

Device Replacement Procedures

Disclaimer

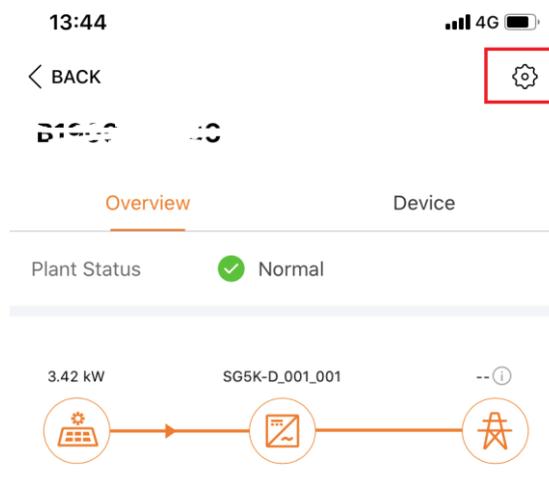
The material in this document has been prepared by Sungrow Power Supply Co. Ltd. and is intended as a guideline to assist solar installers for troubleshooting. It is not a statement or advice on any of the Electrical or Solar Industry standards or guidelines. Please observe all OH&S regulations when working on Sungrow equipment.

Before you replace the inverter or the Wi-Fi dongle, you need to do a ‘Device Replacement’ via iSolarCloud App first. Otherwise, the data upload may be abnormal or the online monitoring may not work properly.

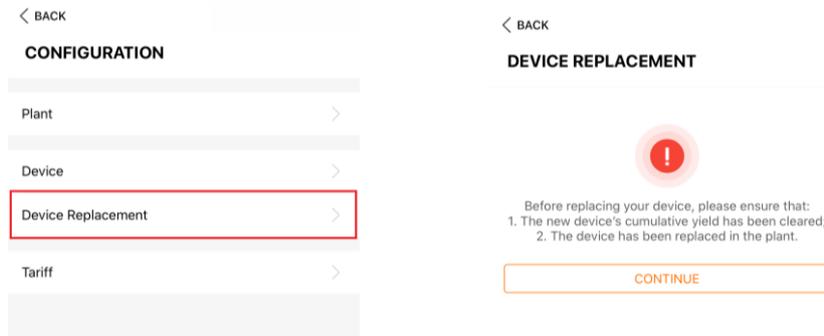
Step 1: Open the iSolarCloud App and log in your account. Select the solar plant of the inverter which you are going to replace the device;



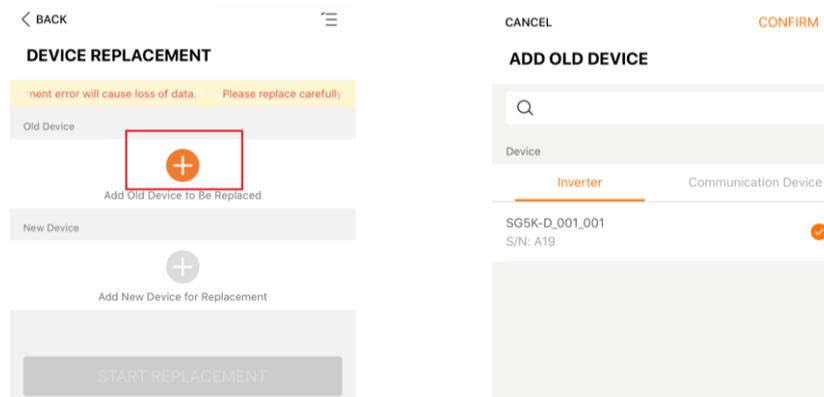
Step 2: Once you open the plant, click the **Setting Gear** on the right top corner;



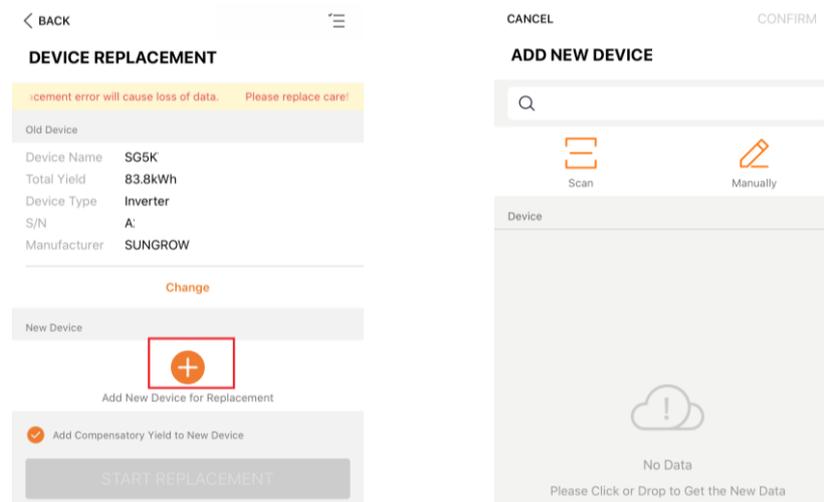
Step 3: Then you can find the ‘Device Replacement’ function. Click to enter next page, then you can see the information and select the ‘CONTINUE’;



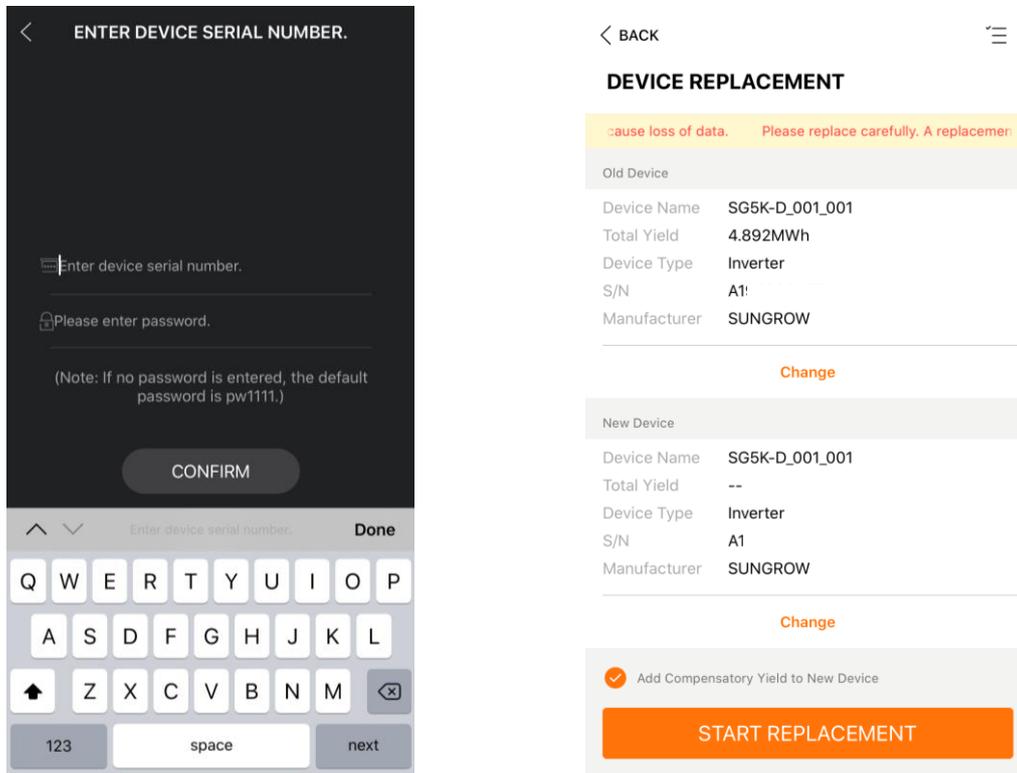
Step 4: Click **Plus icon (+)**, it will pop up your current device information. Please select the corresponding device you need to replace if there are multiple devices;



Step 5: After you confirm the ‘Old Device’, the ‘New Device’ will be available to edit. Click **Plus icon (+)** and you will see the following option. You can scan the QR code on the WiFi device or enter the inverter’s serial number manually;



Step 6: You can find the **Serial number** and **Password** from the nameplate on the device. After you fill the details and confirm, I will display all the information for the **Old device** and **New Device**. Then you can click **START REPLACEMENT** to finish the device replacement transfer.



After these procedures are completed, you can conduct replacement and check it on iSolarCloud. The data will be transferred without any abnormal issue.

If the issue persists after following above procedures, please take photos and contact Sungrow Service Department at <https://www.sungrowpowerservice.com/Page/Contact/contact-us-global>