string battery board is abnormal; If yes, adjust the panel orientation; 4. 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	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		

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CODE	FAULT	ID	ID NAME	POSSIBLE CAUSE	SUGGESTION
1009	AFCI fault	ID1	AFCI fault of string 1	DC cable damaged Poor contact of string connector	1. Turn off the DC switch of the PV, check the faulty string for DC cable damage, poor contact of connector, and burn. If any, replace the damaged cable, tighten the loose connector, or replace the part with burn mark. 2. Turn on the DC switch of the PV again and clear the AFCI fault in the app. Then, put the equipment back into operation. 3. If the fault persists after you exclude the above-mentioned causes, please open the mySigen App and go to the Support > troubleshooting page to submit your fault feedback.
		ID2	AFCI fault of string 2		
		ID3	AFCI fault of string 3		
		ID4	AFCI fault of string 4		
		ID5	AFCI fault of string 5		
		ID6	AFCI fault of string 6		
		ID7	AFCI fault of string 7		
		ID8	AFCI fault of string 8		
		ID9	AFCI fault of string 9		
		ID10	AFCI fault of string 10		
		ID11	AFCI fault of string 11		
		ID12	AFCI fault of string 12		
		ID13	AFCI fault of string 13		
		ID14	AFCI fault of string 14		
		ID15	AFCI fault of string 15		
		ID16	AFCI fault of string 16		
1010	Grid power outage	ID1	Grid power outage	Grid power outage or AC switch turned off	Under normal circumstances, the inverter will be reconnected to the grid after the grid returns to normal. If the failure recurs: 1. Check whether the grid is reliably supplied; 2. Check whether the AC switch is open and whether the AC circuit breaker is closed; 3. Confirm whether the off-grid function is enabled (for off-grid products); 4. 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.
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: 1. Measure the actual grid voltage, if the grid voltage is higher than the set value, contact the local power operator for a solution; 2. Check the setting of the protection parameters through the APP, and modify the overvoltage protection value after obtaining the consent of the local power operator; 3. 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 overvoltage Level II	The grid voltage is greater than the overvoltage threshold Level II	
		ID3	Grid overvoltage Level III	The grid voltage is greater than the overvoltage threshold Level III	
1012	Grid undervoltage	ID1	Grid undervoltage Level I	The grid voltage is less than the undervoltage threshold I	Under normal circumstances, the inverter will be reconnected to the grid after the grid returns to normal. If the failure occurs repeatedly: 1. Measure the actual grid voltage, and if the grid voltage is lower than the set value, contact the local power operator for resolution; 2. Check whether the settings of the APP protection parameters meet the requirements; 3. 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	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 to normal. If the failure occurs repeatedly: 1. Measure the actual grid frequency, and if the grid frequency is indeed outside the set range, contact the local power operator for resolution; 2. Check whether the setting of protection parameters meets the requirements through the APP; 3. 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 overfrequency Level II	The grid frequency is greater than the overfrequency threshold Level II	
		ID3	Grid overfrequency Level III	The grid frequency is greater than the overfrequency threshold Level III	

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CODE	FAULT	ID	ID NAME	POSSIBLE CAUSE	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: 1. Measure the actual grid frequency, and if the grid frequency is indeed outside the set range, contact the local power operator for resolution; 2. Check whether the setting of protection parameters meets the requirements through the APP; 3. 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 underfrequency Level II	The grid frequency is less than the underfrequency threshold Level II	
		ID3	Grid underfrequency Level III	The grid frequency is less than the underfrequency threshold Level III	
1015	Grid voltage imbalance	ID1	Grid voltage imbalance	Three-phase grid phase angle imbalance Three-phase grid amplitude imbalance	Under normal circumstances, the inverter will be reconnected to the grid after the grid returns to normal. If the failure occurs repeatedly: 1. 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. 2. 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	DC component of out-put current out of limit	ID1	DC component of output current out of limit	The DC component in the AC output current is greater than the set point	1. 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. 2. If it occurs frequently or cannot be recovered for a long time, please contact SEG Customer Service.
1017	Leak current out of limit	ID1	Leak current out of limit	The leak current exceeds the protection threshold	This may be occasionally caused by transient environmental changes. The equipment will resume 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	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	1. Restart the device and wait for it to return to normal; 2. 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	1. Check whether the meter communication port is connected reliably. 2. 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	1. Check whether the Gateway communication port is reliably connected 2. If the fault does not disappear, please submit a fault feedback on the Support>troulessshooting page of mySigen App.

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CODE	FAULT	ID	ID NAME	POSSIBLE CAUSE	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	
		ID18	BUS overvoltage protection	Internal BUS overvoltage protection triggered	
		ID19	Internal BUS voltage imbalance protection	Internal BUS voltage imbalance protection triggered	
		ID20	Internal control protection	Internal control protection triggered	
1020	Abnormal AFCI self-checking circuit	ID1	AFCI self-checking circuit 1 fault	DC arc detection circuit self-checking failed	1. Set Clear AFCI self-test circuit abnormality on the APP, restart the device, and wait for it to return to normal; 2. If the fault does not disappear, please submit a feedback on the Support > troubleshooting page of the mySigen App.
		ID2	AFCI self-checking circuit 2 fault		
		ID3	AFCI self-checking circuit 3 fault		
		ID4	AFCI self-checking circuit 4 fault		
		ID5	AFCI self-checking circuit 5 fault		
		ID6	AFCI self-checking circuit 6 fault		
		ID7	AFCI self-checking circuit 7 fault		
		ID8	AFCI self-checking circuit 8 fault		
		ID9	AFCI self-checking circuit 9 fault		
		ID10	AFCI self-checking circuit 10 fault		
		ID11	AFCI self-checking circuit 11 fault		
		ID12	AFCI self-checking circuit 12 fault		
		ID13	AFCI self-checking circuit 13 fault		
		ID14	AFCI self-checking circuit 14 fault		
		ID15	AFCI self-checking circuit 15 fault		
		ID16	AFCI self-checking circuit 16 fault		

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CODE	FAULT	ID	ID NAME	POSSIBLE CAUSE	SUGGESTION
1021	Inverter AC side voltage abnormal	ID1	AC side overload protection	AC side voltage below threshold	1. Excessive load power, reduce load power.
		ID2	AC side short circuit protection	AC side voltage below threshold	1. Check if there is a short circuit in the AC output and load. 2. If the fault persists, please go to the Support > troubleshooting page or contact your local service.
		ID3	AC side overvoltage protection	Off grid output voltage greater than threshold	1. Generating load power is too large, causing overload, reduce generating load power. 2. Grid overvoltage, please check grid voltage. 3. Generator overvoltage, please check generator voltage.
		ID4	AC side undervoltage protection	AC side voltage below threshold	1. Load power is too high causing overload, reduce load power. 2. Gateway inverter side air switch not closed. 3. Grid undervoltage, please check grid voltage. 4. Engine undervoltage, please check engine voltage.
		ID5	AC side overfrequency protection	AC side frequency above threshold	1. Inductive load power is too high causing overload, reduce inductive load power 2. Gateway inverter side air switch not closed. 3. Grid over frequency, please check grid frequency. 4. Engine over frequency, please check engine frequency.
		ID6	AC side underfrequency protection	AC side frequency below threshold	1. Capacitive load power is too high causing overload, reduce capacitive load power. 2. Gateway inverter side air switch not closed. 3. Grid under frequency, please check grid frequency. 4. Engine under frequency, please check engine frequency.
1022	Manual operation protection	ID1	EPO protection	The customer presses the rapid shutdown button in emergency.	1. After confirming that there are no safety hazards at the scene, press the emergency stop button.
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	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	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	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.
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	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. 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. 3. If the fault still exists, please submit fault feedback on the APP-service-support-troubleshooting page.
2003	Over-temperature	ID1	High temperature of energy storage power module	Too high ambient temperature, poor ventilation in the installation location Malfunction of the internal power module results in abnormal internal heating.	1. Check and make sure the ventilation are of the equipment installation location is good. 2. Check and make sure the equipment is not exposed to direct sun and improve. 3. If the fault still exists, please submit fault feedback on the APP-service-support-troubleshooting page.
		ID2	High temperature of energy storage battery module		

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CODE	FAULT	ID	ID NAME	POSSIBLE CAUSE	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. 3. 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	Under-temperature	ID1	Low temperature of energy storage battery module	Too low ambient temperature	1. Wait the system self heating and reached to the operating temperature range of the equipment, fault will recover and system working normal. 2. 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	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	Battery module under-voltage	ID1	Battery module undervoltage	Too low voltage of the battery module or cells therein. The undervoltage fault may be caused by prolonged energy storage.	please go to the Support > troubleshooting page or contact your local service.
2008	Internal protection	ID1	Overvoltage protection of the power module	Internal overvoltage protection triggered	1. 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; 2. 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	
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	Over-temperature	ID1	Temperature too high	High ambient temperature, inadequate ventilation at the equipment installation location; abnormal operation of internal components in the device.	1. Check if the ventilation at the equipment installation location is good and improve it. 2. 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	
		ID5	Load Port Temperature Too High	Load Port Ambient Temperature Too High Device Internal Components Malfunction	

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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; 3. 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	Engine contactor open circuit fault		
		ID7	Engine contactor short circuit fault		
		ID8	Neutral point grounding relay open circuit fault		
		ID9	Neutral point grounding relay short circuit fault		
		ID8	Neutral point grounding relay open circuit fault		
		ID9	Neutral point grounding relay short circuit fault		
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	Neutral point grounding 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	Abnormal Phase Sequence Of Power Grid Wiring	ID1	Grid wiring phase sequence abnormality	Power Grid Connection Abnormality	1. Please check if the wiring at the power grid input terminal is correct. 2. If the fault persists, please submit a fault report on the APP-support-troubleshooting page.
3007	Load Side Wiring Phase Sequence Abnormal	ID1	Inverter wiring phase sequence abnormality	Load Side Wiring Abnormality	1. Please check if the load side wiring is correct. 2. If the fault persists, please submit a fault report on the APP-support-troubleshooting page.
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.	1. Check the terminal wiring on the grid side to ensure that all three-phase grid voltages are connected to the equipment.
3009	Grid failure	ID1	Grid phase A overvoltaged	Grid phase A voltage is too high	1. Check the grid voltage, if the grid is abnormal, just wait for it to be normal, and the alarm will be restored normally; 2. If the grid is normal and the alarm does not recover for a long time, check the grid wiring; 3. 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	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; 2. If the generator is normal and the alarm does not recover for a long time, check the generator wiring; 3. 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	Generator phase B overvoltaged	Generator phase B voltage is too high	
		ID3	Generator phase C overvoltaged	Generator phase C voltage is too high	
		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	

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3011	Load fault	ID1	Overvoltage on Load Phase A	High Voltage on Load Phase A	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; 3. 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	
		ID8	Underfrequency on Load	Low Voltage Frequency on Load	
3012	Abnormal phase sequence of engine connection	ID1	Abnormal phase sequence of engine connection	Abnormal Wiring Of Oil Machine	1. Please check if the wiring at the oil machine's input terminal is correct. 2. If the fault persists, please submit a fault report on the APP-support-troubleshooting page.
3013	Emergency shutdown	ID1	Emergency shutdown	Emergency shutdown signal actuation	Cancel Emergency Shutdown Signal When System Returns To Normal.
3014	Bypass Switch Open	ID1	Bypass Switch Abnormal	Bypass switch open, cannot close	1. Check if the equipment is functioning normally. If the gateway is abnormal, please disconnect the inverter and the generator side switch. 2. If the fault persists, please submit a fault report on the APP-support-troubleshooting page.
3015	Bypass Switch On	ID1	Bypass Switch On	Bypass Switch On	1. 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. 2. If the fault persists, please go to the APP-support-troubleshooting page
4001	Communication fault	ID1	Gateway communication anomaly	Poor communication contact between the gateway and the all-in-one machine	1. Check if the Gateway communication interface is reliably connected 2. The internal communication switch of the Gateway is not closed 3. 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	1. Check if the meter communication port is reliably connected 2. 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	Diesel generator startup failure	ID1	Engine start anomaly	Engine start anomaly	None.
4004	CLS fault	ID1	CLS malfunction	CLS malfunction	Manually clear it on the App interface

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CODE	FAULT	ID	ID NAME	POSSIBLE CAUSE	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: 1. 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; 2. 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: 1. 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; 2. 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
		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	1. Charging cable is damaged; 2. The ground wire and power line of the vehicle are faulty; 3. The charging gun head is wet;	1. Check whether the charging cable is broken 2. Replace the vehicle and try to recharge it 3. 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
		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	1.Check whether the PEN cable is disconnected; 2.Check whether the voltage between the PME terminal block and the real ground (such as grounding metal pipe) exceeds 70V; 3.When the grid voltage returns to between 207V~253V, the charging pile will return to normal; 4. After the PEN protection is restored, please close the PEN Breaker; 5. If the failure persists, please submit a failure feedback on the APP-support-troubleshooting page.
5002	Equipment fault	ID1	Leakage detection circuit abnormal	Leakage detection circuit failure	1. Restart the charging pile and check whether the fault is eliminated;
		ID2	Relay abnormal	Relay damaged	
		ID3	Control guide circuit abnormal	Control guidance circuit abnormal	
		ID4	Auxiliary power module abnormal	Internal circuit malfunction in the equipment	
		ID5	Electronic lock abnormal	Charging connector not properly connected; Charging connector electronic lock failure	
		ID6	Lamp board communication abnormal	Indicator board not connected or damaged	
5003	Over-temperature	ID1	Internal temperature too high	1. The ambient temperature is greater than 55°C. 2. Check the existence of heat sources nearby. 3. Loose connection. 4. The cable is not compliant with specification requirements.	1. Check whether the charging pile is exposed to strong light; 2. Check whether there is a heat source in the vicinity; 3. Check whether the ambient temperature is lower than 55°C; 4. Restart your device 5. Check whether the incoming connection is good;
5004	Charging cable fault	ID1	Charging cable specification abnormal	For a charger with a socket, the charging cable has abnormal current-carrying capacity.	1. 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	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
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		

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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	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.	1. Check whether the ventilation of the equipment installation position is good or whether it is exposed to direct sunlight and improve; 2. Check whether the fan is normal, and replace the fan if it is abnormal. 3. 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	1. Check whether the charging gun head is plugged in place; 2. Check whether the charging gun head is aging; 3. The temperature sensor inside the module is faulty; 4. Whether the charging current is in accordance with the setting; 5. 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	Equipment fault	ID1	External fan malfunction	External fan malfunction	1. Check whether the fan connector is loose. 2. Check whether the fan connector is disconnected. 3. Detect whether the fan has abnormal noise or fan blade deformation; 4. 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	1. Auxiliary source circuit electronic device failure; 2. There is a short circuit in the auxiliary source load; 3. 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	1. Circuit electronic device failure; 2. There is a short circuit in the circuit load; 3. 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	1. Auxiliary source failure; 2. Communication circuit device failure; 3. CME module failure; 4. 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.
		ID5	Insulation detection circuit abnormality	GFD self-test failed	1. The circuit insulation resistance is low; 2. The GFD self-test circuit is abnormal; 3. 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	Charging fault	ID1	Control guidance malfunction	CP pin disconnection, CP to ground short circuit	1. The charging plug is loose; 2. CP circuit device failure; 3. 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	1. The control is out of control, and the output voltage is too high; 2. Detect circuit abnormality; 3. 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	1. The control is out of control, and the output current is too high; 2. Detect circuit abnormality; 3. 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	Abnormal charging stop	Vehicle-pile communication abnormality Charging box internal abnormality	1. Remove the charging gun and reinsert it, try to restart the charging; 2. If the fault still exists after retrying, please submit a fault report on the support-troubleshooting page of the mySigen App.

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5106	Equipment protection	ID1	Overvoltage protection	LLC overvoltage, BUCK overvoltage	1. 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; 2. 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	