

SunPower Monitoring LED Indicators

Refer to this guide for SunPower Monitoring LED status, indications, and troubleshooting instructions.

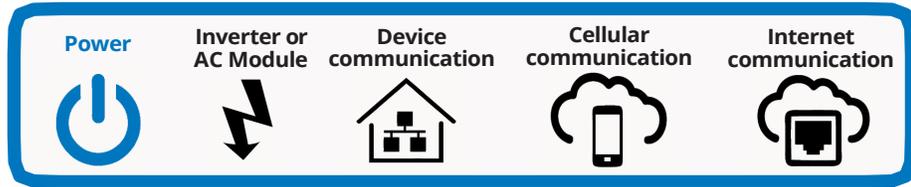


For PVS devices with a single LED, please refer to the color codes below.



LED Color	Operation Mode	Recommended Action
NOT ILLUMINATED	Powered off	Verify connection to a power source.
DARK GREEN	Normal	No action necessary
LIGHT GREEN	Boot-up operation	
CYAN	Update underway	
AMBER	Error	Please refer to the FAQs of your monitoring application for a troubleshooting guide, contact Customer Support through the mySunPower app or call 1-800-SUNPOWER

For PVS devices with an LED icon display, please refer to table below.



LED	Normal	Error Indication
Power 	ON (BLUE)	OFF PVS device is not powered on. Please check your connection to a power source.
Inverter or AC Module 	OFF	ON (RED) We aren't receiving data from one or more of the SunPower solar system devices at your site for one of these reasons: weather conditions are not favorable for solar production or there is a problem with your system.
Device Communication 	OFF	ON (RED) There might be an issue with the equipment that send us your site's energy data. Don't worry, your solar system is most likely operating normally.
Cellular Communication 	OFF	ON (RED) Your SunPower PVS monitoring system is experiencing issues connecting to your home internet and cellular communication, which may be enabled for service support.
Internet Communication 	OFF	ON (RED) Your SunPower PVS monitoring system is experiencing issues connecting to your home internet. This could be due to a weak signal between your wireless router and your PVS device, a change to your WiFi network or password, or a loss of connection from your internet provider.

Please refer to the FAQ section of your monitoring app for a troubleshooting guide or contact Customer Support through the mySunPower app or call 1-800-SUNPOWER