

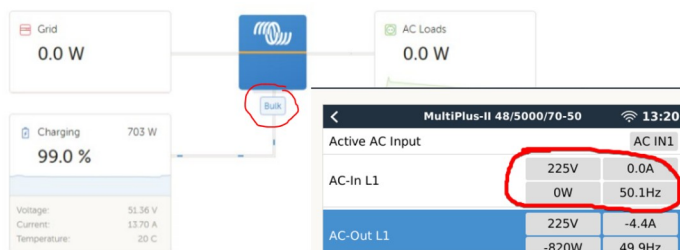
Summary

Some MultiPlus-II, EasySolar-II and Quattro-II inverter/chargers can, when newly installed, have an issue with the Current Sense socket. Due to a mechanical fault, the inverter will read wrong values for the AC input current.

We have received reports of this issue for only a few dozen units, so this is a rare problem. Since the solution is very simple, we decided to document it in this Tech Note.

The symptoms show up as soon as the grid is connected to the AC-input, not when inverting, and may include one or more of these issues:

- The AC-input (Grid) reading on the GX and on VRM stays at '0.0 W' or indicates an incorrect value.
- The AC Loads show '0.0 W' on the GX and on the VRM dashboard while in fact there is a load connected.
- The unit will not charge the batteries, although the charge Led's on the cover indicate the unit is charging.
- When the MP-II is in charger mode, it does not show the charge values on the GX device or on the VRM Dashboard.
- In an ESS system without external grid meter the unit will behave unpredictable feeding back in the grid -or not- and will show strange values.



Picture left showing incorrect data on (CC)GX and the VRM Dashboard.

Picture right showing 0.0W AC Loads and 63W consumed power from the grid. In reality a 600W load is connected!

Affected models

All MultiPlus-II, EasySolar-II and Quattro-II models.

Cause

The cause is a hardware issue with the "Current Sense" socket on the bottom side of the unit. When an external current sensor is connected, the internal one is disconnected through this connector. Sometimes the contact inside this connector gets 'stuck' due to heat during the production of the board.

Solutions

There is a simple solution to resolve this problem and no need to raise an e-RMA for this; only create an e-RMA when the described method below didn't succeed.

Insert a 3.5mm jack plug a couple of times and remove it again. E.g. an (old) headphone plug should work. This releases the 'stuck' connector and making it properly register that a plug is -not- inserted.

See appendix for details.

Appendix – repair instructions

These instructions are provided to help anyone with a MultiPlus-II, EasySolar-II or Quattro-II which is not behaving as it should. Trying to solve the issues by following these instructions is always recommended to do, as it cannot do any harm to the unit.

Step 1: turn the I-O-II switch on the bottom of the unit in the '0' (Off) position.

Step 2: open the black connection cover by unscrewing the two screws at the bottom.

Step 3: insert a 3,5mm jack plug (any 3.5mm jack plug will do the trick, e.g. an old headphone or audio plug) a couple of times in the Current Sense socket to 'reset' the connector. Do not leave the plug in the socket, always make sure to remove it.

Step 4: Turn the unit 'On' and check on your GX device and/or on the VRM dashboard to see if the AC-input current is showing the correct values.



Picture of the connections of the MultiPlus-II. Encircled the Current Sense socket.