

GT Series – Inverter Offline Message

Technical Bulletin

GT Series Inverters

976-0156-01-01

Situation: Inverter Off-Line inverter message

Product or Family Affected: GT2.5, GT3.0, GT3.3, and GT3.8 Software Revision Affected: N/A

Production Batches Affected: GT inverters manufactured from June 1st to September 29th 2006

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Audience: Internal Channel only End-User All

Summary

Xantrex has identified a field condition affecting some North American model GT Series Grid Tie Solar inverters. Xantrex is issuing this Technical Bulletin to help Xantrex dealers identify the condition and detail our plan to address this situation.

Problem Description

This is not a safety concern, but can result in a field failure, requiring the inverter to be returned to Xantrex for repair/exchange. Based on our investigation, the root cause of this problem has been determined to be a manufacturing process variation, affecting a single capacitor on the GT power board. Over a short period of time, (typically 30 to 90 days after inverter installation) the capacitor can fail, causing the inverter to stay in offline mode.

Problem Scope

This problem affects some GT Inverters manufactured from June 1st to September 29th of 2006. However, it is important to note that this does not affect every unit made during this time.

Symptoms

When the identified power board component fails, GT Inverters will incorrectly stay in offline mode during the day and not generate energy. Dealers or homeowners can identify this issue by observing "Inverter Off-line" on the inverter display during the day, when sufficient solar irradiance is available to generate energy (per inverter operating specification).

The "Inverter-Offline" message is normally displayed every night when the inverter is in standby mode and does not indicate a problem when observed during these hours.

**Inverter Off-Line is:**

* Normal when the message is displayed at night.

OR

* Abnormal when displayed during the day when sufficient solar energy is available.

Mitigating factors:

Due to a change in our manufacturing process, Xantrex has confirmed that new inverters manufactured after October 1st, 2006 should not exhibit this failure. Please note that other product failure causes can result in the "Inverter Off-line" message to be displayed, however these causes are rare. Also, given that this problem only affects a single component it is easy for Xantrex to fix as a refurbished service product.

All new UL-2005 GT Series Inverters are completely unaffected by this issue; GT5.0, GT2.8, GT3.3N, GT4.0N.

Recommended actions:

Given that this issue affects a small population of inverters and can be remedied through our standard exchange/repair process, Xantrex is not recommending any immediate action. If an "Inverter Off-line" failure has occurred please contact Xantrex to request an expedited service exchange.

To contact Xantrex customer service:

- Telephone –1-800-670-0707 between 5:30 a.m. and 5:00 p.m. Pacific time Monday through Friday.
- Email – customerservice@xantrex.com. Email a problem description and a case number will be assigned to you.
- Reimbursement – To assist dealers with this issue, Xantrex is increasing its installer reimbursement fee to \$250 for a limited time as compensation to perform any resulting service exchanges. To take advantage of this reimbursement, simply contact customer service at the number or email address shown above.
- Please note that homeowners are not eligible for the reimbursement. This offer applies to qualified dealers only. Homeowners should contact their local Xantrex dealer for additional information. Please visit www.xantrex.com/web/id/3/distr.asp to locate a dealer in your area.

Thank you for your cooperation and continued support.