

SUNPOWER®

Re/Commissioning & Troubleshooting Checklist

Important! Do not visit the site without all these tools and materials:

- SMS account login
- PC laptop (must have Windows OS)
- Smartphone hotspot
- Spare PLC
- Spare PVS
- Tested Ethernet cable
- Multimeter and AC/DC clamp meter
- RJ45 connectors (Ethernet)
- RJ45 crimp tool (Ethernet)
- Multipurpose ladder
- Spare fuses (1A and 15 A KLD)
- Spare breaker (15A or 20A double pole breaker)

Instructions: If an error or commissioning issue is encountered on site, use the *Troubleshooting Guide* table on the next page to search for the "Concern." The *Steps Required* column will specify what action to take and which fields to fill out prior to contacting Tech Support. E.g., "No Power" in the example below requires steps 1, 2, and 3 to be filled out and photos taken for step 7. Fill out the requested information in the orange tables below. Then contact Technical Support (1-855-977-7867) and [email](#) them this checklist.

Concern	Steps Required
No Power	1 - 2 - 3 - 7
Unable to Access the Console	1 - 4 - 5 - 8 - 9 - 10 - 21 - 11
Cannot Connect to the Wi-Fi Network	1 - 12 - 6 - 14 - 17
PVSS Keeps Restarting	1 - 2 - 3 - 7

Customer Information	
Case Number	
Customer Name	
Customer Address	
Customer Email	
Lease/Loan/Purchase (indicate one)	
Contract Number	

Dealer Information	
Dealer Name	
Contract Number	
Technician Name	
Technician Email	

System Information			
PVS Serial Number:			
For AC Systems		For DC Systems	
Module Type		Number of Inverters	
Module Quantity		Inverter Type	
String Configuration		Inverter Serial Numbers	
		Module Type	
		Module Quantity	
		String Configuration	

Troubleshooting Guide

*Please complete the required steps on the table below before contacting SunPower Technical Support:

Concern	Steps Required
No power	1 – 2 – 3 – 7
Unable to access the Console	1 – 4 – 5 – 8 – 9 – 10 – 21 – 11
Cannot connect to the Wi-Fi network	1 – 12 – 6 – 14 – 17
PVS keeps restarting	1 – 2 – 3 – 7
Firmware updated failed	11 – 12 – 15 – 13
All microinverters not detected	18 – 19 – 20 – 21 – 22 – 7
Unable to update grid profile	6 – 15 – 16 – 21 – 17
Meter not detected	6 – 15 – 16 – 21 – 17
Frozen page	6 – 15 – 16 – 21 – 17
Unknown error occurred	6 – 15 – 16 – 21 – 17

1. PVS power light status =
 - a. Solid
 - b. OFF
 - c. Blinking
2. AC voltages on the PVS terminals:
 - a. L1 to L2:
 - b. L1 to Neutral:
 - c. L2 to Neutral:
 - d. If voltage = 0, check for loose connections
3. AC voltages on the PVS circuit breaker:
 - a. L1 to L2:
 - b. L1 to Neutral:
 - c. L2 to Neutral:
 - If voltage = 0, check for loose connections
4. Connect laptop to PVS black port
5. Access PVS Management Console:
 - a. Access www.sunpowerconsole.com, or
 - b. Access 172.27.153.1
6. Check PVS Management Console version:
 - a. V2018.07.33 FW205
 - b. If any other, update PVS FW version by connecting the PVS to your hotspot, or hardwire it to the router
7. Take photos of the PVS wiring and the circuit breaker
8. LED lights on the PVS black port LAN is lit

LED lights on black port LAN not lit?

 - a. Connect the Ethernet cable to the black and yellow ports (LAN1 and LAN2)
 - b. LED ports not lit? Use a different LAN Cable and connect it again to both ports
 - c. LED lights on ports still not lit? Contact SunPower Technical Support
9. Set your laptop's network setting to Dynamic (DHCP):

<https://www.wikihow.com/Enable-DHCP>
10. Check IP address in the Command Prompt

<https://www.wikihow.com/Check-a-Computer-IP-Address>
11. Use a different laptop (if available)
12. Connect to HO's Wi-Fi using laptop or phone and try accessing the Internet.
 - a. Able to access Internet - proceed to next step
 - b. Unable to access Internet - Site issue
13. Router Settings - Contact the ISP or the Router Manufacturer to check the settings below:
 - a. Firewall Disabled
 - b. WPA wireless setting
 - c. Bandwidth set to 2.4 GHz
 - d. Parental Control Disabled
 - e. Open Port 80
 - f. Control Access – Allow all access
14. PVS can connect to a personal hotspot
15. Clear cache and browsing history following the quick steps below
 - a. Open Google Chrome
 - b. Click the options button at the upper right-hand corner of the Chrome Window, directly below the **X**.
 - c. A drop-down menu will appear; click "More Tools"
 - d. A pop-out menu will appear; click "Clear Browsing Data"
 - e. Doing so opens a window with data-clearing options
 - f. Select a time range. Click the "Time range" box, then click All time in the drop-down menu to ensure that all cached images and files are cleared
 - g. Check the "Cached images and files" box
 - h. Click "Clear Data." This blue button is in the bottom-right corner of the window. Doing so clears Google Chrome's cache
16. Use private browsing and/or incognito mode
 - a. Open Google Chrome
 - b. click the options button at the upper right-hand corner of the Chrome Window, directly below the **X**
 - c. Click "New Incognito Window" Clicking this option prompts a new Chrome window to open in incognito mode
17. Try a different browser (Google Chrome or Firefox only)
18. Check branch Voltages/Amperages in the solar breaker
19. Check high current drawing loads
20. Turn off all house loads except for the PVS and solar breakers
21. Power cycle the PVS for 5 minutes
22. Power cycle branch breakers
23. Check high current drawing load