



Trouble Shooting Guide

Post-Installation Check List

	YES	NO
1. Visual check if the wiring matches with the installation manual. (3.2 Cable connection)	<input type="radio"/>	<input type="radio"/>
2. Check if both the Auxilliary Power Switch and Circuit Breaker is ON.	<input type="radio"/>	<input type="radio"/>
3. Check if the battery "ON" LED is on.	<input type="radio"/>	<input type="radio"/>
4. Check if the inverter power is ON.	<input type="radio"/>	<input type="radio"/>
5. ¹⁾ Check if the inverter has the latest SW.	<input type="radio"/>	<input type="radio"/>
6. ²⁾ Check if the inverter recognizes the battery.	<input type="radio"/>	<input type="radio"/>
7. Check if the battery can operate after installation is correctly done.	<input type="radio"/>	<input type="radio"/>
7-1. Check if the AC grid is connected.	<input type="radio"/>	<input type="radio"/>
7-2. Check if the Meter is installed.	<input type="radio"/>	<input type="radio"/>
7-3. Check if Government approval is complete.	<input type="radio"/>	<input type="radio"/>
8. ³⁾ IF ANY OF #7 IS CHECKED AS "NO" OR THE INVERTER NEEDS TO BE TURNED OFF, TURN OFF THE CIRCUIT BREAKER FIRST, THEN TURN OFF THE AUX POWER SWITCH.	<input type="radio"/>	<input type="radio"/>

1) Contact the inverter manufacturer.

2) Refer to the inverter installation manual or troubleshooting guideline.

3) Refer to the User guide or Installation manual (3.2 Cable connection) for the location of the battery Aux Power Switch and the Circuit Breaker.

Contact information

If the battery pack seems to be damaged or not working correctly, contact LG Chem or your distributor. Use the contacts below for technical assistance. These phone numbers are available only during business hours on weekdays.

HQ(KOR)	+82 43 219 2695	Soongkyu@lgchem.com
United States	+1 248 808 0016	CSNorthAmericaESS@lgchem.com
Europe	+49 162 297 0918	kalies@lgchem.com
Australia	+61 1300 18 064	m_AUserService@lgchem.com
Other Regions	+82 43 219 2695	Soongkyu@lgchem.com



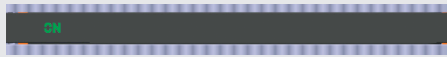
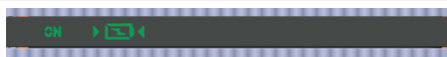

Trouble Shooting Guide

If the battery LED is OFF

- 1 Turn off the Circuit Breaker first, then turn off the Aux Power Switch.
- 2 Unplug all the wires and reconnect. Re-check the wiring on the battery is done correctly. Refer to the installation manual (3.2 Cable connection).
- 3 Turn on the Aux Power Switch first. Then, turn on the Circuit Breaker.
- 4 If the LED is still off, turn off the Circuit Breaker first, then turn off the Aux Power Switch.
- 5 Contact LGC.

If the battery LED is ON, but the battery is not charging or discharging

- 1 Check the inverter's SW version.
- 2 If the SW is not the latest, update the SW. Refer to the inverter's troubleshooting guide for instruction.
- 3 If the SW is the latest, check the inverter's setting for battery. Refer to the inverter's troubleshooting guide for the battery set-up instruction.
- 4 If the battery is recognized, inverter set up is correct.
- 5 If the issue persists,
 - 5-1 Turn off the Circuit Breaker first, then turn off the Aux Power Switch.
 - 5-2 Unplug all the wires and reconnect. Re-check the wiring on the battery is done correctly. Refer to the installation manual(3.2 Cable connection).
 - 5-3 Turn on the Aux Power Switch first. Then, turn on the Circuit Breaker.
- 6 If the battery set up is correctly done, but the battery still does not operate, turn off the Circuit Breaker first, then turn off the Aux Power Switch.
- 7 Contact LGC.

LED Status	Action
	Power on, Idle
	Charging
	Discharging

If the battery FAULT LED is ON

- 1 Check if the inverter recognizes the battery. Refer to the inverter's troubleshooting guide on the battery set-up instruction.
- 2 If the inverter is connected to the internet, collect the log file.
 - 2-1 Send the log file to LGC.
 - 2-2 Turn off the Circuit Breaker first, then turn off the Aux Power Switch.
- 3 If the inverter is not connected to the internet, check the inverter LCD to read battery's fault ID. Refer to the inverter's trouble shooting guide for instruction.
 - 3-1 Send the fault ID to LGC.
 - 3-2 Turn off the Circuit Breaker first, then turn off the Aux Power Switch.

LED Status	Action
	Fault