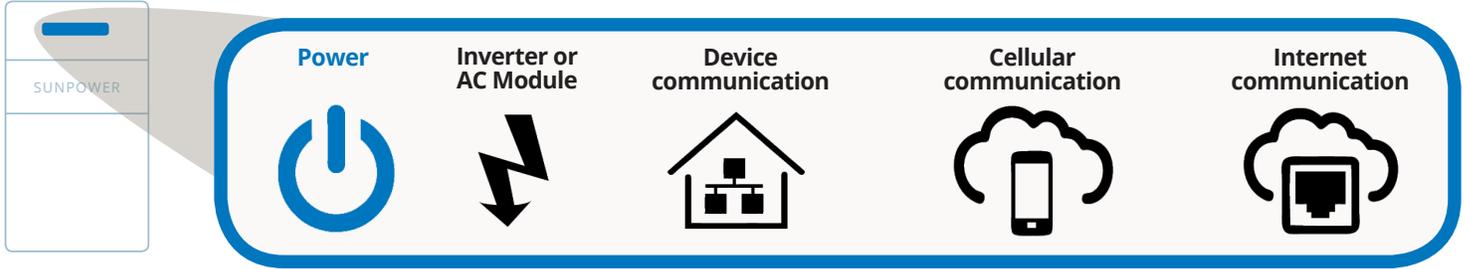


PV Supervisor 5x LED Indicators

Refer to this guide for PVS Supervisor (PVS5x) LED status, indications, and troubleshooting instructions.



LED	Normal	Error
Power 	ON (BLUE)	OFF PVS5x is not powered on. Verify that the power wiring is properly terminated in the PVSx and that there is correct voltage on the terminals.
Inverter or AC Module 	OFF	ON (RED) Either the PVS5x has not received production data from one or more AC modules or DC inverters in the last 24 hours OR there is a fault code present for one or more AC modules or DC inverters. AC modules: Verify that there is power to the AC modules and that they are not obstructed (e.g., by snow). If the problem persists, contact SunPower technical support. DC inverters: Verify that there is power to the DC inverter and that the modules are not obstructed (e.g., by snow). Check for a service code to troubleshoot: <ul style="list-style-type: none"> • If you are onsite: check the inverter display for the service code. • If you are offsite: sign into www.sunpowermonitor.com/partner, navigate to the site, and check for a service code to troubleshoot.
Device Communication 	OFF	ON (RED) The PVS5x has not received communication from one or more of the SunPower devices (AC modules, DC inverters, or meters) in the last 24 hours. AC modules: Contact SunPower technical support. DC inverters: Verify that the inverter communication wiring is properly connected. If the problem persists, contact SunPower technical support. Meters: Verify that the meter communication wiring is properly connected. If the problem persists, contact SunPower technical support.
Cellular Communication 	OFF	ON (RED) The PVS5x has lost cellular connection. Contact SunPower technical support.
Internet Communication 	OFF	ON (RED) The PVS5x has lost internet connection. Contact the customer to troubleshoot their connection. Update Wi-Fi network and password: If the customer has changed internet service providers, or updated the Wi-Fi network or password, have the customer: <ol style="list-style-type: none"> 1. Sign into their SunPower monitoring account. 2. Navigate to the Settings page. 3. Select the My Wi-Fi header [...] and select the gear icon. 4. Select the network and enter the password. Check the internet connection: Make sure the customer can get online using their home internet network. If not, have the customer disconnect power to the router and modem and reconnect after 10 seconds. Wait 15 minutes, refresh the browser, and sign into their monitoring account. If the customer still can't get online, they must contact their internet service provider (such as AT&T or Verizon). If the customer has a SunPower Ethernet adapter installed near the router, make sure: <ul style="list-style-type: none"> • It's plugged directly into a wall outlet (not to a power strip or surge protector). • It's connected to the customer's router with an Ethernet cable. • All three Ethernet Adapter lights are lit (either solid or blinking).