SOLAR ANALYTICS –

RESET PROCEDURE
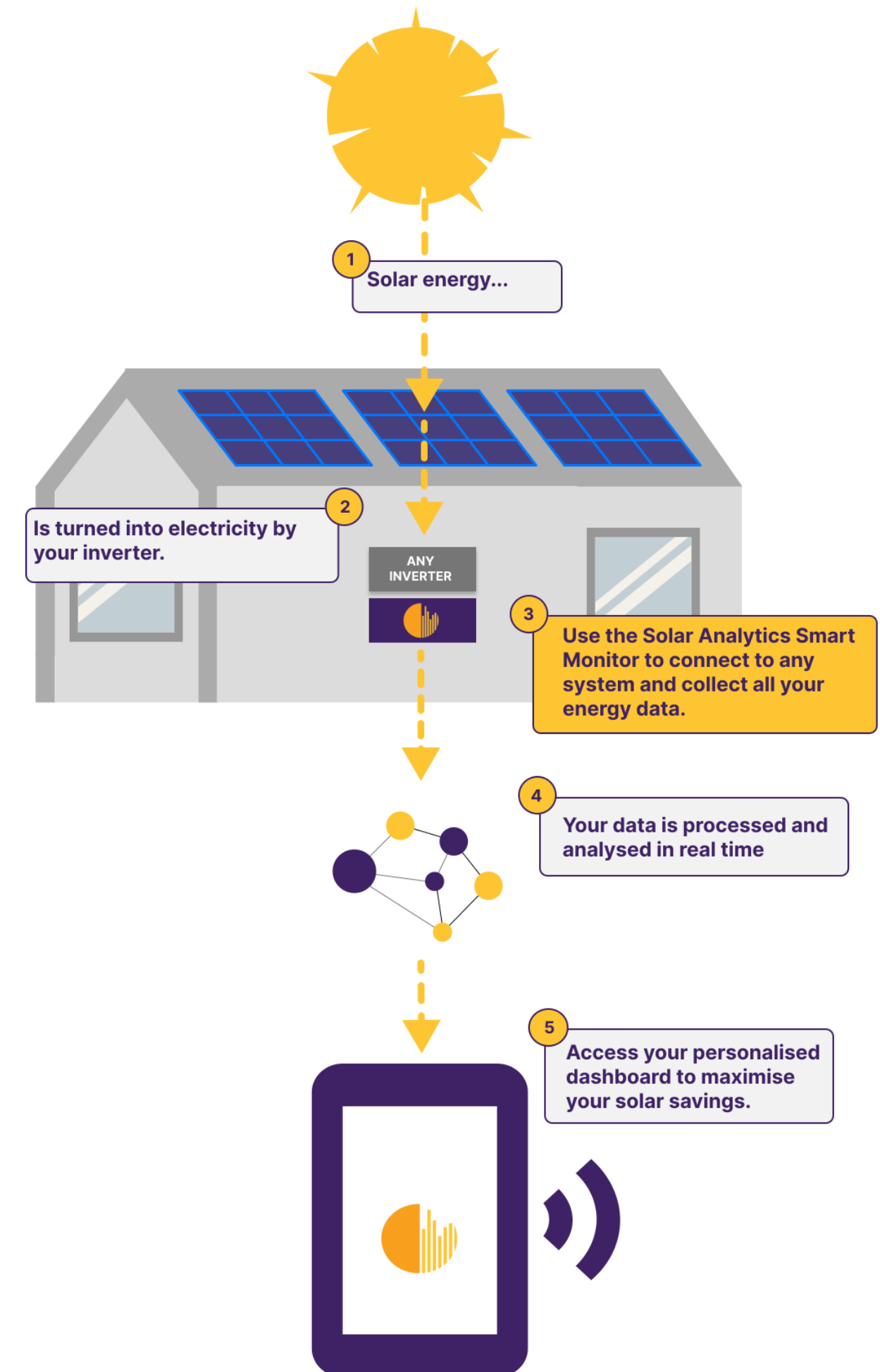
SMART COMMERCIAL SOLAR

INTRODUCTION

Dear Valued Customer,

We have noticed that the **solar analytics monitoring devices** for your solar system have become disconnected from the internet.

We use these devices to remotely **monitor your system, log issues** and to **claim government rebates** for solar produced on your behalf, so it is in our best interest to have these operating correctly.

Before we look at scheduling a technician to attend site, we often find these connectivity issues can be resolved by simply turning the devices off and back on again (powercycled).

Could we please request you to organise someone on-site to perform this?

1. Solar energy...

2. Is turned into electricity by your inverter.

ANY INVERTER

3. Use the Solar Analytics Smart Monitor to connect to any system and collect all your energy data.

4. Your data is processed and analysed in real time

5. Access your personalised dashboard to maximise your solar savings.

LOCATE YOUR DEVICE

The device which meters the solar production should be located in the switchboard with a green "PV" label on the front of it.

This board will be in close proximity to the solar inverters.

The switchboard may have a key left on the top of it, otherwise they can generally be opened with a screwdriver or pliers.

Please **do not touch any exposed wiring** within the switchboard, and **do not open the board** if there is any signs of **smoke or water ingress.**

A consumption meter will be found in the distribution board, which usually encloses all the main electrical controls of your site.
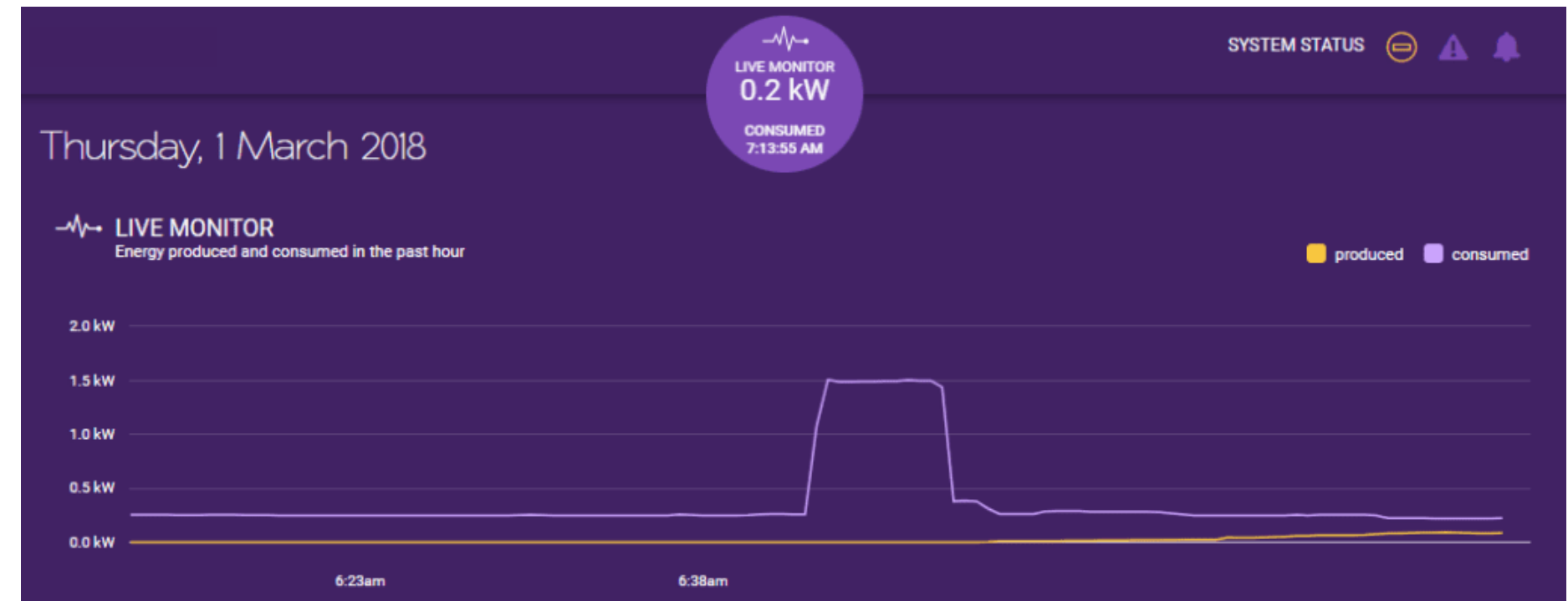
The solar analytics device should be visible when the cabinet is opened.

*NOTE: Make sure you are resetting the correct meter. You can check which meter needs a reset by checking your solar analytics web portal. Meters that usually need a rest will have at least **one of the three led lights turned off**.*

POWERCYCLE DEVICE

The switch will be a **3-Phase breaker** similar to the image shown.

It may be labelled **'solar analytics'**, **'solar monitoring'** or something similar. If it is not labelled, you may be able to visually follow the cables coming out of the top of the monitoring device to the switch they are connected to. Alternatively, if you cannot identify the breaker which powers the device, look for the **solar main switch** (it should be labelled as such).

When you have identified the switch, flick it to the **off position** and observe the lights on the device go off.

After approximately 2 minutes please switch the device back on and observe the lights on the device come back on.

NOTE: **All three LED's must be on** for the device to communicate, leave the door of the switchboard open while the lights are blinking.

NEXT STEPS

Send a **confirmation** on successful reset to your contact at Smart Commercial Solar.

If the device does not work, contact **performance@smartcommercialsolar.com.au** or the person you are in direct contact with from the performance team.

We appreciate your assistance with this issue. Please let us know if you have any other issues

Thank you for your contribution in saving the planet and choosing the sustainable way.

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THANK YOU FOR YOUR TIME AND ENERGY