

SUN2000 Smart PV Optimizer

User Manual

Issue 04
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Huawei Digital Power Technologies Co., Ltd.

Address: Huawei Digital Power Antuoshan Headquarters
Futian, Shenzhen 518043
People's Republic of China

Website: <https://e.huawei.com>

About This Document

Purpose

This document describes the Smart PV Optimizer in terms of its overview, installation, commissioning, maintenance, and troubleshooting. Before installing and operating the Smart PV Optimizer, read this document carefully to understand the safety precautions and get familiar with the functions and features of the Smart PV Optimizer.

The figures provided in this document are for reference only.




Intended Audience



This document is intended for:

- Technical support engineers
- Hardware installation engineers
- Commissioning engineers
- Maintenance engineers

Symbol Conventions

The symbols that may be found in this guide are defined as follows.

Symbol	Description
	Indicates a hazard with a high level of risk which, if not avoided, will result in death or serious injury.
	Indicates a hazard with a medium level of risk which, if not avoided, could result in death or serious injury.
	Indicates a hazard with a low level of risk which, if not avoided, could result in minor or moderate injury.

Symbol	Description
 NOTICE	Indicates a potentially hazardous situation which, if not avoided, could result in equipment damage, data loss, performance deterioration, or unanticipated results. NOTICE is used to address practices not related to personal injury.
 NOTE	Supplements the important information in the main text. NOTE is used to address information not related to personal injury, equipment damage, and environment deterioration.

Change History

Issue	Date	Description
04	2023-04-21	This issue is the fourth official release. <ul style="list-style-type: none">• Optimized the document structure.• Added 4 Installation and Commissioning.• Added 5.3 O&M for PV Modules.• Added 5.5.1 Replacing an Optimizer (on the FusionSolar App).
03	2022-09-20	This issue is the third official release. <ul style="list-style-type: none">• Updated 3.1 SUN2000-450W-P Technical Specifications.• Updated 3.2 Technical Specifications of the SUN2000-450W-P2/ SUN2000-600W-P.
02	2022-03-25	This issue is the second official release. <ul style="list-style-type: none">• Updated 2 Product Overview.• Updated 3.2 Technical Specifications of the SUN2000-450W-P2/ SUN2000-600W-P.
01	2021-10-30	This issue is the first official release.

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1 Safety Information

Statement

Before transporting, storing, installing, operating, using, and/or maintaining the equipment, read this document, strictly follow the instructions provided herein, and follow all the safety instructions on the equipment and in this document. In this document, "equipment" refers to the products, software, components, spare parts, and/or services related to this document; "the Company" refers to the manufacturer (producer), seller, and/or service provider of the equipment; "you" refers to the entity that transports, stores, installs, operates, uses, and/or maintains the equipment.

The **Danger, Warning, Caution, and Notice** statements described in this document do not cover all the safety precautions. You also need to comply with relevant international, national, or regional standards and industry practices. **The Company shall not be liable for any consequences that may arise due to violations of safety requirements or safety standards concerning the design, production, and usage of the equipment.**

The equipment should be used in an environment that meets the design specifications. Otherwise, the equipment may be faulty, malfunctioning, or damaged, which is not covered under the warranty. The Company shall not be liable for any property loss, personal injury, or even death caused thereby.

Comply with applicable laws, regulations, standards, and specifications during transportation, storage, installation, operation, use, and maintenance.

Do not perform reverse engineering, decompilation, disassembly, adaptation, implantation, or other derivative operations on the equipment software. Do not study the internal implementation logic of the equipment, obtain the source code of the equipment software, violate intellectual property rights, or disclose any of the performance test results of the equipment software.

The Company shall not be liable for any of the following circumstances or their consequences:

- The equipment is damaged due to force majeure such as earthquakes, floods, volcanic eruptions, debris flows, lightning strikes, fires, wars, armed conflicts, typhoons, hurricanes, tornadoes, and other extreme weather conditions.
- The equipment is operated beyond the conditions specified in this document.

- The equipment is installed or used in environments that do not comply with international, national, or regional standards.
- The equipment is installed or used by unqualified personnel.
- You fail to follow the operation instructions and safety precautions on the product and in the document.
- You remove or modify the product or modify the software code without authorization.
- You or a third party authorized by you cause the equipment damage during transportation.
- The equipment is damaged due to storage conditions that do not meet the requirements specified in the product document.
- You fail to prepare materials and tools that comply with local laws, regulations, and related standards.
- The equipment is damaged due to your or a third party's negligence, intentional breach, gross negligence, or improper operations, or other reasons not related to the Company.

1.1 Personal Safety

 **DANGER**

Ensure that power is off during installation. Do not install or remove a cable with power on. Transient contact between the core of the cable and the conductor will cause electric arcs, sparks, fire, or explosion, which may result in personal injury.

 **DANGER**

Non-standard and improper operations on the energized equipment may cause fire, electric shocks, or explosion, resulting in property damage, personal injury, or even death.

 **DANGER**

Before operations, remove conductive objects such as watches, bracelets, bangles, rings, and necklaces to prevent electric shocks.

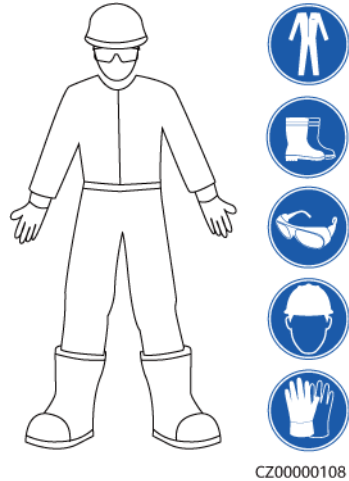
 **DANGER**

During operations, use dedicated insulated tools to prevent electric shocks or short circuits. The dielectric withstanding voltage level must comply with local laws, regulations, standards, and specifications.

⚠ DANGER

During operations, wear personal protective equipment such as protective clothing, insulated shoes, goggles, safety helmets, and insulated gloves.

Figure 1-1 Personal protective equipment



General Requirements

- Do not stop protective devices. Pay attention to the warnings, cautions, and related precautionary measures in this document and on the equipment.
- If there is a likelihood of personal injury or equipment damage during operations, immediately stop, report the case to the supervisor, and take feasible protective measures.
- Do not power on the equipment before it is installed or confirmed by professionals.
- Do not touch the power supply equipment directly or with conductors such as damp objects. Before touching any conductor surface or terminal, measure the voltage at the contact point to ensure that there is no risk of electric shock.
- Do not touch operating equipment because the enclosure is hot.
- In the case of a fire, immediately leave the building or the equipment area and activate the fire alarm or call emergency services. Do not enter the affected building or equipment area under any circumstances.

Personnel Requirements

- Only professionals and trained personnel are allowed to operate the equipment.
 - Professionals: personnel who are familiar with the working principles and structure of the equipment, trained or experienced in equipment operations and are clear of the sources and degree of various potential hazards in equipment installation, operation, maintenance
 - Trained personnel: personnel who are trained in technology and safety, have required experience, are aware of possible hazards on themselves in

certain operations, and are able to take protective measures to minimize the hazards on themselves and other people

- Personnel who plan to install or maintain the equipment must receive adequate training, be able to correctly perform all operations, and understand all necessary safety precautions and local relevant standards.
- Only qualified professionals or trained personnel are allowed to install, operate, and maintain the equipment.
- Only qualified professionals are allowed to remove safety facilities and inspect the equipment.
- Personnel who will perform special tasks such as electrical operations, working at heights, and operations of special equipment must possess the required local qualifications.
- Only authorized professionals are allowed to replace the equipment or components (including software).
- Only personnel who need to work on the equipment are allowed to access the equipment.

1.2 Electrical Safety

 **DANGER**

Before connecting cables, ensure that the equipment is intact. Otherwise, electric shocks or fire may occur.

 **DANGER**

Non-standard and improper operations may result in fire or electric shocks.

 **DANGER**

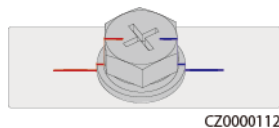
Prevent foreign matter from entering the equipment during operations. Otherwise, equipment damage, load power derating, power failure, or personal injury may occur.

 **WARNING**

For the equipment that needs to be grounded, install the ground cable first when installing the equipment and remove the ground cable last when removing the equipment.

General Requirements

- Follow the procedures described in the document for installation, operation, and maintenance. Do not reconstruct or alter the equipment, add components, or change the installation sequence without permission.
- Obtain approval from the national or local electric utility company before connecting the equipment to the grid.
- Observe the power plant safety regulations, such as the operation and work ticket mechanisms.
- Install temporary fences or warning ropes and hang "No Entry" signs around the operation area to keep unauthorized personnel away from the area.
- Before installing or removing power cables, turn off the switches of the equipment and its upstream and downstream switches.
- If any liquid is detected inside the equipment, disconnect the power supply immediately and do not use the equipment.
- Before performing operations on the equipment, check that all tools meet the requirements and record the tools. After the operations are complete, collect all of the tools to prevent them from being left inside the equipment.
- Before installing power cables, check that cable labels are correct and cable terminals are insulated.
- When installing the equipment, use a torque tool of a proper measurement range to tighten the screws. When using a wrench to tighten the screws, ensure that the wrench does not tilt and the torque error does not exceed 10% of the specified value.
- Ensure that bolts are tightened with a torque tool and marked in red and blue after double-check. Installation personnel mark tightened bolts in blue. Quality inspection personnel confirm that the bolts are tightened and then mark them in red. (The marks should cross the edges of the bolts.)



- After the installation is complete, ensure that protective cases, insulation tubes, and other necessary items for all electrical components are in position to avoid electric shocks.
- If the equipment has multiple inputs, disconnect all the inputs before operating the equipment.
- Before maintaining a downstream electrical or power distribution device, turn off the output switch on the power supply equipment.
- During equipment maintenance, attach "Do not switch on" labels near the upstream and downstream switches or circuit breakers as well as warning signs to prevent accidental connection. The equipment can be powered on only after troubleshooting is complete.
- If fault diagnosis and troubleshooting need to be performed after power-off, take the following safety measures: Disconnect the power supply. Check whether the equipment is live. Install a ground cable. Hang warning signs and set up fences.
- Do not open equipment panels.

- Check equipment connections periodically, ensuring that all screws are securely tightened.
- Only qualified professionals can replace a damaged cable.
- Do not scrawl, damage, or block any labels or nameplates on the equipment. Promptly replace labels that have worn out.
- Do not use solvents such as water, alcohol, or oil to clean electrical components inside or outside of the equipment.
- Do not cut the optimizer cables, as this will void the warranty.
- The output wiring terminals of the optimizer are not hot-swappable. If the terminals are hot-swapped, the optimizer may be damaged.

Grounding

- Ensure that the grounding impedance of the equipment complies with local electrical standards.
- Ensure that the equipment is connected permanently to the protective ground. Before operating the equipment, check its electrical connection to ensure that it is reliably grounded.
- Do not work on the equipment in the absence of a properly installed ground conductor.
- Do not damage the ground conductor.
- For the equipment that uses a three-pin socket, ensure that the ground terminal in the socket is connected to the protective ground point.
- If high touch current may occur on the equipment, ground the protective ground terminal on the equipment enclosure before connecting the power supply; otherwise, electric shock as a result of touch current may occur.

Cabling Requirements

- When selecting, installing, and routing cables, follow local safety regulations and rules.
- When routing power cables, ensure that there is no coiling or twisting. Do not join or weld power cables. If necessary, use a longer cable.
- Ensure that all cables are properly connected and insulated, and meet specifications.
- Ensure that the slots and holes for routing cables are free from sharp edges, and that the positions where cables are routed through pipes or cable holes are equipped with cushion materials to prevent the cables from being damaged by sharp edges or burrs.
- Ensure that cables of the same type are bound together neatly and straight and that the cable sheath is intact. When routing cables of different types, ensure that they are away from each other without entanglement and overlapping.
- When cable connection is completed or paused for a short period of time, seal the cable holes with sealing putty immediately to prevent small animals or moisture from entering.
- Secure buried cables using cable supports and cable clips. Ensure that the cables in the backfill area are in close contact with the ground to prevent cable deformation or damage during backfilling.

- If the external conditions (such as the cable layout or ambient temperature) change, verify the cable usage in accordance with the IEC-60364-5-52 or local laws and regulations. For example, check that the current-carrying capacity meets requirements.
- When routing cables, reserve at least 30 mm clearance between the cables and heat-generating components or areas. This prevents deterioration or damage to the cable insulation layer.
- When the temperature is low, violent impact or vibration may damage the plastic cable sheathing. To ensure safety, comply with the following requirements:
 - Cables can be laid or installed only when the temperature is higher than 0°C. Handle cables with caution, especially at a low temperature.
 - Cables stored at subzero temperatures must be stored at room temperature for at least 24 hours before they are laid out.
- Do not perform any improper operations, for example, dropping cables directly from a vehicle. Otherwise, the cable performance may deteriorate due to cable damage, which affects the current-carrying capacity and temperature rise.

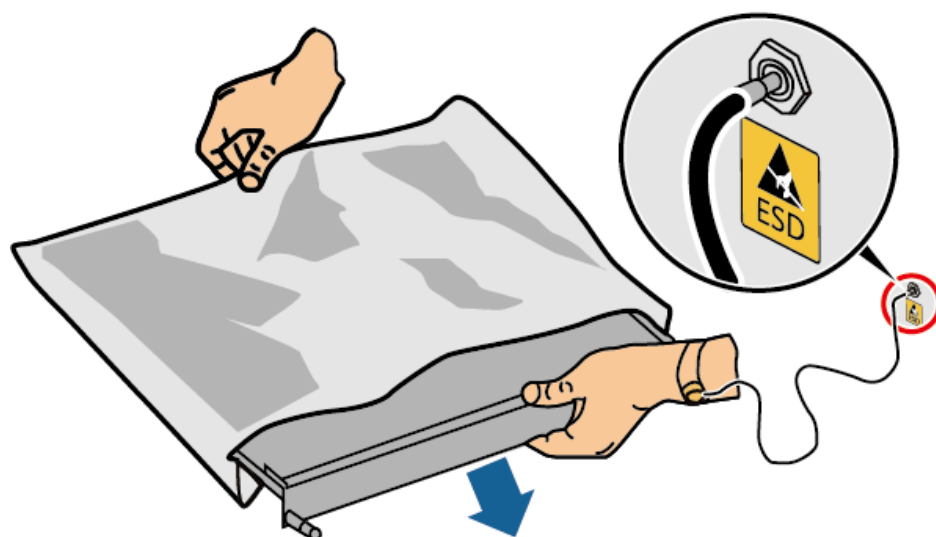
ESD

NOTICE

The static electricity generated by human bodies may damage the electrostatic-sensitive components on boards, for example, the large-scale integrated (LSI) circuits.

- When touching the equipment and handling boards, modules with exposed circuit boards, or application-specific integrated circuits (ASICs), observe ESD protection regulations and wear ESD clothing and ESD gloves or a well-grounded ESD wrist strap.

Figure 1-2 Wearing an ESD wrist strap



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- When holding a board or a module with exposed circuit boards, hold its edge without touching any components. Do not touch the components with bare hands.
- Package boards or modules with ESD packaging materials before storing or transporting them.

1.3 Environment Requirements

 **DANGER**

Do not expose the equipment to flammable or explosive gas or smoke. Do not perform any operation on the equipment in such environments.

 **DANGER**

Do not store any flammable or explosive materials in the equipment area.

 **DANGER**

Do not place the equipment near heat sources or fire sources, such as smoke, candles, heaters, or other heating devices. Overheat may damage the equipment or cause a fire.

 **WARNING**

Install the equipment in an area far away from liquids. Do not install it under areas prone to condensation, such as under water pipes and air exhaust vents, or areas prone to water leakage, such as air conditioner vents, ventilation vents, or feeder windows of the equipment room. Ensure that no liquid enters the equipment to prevent faults or short circuits.

 **WARNING**

To prevent damage or fire due to high temperature, ensure that the ventilation vents or heat dissipation systems are not obstructed or covered by other objects while the equipment is running.

General Requirements

- Ensure that the equipment is stored in a clean, dry, and well ventilated area with proper temperature and humidity and is protected from dust and condensation.

- Keep the installation and operating environments of the equipment within the allowed ranges. Otherwise, its performance and safety will be compromised.
- Do not install, use, or operate outdoor equipment and cables (including but not limited to moving equipment, operating equipment and cables, inserting connectors to or removing connectors from signal ports connected to outdoor facilities, working at heights, performing outdoor installation, and opening doors) in harsh weather conditions such as lightning, rain, snow, and level 6 or stronger wind.
- Do not install the equipment in an environment with direct sunlight, dust, smoke, volatile or corrosive gases, infrared and other radiations, organic solvents, or salty air.
- Do not install the equipment in an environment with conductive metal or magnetic dust.
- Do not install the equipment in an area conducive to the growth of microorganisms such as fungus or mildew.
- Do not install the equipment in an area with strong vibration, noise, or electromagnetic interference.
- Ensure that the site complies with local laws, regulations, and related standards.
- Ensure that the ground in the installation environment is solid, free from spongy or soft soil, and not prone to subsidence. The site must not be located in a low-lying land prone to water or snow accumulation, and the horizontal level of the site must be above the highest water level of that area in history.
- Do not install the equipment in a position that may be submerged in water.
- If the equipment is installed in a place with abundant vegetation, in addition to routine weeding, harden the ground underneath the equipment using cement or gravel.
- Do not install the equipment outdoors in salt-affected areas because it may be corroded. A salt-affected area refers to the region within 500 m of the coast or prone to sea breeze. Regions prone to sea breeze vary with weather conditions (such as typhoons and monsoons) or terrains (such as dams and hills).
- Before opening doors during the installation, operation, and maintenance of the equipment, clean up any water, ice, snow, or other foreign objects on the top of the equipment to prevent foreign objects from falling into the equipment.
- When installing the equipment, ensure that the installation surface is solid enough to bear the weight of the equipment.
- After installing the equipment, remove the packing materials such as cartons, foam, plastics, and cable ties from the equipment area.

1.4 Mechanical Safety

DANGER

When working at heights, wear a safety helmet and safety harness or waist belt and fasten it to a solid structure. Do not mount it on an insecure moveable object or metal object with sharp edges. Make sure that the hooks will not slide off.

WARNING

Ensure that all necessary tools are ready and inspected by a professional organization. Do not use tools that have signs of scratches or fail to pass the inspection or whose inspection validity period has expired. Ensure that the tools are secure and not overloaded.

WARNING

Do not drill holes into the equipment. Doing so may affect the sealing performance and electromagnetic containment of the equipment and damage components or cables inside. Metal shavings from drilling may short-circuit boards inside the equipment.

General Requirements

- Repaint any paint scratches caused during equipment transportation or installation in a timely manner. Equipment with scratches cannot be exposed for an extended period of time.
- Do not perform operations such as arc welding and cutting on the equipment without evaluation by the Company.
- Do not install other devices on the top of the equipment without evaluation by the Company.
- When performing operations over the top of the equipment, take measures to protect the equipment against damage.
- Use correct tools and operate them in the correct way.

Moving Heavy Objects

- Be cautious to prevent injury when moving heavy objects.



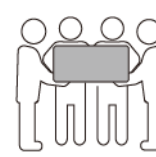
< 18 kg
(< 40 lbs)



18–32 kg
(40–70 lbs)



32–55 kg
(70–121 lbs)



55–68 kg
(121–150 lbs)



> 68 kg
(> 150 lbs)

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- If multiple persons need to move a heavy object together, determine the manpower and work division with consideration of height and other conditions to ensure that the weight is equally distributed.
- If two persons or more move a heavy object together, ensure that the object is lifted and landed simultaneously and moved at a uniform pace under the supervision of one person.
- Wear personal protective gears such as protective gloves and shoes when manually moving the equipment.
- To move an object by hand, approach to the object, squat down, and then lift the object gently and stably by the force of the legs instead of your back. Do not lift it suddenly or turn your body around.
- Do not quickly lift a heavy object above your waist. Place the object on a workbench that is half-waist high or any other appropriate place, adjust the positions of your palms, and then lift it.
- Move a heavy object stably with balanced force at an even and low speed. Put down the object stably and slowly to prevent any collision or drop from scratching the surface of the equipment or damaging the components and cables.
- When moving a heavy object, be aware of the workbench, slope, staircase, and slippery places. When moving a heavy object through a door, ensure that the door is wide enough to move the object and avoid bumping or injury.
- When transferring a heavy object, move your feet instead of turning your waist around. When lifting and transferring a heavy object, ensure that your feet point to the target direction of movement.
- When transporting the equipment using a pallet truck or forklift, ensure that the tynes are properly positioned so that the equipment does not topple. Before moving the equipment, secure it to the pallet truck or forklift using ropes. When moving the equipment, assign dedicated personnel to take care of it.
- Choose sea or roads in good conditions for transportation as transportation by railway or air is not supported. Avoid tilt or jolt during transportation.

Working at Heights

- Any operations performed 2 meters or higher above the ground should be supervised properly.
- Only trained and qualified personnel are allowed to work at heights.
- Do not work at heights when steel pipes are wet or other risky situations exist. After the preceding conditions no longer exist, the safety owner and relevant technical personnel need to check the involved equipment. Operators can begin working only after safety is confirmed.
- Set a restricted area and prominent signs for working at heights to warn away irrelevant personnel.
- Set guard rails and warning signs at the edges and openings of the area involving working at heights to prevent falls.
- Do not pile up scaffolding, springboards, or other objects on the ground under the area involving working at heights. Do not allow people to stay or pass under the area involving working at heights.

- Carry operation machines and tools properly to prevent equipment damage or personal injury caused by falling objects.
- Personnel involving working at heights are not allowed to throw objects from the height to the ground, or vice versa. Objects should be transported by slings, hanging baskets, highline trolleys, or cranes.
- Do not perform operations on the upper and lower layers at the same time. If unavoidable, install a dedicated protective shelter between the upper and lower layers or take other protective measures. Do not pile up tools or materials on the upper layer.
- Dismantle the scaffolding from top down after finishing the job. Do not dismantle the upper and lower layers at the same time. When removing a part, ensure that other parts will not collapse.
- Ensure that personnel working at heights strictly comply with the safety regulations. The Company is not responsible for any accident caused by violation of the safety regulations on working at heights.
- Behave cautiously when working at heights. Do not rest at heights.

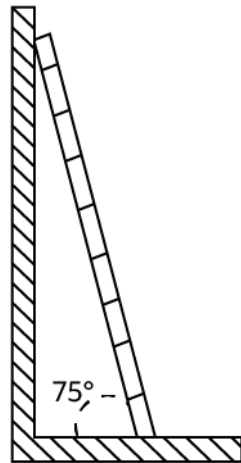
Using Ladders

- Use wooden or insulated ladders when you need to perform live-line working at heights.
- Platform ladders with protective rails are preferred. Single ladders are not recommended.
- Before using a ladder, check that it is intact and confirm its load bearing capacity. Do not overload it.
- Ensure that the ladder is securely positioned and held firm.



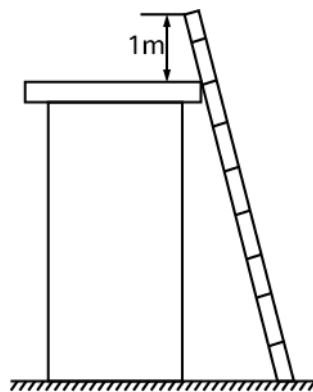
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- When climbing up the ladder, keep your body stable and your center of gravity between the side rails, and do not overreach to the sides.
- When a step ladder is used, ensure that the pull ropes are secured.
- If a single ladder is used, the recommended angle for the ladder against the floor is 75 degrees, as shown in the following figure. A square can be used to measure the angle.



PI02SC0008

- If a single ladder is used, ensure that the wider end of the ladder is at the bottom, and take protective measures to prevent the ladder from sliding.
- If a single ladder is used, do not climb higher than the fourth rung from the top.
- If you use a single ladder to climb up to a platform, ensure that the ladder is at least 1 m higher than the platform.



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Drilling Holes

- Obtain consent from the customer and contractor before drilling holes.
- Wear protective equipment such as safety goggles and protective gloves when drilling holes.
- To avoid short circuits or other risks, do not drill holes into buried pipes or cables.
- When drilling holes, protect the equipment from shavings. After drilling, clean up any shavings.

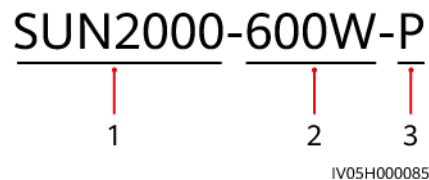
2 Product Overview

2.1 Model Number Description

This document involves the following product models:

- SUN2000-450W-P
- SUN2000-450W-P2
- SUN2000-600W-P (long or short input power cable)

Figure 2-1 Model number (using the SUN2000-600W-P optimizer as an example)



(1) Product series name (2) Rated input power: 600 W (3) PV optimizer

Optimizer Model	Rated Input Power	Input Cable Length	Output Cable Length
SUN2000-450W-P	450 W	150 mm	1200 mm
SUN2000-450W-P2	450 W	150 mm	1300 mm
SUN2000-600W-P (long input power cable)	600 W	1000 mm	1300 mm
SUN2000-600W-P (short input power cable)	600 W	150 mm	1300 mm

2.2 Product Introduction

The Smart PV Optimizer is a DC to DC converter which implements maximum power point tracking (MPPT) of each PV module to improve the energy yield of the PV system. It enables module-level shutdown and monitoring, and supports long-string design.

Functions and Features

- Module-level MPPT: Implements maximum power point tracking of each PV module to improve the energy yield of the PV system.
- Module-level shutdown: Adjusts the module output voltage to a safe range when the output is disconnected or the inverter shuts down.
- Module-level monitoring: Monitors the operating status of each PV module.
- Long PV string: If all PV modules are configured with optimizers, a PV string can contain more PV modules than a conventional PV string.

Application Scenario

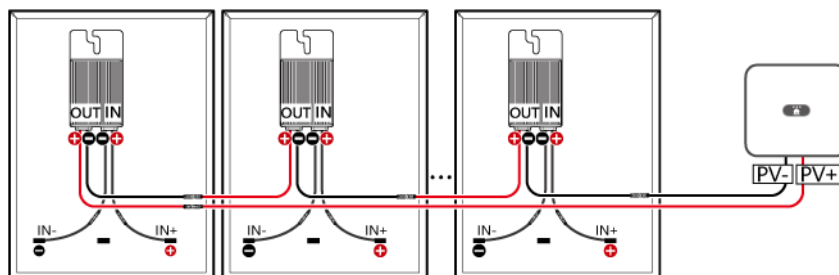
NOTE

- To ensure that the optimizer is successfully connected to PV modules, select PV modules whose output power cables meet the length requirements.
- To minimize electromagnetic interference, minimize the distance between the positive and negative cables of an optimizer.
- To ensure reliable communication between the inverter and optimizer, the AC and DC power cables of the inverter must be at least 10 cm away from the AC power cables of motor-type impact loads, such as air conditioners and elevators. It is recommended that the cables be routed in different troughs or pipes.

Full configuration: All PV modules are connected to optimizers.

In this scenario, the MPPT function, module-level shutdown and monitoring, and long-string design are supported.

Figure 2-2 Optimizers configured for all PV modules



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2.3 Structure

Optimizer Dimensions

Figure 2-3 SUN2000-450W-P dimensions

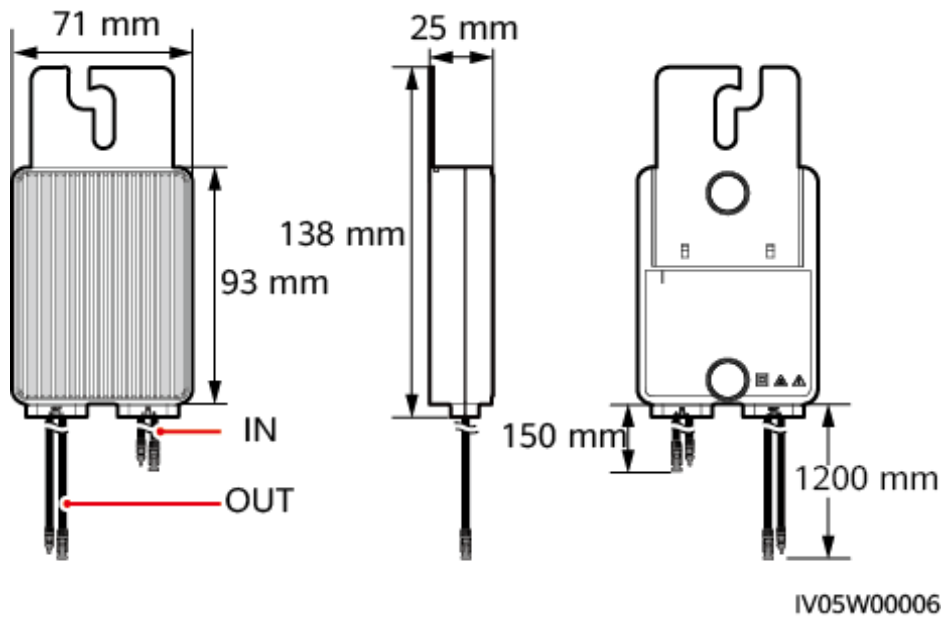


Figure 2-4 SUN2000-450W-P2/SUN2000-600W-P (short input power cable) dimensions

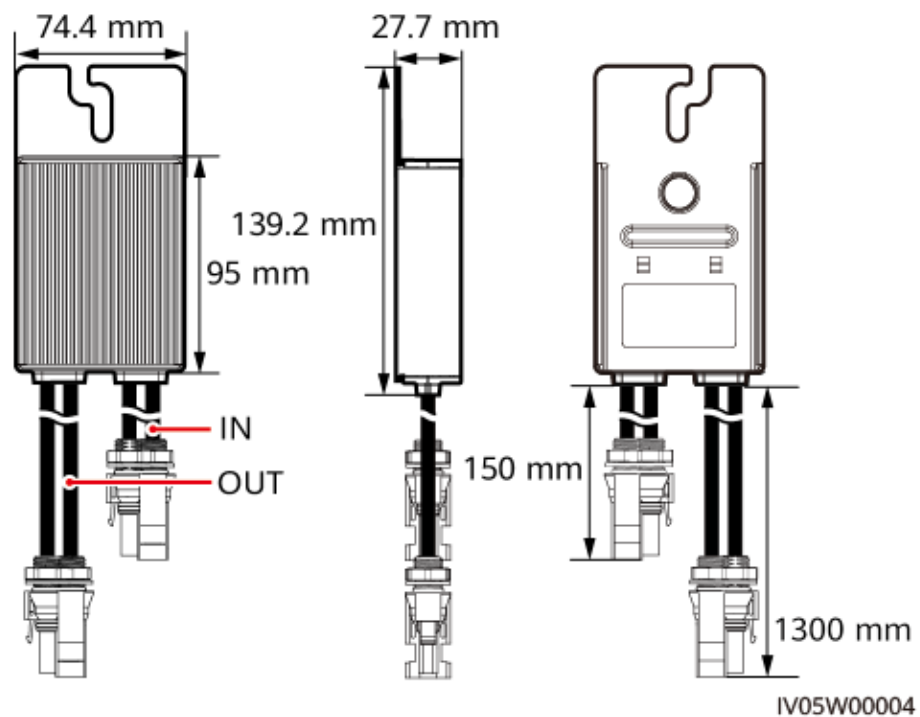
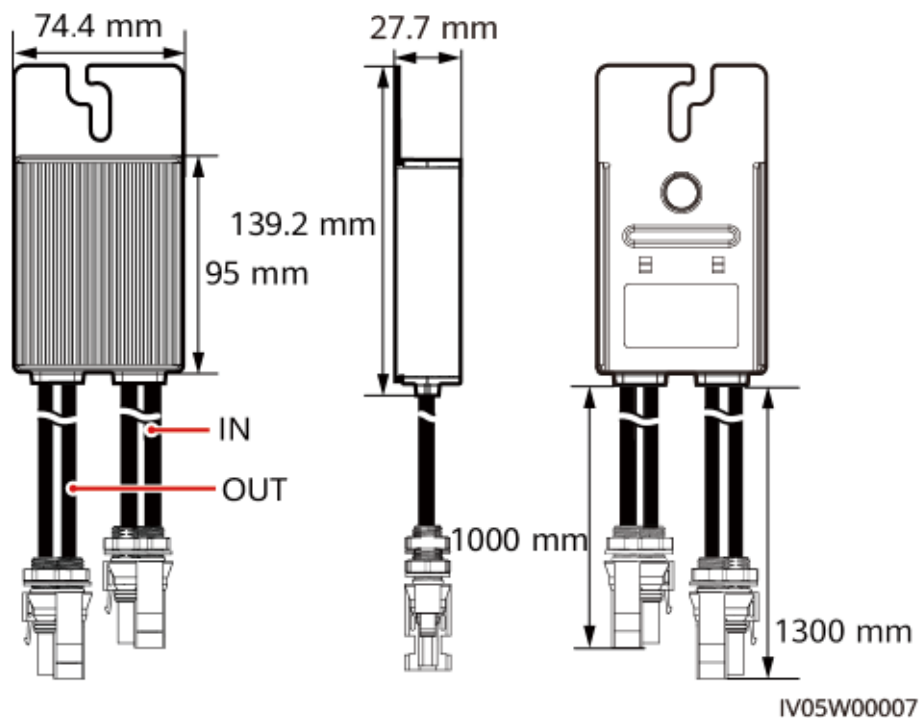
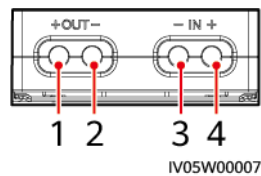


Figure 2-5 SUN2000-600W-P (long input power cable) dimensions



Optimizer Ports

Figure 2-6 Ports



(1) Output port (positive)

(2) Output port (negative)

(3) Input port (negative)

(4) Input port (positive)

2.4 Configuration Principles

The optimizer models supported by different inverters may vary, and different optimizers may be configured for the same inverter. Select the optimizer model as required.

Optimizer Configuration Principles

The number of optimizers supported in a PV string, the upper limit of the string power, and requirements for connecting PV strings in parallel vary according to the inverter model. The configuration principles for different inverter models are as follows:

 **NOTE**

- If two strings are connected in parallel to the inverter under the same MPPT circuit, the requirements for configuring optimizers are as follows:
 - The PV strings connected to the same MPPT circuit should contain the same number and model of PV modules and optimizers.
 - All PV modules in the two strings must have the same orientation and tilt angle.
- You are advised to use long strings instead of Y-shaped terminals.

Table 2-1 SUN2000-450W-P configuration principles

Supported Inverter Model	Number of Optimizers Supported in a String	String Power Upper Limit
SUN2000-2/3/3.68/4/4.6/5/6KTL-L1	4–25	5 kW
SUN2000-3/4/5/6/8/10KTL-M1	4–35	10 kW
SUN2000-8/10/12/15/17/20KTL-M2	6–35	10 kW
SUN2000-29.9/30/36/40KTL-M3	6–25	10 kW
SUN2000-20KTL-M3 (Brazil)	6–25	7 kW

Table 2-2 SUN2000-600W-P/SUN2000-450W-P2 configuration principles

Supported Inverter Model	Number of Optimizers Supported in a String	String Power Upper Limit
SUN2000-2/3/3.68/4/4.6/5/6KTL-L1	4–25	6 kW
SUN2000-3/4/5/6/8/10KTL-M1	4–35	10 kW
SUN2000-8/10/12/15/17/20KTL-M2	6–35	12 kW
SUN2000-29.9/30/36/40KTL-M3	6–25	12 kW
SUN2000-20KTL-M3 (Brazil and Japan)	6–25	6 kW
SUN2000-4.95KTL-JPL1	4–25	6 kW
SUN2000-4.95KTL-NHL2	4–25	6 kW
SUN2000-(12KTL-25KTL)-M5	6–35	12 kW

Optimizers Supported by Inverters

The optimizer models supported by different inverters may vary, as described in the following table.

 **NOTE**

"√" indicates supported. "×" indicates not supported.

Inverter Model	SUN2000-450W-P	SUN2000-450W-P2	SUN2000-600W-P
SUN2000-2/3/3.68/4/4.6/5/6KTL-L1	√	√	√
SUN2000-3/4/5/6/8/10KTL-M1	√	√	√
SUN2000-8/10/12/15/17/20KTL-M2	√	√	√
SUN2000-29.9/30/36/40KTL-M3	√	√	√
SUN2000-4.95KTL-JPL1	×	√	√
SUN2000-4.95KTL-NHL2	×	√	√
SUN2000-20KTL-M3 (Brazil)	√	√	√
SUN2000-20KTL-M3 (Japan)	×	√	√
SUN2000-(12KTL-25KTL)-M5	√	√	√

Compatibility Between Optimizers

Different models of optimizers can be used in the same string. The compatibility between different optimizers is described in the following table.

NOTE

"√" indicates mixed use supported. "×" indicates mixed use not supported.

Optimizer Compatibility	SUN2000-450W-P	SUN2000-450W-P2	SUN2000-600W-P	MERC-1100W-P	MERC-1300W-P
SUN2000-450W-P	√	√	√	×	×
SUN2000-450W-P2	√	√	√	×	×
SUN2000-600W-P	√	√	√	×	×

3 Technical Specifications

3.1 SUN2000-450W-P Technical Specifications

Efficiency

Technical Specifications	SUN2000-450W-P
Maximum efficiency	99.5%
European weighted efficiency	99.0%

Input

Technical Specifications	SUN2000-450W-P
Rated PV module power	450 W
Maximum PV module power	472.5 W
Maximum input voltage	80 V
MPPT voltage range	8–80 V
Maximum short-circuit current	13 A
Overvoltage level	II

Output

Technical Specifications	SUN2000-450W-P
Rated output power	450 W
Output voltage	4–80 V
Maximum output current	15 A
Output bypass	Yes
Shutdown output voltage/impedance	0 V/1 k Ω ($\pm 10\%$)

General Specifications

Technical Specifications	SUN2000-450W-P
Dimensions (H x W x D)	138 mm x 71 mm x 25 mm
Net weight	≤ 550 g
DC input and output terminals	Staubli MC4
Operating temperature ^a	-40°C to +85°C
Storage temperature	-40°C to +70°C
Operating humidity	0–100% RH
Maximum operating altitude	4000 m
IP rating	IP68
Installation mode	<ul style="list-style-type: none">• PV module support installation• PV module frame installation
<p>Note a: When the operating temperature of the optimizer ranges from 70°C to 85°C, the optimizer may shut down for overtemperature protection and report an overtemperature alarm. After the operating temperature decreases, the optimizer automatically recovers with no risk of damage.</p>	

3.2 Technical Specifications of the SUN2000-450W-P2/ SUN2000-600W-P

Efficiency

Technical Specifications	SUN2000-450W-P2	SUN2000-600W-P
Maximum efficiency	99.5%	
Weighted efficiency in Europe	99.0%	

Input

Technical Specifications	SUN2000-450W-P2	SUN2000-600W-P
Rated PV module power	450 W	600 W
Maximum PV module power	472.5 W	630 W
Maximum input voltage	80 V	
MPPT voltage range	10–80 V	
Maximum short-circuit current	14.5 A	
Overvoltage level	II	

Output

Technical Specifications	SUN2000-450W-P2	SUN2000-600W-P
Rated output power	450 W	600 W
Output voltage	0–80 V	

Technical Specifications	SUN2000-450W-P2	SUN2000-600W-P
Maximum output current	15 A	
Output bypass	Yes	
Shutdown output voltage/impedance	0 V/1 kΩ (±10%)	

General Specifications

Technical Specifications	SUN2000-450W-P2	SUN2000-600W-P
Dimensions (W x H x D)	75 mm x 140 mm x 28 mm	
Net weight	≤ 600 g	<ul style="list-style-type: none"> • With short input power cables: ≤ 600 g • With long input power cables: ≤ 700 g
DC input/output terminals	Staubli MC4	
Operating temperature ^a	-40°C to +85°C	
Storage temperature	-40°C to +70°C	
Operating humidity	0-100% RH	
Maximum operating altitude	4000 m	
IP rating	IP68	
Installation mode	<ul style="list-style-type: none"> • PV module support installation • PV module frame installation 	
<p>Note a: When the operating temperature of the optimizer ranges from 70°C to 85°C, the optimizer may shut down for overtemperature protection and report an overtemperature alarm. After the operating temperature decreases, the optimizer automatically recovers with no risk of damage.</p>		

4 Installation and Commissioning

This section describes how to install the SUN2000-450W-P2 and SUN2000-600W-P. For details about how to install the SUN2000-450W-P, see [SUN2000-450W-P Smart PV Optimizer Quick Guide](#).

4.1 Precautions

- The DC connector model of the optimizer is Staubli MC4. Ensure that the DC connectors are of the same model. Otherwise, the connector compatibility report and third-party lab (TUV, VED, or Bureau Veritas) report from the DC connector manufacturer must be provided. Using incompatible DC connectors may result in serious consequences. The resulting device damage is beyond the warranty scope.
- If the optimizer does not connect to any other device, protect it from rain.
- Optional scenario: The total open-circuit voltage of all PV modules in a PV string cannot exceed the maximum inverter input voltage under any condition.
- It is recommended that the positive and negative cables (PV+/PV-) between the optimizer and inverter be placed in parallel to avoid cable tangling.
- The input power cable of the optimizer is connected to the PV module junction box, and the output power cable is connected to the adjacent optimizer or inverter. Do not reversely connect the input and output power cables. Otherwise, the optimizer may be damaged.
- Other precautions are listed below.

Table 4-1 Other precautions

Scenario	Optimizer	Battery	Description
Pure off-grid	No	Yes	Optimizers are not supported.

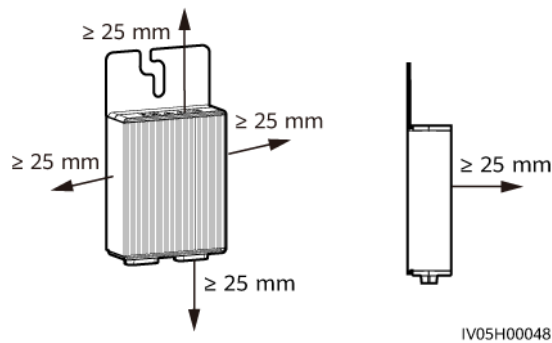
Scenario	Optimizer	Battery	Description
On/Off-grid	Yes	No	After the power grid fails, the system switches to off-grid mode and is powered off at night. If the power grid does not recover on the next day, the system cannot start automatically when the irradiance is normal. After the power grid recovers and the irradiance is normal, the system automatically starts.
On/Off-grid	Yes	Yes	<ul style="list-style-type: none"> After the grid fails, the system switches to off-grid mode. If the battery end-of-discharge SOC is greater than or equal to 5%, the system shuts down after the battery discharges power to the lower limit at night. If the grid does not recover on the next day, the system can be started in battery black start mode when the irradiance is normal. After the grid fails, the system switches to off-grid mode. If the battery end-of-discharge SOC is less than 5%, the system shuts down after the battery discharges power to the lower limit at night. If the grid does not recover on the next day, the system may not be started in battery black start mode when the irradiance is normal. After the grid recovers and the irradiance is normal, the system automatically starts.

4.2 Installation Requirements

- Clearance requirements

Reserve appropriate clearances around the optimizer for installation and heat dissipation.

Figure 4-1 Clearance requirements

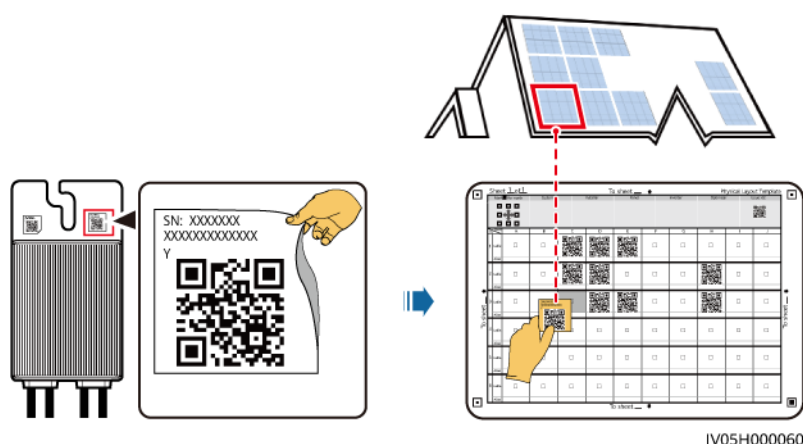


- If optimizers and PV modules are installed close to the rooftop (for example, color steel tile rooftop), ensure that the optimizers are well ventilated. It is recommended that the ambient temperature be less than or equal to 70°C. If the ambient temperature exceeds 70°C, the optimizers may shut down for overtemperature protection. After the operating temperature decreases, the optimizer automatically recovers with no risk of damage.
- Properly plan the optimizer installation positions. Ensure that the cables between the optimizers and PV modules and between adjacent optimizers can be properly connected. The maximum communication distance between the optimizers and the inverters is 350 m.

4.3 Installing the Device

- Step 1** After determining the optimizer installation position, remove the SN label from the optimizer and attach the SN label to the corresponding position on the physical layout template based on the actual position of the optimizer. For details, see the instructions on the rear side of the *Physical Layout Template* delivered with the optimizer.

Figure 4-2 Removing the label and attaching it to the physical layout template



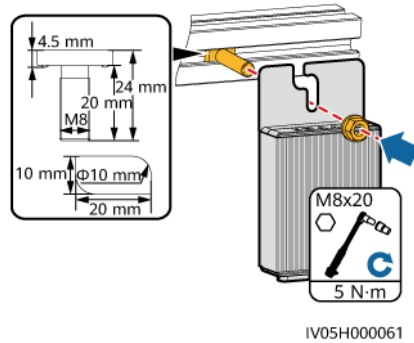
- Step 2** Install the optimizer.

- Method 1: Install the optimizer to the extruded aluminum profile using a T-shaped bolt.

 **NOTE**

The T-shaped bolt and nut should be purchased from the Company.

Figure 4-3 Installing the optimizer to the extruded aluminum profile with a T-shaped bolt

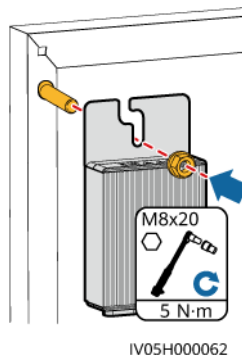


- Method 2: Install the optimizer to the PV module frame using a bolt assembly.

 **NOTE**

- Before installation, ensure that a mounting hole is reserved on the PV module frame.
- The bolt assembly and nut should be purchased from a third party. The length of bolt assembly and nut must meet the requirements for installing the optimizer on the PV module frame.

Figure 4-4 Installing the optimizer to the PV module frame with a bolt assembly

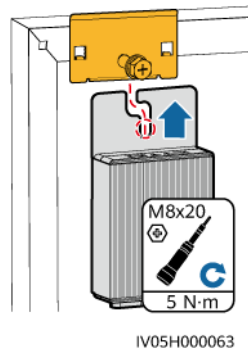


- Method 3: Install the optimizer to the PV module frame using a frame mounting bracket (front installation).

 **NOTE**

- Do not press the optimizer mounting ear against the positioning pole of the frame mounting bracket.
- The frame mounting kit should be purchased from the Company.

Figure 4-5 Installing the optimizer to the PV module frame with a frame mounting bracket (front installation)



----End

4.4 Connecting Cables

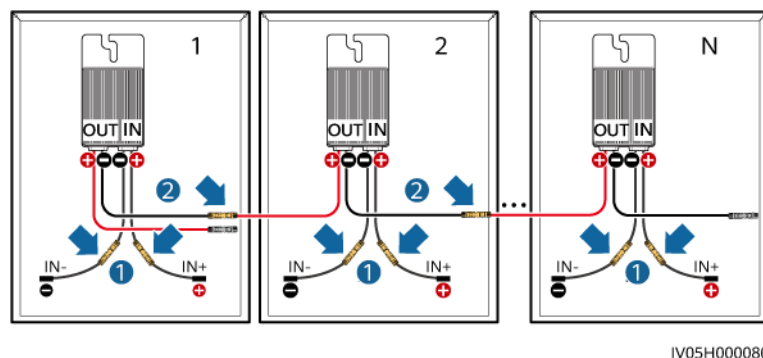
NOTICE

Ensure that the input (IN) and output (OUT) power cables of the optimizer are correctly connected. If they are reversely connected, the device may be damaged.

Step 1 Connect input and output power cables to the optimizer.

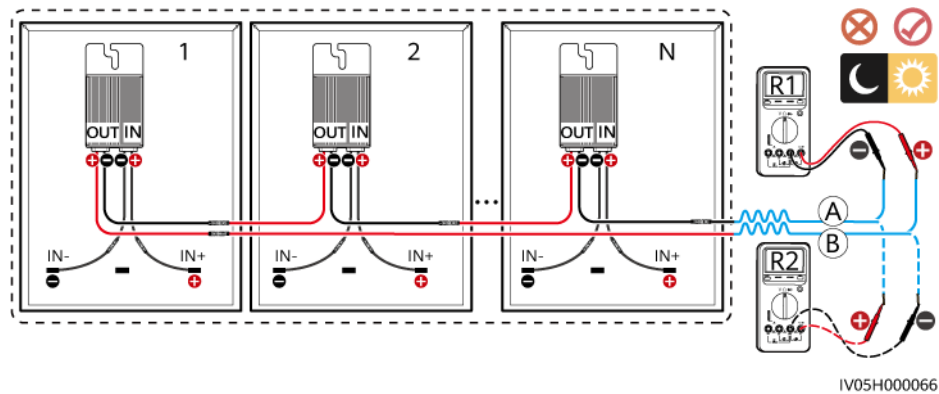
1. Connect the optimizer input power cables (IN) to the PV module junction box.
2. Connect the optimizer output power cables (OUT) to form a PV string.

Figure 4-6 Connecting the input and output power cables of the optimizer



Step 2 Use a multimeter to measure the resistance of the PV string when the irradiance is adequate. The resistance level of the multimeter affects the measurement precision of the PV string output resistance. Select the minimum resistance level that meets the measurement requirements.

Figure 4-7 Measuring the PV string resistance



- The measured PV string resistance must meet the following requirement: The PV string resistance $(R1 + R2)/2 \text{ k}\Omega \approx N \times 1 \text{ k}\Omega$. For example, if there are 16 optimizers in a PV string, the PV string resistance should be about 16 k Ω .

NOTE

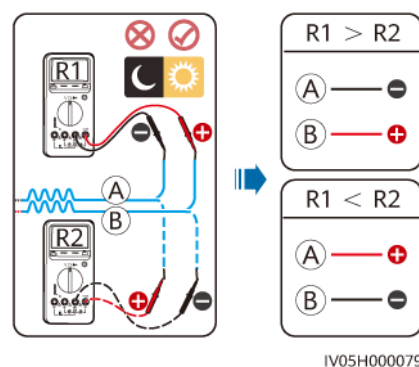
Explanation:

- The PV string resistance is $(R1 + R2)/2 \text{ k}\Omega$. In the preceding figure, R1 and R2 are the PV string resistance values measured when the multimeter is connected correctly and reversely, respectively.
- When optimizers are connected to PV modules, the output resistance of each optimizer is $1 \pm 0.1 \text{ k}\Omega$. Therefore, the resistance of a PV string is approximately equal to 1 k Ω times the number of optimizers.
- If the measured PV string resistance is abnormal, rectify the fault by referring to [6.1 How Do I Troubleshoot the Problem that the PV String Resistance Is Not Equal to the Number of Optimizers?](#)

Step 3 Connect cables between the PV string and the inverter.

- Determine the positive and negative terminals of the PV string cables and prepare correct cable labels.

Figure 4-8 Determining the positive and negative terminals of PV string cables

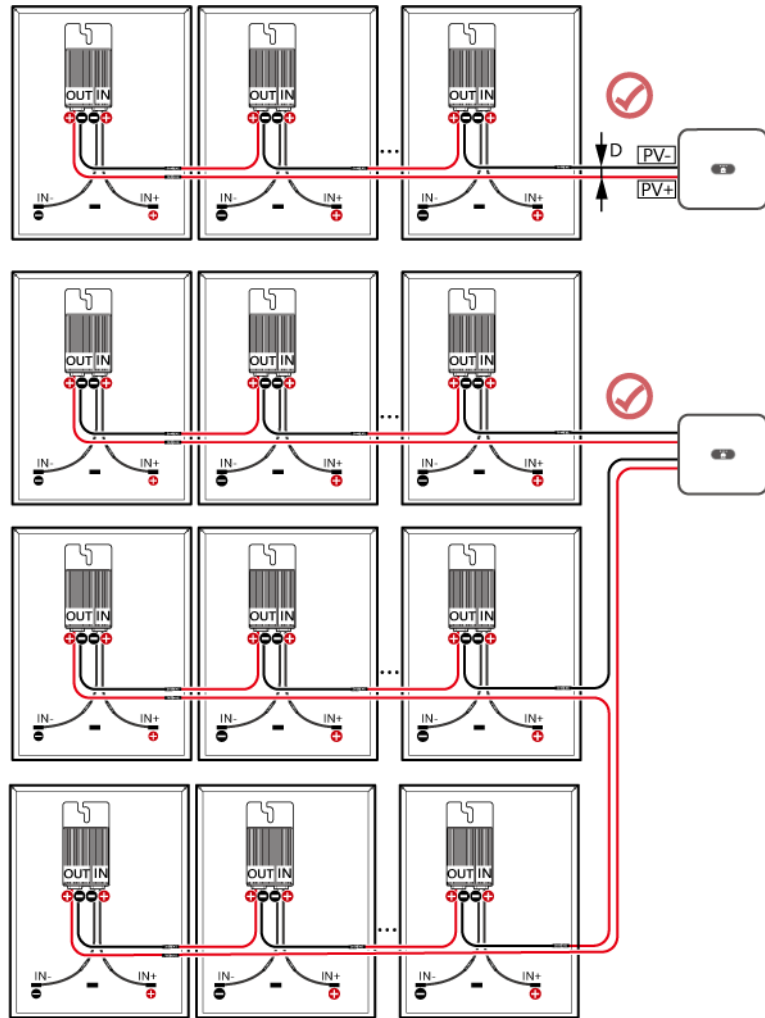


- Connect the PV string cables to the inverter.

NOTE

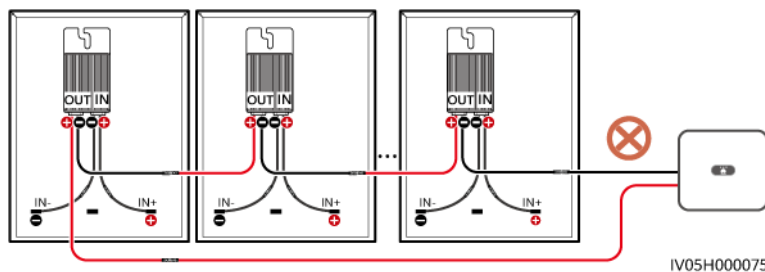
To reduce the impact of electromagnetic compatibility (EMC), the positive and negative cables of the optimizer must be routed close to the home-run cable (to minimize the distance D), as shown in the following figures.

Figure 4-9 Required cabling



IV05H000082

Figure 4-10 Prohibited cabling



IV05H000075

----End

4.5 Physical Layout

The physical layout must be configured for optimizers. When an optimizer is faulty, it can be quickly located and replaced based on the physical layout.

Physical layouts of the SUN2000 Smart PV Optimizers can be created in three ways. For details, see [FusionSolar Physical Layout User Manual](#).

- Create a physical layout on the FusionSolar app.
- Create a physical layout on the WebUI of the FusionSolar Smart PV Management System (SmartPVMS).
- Create a physical layout on the local device commissioning screen.

NOTE

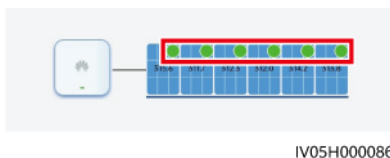
- If Smart PV Optimizers are configured for PV strings, ensure that the Smart PV Optimizers have been successfully connected to the inverter before performing other operations.
- Check that the SN labels of Smart PV Optimizers are correctly attached to the physical layout template.
- Take and save a photo of the physical layout template. Keep your phone parallel to the template and take a photo in landscape mode. Ensure that the four positioning points at the corners are in the frame and that each QR code is attached within the frame.

4.6 Checking the Optimizer Status

Step 1 Open the FusionSolar app, enter intl.fusionsolar.huawei.com in **Login setting**, log in as an installer, choose **Me > Commission Device**, and connect to the WLAN hotspot of the inverter.

Step 2 Log in to the device commissioning screen of the inverter as an installer, choose **Device Monitoring**, select a string, and view the optimizer status.

Figure 4-11 Optimizer status



Status	Description
Green	The optimizer is running properly.
Gray	The optimizer is offline. Check whether the SN and location information is correct and search for the device again.
Red	The optimizer is faulty.
Yellow	The optimizer is disconnected.

----End

5 System Maintenance

DANGER

- Wear personal protective equipment and use dedicated insulated tools to avoid electric shocks or short circuits.
 - Do not use wet cloth to clean exposed copper bars or other conductive parts.
-

WARNING

Before performing maintenance, power off the equipment, follow the instructions on the delayed discharge label, and wait for a period of time as specified to ensure that the equipment is not energized.

NOTICE

Before the equipment is put into operation for the first time, ensure that the parameters are set correctly by professional personnel. Incorrect parameter settings may result in noncompliance with local grid connection requirements and affect the normal operations of the equipment.

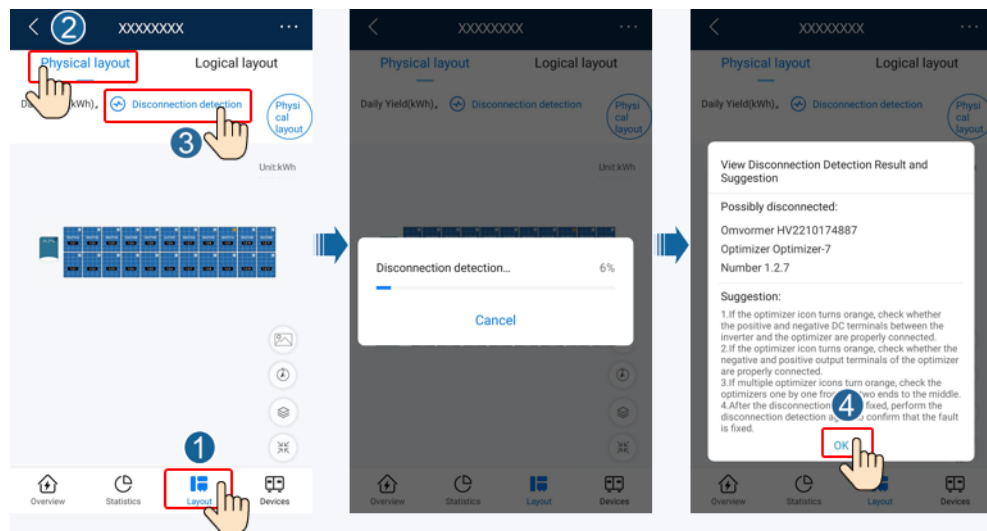
5.1 Disconnection Detection

Perform disconnection detection on optimizers and locate the disconnected ones.

Method 1: Disconnection Detection on the FusionSolar App

- Step 1** Log in to the FusionSolar app and tap the plant name on the **Home** screen to access the plant screen.
- Step 2** Choose **Layout**, tap **Disconnection detection** to check optimizer disconnection, and rectify the fault based on the result.

Figure 5-1 Optimizer disconnection detection

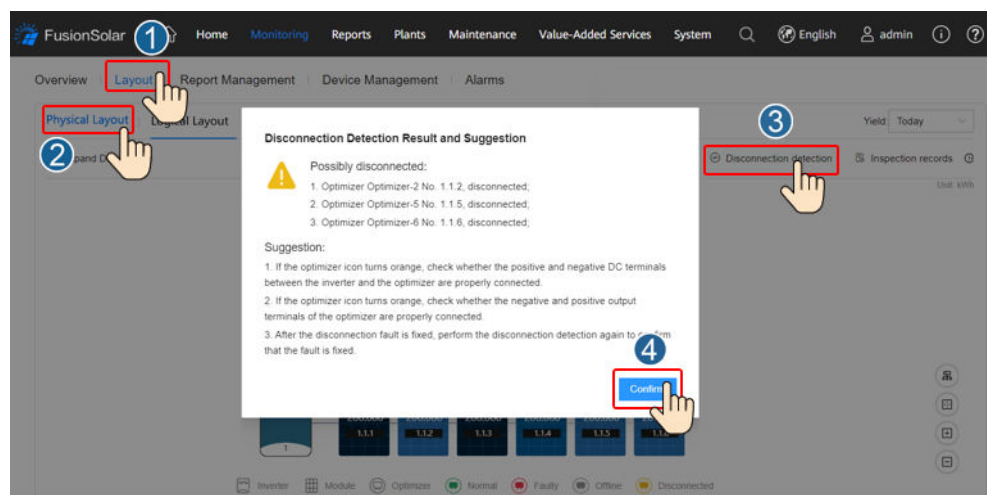


----End

Method 2: Disconnection Detection on the WebUI of the FusionSolar SmartPVMS

- Step 1** Log in to <https://intl.fusionsolar.huawei.com> to access the WebUI of the FusionSolar SmartPVMS.
- Step 2** On the **Home** page, click the plant name to go to the plant page. Choose **Layout**, tap **Disconnection detection** to check optimizer disconnection, and rectify the fault based on the result.

Figure 5-2 Optimizer disconnection detection

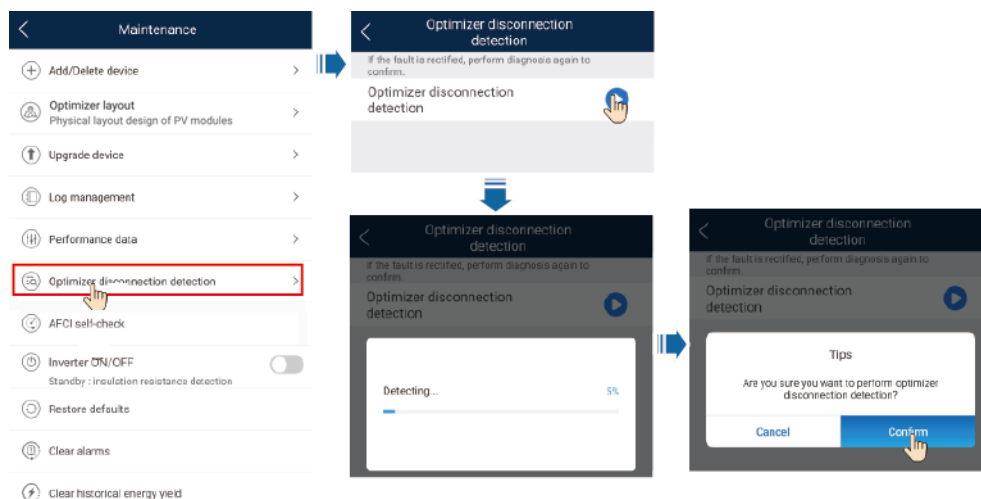


----End

Method 3: Disconnection Detection on the Local Device Commissioning Screen

- Step 1** Log in to FusionSolar app as an installer, choose **Me > Commission Device**, and connect to the WLAN hotspot of the inverter.
- Step 2** Log in to the device commissioning screen of the inverter as an installer, choose **Maintenance > Optimizer disconnection detection**, and run the optimizer disconnection detection. After that, rectify faults based on the detection result.

Figure 5-3 Optimizer disconnection detection



----End

5.2 Rapid Shutdown

When the output is disconnected or the inverter shuts down, the optimizer can adjust the module output voltage to a safe range to ensure the safety of the construction and O&M personnel as well as firefighters.

NOTE

- The rapid shutdown function is supported only if optimizers are configured for all PV modules.
- You are advised to periodically check whether the rapid shutdown function is normal.

If optimizers are configured for all PV modules, the PV system can perform a rapid shutdown to decrease the output voltage to below 120 V within 15s and to below 30 V within 30s.

Perform the following steps to trigger a rapid shutdown:

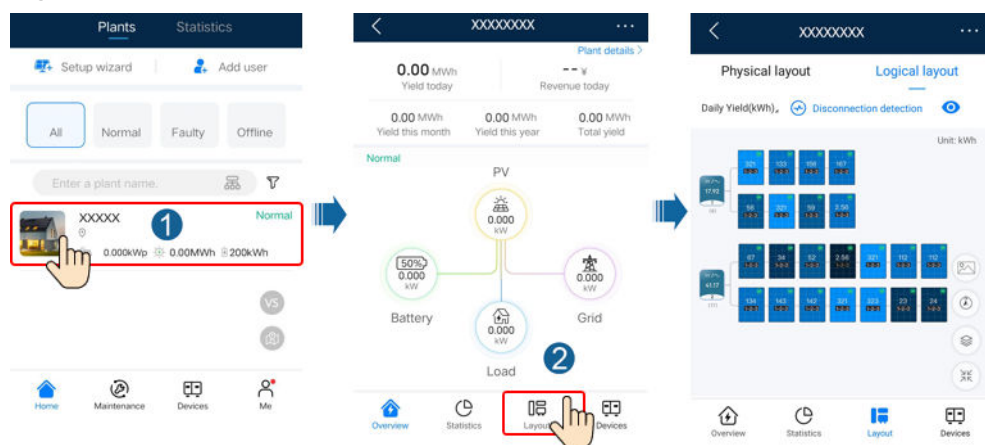
- Method 1: Turn off the AC switch between the inverter and the power grid.
- Method 2: Turn off the DC switch on the inverter.
- Method 3: Connect a switch to the DI and GND ports of the inverter to form a circuit. (For details about which DI port is used, see the corresponding inverter user manual.) The switch is turned on by default. Turn off the switch to trigger a rapid shutdown.

5.3 O&M for PV Modules

In the physical or logical layout, you can quickly identify low-efficiency PV modules by color.

- Step 1** Log in to the FusionSolar app and tap the plant name on the **Home** screen to access the plant screen.
- Step 2** Select **Layout** and quickly identify inefficient PV modules by color in the physical or logical layout.


Figure 5-4 O&M for PV modules








NOTE

- When the power of PV modules under normal irradiance is the same and the colors of PV modules in the layout are similar, the PV modules are normal.
- When the power of PV modules under normal irradiance is the same but the colors of some PV modules are darker than those of the other PV modules in the layout, PV modules with darker colors may be inefficient PV modules if the module surfaces are clean and there is no shading.

Table 5-1 PV module colors

Ratio Range (Optimizer Output Power/Optimizer Rated Power)	PV Module Color	Description
0%–20%		PV module power ratio = Optimizer output power/ Optimizer rated power. The color of a PV module depends on the power ratio range. A darker color indicates a smaller power ratio, and vice versa.

Ratio Range (Optimizer Output Power/Optimizer Rated Power)	PV Module Color	Description
20%–40%		
40%–60%		
60%–80%		
80%–100%		
Default color		The rated power of the optimizer cannot be reported or obtained. As a result, the calculation fails.

----End

5.4 Alarm List

Table 5-2 Common alarms and troubleshooting measures

Alarm Name	Cause	Suggestion
Input overvoltage	Optimizer input overvoltage occurred.	Check whether the open-circuit voltage of the PV module connected to the optimizer exceeds 80 V.

Alarm Name	Cause	Suggestion
Overtemperature	The optimizer internal temperature is too high.	<ol style="list-style-type: none"> 1. Check the ventilation and ambient temperature at the optimizer installation position. If the ventilation is poor or the ambient temperature exceeds the upper threshold, improve the ventilation and heat dissipation. 2. If the ventilation and ambient temperature are normal, contact the installation contractor.
Internal hardware fault	An internal fault occurred in an optimizer.	Contact the installation contractor.
Output backfeed	Optimizer output backfeed occurred.	<ol style="list-style-type: none"> 1. Check whether PV modules are severely blocked when PV strings are connected in parallel. 2. If the fault persists, contact the installation contractor.
Abnormal output voltage	The optimizer output voltage is abnormal.	<ol style="list-style-type: none"> 1. When the sunlight is normal, perform optimizer search again. 2. Check whether the optimizer output extension cable is correctly prepared (positive connector at one end and negative connector at the other). 3. Check whether the PV string is correctly connected to the inverter or whether there is a breakpoint in the PV string. 4. If the fault persists, contact the installation contractor.
Upgrade failed	The optimizer software upgrade failed.	<ol style="list-style-type: none"> 1. When the sunlight is normal, perform the optimizer upgrade again. 2. If the fault persists, contact the installation contractor.

 **NOTE**

Contact the service provider if all suggested measures listed above are completed and the fault still exists.

5.5 Replacing an Optimizer

5.5.1 Replacing an Optimizer (on the FusionSolar App)

Prerequisites

- Use dedicated insulation tools, and wear insulated shoes and insulated gloves before performing operations.
- A new Smart PV Optimizer is available.

Procedure

Step 1 Wear insulated gloves.

Step 2 Power off the inverter.

Step 3 Disconnect the input terminals of the optimizer.

Step 4 Remove the old optimizer.

1. Record the cable connection positions on the optimizer and disconnect the cables.
2. Loosen the bolt that secures the optimizer and remove the optimizer.

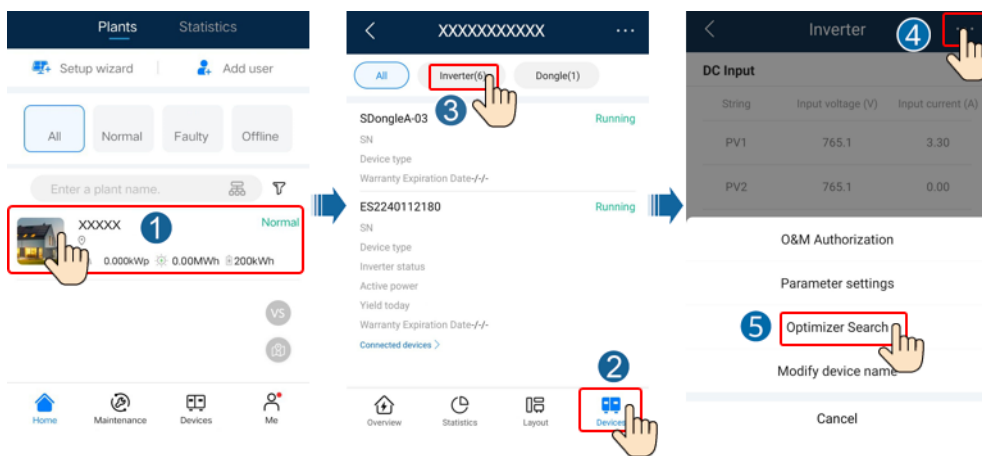
Step 5 Install a new optimizer.

1. Secure the new optimizer to the corresponding bolt and tighten the bolt.
2. Connect the cables to the new optimizer based on the recorded information.

NOTE

If multiple optimizers need to be replaced, record the optimizer numbers.

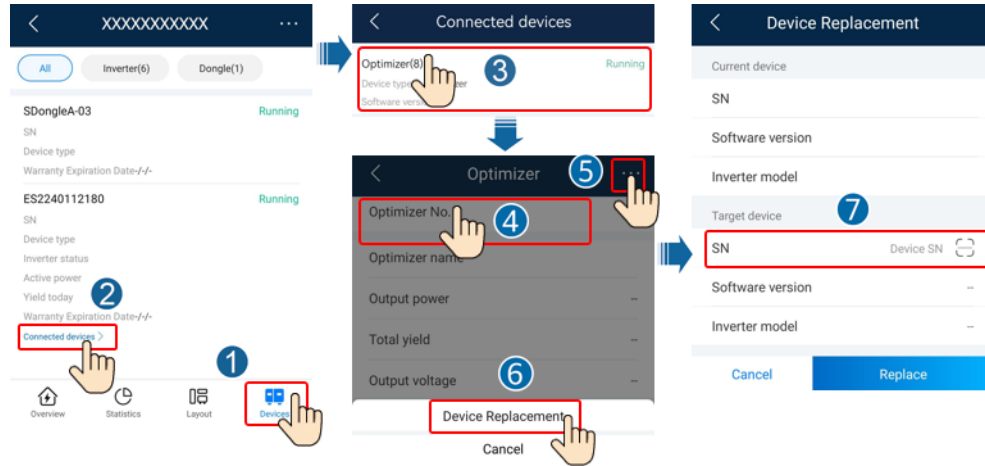
Step 6 Power on the inverter. Log in to the FusionSolar app and tap the plant name on the **Home** screen to access the plant screen. Choose **Devices > Inverter**, select the inverter corresponding to the faulty optimizer, tap **Optimizer Search**, and perform operations as prompted to search for optimizers.



Step 7 Choose **Devices > Connected devices > Optimizer**, tap **Optimizer No.**, select the faulty optimizer, tap **Device Replacement**, and replace the optimizer as prompted.

NOTE

- If N optimizers need to be replaced, perform the preceding procedure for N times.
- After the optimizer is replaced, the new optimizer automatically inherits the energy yield, physical layout, and logical layout of the faulty optimizer.



----End

Follow-up Procedure

Pack the faulty component and return it to the local warehouse of the Company.

5.5.2 Replacing an Optimizer (on the Local Device Commissioning Screen)

Prerequisites

- Use dedicated insulation tools, and wear insulated shoes and protective gloves before performing operations.
- A new Smart PV Optimizer is available.

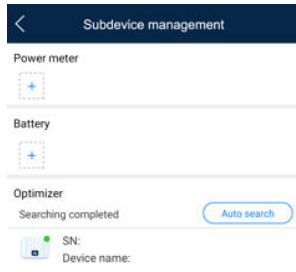
Procedure

- Step 1** Wear protective gloves.
- Step 2** Power off the inverter.
- Step 3** Disconnect the input terminals of the optimizer.
- Step 4** Remove the old optimizer.
 1. Record the cable connection positions on the optimizer and disconnect the cables.
 2. Loosen the bolt that secures the optimizer and remove the optimizer.
- Step 5** Install a new optimizer.
 1. Secure the new optimizer to the corresponding bolt and tighten the bolt.
 2. Connect the cables to the new optimizer based on the recorded information.

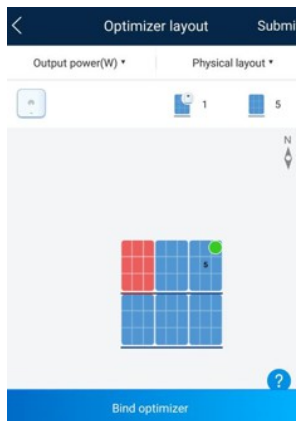
 **NOTE**

If multiple optimizers need to be replaced, record the mapping information.

Step 6 Power on the inverter. On the device commissioning screen, choose **Maintenance > Subdevice management**, and tap **Auto search** to add the new optimizer.



Step 7 On the device commissioning screen, choose **Maintenance > Optimizer layout**, select the corresponding PV module, and bind the new optimizer according to the recorded mapping information. Tap **Submit**.



----End

Follow-up Procedure

Pack the faulty component and return it to the local warehouse of the Company.

6 FAQ

6.1 How Do I Troubleshoot the Problem that the PV String Resistance Is Not Equal to the Number of Optimizers?

Use a multimeter to measure the resistance of the PV string when the irradiance is adequate. The resistance scale range of the multimeter affects the measurement precision of the PV string output resistance. Select the minimum resistance scale range that meets the measurement requirements.

The measured PV string resistance must meet the following requirement: PV string resistance $(R1 + R2)/2 \text{ k}\Omega \approx N \times 1 \text{ k}\Omega$. For example, if there are 16 optimizers in a PV string, the PV string resistance should be about 16 k Ω . If the measured PV string resistance is abnormal, rectify the fault by referring to this section.

Figure 6-1 Measuring the PV string resistance

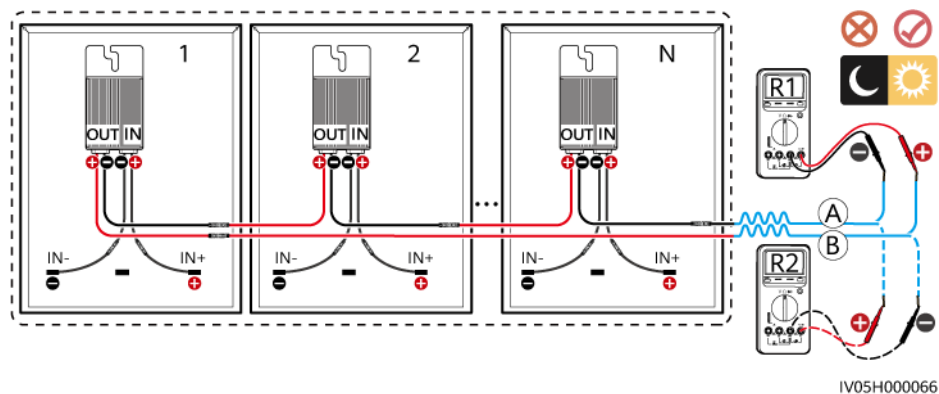


Table 6-1 Checking the PV string resistance

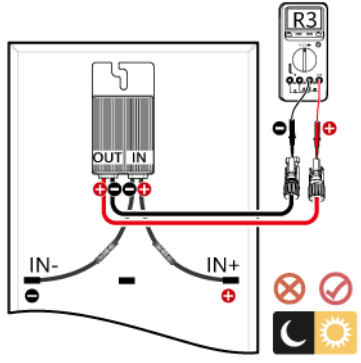
PV String Resistance	Possible Cause	Suggestion
(R1 + R2)/2 kΩ is infinite.	<ul style="list-style-type: none"> The PV string is open-circuited. The cables are not connected to the same PV string. 	<ul style="list-style-type: none"> Rectify the open-circuited PV string. Identify the string cables correctly.
(R1 + R2)/2 kΩ < N	Some optimizer output power cables are not connected.	Check whether PV modules and PV string cables are correctly connected.
(R1 + R2)/2 kΩ > N	<ul style="list-style-type: none"> The actual number of optimizers in the PV string is greater than expected. Some optimizer input power cables are not connected. PV modules are not connected to optimizers but directly connected to PV strings. The optimizer is faulty. 	<ul style="list-style-type: none"> Check whether the number of optimizers in the PV string is correct. Check whether PV modules and PV string cables are correctly connected. Check whether the output resistance of each optimizer is normal. <ol style="list-style-type: none"> Disconnect the output power cables of the optimizers in the PV string. Check whether the output resistance of each optimizer is normal. For details, see Table 6-2. <p>Figure 6-2 Measuring the optimizer output resistance</p>  <p style="text-align: right;">IV05H000065</p>

Table 6-2 Checking the optimizer output resistance

Optimizer Output Resistance	Possible Cause	Suggestion
$0.9\text{ k}\Omega \leq R3 \leq 1.1\text{ k}\Omega$	The optimizer is normal.	-
$R3 < 0.9\text{ k}\Omega$	<p>If the probes of the multimeter are connected correctly, the optimizer is faulty.</p> <p>NOTE If the probes are reversely connected, the measured resistance is smaller than the resistance measured when the probes are correctly connected, which may be less than 0.9 kΩ.</p>	Replace the optimizer.
$R3 > 1.1\text{ k}\Omega$	<ul style="list-style-type: none"> The irradiance is low. The optimizer input power cables are not connected. The optimizer output power cables are connected to the PV module output power cables. The optimizer is faulty. 	<ol style="list-style-type: none"> Measure the resistance when the irradiance is adequate. Connect the optimizer input power cables. Correct the optimizer cable connections. Connect the optimizer input power cables to the PV module output power cables. If the resistance is still abnormal, replace the optimizer.

6.2 How Do I Obtain Contact Information?

If you have any questions about this product, please contact us.

Table 6-3 Customer service contact information

Region	Country/Region	Email	Tel
Europe	France	eu_inverter_support@huawei.com	0080033888888

Region	Country/Region	Email	Tel
	Germany		
	Spain		
	Italy		
	United Kingdom		
	Netherlands		
	Others		
Asia Pacific	Australia	eu_inverter_support@huawei.com	1800046639
	Türkiye	eu_inverter_support@huawei.com	-
	Malaysia	apsupport@huawei.com	0080021686868 /1800220036
	Thailand		(+66) 26542662 (charged at local call rates)
			1800290055 (free in Thailand)
	China	solarservice@huawei.com	400-822-9999
	Others	apsupport@huawei.com	0060-3-21686868
Japan	Japan	solarsupportjp@huawei.com	0120258367
India	India	indiaenterprise_TAC@huawei.com	1800 103 8009
South Korea	South Korea	koreainverter@huawei.com	-
North America	United States	eu_inverter_support@huawei.com	1-877-948-2934
	Canada	eu_inverter_support@huawei.com	1-855-482-9343
Latin America	Mexico	la_inverter_support@huawei.com	018007703456 /0052-442-4288288
	Argentina		0-8009993456
	Brazil		0-8005953456
	Chile		800201866 (only available on fixed-line)
	Others		0052-442-4288288

Region	Country/Region	Email	Tel
Middle East and Africa	Egypt	eu_inverter_support@huawei.com	08002229000 /0020235353900
	United Arab Emirates		08002229000
	South Africa		0800222900
	Saudi Arabia		8001161177
	Pakistan		0092512800019
	Morocco		0800009900
	Others		0020235353900

 **NOTE**

EU Representative Information: Huawei Technologies Hungary Kft.
Add.: HU-1133 Budapest, Váci út 116-118., 1. Building, 6. floor.
Email: hungary.reception@huawei.com

A Acronyms and Abbreviations

D

DC direct current

E

EFT electrical fast transient

EMI electromagnetic interference

EMS electromagnetic susceptibility

ESD electrostatic discharge

M

MPPT maximum power point tracking

R

RE radiated emission

RS radiated susceptibility