TROUBLESHOOTING AFTER FAILED TEST

This guide will help you with troubleshooting if the test performed to
ensure that systems performance fails.

01. SYSTEM DELIVERS LESS POWER THAN EXPECTED

The test result can be seen in the Site Status, the Logbook in the
Control Panel and in the power graph in EnergyInBalance. The test is
performed at 11.40 pm. In the test below, the system has delivered
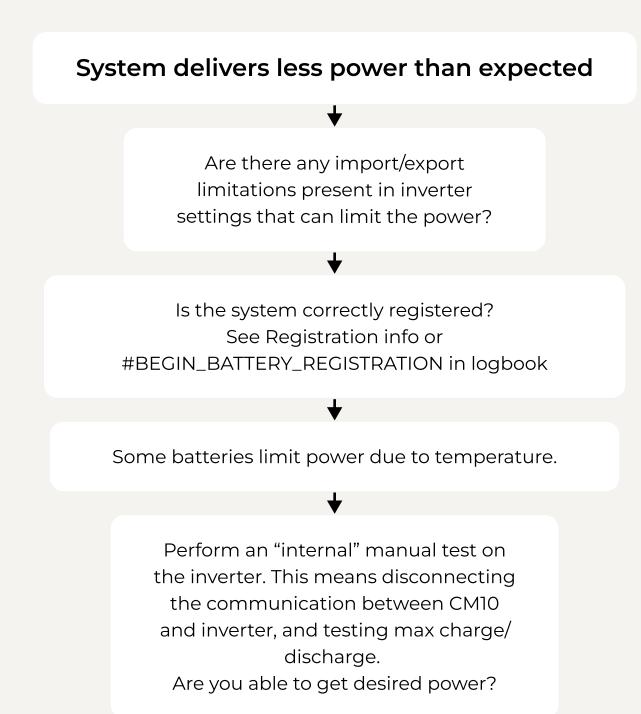50.5% of 20 kW when discharging and 50.0% when charging.

Site Status

> **FAIL TEST**
> 1 dag
> 50,5% / 3,9% / 50,0 %
> Testing tonight

Logbook

[FCR-D FAIL ACTIVATION] 1x epost@epost.com --18511-- **50,5**/3,9/**50,0** % (20kW)

EnergyInBalance

The test can be seen in the power graph in EnergyInBalance.
The graph above shows that only 9.89 kW was delivered out
of 20 kW.

System delivers less power than expected

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Are there any import/export
limitations present in inverter
settings that can limit the power?

↓

Is the system correctly registered?
See Registration info or
#BEGIN_BATTERY_REGISTRATION in logbook

↓

Some batteries limit power due to temperature.

↓

Perform an "internal" manual test on
the inverter. This means disconnecting
the communication between CM10
and inverter, and testing max charge/
discharge.
Are you able to get desired power?

↓

If you want CheckWatt to lower the
power in order to pass the test, message
your contact person the XX kW you want
it to be tested on.

02. TEST RESULTAT IS INF%

If test resultat is **INF%**, we do not have connection to the system.

Site Status

> **FAIL TEST**
> 1 dag
> INF % / 0.0% / INF %
> Testing tonight

Logbook

[FCR-D FAIL ACTIVATION] 1x epost@epost.com --18511-- INF/0,0/INF % (20 kW)

Test resultat is INF%

↓

Make sure internet connection is stable

↓

Make sure CM10 has connection to
inverter

↓

If CM10 does not have connection to
inverter, go to the document
Troubleshooting Installation