

# EBrick Series Product FAQ

## Contents

1.	Unable to turn on the battery .....	3
2.	No output after power on .....	3
3.	Unable to communicate with inverter .....	3
4.	Unable to be charged by inverter .....	4
5.	Unable to discharge while SOC is not zero. ....	4
6.	Unable to find the battery on the APP & the cloud .....	4
7.	Error or Alarm shows on the screen .....	5
7.1	Warning Types .....	5
7.2	Error Type .....	6

## 1. Unable to turn on the battery

### **Problem Description:**

Unable to turn on the battery

### **Investigation & troubleshooting:**

- 1 Try to charge the battery by the activation charging function of the inverter when power is on.

## 2. No output after power on

### **Problem Description:**

No output after power on

### **Investigation & troubleshooting:**

1. Make sure the address dial code setting is correct, refer to the chapter of address dial code.
2. No lights on SOC LED Indicators and steady red on alarm LED, which indicates SOC is 0% and charged the battery please.
3. Green lights on SOC LED Indicators and steady red on alarm LED, which indicates something wrong with and check the ambient temperature of the battery please..

## 3. Unable to communicate with inverter

### **Problem Description:**

Unable to communicate with inverter

### **Investigation & troubleshooting:**

1. Make sure the connection of communication cable and power cable is correct, refer to the chapter of connection of cable and power.
2. Make sure the address dial code of the master controller connected to inverter is 1..
3. Make sure the inverter dial code of the master controller connected to inverter is correct, refer to the chapter of inverter dial code.

## 4. Unable to be charged by inverter

### **Problem Description:**

Unable to be charged by inverter

### **Investigation & troubleshooting:**

1. Check whether inverter has faults.
2. Make sure the battery is allowed to be charged by inverter.
3. Make sure Time of Use of inverter setting is correct.
4. Make sure charging voltage and charging current setting of the inverter match the parameters of the battery.
5. Make sure there is no alarm (No light on alarm LED indicator).
6. Make sure power cable connection is correct.

## 5. Unable to discharge while SOC is not zero.

### **Problem Description:**

Unable to discharge while SOC is not zero.

### **Investigation & troubleshooting:**

1. Check whether inverter has faults.
2. Make sure the connection of cables and circuit breaker is correct.
3. Make sure the inverter setting is back up mode.
4. Check whether SOC shut down value setting is over high.
5. Make sure there is no alarm (No light on alarm LED indicator).

## 6. Unable to find the battery on the APP & the cloud

### **Problem Description:**

Unable to find the battery on the APP & the cloud

### **Investigation & troubleshooting:**

1. Make sure the antenna is screwed properly.
2. Make sure the WIFI configuration is correct.
3. Make sure the SSID & PASSWORD of your private WIFI is correct, please enter information case-sensitively without space.
4. Make sure the frequency of the WIFI connected to the product is not 5GHz (2.4GHz and 2.4GHz / 5GHz is acceptable).
5. Make sure the WIFI signal is strong enough.
6. Make sure WIFI is working.
7. Make sure installer is distributed your products on user's account.
8. Try to restart the WIFI router.

## 7. Error or Alarm shows on the screen

### Problem Description:

Error or Alarm shows on the screen

### Investigation & troubleshooting:

Follow the meaning of the code to check the battery.

### 7.1 Warning Types

Warning type	Investigation & troubleshooting
Low cell voltage discharge protection	Low battery level and needs to be charged
Over charge current protection	Restore to factory setting
Over discharge current protection	Check whether the inverter load exceeds the carrying capacity of the battery
High temperature charge protection	Reduce ambient temperature
High temperature discharge protection	Reduce ambient temperature
Low temperature charge protection	Increase ambient temperature
Low temperature discharge protection	Increase ambient temperature
High ambient temperature protection	Reduce ambient temperature
Cell voltage difference protection	Restart the battery
High wiring temperature protection	Reduce ambient temperature

Low battery voltage discharge protection	Need to charge
Low ambient temperature protection	Increase ambient temperature
High BMS temperature protection	Reduce the ambient temperature and restart the battery

## 7.2 Error Type

Error Type	Investigation & troubleshooting
Short circuit detected	<ol style="list-style-type: none"> <li>1. Check the external connections for a short circuit;</li> <li>2. disconnect all external connections and restart the battery</li> </ol>
Discharge circuit failure	Restart the battery
Charge circuit failure	Restart the battery
Cell failure	Restart the battery
Temperature sensor failure	Restart the battery
Cell voltage sensor failure	Restart the battery
Current sensor failure	Restart the battery
Battery pack communication lost	<ol style="list-style-type: none"> <li>1. Confirm the parallel communication cable (correct line order, correct port, good contact);</li> <li>2. Confirm the batteryID address dial code is continuously increasing from 1;</li> <li>3. Confirm all the batteries are switched on;</li> <li>4. Confirm the function dial switch is set according to the user manual;</li> <li>5. Restart the batteries</li> </ol>
BMS function failure	Restart the battery
Battery voltage sensor failure	Restart the battery
Heating function failure	Restart the battery