# SUN2000-(3KTL-12KTL)-M1

# **Quick Guide**

Issue: 01

Part Number: 31508308

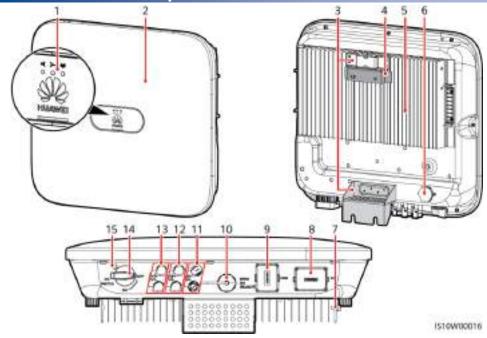
Date: 2020-09-15



#### NOTICE

- The information in this document is subject to change due to version upgrades or other reasons. Every effort has been made in the preparation of this document to ensure accuracy of the contents, but all statements, information, and recommendations in this document do not constitute a warranty of any kind, express or implied. You can download this document by scanning the QR code.
- 2. Before installing the device, read the user manual carefully to get familiar with product information and safety precautions.
- 3. Only qualified and trained electrical technicians are allowed to operate the device. Operation personnel should understand the composition and working principles of the grid-tied PV power system and local regulations.
- 4. Before installing the device, check that the package contents are intact and complete against the packing list. If any damage is found or any component is missing, contact your dealer.
- 5. Use insulating tools when installing the device. For personal safety, wear proper personal protective equipment (PPE).
- 6. Huawei shall not be liable for any consequences caused by the violation of the storage, transportation, installation, and operation regulations specified in this document and the user manual.

# 1 Product Description

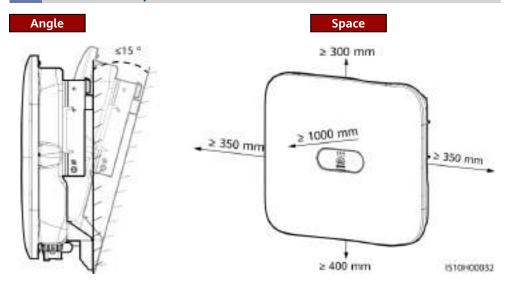


- (1) LED
- (3) Hanging kit
- (5) Heat sink
- (7) Ground screw
- (9) Communication port (COM)
- (11) Battery terminals (BAT+/BAT-)
- (13) DC input terminals (PV1+/PV1-)
- (15) Screw hole for the DC switch

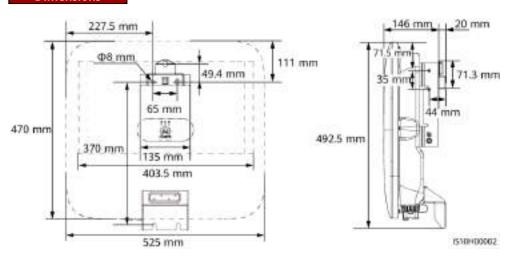
- (2) Front panel
- (4) Mounting bracket
- (6) Ventilation valve
- (8) AC output port (AC)
- (10) Smart Dongle port (GPRS/4G/WLAN-FE)
- (12) DC input terminals (PV2+/PV2-)
- (14) DC switch (DC SWITCH)

# 2 Installing the Equipment

# 2.1 Installation Requirements



## **Dimensions**



#### ☐ NOTE

Two M6 screw holes are reserved on both left and right sides of the inverter for installing an awning.

# 2.2 Installing the Inverter

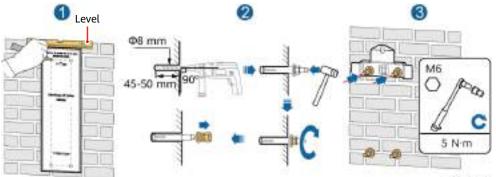
### **⚠** DANGER

When drilling holes, avoid the water pipes and power cables buried in the wall.

1. Install the mounting bracket.

#### ☐ NOTE

- M6x60 expansion bolts are delivered with the inverter. If the length and number of the bolts
  do not meet installation requirements, prepare M6 stainless steel expansion bolts by yourself.
- The expansion bolts delivered with the inverter are used for solid concrete walls. For other
  types of walls, prepare bolts by yourself and ensure that the wall meets the load bearing
  requirements of the inverter.
- Loosen the nuts, flat washers, and spring washers of the two expansion bolts.

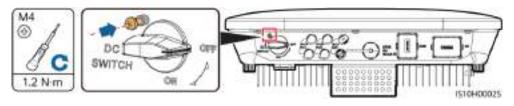


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2. (Optional) Install the screw for locking the DC switch.

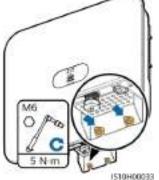
### ☐ NOTE

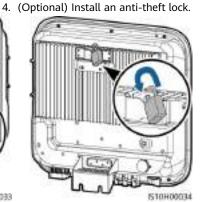
- The screws for DC switches are delivered with solar inverters. According to Australian standards, the screws are used to secure DC switches (DC SWITCH) to prevent them from being turned on by mistake.
- For the model used in Australia, perform this step to meet the local standards.



3. Install the inverter on the mounting bracket.







☐ NOTE

Prepare an anti-theft lock suitable for the lock hole diameter ( $\Phi$ 8 mm) and ensure that the lock can be installed successfully. An outdoor waterproof lock is recommended.

# 3 Electrical Connections

# 3.1 Preparing for Installation

### NOTICE

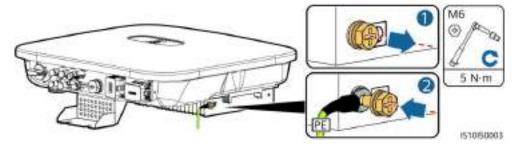
- Connect cables in accordance with the local installation laws and regulations.
- Before connecting cables, ensure that the DC switch on the inverter and all the switches
  connecting to the inverter are set to OFF. Otherwise, the high voltage of the inverter may
  result in electric shocks.

No.	Item	Туре	Specifications
1	PE cable	Single-core outdoor copper cable	Conductor cross-sectional area ≥ 4 mm <sup>2</sup>
2	AC output power cable	Outdoor copper cable	<ul> <li>Conductor cross- sectional area: 4–6 mm<sup>2</sup></li> <li>Cable outer diameter: 10–21 mm</li> </ul>
3	DC input power cable and (optional) battery cable	Standard outdoor PV cable in the industry (recommended model: PV1-F)	<ul> <li>Conductor cross- sectional area: 4–6 mm<sup>2</sup></li> <li>Cable outer diameter: 5.5–9 mm</li> </ul>
4	(Optional) RS485 communications cable (used to cascade inverters or connect to the RS485 signal port on the SmartLogger)	Two-core outdoor shielded twisted pair cable	Conductor cross- sectional area: 0.2–1 mm² Note: When devices such
5	(Optional) RS485 communications cable (used to connect to the RS485 signal port on devices such as the Smart Power Sensor and the energy storage device)		as the Smart Power Sensor and the energy storage device are both connected to the inverter, use 0.2–0.5
6	(Optional) Rapid shutdown switch signal cable		mm <sup>2</sup> cords. • Cable outer diameter: 4–
7	(Optional) Grid scheduling signal cable		11 mm
8	(Optional) Grid scheduling signal cable	Five-core outdoor cable	

## 3.2 Installing the PE Cable

### **A** DANGER

Do not connect the neutral wire to the enclosure as a PE cable. Otherwise, electric shocks may occur.



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- The PE point at the AC output port is used only as a PE equipotential point, and cannot substitute for the PE point on the enclosure.
- It is recommended that silica gel or paint be used around the ground terminal after the PE cable is connected.

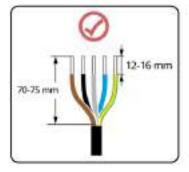
# 3.3 Installing the AC Output Power Cable

### NOTICE

Ensure that the protection layer of the AC output power cable is inside the connector, the core wires are totally inserted into the cable hole, and the cable is connected securely. Failing to do so may cause device malfunction or damage.

1. Connect the AC output power cable to the AC connector.

## **Stripping requirements**





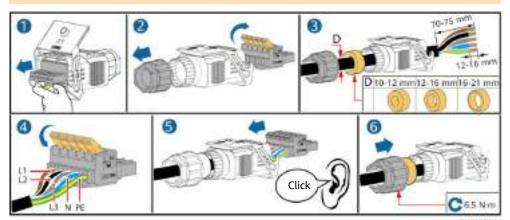


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## Five-Core Cable (L1, L2, L3, N, and PE)

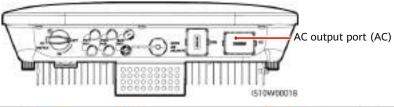
### ☐ NOTE

- This section describes how to connect a five-core AC output power cable to an AC connector.
- A three-core AC output power cable can be connected similarly. The three-core cable (L1, L2, and L3) is not connected to the neutral wire or PE wire.
- A four-core or five-core AC output power cable can be connected similarly. The four-core cable (L1, L2, L3, and PE) is not connected to the N wire, and the four-core cable (L1, L2, L3, and N) is not connected to the PE wire.



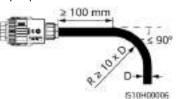
2. Connect the AC connector to the AC output port.







3. Check the route of the AC output power cable.



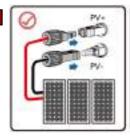
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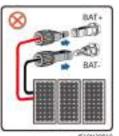
# 3.4 Installing the DC Input Power Cable

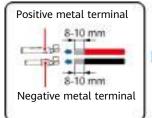
#### NOTICE

- 1. Ensure that the PV module output is well insulated to ground.
- Use the Staubli MC4 positive and negative metal terminals and DC connectors supplied with the solar inverter. Using incompatible positive and negative metal terminals and DC connectors may result in serious consequences. The caused device damage is not covered under warranty.
- 3. The DC input voltage of the SUN2000 shall not exceed 1100 V DC under any circumstance.
- 4. Before installing the DC input power cable, label the cable polarities to ensure correct cable connections.
- 5. If the DC input power cable is reversely connected, do not operate the DC switch as well as positive and negative connectors immediately. Failing to do so may cause device damage, which is not covered under any warranty. Wait until the night when solar irradiance declines and the PV string current drops to below 0.5 A. Then set the DC switch to the OFF position, remove the positive and negative connectors, and correct the polarities of the DC input power cable.
- 6. If the PV strings are configured with Smart PV Optimizers, refer to the Smart PV Optimizer Quick Guide to check the cable polarity.
- 1. Assemble DC connectors.

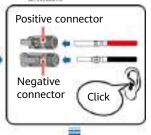
## **Correct wiring terminals**

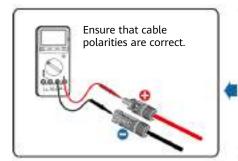




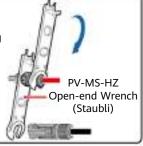




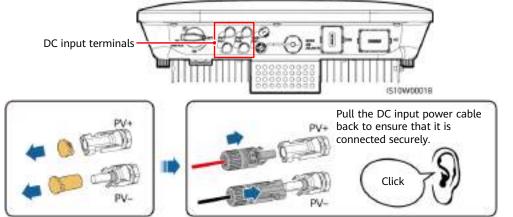




Use the wrench shown in the figure to tighten the locking nut. When the wrench slips during the tightening, the locking nut has been tightened.



## 2. Connect DC input power cables.



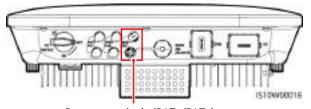
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# 3.5 (Optional) Installing Battery Cables

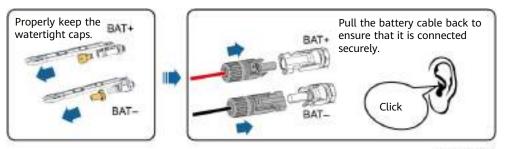
## **A** DANGER

- Use insulated tools when connecting cables.
- Connect battery cables with correct polarity. If battery cables are reversely connected, the solar inverter may be damaged.

Assemble the positive and negative connectors by following the instructions in section 3.4 "Installing DC Input Power Cables."  $\,$ 



Battery terminals (BAT+/BAT-)



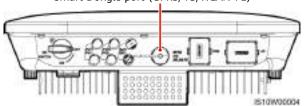
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# 3.6 Installing the Smart Dongle

#### □ NOTE

- If FE communication is used, install a WLAN-FE Smart Dongle (SDongleA-05). The WLAN-FE Smart Dongle is delivered with the SUN2000.
- If 4G communication is used, install a 4G Smart Dongle (SDongleA-03). You need to purchase the 4G Smart Dongle by yourself.





### ☐ NOTE

- For details about how to operate the WLAN-FE Smart Dongle SDongleA-05, see SDongleA-05
   Quick Guide (WLAN-FE).
- For details about how to operate the 4G Smart Dongle SDongleA-03, see SDongleA-03 Quick Guide (4G).
- The quick guide is delivered with the Smart Dongle. You can download them by scanning the QR code below.



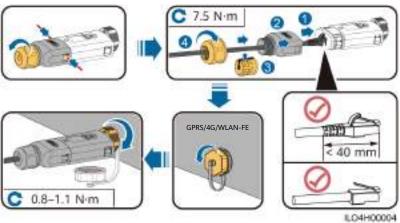




4G

## WLAN-FE Smart Dongle (FE Communication)

You are advised to use a CAT 5E outdoor shielded network cable (outer diameter < 9 mm; internal resistance  $\leq$  1.5  $\Omega$ /10 m) and shielded RJ45 connectors.



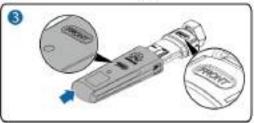
## (Optional) 4G Smart Dongle (4G Communication)

### NOTICE

- If your Smart Dongle is not equipped with a SIM card, prepare a standard SIM card (size: 25 mm x 15 mm) with the capacity greater than or equal to 64 KB.
- Install the SIM card in the arrow direction.
- When reinstalling the cover of the Smart Dongle, ensure that the buckle springs back in place (you can hear a click).











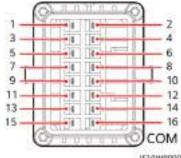
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# 3.7 (Optional) Installing the Signal Cable

#### NOTICE

- Not all inverter models are delivered with the signal cable connector.
- When laying out the signal cable, separate it from the power cable and keep it away from strong interference sources to avoid strong communication interference.
- Ensure that the protection layer of the cable is inside the connector, surplus core wires are cut off from the protection layer, the exposed core wire is totally inserted into the cable hole, and that the cable is connected securely.
- If the Smart Dongle is configured, you are advised to install the Smart Dongle before connecting the signal cable.

### Communications Port Pin Definition

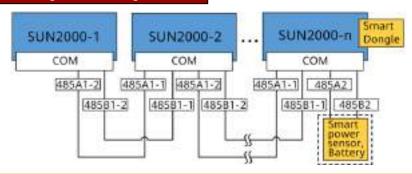


### □ NOTE

- When the RS485 communications cables of devices such as the Smart Power Sensor and the energy storage device are both connected to the inverter, 485A2 (pin 7), 485B2 (pin 9), and PE (pin 5) are shared.
- When the enable signal cable of the energy storage device and the signal cable of the rapid shutdown switch are both connected to the inverter, GND (pin 13) is shared.

Pin	Definition	Function	Description	Pin	Definition	Function	Description
1	485A1-1	RS485A, RS485 differential signal+	Used to cascade inverters or connect to the	2	485A1-2	RS485A, RS485 differential signal+	Used to cascade inverters or connect to the
3	485B1-1	RS485B, RS485 differential signal–	RS485 signal port on the SmartLogger	4	485B1-2	RS485B, RS485 differential signal–	RS485 signal port on the SmartLogger
5	PE	Shielding ground	N/A	6	PE	Shielding ground	N/A
7	485A2	RS485A, RS485 differential signal+	Used to connect				Used to connect to dry contacts for grid
9	485B2	RS485B, RS485 differential signal–	to the RS485 signal port on devices such as the Smart Power Sensor and the energy storage device	8	DIN1	Digital input signal 1+	scheduling and used as a reserved port for feedback signals of the Smart Backup box
				10	DIN2	Digital input signal 2+	
11	EN	Enabling signal	Reserved. Used to connect to the enable signal port on an energy storage device	12	DIN3	Digital input signal 3+	Dry contact for grid scheduling
13	GND	GND	Used to connect to the rapid	14	DIN4	Digital input signal 4+	
15	DIN5	Rapid shutdown signal+	shutdown DI signal port or served as a reserved port for the signal cable of the NS protection.	16	GND	GND of DIN1/DIN2/ DIN3/DIN4	Used to connect to the GND of DIN1/DIN2/DIN3/ DIN4

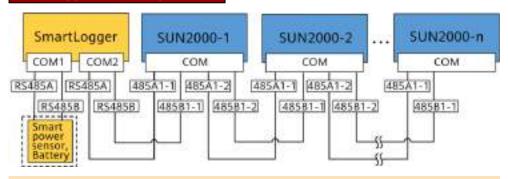
## Smart Dongle Networking Scenario



### □ NOTE

- In the Smart Dongle networking scenario, the SmartLogger cannot be connected.
- The Smart Power Sensor is necessary for export limitation. Only the DTSU666-H Smart Power Sensor (provided by Huawei) can be used.
- A maximum of 10 devices can be connected to the WLAN-FE and 4G Smart Dongles. The Smart Power Sensors connected to the RS485A2 and RS485B2 ports are not included.
- If a battery is connected, a maximum of three inverters can be cascaded. Any one of the inverters can be connected to the battery. (The inverter connected to the Smart Dongle must be connected to the battery.)
- If the SUN2000-(3KTL-10KTL)-M1 and SUN2000-(2KTL-6KTL)-L1 are cascaded, a maximum
  of three inverters can be cascaded.

## **SmartLogger Networking Scenario**

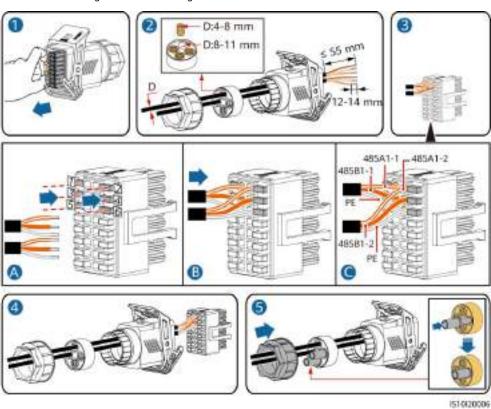


### ☐ NOTE

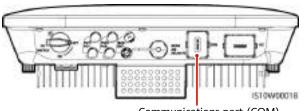
- In the SmartLogger networking scenario, the Smart Dongle cannot be connected.
- A maximum of 80 devices can connect to a single SmartLogger, such as inverters, Smart Power sensor, and EMI. You are advised to connect fewer than 30 devices to each RS485 route.
- The Smart Power Sensor is necessary for export limitation. Select the Smart Power Sensor according to the actual project.
- To ensure the system response speed, the Smart Power Sensor is recommended to be connected to a COM port separately from inverter COM port.

# (Optional) Installing the RS485 Communications Cable (Inverter Cascading)

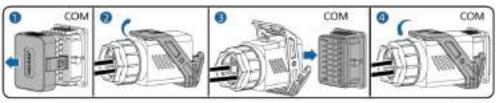
1. Connect the signal cable to the signal cable connector.



2. Connect the signal cable connector to the communication port.



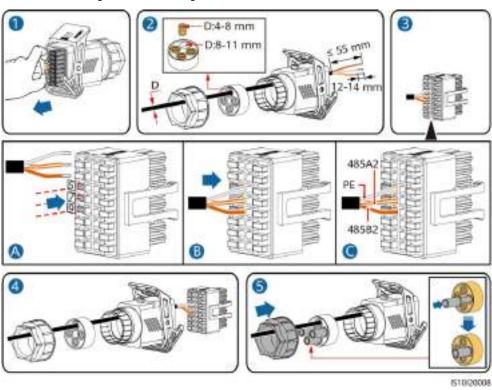
Communications port (COM)



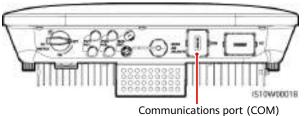
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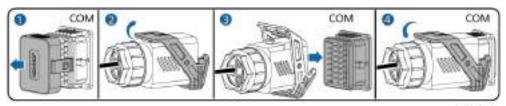
## (Optional) Installing the RS485 Communications Cable (Only Smart Power **Sensor Connected)**

1. Connect the signal cable to the signal cable connector.



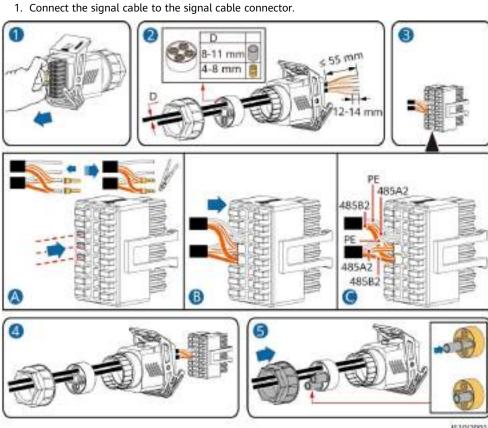
2. Connect the signal cable connector to the communication port.





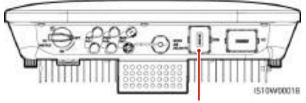
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# (Optional) Installing the RS485 Communications Cable (Smart Power Sensor and Energy Storage Device Connected)

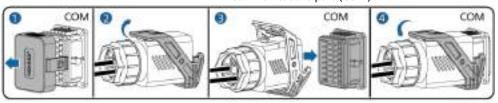


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2. Connect the signal cable connector to the Communication port.

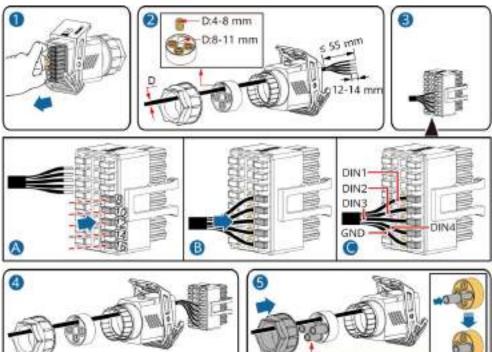


Communications port (COM)



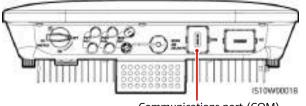
## (Optional) Installing the Grid Scheduling Dry Contact Signal Cable

1. Connect the signal cable to the signal cable connector.

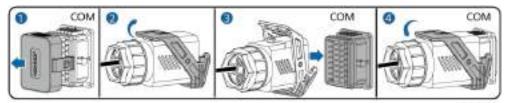


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2. Connect the signal cable connector to the Communication port.



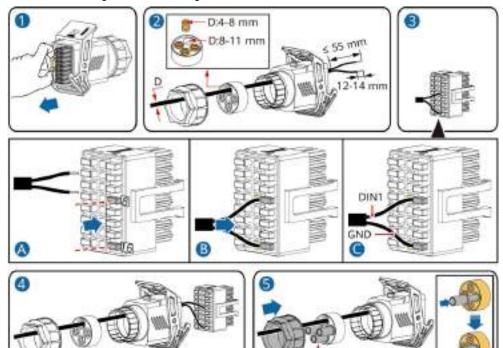
Communications port (COM)



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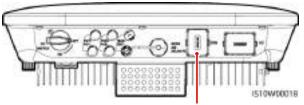
## (Optional) Installing Signal Cables for a Smart Backup Box

1. Connect the signal cable to the signal cable connector.

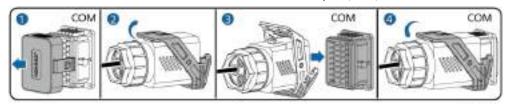


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2. Connect the signal cable connector to the Communication port.



Communications port (COM)



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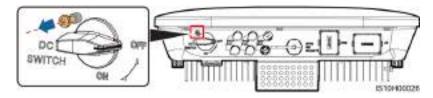
# 4 Verifying Installation

No.	Acceptance Criteria
1	The inverter is installed correctly and securely.
2	Cables are routed properly as required by the customer.
3	The Smart Dongle is installed correctly and securely.
4	Cable ties are evenly distributed and no burr exists.
5	The PE cable is connected correctly, securely, and reliably.
6	The DC switch and all the switches connected to the inverter are set to the OFF position.
7	The AC output power cable, DC input power cable, battery cable, and signal cable are connected correctly and securely.
8	Unused terminals and ports are locked by watertight caps.
9	The installation space is proper, and the installation environment is clean and tidy.

# **5** Powering On the System

## NOTICE

- Before turning on the AC switch between the solar inverter and the power grid, check that the AC voltage is within the specified range using a multimeter set to the AC position.
- If the solar inverter is connected to a battery, turn on the DC switch within 1 minute after turning on the AC switch. If you turn on the DC switch after more than 1 minute, the solar inverter will shut down and start again.
- 1. If a battery is connected, turn on the battery switch.
- 2. Turn on the AC switch between the solar inverter and the power grid.
- 3. (Optional) Remove the screw for locking the DC switch.



- 4. Turn on the DC switch (if any) between the PV string and the solar inverter.
- 5. Turn on the DC switch at the bottom of the solar inverter.

6. Observe the LEDs to check the operating status of the inverter.

Туре	for 1s and th	nen Off for 1s rvals: On for	, ,	Meaning	
Running indication	S(	3	۲ O	N/A	
	Steady gree	n Steady (	green	The solar inverter is operating in grid-tied mode.	
	Blinking gree at long intervals	en Off		The DC is on and the AC is off.	
	Blinking gree at long intervals	en Blinking long int	green at ervals	Both the DC and AC are on, and the solar inverter is not exporting power to the power grid.	
	Off	Blinking long int	green at ervals	The DC is off and the AC is on.	
	Off	Off		Both the DC and AC are off.	
	Blinking red at short intervals			There is a DC environmental alarm, such as an alarm indicating that High String Input Voltage, String Reverse Connection, or Low Insulation Resistance.	
	l '		red at tervals	There is an AC environmental alarm, such as an alarm indicating Grid Undervoltage, Grid Overvoltage, Grid Overfrequency, or Grid Underfrequency.	
	Steady red	Steady r	red	Fault.	
Communication indication	(m)			N/A	
	Blinking green at short intervals			Communication is in progress.	
	Blinking green at long intervals			A mobile phone is connected to the solar inverter.	
	Off			There is no communication.	
Device replacement indication	0	)~ O	(4)	N/A	
malcation	Steady red	Steady red	Steady red	The solar inverter hardware is faulty. The solar inverter needs to be replaced.	

7. (Optional) Observe the LED to check the operating status of the Smart Dongle.

# WLAN-FE Smart Dongle



LED		Description
Color	Status	
Yellow (blinking green and red simultaneously)	Steady on	The Dongle is secured and powered on.
Red	Blinking at short intervals (on for 0.2s and then off for 0.2s)	The parameters for connecting to the router are to be set.
Green	Blinking at long intervals (on for 0.5s and then off for 0.5s)	Connecting to the router
Green	Steady on	Successfully connected to the management system.
Green	Blinking at short intervals (on for 0.2s and then off for 0.2s)	The inverter is communicating with the management system through the Dongle.

# **4G Smart Dongle**



LED		Description	
Color	Status		
Yellow (blinking green and red simultaneously)	Steady on	The Dongle is secured and powered on.	
Green	Blinking in a 2-second cycle (on for 0.1s and then off for 1.9s)	Dialing (duration < 1 min)	
Green	Blinking at long intervals (on for 1s and then off for 1s)	The dial-up connection is set up successfully (duration < 30s).	
Green	Steady on	Successfully connected to the management system.	
Green	Blinking at short intervals (on for 0.2s and then off for 0.2s)	The inverter is communicating with the management system through the Dongle.	

# 6 Commissioning

#### ☐ NOTE

- The screenshots are for reference only. The actual screens prevail.
- Obtain the initial password for connecting to the solar inverter WLAN from the label on the side of the solar inverter.
- To ensure account security, change the password periodically and keep the new password in mind. Not changing the password may cause password disclosure. A password left unchanged for a long period of time may be stolen or cracked. If a password is lost, devices cannot be accessed. In these cases, the user is liable for any loss caused to the PV plant.

# 6.1 Downloading the App

Search for **FusionSolar** in Google Play or scan the corresponding QR code, download the latest installation package.







Google Play (Android)

FusionSolar (Android)

## ☐ NOTE

- In areas (such as the UK) where the FusionSolar app is not available, or when a third-party
  management system is used, only the SUN2000 app can be used for commissioning. This
  document uses the FusionSolar app as an example to describe the commissioning method.
  For the SUN2000 app, perform operations as required.
- Search for "SUN2000" in Huawei AppGallery, download the latest installation package, and install the SUN2000 app by following the instructions. The SUN2000 app version should be 3.2.00.005 (Android) or later.

# 6.2 (Optional) Registering an Installer Account

#### □ NOTE

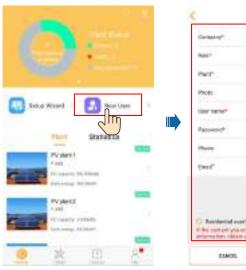
If you already have an installer account, skip this step.

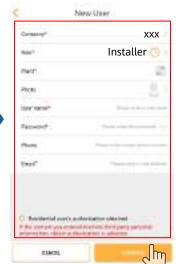
Creating the first installer account will generate a domain named after the company.



### NOTICE

To create multiple installer accounts for a company, log in to the FusionSolar app and tap **New User** to create an installer account.





# 6.3 Creating a PV Plant and a Plant Owner





NOTE
For details, see the
FusionSolar App Quick
Guide. You can scan the QR
code to download the app.



## 6.4 Setting the Physical Layout of Smart PV Optimizers

#### ∩ NOTE

- If Smart PV Optimizers are configured for PV strings, ensure that the Smart PV Optimizers have been successfully connected to the solar inverter before performing the operations in this section.
- The PV strings connecting to the same MPPT route should contain the same number and model of PV modules or Smart PV optimizers.
- Check that the SN labels of Smart PV Optimizers are correctly attached to the physical layout template.
- Take and save a photo of the physical layout template. Place the template on a flat surface.
  Keep your phone parallel to the template and take a photo in landscape mode. Ensure that the
  four positioning points in the corners are in the frame. Ensure that each QR code is attached
  within the frame.
- For details about the physical layout of Smart PV Optimizers, see FusionSolar App Quick Guide.

# Scenario 1: Setting on the FusionSolar Server Side (Solar Inverter Connected to the Management System)

Tap the plant name on the Home screen to access the plant screen. Select Plant layout, tap and upload the physical layout template photo of the PV plant as prompted.



2. Log in to https://intl.fusionsolar.huawei.com to access the WebUI of the FusionSolar Smart PV Management System. On the **Homepage** page, click the plant name to go to the plant page. Select **Plant layout**. Choose ① > **Generate with AI**, and create a physical layout as prompted. You can also manually create a physical location layout.



#### ☐ NOTE

You can also upload the physical layout template photo on the WebUI as follows: Log in to https://intl.fusionsolar.huawei.com to access the WebUI of the FusionSolar Smart PV Management System. On the home page, click the plant name to go to the plant page. Choose Plant layout, click Add Physical Layout > (+), and upload the physical layout template photo.



# Scenario 2: Setting on the Solar Inverter Side (Solar Inverter Not Connected to the Management System)

- If the solar inverter is not connected to the FusionSolar Smart PV Management System, access the **Device commissioning** screen (Refer to 7.1 Device Commissioning.) on the FusionSolar app to set the physical layout of Smart PV Optimizers.
  - a. Log in to the FusionSolar app. On the **Device commissioning** screen, choose **Maintenance** > **Optimizer layout**. The **Optimizer layout** screen is displayed.
  - b. Tap the blank area. The **Identify image** and **Add PV modules** buttons are displayed. You can use either of the following methods to perform operations as prompted:
  - Method 1: Tap Identify image and upload the physical layout template photo to complete the optimizer layout. (The optimizers that fail to be identified need to be manually bound.)
  - Method 2: Tap Add PV modules to manually add PV modules and bind the optimizers to the PV modules.



#### 

For details about the physical layout of optimizers on the FusionSolar app and FusionSolar WebUI, see the *FusionSolar App Quick Guide*. You can scan the QR code to download the app.



# 6.5 Setting Battery Parameters

#### □ NOTE

If the solar inverter connects to batteries, set battery parameters.

- Log in to the FusionSolar app and choose My > Device commissioning. The Device commissioning screen (Refer to 7.1 Device Commissioning.) is displayed.
- Choose Power adjustment > Battery control and set battery parameters, including Charge from grid, Control mode (Fixed charge/discharge, Maximum self-consumption, Time-of-use), Forced charge/discharge, and so on.

<	Battery control	
Control mode		>
Forced charge/disc	charge	>
Charge from grid		
Grid charge cutoff	SOC	30.0 % >

# 6.6 SmartLogger Networking Scenario

For details, see the *Distributed PV Plants Connecting to Huawei Hosting Cloud Quick Guide* (*Distributed Solar Inverters + SmartLogger1000A + RS485 Networking*) and *PV Plants Connecting to Huawei Hosting Cloud Quick Guide* (*Inverters + SmartLogger3000 + RS485 Networking*). You can scan the QR codes to obtain the documents.





SmartLogger1000A

SmartLogger3000

# 7 FAQ

# 7.1 Device Commissioning

### 1. Access Device commissioning.

Scenario 1: Your phone is not connected to the Internet.

Scenario 2: Your phone is connected to the Internet.







2. Connect to the solar inverter WLAN and log in as **installer** to access the device commissioning screen.



# 7.2 Resetting the Password

- 1. Ensure that the SUN2000 connects to the AC and DC power supplies at the same time. Indicators and =[ are steady green or blink at long intervals for more than 3 minutes.
- 2. Perform the following operations within 3 minutes:
  - a. Turn off the AC switch and set the DC switch at the bottom of the SUN2000 to OFF. If the SUN2000 connects to batteries, turn off the battery switch. Wait until all the LED indicators on the SUN2000 panel turn off.
  - b. Turn on the AC switch and set the DC switch to ON. Ensure that the indicator **\*\*** is blinking green at long intervals.
  - Turn off the AC switch and set the DC switch to OFF. Wait until all LED indicators on the SUN2000 panel are off.
  - d. Turn on the AC switch and set the DC switch to ON.
- 3. Reset the password within 10 minutes. (If no operation is performed within 10 minutes, all inverter parameters remain unchanged.)
  - a. Wait until the indicator | blinks green at long intervals.
  - b. Obtain the initial WLAN hotspot name (SSID) and initial password (PSW) from the label on the side of the SUN2000 and connect to the app.
  - c. On the login screen, set a new login password and log in to the app.
- 4. Set router and management system parameters to implement remote management.

# Customer Service Contact

Customer Service Contact				
Region	Country	Phone		
	France			
	Germany			
	Spain	eu inverter support@huawei.com	0080033888888	
Europe	Italy	ed_inverter_support@ndawei.com	000003300000	
	UK			
	Netherlands			
	Other countries	For details, see solar.huawei.com.		
	Australia	au_inverter_support@huawei.com	1800046639	
	Turkey	tr_inverter_support@huawei.com	N/A	
	Malaysia		0080021686868 /1800220036	
Asia Pacific	Thailand	apsupport@huawei.com	(+66) 26542662 (charged by local call)	
			1800290055 (free in Thailand)	
	China	solarservice@huawei.com	4008229999	
	Other countries	apsupport@huawei.com	0060-3-21686868	
Japan	Japan	Japan_ESC@ms.huawei.com	0120258367	
India	India	indiaenterprise_TAC@huawei.com	1800 103 8009	
South Korea	South Korea	Japan_ESC@ms.huawei.com	N/A	
North	USA	na_inverter_support@huawei.com	1-877-948-2934	
America	Canada	na_inverter_support@huawei.com	1-855-482-9343	
	Mexico		018007703456 /0052-442-4288288	
Latin America	Argentina	la_inverter_support@huawei.com	0-8009993456	
Latin America	Brazil	ta_inverter_support@nuawer.com	0-8005953456	
	Chile		800201866 (only for fixed)	
	Other countries		0052-442-4288288	
	Egypt		08002229000 /0020235353900	
	UAE	mea_inverter_support@huawei.com	08002229000	
Middle East	South Africa		0800222900	
and Africa	Saudi Arabia		8001161177	
	Pakistan		0092512800019	
	Morocco		0800009900	
	Other countries		0020235353900	