# TROUBLESHOOTING TIPS

| Problem | Reason | Solutions |
|---|---|---|
| No output voltage and buzzer sounds continuous or intermittent and shutdown? | Input Battery voltage is below 9.8V+/-0.5V(12V version); 19.6V+/-0.5V(24V version) | ● Recharge the battery<br>● Battery may be too small. Please refer to instruction for recommended battery sizes.<br>● Check the cable connections and ensure the cable sizes are sufficient. Use provided cables if included. The shorter and thicker cables the better.<br>● One or some of the batteries in the battery group may be defective, remove the defective battery<br>● The inline fuse (if has) may be too small. |
| | High input DC voltage. The input battery voltage is above 16V(12V version) or 32V (24V version) | ● Check the battery charger is not connected to the battery.<br>● Do not use it when the battery is charging Disconnect the solar panel while the battery is fully charged.<br>● Confirm whether the input battery is correct. |
| | Overload | Reduce the load power or choose a bigger inverter. |
| | Over temperature | ● Turn off the load and let it cool naturally for 10 to 30 minutes. Restart it after it resumes to normal temperature. Reduce the load .<br>● Avoid blocking the vent and improve the ventilation condition. |
| No AC output voltage? | 1. The power switch is off.<br>2. Poor contact with battery .<br>3. Inline fuse(if has) may be burnt. | ● Press the power switch for 1-2 second to turn it on, it is a long press type switch.<br>● Check the cables and make sure they are tightly connected .<br>● Check the inline fuse is fine or remove circuit breaker to test the inverter again.<br>● One or some of the batteries in the battery group may be defective, remove the defective battery. |
| Output voltage below 100Vac (110-120V inverter) or 200 Vac (220-240V inverter) ? | A True RMS multi meter is required to properly measure output voltage of modified wave inverter | ● Test output voltage with a True RMS meter<br>● Try to maintain the input voltage in the range of rated power.<br>● Change the battery of the meter then test again . |
| Cannot drive the load even less power than the size of inverter? | 1. Power of load is too large, or the actual power of the appliance exceeds the max power of inverter.<br>2. The starting power is larger than rated power (especially for appliances with motor, this kind of inductive loads require a large rush of power to start. Even a 80W fridge may need a 1000 watt inverter) .<br>3. Battery is too small. | ● Reduce the load power, or turn on the appliance first, then turn on the inverter.<br>● Choose a bigger inverter.<br>● Change a bigger battery and ensure fully charged.<br>● The inline fuse(if has) may be small.<br>● Choose the shorter and thicker cables. |
| Tester indicated "Open Ground" | This is because it is not connected to a "true Earth ground", meaning it is not connected to a metal rod stuck in the Earth. It would be impossible to do so in a boat or car while moving . The power inverter DOES NOT and cannot create a true Earth ground on its own . | ● Don't need the tester to do the Grounding Test.<br>● Refer to the manual to do the Grounding<br>● Choose an inverter with GFCI sockets |
| Starting alarm ? | The main reason is that the instantaneous current is too large, which leads to the detection of low voltage and triggles under-voltage alarm . | ● Please restart the inverter several times. |
| Got 40V or so while testing inverter's ground wire and zero line ? | This voltage has no meaning, zero line can be ground . | ● This is normal , there is no current leakage. |
| Cooling Fan noisy | Object may be stuck in fan | Inspect fan area at rear of unit to ensure no object is obstructing fan movement |

**WARNING: REVERSE CONNECTED THE CABLES WILL DAMAGE THE INVERTER AND AVOID YOUR WARRANTY!**

**If the unit still doesn't work normally after using all the methods above, it maybe the internal faults of the circuit. Please contact seller for warranty.**