

To test the My Reserve and Portal

- Turn **off** ALL circuits including hot water, ovens, power, lighting and any other circuits. The main switch is the only thing to be left **on**. If there is a second property or meter at the same switchboard if possible turn it **off** too.
- With the PV **on** and MR **off** (turn **off** the MR AC supply) (leave the Energy Manager **on**) check the portal. The portal should only show PV export. There should be no consumption.
- Next, turn **off** the PV
- Turn **on** the oven (electrical) and control it via the CB or fuse in the switchboard.
- The portal should show the consumption and import from the grid only and no export.
- If that is okay so far, turn **on** the PV (leave the MR **off**) and wait until it is exporting, then turn **on** the oven load. The portal should show PV generation and possible supply from the grid depending on the PV generation at the time.
- Next, turn **off** the DC from the array and turn **on** the battery, try the oven load test again as in step 4. The ACS should advise the battery to supply or assist the load.
- The portal should show the load, power from the battery or the grid or a combination of the grid and battery.
- If all that is good, then turn **on** one CB at a time monitoring the portal for a possible increase in consumption as expected loads come on.
- If all that is good so far then you can turn on any separately metered second properties while you monitor the portal.

ACS troubleshooting

1. Check working of the ACS and MR. Remove one of the communication cables between them to see if the MR produces an error. If the MR produces an error, then the wiring between them is intact.
2. If the MR/ACS is not visible on the portal, do a complete power reset.
 - Turn off all circuits and the house mains.
 - Wait for 3 mins.
 - Turn on the house mains.
 - Wait for router to power up.
 - Turn on the EM to ensure any software updates.
 - Turn on the inverter.
 - Turn on MR and go through the settings again.

If step 2 fails, please check the following.

- Is the wiring between ACS and EM shielded twisted pair?
- IS the wiring clear of any AC wiring?
- If answer to above 2 questions are yes, try and connect a separate wire between the two to check if it's a faulty cable.
- If all the above steps fail, replace the ACS.