

NEOVOLTA

PRODUCT: NV14, NV24

V20250613

Knowledge Base Article

What Are the NeoVolta NV14 and NV24 Quick Install Video Instruction Updates?

Review the existing training video and note updates.

<https://neovolta.com/training/>

There are a couple of updates to highlight:

- Working on DC wiring with the NeoVolta inverter being ON. The inverter will fail with an F20 alert, which cannot be fixed.
 - Prior to working with DC solar wiring, please turn the NeoVolta inverter OFF.
 - For the NV14 product, open the front cover, turn off the black handle on the side of the inverter and press the green button, let go, the green button should return to its un-pushed state. To be safe, turn off the MSP 2-pole 40A breakers.
 - Check PV module connect and battery connect.
 - Then, resolve the DC solar wiring issue. Once resolved, turn the NeoVolta inverter back on (MSP 40A breakers on, handle to on, push in the green button).
 - When in the off-grid mode, the inverter startup with big power load, it may report F20. Please reduce the load power connected.
 - If a DC solar connection grounded with the inverter on, then this will also result in F20.
 - Technical Support number is (800) 364-5464.
 - NeoVolta ships 200A CTs.
 - The maximum AC (Solar AC) is 8.3kW.
 - The MPPT should be calculated using 425V maximum.
 - If you plan to use Solarman SMART, you can download the app directly to your phone. The client's phone should not be used.
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