





9. Für weitere Informationen laden Sie bitte das System-Benutzerhandbuch und das System-Installationshandbuch herunter.



System-Installationshandbuch

C&I AlphaESS App

Grid under frequency

论研究回

thau



System-Benutzerhandbuch



C&I AlphaCloud

13

15

10. Fehlerbehebung

-		-	
Fault category	LCD fault display	Fault name	Troubleshooting
BMS	Cell-Temp-Diff	Cell temperature different fault	Shut down the system about 1 hours, then restart the system to check if the fault is eliminated. If the problem is not resolved, please contact AlphaESS customer service.
	Chrg-Ov-Curr	Module charge over current fault	Restart the system to check if the fault is eliminated.If the problem is not resolved, stop any operation on the system and contact AlphaESS customer service.
	Disch-Ov-Curr	Module discharge over current fault	Restart the system, tum off some of the loads to check if the fault is eliminated. If the problem is not resolved, stop any operation on the system and contact AlphaESS customer service.
	Pole-Ov-Temp	Pole over temperature fault	Shut down the system for about 2 hours, then restart the system to see if the fault is eliminated.If the problem is not resolved, please contact AlphaESS customer service.
	Cell-Ov-Volt	Cell over volt fault	Restart the system, switch the system to the discharging state, If the error is not eliminated, stop any operation on the system and contact AlphaESS customer service.
	Cell-Volt-Diff	cell volt different fault	Restart the system to see if the fault is eliminated. If the problem is not resolved, please contact AlphaESS customer service.
	Disch-Low-Temp	cell discharge under temperature fault	Confirm that the ambient temperature is higher than -10°C. If it is lower than it, please turn on the heating equipment such as heater. If the ambient temperature is higher than -10°C, restart the system. If the problem is not resolved, please contact AlphaESS customer service.
	Cell-Low-Volt	Cell under volt fault	Restart the system to see if the fault is eliminated, If the problem is not solved please contact AlphaESS customer service
	Commu_fail_LMU	LMU Communication fault	Check if the communication cable connector between the HV-control box and the battery is not plugged in. If the problem is not resolved, please contact AlphaESS customer service.
	Cell-Ov-Temp	Cell over temperature fault	Stop charging and discharging and then run the system after the fault is eliminated. If the problem is not resolved, please contact AlphaESS customer service.
	Commu_fail_BMU	BMU Communication fault	Check if the communication cable connector between the HV-control box and the TOP BMU is not plugged in. If the problem is not resolved, please contact AlphaESS customer service.
	Chrg-Low-Temp	Cell charge under temperature fault	Confirm that the ambient temperature is higher than 0°. If it is lower than below, please turn on the heating equipment such as heater. If the ambient temperature is higher than 0°, restart the system.
	Insulation_err	Insulation fault	If the problem is not resolved, please contact AlphaESS customer service.
	SOC low	Low SOC	The battery energy is low. Charge the batteries.
	CAN C comm. Fault	The communication between PCS and ATS is lost	If the application of external switching device is not connected, set the inverter type to 0. Check whether the matching resistor is connected according to the document. Scheck whether there is bad contact between the communication line of the module and the switching device. If the power grid fails and PCS is not in the off-grid operation state, the switching device will be in the power failure state, and PCS will report this
	EMS comm. connection timeout	1. The communication between EMS and PCS is interrupted.	alarm as normal. 1. Check whether the connection cable between EMS and PCS is loose. 2. Check whether the EMS is working properly.
	Module Fan fault 1	The fan of the PCS is stalled	Check whether the PCS fan cannot rotate because it is blocked by foreign objects. Clean up the dust accumulation of PCS fan. S. Check whether the PCS fan is damaged and cannot rotate.
	Module over temperature 1	1.PCS detects overtemperature of AC radiator 2.PCS detects overtemperature of DC radiator	 Check whether the PCS fan works normally. Clean the vents of the PCS fan. Check whether the ambient temperature of PCS is too high.
	Ambient overtemp. fault	PCS detects that the ambient temperature is too warm	Check whether the ambient temperature of PCS is too high.
PCS	DC input over voltage	DC voltage higher than uniform charging voltage setting	 According to the battery parameters, correctly configure the equalizing woltage setting. When the DC input is disconnected during PCS charging operation, this alarm will be generated, and the alarm will be cleared automatically. If the difference between DC voltage sampling and DC voltage measurement is large, contact the AlphaESS.
	DC input under voltage	The DC voltage is lower than the DC lower limit voltage setting value	Correctly set the DC lower limit voltage according to the battery parameters. The DC lower limit voltage should be lower than the actual battery voltage. Check whether the DC voltage is not connected, or the BMS disconnects the battery contactor due to an alarm. If there is a large difference between the sampled DC voltage and the measured DC voltage, contact the AlphaESS.
	DC overload alarm	When PCS is running off-grid, the current and power of DC side exceed the rated value	During off-network operation, the load exceeds the rated value, resulting in an alarm. If the load is reduced, the alarm is automatically cleared.
	AC bus phase reversed	The phase sequence of the three-phase power grid line is reversed	If the phase sequence of the power grid incoming line does not meet the requirements, change the phase sequence of the power grid incoming line to be consistent with the phase sequence ABC at the power grid switch incoming line. If the phase sequence is correct, the alarm is automatically cleared.
	AC bus phase lost	If the PCS detects an AC connection error	If PCS is set to 3P3W, but the AC incoming line is connected to the N line, this alarm will be reported. Disconnect the N line from the PCS, and then set the fault clearing command to clear the alarm.

14

ault category	LCD fault display	Fault name	Troubleshooting
DCDC	Module_PV PV1 Side Input Over Voltag	Set the input voltage on the PV1 side to the maximum PV voltage on the PV1 side	 Configure PV1 parameters based on the operation guide. The PV1 side should be connected to a voltage that meets requirements.
	Module_PV PV2 Side Input Over Voltag	Set the input voltage on the PV2 side to the maximum PV voltage on the PV2 side	 Configure PV2 parameters based on the operation guide. The PV2 side should be connected to a voltage that meets requirements.
	Module_PV PV3 Side Input Over Voltag	Set the input voltage on the PV3 side to the maximum PV voltage on the PV3 side	 Configure PV3 parameters based on the operation guide. The PV3 side should be connected to a voltage that meets requirements.
	Module_PV PV1 Side Input Under Voltage	Input voltage on the PV1 side The voltage is lower than the lowest voltage set on the PV side	 Set parameters on the PV side based on the operation guide. The PV1 side should be connected to a voltage that meets requirements.
	Module_PV PV2 Side Input Under Voltage	Input voltage on the PV2 side The voltage is lower than the lowest voltage set on the PV side	 Set parameters on the PV side based on the operation guide. The PV2 side should be connected to a voltage that meets requirements.
	Module_PV PV3 Side Input Under Voltage	Input voltage on the PV3 side The voltage is lower than the lowest voltage set on the PV side	 Set parameters on the PV side based on the operation guide. The PV3 side should be connected to a voltage that meets requirements.
	Module_PV PV1 Side Input Reverse Connection	The two branches of PV1 are inversely connected	 Check whether the positive and negative PVS of the two branches of the PV1 side are reversed. After the positive or negative connection of PV1 ports is denied, che whether PV1 current sampling value lov1 is abnormal.
	Module_PV PV2 Side Input Reverse Connection	The two branches of PV2 are inversely connected	 Check whether the positive and negative PVS of the two branches of the PV2 side are reversed. After the positive or negative connection of PV2 ports is denied, che whether PV2 current sampling value [pv2 is abnormal.
	Module_PV PV3 Side Input Reverse Connectio	The two branches of PV3are inversely connected	 Check whether the positive and negative PVS of the two branches of the PV3 side are reversed. After the positive or negative connection of PV3 ports is denied, che whether PV3 current sampling value [pv3 is abnormal.
	Module_PV Bus Side Reverse Connection	The port voltage on the BUS side is negative	 Check whether the positive and negative ports on the BUS side are reversed. After the positive and negative connections of BUS ports are denied check whether the voltage sampling of BUS ports is abnormal.
ATS	Grid over voltage	The power grid voltage exceeds the protection range	Check whether the power grid voltage exceeds the rated protection ran
	Grid under voltage	The power grid voltage is less than the protection range	Check whether the power grid voltage is lower than the rated protection range.
	Grid over frequency	The network frequency is greater than the protection range	Check whether the power grid output frequency is greater than the rate protection range.
		The network frequency is less than the	Check whether the power grid output frequency is lower than the rated

otection range.

tection range