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Abb solar inverter customer service

European Network Services Offers Expert ABB Aurora Power One TRIO-7.5-TL-OUTD 7.5 kW Solar Inverter Repair Service Get the most out of your solar energy system with our specialized repair service for ABB Aurora Power One TRIO-7.5-TL-OUTD 7.5 kW Solar Inverters Don't let a faulty inverter impact your solar power generation - choose ENS and experience improved efficiency and reliability. Modern solar inverters are intelligent devices that convert DC power from solar panels to AC power for household appliances. Besides power conversion, they also monitor system performance and provide real-time reports, including inverter error codes. These codes can indicate issues within the solar PV system or external problems affecting power generation. While it's true that inverters are the most likely component to fail, "inverter error codes" may not always refer to inverter problems; they could also signify issues with other system components or external factors. The most common causes of ABB inverter error codes include grid-related events, electrical current problems, temperature fluctuations, and software troubles. For grid-tied solar systems, errors can occur when the grid standard is not set, the grid voltage or frequency is outside the inverter's range, or there are input/output current issues. Inverters have specific operating temperature ranges; if internal or ambient temperatures exceed this range, an error code will be displayed. Software problems can also trigger error messages due to communication breakdowns, timing discrepancies, or prolonged startup times. ABB solar inverters display errors using codes, messages, and LED signs. They have around 60 error codes, which can be grouped into three main categories: those with no code displayed, those starting with a "W," and those without. The ABB inverter error codes can be categorized into two groups, with the first group displaying an error message and LED signal but no alphanumeric code. Here are some common codes, their possible causes, and solutions: * Code: None Error Message: Ground Fault LED Signal: Red Cause: Ground fault in the photovoltaic generator due to a leaked current on the DC side Solution: Measure the insulation resistance. If the value measured is lower than 1 megaohm, perform a check to identify and correct the problem. If the value is greater than 1 megaohm, contact customer support. * Code: NEW COMPONENT REFUSED Error Message: Yellow LED Signal: Cause: Components inside the inverter are not interconnected due to a component being replaced. Solution: Link the components using Settings> Service> Accept boards. If the error persists, contact customer support. * Code: SET COUNTRY or NO NATION Error Message: LED Signal: None Cause: The grid standard was not set when the inverter was installed. Solution: Set your country's grid standard. If the error persists, contact customer support. * Code: Vac absent Error Message: Yellow LED Signal: None Cause: The inverter is not recording output voltage. Solution: Check that there is grid voltage on the inverter's AC terminal block and at the supply point. * Code: Mem. broken Error Message: Yellow LED Signal: None Cause: There is a communication problem with the memory board where daily energy production is saved. Solution: Remove the memory board and check that its connector terminals are intact before reinserting. If the problem persists, contact customer support. * Code:Awaiting sun Error Message: LED Signal: Green Cause: The input voltage is less than the activation voltage (Vstart). Solution: Ensure there is sufficient irradiation. If it exceeds Vstart, contact customer support. The second group of ABB inverter error codes displays a code, a short or abbreviated error message, and an LED signal. This group includes: * Code W001Sun Low Error Message: Yellow LED Signal: Cause: Low input voltage when the inverter is switched on due to modules being incorrectly configured. Solution: Check for sufficient irradiation. If it exceeds the operating range, contact customer support. * Code W002Input UV Error Message: Yellow LED Signal: Cause: Low voltage when the inverter is switched off. Solution: Check for sufficient irradiation. If it exceeds the operating range, contact customer support. * Code W003Grid Failure Error Message: Yellow LED Signal: Cause: Grid voltage is absent or outside the inverter's operating range. Solution: Check for grid voltage on the supply point. Contact the grid operator to change parameters if present but either too high or too low. If within the inverter's range, contact ABB customer service. * Code W009Empty Table Error Message: LED Signal: Yellow Cause: The characterisation board for the wind generator is not compiled. Solution: Contact customer support. * Code W010Fan Broken! Error Message: Yellow LED Signal: Cause: The inverter's internal cooling fan is malfunctioning. Solution: Contact customer support. * Code W011Bulk UV Error Message: LED Signal: Cause: Voltage at the heads of the bulk capacitors is below the inverter's operation threshold. Solution: Raise the Vstart to sufficient power when the inverter. Battery voltage too low, check date and time If battery voltage is below Vstart, ensure sufficient irradiation, otherwise contact customer support. W012Batt. FlatYellowBuffer battery's voltage is too low.Check if the date and time are correct. Then switch off the inverter for a few minutes before restarting. If the date time resets to 01/01/2000, replace the battery. Clock malfunctioning The clock is not showing accurate time due to a malfunction, causing difference over one minute between microprocessors and display.Contact customer support.W017String Err.YellowOne or more string protection fuse is damaged.Check state of fuses with multimeter. If any fuse is open, replace it. If none are damaged, contact customer support. Overvoltage surge arresters damaged Check inspection window on DC side surge arresters. If red, it is damaged and must be replaced. If all green (undamaged), contact customer support.W018SPD DC ErrYellowOne or more overvoltage surge arresters on the DC side is damaged.Check inspection window on the DC side surge arresters. If it is red, it is damaged and must be replaced. If they are all green (undamaged), contact customer support. AC side surge arresters damaged Check inspection window on AC side surge arresters. If red, it is damaged and must be replaced. If they are all green (undamaged), contact customer support.W019SPD AC ErrYellowOne or more overvoltage surge arresters on the AC side is damaged.Make changes through advanced configuration software or inverter display. Reactive power mode changed Means of managing reactive power vary.Make change through advanced configuration software or inverter display.W022Reactive power mode changedNone Date and time changed Inverter's date and time varies.Make change through advanced configuration software or inverter display.W023Date/ time changedNone Energy data reset Energy data saved in inverter's memory (EEPROM) becomes zero.Reset the inverter's memory in the advanced configuration setting software or inverter display. ABB Inverter Error Codes: E001Input OCYellowInput overcurrent – inverter's input current exceeds allowable limit.Check PV generators are correctly configured. If problem persists, contact customer support. E002Input OVYellowInput overvoltage – inverter's input voltage exceeds allowable limit.Measure input voltage and check that PV generators are correctly configured. If problem persists, contact customer service. E003No ParametersYellowMain microcontroller cannot initialise with DSPs due to communication problem on inverter’s internal bus.Contact customer support. E004Bulk OVYellowVoltage at heads of bulk capacitors exceeds allowable limits.Check PV generator is correctly configured. If grid issues cause overvoltage, inverter will reset it. If error persists, contact customer support. E005Comm.ErrorYellowControl devices inside inverter have communication problems.Restart the inverter. If error persists, contact customer support. E006Output OCYellowInverter's output current exceeds allowable limits.Check PV generator is correctly configured. E007IGBT Sat If the inverter's active device is saturated, it will try to rectify the error. If the issue persists, contact customer support. E009 Internal Error There's an error inside the inverter. Contact customer service. E010 Bulk Low Low bulk voltage caused by reduced input voltage. Contact customer service. E011 Ramp Fail The DC-DC circuit regime takes long to start. Contact customer support. E012 Dc Fail Error in the operation of the DC-DC circuit regime. Contact customer support. E013 Wrong Mode The inverter inputs are configured parallel instead of independent. Ensure that the "IN MODE" switch is set to "PAR" and that the bridges between the two input channels are included. E014 Over-Temp The external temperature is over 60 degrees Celsius. Ensure the inverter is not under direct sunlight. Allow the inverter to cool down. E015 Bulk Cap Fail One or more of the bulk capacitors in the inverter has a problem. Contact customer service. E016 Inverter Fail Yellow There's a problem in the DC-AC inverter circuit. Contact customer service. E017 Start Timeout It takes longer for the DC-AC circuit regime to start. Contact customer service. E018 Ground Fault Red Red - There's a leakage current in the inverter's DC side. Measure the insulation resistance. E019 Leak Sense Fail Yellow The sensors fail to measure the leakage current during the inverter's self-tests. Contact customer service. E020 Self Test Error 1 Yellow The inverter's test detects a problem with the relay of the DC-DC circuit regime. Contact customer service. E021 Self Test Error 2 Yellow The inverter's test detects a problem with the relay of the DC-AC circuit regime. Contact customer service. E022 Self Test Error 4 Yellow The internal tests on the relays inside the inverter times out. Contact customer service. E023 DC in error The current continuously fed to the grid exceeds the threshold of normal operating current. The inverter tries to return to normal operation. E024 Internal error There's an error inside the inverter. Contact customer service. E025 Riso Low Red The insulation resistance of the PV generator is low due to damaged panels, damaged J-boxes' terminals, cable joints, etc. Measure the insulation resistance. E026 Vref Error Yellow Error in grid voltage internal measurement resulting in grid voltage outside of range. Contact customer service. E027 Error Meas V Yellow Error in grid frequency's internal measurement resulting in grid frequency outside of range. Contact customer service. The following error codes are indicating issues with the inverter: E029: Mid Bulk OV E030: Error Meas leak E031: Yellow - Internal voltage on output relay heads out of range E032: Error Read I E033: UTH - Temperature below -25°C, wait for temperature to return to normal range E034: Interlock fail E035: Remote Off E036: Vout Avg error E037: Riso Low Red E046: String self-test fails E049: AC FF Error E056: Over-Temp (external box) E057: Vbulk reading error E058: Pin vs Pout check It's recommended to contact customer service for assistance with resolving these issues. FIMER continues to honor the 5-year standard warranty for ABB inverters, with an optional 10-year extension available at an additional cost. Since FIMER acquired ABB in 2019, many inverters remain under these warranties, and claimants can contact their original installer or a trusted solar installation company like Nectr for assistance. For those directly claiming through FIMER, the online enquiry portal and listed contact numbers provide straightforward channels. The ABB inverter features error code generation, providing alerts for issues with its performance, external components, and the entire solar system's integrity.