

## Solar Energy South Africa

# Colin PV inverter user password



 **TAX FREE**    

**Product Model**  
HJ-ESS-215A(100KW/215KWh)  
HJ-ESS-115A(50KW 115KWh)

**Dimensions**  
1600\*1280\*2200mm  
1600\*1200\*2000mm

**Rated Battery Capacity**  
215KWH/115KWH

**Battery Cooling Method**  
Air Cooled/Liquid Cooled



**ENERGY STORAGE SYSTEM**



## Overview

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How do I unlock my inverter if I forgot the password?

If you have forgotten the password for the inverter, you can unlock the inverter with a personal unlocking key (PUK). For each inverter, one PUK is available for each user group (user and installer). You can request the PUK at our SMA Service Line. With the PUK you can unlock the inverter via Sunny Explorer and then assign a new password.

Why do I need a new password for my Sunny inverter?

This new password must therefore be used for establishing a direct connection to the inverter. If no SMA data logger has been installed in the system or no Webconnect data communication with Sunny Portal is used, the system password must be assigned either with the Sunny Explorer software or via the inverter user interface.

Why is the new PV system password NOT applied to inverters?

The new pv system password created in Sunny Portal has not been applied to the inverters. This can happen, for example, if the devices cannot be accessed or are not feeding during registration.

How do I change the password for the inverter user interface?

When you open the inverter user interface, you are prompted to enter the password for the user group "User." Select the language and enter the password for the user group "User" twice. Compliance with the new password rules is checked (five green check marks). Press Save. You are then prompted to enter the password for the user group "Installer."

Can a system inverter communicate with a new system password?

Proper system communication is possible only if all the system inverters have been assigned the same system password. For systems with Webconnect or Sunny Home Manager, you can quickly assign the new system password in

one step for all devices in the system via Sunny Portal.

Why can't I access the inverters with my current password?

If you notice that you cannot access the inverters with your current password, or no data appears in Sunny Portal, please try again with the “old” Installer password. Your installation company changed the default system password 1111 to a new password that you do not know.

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### **Service Tip: Pay Attention When Assigning Password in ...**

To register a system with Speedwire/Webconnect or with a Sunny Home Manager in Sunny Portal, you must enter a pv system password. Important: This is the password for the "Installer" user group that was ...

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