Error Code Translation List Femtogrid Inverter 2400

Error code	Description	Possible root cause	Action
3	Country settings fault	Can occur after remote firmware update. The stored settings do not match with the firmware settings.	Write down serienumber of inverter and contact supplier to acquire the pincode to change the country settings.
4	Ground fault	There is a ground leak between earth and one of the cores of the DC Femtogrid cable (hot, cold or safety).	Look for possible causes. For example: minus of PV module is connected to frame, water in connectors, broken PV module.
5	Over temperature	Inverter has problems to release excessive heat.	Check whether inverter is placed above a heat-generating device or check whether the ventilation openings are blocked (top and bottom of housing).
9	No +5V supply	No +5V supply available for the control electronics.	Contact supplier for service of inverter
10	No +16V supply	No +16V supply available for the control electronics.	Contact supplier for service of inverter
11	No +48V supply	The +48V auxiliary supply voltage (safety line) is out of range.	Contact supplier for service of inverter
13	Start safety shutdown	The inverter shuts down for safety reasons.	Wait till inverter is restarted.
14	Start software restart	A software restart was requested.	Wait till inverter is restarted.
16	Configuration was changed during active state	Changes were made in the advanced settings, while the inverter is generating energy.	Not really an error and is only very short visible after a change is made in expert settings menu.
17	Hardware over-current protection (AC side)	This can happen when the grid had a short cut for a very short time.	No action needed. Error disappears after a minute or is shuts down because there is no grid.
18	AC current was too high (software triggered)	This can happen when the grid had a short cut for a very short time.	No action needed. Error disappears after a minute or is shuts down because there is no grid.

19	Internal DC bus overvoltage	Power optimizer(s) generate a voltage that is too high.	Contact supplier.
20	Grid fault, the grid voltage has exceeded the upper limit or fallen below the lower limit.	The grid is not in working range set by the country specific regulations (e.g. NEN-EN 50438/VDE0126-1-1). See error description for details of the problem.	Check which country code is chosen. If the wrong country is chosen, contact your supplier for instructions how to change it. If this is not the case, check the voltage of the grid. If it is not in line with the local regulations, contact your local net operator.
21	Grid fault, the average grid voltage over 10 minutes is no longer within the permissible range.		
22	Grid fault, the grid frequency is not within the permissible range		
23	Grid fault, the rate of change of the grid frequency has exceeded permissible limits		
24	Grid fault, the redundant safety controller detected a grid fault		
25	Grid fault, a grid impedance change was detected during energy transfer		
26	Grid fault, frequency disturbance.	There is harmonic disturbance on the grid.	Check on possible root causes in the neighbourhood (e.g. power tools or electrical cooking devices).
29	Femtogrid DC voltage too high	Power optimizer(s) generate a voltage that is to high	Contact supplier.
30	The inverter output voltage did not match the AC grid voltage after the grid relay was closed	Problems with relay inside inverter	Contact supplier.
1,2,3,6,7, 15,28,31	Internal error	Related to components inside inverter. Does not occur normally.	Contact supplier when displayed for longer time.
8,12,27, 32	Not defined	Not defined	Not defined.