

Redback Technologies: ST10000

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 ST10000 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 Ouiji board) by following the instructions below:

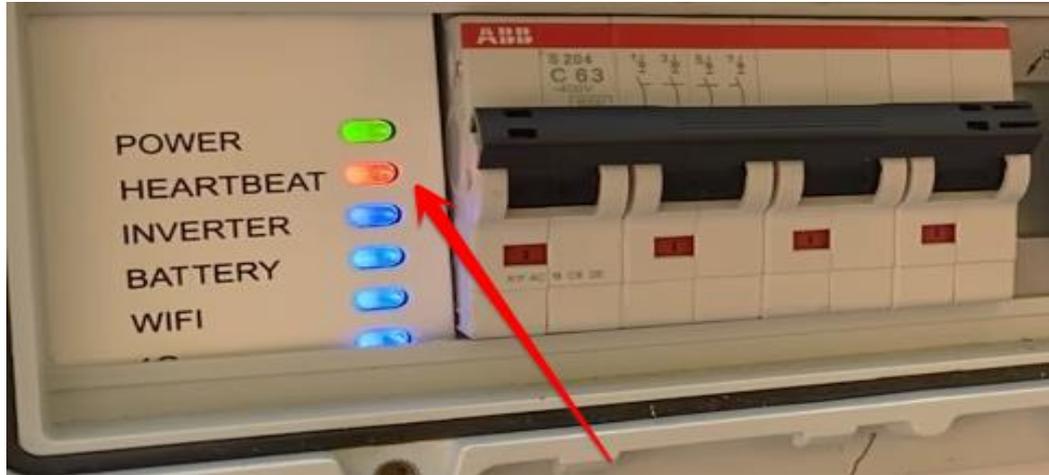
1. Press the logo at the top of your inverter

To begin the reset, press the switch concealed under the logo just above 'redback technologies' for one second. You will find this on the top panel of your inverter with either a sun logo or a spider logo.



2. Look for flashing lights on the control board

The lights on the control board of the inverter will freeze and will then start flashing (control board is installed just next to all the circuit breakers) as shown below:



3. 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.
4. You can also check your inverter is online in your MyRedback app.
5. If your inverter remains offline or you need assistance, please raise a [Member Support Form](#).