

Installer APP (SolarHope) User Manual

This manual describes the commissioning of PrimeVOLT inverters via APP after installation. Inverter working status and parameters and settings can be viewed through this APP, besides, the APP is also the tool for installer to configure inverter at site.

1. APP Downloading

Search and download APP "SolarHope" from Google Play and Apple Store, or scan the QR code on inverter front cover to reach APP download page directly.



The APP should access with some permissions, such as device's location. Please grant rights that APP required.

2. Connect to Inverter

- 2.1 Turning on switches both DC and AC sides, to power ON inverter, LED indicator on inverter front cover will be flashing.
- 2.2 Open SolarHope APP, and click "Bluetooth Connection", then scan serial number barcode of inverter to connect,

You can also click "Manual Connection", APP will automatically search inverters nearby, click device in list to connect,



Scan barcode or Manual connection

Click to connect to inverter

3. Check Inverter Settings

3.1 Defaultly, installer will login in Guest mode, which can check inverter running status, generation data, historical log, and basic setting (inverter firmware version, grid code, power quality response mode settings, grid protection settings).



SE 3KTL1711-11000003D		Day Month Year 2022-12-08	SE 3KTL1711-11000003D
62.3kW E-Today	80.0kW E-Total	2022-12-08 Sum: 20.40	A2-Grid absent 2022-12-07 21:40:10 Active
0.00W	0.00W	1.5	A1-Grid under voltage 2022-12-07 21:40:10 Active
		1	A2-Grid absent 2020-12-04 17:29:07 Active
)	0.5 0 2 4 6 8 10 12 14 16 18 20 3 ANOTHER DAY	A1-Grid under voltage 2020-12-04 17:29:07 Active
Inverter running status		Inverter generation data	Inverter historical log
Basic information Model Name		Standard Code AU (AS/NZS 4777.2/.3)	253 Voltage Low Loss Level_1(V)
SE 5000HB-100 Serial number 2135-89030333DH		First Connect Delay Time(s) 120	195.5 Frequency High Loss Time Level_1(ms)
			160
Master DSP Version G9500-058300-06 Slave DSP Version		Reconnect Delay Time (s) 120	160 Frequency Low loss Time Level_1(ms) 160
G9500-058300-06		Reconnect Delay Time (s)	Frequency Low loss Time Level_1(ms)
G9500-058300-06 Slave DSP Version G9500-058300-05 CSB Version		Reconnect Delay Time (s) 120 First Connect Power Gradient(%/min)	Frequency Low loss Time Level_1(ms) 160 Voltage High Loss Time Level_1(ms)
G9500-058300-06 Slave DSP Version G9500-058300-05 CSB Version 010403		Reconnect Delay Time (s) 120 First Connect Power Gradient(%/min) 10	Frequency Low loss Time Level_1(ms) 160 Voltage High Loss Time Level_1(ms) 1960 Voltage Low Loss Time Level_1(ms)

4. Regional Safety Settings

4.1 Regional Safety Setting (Grid Code Setting) is a mandatory selection when configuring the system; the system will not operate if it is not selected.

For convenience the Regional Safety Settings are set by select the Region from the list provided in the Installer APP, the list is maintained with the latest setting required by AS/NZS4777.2:2020. Selection of a region automatically selects Power Quality Response Mode settings, including:

- Voltage balance mode (where available)
- Voltage and frequency limits
- Sustained operation for frequency variations
- Grid Protection
- Power Rate Limits
- Frequency Response Limits
- Voltage Disturbance Withstand
- Volt Var response
- Volt Watt response
- Fixed Power Factor Mode
- Reactive Power mode

4.2 Go to "Console > Access Management > Change User" page, to switch login mode to administrator, contact PirmeVOLT service center to get the password.



Access management

Change user level

Input Administrator password

4.3 Go to "Console > Grid Parameters" page, select region from "standard code" list.

Maintenance	✓ Grid Parameters	Standard Code
Access Management	Standard Code AU (AS/NZS 4777.2/.3)	AU (AS/NZS4777.2:2020 Australia B)
(••) Communication Setting	First Connect Delay Time(s)	AU (AS/NZS4777.2:2020 Australia A)
Grid Parameters	> 60 First Connect Power Gradient(%/min)	AU (AS/NZS4777.2:2020 Australia C)
Feature Parameters	10 > Reconnect Power Gradient(%/min)	NZ (AS/NZS4777.2:2020 New Zealand)
✓ Power Limit	>	Cancel
Console > Grid Parameters	Grid Parameters Page	Standard codes to select



- 1. Please inquire local grid operator about the right "Region Code" to select.
- 2. All PrimeVOLT inverters exported to Australia and New Zeeland markets meet AS/NZS4777.2:2020 requirements, with firmware support "Region Code" setting.
- 3. Please contact PrimeVOLT service center and distributors for assistant if meet challenges during installation.