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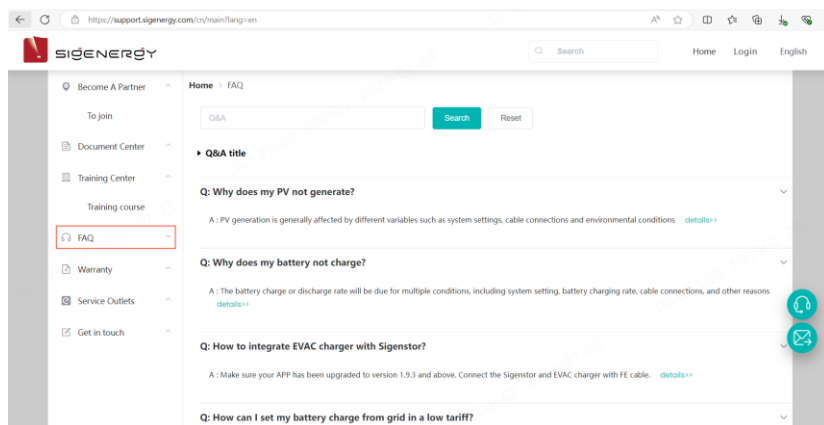
## How can I get the FAQ?

### Introduction FAQ

The content in this catalog is very important for your process of installing and repairing products, and we have carefully selected 100+ hardware, software, APP and other related problems that you will encounter on a daily basis and given solutions. It is recommended that you can read through it first. Or when you have a problem, you can also check in this catalog first. This section can be viewed on your cell phone or computer.

### Method 1 of get the FAQ: the official support website of Sigenergy?

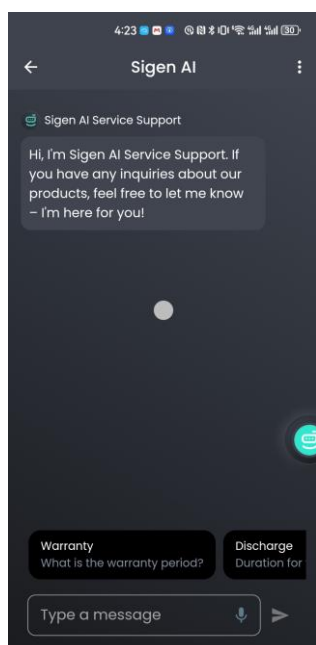
PC: Go to the website: <https://support.sigenergy.com> English and Chinese versions are currently available, and other languages are being opened soon.



Mobile: Go to the website: <https://support.sigenergy.com> -> FAQ

### Method 2 of get more FAQs: Sigen AI of mySigen APP

MySigen App is a revolutionary energy app that integrates GPT-4. Sigen AI can assist users as an after-sales engineer, home energy analyst, and device management assistant.



## Revision

Revision	Data	Change Record	Author
02	2024/07/20	<p><b>New Added:</b></p> <p><b>General question: 19-26</b> What is the max power per MPPT?-</p> <p><b>APP question: 39-44</b> How do I enable Modbus TCP?-</p> <p><b>System deployment questions: 49-51</b> Why do we need to do a wiring diagnosis after the system starts?-</p>	<p>Yu Lin, Hanlin Wang, Kai Wang, Cheng Chen, Jianxin Wang,</p>

		<p><b>Inverter questions: 53-65</b> What should we do if the external fan of the inverter does not rotate?-</p> <p><b>Gateway question: 72-73</b> Does the gateway have rectifiers?-</p> <p><b>Pack question: 77-85</b> What if I don't want the grid to charge the battery?-</p> <p><b>Meter question: 90-95</b> How to install, wire and set up sigen meter?-</p> <p><b>EVAC question: 98-100</b> Why can't I connect to the Internet even though the EVAC charger is connected to a network cable?-</p> <p><b>EVDC question: 101-102</b> Why doesn't the EVDC charge?-</p> <p><b>Other question: 106-117</b> Is it compatible with all module optimizer manufacturers?-</p>	Nianjun Bei
01	2024/06/20	Initial release, about 50 FAQ.	Yu Lin, Hanlin Wang, Wenjiang Zhang, Hou C Chan

## General questions

### 1. Why don't PVs generate electricity and take it from the grid?

PV generation is generally affected by different variables such as system settings, cable connections and environmental conditions:

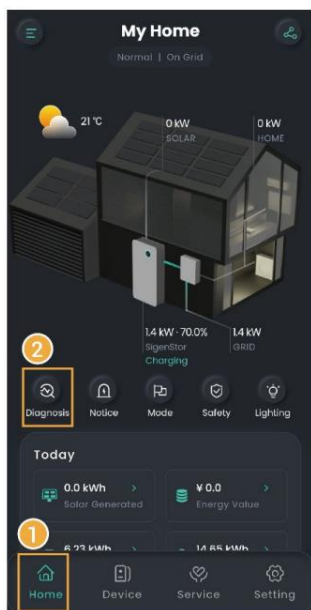
#### System settings

- **Negative tariff with AI mode:** When the tariff is negative, it will be more profitable to buy electricity from the grid than PV generation.
- **The remote EMS scheduling was enabled:** System operating modes can be affected. Use this feature only if required.
- **“Export limitation”:** If “Export limitation” is enabled and the battery has reached the charge cut-off SOC, the load does not work and the PV will not generate power.
- **System fault:** Check if there have related alarms on the App.

#### Cable connections

- **Abnormal meter installation:** Abnormal meter installation will affect related readings, system may operate abnormally due to incorrect readings. Please refer to the FAQ ([If the meter is installed correctly?](#)) for specific troubleshooting.
- **PV board fault or abnormal PV connection:** Use a multimeter to measure the positive and negative voltages of the PV to confirm that the voltage values are normal

and not reversed. Abnormal PV connection may be checked via 'Diagnosis' on 'MySigen App'.



## Environmental conditions

- **Weather:** such as temperature and weather forecast will degrade the PV generations, and this is irresistible
- **Shading:** such as shadows, sunlight orientations and cloud shading on solar panels will affect the PV generation. Sigenergy will temporarily use of grid power to balance out of the system and using power from the load. (Grid balancing will occur within 5 mins)
- **Consumption:** PV generation will be determined by the load consumption including battery storage, as if the battery capacity is full, and your property has set with zero export to the grid, the PV will generate according to the requirements of load consumption.

## 2. Why is my battery not charging?

The battery charge or discharge rate will be due for several conditions, including system setting, battery charging rate, cable connections, and other reasons:

### System settings

- **Battery reaches charge cut-off SOC.**
- **Discharging period in TOU mode.**
- **AI mode was set:** which will operate the system according to the system consumption and the agile tariff. When the tariff is low; the system will determine and use the grid power first; which has resulted the battery does not charge/discharge.
- **Fully fed into grid mode was set:** When storage battery is installed, do not set this mode.
- **the remote EMS scheduling was enabled:** This setting will allow 3rd party energy company to control your batteries (known as virtual power plant (VPP), as if the customer have not sign the VPP agreement, the battery will not charge or discharge.

- **Max self-consumption mode was set:** PV does not generate electricity or PV generates only enough to supply the load.
- **Import limitation was set.**

#### Cable connections

**Abnormal meter installation:** When the tariff is negative, it will be more profitable to buy electricity from the grid than PV generation. Please refer to the FAQ ([If the meter is installed correctly?](#)) for specific troubleshooting.

#### Battery charging rate

The battery electron movement will be affected by the temperature, when the temperature is lower, the movement will charge slower but consume faster; when the battery does not charge, it might be due to the battery temperature; as the battery has heat plate inside the battery structure, therefore, customers may see the battery is charging slow at the beginning; but after a while, the battery charging speed will tend to faster.

#### Other reasons

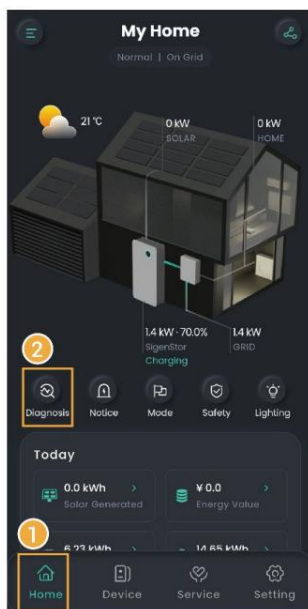
- **Hybrid inverter without license:** Please contact your distributor to purchase a license.
- **Battery fault:** Check if there have related alarms on the App.

### 3. Why doesn't the grid supply power?

There may be the following reasons:

- **Abnormal wiring on AC side or AC switch not closed**

Please check the AC wiring to make sure it is secure. This can be checked via 'Diagnosis' on 'MySigen App'.



- **PV and batteries can provide the power needed for the loads**
- **AI mode with high tariff**

Reducing the electricity taken from the grid to save money during times of high tariff.

- **Abnormal meter installation**

Abnormal meter installation will affect related readings, system may operate abnormally due to incorrect readings.

Please refer to the FAQ ([If the meter is installed correctly?](#)) for specific troubleshooting.

- **The remote EMS scheduling was enabled**

System operating modes can be affected. Use this feature only if required.

- **Off-grid**

System will be switched to off-grid mode when the grid fluctuates more than the threshold value. Please check the voltage of the grid.

- **Import limitation was set**

#### 4. **Why doesn't PV generation feed into grid?**

There may be the following reasons:

- **The Export limitation was enabled**

- **Currently in off-grid mode**

System will be switched to off-grid mode when the grid fluctuates more than the threshold value. Please check the voltage of the grid.

- **Abnormal meter installation**

Abnormal meter installation will affect related readings, system may operate abnormally due to incorrect readings.

Please refer to the FAQ ([If the meter is installed correctly?](#)) for specific troubleshooting.

- **The remote EMS scheduling was enabled**

System operating modes can be affected. Use this feature only if required.

- **All the power from the PV is consumed by the load or battery**

#### 5. **Why is there no current feeding to the grid?**

There may be the following reasons:

- **The Export limitation was enabled**

- **Currently in off-grid mode**

System will be switched to off-grid mode when the grid fluctuates more than the threshold value. Please check the voltage of the grid.

- **Negative tariff with AI mode**

When the tariff is negative, it will be more profitable to buy electricity from the grid to charge batteries.

- **No PV generation in fully fed into grid mode**

- **Discharging period in TOU mode, battery discharge power is fully consumed by the load;**

- **The remote EMS scheduling was enabled**

System operating modes can be affected. Use this feature only if required.

- **All the power from the PV is consumed by the load or battery**

- **Abnormal meter installation**

Abnormal meter installation will affect related readings, system may operate abnormally due to incorrect readings. Please refer to the FAQ ([If the meter is installed correctly?](#)) for specific troubleshooting.

#### 6. **Why does current feed into the grid?**

There may be the following reasons:

- **Have not enabled the “Export limitation”**

If you don't want current feed into grid at all, you can enable the 'Export Limitation'.

- **Although the export limitation was set, it is normal for a small amount of current to flow to the grid when there are large fluctuations in load or PV power.**
- **High tariff with AI mode**

Reducing the electricity taken from the grid to save money during times of high tariff.

- **Max self-consumption mode , extra PV power feed into grid after battery charging and load consumption are satisfied.**
- **Discharging period in TOU mode**
- **The remote EMS scheduling was enabled**

System operating modes may be affected by this feature. Use this feature only if required.

- **When three-phase load imbalance occurs, one phase feeds into the grid to meet the requirement of zero power feed into grid.**
- **Abnormal meter installation**

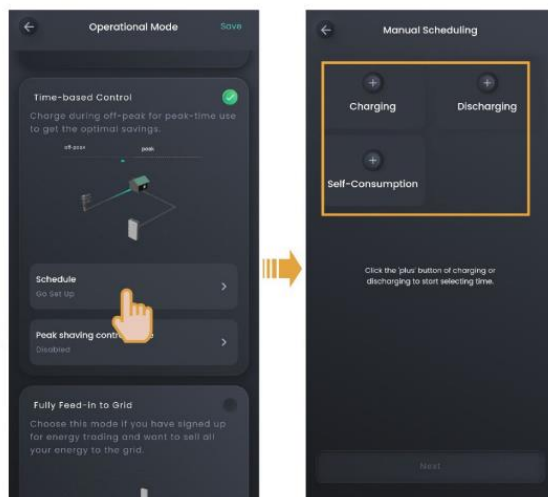
Abnormal meter installation will affect related readings, system may operate abnormally due to incorrect readings. Please refer to the FAQ ([If the meter is installed correctly?](#)) for specific troubleshooting.

## 7. How can I set my battery charge from grid in a low tariff?

To charge the battery from grid in a low tariff, please find one of the following options:

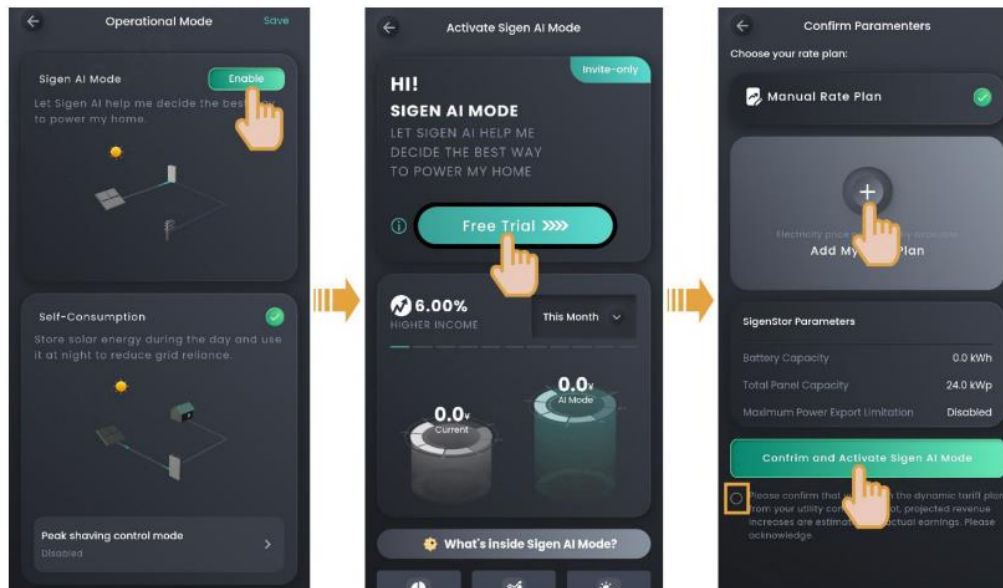
### Time of Use (TOU) Mode

Go to “Time-based Control” and set the charging time (according to the low tariff).



### AI mode

As your area has agile tariff, you can turn on AI mode and allow system to learn the system performance, the system will able to charge when the tariff is low.



## 8. Can I operate the system offline?

Yes, you can operate the system offline. However, it is recommended to keep the system connected to the internet for optimal performance and to access additional features and functionalities. If the system is unable to connect to the internet for an extended period of time (30 days for example), some functions will be limited for safety concerns.

## 9. How can I activate the V2X features?

### ● Sigenergy, Ready for V2X

V2X referring to Vehicle to Home (V2H) and Vehicle to Grid (V2G); This feature will allow system owner to use battery from electric vehicles and discharge for extra backup power to home; or engaged in peak shaving and Virtual Power Plant (VPP). Sigenergy is proud to announce our leading position in V2X technology in energy sector. Currently, the hardware of our Sigenergy system is fully equipped to support V2X functionality, which provides a robust foundation for energy exchange. Sigenergy already has pioneered breakthroughs in several key technologies, such as: DC coupled technology, integrated 25 kW fast EV DC charging, and highly efficient bidirectional DC/DC conversion within wide voltage range (150V – 1000V).

### ● Sigenergy Future Plans

In line with our commitment to innovation and customer satisfaction, we are actively engaging with leading EV manufacturers to initiate compatibility testing with their vehicle models.

Once these tests are successfully completed, we will offer OTA upgrades to our existing users, enabling them to leverage V2X capabilities without the need for additional hardware investments or retrofits. This forward-looking approach underscores our dedication to future-proofing our solutions and delivering tangible value to our users.

## 10. Why doesn't the grid automatically switch back when it drops out?

It may be the voltage of the grid was unstable and has not met the requirements for grid

connection, please check the grid voltage.

### 11. Why the system take power from the grid to charge batteries?

There may be the following reasons:

- **AI mode with negative tariff**

When the tariff is negative, it will be more profitable to buy electricity from the grid to charge batteries.

- **Charging period in TOU mode**

If there is no PV generation or insufficient PV generation, system will take power from grid to charge the battery under this setting.

- **The remote EMS scheduling was enabled**

System operating modes can be affected. Use this feature only if required.

- **Abnormal meter installation**

Abnormal meter installation will affect related readings, system may operate abnormally due to incorrect readings. Please refer to the FAQ ([If the meter is installed correctly?](#)) for specific troubleshooting.

### 12. Why is the system in standby and how to return to a normal state?

#### Off-grid Status

The battery SOC is more than 5% below the discharge cut-off.

(Solution 1: wait until the battery is charged. Solution 2: You can switch-on and switch-off the Sigenstor by clicking “Power-On” or “Power-Off” in the “Maintenance” area)

#### Grid Status

- a. The phase sequence is incorrect (Solution: You need connect the phase sequence of the power grid or the generator to the positive sequence)
- b. The gateway version has not been upgraded (Solution: You should contact service for Upgrading the software)
- c. The power grid fault reconnection failed during the start-up and grid connection detection (Solution: Find R&D of Sigen confirmation by contacting the service)
- d. Due to the system software version has not been updated, the relay detection fails when off-grid switching and grid connection(Solution: You should contact service for Upgrading the system software)
- e. Due to the instability of the waveform of the local power grid, the relay detection fails when off-grid switching and grid connection(Solution: Find R&D of Sigen confirmation by contacting the service)

### 13. Why does my battery charge up when it's not programmed to?

There may be the following reasons:

#### System settings

- a. **Negative tariff with AI mode:** When the tariff is negative, it will be more profitable to buy electricity from the grid than PV generation.
- b. **The remote EMS scheduling was enabled:** System operating modes can be affected. Use this feature only if required.
- c. **Maximum Self-Powered was enabled:** PV provides more energy than load.

- d. **Backup Capacity was enabled:** When connected to the grid, the battery SOC is smaller than the backup capacity.
- e. **System fault:** Check if there have related alarms on the App.

#### **Cable connections**

**Abnormal meter installation:** Abnormal meter installation will affect related readings, system may operate abnormally due to incorrect readings. Please refer to the FAQ ([If the meter is installed correctly?](#)) for specific troubleshooting.

#### **14. Why do I always exit off-grid mode?**

There are some possible reasons:

- a. **Power outages:** If there are frequent power outages in your area, the system may automatically switch between on-grid and off-grid modes to ensure a continuous power supply.
- b. The power grid voltage is unstable and fluctuates greatly, and the system may automatically switch between grid-connected and off-grid modes if the threshold of grid overvoltage and off-grid switching point, grid undervoltage and off-grid switching point, grid over-frequency and off-grid switching point, and grid under-frequency and off-grid switching point are exceeded by the system.
- c. **Overload:** An overload occurs in off-grid mode and causes the system to shut down. If the problem persists, we recommend that you contact the installer for assistance.

#### **15. Why does the inverter not work?**

The inverter may not work due to the following reasons:

System do not need to work at this time, such as:

- Max-self consumption, no PV generation, and battery soc reached cut-off SOC.
- Fully to Grid but no PV generation.
- Fully to Grid, but load is not working and 0kw export limitation is enabled.
- Discharging period in TOU mode, no PV generation and battery SOC reaches discharge cut-off SOC.
- Charging period in TOU mode, and battery SOC reaches charge cut-off SOC.
- AI mode, negative tariffs and the battery has reached charge cut-off SOC, the grid supplies power directly to the load.
- When there is no load or the load power is below the load threshold, the system enters the energy saving mode;
- The remote EMS scheduling was enabled: This setting will allow 3rd party energy company to control your batteries (known as virtual power plant (VPP), as if the customer have not sign the VPP agreement, the battery will not charge or discharge.
- System Failure, please follow the troubleshooting.

#### **Abnormal meter installation**

Abnormal meter installation will affect related readings, system may operate abnormally due to incorrect readings. Please refer to the FAQ ([If the meter is installed correctly?](#)) for specific troubleshooting.

#### **Phase sequence of the Gateway is incorrect.**

Gateway has not been upgraded, contact Sigen service to upgrade software.

Customer issued a power off command from the App.

#### **16. Why sell electricity to the grid when the price of electricity is very low?**

Battery has reached charging as of SOC, the excess PV power sold to the grid can boost revenue.

The AI will adjust the battery storage state in conjunction with the trend of the electricity price and has realized the peak and valley arbitrage. The system may try to discharge the battery before reaching negative tariffs to ensure that as much power as possible is bought from the grid at negative tariffs.

#### **17. Why is there still a small amount of current coming from the grid when the battery is fully charged?**

- Insufficient self-powered electricity: If the total power usage of the loads in your home exceeds the amount of energy the batteries can provide, it may be necessary to draw power from the grid to make up for it.
- Power fluctuations: If the PV or load power fluctuates significantly, it is normal for a small amount of power to come from the grid during the fluctuation.
- When there is a three-phase load imbalance, the current of one phase will be too high, at this time, if the PV power generation, by feeding current into the grid in the other two phases, to ensure that the grid-connected point of the three-phase integrated zero-power Internet access to save the cost of buying electricity.

#### **18. Why does the device stay offline?**

If the signal indicator is green or blue, but the device is offline, contact Sigen Service!

Otherwise, It could be due to the following reasons

- a. The device is not connected to a network, make sure that at least one of FE, 4G or WLAN is reliably connected;
- b. The 4G Communication module has 30M of traffic per month and may go offline if it runs out;
- c. There is an anomaly in the network provided by FE/WLAN/4G;
- d. The communication between device and network provider is abnormal, please try to restart the device first (Disconnect the AC and DC switches, after the LED light is off (long press the start button), then re-close the AC and DC switches, and the LED light is on again).

If none of the above operations can be restored, it is recommended to contact the installation technician for inspection.

#### **19. What is the max power per MPPT?**

Maximum power per MPPT = Max. PV power / number of MPPT. (You can check the

technical data of the relevant inverter through the Sigen official website to obtain Max. PV power and the number of MPPT)

(1) Single-phase inverter, taking Sigen Hybrid inverter 6.0kW Single Phase as an example, Max. PV power = 6.0kW x 2 = 12kW, and the number of MPPT is 2, therefore, the maximum power of each MPPT of Sigen Hybrid inverter 6.0kW Single Phase = 12kW / 2 = 6kW.

(2) Three-phase inverter, taking Sigen Hybrid inverter 25.0kW Single Phase as an example, Max. PV power = 25kW x 1.6 = 40kW, the number of MPPT is 4, therefore, the maximum power of each MPPT of Sigen Hybrid inverter 25kW Three Phase = 40kW / 4 = 10kW.

**20. Why do I manually switch the device to off-grid, and after some time, the device automatically switches back to on-grid?**

Please contact Sigen to upgrade your software.

**21. How do I create an account for the owner?**

- a. Get customer's email address: requires the customer to provide an email address.
- b. commissioning: After installing the device, scan the QR code on the device to enter the commissioning process.
- c. Input customer information: In the first step of commissioning, input the customer's name and e-mail address.
- d. Activation: After entering the email address, the owner will receive an activation email. Customers need to click the link in the email to activate.
- e. Login: Once activated, the customer can login to the app via this email address.

**22. Which controllable water heater is compatible?**

The device supports water heating rods, which are started and stopped through the dry contact of the Sigenstor.

**23. Whether ATON's heating rods are compatible or not?**

The device supports water heating rods, which are started and stopped through the dry contact of the Sigenstor.

**24. Can I always operate off-grid at negative prices?**

Currently, SigenStor cannot directly switch to off-grid mode in the case of negative electricity prices; however, if users want to optimize their electricity usage, they can currently select the dynamic electricity price function in the MySigen App, which integrates the future weather conditions and local electricity prices in the area and provides the best electricity usage plan through AI algorithms.

**25. Could you provide information about Modbus communication?**

The Modbus protocol of Sigenenergy complies the standard Modbus Application protocol specification. The physical media is multiple, such as RS485 and Fast Ethernet.

**26. Should batteries be charged to 100%?**

Depending on the operation mode, the SOC (State of charge) can be any number. You can set up the SOC to 100% if you need. For longer off-grid operation time, it is recommended

to charge the battery to 100%. For minimum SOC, it is recommended to be more than 5%.

## APP questions

### 27. What is AI mode and how does it work?

AI mode is a feature that utilizes artificial intelligence algorithms to analyze and learn from a user's electricity consumption data and local electricity price information. It predicts the user's future electricity demand and price trends. Based on these predictions, AI mode automatically adjusts the system's operation strategy to achieve optimal energy utilization efficiency and cost savings.

For example, during periods of low electricity prices, AI mode will adjust the system to store electricity in the battery for later use during peak hours, avoiding the need to purchase expensive electricity from the grid. Conversely, during periods of high electricity prices, AI mode will prioritize using the stored energy in the battery to minimize electricity purchases from the grid and reduce costs.

### 28. Can AI mode work with my feed-in tariff?

Yes, AI mode can work with your feed-in tariff. Through the open API, SIGEN AI will automatically access the dynamic utility rate platform and obtain dynamic electricity price data provided by power operators. By analyzing the system's operating data and local electricity price information, the AI mode can automatically adjust the system's operating strategy to optimize energy. Take advantage and save costs. This includes maximizing feed-in tariffs by intelligently managing energy consumption and timing of storage.

### 29. How can I re-connect the WiFi if my network provider change?

To reconnect the WiFi after your network provider changes, please confirm that your Sigenstor has connected to Cellular or Ethernet, then follow these steps:

- a. Open the settings menu on mySigen App.
- b. Go to the "Connectivity" section.
- c. Look for the WLAN settings and select the new WLAN provided by your network provider.
- d. Enter the password for the new WLAN network.
- e. Wait for your device to connect to the new WiFi network.
- f. Once connected, your equipment should have internet access through the new network.

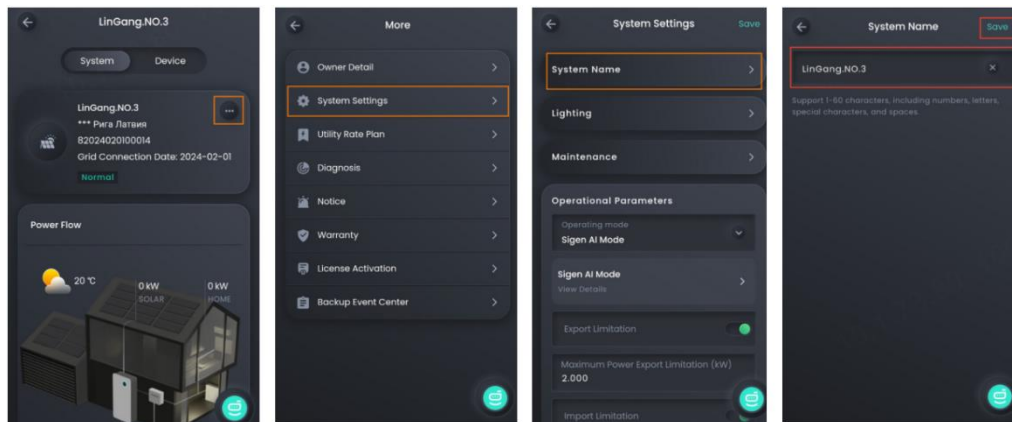
### 30. Why can't I see the pie chart of consumption on the app?

There may be the following reasons:

- a. If Sigen meter or Gateway is not installed, it will not be possible to take load readings to present a pie chart of consumption.
- b. The device will count the cumulative power generation and consumption data of the day at 24:00 every day. If the device is abnormally switched off during this period, you will not be able to view the consumption of the day on the APP.

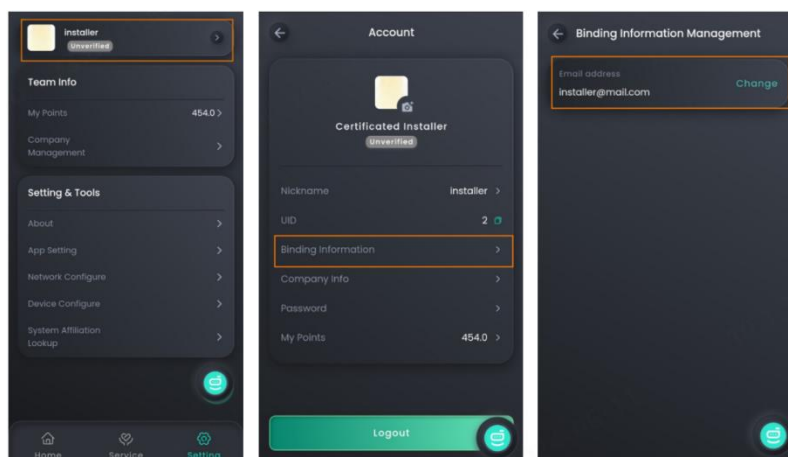
### 31. How to change System name?

You can change the system name in the App by performing the following operation on the screen.



### 32. How to change Email account?

You can change the bound email account in the App by performing the following operation on the screen.



### 33. How to invite sub-installer account?

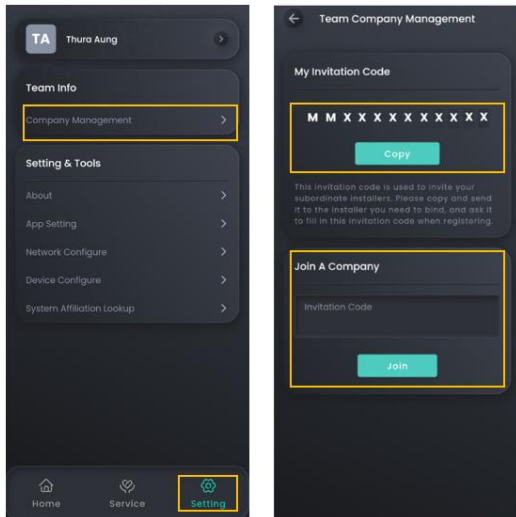
If you want to authorize other installers to view and set up your power station or you want to view and set up the power station of other installers, click "Setting" and "Company Management".

#### Authorize other installers

Join the team with invitation code. You can join only one team.

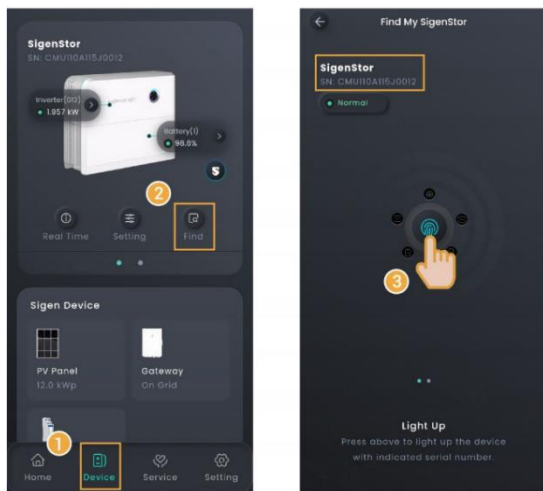
#### View other installers

Copy "My Invitation Code" to the invitee and invite him to join your team.



### 34. How can I quickly identify where SigenStor is installed?

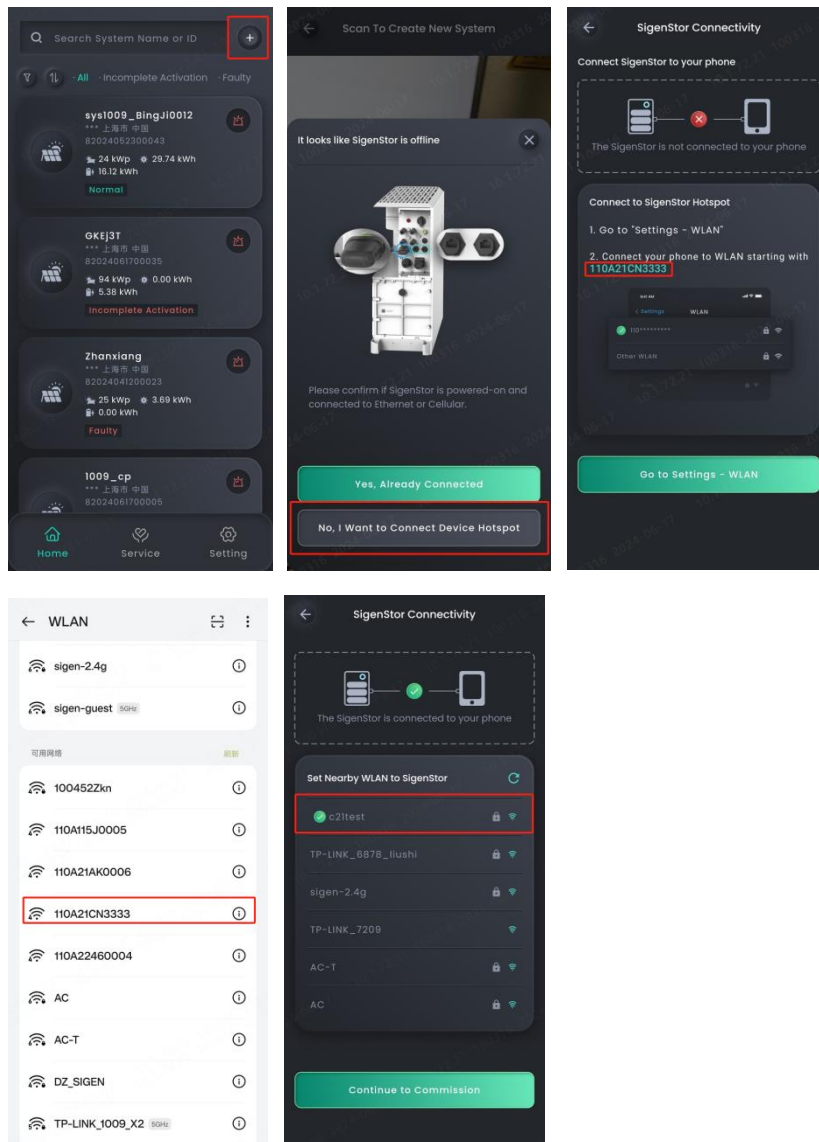
You can light up the LED of SigenStor in the App and locate the SigenStor.



### 35. How to connect the Sigenstor to WiFi?

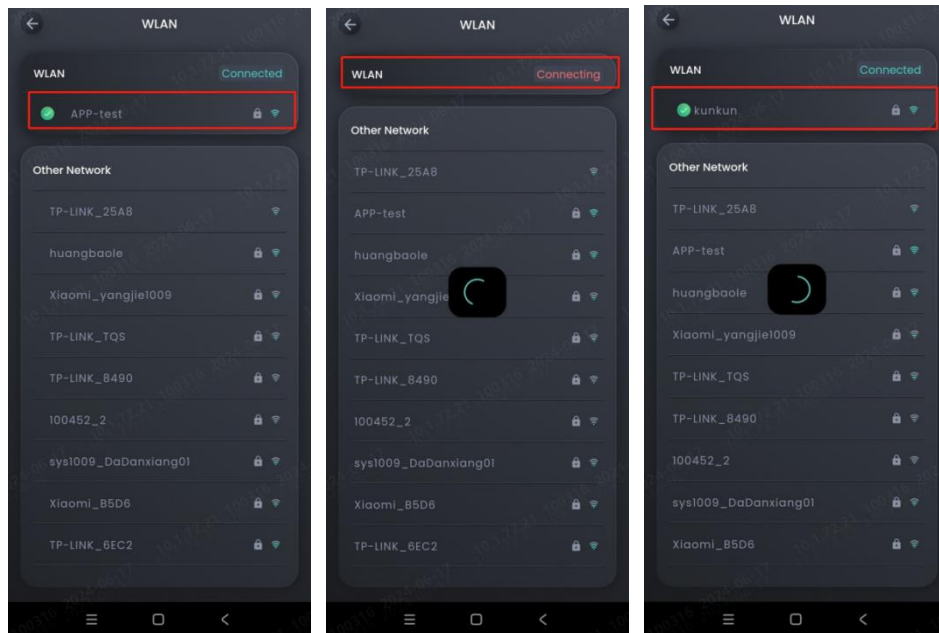
#### First commissioning

- Open mySigen App, click "+" in the upper right corner to add a new system.
- Select the hotspot to connect your device.
- Click to set up WLAN.
- Find the device's hotspot in the WLAN list.
- After connecting to the device hotspot, return to the previous page and click the name of the WIFI you want to connect to. You can successfully connect to the WIFI.



### After commissioning

Please follow the path: mySigen App-Setting-Connectivity, then you can switch the WIFI. (Please make sure your system is connected to one of the FE or 4Gdongle. You cannot switch to WIFI without FE or 4Gdongle.)



### 36. How do I delete a power station?

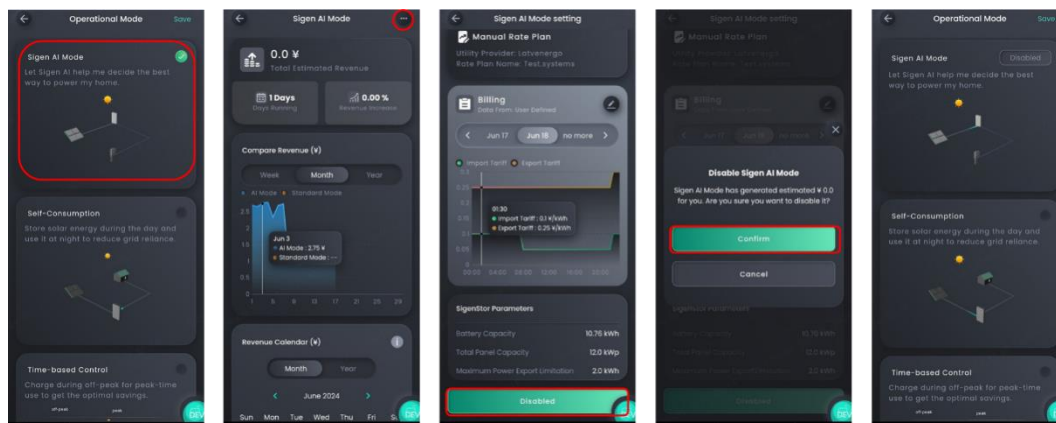
Currently, deleting a power station is not supported, and you can contact Sigen technical support to delete your power station.

### 37. The communication signal light is green, but there is no network?(The internet is connected, but sigenstor can't be connected)

If the Sigen signal light is green but there is no network connection, this indicates that a physical connection is established, but there may be a network configuration or communication issue, and you may need to contact technical support for further assistance. (The training content is not integrated into support and AI: it may be that the power plant system environment is connected to other regions)

### 38. How to turn off Sigen AI mode?

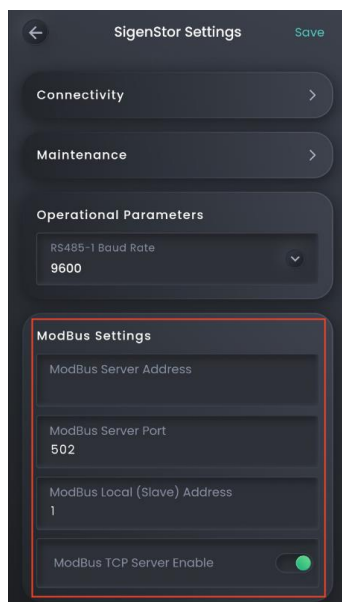
Using the owner's account for operation, the installer's account does not have this permission.



### 39. How do I enable Modbus TCP?

When the device is connected to a third-party EMS that needs to use ModBus-TCP communication, click "Settings" on the "Device" page through the mySigen app, and set the following parameters on the "All-in-One Settings" screen.

- ModBus Server Address: Specifies the IP address of a third-party EMS server when the device functions as the Modbus TCP client.
- ModBus Server Port: Specifies the port for the device to communicate with a third-party EMS when the device functions as the Modbus TCP client.
- ModBus Local (Slave) Address: Specifies the Modbus address of the device when the Modbus protocol is used. You must set different Modbus addresses for devices in parallel mode.
- ModBus TCP Server Enable: When this parameter is set to , the device functions as the Modbus TCP server and enables connection with a third-party EMS.



### 40. What is the DLM feature?

DLM stands for Dynamic Load Management and requires the installation of Sigen meter. The Sigen EV AC Charger quickly and intelligently adjusts the charging current (power) by comparing the power information from the Power Sensor to the "Rated Household Circuit Breaker" value set by the installer when commissioning, preventing the Household Circuit Breaker in the distribution unit from disconnecting.

### 41. What is the difference between discharge cut-off SOC and backup capacity?

- **Backup SOC**

In the on-grid scenario with Gateway, the battery pack stops discharging when the backup capacity value is reached

- **Discharge cut-off SOC**

In the off-grid scenario or without Gateway, the battery pack supplies power to power device and stops discharging when the Discharge Cut-off SOC setting is reached.

### 42. What are Energy Saving Mode and Performance Mode?

- **Energy Saving Mode**

In this mode, when the load power is low, the inverter will go into standby and the battery

will go into dormancy. The energy saving mode reduces the power consumption when the device is not working at night. However, there is a delay in waking up from standby when the device is in Energy Saver mode, which may affect the responsiveness of supplying power to the load.

Energy Saving Mode Load Threshold: The device will enter Energy Saving Mode when the load power is lower than this value, and the default value is 0.5% of the maximum power of the inverter.

- **Performance Mode**

Ensures maximum self-consumption and fast response to third-party dispatch (e.g. VPP) or TOU mode in case of grid connection. However, the standby power consumption of the device will be relatively higher.

#### **43. Can my dynamic contract be integrated into the plant or battery?**

Are you asking about the dynamic electricity price function and AI function? If so, MySigen App is a revolutionary energy app that integrates GPT-4. Sigen AI can assist users as an after-sales engineer, home energy analyst, and device management assistant. AI mode can also help users achieve maximum savings by automatically accessing system operation, dynamic tariffs, and weather data.

#### **44. Do you support octopus energy?**

Currently on mySigen App, we provide dynamic tariff data from Octopus energy. British user can select Octopus energy in our dynamic tariff function to access the data.

## **System deployment questions**

#### **45. Can't detect the device's hotspot?**

There may be the following reasons:

The device will only provide a temporary hotspot for 2 hours when it is first activated, if you want to activate it again, you need to reboot the device, the reboot steps are as follows:

Disconnect DC, disconnect AC, the LED is off.

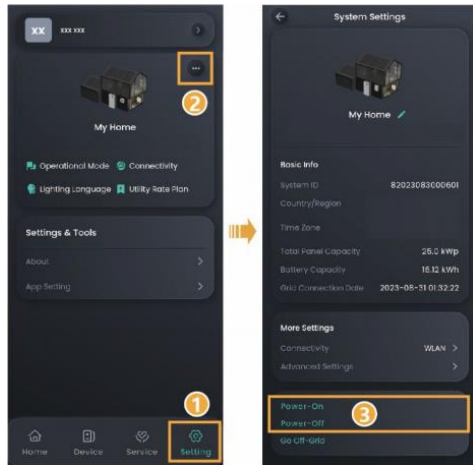
Close AC, close DC, LED lights up.

Some devices may not detect a hotspot when they first start up because the software has not been updated, FE or dongle is needed to complete the commissioning.

#### **46. How to Switch-on and Switch-off the Sigenstor?**

##### **Scheme 1: App operation**

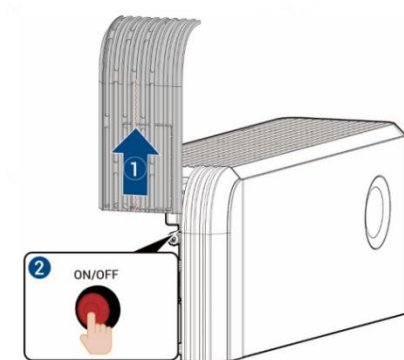
You can click "Setting" and "...". Then you can switch-on and switch-off the Sigenstor by clicking "Power-On" or "Power-Off" in the "Maintenance" area.



## Scheme 2: Manual operation

Follow the steps shown to remove the side and top decorative cover, and press the ON/OFF switch button.

Notes: Press and hold for more than 3s to turn on or off the power. An interval of more than 10s is needed between power-on and power-off.

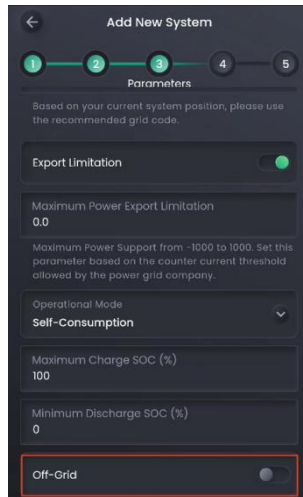


### 47. How to set time for summer time?

When the system starts the deployment through the app, the geographical location and time zone are determined according to the system positioning.

### 48. Why the device is turned on for one hour and then turned off?

If the off-grid enable function is not enabled during deployment startup, the gateway cannot be detected and the device is powered on for one hour.

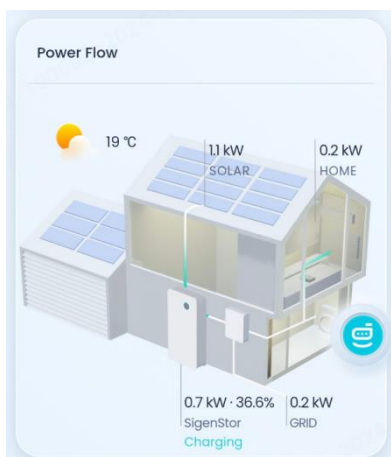


#### 49. Why do we need to do a wiring diagnosis after the system starts?

After the system starts, there may be data anomalies in the energy graph in the mySigen app, including the discharge of the battery during the charging period; Charging occurs during battery discharge period; Scenarios such as maximum self-consumption, anti-backflow enabled, and PV transmission to the grid occur when the maximum on-grid power is set to 0kW. The voltage, current, power and other data displayed by the gateway on the grid side are abnormal, such as three-phase unbalance, which may be caused by the wrong phase sequence connection on the grid side of the gateway. When the load is in use, the APP does not display the load power information, which may be caused by abnormal wiring problems of the meter, including the RS485 communication cable is not properly connected, and the CT of the meter is reversed. Therefore, after installing and commissioning a power station using a three-phase inverter, gateway, or three-phase meter, you can check whether there is a wiring problem through the wiring detection function.

#### Typical cases are as follows:

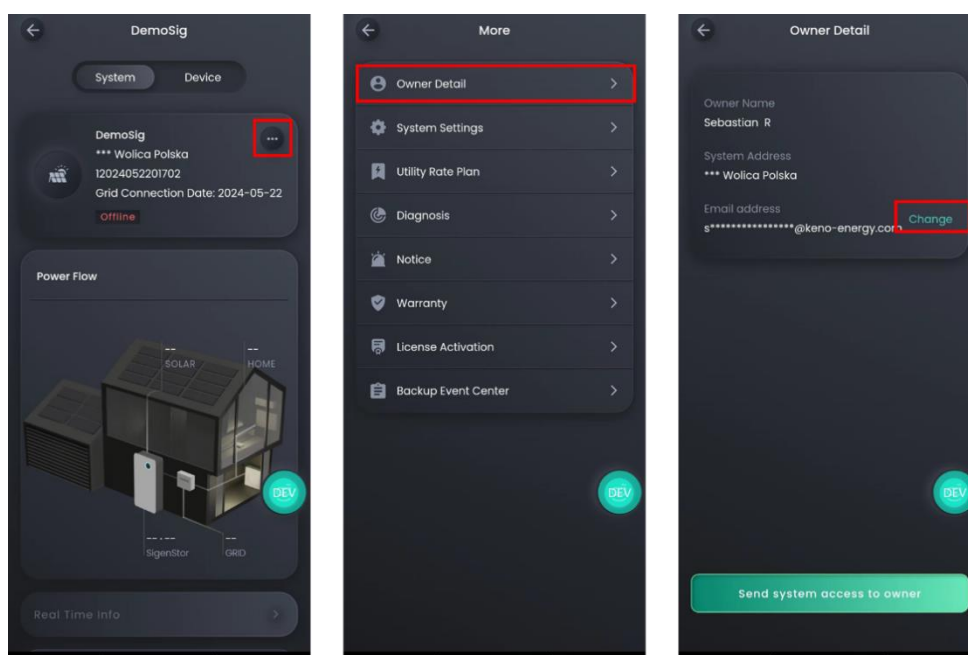
In the following figure, when the maximum self-generation and self-consumption energy storage mode is set in the mySigen APP, Export Limitation is set to enable, and Maximum Power Export Limitation (the maximum on-grid power) is set to 0kW, but the PV transmission to the grid occurs:



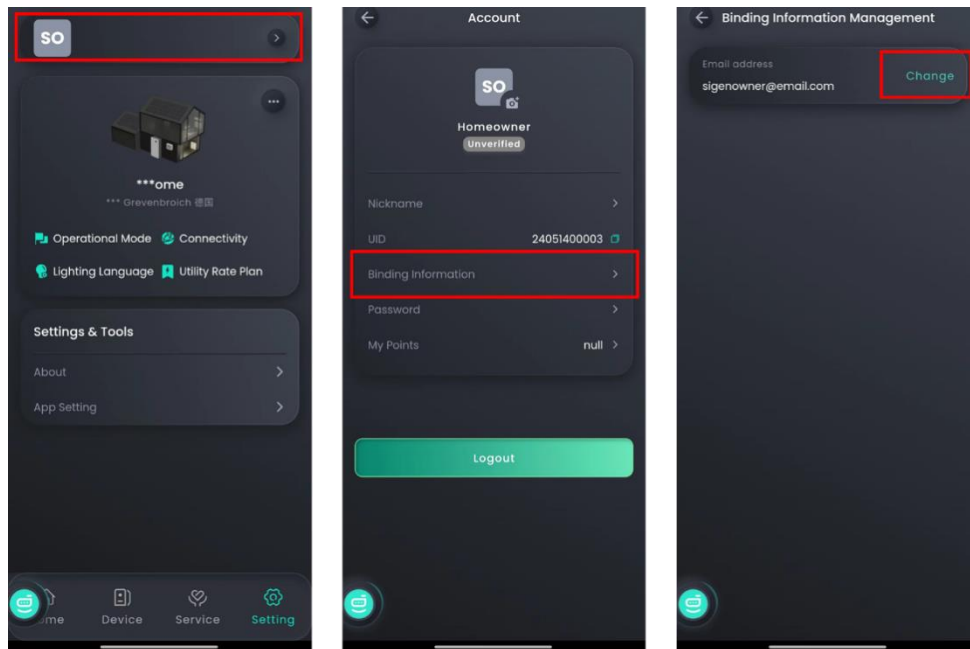
Check the information on the grid side of the gateway that the active power phase A is negative and phase B is positive, which is the phenomenon that the gateway phase sequence is wrong.

**50. The owner's email was entered incorrectly when commissioning, how do I change it?**

If this e-mail address is not activated, installer can change the e-mail address on the App;



If this owner's mailbox has been activated, changes can only be made by the activated account.



### 51. How long should the complete installation take of 10 x 15kw sigenergy inverters?

The time to install 10 15kW Sigenergy inverters may vary depending on a number of factors, including the model of inverter installed, the number of batteries used, etc.

Although it is impossible to give a specific time, it can be estimated that if it is just the installation and communication debugging of each device, I believe that an experienced installer can complete all of this in about 20 minutes, so the estimated installation time for 10 inverters is 200-250 minutes.

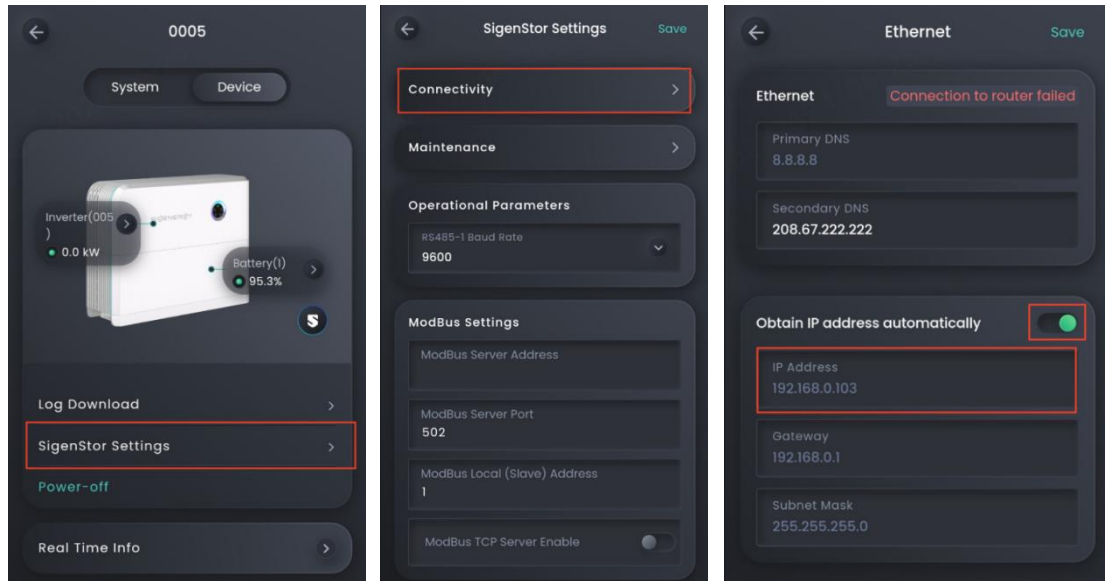
## Inverter questions

### 52. What is the IP address of my inverter?

You need to confirm that the inverter communication has been used or is using the FE port communication, and then you can find the IP address of the inverter through the FE in the APP:

- On the "Home" screen, click the name of the station where the device is installed.
- Click the device in the energy flow chart in the "System" tab or the "Device" tab.
- Click "Connectivity" of "Sigenstor Settings".
- When using the FE port communication and ensure "Obtain IP address automatically" open. Then you can find the IP address of your inverter.

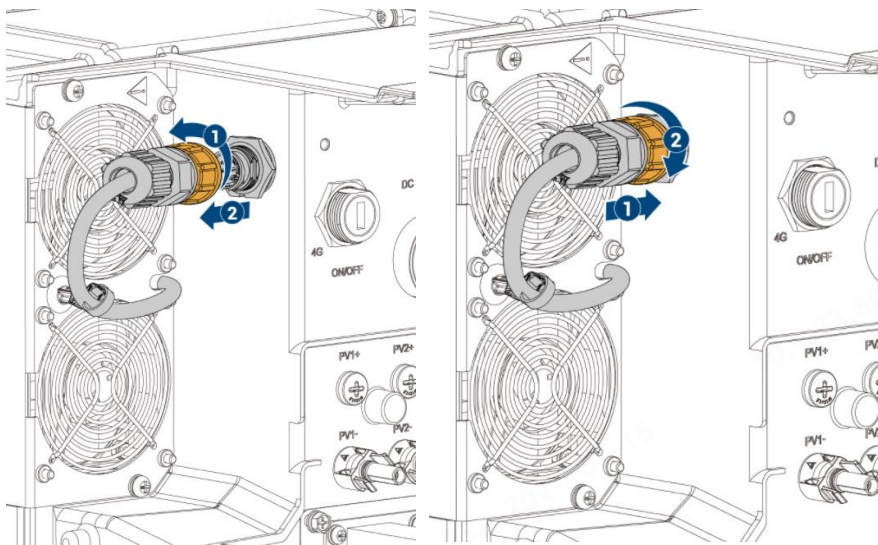
After that, if you switch to WLAN or 4G communication, you can also query the IP address in the same location.



### 53. What should we do if the external fan of the inverter does not rotate?

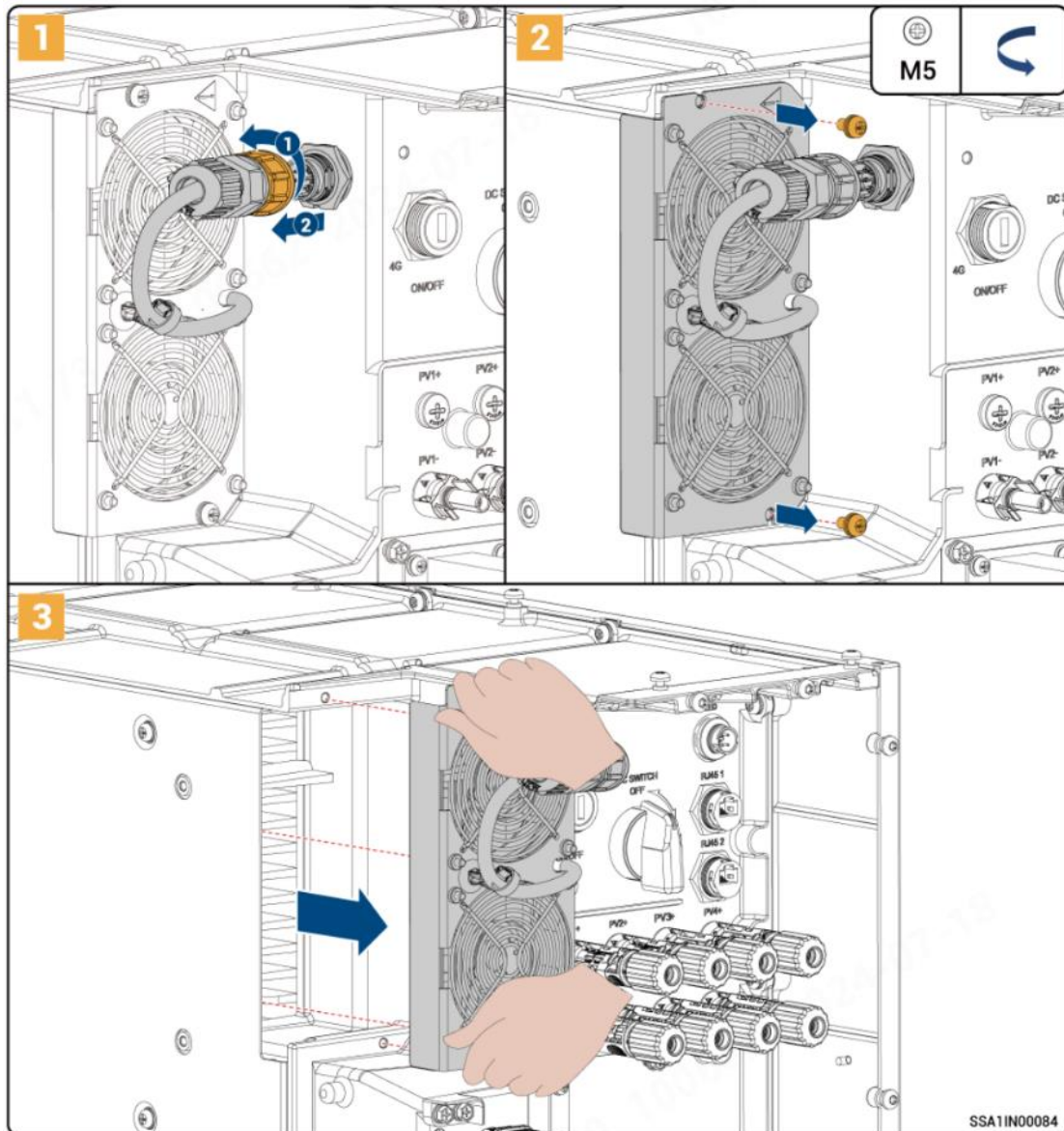
The external fan of the inverter does not rotate as follows:

(1) After the power station is powered off, plug and unplug the fan terminal 3-4 times, and the operation is as follows:

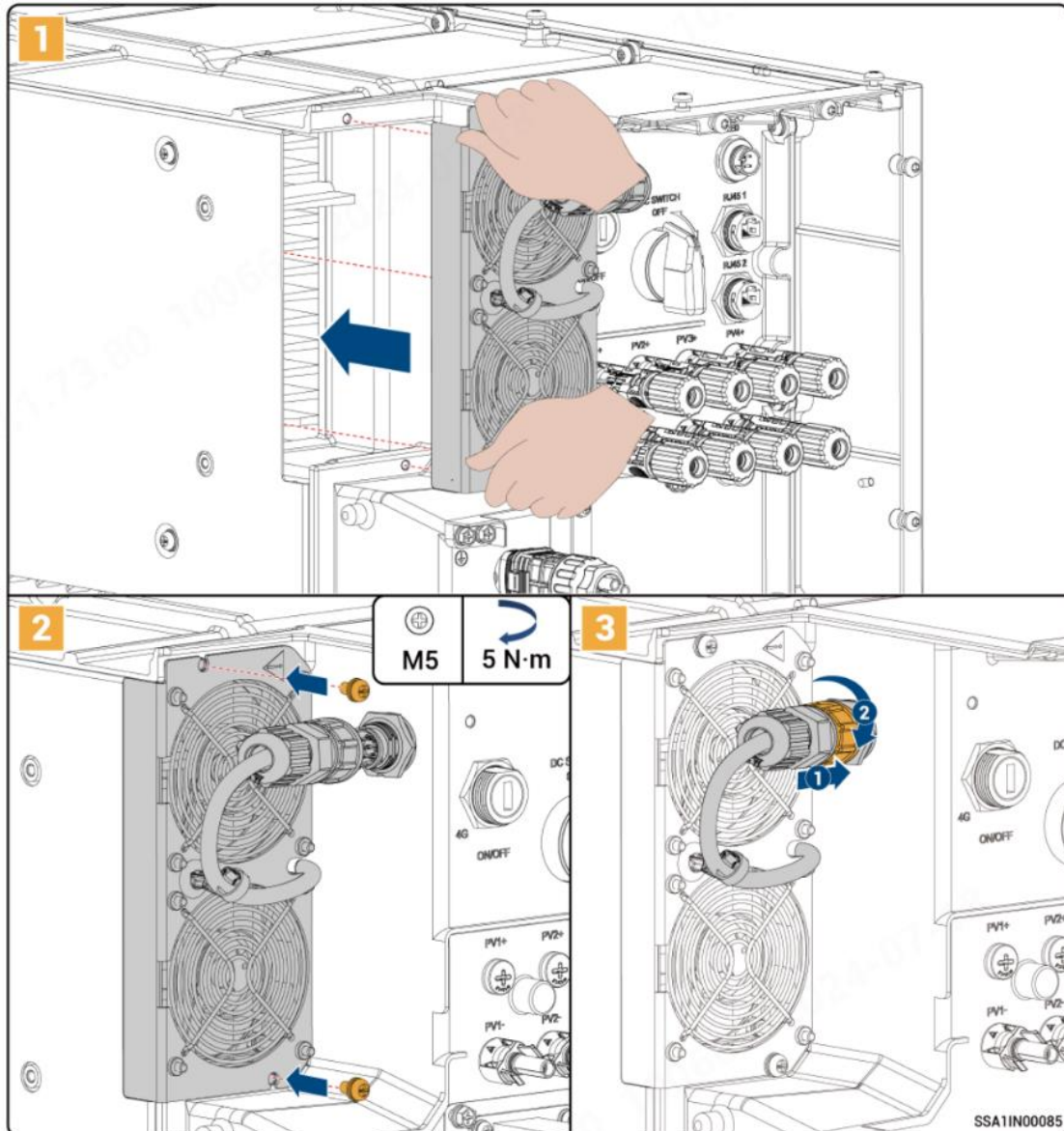


(2) After the system is powered off, disassemble the fan, clean up the foreign objects that may exist through brushes and other tools, use a screwdriver and other tools to dial the fan blades to observe whether the fan blades rotate smoothly, and then install them back to their original positions;

To remove the fan:



Installing the Fan:



(3) If there is a multi-parallel scenario, remove the fan that does not rotate, clean up the foreign objects that may exist through a brush or other tools, and then switch the position with the fan of another inverter, and then power on to observe whether the fan rotates. If the fan still won't turn, contact your installer or Sigen Technical Support to replace the fan.

#### 54. Is the inverter compatible with module optimizers?

The devices currently support compatibility with the Tigo Optimizer.

#### 55. What is the maximum power at 3x63A?

The maximum power depends on the model of Sigen Energy Controller, please refer to the datasheet of Sigen Energy Controller.

### 56. What is the generic efficiency curve of the 15 kW Energy Controller?

The general efficiency curves for the 15 kW energy controller are shown below:

Power (%)	Efficiency (%)
5	93,7
10	96,2
20	97,6
30	98,0
40	98,0
50	98,2
75	98,2
100	98,3

Please note that this is a general efficiency curve and the actual efficiency may vary depending on specific conditions and settings.

### 57. What is the generic efficiency curve of the 10 kW Energy Controller?

The general efficiency curves for the 10 kW energy controller are shown below:

Power (%)	Efficiency (%)
5	91.3
10	95.0
20	96.9
30	97.5
40	97.5
50	97.9
75	98.2
100	98.3

Please note that this is a general efficiency curve and the actual efficiency may vary depending on specific conditions and settings.

### 58. What is the efficiency of the inverter from DC to AC?

For Sigen Energy Controller 3.0-6.0 kW single-phase models, the maximum inverter efficiency is as follows:

- 3.0 SP: 98.0%
- 3.6 SP: 98.0%
- 4.0 SP: 98.0%
- 4.6 SP: 98.0%
- 5.0 SP: 98.0%
- 6.0 SP: 98.0%

For Sigen Energy Controller 5.0-25.0 kW three-phase models, the maximum inverter efficiency for all models (5.0 TP to 25.0 TP) is as follows:

- 5.0 TP: 98.1%
- 6.0 TP: 98.2%
- 8.0 TP: 98.3%
- 10.0 TP: 98.3%
- 12.0 TP: 98.3%
- 15.0 TP: 98.3%
- 17.0 TP: 98.3%
- 20.0 TP: 98.3%
- 25.0 TP: 98.3%

### **59. What is European return?**

European efficiency refers to the efficiency of an energy controller or inverter under typical European operating conditions. It is a measure of how effectively a device converts and delivers energy in a European environment where loads and energy consumption may vary throughout the day. For Sigen Energy Controller 3.0-6.0 kW single-phase models, European efficiencies are as follows:

- 3.0 SP: 97.0%
- 3.6 SP: 97.1%
- 4.0 SP: 97.2%
- 4.6 SP: 97.3%
- 5.0 SP: 97.4%
- 6.0 SP: 97.4%

For Sigen Energy Controller 5.0-25.0 kW three-phase models, European efficiencies for all models (5.0 TP to 25.0 TP) are as follows:

- 5.0 TP: 96.1%
- 6.0 TP: 96.6%
- 8.0 TP: 97.1%
- 10.0 TP: 97.5%
- 12.0 TP: 97.7%
- 15.0 TP: 97.9%
- 17.0 TP: 97.9%
- 20.0 TP: 97.9%
- 25.0 TP: 98.0%

### **60. How much can the maximum peak power be set to?**

For Sigen Energy Controller, the peak output power will be 1.5 times the nominal output power(except Sigen Energy Controller 25.0 TP,which is 1.2 times the nominal output power). The peak output power will only last for 10 seconds and only available in off-grid mode. For each model,the peak output power is:

- Sigen Energy Controller 5.0 TP (7.5kW)
- Sigen Energy Controller 6.0 TP (9.0kW)
- Sigen Energy Controller 8.0 TP (12.0kW)

- Sigen Energy Controller 10.0 TP (15.0kW)
- Sigen Energy Controller 12.0 TP (18.0kW)
- Sigen Energy Controller 15.0 TP (22.5kW)
- Sigen Energy Controller 17.0 TP (25.5kW)
- Sigen Energy Controller 20.0 TP (30.0kW)
- Sigen Energy Controller 25.0 TP (30.0kW)

- Sigen Energy Controller 3.0 SP (4.5kW)
- Sigen Energy Controller 3.6 SP (5.52kW)
- Sigen Energy Controller 4.0 SP (6.0kW)
- Sigen Energy Controller 4.6 SP (6.9kW)
- Sigen Energy Controller 5.0 SP (7.5kW)
- Sigen Energy Controller 6.0 SP (9.0kW)

**61. What are the specifications of the Sigen Hybrid Inverter 10 kW single phase?**

To find the specification for Sigen Hybrid Inverter, please access the following address:

[https://www.sigenergy.com/en/support/download?file\\_id=352,356](https://www.sigenergy.com/en/support/download?file_id=352,356)

**62. What is the inverter's maximum peak power?**

For Sigen Energy Controller, the peak output power will be 1.5 times the nominal output power(except Sigen Energy Controller 25.0 TP,which is 1.2 times the nominal output power). The peak output power will only last for 10 seconds and only available in off-grid mode. For each model,the peak output power is:

- Sigen Energy Controller 5.0 TP (7.5kW)
- Sigen Energy Controller 6.0 TP (9.0kW)
- Sigen Energy Controller 8.0 TP (12.0kW)
- Sigen Energy Controller 10.0 TP (15.0kW)
- Sigen Energy Controller 12.0 TP (18.0kW)
- Sigen Energy Controller 15.0 TP (22.5kW)
- Sigen Energy Controller 17.0 TP (25.5kW)
- Sigen Energy Controller 20.0 TP (30.0kW)
- Sigen Energy Controller 25.0 TP (30.0kW)

- Sigen Energy Controller 3.0 SP (4.5kW)
- Sigen Energy Controller 3.6 SP (5.52kW)
- Sigen Energy Controller 4.0 SP (6.0kW)
- Sigen Energy Controller 4.6 SP (6.9kW)
- Sigen Energy Controller 5.0 SP (7.5kW)

**63. install a single phase system and would like to know if it would be possible to configure 3 x single-phase units for a 3-phase supply in the future?**

If the entire plant is purely grid-connected, SigenStor can support the subsequent formation of a three-phase grid by supporting each phase of the grid with 3 single phase inverters connected to each phase, but if the plant is switched between grid-connected and off-grid

or is purely off-grid, the subsequent formation of a three-phase power supply with three single-phase inverters is not supported.

**64. Is there already an SG-Ready interface?**

Currently, the inverter is developing the SG Ready function, and it is expected that the APP will launch the relevant function in version 1.10.

**65. What is the maximum current per phase of SigenStor three-phase inverters?**

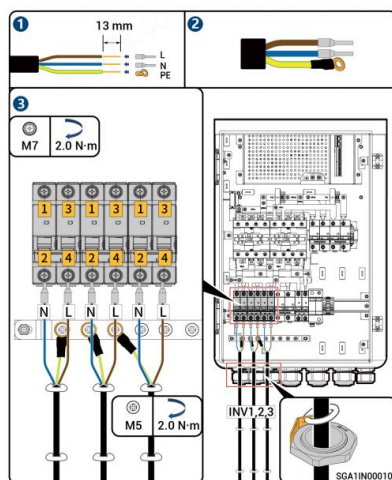
The maximum current of SigenStor three-phase inverters is related to the power grids in different regions. Based on the three-phase 380V and assuming a power factor of 1, the maximum single-phase currents of different models are as follows:

- \*\*5.0 TP\*\* : 8.4 A
- \*\*6.0 TP\*\* : 10.0 A
- \*\*8.0 TP\*\* : 13.4 A
- \*\*10.0 TP\*\* : 16.7 A
- \*\*12.0 TP\*\* : 20.1 A
- \*\*15.0 TP\*\* : 25.1 A
- \*\*17.0 TP\*\* : 28.4 A
- \*\*20.0 TP\*\* : 33.4 A
- \*\*25.0 TP\*\* : 41.8 A

**Gateway questions**

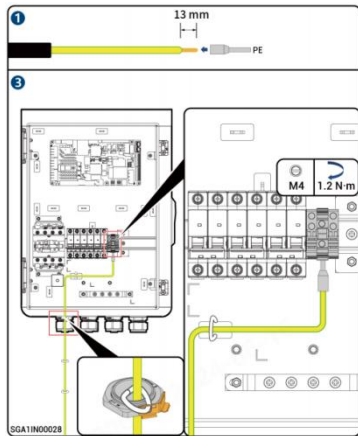
**66. Why the AC grounding wire of the inverter needs to be connected to the grounding bar of the gateway?**

In order to ensure that the inverter and the gateway are at equal potential, the AC grounding wire of the inverter needs to be connected to the ground bar of the gateway. The following figure takes Sigen Gateway HomeMax SP as an example.



**67. Where is the earth neutral bond in the Sigen Gateway Home SP?**

The earth neutral bond in the Sigen Gateway Home SP is shown in the figure below.



**68. Will the gateway do a earth neutral bond on its own when grid disconnects?**

When grid is disconnected, the internal relay will short-circuit N and PE to build an N-wire grounding environment.

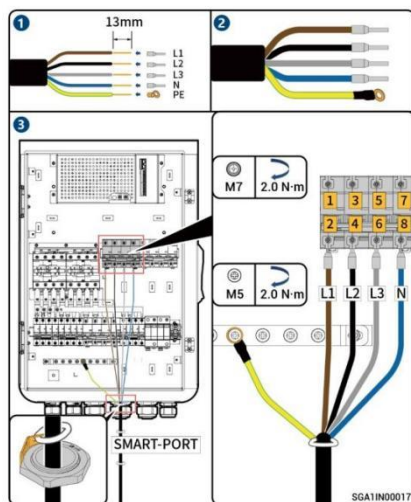
**69. How to prevent Gateway from switching frequently?**

For areas with large grid fluctuations, the thresholds for undervoltage, overfrequency, and underfrequency can be modified (overvoltage is not recommended) to prevent Gateway from switching frequently.

- a. Undervoltage threshold: No less than 180V
- b. Overfrequency threshold: No higher than 55hz
- c. Underfrequency threshold: No less than 45hz

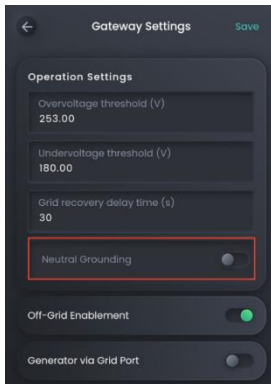
**70. How to connect controllable device?**

Follow the instructions in the diagram above to connect the wires between the smart load and Gateway's SMART-PORT circuit breaker. Then refer to the user manual of Gateway, switch off all circuit breakers and wait for at least 5 minutes before connecting the wires, and then switch on the circuit breakers one by one.



**71. Why a neutral ground fault alarm appears?**

- a. After the system is powered off, confirm whether the Gateway neutral grounding cable is connected correctly and tightened.
- b. For some old versions of gateway, you need to open mySigen APP, click "Device" and "Gateway", then click "gateway Settings", and turn off "Neutral Grounding".



## 72. Does the gateway have rectifiers?

There is no rectifier in the Gateway, and the Sigen Energy Gateway is mainly used as a switching device between the grid and the return in the system.

## 73. What is the SWA copper cable size required of the Sigenergy C300 gateway output? (What is the rewired cable size on the output of the sigenergy C300 gateway?)

For different regions, the selection of output cables is different. The following are the recommended sizes:

AC line:

1. Connect to the grid (L1, L2, L3, N, PE)/connect to the diesel generator (L1, L2, L3, N, PE)/connect to the load (L1, L2, L3, N, PE)

Recommended specifications:

0.61kV/1kV cross-linked polyethylene (XPLE) power cable

Cable outer diameter: 42.2mm;

Wire core conductor cross-sectional area: 150mm<sup>2</sup>(L1/L2/L3/N); 70mm<sup>2</sup>(PE)

2. Connect to the inverter (L1/L2/L3/N/PE)

Recommended specifications:

0.61kV/1kV cross-linked polyethylene (XPLE) power cable

Cable outer diameter: 20.6mm

Wire core conductor cross-sectional area: 16mm<sup>2</sup>

Based on these specifications, you should choose SWA (Steel Wire Armoured) copper cable with a cross-sectional area within these ranges, depending on your installation requirements and the current you need to handle.

The final selection is based on the installer's selection as standard.

## Pack questions

### 74. How do I add the battery to a running system?

First of all, you need to turn off the AC and DC switches of the power station system, after the system is powered off, the inverter and its cables can be removed, a new battery pack is installed under the inverter, and then the previously disassembled inverter and its cables

need to be reinstalled, and the AC and DC switches of the power station system are turned on after checking the correct cable wiring, and then power on.

After powering on, you can check whether the battery pack of the power station system has been added through the mysigen app, but the physical location of the battery pack that may be displayed in the mysigen app cannot correspond, so you need to contact sigen technical support to update the correct physical location of the new battery pack.

**75. Why the physical location of the Pack in the mySigen APP shows 65535?**

If a new pack is added or a pack is replaced in the power station system that has been started, the physical location of the pack may be displayed as 65535, and Sigen technical support is required to remotely send the device to search for and upgrade the pack.

**76. Why can't the battery be recognized after the power station system starts?**

After the system is powered off, the inverter and pack can be removed to confirm whether the floating terminals of the pack or inverter are voltage shifted.

**77. What if I don't want the grid to charge the battery?**

If you don't want the grid to charge the batteries, you can modify the energy storage operating mode to maximum self-consumption mode, in which the system stores excess PV generation in the batteries, and discharges the batteries to power the loads when there is insufficient PV or no PV at night, and does not use the grid to charge the batteries.

**78. How efficient are sigen batteries?**

The RTE of battery cell under full capacity is 94%.

**79. How much cycles my batteries have?**

280Ah LFP cells in Sigenstor batteries support 8000 cycles @ 60% SOH, 25°C, 0.5C.

**80. What is the battery voltage and charge voltage on the system?**

For Sigen batteries, the voltage range of the internal single cell is 2.5-3.65V, where 3.65V is the charging cut-off voltage;

The voltage range of the battery after boosting by the optimiser is:

300-600V for single-phase systems; 600-900V for three-phase systems.

**81. What is the battery short circuit current on a 8kw battery?**

The short-circuit current of the 8 kW battery is 1000A with a duration of 40ms.

**82. How do I know the C-rating of my battery?**

The C rate of Sigen batteries is 0.5C, however, if there are any load with peak power consumption, Sigen batteries can support charging and discharging at a C rate of 0.75C in 10 seconds to support the load.

**83. How deeply can the energy storage be discharged?**

The DOD (Depth of Discharge) for Sigen Battery is at least 95%. For example, the total

energy capacity for Sigen Battery 5.0 is 5.38kWh and the usable energy capacity for Sigen Battery 5.0 is 5.2kWh.

**84. What is the Ah of my battery?**

The capacity of the battery cell is 280Ah, and for 8kWh battery, the total cells number in it is 9, thus the nominal voltage of the battery cells  $3.2 \times 9 = 28.8V$ .

**85. How many cells are in each battery?**

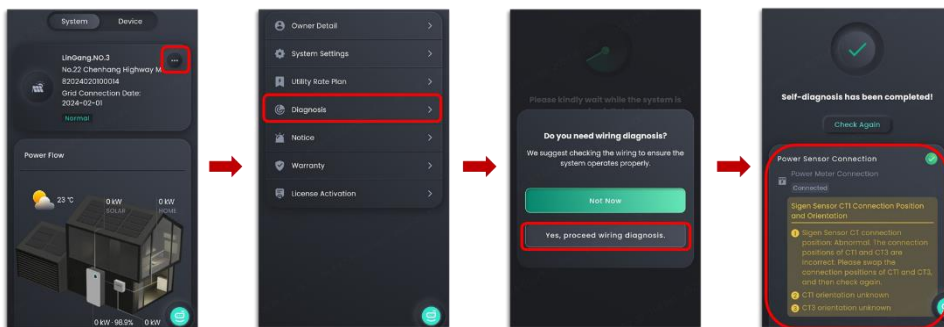
For SigenStor BAT 8.0 there are nine 280 cells in series, for SigenStor BAT 5.0 there are six 280 cells in series.

**Meter questions**

**86. If the meter is installed correctly?**

**For three-phase system:**

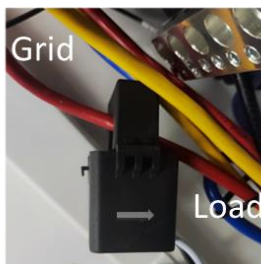
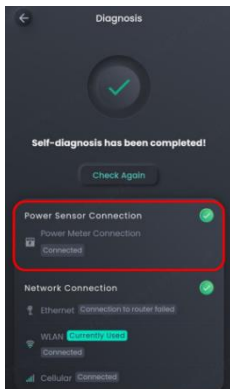
Perform wiring detection after installation. Adjust wiring according to diagnostic results.



**For single-phase system:**

Firstly, make sure the RS485 is connected properly through diagnostics.

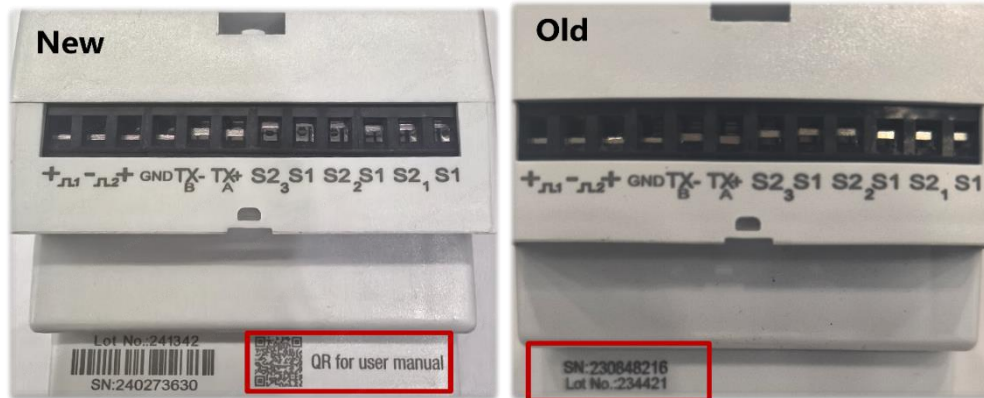
Secondly, make sure that the CT arrows are pointing in the direction of the grid towards the loads.



**87. How to tell if it is an official Sigen Meter?**

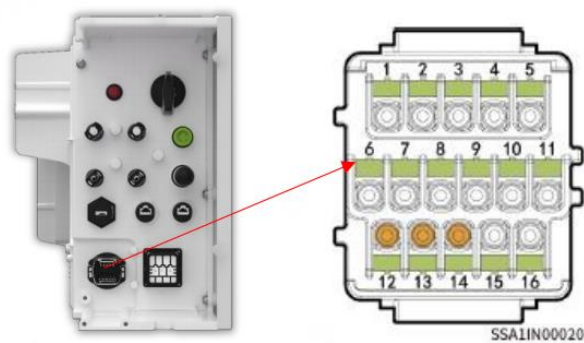
The new version of the meter has a QR code in the bottom right corner, which can be scanned with a mobile phone to download the user manual. Some of the old meters do

not have QR code, please check the SN number at the lower left corner and provide it to the Regional Service Manager who will make enquiry and feedback the result.



**88. Why can't connect 3rd party meter (the tripartite inverter's Sigen meter)?**

- a. Confirm if it is a Sigen meter. Please refer to the FAQ ([How to tell if it is an official Sigen Meter?](#)).
- b. **Abnormal meter installation:** Abnormal meter installation will affect related readings, system may operate abnormally due to incorrect readings. Please refer to the FAQ ([If the meter is installed correctly?](#)) for specific troubleshooting.
- c. Ensure the 485-1 of the Sigen inverter is connected to the tripartite inverter's Sigen meter, and the 485-2 of the Sigen inverter is connected to the parallel-point point's Sigen meter. Whether the port corresponds correctly (Sigen meter 13,14 port correspond to 16,15 port on the inverter side) .



Description	Interface definition	COM terminal of the inverter
COM port used to access the power sensor	PE signal shielding ground	12
	RS485 signal 2_B-	13
	RS485 signal 2_A+	14
Modbus RS485 port	<b>PE signal shielding ground</b>	<b>11</b>
	<b>RS485 signal 1_A+</b>	<b>15</b>
	<b>RS485 signal 1_B-</b>	<b>16</b>

**89. Why is the load in use, but the APP shows no load power?**

The meter is installed abnormally. For example, the RS485 communication cable is not connected properly, or the CT cable is connected wrongly, CT is reversed, the meter is not installed in the parallel point, etc.

CT is not clamped tightly and current is not detected.

#### **90. How to install, wire and set up sigen meter?**

You can scan the QR code on the Sigen meter to obtain the electronic version of the quick guide and user manual for Installation, wiring, and setup.

Note: If the meter is incorrectly wired, it may cause abnormal data such as power generation, electricity consumption, voltage, and current.

(1) Sigen Sensor TP-(CT120, CT300)-DH (SDM630MCT 40mA)



(2) Sigen Sensor TP-CT600-DH (SDM630MCT V2)



(3) Sigen Sensor SP-CT120-DH (SDM120CT 40mA)

#### **91. How thick should the cable be for the Sigen Sensor TP-DH (SDM630MODBUS V2)**

The recommended wire specifications for the Sigen Sensor TP-DH (SDM630MODBUS V2):

RS485/Pulse Terminal: 0.5~1.5mm<sup>2</sup>

Sampling Terminals 1, 2, 3, 4, 5, 6, 7, 8: 4~25mm<sup>2</sup>

#### **92. How thick should the cable be for the Sigen Sensor TP-CT120-DH (SDM630MCT 40mA/120A)**

The recommended wire specifications for the Sigen Sensor TP-CT120-DH (SDM630MCT 40mA/120A)

RS485/Pulse Terminal: 0.5~2.5mm<sup>2</sup>

Sampling Terminals 1, 2, 3, 4, 5...20: 1.5~2.5mm<sup>2</sup>

#### **93. How thick should the cable be for the Sigen Sensor TP-CT300-DH (SDM630MCT 40mA/300A)**

The recommended wire specifications for the Sigen Sensor TP-CT300-DH (SDM630MCT 40mA/300A)

RS485/Pulse Terminal: 0.5~2.5mm<sup>2</sup>

Sampling Terminals 1, 2, 3, 4, 5...20: 1.5~2.5mm<sup>2</sup>

#### **94. How thick should the cable be for the Sigen Sensor TP-CT600-DH (SDM630MCT V2/600A)**

The recommended wire specifications for the Sigen Sensor TP-CT600-DH (SDM630MCT V2/600A)

RS485/pulse terminal: 0.5~2.5mm<sup>2</sup>

Sampling terminals 1, 2, 3, 4, 5...20: 1.5~2.5mm<sup>2</sup>

### 95. Why is the household load over 10 kW?

High-power devices: Your home may have several high-power devices in use at the same time. Examples include electric heaters, air conditioners, ovens and other large appliances.

Abnormal meter wiring: If the CT on the meter is connected incorrectly or reversed, it will lead to abnormal sampling of loads and possibly incorrect display of load values. Please use the wiring detection function to confirm whether the wiring of the meter is abnormal.

## EVAC questions

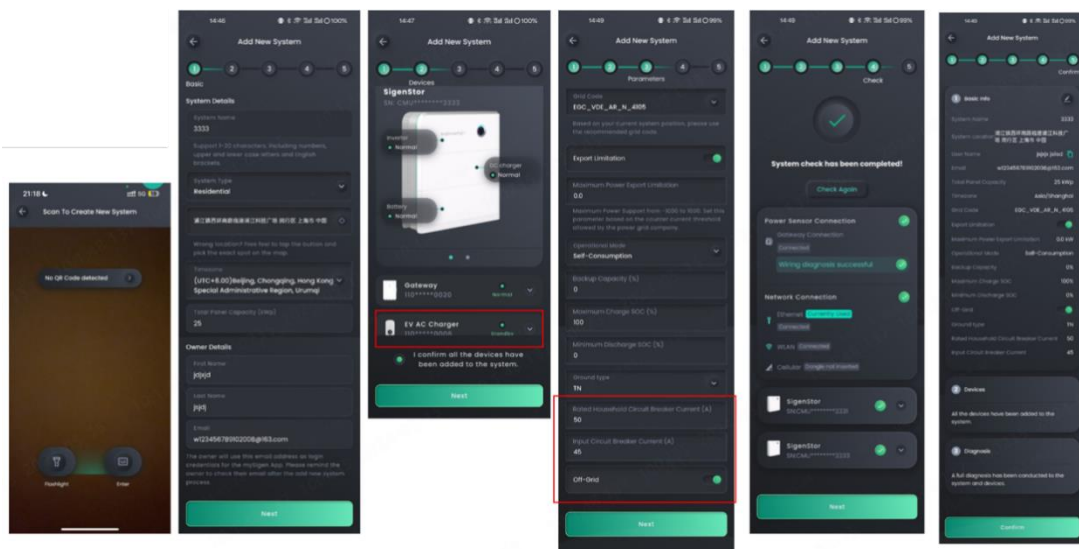
### 96. Can I install multiple AC charger and monitor by one system?

It is not supported currently.

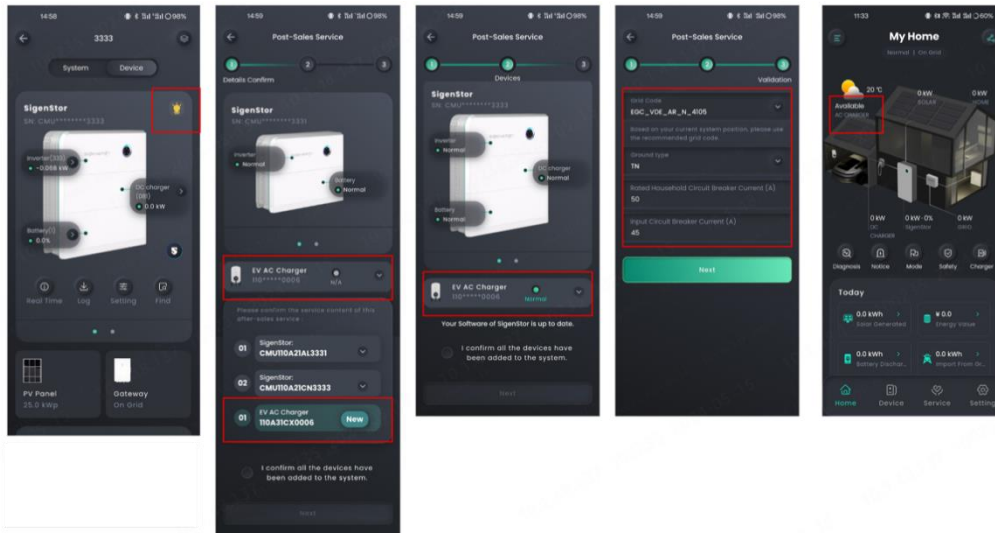
### 97. How to integrate EVAC charger with Sigenstor?

Make sure your APP has been upgraded to version 1.9.3 and above. Connect the Sigenstor and EVAC charger with FE cable.

**Both Sigenstor and EVAC have not ever been commissioning.**



**Sigenstor has completed commissioning before.**



### 98. Why can't I connect to the Internet even though the EVAC charger is connected to a network cable?

Please check whether the router connected to the EVAC charger has set up access restriction behaviors such as MAC address whitelisting, if so, please contact us to get the MAC address of EVAC charger and add it to the whitelist.

### 99. Why doesn't the EVAC charge?

The following reasons may exist for the EVAC not charging:

- The charging post power is less than the minimum starting power. Sigener EV AC Charger Minimum starting charging power: 4.14kW (3-phase); 1.38kW (single-phase). Insufficient power may be due to insufficient PV power generation in 100% PV charging mode/excessive load power, etc.
- The circuit breaker of EVAC is disconnected or the wiring on the AC side is abnormal or the grid drops out, causing the EVAC to be unable to obtain power from the grid.
- EVAC Failure, check whether the EVAC has relevant failure alarms, and follow the prompts to troubleshoot;
- RFID card is not bound, bind RFID card via App;
- Abnormal charging gun connection or broken wiring harness, etc.
- Check if the vehicle has any relevant charging setting restrictions, such as charge cut-off SOC, charging time period, etc.
- Vehicle Malfunction.

### 100. Why is EVAC charging slow?

The following reasons may exist for slow EVAC charging:

- Vehicle: check if the vehicle has an input current limit set.
- EVAC: Check if the EVAC has adjusted the charging output current.
- The PV is not generating enough power or the load is consuming too much;
- Abnormal charging gun connection may cause the vehicle to limit charging power;
- Certain malfunctioning of the EVAC or vehicle may cause the charging power to be limited, please check if there is a relevant alarm.

## EVDC questions

### **101. Why doesn't the EVDC charge?**

The following reasons may exist for the EVAC not charging:

- EVDC Failure, check whether the EVDC has relevant failure alarms, and follow the prompts to troubleshoot;
- RFID card is not bound, bind RFID card via App;
- Abnormal charging gun connection or broken wiring harness, etc.
- Check if the vehicle has any relevant charging setting restrictions, such as charge cut-off SOC, charging time period, etc.
- Vehicle Malfunction.
- Inverter failure, abnormal AC grid connection, etc.

### **102. Can I use EVDC in off-grid scenarios?**

Yes, EVDC can be used in off-grid scenarios.

## **Third-Party Devices questions**

### **103. Can I integrate Sigen with my other home monitoring devices (such as Hive, Google Home, etc)**

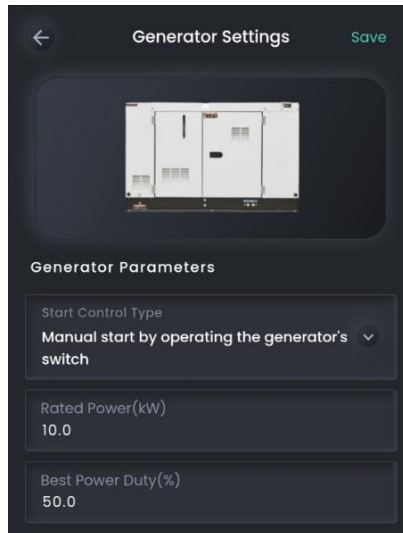
It is not supported currently.

### **104. Which device can connect at smart port?**

Some electrical appliances in the owner's home can be connected as smart loads. To ensure that this product maximizes the benefits to users, it is recommended that high-power devices be connected as smart loads (such as air conditioners, swimming pools, and hot water heaters), which can be cut out when the energy storage power is insufficient. Other low-power devices are connected as household loads (such as lights, routers, etc.).

### **105. Where do I set the load of my generator?**

You can make settings in "Device" and click "GENERATOR", then you can set the parameter "Rated Power" (the rated power of the generator) and "Best Power Duty" (To guarantee the optimal functioning status of the system, you are advised to control the output power of the generator not more than 80%). The product of the Rated Power and the Best Power Duty is the output power of the generator for normal operation.



## Other questions

### 106. The LED strip on the side doesn't light up?

There may be the following reasons:

- a. Verify that the LEDs are turned off at APP.
- b. Confirm that if the battery shows 65535, if so, please contact Sigen service.
- c. Check the connection of the LED light harness, try re-plugging the relevant connector and check that the pins are not inserted crookedly.

If you have performed the above checks and the side LEDs still don't light up, please submit troubleshooting.

### 107. Is it compatible with all module optimizer manufacturers?

The devices currently support compatibility with the Tigo Optimizer. Please contact Sigenergy for more model compatibility requirements of optimizer.

### 108. How do I use the digital outputs?

To use the digital outputs, you need to follow the steps below:

1. Check that your device has a digital output. This can be found in the device specification or device manual.
2. Make sure your device is properly powered and connected.
3. Identify the digital outputs on your device. This can be done by a label or symbol on the device itself.
4. Decide what operation or function you want to perform using the digital outputs. This can include controlling external devices, triggering alarms, or sending signals to other systems.
5. Connect the digital output to the appropriate external device or system. Ensure that the connections are correct and that there is compatibility between your device and the external device.

6. Configure the settings for the digital outputs according to the device manufacturer's instructions. This may include selecting output modes, setting thresholds, or programming schedules.

7. Test the functionality of the digital outputs to ensure that they work as expected. Check that the connected device or system responds to the output signals.

Note that specific steps and functions may vary by device and manufacturer. It is recommended to consult the manual or documentation for your specific device for detailed instructions.

**109. What is the scope of a heat pump?**

Currently, our equipment supports connection to heat pumps, and the start and stop control is performed through the dry contacts of the all-in-one machine and the heat pump.

**110. Which heating element is compatible?**

Currently, the inverter is developing the access function of Dakin heat pump and Haier heat pump, and it is expected that the relevant function in APP version 1.10.

**111. How about the compatibility of controllable loads?**

Currently it is possible to connect non-essential loads to the Smart port of the Sigen Energy Gateway or to the incoming side of the grid in order to realise a graded power backup according to the importance of the loads in the power backup mode.

**112. Will battery price go down?**

According to general trends and industry analysis, battery prices have been falling over the past decade due to technological advances, economies of scale, and increased production capacity. However, various factors such as raw material costs, supply chain issues, and technological breakthroughs could affect future prices.

**113. Do we have ripple control?**

Our device support Ripple control through RS485 signal cable. The corresponding COM terminal can be found in Sigen Stor Installation Guide.

**114. Do we have DRM?**

Our device support DRM through RS485 signal cable. The corresponding COM terminal can be found in Sigen Stor Installation Guide.

**115. Does Sigenstor support Control4 or KNX?**

SigenStor does not yet support access to Control4 or KNX systems, this feature may be available in the future, stay tuned!

**116. Can you work together with ScoptVision for even better management?**

Scoptvision specializes in intelligent energy management systems. Their main product is a modular, plug-and-play energy management system designed to optimize the use of renewable energy and reduce energy costs for both residential and commercial users. The

system provides real-time insights into energy consumption and enables automated control of energy-intensive devices like EV charging stations, helping users match their consumption with renewable energy production. Scoptvision's solutions aim to simplify the complexities of energy management, lower operational costs, and support sustainable energy practices.

If ScoptVision is a company or technology that aligns with Sigenenergy's goals and vision, especially in the energy sector, then cooperation may lead to better management and innovation. Cooperation often combines complementary strengths and expertise, resulting in improved solutions and services. I believe that in the future, as more users of Sigenenergy products use it, there will be opportunities to work with ScoptVision.

**117. How to buy a licence to increase maximum sigen inverter power from 5kw to 6kw?**

If the installer installed the wrong model for you, that is, you originally purchased 6kw, but the installer installed 5kw, then please contact the installer to replace the machine; otherwise, we currently do not support power upgrades of the model.