



QUICK TROUBLESHOOTING TIPS

FOR INSTALLERS ON SITE

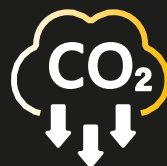




Scalable
system options



Analysis
& Design



Reducing
CO₂ emissions

CAPTURING ENERGY **TO CREATE A CLEANER LOW CARBON FUTURE**

Alpha ESS UK supports commercial businesses and residential homeowners to achieve efficient, clean energy independence. As the exclusive distributor partner in the UK for all Alpha ESS battery storage products, we ensure a turnkey and safe approach for our customers and installers.

We have developed this document as a guide for installers, providing system set-up knowledge, connection and aftercare. All installers must use this guidance document to be familiar with the Alpha ESS range and deliver a seamless customer experience whilst mitigating any risk for everyone.

This guide will support you from step one of the installation to system registration. We also have an installer Helpdesk system in place, which you will find information for on the last page of this document.



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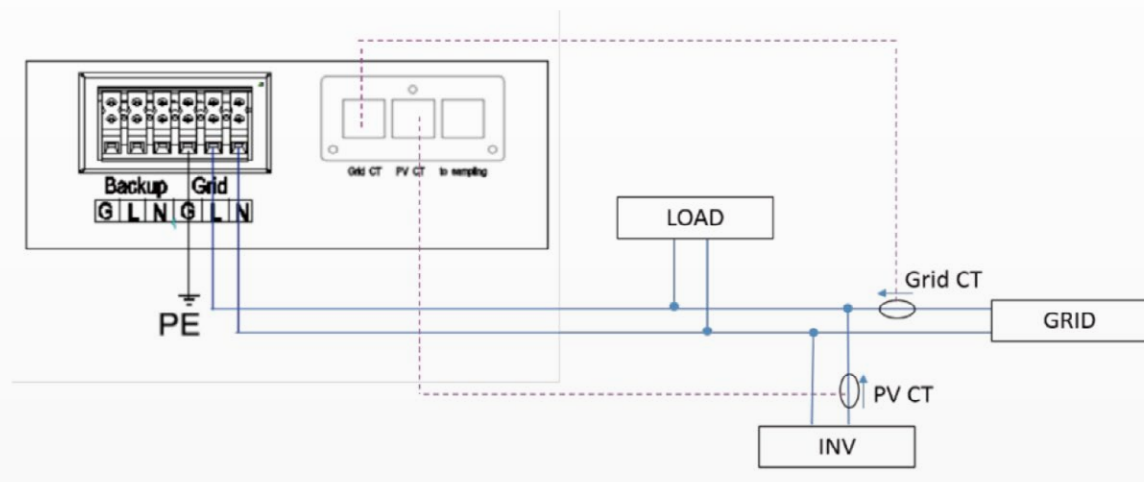


SCOPE OF THE DOCUMENT

The following content and diagrams will act as an important guide for you as an installer. These will help to identify some of the common issues encountered by UK installers when completing the installation of Alpha ESS systems.

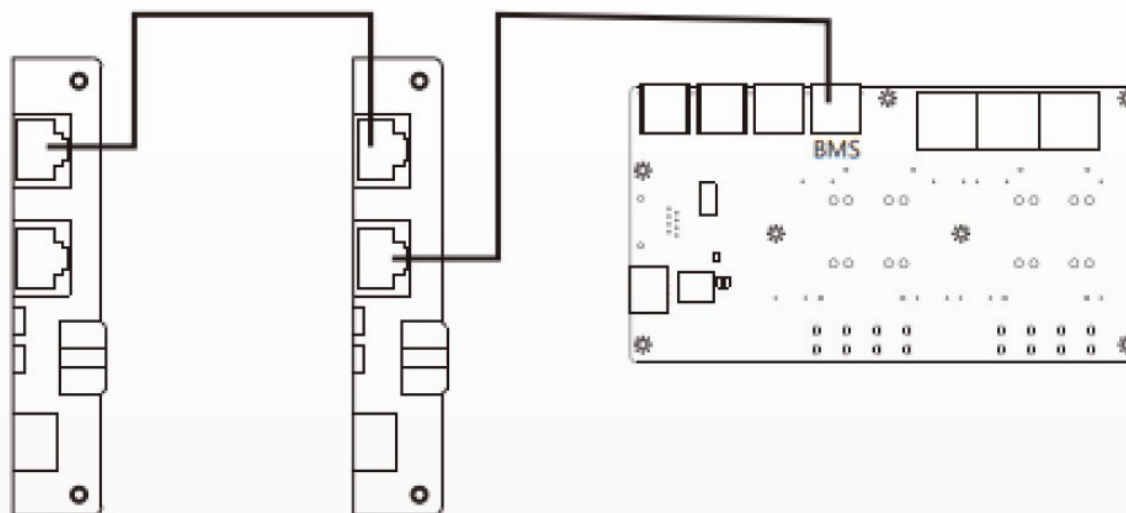
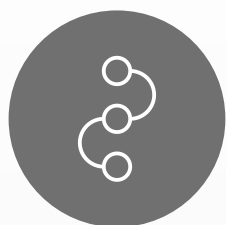
Ensure the CT clamps are the correct way round

When attaching the CT clamps to both the PV and the Grid (if applicable) ensure the arrow on the clamp is pointing towards the system, if it's not, then you won't see the live data being pulled through to the mobile app.



BMS cables are daisy-chained correctly



Depending on how many batteries are being used, you will need to ensure they are connected correctly. Any external batteries should be fed from the left comms port into the right comms port on the battery and so forth, through to the BMS on the main system.





DIP switches are set correctly

Depending on how many batteries are within the system, you may need to adjust the DIP switches on the main unit and the external batteries. As a rule of thumb it will be the last battery that will have its DIP switch number 2 set to the up position with all its other DIP switches set to off. All other batteries should have all their DIP switches set to the off position.

Battery Position.	DIP 1	DIP 2	DIP 3	DIP 4	DIP Switch
Non-bottom battery (incl. B3-bat)	OFF	OFF	OFF	OFF	
Bottom battery	OFF	ON	OFF	OFF	

Wi-Fi Configuration has been done

If you are setting up the system to be on a wireless configuration, and are prompted for a passcode when joining the AL network, then you will need to enter **12345678** which should allow you to continue with the setup.



Internet connectivity issues to the system

Ensure that there are no outstanding internet connectivity issues at the site, such as a loss of internet due to wide areas outages, or issues with the routers and Wi-Fi extenders. If there are, basic steps such as rebooting the router and extenders could help to resolve the issue. If a Wi-Fi module is required for the system, please ensure that there is suitable equipment in place to sustain the connection to the system such as Wi-Fi extenders.



Ensure that the metering addresses are correct

When setting up the meters for the system ensure that the correct addresses have been used.

See specifications.



Meter model	ADL3000	ACR10R
Grid Meter Address	001	005
PV Meter Address	002	006
Baud rate	N/A	9600



Ensure the CT ratio is set for the correct meter

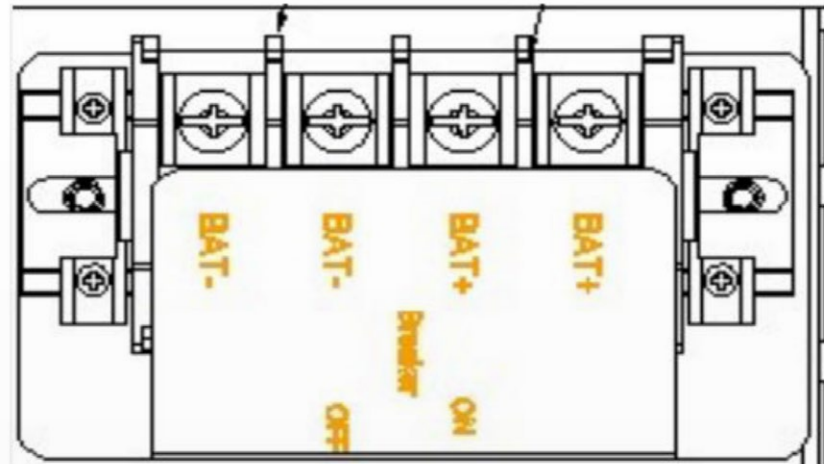
When configuring the CT ratio for the meter that's been installed, please ensure the ratio is correct.

See specifications.

Model	CT ratio
ADL3000-N/CT & 300A/5A CT	60
ADL3000-N/CT & 400A/5A CT	80
ADL3000-N/CT & 400A/1A CT	400
ACR10R-100A CT	100
ACR10R-120A CT	120

Are all the screws tight on the batteries and the EMS board?

Please ensure that all screws are tight across the main system and also across any additional batteries used. If some are loose, then this could cause the system not to start or could present error codes being generated.



HELPDESK CONTACT

DO NOT pass the Helpdesk number onto the customer

The Helpdesk number is reserved solely for installers to contact Alpha ESS UK for troubleshooting assistance whilst on site.



Call the Helpdesk

Should you need to contact the Helpdesk the contact number is **03303 207913**.



Email contact information

Alternatively, contact can be made via the customer feedback system within online monitoring.

<https://service.alphaess.com/Common/ComplaintsProcessing/Index> or by email at **info@alpha-ess.com**

When contacting us by the online monitoring, please fill in the relevant form on the above link

When contacting us by email, please have the following information to hand.

- ▶ Your name, address, postcode and telephone number
- ▶ The model designation and serial number of the Product (you can find both on the Product)
- ▶ Installation date and address
- ▶ A complete and detailed list of observed faults and other information which could help with the analysis of the fault (e.g. any modifications)



WhatsApp contact information

To help us aid with further troubleshooting you can attach photos and videos, and send them across to our WhatsApp group – **07548 834871**. Please be prepared to have the AL number on hand so we can see how the system is performing, and where the errors are located should any be generated.

Registering the system within the Alpha ESS application

Please have the system registered online beforehand if possible, as this will enable us to check through the logs, as well as seeing the system, with regards to the real-time power graph.