

Knowledge Base Article

What Are the Steps for Troubleshooting NVPlus-10.2 kWh Batteries?

Installer should perform troubleshooting steps onsite and contact remote technical support at (800) 364-5464.

1. Prior to connecting the batteries, test each battery voltage by turning the battery breaker on and BMS ON/OFF bush button. Perform voltage test for each battery by the inverter battery connection terminals. (battery voltage should be above 50V)
2. Verify that the LED lights are green.
3. Technical Support to verify Battery SOC & Battery Voltage.
4. Technical Support to verify the firmware for the battery, inverter, and logger. If not up to date, Technical Support will update the firmware to the latest version.
5. Technical Support to verify if batteries are in sync.
6. Click the battery icon, then select Li-BMS. Verify that the temperature reading is correct; if not, there may be an issue with the BMS.
7. If needed remove the battery positive cable, put back on (will reset the battery).
8. Onsite, set the battery to discharge, turn off DC solar, and increase the loads.