Author: Konoha&Loki Elfin
E-mail: loki@acrel.cn
Website: www.acrel-electric.fr

1. ADW300 Series Common FAQ

Question 1: When the ADW300 series is used with -/5A transformers, the current displayed by the meter is much smaller than the actual current on site [measured by a multimeter].
Troubleshooting 1: Press the button to view the CT ratio setting [Current Ratio Setting] of ADW300. For details, refer to "ADW300 Current Transformation Ratio Setting Video" and manual.
For example, if ADW300 is used with 150A/5A CT, the current ratio is set to 30 in ADW300. [150/5=30]

Question 2: ADW300 found that the active power is negative.
Check 1: It is possible that the current direction of the transformer is opposite to that of the field current, and the direction of the transformer needs to be reversed to display correct data and perform correct energy accumulation.

Question 3: The three-phase voltage and current of ADW300 are normal, and the active power is far less than the normal value.
Troubleshooting 1: Check the power factor of the three phases to see if it is in line with the normal situation (generally above 0.5). If the value is obviously abnormal, it may be caused by a wrong phase. It is necessary to check whether the three-phase voltage and current of A, B, and C are in one-to-one correspondence on site. If there is any problem, the phase sequence must be changed in time to display the correct data.

Question 4: ADW300/C can't communicate with 485 on site.
Check 1: Confirm whether the gateway or PLC baud rate, data bits, stop bits, and parity bits are consistent with ADW300. After confirming that they are consistent, check whether the slave station address (communication address of the table) and function code (03) set on the gateway or PLC are correct.
Check 2: If it is still correct, the customer must first confirm whether the communication of the watch is normal (connect usb to 485 to the computer, open the debugging software), if it is normal, it needs to receive the read message sent by the gateway or PLC to check the error.

Question 5: ADW300/LR cannot communicate with Lora on site.
Check 1: Bring the distance between the two closer to see if the distance is too far.
Check 2: First check the Lora channel and spreading factor on the gateway, and then compare the Lora channel and spreading factor of ADW300 to keep the two consistent.
Troubleshooting 3: If the parameters are consistent, you can try to change the channels of the two to other channels.

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E-mail: loki@acrel.cn
Website: www.acrel-electric.fr

1. ADW300 Series Common FAQ

Question 6: ADW300/4G judges the communication problem.

Troubleshooting 1: First adjust the display to the state interface, and judge the current problem according to the maximum display value of the state. Several common problems: the 4G card cannot access the Internet; the 4G card has a whitelist restriction, and you need to contact the operator to add the IP of the data transmission server; some foreign operators need to open the APN and set the APN parameters; the firmware version is incorrect; the location signal poor and so on.

Question 7: ADW300/WIFI judges the communication problem

Troubleshooting 1: First adjust the display to the state interface, and judge the current problem according to the maximum display value of the state. Several common problems: WIFI name and password are set incorrectly; WIFI assigns IP in the wrong way, you need to set a static IP connection; the firmware version is not equal.

Question 8: ADW300/C is matched with a gateway and a system platform, the value read by the system platform is far from the actual value displayed on the ADW300/C table.

Troubleshooting 1: Check whether the address read by communication is consistent with the dot table at the end of the description.

Check 2: When ADW300/C is paired with a gateway [such as AWT100 series] the value read through the MODBUS-RTU protocol is generally a secondary value, and some values [such as power] need to be multiplied by the transformation ratio. For specific configuration, refer to the manual [such as connecting to Acrel overseas IoT platform, you need to set the CT or PT ratio in Basic Data Management → Meter Management].

Note: This check is for ADW300/C with a gateway. If direct transmission models such as ADW300-WF and ADW300-4GHW are used with Acrel’ s overseas IoT, it is not necessary to additionally set the CT ratio on the overseas IoT platform [CT ratio Defaults to 1]. [PT ratio If the voltage signal is directly connected, it is still set to 1 by default]

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