

Troubleshooting details for Residential	Basic Information 1. Plant name, address, Country, whether it is in Fusionsolar or Neteco server 2. What device was faulty, include Device Type, SN 3. Description of the fault symptom, include the Alarm ID 4. What time did the problem occurred? 5. How often did the problem occurred?	Communcation issue (Without SDongle)	FusionSalor APP logs Inverter logs LUNA2000(optional) Pictures with RS485 COM-Port meter and Inverter Pictures with RS485 COM-Port LUNA2000 and Inverter
		Communcation issue (With SDongle)	FusionSalor APP logs Dongle logs Inverter logs LUNA2000(optional) Pictures with RS485 COM-Port meter and Inverter Pictures with RS485 COM-Port LUNA2000 and Inverter
		Optimizer issue	FusionSalor APP logs Optimizer logs Sdongle logs(optional) Inverter logs resistance measurement
		LUNA battery charging/discharging issue	Sdongle logs Inverter logs LUNA2000 logs
		Cascade Inverter or Luna issue	SDongle\Smartlogger\EMMA(Controller) logs Inverter-Main logs Inverter-Slave logs LUNA2000-Main logs LUNA2000-Slave logs
		Smart-Charger issue	SDongle\Smartlogger\EMMA logs Inverter logs Smart-Charger logs
		Replacement (none appearance problem)	Insulation test for the DC and AC cables pictures of results Pictures with DC and AC Connection Pictures with LED status of the device Pcture with DC and AC measurements Picture with SN of the Fault Device device logs
		Replacement (appearance problem)	Pictures with DC and AC Connector Pictures of the whole device pictures of the defective part of the device the pictures of the box (only for connector broken, cover deformed)
		Others problems	Inverter logs LUNA2000 logs SDongle\Smartlogger\EMMA logs Optimizer logs Smart-Charger logs Noise test result (only for noise issue)

C&I / Utility Smart PV	Basic Information 1. Plant name, address, Country, whether it is in Fusionsolar or Neteco server 2. What device was faulty, include Device Type, SN 3. Description of the fault symptom, include the Alarm ID 4. What time did the problem occurred? 5. How often did the problem occurred?	Communcation issue(RS485)	Smartlogger or Dongle logs Inverter logs Pictures with RS485 COM-Port Smartlogger and Inverter (including shield cable, ground cable) Pictures with RS485 cable whether it is installed near the AC/DC cable RS485 setting page of the Smartlogger(address, baud rate,etc) electrical schematic diagram(marked the position of the disconnect device)
		Communcation issue(MBUS)	Smartlogger logs inverter logs MBUS logs screenshot of " MBUS networking setting" page screenshot of " STA list setting" page export SN list in "MBUS networking setting" page cable length and cable type(single core/muti-core)
		Derating issue	Smartlogger logs Inverter logs specification of the pv module PV string configuration the installation picture of the derating inverter inlet temperature test of the inverter electrical schematic diagram(marked the distance between the inverter and the transformer or AC combiner box)
		Replacement (none appearance problem)	Insulation test for the DC and AC cables Pictures with DC and AC Connection Pictures with LED status with AC and DC connected Pcture with DC and AC measurements Picture with SN of the Fault Device device logs if possible
		Replacement (appearance problem)	Pictures with DC and AC Connector Pictures of the whole device pictures of the defective part of the device the pictures of the box (only for connector broken, cover deformed)
		Other problems	Smartlogger logs inverter logs