

Q1: Why does the APP or server return 'Operation failed, error code:3' every time I try to enable 'Back-up function' ?

A: 'Back-up'function can be reset only when the inverter is in standby status, so you can set 'Standby' first and then enable /disable 'Back-up'function and set inverter bak to 'Normal'.

Q2: Why does battery discharge excessive power to the grid or use the grid energy even though battery is able to discharge in self-use mode ?

A: The suddenly change of load consumption will cause the energy to be fed to or imported from the grid at one moment, and battery begins to compensate the loads with match power in 1-2 seconds after having detected the change. The inverter detects the load change thru the external CT and there is a 500 milliseconds delay to respond. For examples, the balanced load consumption is 300W, and battery discharge 300W to compensate the loads , but if suddenly the load consumption changes to 170W ,the excessive energy($300-170=130W$)will feed into the grid at one moment .Instead , if the balanced load consumption is 170W and suddenly changes to 300W, then the excessive energy ($170-300=-130W$) will taken from the grid at one moment, and battery will adjust the compensation to reach another balance.

Q3:What is the difference among self-use mode ,charge priority mode and charge last mode ?

A:These work modes are for PV energy management. Lux unit will work in self-use mode as default

1. Self-use mode : the priority of PV energy management is like this:
Compensate the load consumption > Charge the battery > Feed into grid.
2. Charge priority mode : If you don't want battery to discharge during the daytime, you can enable 'charge priority'within the charge hours with given power limitation.And the priority of PV energy management is like this: Charge the battery > Compensate the load consumption > Feed into grid.

3. Charge last mode : If you connect a low capacity battery to a high PV production system and excessive power can be sold to the grid with a good price, you can just charge battery till the PV production is higher than the set value. And the priority of PV energy management is like this: Compensate the load consumption > Feed into grid > Charge the battery .

Q4: Can Luxpower works in pure off grid application?

A: Yes, Luxpower inverter support pure off grid running for islands and the standard warranty time is 5 years

Q5: Can Luxpower inverter work in three phase system or three phase meter?

A: Yes, Luxpower inverter can work with three phase meter and will get power for the other two phases and give compensate to the other two phases. For example: Phase A Load :500w Phase B Load:600w Phase C Load:700w then inverter will output $500+600+700=1800w$ in phase A. In some countries, the export power of phase A will compensate the cost of phase B and phase C, so please contact the power company before install a three phase meter.

Q6: How can I keep battery capacity when there is grid in case of load shedding?

A: You can enable charge priority in the monitor system and then the solar will used to charge battery first, the battery will not discharge until load shedding, this function is usable for the area where always has load shedding.