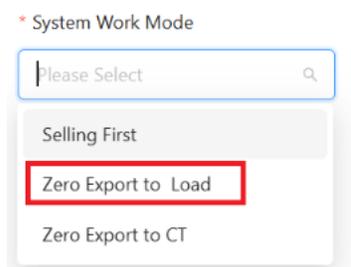


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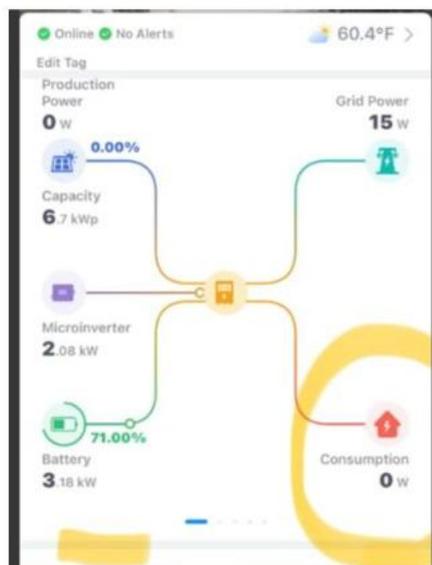
What are the steps to review when a system displays 0W loads?

1. Turn off CTs.

Go to the setting in Solarman Business by -> clicking **System Work Mode-1** -> **Read** -> **Zero Export to Load**



2. The change will be immediately onsite. If the readings are being reviewed remotely, please wait 10 minutes for Solarman Business to sync the data.
 - a. When the CTs are turned off, the display is showing zero load.

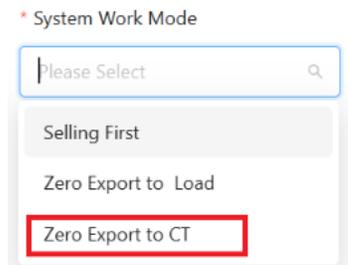


3. That would indicate there are no loads on the backup loads panel – which should not be the case. This suggests there may be a wiring issue, possibly an

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unintended loop or an additional connection between the sub-panel and another point that shouldn't be interconnected.

4. To accurately identify and resolve the issue, a site visit by the installer to conduct a thorough review of the electrical installation will be required.
5. If 0W loads are shown when the CTs are turned on.
 - a. Go to the setting in Solarman Business by -> clicking **System Work Mode-1 -> Read -> Zero Export to CT**



- b. It indicates the CT location, orientation, connection, and/or size need troubleshooting. Please refer to the CT guide for more information.