

User Manual

Communication Module

WiNet-S/S2



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About This Manual

This manual introduces the WiNet product as well as instructions on the installation, operation, and maintenance of WiNet. You may visit <http://www.sungrowpower.com> or the website of the device manufacturer for more information.

Scope of Application

This manual applies to the following devices:

- WiNet-S
- WiNet-S2

It is referred to as "WiNet" hereinafter unless otherwise specified.

The model information and device appearance in this manual are for reference only.

WiNet-S and WiNet-S2 are compatible with different devices. For compatibility details, refer to [7.1 Compatible Devices](#).

Target Group

This manual is intended for retailers/installers, owners, and O&M personnel of the residential PV system, energy storage system, commercial system, and micro-grid.

The installation must only be performed by qualified technical persons. Qualified technical persons must:

- Have certain electrical wiring, electronic, and mechanical expertise, and be familiar with electrical and mechanical schematics.
- Have received professional training in the installation and commissioning of electrical equipment.
- Be able to respond quickly and effectively to dangers or emergencies that may occur during the process of installation and commissioning.
- Be familiar with applicable local standards and relevant safety regulations on electrical systems.
- Read through this manual carefully and have a good understanding of the relevant safety instructions.

How to Use This Manual

Read through this manual carefully before using the product, and keep it properly in an easy-to-reach place.

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The manual may be updated and revised from time to time, however, there still might be slight deviations from the real product or errors. In such cases, the actual product you have purchased should take precedence. You can find the latest version of the manual at support.sungrowpower.com or reach your sales for it.

Symbols in the Manual

To ensure the safety of life and property for users when using the product and to improve the efficiency of product use, the manual provides relevant information, which is highlighted by the following symbols.

Symbols used in this manual are listed below. Please review carefully for better use of this manual.

DANGER

Indicates high-risk potential hazards that, if not avoided, may lead to death or serious injury.

WARNING

Indicates moderate-risk potential hazards that, if not avoided, may lead to death or serious injury.

CAUTION

Indicates low-risk potential hazards that, if not avoided, may lead to minor or moderate injury.

NOTICE

Indicates potential risks that, if not avoided, can lead to device malfunctions or financial losses.

Indicates additional information, emphasized contents, or tips that may be helpful, e.g. to help you solve problems or save time.

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1 Safety Instructions

When installing, commissioning, operating, and maintaining the product, strictly observe relevant safety instructions. Improper use or misoperation may result in:

- Injury or death to the operator or a third party.
- Damage to the product or the property of the operator or a third party.

Strictly follow the safety instructions stated in the manual to avoid the hazards mentioned above.

- The safety instructions in this manual are only supplements and cannot cover all the precautions that should be followed. Perform operations considering actual on-site conditions.
- SUNGROW shall not be held liable for any damage caused by violation of general safety operation requirements, general safety standards, or any safety instruction in this manual.
- When installing, operating, and maintaining the device, comply with local laws and regulations. The safety precautions in this manual are only supplements to local laws and regulations.

1.1 Understanding Safety Signs

Symbol	Description
	Read the instructions before performing any operations on the product.
	Do not dispose of the equipment as household waste.

1.2 General Safety Instructions

Regulatory Requirements

- All operations related to the product must comply with relevant laws and regulations of the country or region.
- Obtain permission from the local power department before grid-connected operation.

- Ensure all safety labels on the product remain clear and visible throughout the entire product life cycle. Do not remove, paint over, block or damage any labels or nameplates on the product.
- Ensure that the materials used comply with relevant environmental protection and health and safety standards.
- Take appropriate fire safety measures in accordance with applicable fire safety requirements, such as using flame-retardant materials and installing fire alarm systems.

Personnel Requirements

DANGER

Operators are strictly prohibited from wearing watches, rings, necklaces or other conductive items, which may cause electric shock burns.

WARNING

If any condition or malfunction that may endanger personal safety or damage equipment is found during operations related to the product, stop operations immediately and do not continue using the product.

- Only trained and authorized personnel may operate and maintain the product.
- Operators must understand the correct use of tools and be familiar with all safety precautions mentioned in this manual.
- All operations related to the product must be performed by qualified personnel wearing personal protective equipment.
- All equipment and tools used during product operation and maintenance must be inspected regularly.

Environmental Requirements

DANGER

Do not use or place the product in flammable, explosive or corrosive gas environments.

WARNING

Do not operate the product in severe weather such as thunderstorms, rain, snow, Level 6 or stronger winds, including but not limited to transportation, installation, electrical connection, power-on, maintenance and high-altitude operations.

WARNING

In case of fire, evacuate the building or product area and call the fire department. Do not re-enter the burning area.

NOTICE

Dust and moisture may damage the product!

- Take appropriate measures such as keeping the product clean and dry if installation or electrical connection needs to be interrupted.

- Ensure there are no heat sources or flames near the product to prevent overheating or malfunctions.
- Ensure there are no obstructions around the product, maintaining enough ventilation and heat dissipation space.
- Ensure there are no liquids around the product and it is far from areas where liquids may be present to avoid risks of short circuits and electrical faults.
- Avoid using equipment in environments with smoke, dust or other particulate matter.
- Ensure that the product does not interfere with other devices or is affected by interference when operating in an electromagnetic field environment.
- Ensure the working environment temperature and humidity for the product are within specified ranges.

1.3 Packaging, Transportation, and Storage Safety

⚠ CAUTION

Improper handling may cause personal injury!

- When manually handling the product, the operator must wear personal protective equipment.
- When handling the product, consider its weight and keep the balance to prevent it from tilting or falling.

NOTICE

Improper transportation may cause personal injury or product damage!

- Select suitable transportation tools based on the product dimensions and weight.
- Products should be placed horizontally during transportation, with suitable packaging materials to fix the product in place or prevent impact.
- Avoid collisions or severe vibrations during transportation.

NOTICE

Improper storage may cause product damage!

- Do not store the product without packaging.
- Do not store the product outdoors or in direct sunlight.

NOTICE

Products stored for over six months should undergo strict protection and necessary inspections. If necessary, install the product only after it has been tested by qualified personnel.

1.4 Installation Safety

⚠ DANGER

Improper installation may cause fire hazards!

- Make sure the product has no electrical connections before installation.
- Prevent foreign objects from entering the interior of the product during installation.

⚠ WARNING

Modification of the product without authorization is strictly prohibited. Unauthorized modifications may lead to serious safety risks, damage product performance, and even cause personal injury.

⚠ CAUTION

When wall drilling is required during installation, ensure that there are no electric cables and water pipes in the wall.

NOTICE

Keep the installation area clean.

- Clean up materials and tools used after product installation.
- Clean empty packaging materials such as cardboard boxes, foam, plastic and zip ties in the operation area.

1.5 Electrical Connection Safety

DANGER

Improper wiring may cause personal injury!

- Comply with the regulations and standards related to the local grid during wiring.
- Electrical connection must be performed by qualified personnel wearing personal protective equipment.
- Before making electrical connections, use a measuring device to ensure the cable is not live. Otherwise, there could be a risk of electric shock!
- Check the power cord and confirm that the identifier is correct before connecting it.
- Use insulated tools during wiring work to prevent short circuits.

1.6 Operation and Maintenance Safety

DANGER

High voltage exists during product operation, and improper operation may endanger personal safety or damage the product!

- Do not touch the enclosure, as there may be risks of electric shock.
- Do not touch energized components, as there may be risks of electric shock.
- Do not touch hot components, as there may be risks of burns.
- Do not dismantle any parts of the product, as there may be risks of electric shock.

DANGER

Damaged product or system failures may cause electric shock or fire!

- Visually inspect the product for damage or other hazards before troubleshooting.
- Ensure all connections are secure.

⚠ DANGER

Improper maintenance may cause personal injury or product damage!

- Before maintenance, switch off all power connections to the product, including internal power supply.
- Ensure the product will not be powered on accidentally.
- Maintenance must be performed by qualified personnel wearing protective equipment and ensuring there are no voltage or current.
- Place prominent warning signs or safety tape around the area to prevent unauthorized access or accidents.
- If there are parts in the operation area that may carry voltage, cover them with insulated cloth for insulation shielding.

⚠ WARNING

Improper maintenance may cause personal injury or product damage!

- Check the warning labels on the enclosure and follow label requirements.
- Confirm that the product, associated external devices, or circuit connections are safe.
- For products that have been powered off for an extended period, a comprehensive inspection must be carried out before powering on, and they can only be put back into use after being checked and tested by qualified personnel.

1.7 Disposal Safety

⚠ CAUTION

Disposed products may contain hazardous substances or potential hazards!

- When disposing of products, comply with local, national, and international regulations and standards.
- During the transportation, storage, and disposal of discarded products, ensure proper measures are taken to prevent the leakage and contamination of hazardous substances, protecting soil, water sources, and air quality.
- Ensure that operators have the necessary training and personal protective equipment, and follow safety procedures. If necessary, entrust a professional team to handle the disposal of products.

NOTICE

Before disposing of products, ensure proper measures are taken to protect data security during the disposal process. This includes using methods such as data erasure, destruction, or encryption to prevent sensitive information from being leaked or misused.

NOTICE

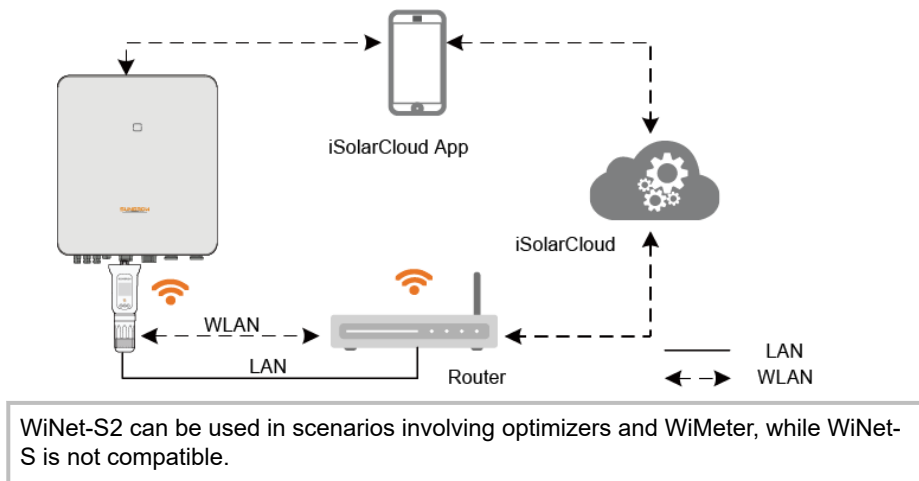
Before disposing of products, ensure safety markings, warning labels, and nameplates are clearly visible.

2 Product Overview

2.1 Application Scenarios

WiNet is a communication module designed to work with Sungrow inverters. It enables data exchange between inverters and the cloud server via WLAN or Ethernet.

- **Communication method:** The inverter connects wirelessly or via cable to the router through the WiNet module (with built-in WLAN or Ethernet), and uploads data to iSolarCloud.
- Core Functions:
 - **Local commissioning:** Users can connect to the built-in Wi-Fi hotspot of the WiNet module via the iSolarCloud App (no Internet required) to directly view real-time inverter data or modify parameters. This function is suitable for installation and commissioning scenarios.
 - **Remote management:** Users can remotely monitor yield, device status, faults, alarms, etc., via the **iSolarCloud App** and **iSolarCloud Web**.



2.2 Indicators and Multi-Function Button

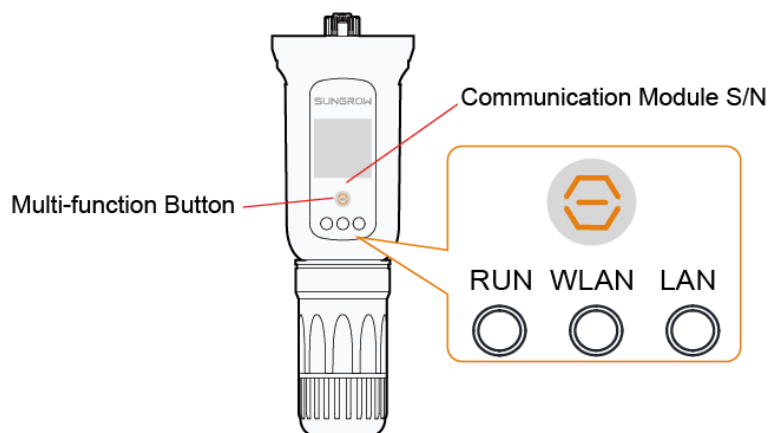


Table 2-1 Indicator Description

LED Indicator	Status	Description
RUN	Off	Disconnected from the external power supply
	Slow blinking (green)	Operating normally
	Steady on (red)	Faults
WLAN	Off	Disconnected from Wi-Fi
	Steady on (blue)	Connected to Wi-Fi
	Slow blinking (blue)	Data communication in progress via Wi-Fi
	Cycle quick blinking (blue)	Operating in the SmartConfig mode, where the access point (AP) is turned off
LAN	Off	Disconnected from the Ethernet
	Steady on (green)	Connected to the Ethernet
	Blinking (red)	Data communication in progress via the Ethernet

Slow blinking occurs at 1-second intervals. When data communication is in progress, the network indicators blink slowly. Otherwise, they are steady on. Quick blinking occurs every 0.2 seconds.

Table 2-2 Description of the Multi-Function Button

Operation	Description
Press and hold for over 30 seconds	Restore factory defaults
Press and hold for 5–10 seconds	Enter the network connection mode
Short-press once	Enter the SmartConfig mode, where the AP hotspot is automatically turned off
Short-press twice	Turn off the AP hotspot of the module
Short-press three times	Exit the SmartConfig mode, where the AP hotspot is automatically turned on

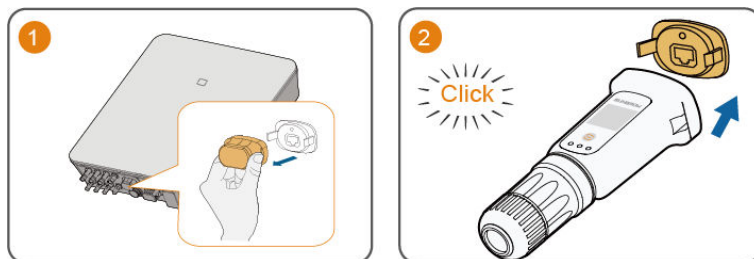
3 Installation

3.1 Installation Environment

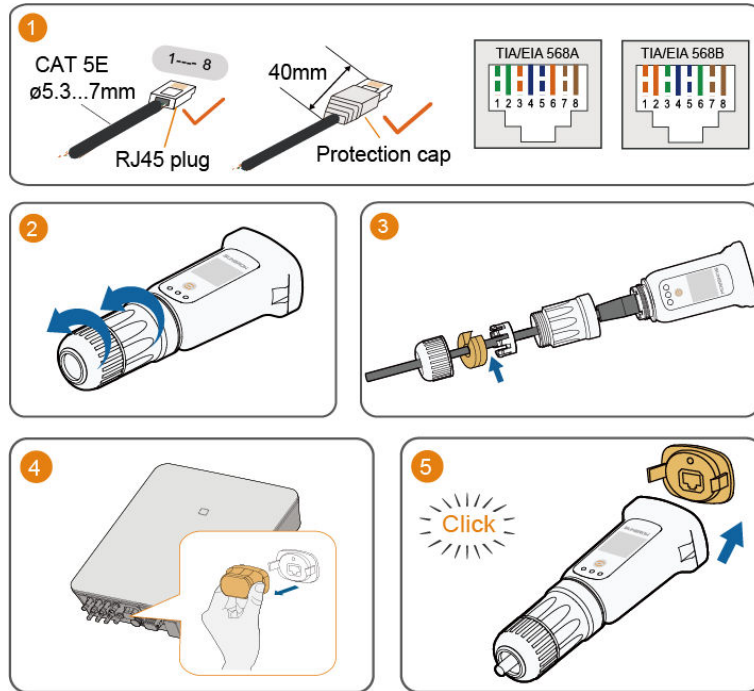
3.2 Installation Methods

Choose one of the Two Methods.

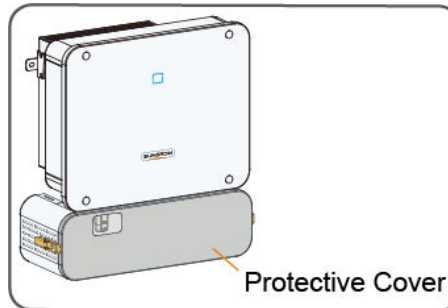
Installation with WLAN communication.



Installation with LAN communication.



If a protective cover is installed at the inverter bottom, it may cause wireless communication signals to attenuate, thus shortening the communication distance of the communication module.



To meet shielding and anti-interference requirements:

- Shielded Ethernet cables are mandatory. It is recommended to use CAT 5E or CAT 6 shielded cables.
- Use Ethernet cables with magnet cores at both ends, and in some cases, add magnet cores in the middle.

4 Commissioning and Maintenance

This manual uses the standard WiNet-S2 interface as an example. The interface of WiNet-S may differ from that of WiNet-S2. Please refer to the actual product interface. The content in this manual, including screenshots, parameters, value ranges, and default values, is for reference only. For the latest accurate information, please refer to the actual interface.

NOTICE

To ensure stable communication for the module, follow these recommendations:

1. Wi-Fi RSSI Requirements:

Signal Strength Range	Level
(-70 dBm, 0]	Excellent
(-75 dBm, -70 dBm]	Good
(-85 dBm, -75 dBm]	Weak
(-∞, -85 dBm]	Poor

- Ensure the Received Signal Strength Indicator (RSSI) of the Wi-Fi signal is greater than -70 dBm. A value of -60 dBm or above is recommended.
- If the signal strength is less than -70 dBm, take the following measures:
 - Move the router closer to the module.
 - Remove obstacles that may block the signal.
 - Add a repeater to boost signal strength.

2. Priorities of Wi-Fi Mode and LAN Mode:

- When both Wi-Fi mode and LAN mode are enabled, the system prioritizes LAN mode for communication.
- Wi-Fi mode and LAN mode cannot be disabled simultaneously. Otherwise, communication will fail.

4.1 iSolarCloud APP

After the module is running normally, you need to use iSolarCloud APP to perform operations such as configuring network settings and creating plants. For detailed operation instructions, please refer to the user manual of the APP. The APP and its user manual are obtained as follows.

4.1.1 Install iSolarCloud

Prerequisite

This section introduces how to download and install the iSolarCloud App.

Steps

- Step 1** Search for **iSolarCloud** in App Store, Google Play, or other application stores, or scan the QR code below with a mobile phone and download the App by following the onscreen instructions.



- Step 2** Tap the downloaded installation package and follow the onscreen instructions to complete the installation. The icon of iSolarCloud will then appear on the screen of your phone.



--End

4.1.2 User Guide of the App

Method 1: Click "More" in the upper right corner of the iSolarCloud App login interface to view the iSolarCloud App User Manual.

Method 2: scan the QR code to obtain the iSolarCloud App User Manual.



4.2 Commissioning

4.2.1 Device Connection via WLAN

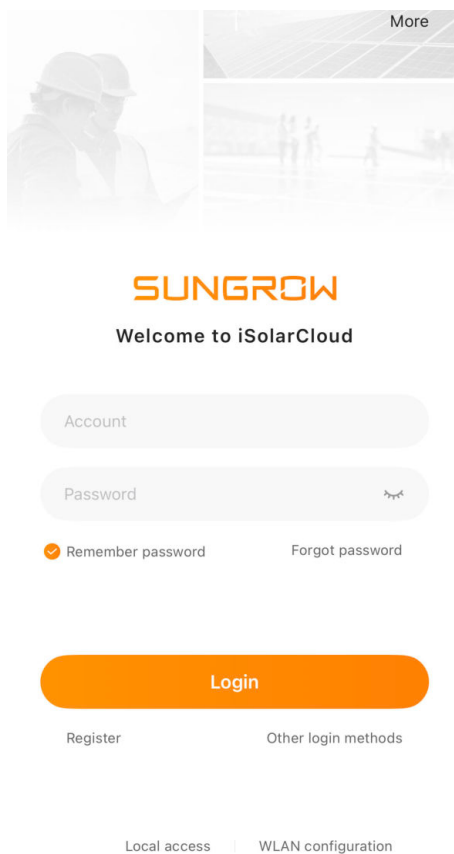
4.2.1.1 Connection by Scanning QR Code (WLAN)

This section provides instructions for establishing a WLAN connection between a mobile device (such as a mobile phone) and an inverter for local commissioning.

Prerequisite

- A wireless communication module that supports WLAN communication is properly connected to the communication port at the bottom of the inverter.
- The AC and DC sides or the AC side of the inverter is powered on.
- WLAN is enabled on the mobile device (such as a mobile phone).
- The mobile device is positioned within the wireless signal coverage of the inverters or wireless communication module.

Step 1 Open the App and tap **Local Access** at the bottom left of the login screen.



The image shows the Sungrow iSolarCloud login interface. At the top, there are two images: one of two workers in hard hats looking at a tablet, and another of a solar panel array with a 'More' link. Below these is the 'SUNGROW' logo in orange, followed by the text 'Welcome to iSolarCloud'. The login form consists of two input fields: 'Account' and 'Password'. The 'Password' field has a toggle icon on the right. Below the fields are two links: 'Remember password' (with a checked checkbox) and 'Forgot password'. A large orange 'Login' button is centered below these links. At the bottom of the form are two links: 'Register' and 'Other login methods'. At the very bottom of the page, there are two links: 'Local access' and 'WLAN configuration'.

More

SUNGROW

Welcome to iSolarCloud

Account

Password

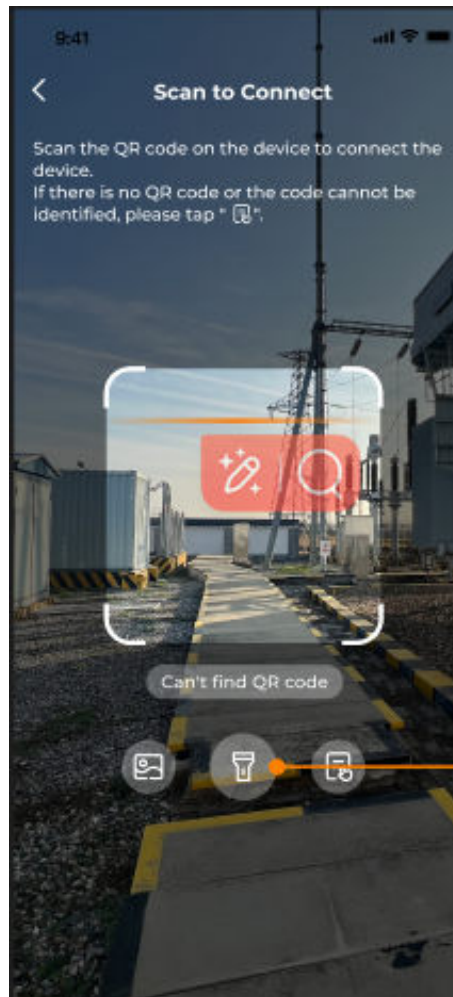
☒ Remember password [Forgot password](#)

Login

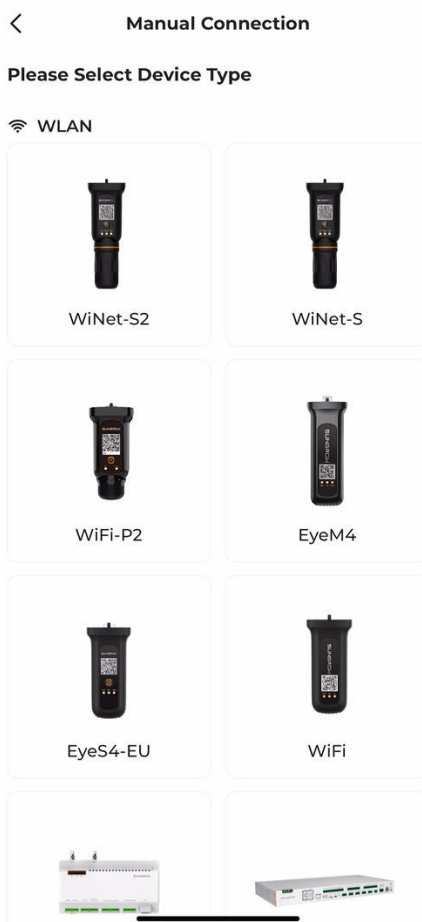
[Register](#) [Other login methods](#)

[Local access](#) | [WLAN configuration](#)

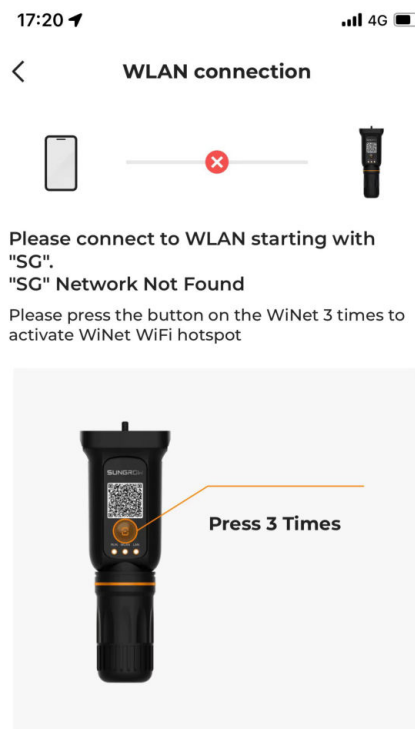
Step 2 On the **Scan to Connect** screen, point your camera at the QR code on the device's enclosure, then wait for the connection to complete.



- a. If the QR code is missing or the scan fails, tap  to go to **Manual Connection** and connect to the device manually.



- b.** Select the target device. The system will proceed to **WLAN Connection**. Wait for the connection to complete. If the connection fails, following the onscreen instructions to reconnect to the WLAN beginning with "SG". If the problem persists, disconnect and reconnect the wireless communication module, then try again.



Step 3 Upon a successful connection, you will go to the **Identity Verification** process.

--End

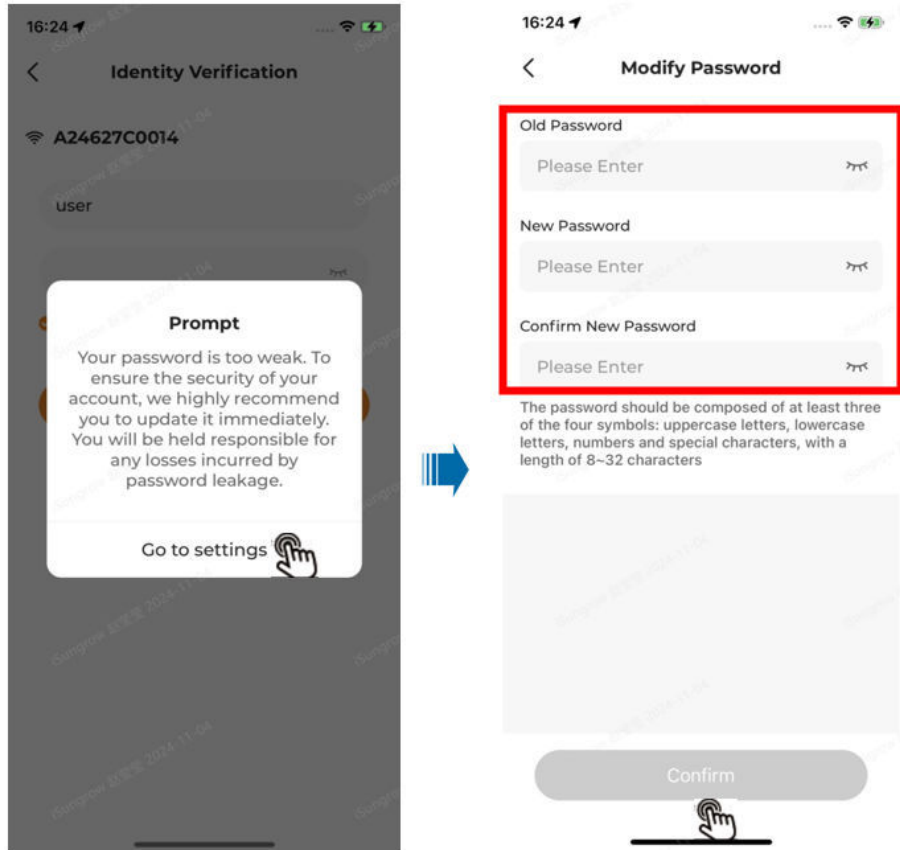
4.2.1.2 Identity Verification

Step 1 Enter your account name and password on the **Identity verification** screen, and then tap **Verify**. The default account name and password are listed below. For account security, change your password as soon as possible.

Role	Account	Password	Permissions
General user	user	pw1111	Granted access to monitoring and general settings, for instance, overview, device monitoring, and

Role	Account	Password	Permissions
			some of the history data.
Retailer/installer	admin	pw8888	Operations mentioned in this manual.
Developer	develop	Dynamically generated	Logging in with a developer account is allowed only after authorization by an O&M user account.
			Manage all users (create, view, and delete accounts, and reset passwords), manage sessions, and enable the O&M mode.
Administrator	administrator	pw1111	Some device versions do not support the administrator role, and the actual availability shall prevail.

Step 2 A message will show on the screen prompting you to change your password. Tap **Go to settings**. Then, enter the original password, input and confirm the new password, and tap **Confirm**.



- At your first login, please use the default password and change it promptly. For account security, it is recommended to update your password regularly and always make sure you remember the new one. Your password may be leaked if you do not change the default password, or an increased risk of the account getting hacked or compromised if you use the default password for a long time. Besides, you may not be able to access the device if you have lost your password. All these situations may cause losses for the plant, and such losses shall be borne by users.
- Passwords should be 8–32 characters long and contain at least three of the following: uppercase letters, lowercase letters, numbers, and special characters.
- User interfaces may vary by account type and permissions, and the actual screen should prevail.

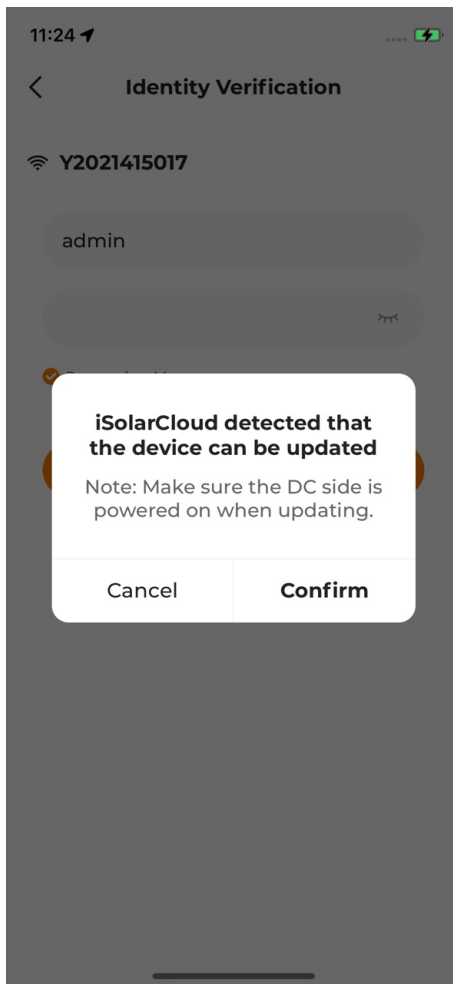
Step 3 Log in using your new password on the **Identity verification** screen.

--End

4.2.1.3 Mandatory Update via Wi-Fi

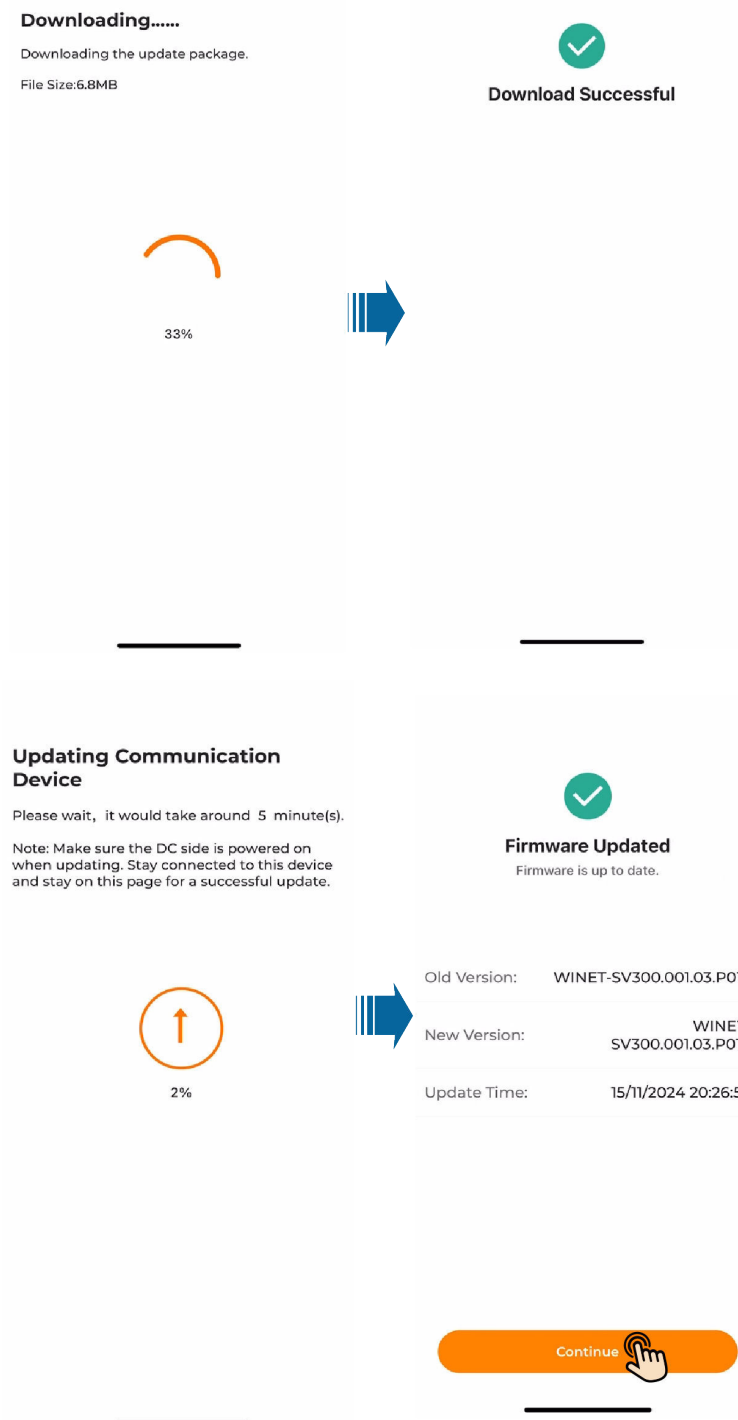
When connecting to a device, the App will automatically check for the latest update package. If an update is available, the device will undergo a mandatory update. Wi-Fi-based mandatory updates can be completed in either offline or online mode.

Step 1 Enter the account name and password on the **Identity Verification** screen, and then tap **Verify**. An update notification will appear. Tap **Update Now**.



- **Online Mandatory Update**

The online mandatory update is suitable for scenarios where the communication device is connected to Internet. You can initiate an update task via App directly.



- a. Go to the screen for update package download. Once download is completed, a **Download Successful** message will appear.

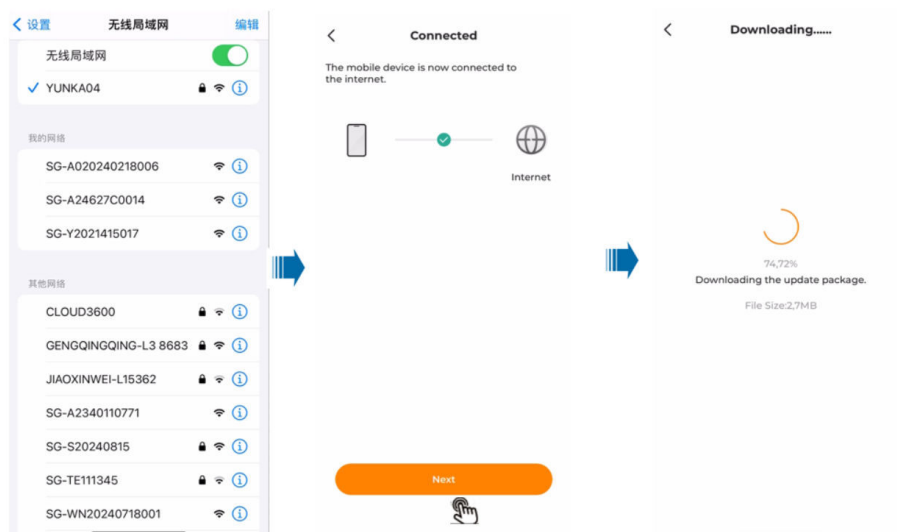
- b. The App will automatically initiate the update process.

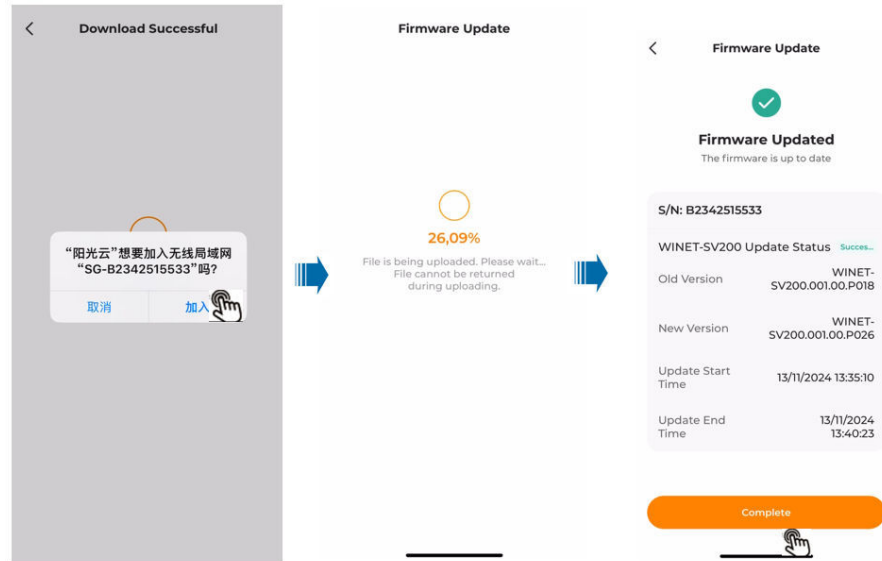
Ensure that the DC side is powered on and the connection to this specific device is stable, and stay on the current screen to guarantee a successful update.

- c. After the update is completed, the App will go to the **Firmware Updated** screen.
The previous and current software versions and the update time will be shown here.
- d. Tap **Complete** to go back to identity verification and log in.

- **Offline Mandatory Update**

The offline mandatory update is suitable for scenarios where the communication device is not connected to Internet. In this case, you need to connect your mobile device to Internet to initiate an update task.





- Disconnect your mobile device from the inverter's WLAN and then connect it to a home network, or switch to mobile data, to ensure it can access the Internet properly.
- Once the mobile device is connected to the network, return to the App. You can see on the screen that the mobile device has connected to the Internet successfully. Tap **Next** to download the latest update package.
- Once download is completed, a message will appear on the screen prompting you to connect to the WLAN. Tap "Join" to connect to the WLAN network beginning with "SG".
- After a successful connection, go back to the App. The App will automatically initiate the **Firmware Update** process.

Ensure that the DC side is powered on and the connection to this specific device is stable, and stay on the current screen to guarantee a successful update.

Upon a successful update, the device will restart automatically. Reconnect to its WLAN network to get the relevant update information.

- After the update is completed, the App will go to the **Firmware Updated** screen. The previous and current software versions and the update time will be shown here.
- Tap **Complete** to go back to identity verification and log in.

--End

4.2.2 Quick Setting

This section provides instructions for completing device initialization, device check, network configuration, and other settings for the inverter using the Quick Setting feature when accessing the inverter via the App for the first time.

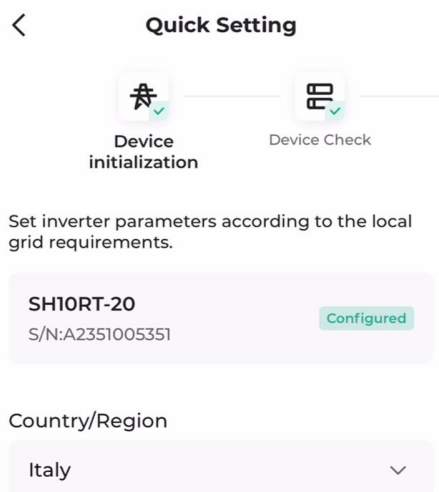
If the inverter is used with an EyeS4 communication module, quick setup is not required, and this option will not appear once the connection between the inverter and the App is established.

4.2.2.1 Device Initialization

Configure the inverter settings according to local grid requirements, including the country code, grid type, feed-in power limitation, and Backup mode.

When the inverter is connected to the App for the first time, the App initiates the "Quick Setting" process, starting with **Device Initialization**.

Step 1 Tap **Country (Region)**  and select the appropriate country/region based on the actual situation.



- For Australia: Select the Power Company.
- For countries/regions other than Australia: Select the Grid Type.

Step 2 Configure Feed-in Power Limitation.

Feed-in Limitation ? ☐

Rated Power of Third-Party Power Generation Systems (kW)

0,00

Current Value: 0,00 Range:[0,00~300,00]

Feed-in Limitation Ratio

100,0 %

Current Value: 100,0 Range:[0,0~100,0]

Feed-in Limitation Type

Installed PV Power

Installed PV Power (kWp) ?

Decide whether the device responds to feed-in limitation commands by enabling or disabling Feed-in Power Limitation.

Step 3 Configure Backup Mode.

Backup Mode ? ☐

Reserved Battery SOC for Off-Grid (%)

20

Current Value: 20 Range:[0~100]

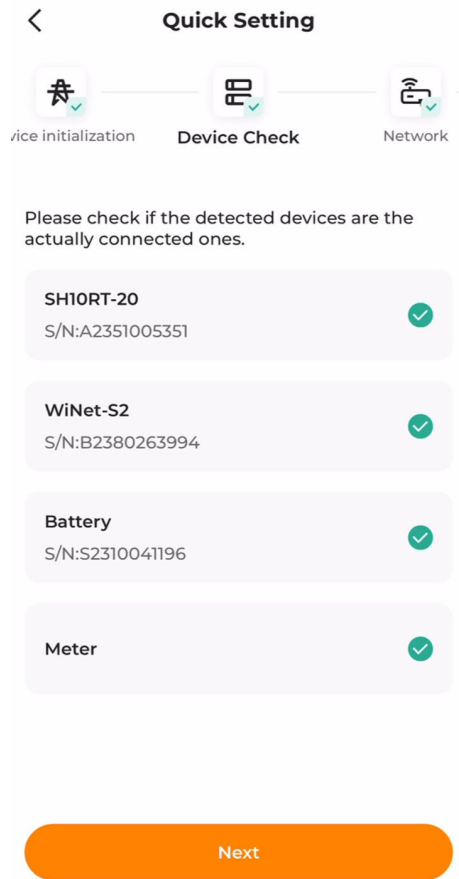
- This parameter needs to be configured only for systems featuring energy storage.
- Decide whether to activate the Backup function for the inverter by enabling or disabling Backup Mode.

Step 4 After the above settings are completed, tap **Next** to proceed to **Device Check**.

--End

4.2.2.2 Device List

The inverter and the devices connected to the inverter, such as communication modules, batteries, and meters, are displayed in the device list.



- The names and numbers of devices shown in the list will depend on the actual devices connected on-site. The figure above is for illustration purposes only.
- If a connected device is missing from the list, verify the reliability of device connection and check for any potential damage.

Once the device list is fully loaded, tap **Next** to go to **Network Configuration**.

4.2.2.3 Wireless Network Connection

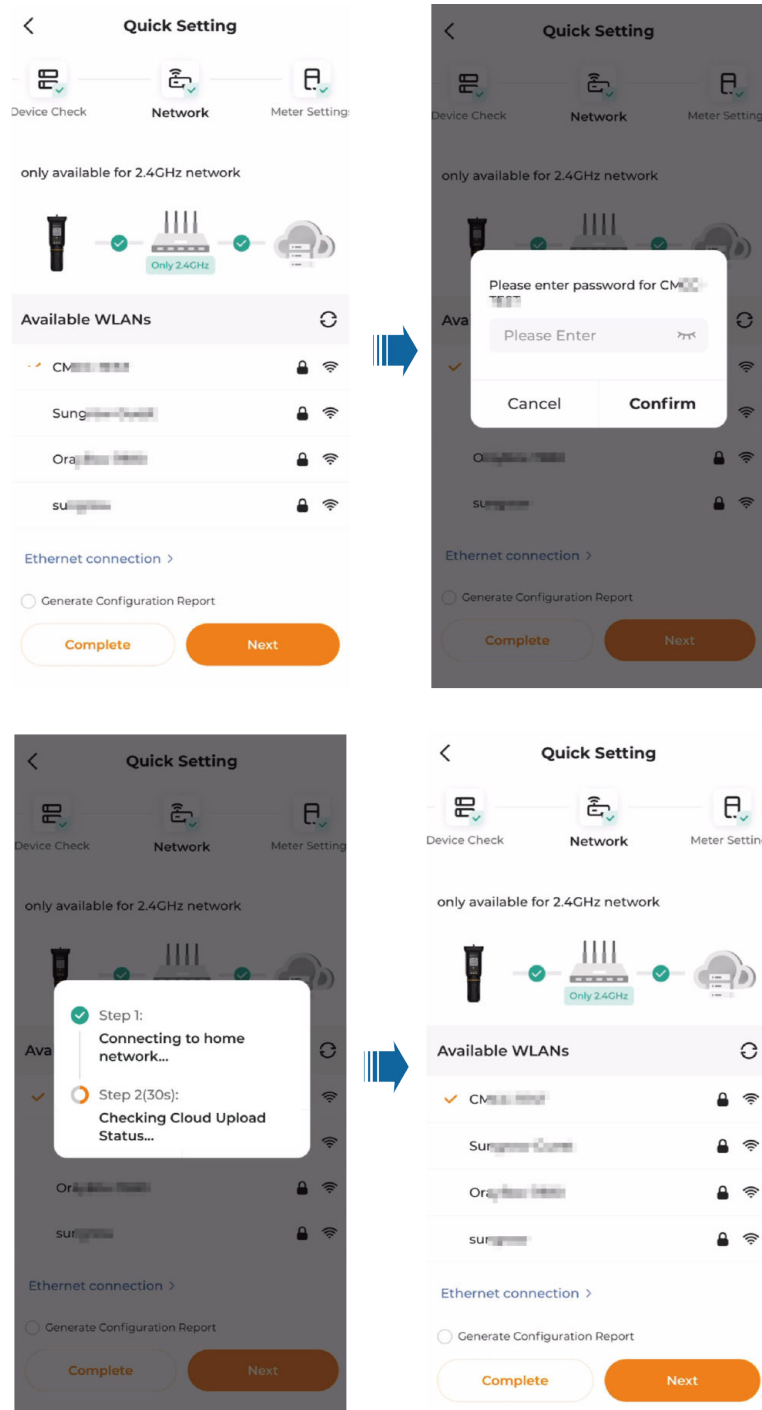
Prerequisite

- Enable the 2.4 GHz wireless network on the router.
- Ensure the network is stable and has a strong signal.

Step 1 Under **Network Configuration**, select the router network from the list of available WLANs.

Step 2 Enter the router network password in the dialog box.

Step 3 Tap **Confirm** and wait for the connection to complete.



Once the connection is successful, the status of the device's connection to the router network and the cloud service will be updated. The icon  indicates a successful connection. If the connection fails, follow the onscreen instructions to find the cause and resolve the issue.

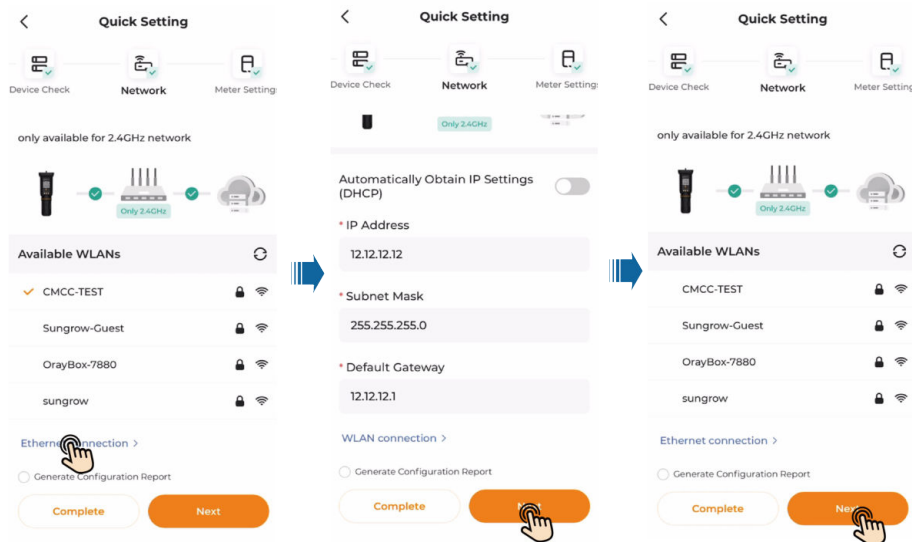
--End

4.2.2.4 Ethernet Connection

The App supports both wireless communication and Ethernet communication. Ethernet communication is ideal for scenarios where a communication device is connected to the router using an Ethernet cable.

Step 1 Tap **Ethernet connection** in the bottom left of the **Network** screen.

Step 2 Under **Ethernet connection**, enter the required information, including IP address, subnet mask, gateway address, and DNS, and tap **Complete**.



To get a configuration report, select the **Generate Configuration Report** checkbox above the **Complete** button.

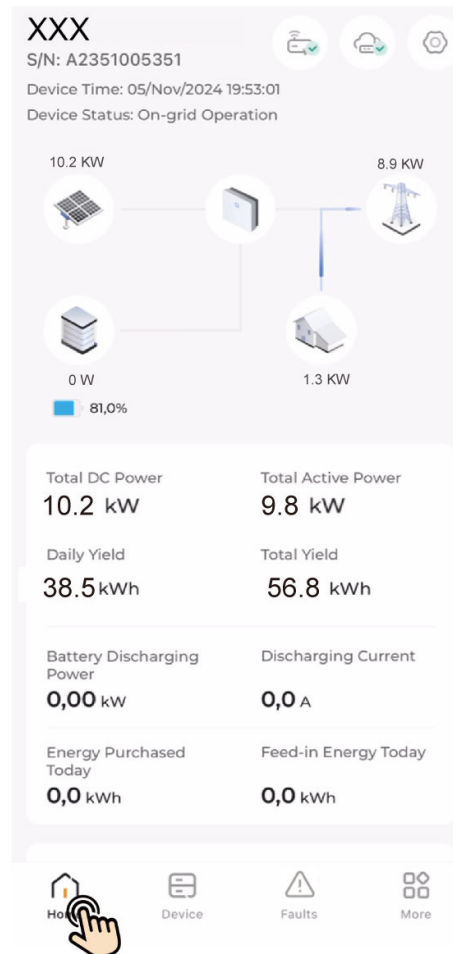
Check the network connection and cloud service status. Once the connection is successful, the status of the device's connection to the router network and the cloud service will be updated. The icon  indicates a successful connection. If the connection fails, follow the onscreen instructions to find the cause and resolve the issue.

--End

4.2.3 View Device Operation Data

The Power Flow diagram presents information such as PV output power and feed-in power. It provides a clear visualization of energy flow between various equipment, including the direction of energy transfer within the system. The Power Flow may vary depending on the specific product.

Tap Home in the bottom navigation to view the Power Flow diagram.



4.3 Operation and Maintenance

4.3.1 Create a Plant

Prerequisite

This section gives instructions on how to create a plant on the iSolarCloud App.

User interfaces for creating a plant may differ slightly by the plant type, inverter type, or communication device. Please refer to the interfaces actually shown on the App.

Requirements

- Users have acquired the iSolarCloud account and password from their retailers/installers or SUNGROW.
- The inverter is properly connected to the SUNGROW communication device.

Background Information

To authorize the Retailer/Installer to manage the plant, the Owner needs to ask them for their retailer/installer code.

To assist the Owner in creating a plant, the Retailer/Installer needs to ask for the owner's phone number.

The following three steps are required to create a plant: [4.3.1.1 Complete Plant Information](#), [4.3.1.2 Add Communication Device](#), and [4.3.1.3 Set Tariffs](#).

4.3.1.1 Complete Plant Information

Log in to the App, and tap  at the top of the screen to go to “Create Plant”. Then, choose **Plant Information**, and complete the following information.

Table 4-1 Parameters Required for Creating a Plant

Parameter	Description
Plant Name*	Enter the plant name.
Installed PV Power (kWp)*	Enter the installed power.
Plant Type*	Select the plant type.
Detailed Address*	The location of the plant, which can be set in the following two ways: - Manual setting: Enter the location of the plant in the input box. - Auto acquisition: Tap  to get the current location automatically.
City*	The city where the plant is located.
Postal Code	The postal code of the place where the plant is located.
Country/Region*	The country/region where the plant is located.
Time Zone*	The time zone of the place where the plant is located.
Module Model	The model of the PV module actually used in the plant.
Owner's email address*	Enter the owner's email address.
Grid-connection Type*	Set the grid-connection type for the plant.

Parameter	Description
Grid-connected Date	Shows the current date by default. You can tap  to set the grid-connected date.
Plant Image	Upload an image of the plant.

- * indicates required fields.
- Upon opening "Create Plant", detailed information about the plant location will be auto-filled.

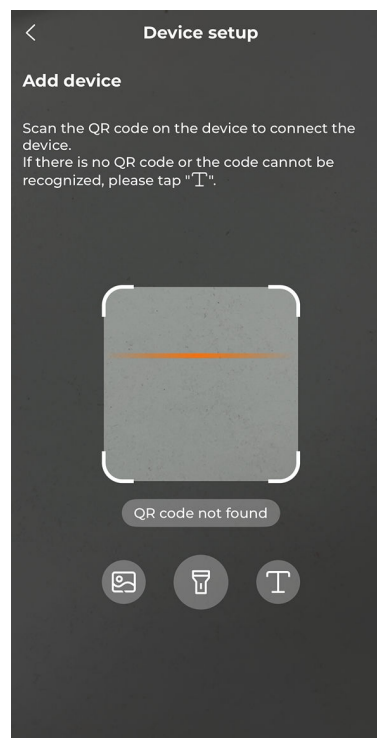
After completing the settings above, you can tap **Save and Continue** to add a device.

You can also tap **Save and exit** to save the settings and finish creating the plant.

4.3.1.2 Add Communication Device

Add Device

Communication devices can be added in either of the following ways.



1. Scan a QR Code

- Scan the QR code on the communication device, and check whether the information collected is correct. If so, tap **Confirm** to add the device.

- Tap  to scan a QR code from a picture on your device. Check whether the information collected is correct; if so, tap **Confirm** to add the device.
2. Add Manually
- Tap , and select the communication device type. Find the S/N of the corresponding device by following the onscreen instructions. Enter the S/N manually and tap **Confirm**.

Device Check



You can add more than one communication device when creating a plant. Just tap **Add Device** and repeat the steps above. After you have finished, tap **Save and Continue** to proceed to the next step.

You can also tap **Save and exit** to save the added device in the system.

4.3.1.3 Set Tariffs

Prerequisite

Tariff is required for revenue calculation. Please contact your local power company for energy tariff if needed.

Step 1 Select a currency from the **Currency** drop-down list.

Step 2 Set **Feed-in Tariff** and **Consumption Tariff**, and select the **Tariff Type**.

- **Fixed Tariff:** Rate charged for electricity consumed at different times of day is fixed.
- **Feed-in/Consumption Based Tariff:** You can set tiered rates for feed-in/consumption electricity during different time windows based on usage.
- **Time-of-Use Tariff:** You can set different rates for electricity consumed in different time windows of the day. The time windows cannot overlap.
- **Time-of-Use Tariff (Weekday+Weekend):** You may set rates for electricity consumed in different time windows of day, for the weekday and the weekend separately.

Step 3 Tap **Confirm**.

--End

4.3.2 Reset Login Password

The login password can be reset in two ways: if you are near the module, you can long press the corresponding button to complete the operation; if you are at a distance, you can perform the operation remotely via the iSolarCloud App. For specific steps, please refer to [4.3.2.1 Button Operations](#) and [4.3.2.2 On iSolarCloud App \(Remotely\)](#).

4.3.2.1 Button Operations

Step 1 Press and hold the button for over 30s. You will then see the RUN indicator blinking fast.

Step 2 The WiNet password will be reset to default. You can change the password after logging in again.

NOTICE

Performing a factory reset will reset the settings of relevant WiNet parameters. Please proceed with caution.

--End

4.3.2.2 On iSolarCloud App (Remotely)

Step 1 Log in to the iSolarCloud App, choose the plant to which the WiNet has been added, and go to "Device".

Step 2 Select the WiNet-S2 device and tap "Settings".

Step 3 Choose "Common Parameters", and set "Reset Login Password" to "Enable". Then, tap "Confirm".

--End

4.3.3 Turn off Module AP Hotspot

The AP hotspot can be turned off in two ways: if you are near the module, you can short-press the button twice to complete the operation; if you are at a distance, you can perform the operation remotely via the iSolarCloud App. For specific steps, please refer to [4.3.3.1 Button Operations](#) and [4.3.3.2 On iSolarCloud App \(Remotely\)](#).

4.3.3.1 Button Operations

Short press the button twice to turn off the module AP hotspot.

In the following scenarios, the hotspot cannot be turned off:

- If the device is in networking mode, the hotspot cannot be turned off.
- If the WiMeter device has been connected, the hotspot cannot be turned off.

The hotspot will turn on automatically after the device quits the SmartConfig mode. You can then press the button twice to turn it off again.

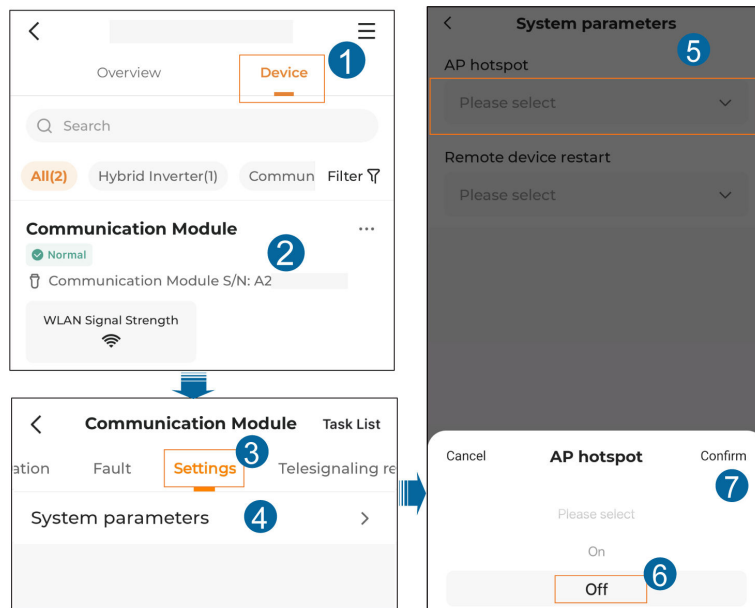
After short pressing the button twice, you can log in to the iSolarCloud App remotely and set "AP hotspot" to "On" to turn on the hotspot. Then, you can press the button twice to turn off the hotspot again.

4.3.3.2 On iSolarCloud App (Remotely)

Step 1 Log in to the iSolarCloud App, choose the plant to which the WiNet has been added, and go to "Device".

Step 2 Select the WiNet device and tap "Settings".

Step 3 Choose "System parameters", and set "AP hotspot" to "Off". Then, tap "Confirm".



--End

4.4 Communication Settings

On the European server, the device allows general users and retailers/installers to enable/disable the remote communication function in Communication settings after logging in via the local login method.

Navigation Path:

- Built-in Web: After local login, choose **System > Communication settings** and select **iSolarCloud** or **Third-party cloud**.
- iSolarCloud App: After local login, choose **More > Communication settings** and select **iSolarCloud** or **Third-party cloud**.

This function is supported in the following versions:

- WiNet-S: WINET-SV200.001.00.P038 or later
- WiNet-S2: WINET-SV300.001.03.P025 or later

Communication Settings in iSolarCloud

- **Communication master switch** is enabled by default. If the function is disabled, the device will be disconnected from iSolarCloud, monitoring and O&M services from iSolarCloud for the device are discontinued, and you cannot switch servers in the built-in Web and iSolarCloud App.
- **Cloud-to-device** is enabled by default. After disabling, iSolarCloud will no longer be able to perform downlink communication with the device.
- The downlink communication includes: parameter settings, live data, layout, firmware update, log export, IV scan, etc. The functions are enabled by default. After disabling any one of the functions, the device will no longer respond to the relevant commands from iSolarCloud.

- **Communication master switch, Cloud-to-device** and specific downlink communication functions form a three-tiered control chain from top to bottom. Turning off a higher-level switch automatically disables all lower-level switches, and the operation pages for those lower-level switches will no longer be displayed.
- The downlink communication functions available for different devices may differ, and the actual functions shall prevail.

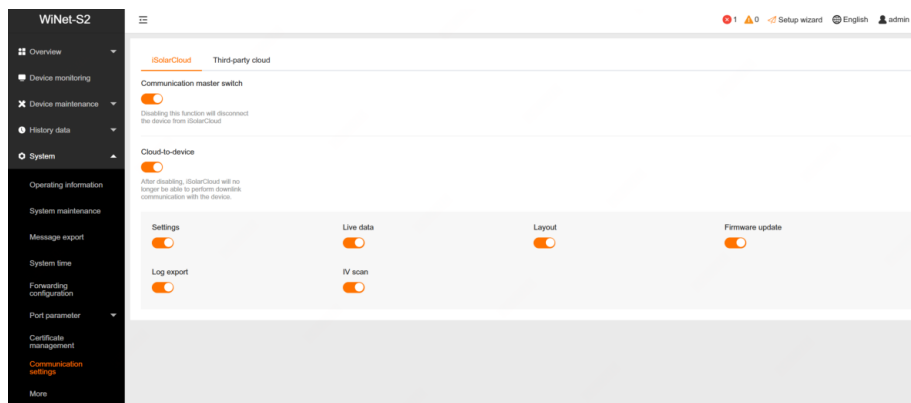


Figure 4-1 Built-in Web Page

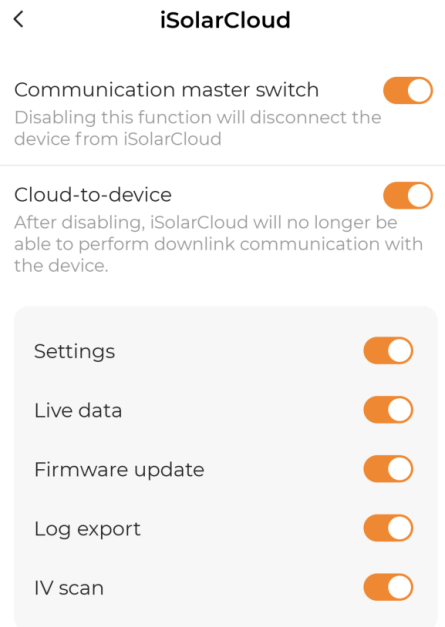


Figure 4-2 iSolarCloud App Page

Communication Settings in Third-Party Cloud

- Third-party cloud is enabled by default. If the function is disabled, the device will be disconnected from the third-party cloud, and monitoring and O&M services from the third-party cloud are discontinued.

5 Security Declaration

The term of software update commitment for this product is 5 years.

To learn more about the product network security vulnerability disclosure and handling process, you can scan the QR code below or visit <https://en.sungrowpower.com/security-vulnerability-management>.



Privacy Statement

- To facilitate account registration, creation and management, when a user creates a plant, the system collects the following information: the retailer/installer's email address, the mobile phone number (for China only), the owner's email address, and the plant address. The system collects the above information to provide users with better services. The data will not be used for any other purposes.
- When a user connects an inverter or electricity meter to iSolarCloud, the system collects information including: electricity generated by the inverter, real-time power of the inverter, energy storage inverter battery charging power, energy storage inverter battery discharging power, forward active power of the electricity meter, reverse active power of the electricity meter, forward active kilowatt hours of the electricity meter, and reverse active kilowatt hours of the electricity meter. The system collects the above information to help users monitor the operational status of the equipment. The data will not be used for any other purposes.
- When a user uses iSolarCloud to monitor and analyze the operational status of the plant, the system collects information including: plant name, plant type, plant status, installed capacity, real-time power, yield today, equipment name, equipment status, the nature of the fault, the time when the fault occurred, and the location of the plant. The system collects the above information to help users manage the plant.

6 Troubleshooting

If the module cannot be connected to iSolarCloud, you can troubleshoot as follows:

No.	Fault	Corrective Measures
1	The WLAN indicator is off	Check, through the iSolarCloud App or the built-in Web, if the module is connected to the home router.
2	The WLAN indicator blinks fast	Check, through the iSolarCloud App, if the module is connected to the home router.
3	The WLAN indicator is on for one minute and then turns to fault blinking	1) Check and ensure that the home router can access the network normally. 2) Check the whitelist/blacklist settings of the home router. When necessary, add the domain names (iot.isolarcloud.com, iot.isolarcloud.com.hk, iot.isolarcloud.eu, auiot.isolarcloud.com) to the whitelist or remove them from the blacklist. 3) Check the home router settings and ensure that port 19999 or 16668 is not blocked. 4) Check whether the S/N of the communication device is input correctly. 5) If the fault persists, contact SUNGROW.
4	The WLAN indicator is steady on, but the monitoring data is not displayed in iSolarCloud	Check, through the iSolarCloud App or the built-in Web, whether Communication master switch is disabled in iSolarCloud. If the function is disabled, you can use the local login and switch on Communication master switch . For details, see 4.4 Communication Settings .
5	The WLAN indicator is steady on, the monitoring data is displayed correctly in iSolarCloud, but all the downlink communication	Check, through the iSolarCloud Web, iSolarCloud App, or the built-in Web, whether Cloud-to-device is disabled in iSolarCloud. If the function is disabled, you can use the local login and switch

No.	Fault	Corrective Measures
	commands have no response	on Cloud-to-device . For details, see 4.4 Communication Settings .
6	The WLAN indicator is steady on, the monitoring data is displayed correctly in iSolarCloud, but some of the downlink communication commands have no response	Check, through the iSolarCloud Web, iSolarCloud App, or the built-in Web, whether the relevant downlink communication functions are disabled in iSolarCloud. If some of the functions are disabled, you can use the local login and switch them on. For details, see 4.4 Communication Settings .
7	The WLAN indicator is steady on, but the monitoring data is not displayed in the Third-party cloud	Check, through the iSolarCloud App or the built-in Web, whether Third-party cloud is disabled. If the function is disabled, you can use the local login and switch it on. For details, see 4.4 Communication Settings .
8	The LAN indicator is off	1) Check and ensure that the network cables are secured tightly to the module and the home router. 2) Replace the network cables and repeat the previous step.
9	The LAN indicator is on for one minute and then turns to fault blinking	Method 1: 1) Check whether a static IP address is assigned to the home router. If yes, set up the static IP address via the built-in Web. 2) Replace the network cables and repeat the previous step. Method 2: Refer to the corrective measures described in fault 3.

7 Appendix

7.1 Compatible Devices

This section details the models of PV inverters, hybrid inverters, and related supporting equipment compatible with the WiNet-S and WiNet-S2 communication modules. The information is provided for your reference during device selection and system integration.

Devices Compatible with WiNet-S and WiNet-S2

Table 7-1 PV Inverters

Device Model	WiNet-S	WiNet-S2
SG2.0/2.5/3.0RS-S	✓	✓
SG3.0/3.6/4.0/5.0/6.0/8.0/ 9.0/10RS	✓	✓
SG3.0/4.0/5.0/7.0/12/15/1 7/20RT	✓	
SG5.0/6.0/7.0/8.0/10/12/1 5/17/20RT-P2		✓
SG6.0/8.0/10RT	✓	✓
SG25RT-P2S-CN	✓	
SG15/25/30/33/36/40/75/ 110CX-P2	✓	
SG50CX-P2	✓	✓
SG20/25CX-P2-LV	✓	
SG5.0RS-ADA		✓
SG75CX-LV		✓

Table 7-2 Hybrid Inverters

Device Model	WiNet-S	WiNet-S2
SH3.0/3.6/4.0/5.0/6.0RS	✓	✓
SH8.0/10RS		✓
SH5.0/6.0RS-20		✓

Device Model	WiNet-S	WiNet-S2
SH5.0/6.0/8.0/10RT/-20	✓	
SH5T/10T/12T/15T/20T/25T		✓

Table 7-3 Spare Parts

Device Model	WiNet-S	WiNet-S2
WiMeter		✓

- Please confirm the compatibility between the inverter firmware version and the communication module before use.
- The compatible models listed in this section may be updated with product iterations. For specific compatibility, please refer to the latest manual or consult technical support personnel. Inverter models are subject to change without prior notice. The model information and device appearance in this manual are for reference only.

7.2 Manual Description

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7.3 Contact Information

If you still cannot resolve the issue or have questions after consulting this manual, please contact SUNGROW. For more efficient service, please provide the following information:

- Model of the device
- Serial number of the device
- Manufacturer and model information for upstream and downstream equipment
- Fault code/name
- Brief description of the problem

Aftersales service contact: 400 119 7799

For detailed information, see <https://www.sungrowpower.com/headquarter.html>

