Victoria Emergency Backstop Troubleshooting guide.

⇒ Introduction:

Effective October 1, 2024, all inverters installed in Victoria (VIC) will be required to comply with the VIC Emergency Backstop regulations. For further information regarding this mandate, please refer to the official VIC Energy website: Victoria's Emergency Backstop Mechanism for Solar.

As per the new regulations, all inverters must be equipped with remote control capabilities and export limit devices. These devices must be capable of responding to export limiting commands from Distribution Network Service Provider (DNSP) servers. Please check the Connection steps here.

The regulations apply to all VIC DNSPs, including:

- Powercor / Citipower / United Energy
- Ausnet
- Jemena

⇒ Compatibility of FoxESS Inverters with VIC Backstop Program:

All current FoxESS inverters, including both grid-tied and hybrid models, are equipped with a built-in cloud-based aggregator, making them compatible with the VIC Emergency Backstop program.

To successfully pass the test with Distribution Network Service Providers (DNSPs), all FoxESS inverters must be connected to **Either a CT (Current Transformer) or a Meter**. It is essential that only FoxESS-provided CTs and meters are used; third-party devices are not supported. The specific model numbers for the meters and CTs provided by FoxESS are as follows:

- Meter: DDSU666 (Ensure the device has "FOX" written on it)
- CT: CTSA016-100A

⇒ Process to Follow to Pass DNSP's test

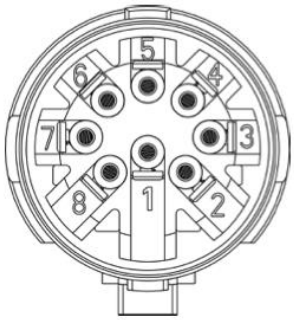
1. Meter or CT connection with the Inverters.

All FoxESS grid-tied and hybrid inverters must be connected to either a Current Transformer (CT) or a meter.

For grid-tied inverters:

- The CT is connected to the inverter communication connector, with the red cable connected to terminal 1 and the black cable connected to terminal 2.
- The meter is connected to terminals 3 and 4, with terminal 7 of the meter connected to terminal 4 of the inverter connector and terminal 8 of the meter connected to terminal 3 of the inverter connector.

Please refer to the image below for further clarification.



PIN	1	2	3	4	5	6	7	8
Definition	CT+	CT-	METER 485-	METER 485+	GND	DRM0	NC	ESTOP

For Hybrid inverters:

- The primary CT is connected to terminals 7 and 8, with the red cable connected to terminal 8 and the black cable connected to terminal 7.
- There is also a secondary CT option, which can be used for AC coupling with another solar inverter.
- The meter is connected to terminals 1 and 2, with terminal 7 of the meter connected to terminal 1 and terminal 8 of the meter connected to terminal 2.

Please refer to the image below for further clarification.

PIN	1	2	3	4	5	6	7	8
Definition	Meter485A	Meter485B	485B	485A	CT2+	CT2-	CT1-	CT1+

2. **Make sure the inverter is Online.**

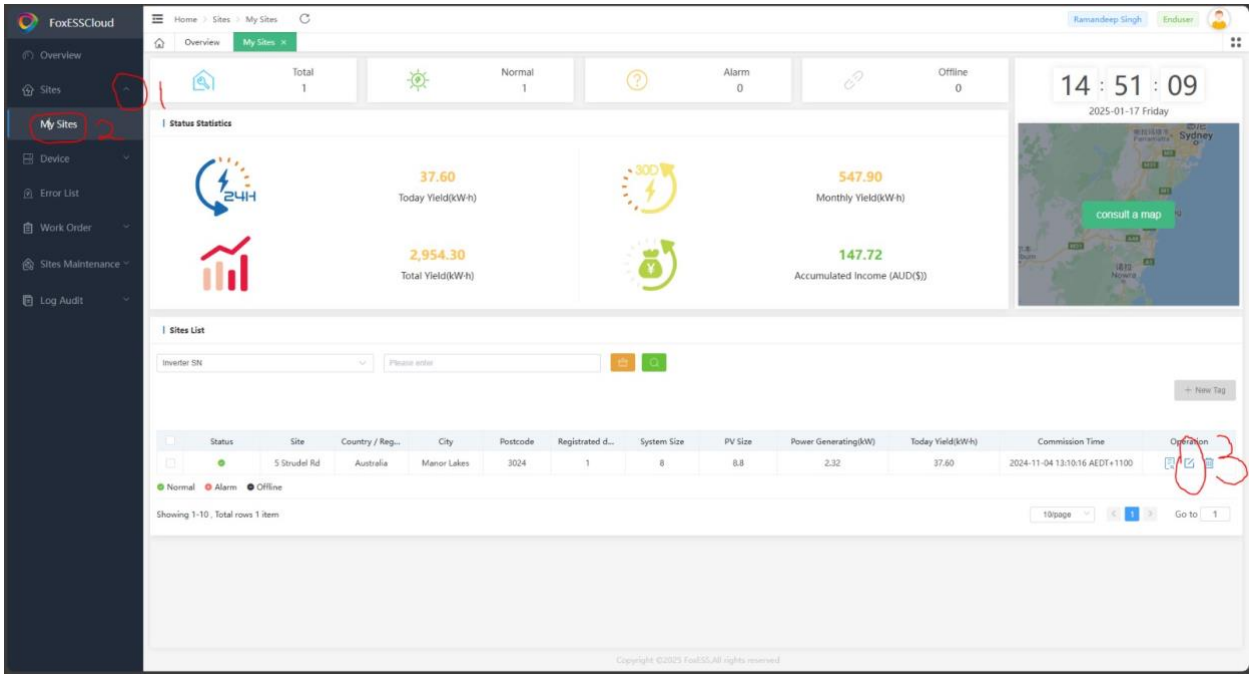
Please follow the Wi-Fi Troubleshooting document to connect the Wi-Fi of the house to the inverter.

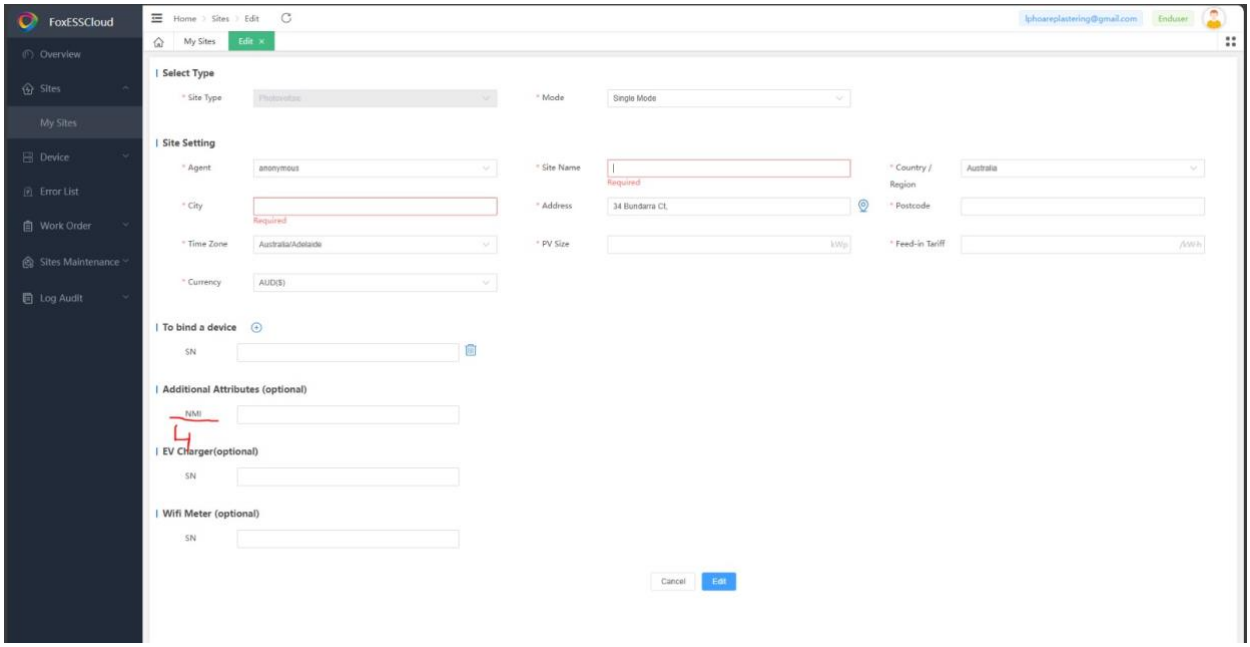
If the installer is having any issue with connecting Wi-Fi, please call on FoxESS Support line.

3. **To add the NMI number on FoxESSCloud.com follow these steps:**

- **Navigate to the "Sites" Menu,** On the left-hand side of the portal, select **"My Sites"** from the dropdown menu under **"Sites."**
- **Locate the Desired Site,** In the **"My Sites"** section, find the relevant site in the **"Sites List"** table. You can use the **search box** to filter by **Inverter Serial Number (SN)** or locate it manually.
- **Edit Site Details,** In the **"Operation"** column of the selected site, click the **Edit (pencil) icon** to open the site details.
- **Enter the NMI Number,** Scroll down to the **"Additional Attributes (Optional)"** section. Enter the **NMI number** in the **"NMI"** field.
- **Save Changes,** Click the **"Edit"** button at the bottom to save the changes.

Please refer to the attached image for further guidance.





Please note the firmware on the inverter needs to be up to date. Please call on the support line to confirm if the inverter has the updated firmware version.

⇒ DNSP capability test.

Below is the training link with each DNSP for installers to pass capability test smoothly.
Powercor and Citipower- Powercor Troubleshooting document
United- United Troubleshooting document
Jemena- Jemena.com.au
Below is the example of the test passed with Powercor which is like Ausnet and Jemena.