

The trouble shooting of the infinity 1500 portable power station

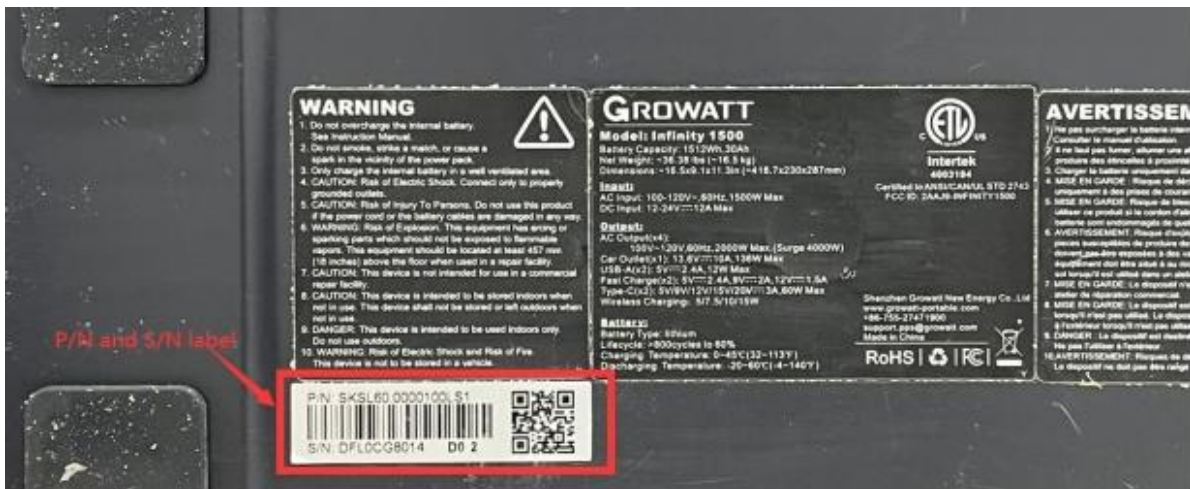
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Dear customer

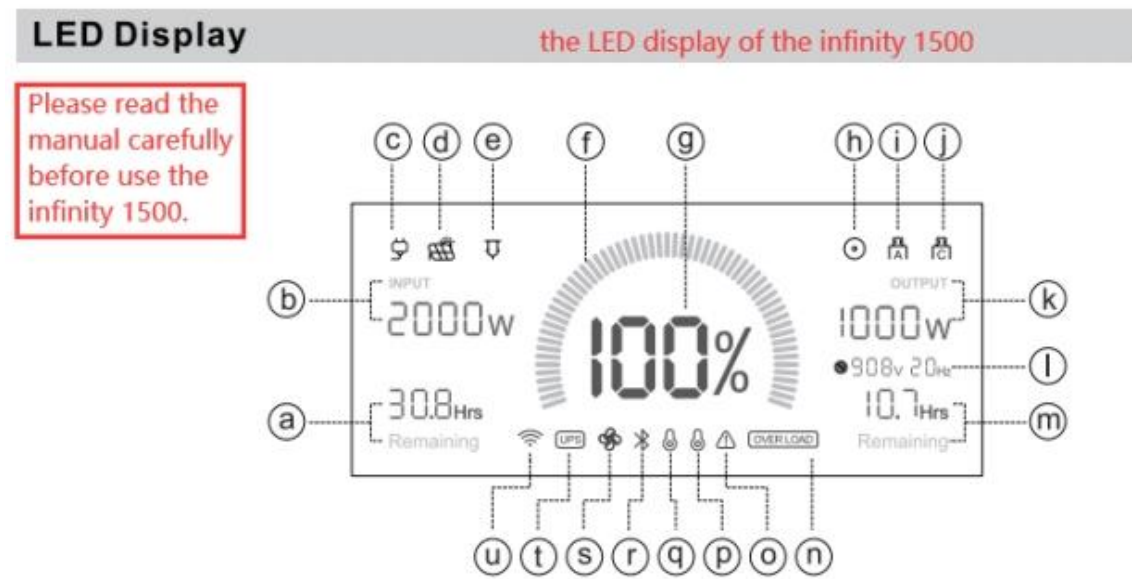
Here is the after-sale technical support

Pay attention please: if You have purchased the portable power station of Growatt branded directly from Growatt official website(As attachment), Also you need to contact the Growatt Customer Service for repair, please provide below information to the email address: support.pps@growatt.com (Generally speaking, Growatt will reply the email in 24hours), we will apply the return label for you. Otherwise you can contact the 3rd party distributor or retailer to get service, thanks.

1. The order number of the portable power station.
2. Take the picture or video of the problem when the customer test the product.
3. The S/N and P/N (The SN and the PN code are located at the bottom of the machine. As show in the picture).



The LED display as show the below picture (more details check with the manual) :



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No.01 Error code A00 It is the system Alert (AS show the picture)



Solution: Waiting for initialization (about 3 minutes), after that restart the infinity 1500 (ensure that the power of the battery is enough). If the problem persists after several attempts, please contact Growatt Customer Service for repair.

No.02 Error code A01 It is the Fan Blockage (AS show the picture)



Solution: Please check that whether the fan is blocked, if there is a blockage, please turn off the machine and remove the blockage, then restart the product to return to normal. If the problem persists, please contact the Growatt Customer Service for repair.

No.03 Error code A02 It is High Temperature Warning (AS show the picture)



Solution: Please turn off the product and place it in an open area for 2-3 hours. After cooling, restart the product. If the problem persists, please contact the Growatt Customer Service for repair.

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No.04 Error code A03 It is Inverter Overload (AS show the picture)  A03

Solution: The SOC should be more than 50%. The AC output is overloaded, please unplug the load(s) on the AC output port(s) and keep the total AC output power within 2000W to resume normal operation. If the problem persists, please contact the Growatt Customer Service for repair.

Pay attention please: Overload for a long time may cause damage to the product.

No.05 Error code A04 It is Low Battery Voltage (AS show the picture)  A04

Solution: The battery voltage is too low. Please recharge the battery in time, If the problem persists when the SOC more than 50%, please contact the Growatt Customer Service for repair.

No.06 Error code A05 It is PV Over voltage (AS show the picture)  A05

Solution: Please check the status of the solar panel. Make sure the parameter of the PV is within the range(12-100Vdc /Max. 800W), If the problem persists , please contact the Growatt Customer Service for repair.

No.07 Error code A06 It is USB Output Overload (AS show the picture)  A06

Solution: Please check the output power of your USB devices. Remove your USB device(s), Make sure the parameter of the USB load is within the range. If the problem persists, please contact the Growatt Customer Service for repair.

No.08 Error code A07 It is Product overload (AS show the picture)  A07

Solution: Please remove part or all of the loads and make sure the parameter is within the range. If the problem persists, please contact the Growatt Customer Service for repair.

No.09 Error code A08 It is PV board over temperature (AS show the picture)  A08

Solution: Please disconnect the PV board(solar panel), waiting about 1 hour until it cools, then restart the unit when you connect it with the portable power station, If the problem persists, please contact the Growatt Customer Service for repair.

No.10 Error code A09 It is Discharge Over Temperature (AS show the picture)  A09

Solution: Please turn off the product and place it in an open area for 2-3 hours. After cooling, restart it, if the problem persists, please contact the Growatt Customer Service for repair.

No.11 Error code A10 It is High Battery Temperature (AS show the picture)  A10

Solution: Please turn off the product and place it in an open area for 2-3 hours. After cooling, restart it, if the problem persists, please contact the Growatt Customer Service for repair.

**No.12 Error code A11 It is Low Battery Temperature (AS show the picture)**

Solution: Please turn off the product and move it to the somewhere warm, or keep discharging the power station, the temperature will rise. After that, restart the product, if the problem persists, please contact the Growatt Customer Service for repair.

**No.13 Error code A12 It is Car charging over current (AS show the picture)**

Solution: Please check whether the input meets the specification of car charging? And remove part or all of the loads and make sure the parameter of the total output is within the range, then restart the product (ensure that the DC power button is on), If the problem persists, please contact the Growatt Customer Service for repair.

F00**No.14 Error code F00 It is system failure (AS show the picture)**

Solution: Please restart the product (ensure that the AC power button is on and the power of the battery is enough), if the problem persists, please contact the Growatt Customer Service for repair.

F01**No.15 Error code F01 It is Output Short Circuit (AS show the picture)**

Solution: Please check if there is a problem with the output loads or the wires (ensure that the wires is ok), Remove the loads. If the problem persists, please contact Growatt for repair.

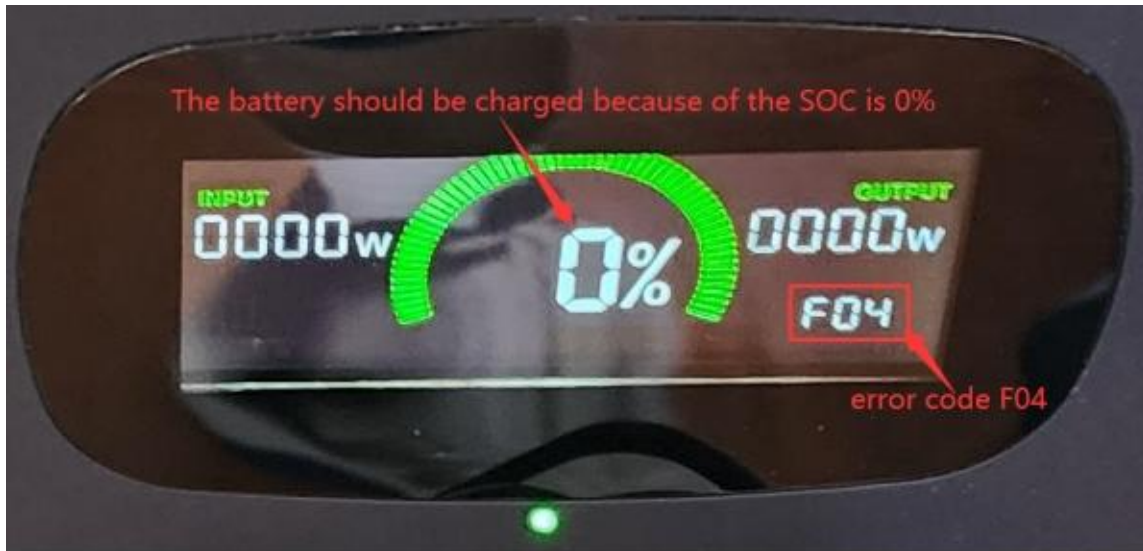
**No.16 Error code F02 It is Product Over Temperature (AS show the picture)**

Solution: Please turn off the product and place it in an open area for 2-3 hours. After cooling, restart it, if the problem persists, please contact Growatt for repair.

OVER LOAD F03**No.17 Error code F03 It is Inverter Overload (AS show the picture)**

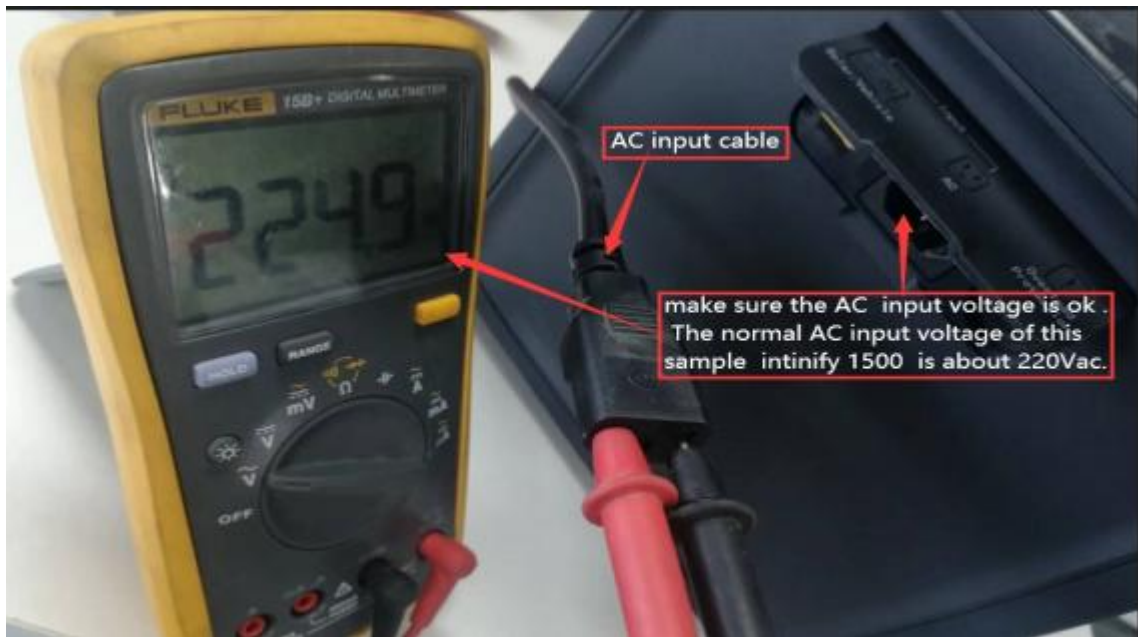
Solution: The SOC should be more than 50%. Please make sure the total output power is within the acceptable range, Remove the excess loads, and restart it. If the problem persists, please contact the Growatt for repair.

ATTENTION: The error codes F04 – F12 belong to F00, please deal with them based on error code F00. And the error codes A17-A23 belong to A00, please deal with them based on error code A00.



No.18 Unable to recharge the infinity 1500.

Solution: (1). please restart the machine and check that if all the cable is ok? Make sure the AC input voltage is within the range (based on the manual). As below sample (220-240Vac) picture



(2). Please check the overload protection. Press the button when it has popped up. (As show the picture).



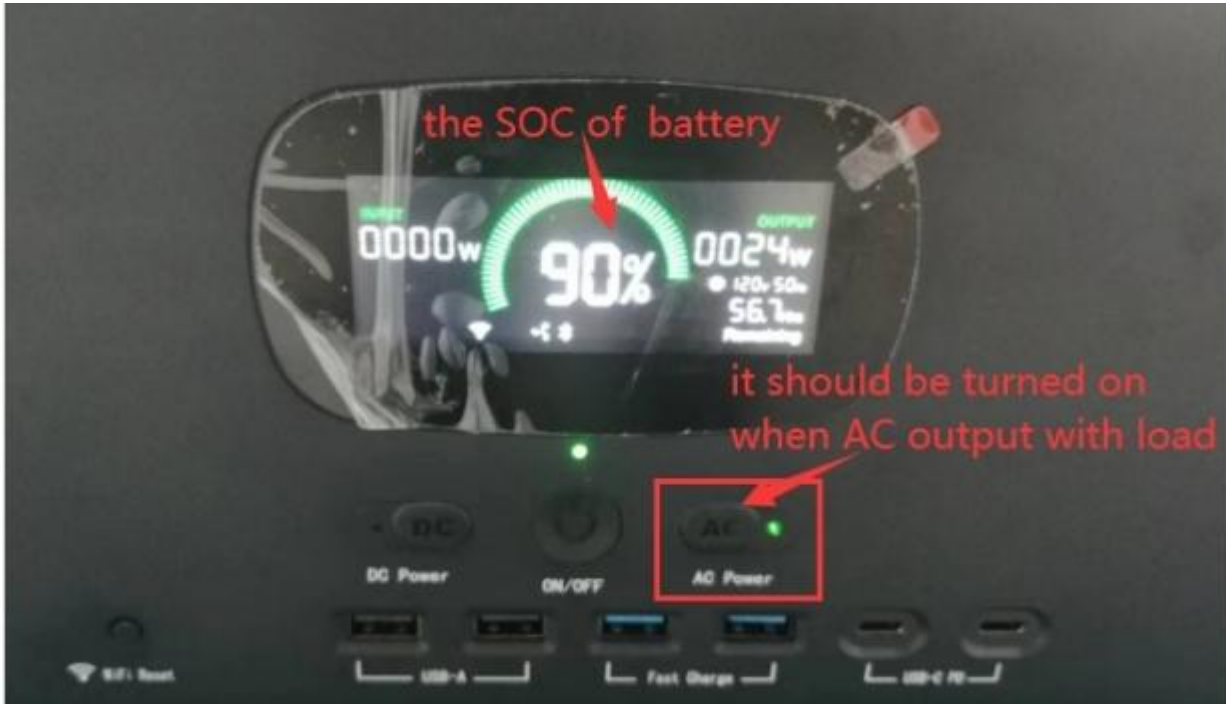
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(3). check that if PV (solar) recharge is ok?

If the problem persists when you have done above 3 steps, please contact Growatt for repair.

No.19 There is no power output of the infinity 1500.

- Solution: (1). Restart the infinity 1500, and make sure the infinity 1500 has enough power.
 (2). Make sure the parameter of the load(s) is within the range.
 (3). Please make sure the DC button is on when you want to use the DC output.
 (4). Please make sure the DC button is on when you want to use the AC output.
 (5). Connect the AC charging cable, and make sure overload protection is ok. And DC or AC button is on, if the problem persists, please contact Growatt for repair.

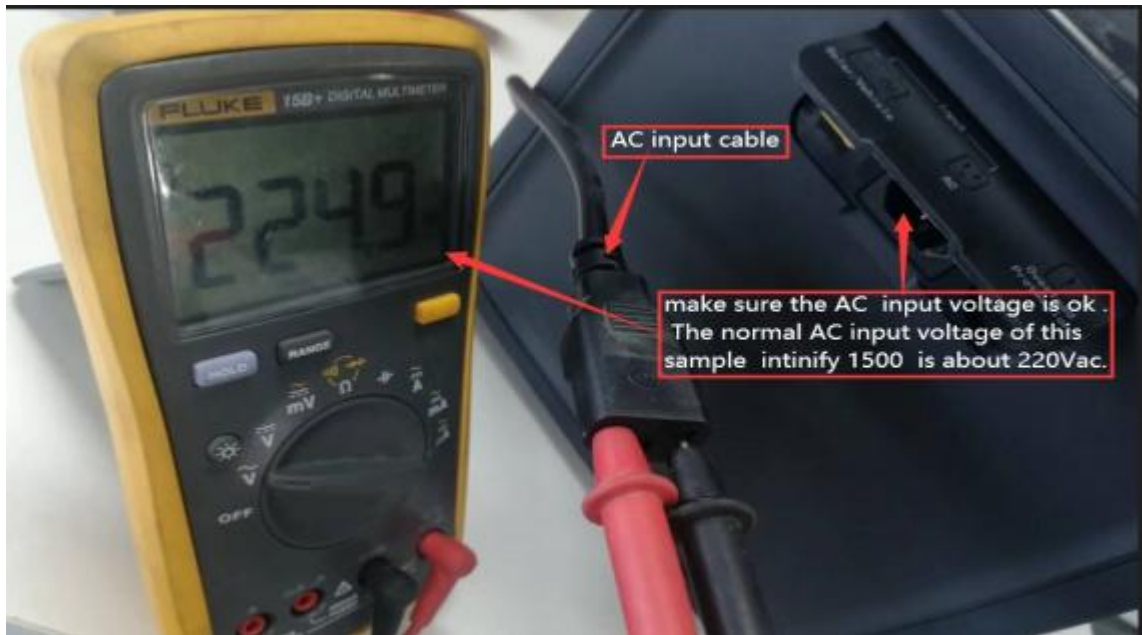


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No.20 The infinity 1500 can't be turned on.

Solution: (1). Make sure the infinity 1500 has enough power.

(2). Connect the AC charging cable (charging the unit more than one hour), and make sure overload protection is ok. If the problem persists, please contact Growatt for repair.



No.21 the settings of the APP

Pay attention please:

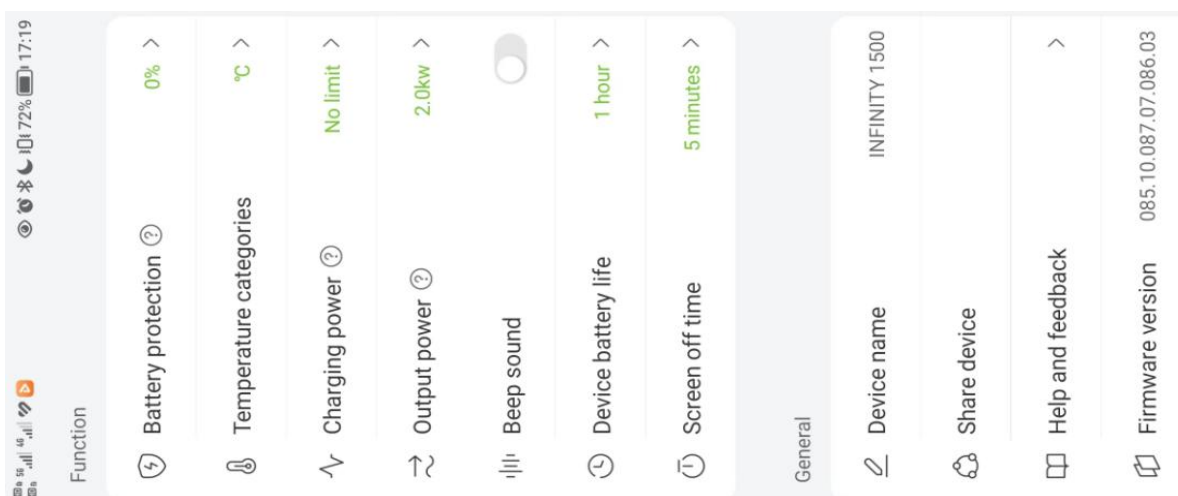
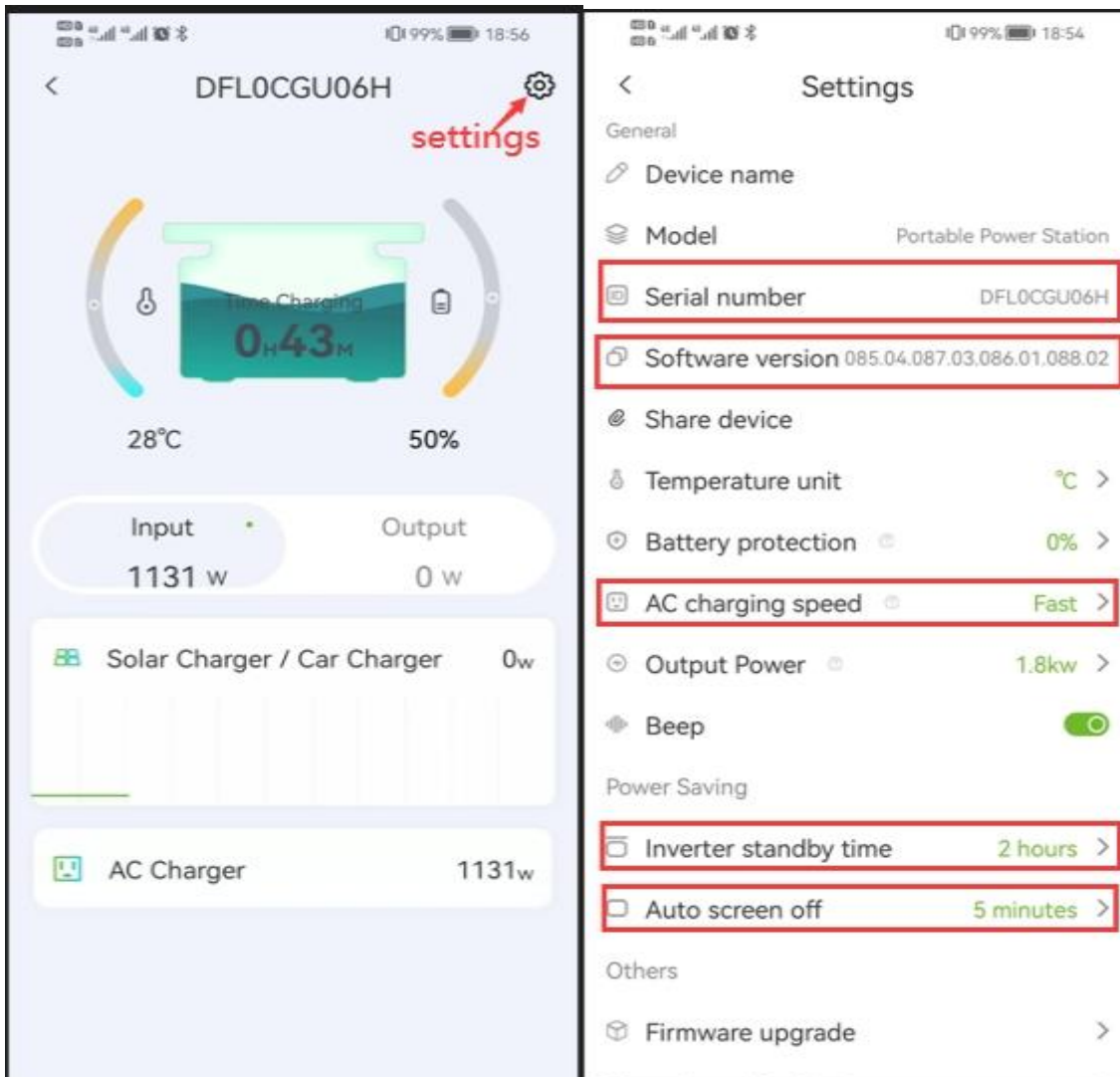
(1).The rechargeable temperature is 0°C -40°C , and charging with the ideal charging ambient temperature is 10°C-28°C can greatly extend the battery life. The more higher battery temperature or SOC, the more lower charging power. (Usually, if the temperature of the battery more than 37°C or the

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SOC of the battery more than 80%, it will have no significant effect when you change the AC charging speed).

(2). The system will automatically rest when it start up half an hour without any load by default, but if the AC button is on, it will automatically rest when it start up 2 hours without any load by default.

(3).The user can change some parameter in the settings. More details check with the manual.



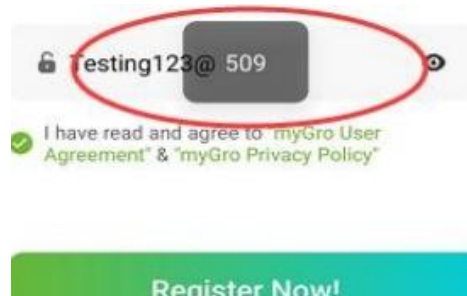
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No.22 why does the infinity 1500 make the noise when in use?

R: The product adopts air cooling system with built-in fan to help dissipate heat. So mild noise is normal when the product is in use.

No.23 It failed and displayed 509 when you register MyGro APP

Solution: you'd better shut off the GPS (Location system) when you register MyGro APP with the Android, otherwise the registration may fail and display 509.

**NO. 24 The SOC can't get to 100% when the battery is charged.**

Solution: 1. make sure the battery is charged.

2. The machine will stop to charge when the SOC is 100%, it will recharge to 100% again after the SOC drop down to about 96%, the machine repeat this cycle.
3. Power off the machine, Restart it after 5minutes, please connect the AC grid to charge the machine (make sure the DC and AC button is turned off, there isn't any output loads), Usually the SOC from 99% to 100% takes about 10 minutes.
4. If the problem persists, please contact Growatt for repair.

**NO. 25 if you can't get the verification code when you register the MyGro APP account**

- Solution: 1. If your email address has been registered in the shinephone APP, it can be directly used in the MyGro APP, no need to registration again.
2. If you can't get the verification code, please check your email, it may be delay some minutes, but don't worry, the valid time of the verification code is 30 minutes.
 3. May be the verification code is in the spam folder, please try to check your email's spam.
 4. If the problem persists, please provide the email address which you register the APP account to Growatt, our R&D will analyze it and support to you.

How to Recharge

infinity 1500

Notice before charging.

- This product supports wall charging, solar panel charging, and car charging.
- This product supports charging and discharging at the same time.
- Do not use a charging cable not officially designated by Growatt for charging. Otherwise, Growatt will not be responsible for any consequences.
- When charging, please make sure to place the machine away from liquids, flammables, and combustibles.
- If the product is charged immediately after full-load discharge, over-temperature protection may be triggered for battery safety reasons. It typically takes 2-3 hours for the product to cool down before another charge.
- The product's rechargeable temperature is 32F (0°C~40°C) . Charging within the ideal charging ambient temperature 50F~82F(10°C~28°C) can greatly extend the battery life.

Use After Long-Term Storage:

If your portable power station has not been used for more than 3 months, It is recommended to discharge the battery to 0% and then charge it to 100% to avoid calibration errors after a long time of inactivity.

SPECIFICATIONS

infinity 1500 LV

Features	Descriptions	
Battery		
Battery Chemistry	NMC	
Capacity	1512Wh	
Lifecycle	>800 cycles to 60%	
Battery Management	BMS: Under/Over Voltage Protection, Over Current Protection, Short Circuit Protection, Overcharging Voltage Protection, Over Temperature Protection	
MPPT	Support solar power MPPT charging	
Input Options		
Solar Charge	2.5Hrs (Maximum input under full sunlight), 800W (15-100V, 12A)	
Vehicle Charge	12Hrs (at 12V)12V, 12A	
Wall Charge	1Hour to 80%, 1.6Hours to 100%, up to 1500W	
Output		
Output		
AC Outlets	infinity 1500 LV	100V~120V, 60Hz, Pure Sine Wave Default: 1800W, 3600W surge peak Max: 2000W , 4000W surge peak
Car Outlet	13.6V, 10A	
USB-A	2 x 12W Max (5V, 2.4A)	
Quick Charge 3.0	5V/2.4A,9V/2A,12V/1.5A 18W Max	
USB-C PD	2 x 60W Max (5V/9V/15V/20V, 3A)	
Wireless Charging	1 x 15W Max	
Advanced		
UPS	Yes	
Battery Expansion	Parallel to increase capacity (Up to 3 Units)	
App Management	Yes (Wi-Fi +Bluetooth)	
General		
Dimensions (LxWxH)	16.5 x 9.1 x 11.3 in (418.7 x 230 x 287mm)	
Weight	36.4lbs (16.5kg)	
Operating Temperature	-4 ~ 140°F (-20~60°C)	
Certifications	UL, CE, FCC, RoHS, PSE	
Warranty	24 Months	

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SPECIFICATIONS

infinity 1500 HV

Features	Descriptions
Battery	
Battery Chemistry	Lithium-ion
Capacity	1512Wh,30Ah
Lifecycle	>800 cycles
Battery Management	BMS: Under/Over Voltage Protection, Over Current Protection, Short Circuit Protection, Overcharging Voltage Protection, Over Temperature Protection
MPPT	Support solar power MPPT charging
Input Options	
Solar Charge	12-100Vd.c./800W Max
Vehicle Charge	12-24Vd.c. 12A, Max
Wall Charge	200-240V~,50/60Hz. 1500W Max
Output	
Output	
AC Outlets	infinity 1500 HV 230V~,50/60Hz,2000W Max (surge 4000W)
Car Outlet	12.6Vd.c./10A,126W Max
USB-A	5Vd.c./2.4A,12W Max
USB-A Fast Charge 3.0	5Vd.c./2.4A,9Vd.c./2A,12Vd.c./1.5A 18W Max
USB-C PD	5Vd.c./9Vd.c./12Vd.c./15Vd.c./20Vd.c.3A 60W Max
DC 5521	12.6Vd.c./3A Max
Wireless Charging	5/7.5/10/15W
Advanced	
UPS	Yes
Battery Expansion	Parallel to increase capacity (Up to 3 Units)
App Management	Yes (Wi-Fi +Bluetooth)
General	
Dimensions (LxWxH)	16.5 x 9.1 x 11.3 in (418.7 x 230 x 287mm)
Weight	36.38lbs(16.5kg)
Operating Temperature	-4 ~ 140°F (-20~60°C)
Certifications	CE, RoHS, REACH
Warranty	24 Months

Refer to official website

US market: <https://growattportable.com>
 UK market: <https://uk.growattpower.com>
 EU market: <https://eu.growattpower.com>
 DE market: <https://de.growattpower.com>

Xianzhong. Deng
 16/06/2023

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