Chapter 7 Troubleshooting

7.1 What this chapter contains

The chapter tells users how to reset faults and check faults history. A complete list of alarms and fault information as well as possible causes and corrective measures are presented in this chapter.

	✧ Only well-trained and qualified professionals are allowed to carry out the work described in this chapter. Operations should be carried out according to the instructions presented in Safety precautions.

7.2 Indications of alarms and faults

The fault is indicated by indicators (refer to the "Keypad operation process"). When TRIP indicator is on, the alarm or fault code displayed in the keypad indicates the inverter is in exception state. This chapter covers most of the alarms and faults, and their possible causes and corrective measures, if users cannot figure out the alarm or fault causes, contact local INVT office.

7.3 Fault reset

Users can reset the inverter via STOP/RST key on the keypad, digital inputs, or by cutting off the inverter power. After faults are removed, the motor can be start again.

7.4 Fault history

P07.27–P07.32 record the six latest fault types; P07.33–P07.40, P07.41–P07.48, and P07.49–P07.56 record the running data of the inverter when the latest three faults occurred.

7.5 Inverter faults and solutions

When fault occurred, process the fault as shown below.

1. When inverter fault occurred, confirm whether keypad display is improper? If yes, contact INVT;
2. If keypad works properly, check the function codes in P07 group to confirm the corresponding fault record parameters, and determine the real state when current fault occurred through parameters;
3. Check the table below to see whether corresponding exception states exist based on the corresponding corrective measures;
4. Rule out the faults or ask for help from professionals;
5. After confirming faults are removed, reset the fault and start running.

7.5.1 Details of faults and solutions

Fault code	Fault type	Possible cause	Corrective measures
OUt1	Inverter unit Phase-U protection	Acceleration is too fast; IGBT module is damaged; Misacts caused by interference; drive wires are poorly connected ; To-ground short circuit	Increase acceleration time; Replace the power unit; Check drive wires; Check whether there is strong interference surrounds the peripheral equipment
OUt2	Inverter unit Phase-V protection		
OUt3	Inverter unit Phase-W protection		

Fault code	Fault type	Possible cause	Corrective measures
		occurs	
OV1	Over-voltage during acceleration	Exception occurred to input voltage; Large energy feedback; Lack of brake units; Dynamic brake is not enabled	Check input power; Check whether load deceleration time is too short; or the motor starts during rotating; Install dynamic brake units; Check the setup of related function codes
OV2	Over-voltage during deceleration		
OV3	Over-voltage during constant speed running		
OC1	Over-current during acceleration	Acceleration is too fast; Grid voltage is too low; Inverter power is too small; Load transient or exception occurred; To-ground short circuit or output phase loss occur; Strong external interference sources; Overvoltage stall protection is not enabled	Increase acceleration /deceleration time; Check input power; Select the inverter with larger power; Check if the load is short circuited (to-ground short circuit or line-to-line short circuit) or the rotation is not smooth; Check the output wiring; Check if there is strong interference; Check the setup of related function codes.
OC2	Over-current during deceleration		
OC3	Over-current during constant speed running		
UV	Bus undervoltage fault	Grid voltage is too low; Overvoltage stall protection is not enabled	Check grid input power; Check the setup of related function codes
OL1	Motor overload	Grid voltage is too low; Rated motor current is set improperly; Motor stall or load jumps violently	Check grid voltage; Reset rated motor current; Check the load and adjust torque boost
OL2	Inverter overload	Acceleration is too fast; The motor in rotating is restarted; Grid voltage is too low; Load is too large; Power is too small;	Increase acceleration time; Avoid restart after stop; Check grid voltage; Select the inverter with larger power; Select proper motor
SPI	Phase loss on input	Phase loss or violent	Check the input power;

Fault code	Fault type	Possible cause	Corrective measures
	side	fluctuation occurred to R, S and T input	Check installation wiring
SPO	Phase loss on output side	Phase loss occurred to U, V, W output (or the three phases of motor is asymmetrical)	Check the output wiring; Check the motor and cable
OH1	Overheat of rectifier module	Air duct is blocked or fan is damaged; Ambient temperature is too high; Long-time overload running	Ventilate the air duct or replace the fan; Lower the ambient temperature
OH2	Overheat of inverter module		
EF	External fault	SI external fault input terminal acts	Check external device input
CE	485 communication fault	Baud rate is set improperly; Communication line fault; Communication address error; Communication suffers from strong interference	Set proper baud rate; Check the wiring of communication interfaces; Set proper communication address; Replace or change the wiring to enhance anti-interference capacity
ItE	Current detection fault	Poor contact of the connector of control board; Hall component is damaged; Exception occurred to amplification circuit	Check the connector and re-plug; Replace the hall component; Replace the main control board
tE	Motor autotuning fault	Motor capacity does not match with the inverter capacity, this fault may occur easily if the difference between them is exceeds five power classes; Motor parameter is set improperly; The parameters gained from autotuning deviate sharply from the standard parameters; Autotuning timeout	Change the inverter model, or adopt V/F mode for control; Set proper motor type and nameplate parameters; Empty the motor load and carry out autotuning again; Check motor wiring and parameter setup; Check whether upper limit frequency is larger than 2/3 of the rated frequency

Fault code	Fault type	Possible cause	Corrective measures
EEP	EEPROM fault	R/W error occurred to the control parameters; EEPROM is damaged	Press STOP/RST to reset; Replace the main control board
PIDE	PID feedback offline fault	PID feedback offline; PID feedback source disappears;	Check PID feedback signal wires; Check PID feedback source
bCE	Brake unit fault	Brake circuit fault or brake tube is damaged; The resistance of external brake resistor is too small	Check the brake unit, replace with new brake tubes; Increase brake resistance
END	Running time is up	The actual running time of the inverter is larger than the set running time	Ask help from the supplier, adjust the set running time
OL3	Electronic overload fault	The inverter releases overload pre-alarm based on the set value	Check the load and overload pre-alarm threshold
PCE	Keypad communication fault	The keypad wire is poorly contacted or disconnected; The keypad wire is too long and suffers strong interference; Circuit fault occurred to the keypad or communication part of the main board	Check the keypad wires to confirm whether fault exists; Check the surroundings to rule out interference source; Replace the hardware and ask for maintenance service
UPE	Parameter upload error	The keypad wire is poorly contacted or disconnected; The keypad wire is too long and suffers strong interference; Circuit fault occurred to the keypad or communication part of the main board	Check the surroundings to rule out interference source; Replace the hardware and ask for maintenance service; Replace the hardware and ask for maintenance service
DNE	Parameter download error	The keypad wire is poorly contacted or disconnected; The keypad wire is too long and suffers strong interference; Data storage error occurred to the keypad	Check the surroundings to rule out interference source; Replace the hardware and ask for maintenance service; Re-backup keypad data

Fault code	Fault type	Possible cause	Corrective measures
ETH1	To-ground short circuit fault 1	Inverter output is short connected to the ground; Current detection circuit is faulty; Actual motor power setup deviates sharply from the inverter power	Check whether motor wiring is proper; Replace the hall component; Replace the main control board; Reset the motor parameters properly
ETH2	To-ground short circuit fault 1	Inverter output is short connected to ground; Current detection circuit is faulty; Actual motor power setup deviates sharply from the inverter power	Check whether motor wiring is proper; Replace the hall component; Replace the main control board; Reset the motor parameters properly
dEu	Speed deviation fault	Load is too heavy, or stall occurred	Check the load to ensure it is proper, increase the detection time; Check whether control parameters are set properly
STo	Maladjustment fault	Control parameters of synchronous motor is set improperly; The parameter gained from autotuning is inaccurate; The inverter is not connected to motor	Check the load to ensure it is proper, Check whether load is proper; Check whether control parameters are set correctly; Increase maladjustment detection time
LL	Electronic underload fault	The inverter performs underload pre-alarm based on the set value	Check the load and overload pre-alarm threshold
ENC1O	Encoder offline fault	Encoder line sequence is wrong, or signal wires are poorly connected	Check the encoder wiring
ENC1D	Encoder reversal fault	The encoder speed signal is contrary to the motor running direction	Reset encoder direction
ENC1Z	Encoder Z pulse offline fault	Z signal wires are disconnected	Check the wiring of Z signal
OT	Motor over-temperature	Motor over-temperature input terminal is valid;	Check the wiring of motor over-temperature input terminal

Fault code	Fault type	Possible cause	Corrective measures
	fault	Exception occurred to t temperature detection Exception occurred to resistor; Long-time overload running or exception occurred	(terminal function 57); Check whether temperature sensor is proper; Check the motor and perform maintenance on the motor
STO	Safe torque off	Safe torque off function is enabled by external forces	/
STL1	Exception occurred to safe circuit of channel H1	The wiring of STO is improper; Fault occurred to external switch of STO; Hardware fault occurred to safety circuit of channel H1	Check whether terminal wiring of STO is proper and firm enough; Check whether external switch of STO can work properly; Replace the control board
STL2	Exception occurred to channel H2 safe circuit	The wiring of STO is improper; Fault occurred to external switch of STO; Hardware fault occurred to safety circuit of channel H2	Check whether terminal wiring of STO is proper and firm enough; Check whether external switch of STO can work properly; Replace the control board
STL3	Exception occurred to channel H1 and channel H2	Hardware fault occurred to STO circuit	Replace the control board
CrCE	Safety code FLASH CRC check fault	Control board is faulty	Replace the control board
E-Err	Repetitive extension card type	The two inserted extension cards are of the same type	Users should not insert two cards with the same type; check the type of extension card, and remove one card after power down
ENCUV	Encoder UVW loss fault	No electric level variation occurred to UVW signal	Check the wiring of UVW; Encoder is damaged
F1-Er	Failed to identify the extension card in card slot 1	There is data transmission in interfaces of card slot 1, however, it cannot read the card type	Confirm whether the extension card inserted can be supported; Stabilize the extension card interfaces after power down, and confirm whether fault still occurs at next power-on;

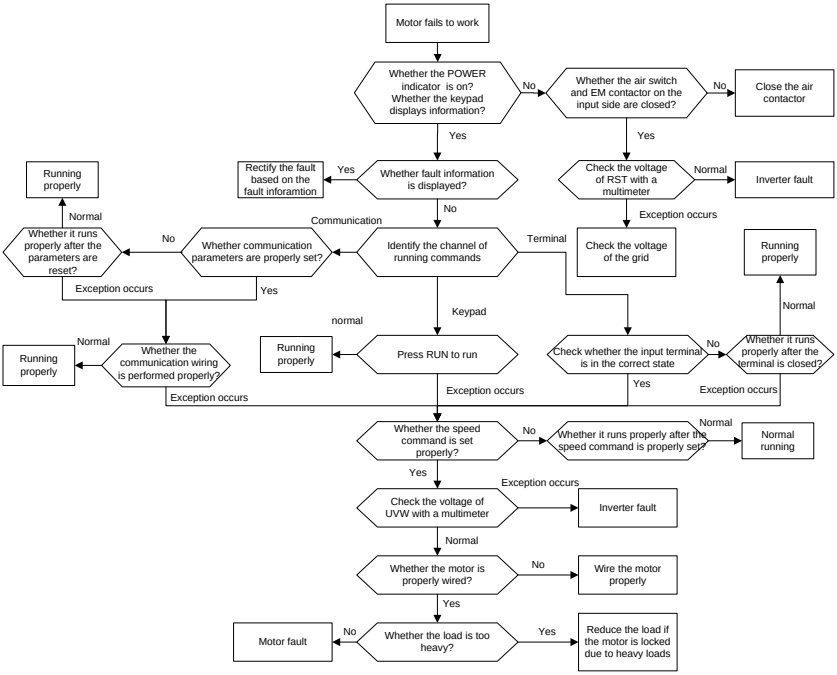
Fault code	Fault type	Possible cause	Corrective measures
			Check whether the insertion port is damaged, if yes, replace the insertion port after power down
F2-Er	Failed to identify the extension card in card slot 2	There is data transmission in interfaces of card slot 2, however, it cannot read the card type	Confirm whether the extension card inserted can be supported; Stabilize the extension card interfaces after power down, and confirm whether fault still occurs at next power-on; Check whether the insertion port is damaged, if yes, replace the insertion port after power down
F3-Er	Failed to identify the the extension card in card slot 3	There is data transmission in interfaces of card slot 3, however, it cannot read the card type	Confirm whether the extension card inserted can be supported; Stabilize the extension card interfaces after power down, and confirm whether fault still occurs at next power-on; Check whether the insertion port is damaged, if yes, replace the insertion port after power down
C1-Er	Communication timeout occurred to the extension card in card slot 1	There is no data transmission in interfaces of card slot 1	Confirm whether the extension card inserted can be supported; Stabilize the extension card interfaces after power down, and confirm whether fault still occurs at next power-on; Check whether the insertion port is damaged, if yes, replace the insertion port after power down
C2-Er	Communication timeout occurred to the extension card in card slot 2	There is no data transmission in interfaces of card slot 2	Confirm whether the extension card inserted can be supported; Stabilize the extension card interfaces after power down, and confirm whether fault still

Fault code	Fault type	Possible cause	Corrective measures
			occurs at next power-on; Check whether the insertion port is damaged, if yes, replace the insertion port after power down
C3-Er	Communication timeout occurred to the extension card in card slot 3	There is no data transmission in interfaces of card slot 3	Confirm whether the extension card inserted can be supported; Stabilize the extension card interfaces after power down, and confirm whether fault still occurs at next power-on; Check whether the insertion port is damaged, if yes, replace the insertion port after power down
E-DP	Profibus card communication timeout fault	There is no data transmission between the communication card and the host computer (or PLC)	Check whether the communication card wiring is loose or dropped
E-NET	Ethernet card communication timeout fault	There is no data transmission between the communication card and the host computer	Check whether the communication card wiring is loose or dropped
E-CAN	CANopen card communication timeout fault	There is no data transmission between the communication card and the host computer (or PLC)	Check whether the communication card wiring is loose or dropped
E-PN	Profinet card communication timeout fault	There is no data transmission between the communication card and the host computer (or PLC)	Check whether the communication card wiring is loose or dropped
E-CAT	EtherCat card communication timeout fault	There is no data transmission between the communication card and the host computer (or PLC)	Check whether the communication card wiring is loose or dropped
E-BAC	BACNet card communication timeout fault	There is no data transmission between the communication card and the host computer (or PLC)	Check whether the communication card wiring is loose or dropped

Fault code	Fault type	Possible cause	Corrective measures
E-DEV	DeviceNET card communication timeout fault	There is no data transmission between the communication card and the host computer (or PLC)	Check whether the communication card wiring is loose or dropped
ESCAN	Can master/slave communication card communication timeout fault	There is no data transmission between the CAN master and slave communication cards	Check whether the communication card wiring is loose or dropped
S-Err	Master-slave synchronous CAN slave fault	Fault occurred to one of the CAN slave inverters	Detect the CAN slave inverter and analyze the corresponding fault cause of the inverter

7.5.2 Other state

Displayed code	State type	Possible cause	Solution
PoFF	System power failure	The system is powered off or the bus voltage is too low.	Check the grid conditions.

7.6 Analysis on common faults

7.6.1 Motor fails to work