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;

13:44		. 11 4G 🔳 ,
< васк		\odot
Bisig		
Overview	I	Device
Plant Status	🕑 Normal	
3.42 kW	SG5K-D_001_001	

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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**';

< BACK		< BACK
CONFIGURATION		DEVICE REPLACEMENT
Plant		
Device		
Device Replacement	>	Before replacing your device, please en 1. The new device's cumulative yield has b
		The device has been replaced in th
Tariff		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;

< back	Ť	CANCEL	CONFIRM
DEVICE REPLACEMENT		ADD OLD DEVICE	
ment error will cause loss of data.	Please replace carefully	Q	
Old Device		Device	
Add Old Device to Be R	eplaced	Inverter	Communication Device
New Device		SG5K-D_001_001	0
		5/11. 415	
Add New Device for Rep	lacement		
START REPLACE	MENT		

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;

< васк		·=	CANCEL		CONFIRM
DEVICE RE	PLACEMENT		ADD NEV	V DEVICE	
acement error w	ill cause loss of data. Ple	ease replace caref	Q		
Old Device			_	_	
Device Name Total Yield	SG5K 83.8kWh		Sc	can	Manually
Device Type S/N	Inverter A		Device		
Manufacturer	SUNGROW				
	Change				
New Device	dd New Device for Replacem	ent			
Add Comper	nsatory Yield to New Device			(\cdot)	
s		۱T	Pleas	No Data e Click or Drop to Get th	e New Data

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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.

< ENTER DEVICE SERIAL NUMBER.	< back ~
	DEVICE REPLACEMENT
	cause loss of data. Please replace carefully. A replacemen
	Old Device
	Device Name SG5K-D_001_001 Total Yield 4.892MWh
Enter device serial number.	Device Type Inverter
	S/N A1:
남Please enter password.	Manufacturer SUNGROW
(Note: If no password is entered, the default password is pw1111.)	Change
	New Device
CONFIRM	Device Name SG5K-D_001_001
CONFIRM	Total Yield
Enter device serial number. Done	Device Type Inverter
	S/N A1
QWERTYUIOP	Manufacturer SUNGROW
A S D F G H J K L	Change
◆ Z X C V B N M ④	Add Compensatory Yield to New Device
123 space next	START REPLACEMENT

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