

Redback Technologies: SH5000

Inverter restart instructions

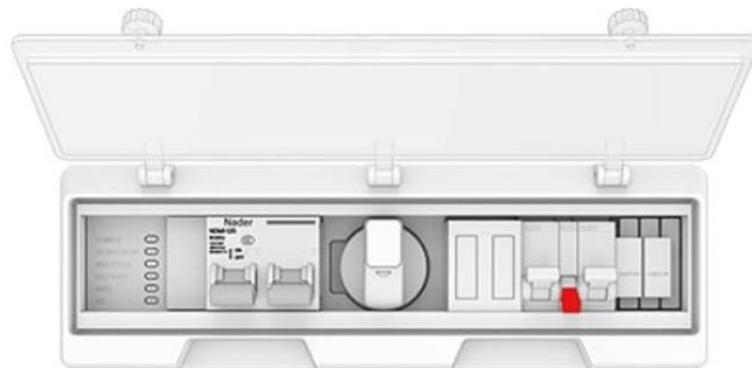
There are two common reasons your inverter will be offline: 1) a lost connection to your home internet router or 2) the software controller has frozen during an update. It is imperative that your inverter remains connected to the internet for monitoring critical faults and alarms. Additionally, this connection is required by the inverter manufacturer for warranty purposes.

To bring your SH5000 system back online, please follow these steps:

Restart your router: Ensure your home Wi-Fi can connect to the internet. If your inverter is connected via an Ethernet data cable, ensure it is securely plugged into your router. You might need to unplug and replug it to hear a 'click'.

Reset the control board: If the software controller is frozen, you will need to reset the control board (also called the Ouiji Board). Note that power will be lost momentarily to any circuits connected to the backup side of the inverter, so it's a good idea to shut down PCs first or to inform other family members.

Simply follow the instructions below or refer to these [simple video instructions](#) for further guidance.



1. Open the clear plastic cover on the front of the inverter.
2. Move the grey BYPASS SWITCH (as shown above in red) into the middle position.
3. Wait 5 SECONDS.
4. Return the grey BYPASS SWITCH to its original position (usually down).
5. Snap close the plastic cover.
6. Wait for 5 - 10 minutes. The "Heartbeat" light will start flashing RED and the Wi-Fi/Network light will turn solid blue if your inverter is online.
7. You can also check your inverter is online in your MyRedback app.
8. If your inverter remains offline or you need assistance, please raise a [Member Support Form](#).