

# How to troubleshoot new energy battery cabinet communication failure

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What causes battery communication problems in a solar power system?

There are several factors that can engender battery communication issues in your solar power setup. Below are some of the common ones: Faulty Wiring: A loose or damaged cable connection in the system can cause battery communication problems.

Why can't I view Battery information?

If you are unable to view battery information on the APP or display screen after connecting the inverter with the battery (as shown in the photo Below), It is very likely due to a communication issue between the Battery BMS and the Solar inverter. This post may help you solve this common problem..

Why is my inverter battery not working?

Faulty Wiring: A loose or damaged cable connection in the system can cause battery communication problems. Inverter Battery Incompatibility: Inverters and batteries from different manufacturers may be built with diverse protocols and firmware. This can affect the inverter battery compatibility, leading to intermittent communication issues.

How do I Fix an inverter & battery connection problem?

Here's a DIY troubleshooting guide to solve inverter and battery connection issues: Try restarting the device. Power off the unit, wait a few seconds, then power it back on. Many believe that this should be everyone's first troubleshooting step, and rightly so. Sometimes, a simple reset and restart can resolve minor communication errors.

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For troubleshooting details about capacity degradation, charge/full-charge failure, communication issue, and heating function failure, refer to the troubleshooting video below:

Unfortunately, when your Smart lithium battery can not establish a communication connection with the DC Home APP, there could be a variety of reasons behind the problem. The issues might ...



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