

SOLARFLEX 400i BASIC TROUBLESHOOTING GUIDE



BEFORE STARTING:

- Verify proper system set up from SF 400i Quick Start Guide at www.keystonerv.com
- If equipped, is the 12 Volt Battery Disconnect for the unit turned on?
- Is the solar panel, clean, in direct sunlight, free from obstructions/debris?
 - » Clean with water and a cloth/sponge

THE VICTRON APP DOES NOT RESPOND ON MY SMART DEVICE:

- Bluetooth is off
 - » Turn on Bluetooth, close and restart app
- Outside Bluetooth range of the solar controller
 - » Move within a few feet of the solar controller

I AM UNABLE TO SELECT THE CONTROLLER OR THE SHUNT FROM THE DEVICE LIST ON MY SMART DEVICE (NOT ACTIVE OR HIGHLIGHTED):

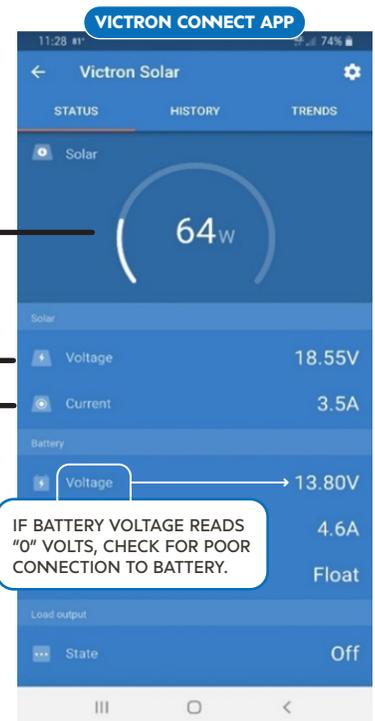
Another device is already connected to the APP and only one device can be connected at a time

APP INDICATES AN UPDATE TO FIRMWARE IS NEEDED:

- Allow the update

SMART SOLAR WATTS, VOLTAGE AND CURRENT ALL READ "0" ON THE VICTRON CONNECT APP:

- No power to Charge controller (found in front compartment or pass through)
 - » Verify the 10 gauge (+) and (-) wires from the solar panel are tight and properly connected to the (+) and (-) connections labeled "PV"



USER MANUAL

- Solar Panel not connected to the roof port
 - » Connect the Solar Panel to the roof port



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PASSWORD DOES NOT ALLOW ACCESS TO VICTRON APP:

- Log in with factory Default pin code 000000 to set new password.
- If the pin code is unknown or forgotten for the Smart Controller or the Smart Shunt the pin can be reset. To be able to reset the PIN code you will need to enter the unique PUK code for the device to be reset. The PUK code is printed on the product information sticker on the Smart Controller or Smart Shunt.

For further diagnostics refer to charge controller manual section 9 for detailed troubleshooting or consult dealer for further assistance.

MY INVERTED OUTLETS ARE NOT POWERED WITH SHORE CORD

DISCONNECTED



- Make sure the inverter disconnect is turned to On.
- For a Magnum inverter press the power button on the remote display until inverter turns on and remote display reads battery voltage.
- For a Xantrex inverter press the power button switch on the face of inverter.
 - » Verify power is present with an outlet tester or simply turn on TV to verify.
- Check phone app to verify battery(s) are fully charged at 12.6 for lead acid or 13.6 for lithium.
 - » If batteries are low, charge until full by shore cord, generator, or solar.



For additional troubleshooting refer to inverter troubleshooting guide. Or consult dealer for further assistance.



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