

# Enphase Enlighten Event Codes

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Enphase Customer Service may be contacted at 877.797.4743 or via email at [support@enphaseenergy.com](mailto:support@enphaseenergy.com).

<b>Event Code</b>	<b>Possible Causes</b>	<b>Recommended Action</b>
Grid Instability (AntiIslanding)	This error is likely due to a temporary interruption of the electrical utility's distribution of power to your location.	This condition should correct itself. If the condition persists, please contact Enphase Customer Service.
AC Voltage Out Of Range (AcVoltageOOR)	The Enphase micro-inverter reporting this message has sensed an over- or under-voltage condition on power coming from the utility. Each inverter independently monitors the condition of the utility at all times.	This condition should correct itself. If the condition persists, please contact Enphase Customer Service.
AC Frequency Out Of Range (AcFrequencyOOR)	The Enphase micro-inverter reporting this message has sensed an over- or under-frequency condition on power coming from the utility. Each inverter independently monitors the condition of the utility at all times.	This condition should correct itself. If the condition persists, please contact Enphase Customer Service.
DC Too Low (DcTooLow)	The DC input voltage to the inverter is too low. This is a normal condition at night, but during the day, it may indicate a faulty or missing DC connection to the	This message can appear during extended periods of low solar irradiance (for example, a period that includes the night hours plus a few hours of low sunlight after

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	inverter, or a failed PV module.	sunrise). If this condition occurs during daylight hours, we recommend that the system manager inspect the DC connection between the module and the inverter indicated above. The connection may need to be tightened or may be experiencing wear and tear and require replacement. Please ensure that the person inspecting the connection is a qualified electrician.
DC Too High (DcTooHigh)	The DC input voltage to the inverter is too high.	Check that the PV module and inverter are compatible.
GFI Tripped (GfiTripped)	An inverter has detected ground fault current greater than one amp on the DC side.	This condition can only be cleared via the Enphase Envoy/EMU after the ground fault condition has been remedied. The GFI can be cleared using the Device Conditions and Controls page unless the failure is permanent. Please contact Enphase Customer Service regarding any GFI condition.
Power generation off by command (PwrGenOffByCmd)	The inverter is not producing power by user command.	This condition would only exist in the event that someone explicitly sent a command to power down one or more inverters. Please contact Enphase Customer Service for assistance.

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Critical Temperature (CriticalTemperature)	The inverter is producing less power in an attempt to not overheat (see Over Temperature).	No action required on your part. Once the internal temperature of the inverter diminishes, it will begin to produce full power and this error message will clear.
Over Temperature (OverTemperature)	The inverter is not producing power because it is too hot.	No action required on your part. Once the internal temperature of the inverter diminishes, it will begin to produce power and this error message will clear.
Module failed to report (ModGone)	The inverter reporting this condition has experienced some interference in its communication with the Enphase Envoy/EMU over powerline communications.	If several inverters are reporting this condition, it may be necessary to relocate the Enphase Envoy/EMU communications gateway to another electrical outlet to improve communication signal strength. Occasional instances of this error may be ignored, however, as the inverter will recover on the next cycle. Another possible cause is lack of continuity in the AC wiring to the inverters, such as a tripped circuit breaker.
Grid gone (GridGone)	This error is likely due to a temporary interruption of the electrical utility's distribution of power to your location.	This condition should correct itself. If the condition persists, please contact Enphase Customer Service.
EMU not reporting (EmuNoComm)	The broadband connection through which	Internet connections often have temporary



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	the Enphase Envoy/EMU communicates to the internet is experiencing a problem, or the Envoy/EMU is turned off or not connected to the local network.	outages. If the situation persists, contact your internet service provider. When the connection is restored, the Enphase Envoy/EMU communication gateway will resume reporting any/all energy data it has stored. Ensure that the Envoy/EMU is plugged in and properly connected to a local network.
EMU not reporting performance data (EmuNoIntervals)	The Enphase Envoy/EMU communication gateway is unable to communicate with the inverters in the array over the AC powerline. This can occur because of the following conditions: (a) If the Enphase Envoy/EMU was recently relocated, it is possible that the new location is not suitable for powerline communications. (b) None of the Enphase branch circuits are energized.	One of the following remedies is recommended, depending on the situation as listed above: (a) If the Enphase Envoy/EMU was recently relocated, it may need to be relocated again to improve signal strength. (b) Verify that the circuit breaker(s) in the service panel (load center) are on. Please contact Enphase Customer Service for assistance.