

SOLARFLEX 1200i-L BASIC TROUBLESHOOTING GUIDE



BEFORE STARTING:

- Verify proper system set up from SF 1200i-L Quick Start Guide at www.keystonerv.com
- Is the 12 Volt Battery Disconnect for the unit turned on? Found near entry door on interior wall or in exterior front storage compartments.
- 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:

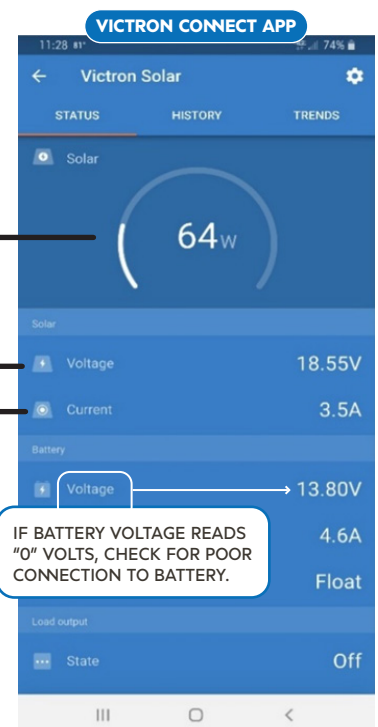
- Bluetooth is off
 - » Turn on Bluetooth, close and restart app
- Outside Bluetooth range of the solar controller
 - » Move within a few feet of the solar controller

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"



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- 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 12V battery disconnect and inverter disconnect are turned to On.
- Check the Inverter Remote, press the power button on the remote display until inverter turns on and remote display reads battery voltage.

- Check to see if any of the branch circuit breakers in distribution center are tripped, reset.
- Check phone app to verify battery(s) are fully charged at 13.6 for lithium.
 - » If batteries are low, charge until full by shore cord, generator, or solar.

For additional troubleshooting refer to the inverter remote or inverter troubleshooting guides or consult a dealer for further assistance.



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If these conditions are met and the problem remains, consult your dealer for further assistance.



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I LOST ALL 12V POWER



- Ensure the 12V unit battery disconnect black switch is on, located on interior wall near entrance door or in front storage compartment.

- The 12V unit battery disconnect is equipped with a Battery Guard Auto that is designed to disconnect the 12V battery system if the battery's state of charge voltage drops below 11.5 volts for 2 minutes or more.
 - » Check the battery voltage on the Victron app, if 11.5 V or below, recharge the battery(s). When at least 13.3 Volts charge are applied, after 20 seconds the battery guard will reconnect automatically.
- The factory installed lithium batteries have built in protection and will turn themselves off to prevent damage due to low voltage. If you find the batteries have dropped to 1-2 Volts you will need to wake up your batteries.

1) Unplug the shore cord.

2) Turn off the Inverter Disconnect

3) Turn off your battery disconnect (by the red battery heat switch).

4) Check the Cerbo GX, if the lights are off unplug the blue cat6 Ethernet cable on top left of the Cerbo GX



- Now you can plug your shore power back in, turn on your inverter disconnect, the battery disconnect, and start charging your batteries. Once the inverter starts charging the batteries go ahead and plug in the blue cat 6 Ethernet cable to the Cerbo GX. Make sure to adjust your charge rate and shore power setting appropriately.

If these conditions are met and a problem remains, consult your dealer for further assistance.

CERBO GX TROUBLESHOOTING

- For all issues concerning the Cerbo GX unit, refer to troubleshooting section of the Cerbo GX manual section 13.7



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