

**Call NeoVolta Technical Support line: (858) 226-4936 Monday – Friday, 8 am – 5 pm PST**



**WARNING:** Do not attempt to self-install the NV14 Energy Storage System. A qualified NeoVolta certified solar installation professional or electrician must install and commission NeoVolta energy equipment. Electrical installation in the United States shall be done in accordance with all local electrical codes and/or the National Electrical Code (NEC), ANSI/NFPA 70.

### **Troubleshooting “Commissioning” issues, try these steps:**

**NV14 will not turn on:** Check that the AC/DC Disconnect is turned on, check that the inverter disconnect is turned on and that green on/off button is pressed in/on.

#### **Battery issues:**

- **No battery:** Batteries not turned on. Press one of the batteries reset buttons. Make sure that the communications cables are connected.
- **No Battery communication:** Battery communications cables not connected, or DIN pins are set incorrectly.
- **Batteries show “alarm:”** This is normal if battery State of Charge (SOC) is 16% or below. Allow the batteries to charge above 17% SOC and alarm light will go out. If this is not the reason, then completely disconnect the battery (positive, negative, and communications), press reset for five seconds. Once battery is asleep, then reconnect the battery and turn it on using the reset.
- **Appropriate number of batteries (3 for NV14 and 5 for NV24) are not showing on the battery data page:** Communication cable is not connected, or DIN switches are not set correctly. Or a battery is still in sleep mode. Press battery reset for 2 seconds.
- If these steps do not solve the issue, then Call NeoVolta Technical Support line.

#### **AC PV issues:**

- **No AC output 240 V signal:** If grid is off and batteries are 95% or more full, then AC 240 V start signal is terminated. Turn grid on or discharge battery below 90% and 240 V start signal will appear and will start the AC PV system. Some older AC PV inverters can take up to 30 minutes to reset and turn on upon initial connection.
- **AC PV will not turn on.** Older inverters and micro-inverters require a neutral connection. Newer “smart” inverters do not. Also check that the ground is connected. Meter that the NV14 AC output to AC PV has a 240 V signal.

#### **DC PV issues:**

- **No DC PV or DC PV fault:** Incorrectly connected DC PV wiring at junction box or crossed wires at NV14 fuse blocks. Also, check that the DC fuses are closed/on.
- **F55 DC Overcurrent fault:** Too many DC panels connected or too much DC voltage (over 500 V per MPPT). Generally, up to 10 DC panels per MPPT for panels with more than 360 W.

## **Critical Load sub-panel issues:**

- **Load output not being powered or tripping a breaker:**
  - Turn off NV14 load output breaker, critical load center 40 Amp input breaker, and all installed sub-panel breakers.
    - Then, turn on NV14 load out put breaker. Measure for 240 V output. If no 240 V output signal, call NeoVolta Technical Support line.
    - If 240 V output signal, then turn on the critical load center 40 Amp input breaker. Measure for 240 V.
    - Then, turn on each sub-panel breaker one at a time. If a breaker trips, then correct the fault issue.

**Inverter shows red LED alarm light.** Call NeoVolta Technical Support line.

## **Monitoring Smart Application “Solarman” challenges:**

- Refer to Abbreviated installation instructions that are included with every NV14 Accessory Box. If you cannot get the App connected, then please call NeoVolta Technical Support line.
- Make sure that you have correct customer Wifi password.
- Make sure that the Wifi logger (antenna) is connected. You should see one steady green light and one flashing green light.