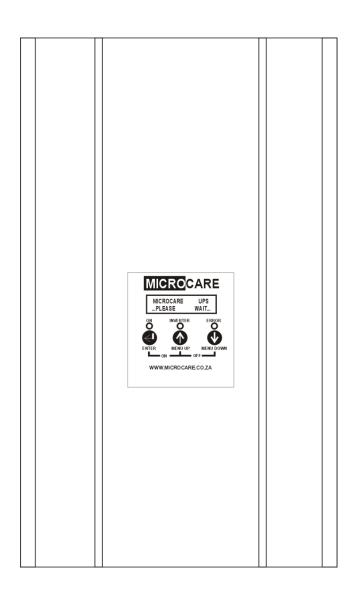


# Pure Sine Wave Inverter 5 kW 48V 8 kW 48V User Manual





Manual Version: INV-5-8kW-LION- 2021-1-V21R1

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This manual applies to the Microcare 5kW & 8kW Inverter with Software Version:

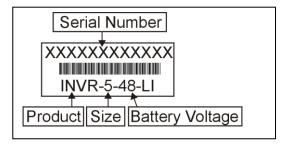
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# Unpacking and Inspection

Upon receipt the unit should be unpacked and inspected for any damage during shipment. Verify that the contents of the box include:

- 1 x Inverter as per the Identification Label
- 1 x Wall mounting bracket
- 1 x V2 Lithium Interface Cable
- 1 x V2 Lithium Interface Termination Socket
- 1 x User Manual (Warrantee registration information)

The identification labl is position on the top of the inverter.



This manual applies to the Microcare 5kW & 8kW Inverter with Software Version:

V21R1

# Please note that if the LITHIUM-ION Interface is not connected to a BMS, terminate the

# <u>Inverter and MPPTS as below with the supplied termination</u> sockets.

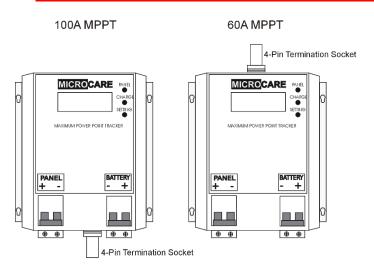
### If the termination socket is not fitted to the Inverter

- The Inverter will not charge the batteries.
- The Inverter will not switch power to the load.

### If the termination socket is not fitted to the MPPT

The MPPT charger will not charge the batteries.

# Fit the termination Socket as indicated Below





# **Glossary of Terms**

AC Alternating Current

Ah Rated battery capacity specified in Ampere-Hour.

AC Run To The level the solar regulator will charge the battery to before the inverter

switches back to battery power

AC Source The primary AC input that is connected to the inverter, e.g., Mains Grid or

Generator.

Bat Run To The level the battery discharges to before switching to mains power.

Bat Off At The voltage at which the inverter will disconnect the load from the batteries.

DC Direct Current.

Grid Connected A system that is connected to the grid.

Inverter Is an electronic device or circuitry that changes direct current (DC) to alternating

current (AC).

Inverter Mode The inverter is producing AC from the batteries.

LED Light emitting diode.

Load Electrical appliance or device to which an electrical voltage is fed

Off-Grid A system not connected to the grid

Solar Array A collection of Solar Panels.

PV Photo Voltaic solar power.

State of Charge (SoC) Referring to the battery charge condition.

Sealed Battery A lead acid battery with no access to the electrolyte - either valve regulated or

gel. No hydrogen gas discharge during normal operation.

Flooded Battery A lead acid battery with access caps for maintaining the electrolyte - replacing

water lost during recharge operations. Hydrogen gas discharged during normal

recharge

SoC State of Charge is the amount of charge in the battery bank expressed as a % of

the battery capacity. When SoC = 100% the battery is fully charged. When the

SoC is 50% then the battery is half charged.

### IMPORTANT INFORMATION AND SAFETY INSTRUCTIONS

- Installers should be qualified electricians or technicians.
- The installation information in the manual is for information purposes only.
- The monitoring and operation information in this manual is intended for anyone who needs to operate the inverter.
- The inverter output cannot be paralleled with another inverter or AC source.
- Read the instructions carefully before installing and operating the Inverter.
- Inverter connection and installation instructions must be followed.
- The unit should only be opened by skilled personal.
- To reduce risk of electric shock, disconnect all wiring before making any attempt to maintain or to clean the unit. Turning off the INVERTER will not reduce this risk.
- Retain the load within the rating of Inverter to prevent faults.
- Keep the Inverter clean and dry.
- The Inverter will not operate without batteries.
- The Inverters should be installed indoors, in a ventilated and dry area.
- The mounting surface should be able to support the weight of the inverter.
- Mount the inverter vertically.
- Do not install the Inverter on a rugged or inclined surface.
- Do not install the Inverter near water or in a damp environment.
- Do not install the Inverter where it would be exposed to direct sunlight.
- Do not remove the inverter casing while the unit is powered on.
- Keep the Inverter away from heat emitting sources.
- Do not block the inverter ventilation openings.
- Do not leave objects on top of the Inverter.
- Do not expose the Inverter to any corrosive gasses.
- Install the inverter away from any explosive gasses.
- Ambient temperature: 0°C 40°C
- AC Input and Output circuit breakers have not been provided and must be installed.
- The INVERTER must be used with a battery supply of nominal voltage that matches the inverter as on the "Identification Label".
- Sketches are intended for illustrative purposes only and are not intended to provide an electrical design.

Do not switch the battery breaker off when the unit is operating or in any other mode when connected to the grid.

Damage caused by reverse polarity, lightning and surges is not covered by warranty.



High AC voltage present and is capable of causing severe injury.

7

### INTRODUCTION

# 2.1 General Description

The Microcare Inverters comes with the latest software included, to improve the automatic change over from the grid to the Inverter. Our cutting edge software innovations allow for uninterrupted supply to a range of applications from a sensitive server room to industrial machines. The Inverter is able to anticipate load failure and pre-charges the circuits for rapid transfer of power and change-over up to 4 times faster. The Microcare Inverter can run at 200% the capacity continuously when the grid is present and should the grid fail, the Inverter will return to its rated power. Microcare Inverters use galvanic isolation which makes them highly robust and reliable with low standby current and high efficiency.

# 2.2 Key Features

- Bi-Directional Inverter.
- UPS, Off-Grid or Solar Grid Assisted Mode.
- LCD display and low idle current.
- High surge capacity for motor start.
- Timed overload capacity with auto shutdown.
- Adjustable transfer switch time.
- 3-Attempt auto restart with short circuit protection.
- Built in, high rate, multi-stage battery charger.
- Minimum local service turnaround time with a 3-year warranty.
- Fan cooling for optimum performance and component longevity.
- Audible buzzer indicating faults, overload and status.
- Wall Mounted.
- User adjustable settings.
- Remote monitoring via GSM (Optional) or Battery Monitor and Web Logger (Optional)
- Manufactured in South Africa.

# Please Note:

This Inverter is pre-programmed with a set of default values.

These settings might not be correct for your battery type.

Please contact your battery supplier for your battery specifications

"Battery Float Voltage, Boost Voltage, Boost to Float Time " Absorb Time"

and program the Inverter accordingly

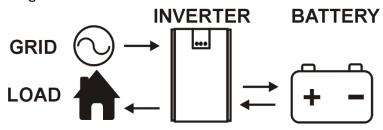
### **OPERATION MODES**

### 3.1 UPS System

The inverter is used as an *UPS*. This operation mode is used for systems that have the grid available as the main AC supply. The grid will supply the load. When the grid supply is interrupted or lost, then the inverter switches to inverter mode. The batteries power the load via the inverter circuitry. When the grid power returns, the load reconnects with the grid. The internal charger charges the batteries when the grid is available.

For this mode of operation select "UPS" in the setup menu.

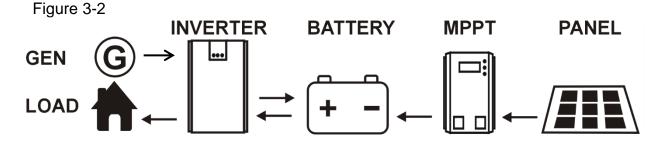
Figure 3-1



### 3.2 Off-Grid System (No Grid Supply )

When the inverter is used as an *OFF-Grid* solution, the inverter runs in inverter mode. The batteries power the load via the inverter circuitry. Renewable energy charges the batteries. For this mode of operation select "<u>UPS</u>" in the setup menu.

A generator can be connected to the inverter to assist with charging and supplying the load when required.



# 3.3 Grid Assisted Solar Power System

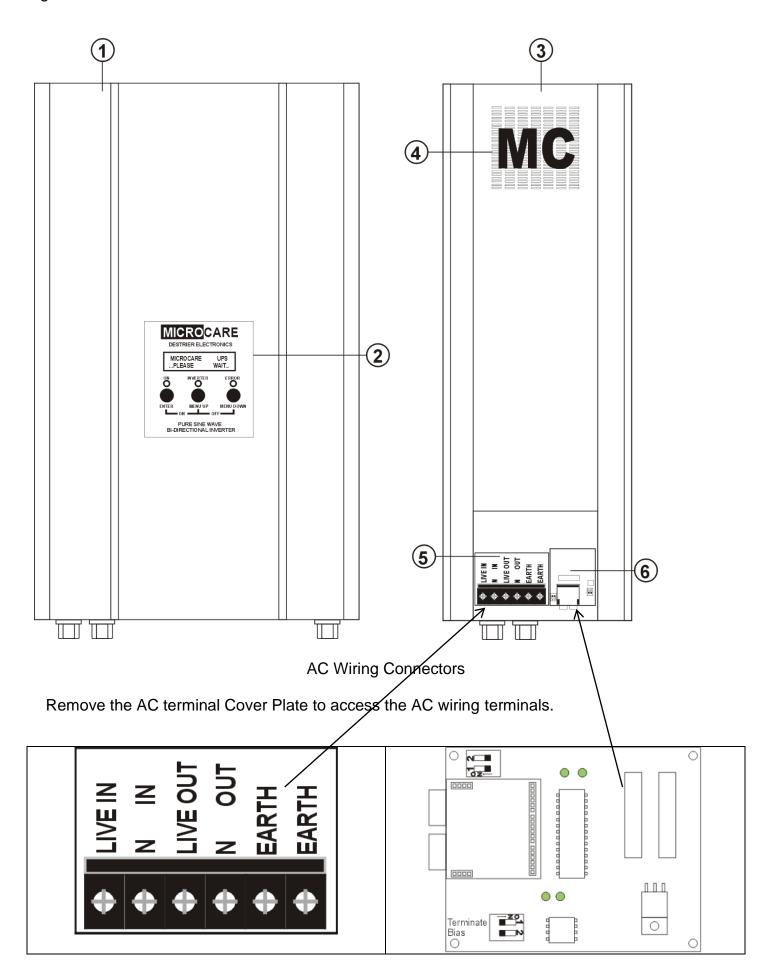
In a Grid assisted system the inverter mainly runs in the inverter mode and the batteries power the load via the inverter circuitry. Renewable energy charges the batteries. The load runs from battery power until the batteries have discharged to a set level. At this level, the load is disconnected from the batteries and the load is connected to the grid. As soon as the batteries are charged to a set level, the load disconnects from the grid and the load is powered from battery power.

For this mode of operation select "Solar Control" in the setup menu.

# **INVERTER OVERVIEW**

### 4.1 Inverter Front & Side View

Figure 4-1



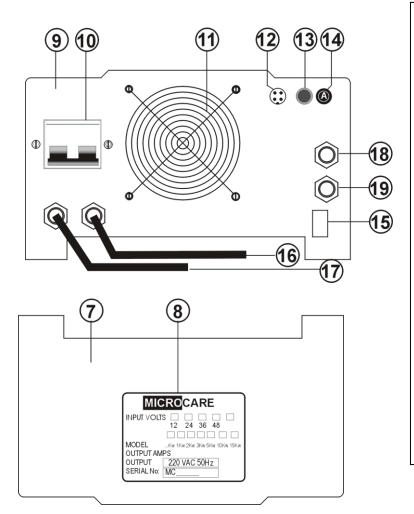
7

# **INVERTER OVERVIEW**

# 5.1 Inverter Layout

Figure 5-1

Top View



- 1. Inverter Front View
- 2. LCD display & Keypad
- 3. Side View
- 4. Ventilation Grid
- 5. AC wiring terminal cover
- 6. Comms Card
- 7. Top View
- 8. Identification label
- 9. Inverter Bottom View
- 10. DC battery circuit breaker
- 11. System fan
- 12. Lithium-ION Interface
- 13. Pre-charge Button)
- 14. System Fuse
- 15. Comms Port
- 16. Positive Battery Lead
- 17. Negative Battery Lead
- 18. AC Load Output Wiring Gland
- 19. AC Input Wiring Gland

Bottom View

### INVERTER INSTALLATION

Consider the following when installing the inverter.

# 6.1 Planning the Installation

### Location

- Install the Inverter indoor in a dry protected location away from any sources of moisture.
- Find a suitable temperature resistant surface to mount the inverter.
- Provide enough space for the routing of external wiring, Sub DB board and additional accessories.
- The mounting surface must support the weight of the inverter.
- Exposure to saltwater is particularly destructive.
- Do not mount the inverter in a closed container.
- Unrestricted airflow is required for the inverter to operate at optimal efficiency.
- Ensure a 200mm unrestricted clearance at the top, left and right side of the inverter.
- Do not install the inverter in the same compartment as non-sealed batteries.
- Locate the Inverter as close as possible to the batteries in order to keep the battery cables. as short as possible as supplied with the inverter.
- If flooded batteries are used, install them in a separate room or compartment.

### Orientation

The unit must be mounted in a "VERTICAL POSITION" against the wall.

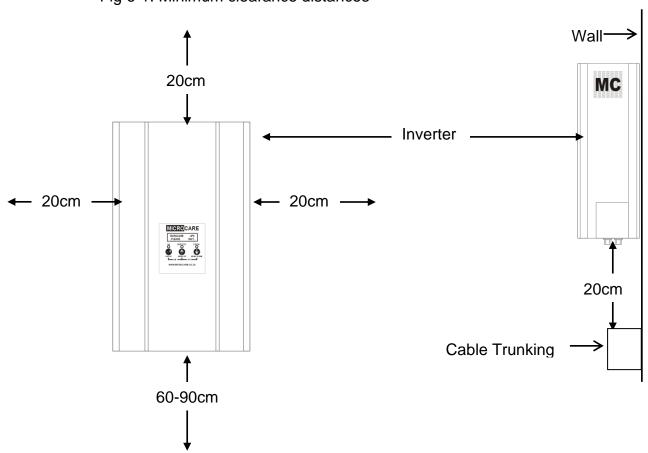
### **Temperature**

Away from sources of high temperature.

### Height

Install the inverter so that the display is at eye level.

Fig 6-1: Minimum clearance distances



### 6.2 Installing the Inverter Mounting Bracket

- Find a suitable temperature resistant surface to mount the inverter.
- Provide enough space for the routing of external wiring, Sub DB board and additional accessories.
- The mounting surface must support the weight of the inverter.
- Check for existing electrical or plumbing prior to drilling holes in the walls.
- Position the wall mounting bracket against the wall at a height where the top of the inverter is at eye level.
- Ensure a 200mm unrestricted clearance at the top, left and right side of the inverter.
- Level the wall mounting bracket and mark the 3 holes on the surface. Fig 6-1.
- Drill the 3 holes into the wall.
- Using anchor bolts, secure the bracket against the wall.
- Mount the inverter on the wall bracket.
- The inverter is heavy and if dislodged from the mounting bracket can cause damage to external wiring and can cause bodily harm.

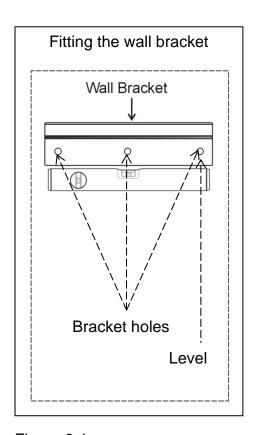


Figure 6-1

### **GENERAL WIRING INFORMATION**

• Wiring must be performed by qualified personnel / certified electrician.



- Familiarize yourself with the content of the manual following before commencing with the wiring.
- The line voltage "AC" applied must comply with the inverter's specified input voltage.
- The AC connections are located at the top of the inverter under the wiring terminal cover.

• Do not connect the AC output of the inverter directly to another AC source.



• The inverter is not designed for parallel operation with another inverter.



- If an electrical load distribution board or sub distribution board is fed from the inverter AC output and the load is also required to be powered from another AC source, the AC load, AC source and the inverter output should be connected to a manual or automatic transfer switch.
- An earth leakage must be fitted at the inverter AC output and not on the AC source input line.
- Make sure the BATTERY INPUT CIRCUIT BREAKER is OFF before attempting any wiring.
- Battery interconnection cables must be a minimum of 35mm<sup>2</sup> and as short as possible.
- Connect the Positive terminal of the inverter battery cable to the Positive post of the battery
  and connect the Negative terminal of the inverter battery cable to the Negative post of the
  battery.

Warning! The inverter battery input is not reverse polarity protected.

Reverse polarity will damage the unit!!

# **Please Note:**

This Inverter is pre-programmed with a set of default values.

These settings might not be correct for your battery type.

Please contact your battery supplier for your battery specifications

"Battery Float Voltage, Boost Voltage, Boost to Float Time "Absorb Time"

and program the Inverter accordingly.

11

### 7.1 Earthing Of the Equipment

Equipment surge protection products are an effective way of controlling dangerous surges that can enter a facility.

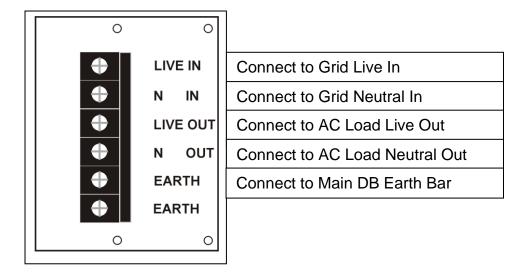
When strategically placed and correctly installed, the Surge Protectors will effectively reduce harmful over voltage conditions that can damage electrical and electronic equipment. It is important that the protection system includes both structural and surge protection equipment.

When lightning current passes into the ground through any conductor (Example: Tree Trunk) a powerful electromagnetic force is set up due to the fast rise times of the strike. This electromagnetic force then couples into any inductive loops that may be available in nearby buildings. When these currents equalize, damage usually occurs to the equipment.

Table 7-1 Lightning Protection Zones

LPZOA	This zone is an area where a direct hit to the structure is possible. The current may rise to a value of 200000A (10/350us) producing extremely high electromagnetic fields. Any conductor system must be capable of carrying the full lightning current.
LPZOB	This zone is an area where a direct hit is not possible, but high electromagnetic fields will be present. This zone is determined by the effectiveness of the structural protection system.
LPZ1	Again, a direct hit in this area is not possible due to the screening measures applied. The electromagnetic field is much lower than LPZOA and LPZOB. It is in this zone where appropriate surge arresters may be fitted that will limit the value of surge current entering a facility.
LPZ2	The value of surge current and electromagnetic field will be lower than that of LPZ1 when correct protection principles have been applied. It is in this area where sensitive electromagnetic equipment may be safely installed.

Figure 7-1



When Mains is connected to the inverter the Neutral connection is bonded to Earth via the Mains utility supply, earth bar.

If the Inverter is connected as a stand-alone inverter with no Mains Connection, the Neutral is required to be earthed using an earth spike.

If the Inverter is not earthed; warranty will be null and void.

### 7.2 Inverter Neutral Connection

### 7.2.1 Inverter Connected to the Grid

When connecting the inverter to AC from the grid, the inverter input must not be connected via an earth leakage.

The earth leakage must be connected directly after the inverter.

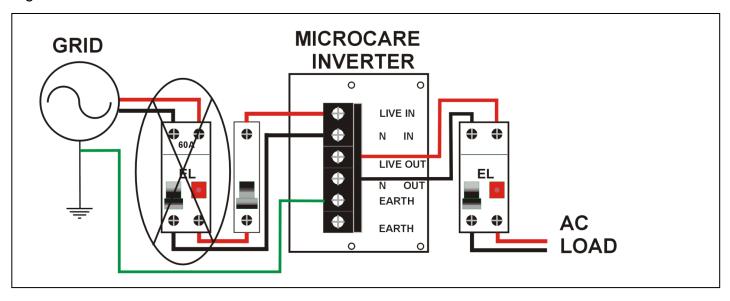
Keep the inverter neutral input connected to the **GRID neutral** at all times.

Connect the inverter Earth to the Earth Bar on the DB board.

When switching off the GRID input to the inverter, only **SWITCH OFF LIVE**. **Refer to Figure 7-2** 

The grid will pull the inverter neutral to 0v.

Figure 7-2

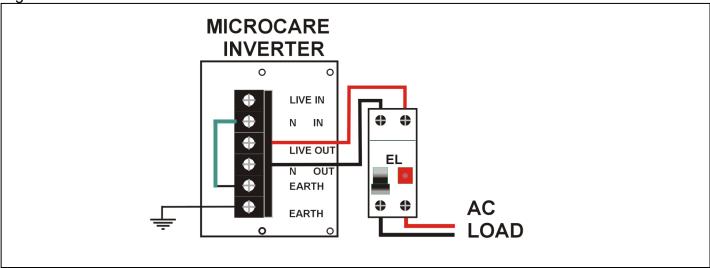


### 7.2.2 Off-Grid Connection

For an **OFF-GRID** application you need to bridge the **Neutral Input** to the **Earth** terminal on the inverter AC wiring terminal block.

You can now fit an earth leakage after the inverter. Refer to Figure 7-3

Figure 7-3



# 7.3 AC Wiring

The inverter AC input and AC load output wiring must be sized correctly and fitted with appropriate circuit breakers. Refer to **Error! Reference source not found.** for the correct wiring and circuit b reaker sizes.

### 7.4 Pre-Wiring Procedure

Make sure that the wiring to and from the inverter is not connected to any AC sources. Switch off the inverter battery circuit breaker,

Remove the AC wiring terminal cover plate by unscrewing the 2 cover plate screws.

Remove the 2 cable glands from the terminal compartment.

Install the supplied glands.

Unscrew the wiring terminal screws until a clicking noise is heard, this is to ensure that the terminals are screwed fully open.

AC wiring should be fed through the appropriate glands and terminated into the correct terminals.

### 7.5 Inverter AC Input wiring

Feed the AC Input wiring through the correct gland.
Strip adequate insulation from the end of each wire.
Individually insert the bear end of the: Live In, Neutral In and Earth Wires fully into the correct terminal slots till it stops and tighten the screws firmly.

Tighten the cable gland ends.

# 7.6 Inverter AC Output wiring

Feed the AC output wiring through the correct gland
Strip adequate insulation from the end of each wire.

Individually insert the bear end of the Live Out and Neutral Out wires Figure 7-4 fully into the correct terminal slots till it stops and tighten the screws firmly.

Tighten the cable gland ends.

LIVE IN
N IN
LIVE OUT
N OUT
EARTH
EARTH

AC Wiring Terminals

The neutral conductor must be maintained such that the operation of the inverter isolator will not alter the bonding between Neutral and Earth.

Earth the inverter by connecting the earth from the Main Distribution Board "DB" to the inverter Earth wiring terminal.

Earth leakage devices must be fitted after the inverter. On the load AC wiring side. Refer to Figure 7-2

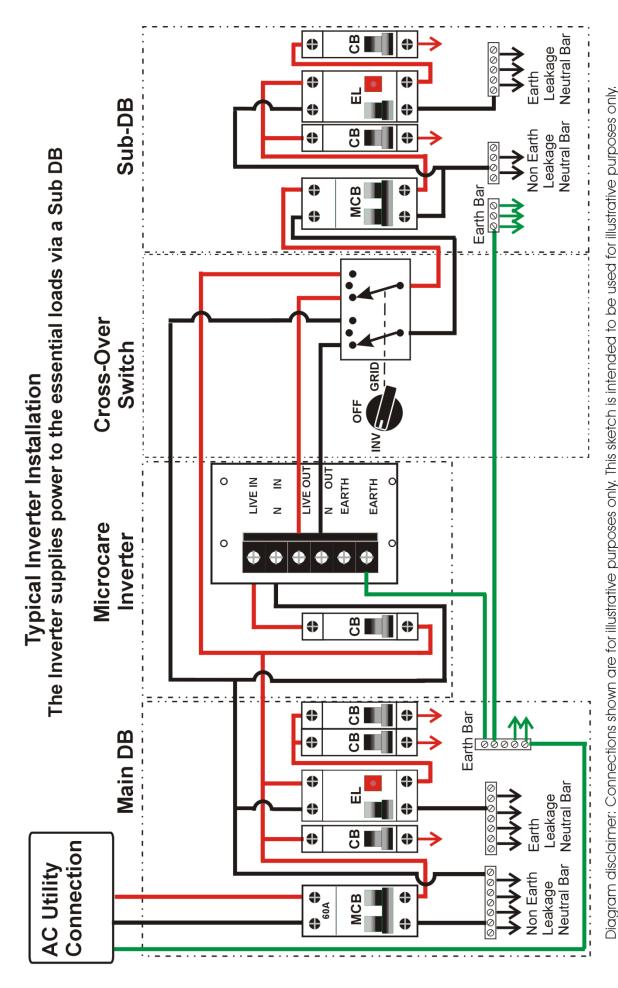


Figure 7-4: Sample Wiring Diagram

Circuit Breaker, Isolators ratings are not shown, ratings are sized by the size of the inverter and the loads connected.

EL= Earh Leakage, CB = Circuit Breaker, DPI = Double Pole Isolator, MCB = Main Cuircuit Breaker.

This sketch is not intended to provide an electrical design.

# 7.7 DC Wiring



# Warning! The Inverter battery input is not reverse polarity protected. Reverse polarity will damage the unit!!

The battery connection leads between the inverter and batteries should be kept to a minimum length. The inverter comes supplied with pre-fitted battery cables and must not be shortened. Shortening the battery leads will void the warranty of the inverter.

Before connecting the battery leads to the battery/batteries make sure that the batteries are connected according to the correct operating voltage for the model of inverter.eg: 48 VDC, Refer to section 7.8

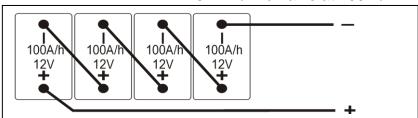
Connect the Positive (Red) battery lead terminal from the inverter to the positive post of the battery.

Connect the Negative (Black) battery lead terminal from the inverter to the negative post of the battery.

# 7.8 Battery Connection Methods

### 7.8.1 Series Connection

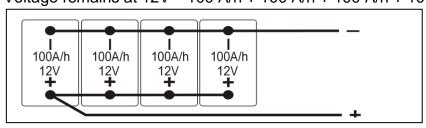
12V + 12V + 12V + 12V = 48V A/h remains at 100 A/h



Series Connection (Voltage increases, amperage stays the same as a single battery)

### 7.8.2 Parallel Connection

Voltage remains at 12V 100 A/h + 100 A/h + 100 A/h + 100 A/h = 400 A/h

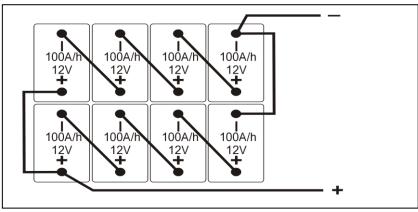


Parallel Connection (Voltage stays the same as a single battery, amperage increases)

### 7.8.3 Series and Parallel Connection

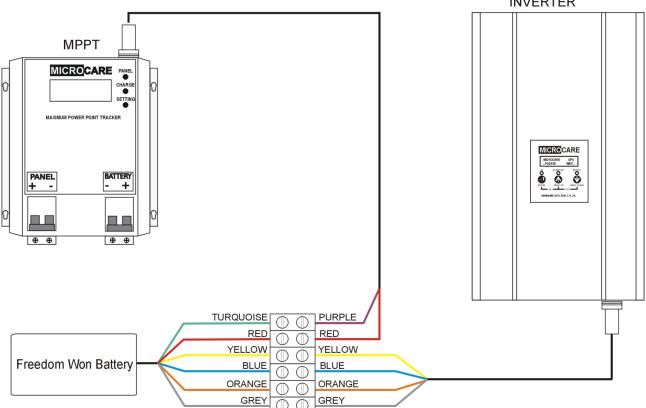
Voltage increases to 48 V

A/h increases to 200 A/h



2 Strings of batteries in series, connected in parallel Series/Parallel Connection (both voltage and amperage increase)

# 7.9 V1 Lithium Ion Interface – Freedom Won BMS Wiring Diagram



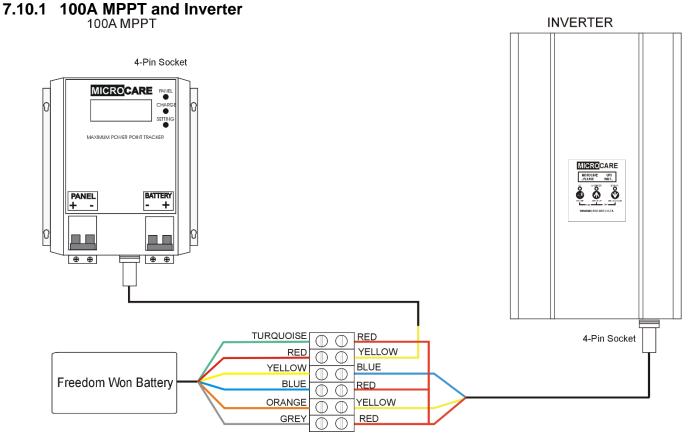
# 7.9.1 Wiring Designation

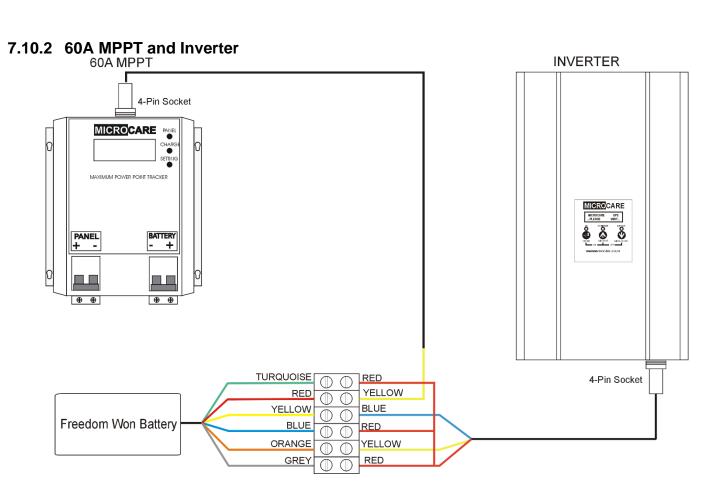
WIRE COLOUR	MPPT WIRE FUNCTION	NUMBER
RED	Solar Charge Controller Enable (NO)	2
TURQUIOSE	Solar Charge Controller Enable (COM)	1

WIRE COLOUR	INVERTER WIRE FUNCTION	INVERTER PIN NUMBER			
YELLOW	Inverter Enable (NO)	3			
BLUE	Inverter Enable (COM)	1			
ORANGE	Inverter Charge Enable (NO)	2			
GREY	Inverter Charge Enable (COM)	1			
(NO = Normally Open) (COM = Common)					

17

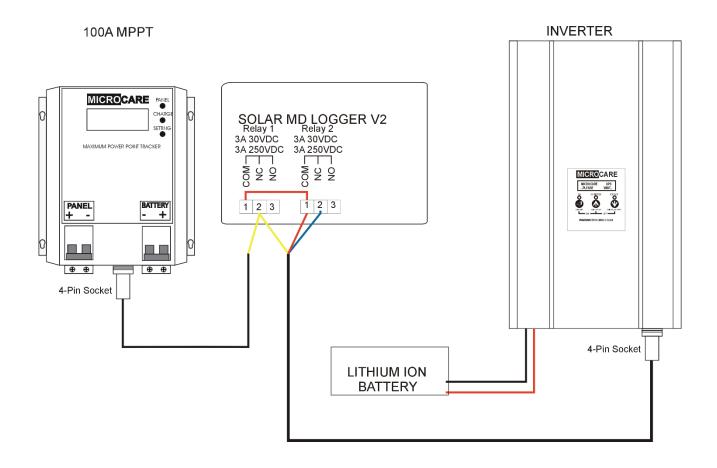
# 7.10 V2 Lithium Ion Interface – Freedom Won BMS Wiring Diagram



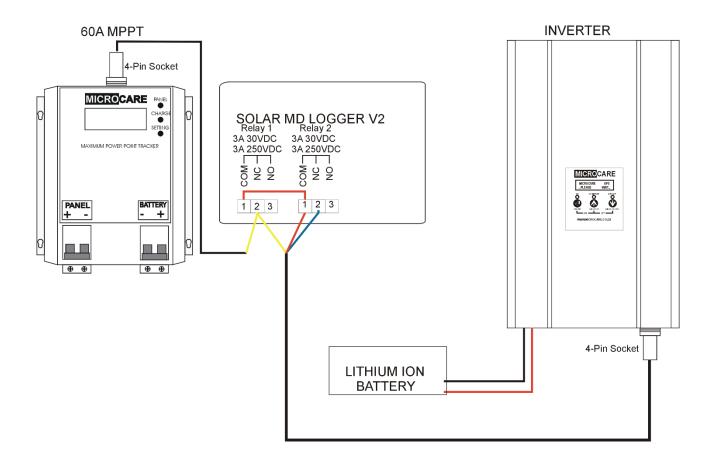


# 7.11 V2 Lithium Ion Interface – Solar MD Logger Wiring Diagram

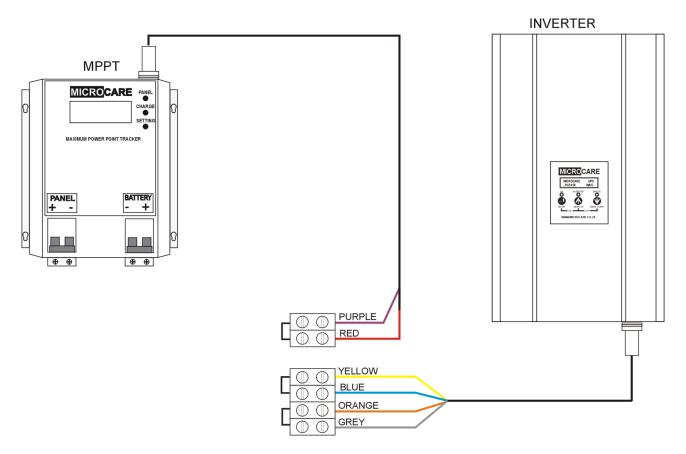
### 7.11.1 100A MPPT and Inverter



### 7.11.2 60A MPPT and Inverter



# 7.12 V1 Lithium Ion Interface With No BMS



If the Lithium Ion battery has no BMS installed connect:

### MPPT with Interface

• Connect the Purple wire to the Red wire to enable charging.

### Inverter with Interface

- Connect Yellow wire to the Blue wire to enable the load.
- Connect the Orange wire to the Grey wire to enable inverter charging.

### 7.13 V2 Lithium-Ion Interface With No BMS

Please note that if the LITHIUM -ION Interface is not connected to a BMS, terminate the Inverter and MPPTS as below with the supplied termination sockets.

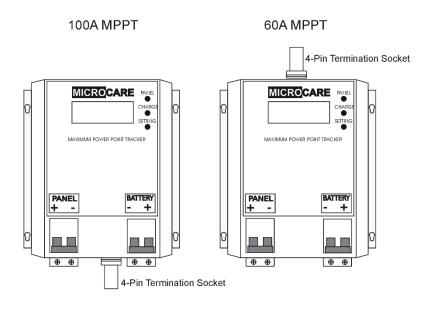
### If the termination socket is not fitted to the Inverter

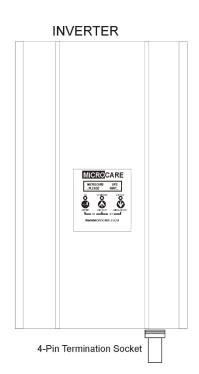
- The Inverter will not charge the batteries.
- The Inverter will not switch power to the load.

### If the termination socket is not fitted to the MPPT

The MPPT charger will not charge the batteries.

Ensure that the 4pin termination plug is inserted in the MPPT and Inverter.





### 7.14 Maintenance and service

Caution – Risk of Electric Shock.

Batteries may cause electric shock and have a high short-circuit current.

Please take the precautionary measures specified below and any other measures necessary when working with batteries.

Remove wristwatches, rings and other metal objects.

Use only tools with insulated grips and handles.

Wait a minimum of five minutes after power has been turned OFF before starting an inspection.

Also confirm that the charge light is "OFF" and that the DC bus voltage has dropped below 25Vdc.

Never touch high voltage terminals in the inverter.

Make sure power to the inverter is disconnected before disassembling the inverter.

Only authorized personnel should perform maintenance, inspection, and replacement operations.

### INVERTER OPERATION

### Front Panel LCD Display/Keypad and Description 8.1



Figure 8-1: LCD Display & Keypad

The front Panel Display/Keypad indicates the Inverter's operational information, including output voltage, battery voltage, output load, internal temperature and is used for programming. Panel Display/Keypad operation explained. For ease of explanation the following symbols will be used to represent the Enter, Menu Up and Menu Down Buttons.

**Button Function Description** 

Symbol	Button	Function description			
	Name				
	Enter	Confirms or store DATA, increment or decrement values and to reset alarm conditions.			
	Menu Up	Navigates through the list of operational information, parameters and functions.			
•	Menu Down	Navigates through the list of operational information, parameters and functions.			

Press and hold both turns the inverter "ON".

Press and hold both turns the inverter "OFF".

#### 8.2 **Inverter Status LED's**

Indicator	Indicator	Description			
	Name				
	On	Led on: Indicates the INVERTER is turned on and operating normally			
	Inverter	Led on: Notification that the Inverter is inverting power from DC Power to AC Power			
	Error	Led on: Indicates the INVERTER is in a fault condition because of inverter shutdown or over temperature			

8.2.1 Inverter ON and Grid Supplying the Load

ĺ				
	ON	INVERTER	ERROR	

8.2.2 Inverter ON and the Battery Supplying the Load "Inverter Mode"

ON	INVERTER	ERROR	

8.2.3 Inverter Displaying WARNING "Battery Low Battery Capacity"

			WARNING!!! LOW BATTERY CAPACITY
ON	INVERTER	ERROR	Steady "ON", Green , Yellow and Red LED

Buzzer sounds twice, Press to clear the warning

8.2.4 Inverter Warning Switched OFF due to Battery LOW/HIGH Battery Voltage

			BATT LOW ERROR PRESS ENTER
ON	INVERTER	ERROR	Steady "ON", Yellow and Red LED

Buzzer sounds continuously

# 8.3 Checks Prior To Start-Up

Ensure that the external AC Grid circuit breaker is turned off. Ensure that the external AC Load circuit breaker is turned off. Ensure that the Inverter Battery Circuit Breaker is turned off. Ensure the INVERTER is mounted vertically. Check if the Input and Output cables are secured. Check if the Battery voltage meets the INVERTER rating. Ensure that the polarity of the battery connections is correct.

### 8.4 Start-Up Procedure

Press and hold the **RED PRECHARGE BUTTON** for 3 seconds until the display shows writing then turn on the **BATTERY CIRCUIT BREAKER** while holding the **RED PRECHARGE BUTTON** in.

Once the BATTERY CIRCUIT BREAKER has been turned ON, the **RED PRECHARGE BUTTON** can be released.

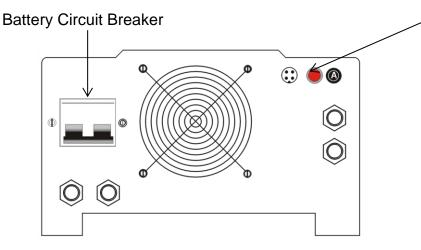


Figure 8-2: Pre-Charge button position

The display will show the following:

TURNING ON ..PLEASE WAIT..

The display then changes to

CALIBRATING ...PLEASE WAIT...

The display then changes to

CALIBRATION DONE PRESS ENTER

Press the ENTER Button and the display will change to:

**UPS MODE**Inverter Off

### 8.5 Switching the Inverter On & Off

# 8.5.1 Switching the inverter "ON"

Press and hold both and buttons for up to 3 seconds.

UPS MODE Inverter On

The UPS will start up and the Green LED will light up to indicate the power is being supplied from the inverter to the load. (Yellow when no mains)

### 8.5.2 Switching the inverter "OFF"

Press and hold both **and buttons** for up to **3 seconds**, the UPS will turn **OFF** after two beeps.

**UPS MODE**Inverter Off

: 54.2

: 10.0

### INVERTER MENU

In either the inverter ON or OFF mode, use the OR U buttons to view the menu displays on the LCD screen explained below.

### 9.1 Power rating of the UPS

The load drawn as a % of the rated power is displayed.

**UPS MODE** OUTPUT 47%

By turning on a load, the OUTPUT % will change to indicate the LOAD as a % of the unit being used in KW. Above 5% of load is displayed.

This status menu is displayed when the inverter runs from the grid or in inverter mode.

### 9.2 **Battery Volts and Amps**

Battery voltage and the amps that the UPS is drawing from the battery when the inverter runs from the battery. **BATT VOLTS** : 54.2 **BATT AMPS** : 7.0

**BATT VOLTS** 

**CHGR AMPS** 

This status menu is only displayed in inverter mode, the Green and Yellow LED is on.

### 9.3 **Battery Charge Amps and Volts**

This shows the **Charge Amps** that are being put back Into the battery bank from the charging source.

The inverter only charges the batteries when a grid connection is present

This status menu is only displayed when the inverter runs from the grid, the Green LED is on.

### 9.4 **Output Volts and Amps**

AC Output voltage and amps that the load is drawing In inverter mode.

INV VOLTS : 220 **INV AMPS** : 7.0

This status menu is displayed when the inverter runs in inverter mode, the Green and Yellow Led is on.

#### 9.5 **Grid Volts and Grid Amps**

Grid Volts and power draw from the grid power supply:

**GRID VOLTS** : 227 **GRID AMPS** :10.0

This status menu is displayed when running from the grid, the Green LED is on

#### 9.6 **Temperature**

Internal temperature of the inverter.

**TEMPERATURE** 26.3 °C

### 9.7 Signal Strength

Control cards in the Inverter have 100% communication.

SIGNAL STRENGTH 100%

### **Serial Number & Software Version** 9.8

Serial number of the inverter.

Software version of the inverter.

SN: MCxxx7777 FW: VXXXX

The Serial number of the inverter needs to be noted and supplied when requesting any fault support information.

9.9 System Setup This menu allows the user TO CHANGE the system settings	ENTER Setup Menu?		
9.10 Battery Setup This menu allows the user TO CHANGE the battery settings	ENTER Battery Menu?		
9.11 Log Menu	ENTER Log Menu?		
9.12 Exit & Save This menu allows the user TO SAVE all the new setting changes	SETUP MENU Exit And Save		
9.13 Restore Factory Settings This menu allows the user TO RESTORE the factory default settings	SETUP MENU Restore Factory		
9.14 Exit Do Not Save This allows the user NOT TO SAVE any system settings that	SETUP MENU Exit, Do Not Save		

# **Please Note:**

were changed

This Inverter is pre-programmed with a set of default values.

These settings might not be correct for your battery type.

Please contact your battery supplier for your battery specifications

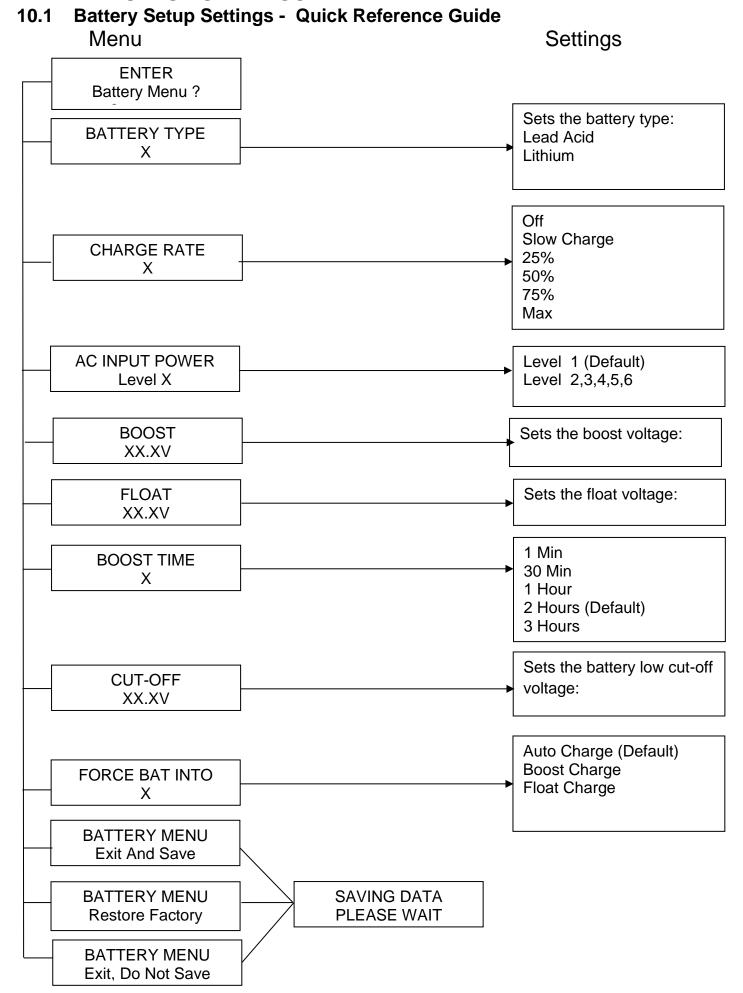
"Battery Float Voltage, Boost Voltage, Boost to Float Time "Absorb Time"

and program the Inverter accordingly.

Sections 10 and 11 Cover the programming of the different parameters.

Set the "Battery Setup Menu" values first and then make changes to the "System Setup Menu".

# 0. BATTERY SETUP SETTINGS



### 10.2 **Battery Setup Procedure**

Please consult your battery supplier for the correct battery charging specifications

Press OR Up to select BATTERY Set-Up Menu: \_\_\_\_\_

**ENTER Battery Menu?** 

Press to access the Battery Setup Menu:

Press , the menu changes to Battery Type

### 10.3 **Battery Type**

To change the **BATTERY TYPE** settings, Press



**BATTERY TYPE** X

This allows the user to select the **BATTERY TYPE**.

**BATTERY TYPE Lead Acid** 

OR

**BATTERY TYPE** Lithium

"Please consult your battery supplier for the correct battery charging specifications"

Press , the menu changes to Battery Charging Rate

### 10.4 **Battery Charging Rate**

To change the **BATTERY CHARGE** settings, Press



CHARGE RATE X

Off 0% of charge rate as per the list supplied below. Slow Charge 5% of charge rate as per the list supplied below. 25% 25% of charge rate as per the list supplied below. 50% 50% of charge rate as per list supplied below. (Default) 75% of charge rate as per the list supplied below 75% Max 100% of charge rate as per the list supplied below.

Below is the list of available charge amps for the inverters.

Table 10-1: Battery Setup – **5kW48V** Inverter Battery Charging rates

INVERTER	Charging Rate (A)				
Model	5%	25%	50% - Default	75%	100%
5kW48V	2.5	12.5	25	37.5	50

Table 10-2: Battery Setup – **8kW48V** Inverter Battery Charging rates

INVERTER	Charging Rate (A)				
Model	5%	25%	50% - Default	75%	100%
8kW48V	2	10	20	30	40

Regarding the battery charge level. The level selected will allow the battery charge to the batteries.

- Great care should be taken when charging batteries. Please consult your battery supplier for the optimum battery charging rate for the batteries you have purchased for your installation.
- Also inform your battery supplier of how many batteries you will be connecting in series, parallel or in series and parallel.
- The charging rate will determine the correct setting as in Table 10-1 or 10-2
- Overcharging and undercharging can reduce the life of the batteries.

To change the Menu press **①**, the menu changes to AC Input Power

# **AC Input Power From Generator**

To change the **AC INPUT POWER** settings, Press



AC INPUT POWER Level X

This allows the inverter to extract the maximum amount of power from a generator.

The inverter constantly monitors the Voltage from the generator and then applies maximum charge.

**LEVEL 1** is the highest load to the generator while.

**LEVEL 6** is the minimum.

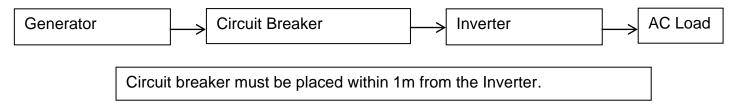
The factory default LEVEL is 1.

This setting only needs to be adjusted if there is a generator connected.

When a generator is running the generator will supply the AC Load first and the inverter charges the batteries with any excess power created from the generator.

Always install a generator with a circuit breaker or contactor connection Keep the circuit breaker off until the generator is running fully.

Turn of the circuit breaker before switching off the generator.



To change the Menu press ①, the menu changes to Battery Boost Voltage

### 10.6 **Battery Boost Voltage**

To change the **BATTERY BOOST** settings, Press



BOOST XX.XV

This allows the user to adjust the **BATTERY BOOST** voltage.

The boost settings can be changed as follows:

### 10.6.1 Battery Boost Voltage Settings

Table 10-2A: Battery Setup - Battery Boost Voltage Firmware V21R1

48V System	
51.6	
52.0	Default – Lithium
54.4	
54.8	
55.2	
55.6	
56.8	Default - Lead Acid
57.6	
58.8	
62.0	

<sup>&</sup>quot;Please consult your battery supplier for the correct battery charging specifications."

To change the Menu press ①, the menu changes to Battery Float Voltage

FLOAT

XX.XV

#### 10.7 **Battery Float Voltage**

To change the **BATTERY FLOAT VOLTAGE** settings, Press



This allows the user to adjust the **BATTERY FLOAT** voltage. The float settings can be changed as follows:

# 10.7.1 Battery Float Voltage Settings

Table 10-3a: Battery Setup - Battery Float Voltage Firmware V21R1

48V System	
51.6	Default – Lithium
52.8	
53.6	
54	Default - Lead Acid
55.2	

"Please consult your battery supplier for the correct battery charging specifications.

To change the Menu press 🛈, the menu changes to Battery Boost Time

#### **Battery Boost Time** 10.8

To change the **BATTERY BOOST TIME** settings, Press



**BOOST TIME** X

This allows the user to select the TIME duration that the BOOST VOLTAGE will be held at before changing to FLOAT.

By Pressing you can select 1 min, 30min, 1, 2 or 3 hours.

Lead Acid Default = 2hrs.

Lithium-Ion Default = 1 min.

"Please consult your battery supplier for the correct battery charging specifications."

#### 10.9 **Battery Low Voltage Shut Down**

To change the **BATTERY LOW OFF AT** settings, Press



**CUT-OFF** XX.XV

This selects at what **BATTERY LOW VOLTAGE** the inverter will shut down

"Also known as: low battery voltage cut-out"

This function prevents the inverter from draining the batteries completely.

When the DC voltage drops below a specified level, the inverter will stop functioning.

The system display will give a Low Battery Voltage message or Low Battery Voltage error.

This function is intended to protect both the batteries and the inverter's output.

This voltage is adjustable as below.

By Pressing ENTER you can select to change the Battery Low OFF At voltage.

Table 10-4: Battery Setup

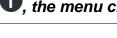
Lead Acid Battery Low Voltage Shutdown

Table 10-5; Battery Setup **Lithium-Ion** Battery Low Voltage Shutdown

48V System	
46.4	
47.6	
48.4	
49.2	Default – Lithium
50.8	

48 V System	
42	
44	
46	Default – Lead Acid
47	
48	

To change the Menu press , the menu changes to Force Bat Into



FORCE BAT INTO

10.10 Force Charge

To change the FORCAE BAT INTO settings, Press

It is possible to **FORCE** the charger to go into another charge mode on a temporary basis. If the charger is in FLOAT but you require it to go back into BOOST then the next menu will allow this.

Pressing allows the charge to be changed from, Auto Charge to Boost or Float.

Pressing will give you 3 options to **SAVE** the changed data.

This will give you the options of saving the changes that have been made. Press eat the correct SAVE menu.

**BATTERY MENU Exit And Save** 

OR

**BATTERY MENU Restore Factory** 

OR

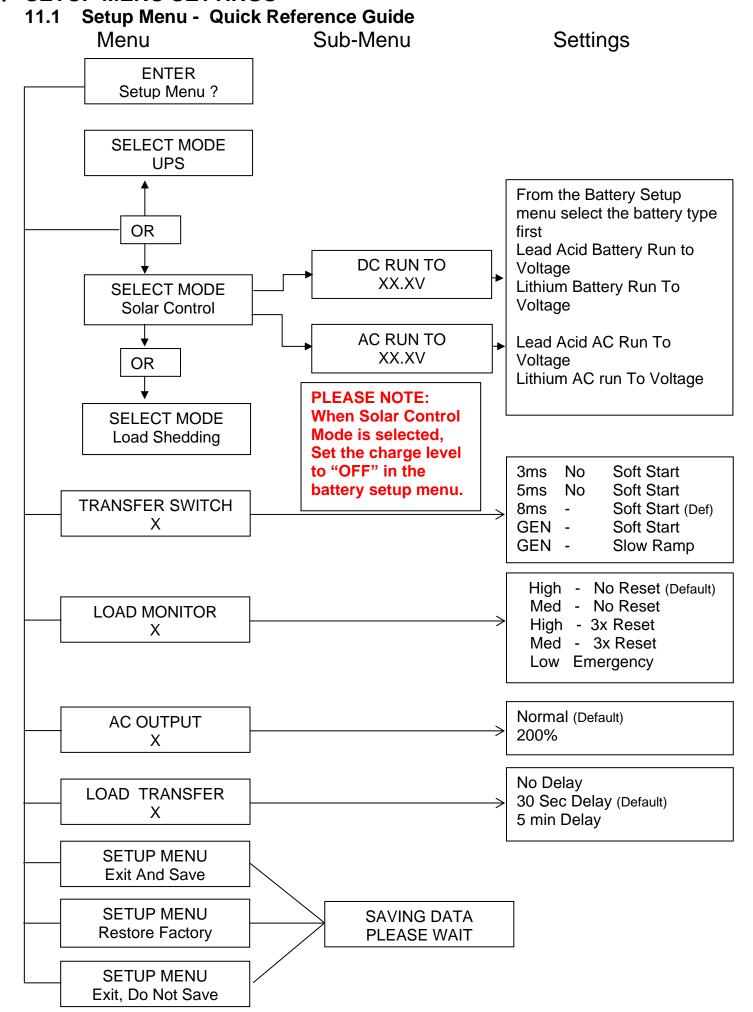
**BATTERY MENU Exit, Do Not Save** 

If the changes to the settings need to be saved Press ENTER, When the enter button is pressed then the inverter will show:

SAVING DATA **PLEASE WAIT** 

If no entry is made for 1 minute the display will return to the main menu and the back light will turn off

## SETUP MENU SETTINGS



# 11.2 Setup Menu Settings

Press OR until the ENTER SETUP MENU appears

**ENTER** Setup Menu?

Press to enter the **SETUP** menu.

# The menu changes to UPS mode

By Pressing you can select whether the inverter runs in UPS, Solar Control or Load Shedding mode

#### 11.3 **UPS Mode**

### When to select UPS Mode?

SELECT MODE **UPS** 

**UPS application – "The load is connected to the Grid most of the time"** 

- The grid "ESKOM" is the primary energy source and the system switches to inverter mode when disconnected from the grid e.g.: "load shedding".
- As soon the Grid is restored, the load re-connects to the GRID.
- The batteries will only charge when the Grid is present.

Off-Grid application - "No Grid connection is available".

- The battery bank is the primary energy source and the inverter "IS NOT" connected to the grid.
- Renewable energy is used to charge the batteries.
- A generator can be connected to supply the system when needed.

If UPS is required, press 1, the menu changes to Transfer Switch Time, section 11.8

If Solar Control Mode is required press , the menu changes to Solar Control Mode

#### 11.4 **Solar Control Mode**

SELECT MODE Solar Control

#### When to select Solar Control Mode?

- The batteries are the primary energy source and the inverter "IS" connected to the grid. "Grid assisted solar power system".
- The system uses renewable energy to charge the batteries.
- If the system is correctly sized the inverter will run mostly in inverter mode and will only connect to the grid when the batteries are discharged to a set level.
- The system will run from the batteries for as long as the batteries can be sustained.
- When the battery voltage reaches the set "Battery Run To Voltage", the inverter connects the load to the grid.
- When the battery reaches the set "AC Run To" voltage, the inverter transfers back to inverter
- The inverter charger should be switched off in order for the battery bank to be effectively charged from the renewable energy source.

\*NOTE: When in Solar Control Mode, the battery charger is turned off and locked.

**Battery Charging Rate** TURNED OFF

0% of charge rate

CHARGE RATE Off



Please note: Do not connect a generator when operating in the solar control mode.

If Load Shedding Mode is required press . the menu changes to Load Shedding Mode

# 11.5 Load Shedding Mode

## When to select the "Load Shedding Mode"

When load shedding is anticipated.

SELECT MODE Load Shedding

## **Explanation:**

Selecting this mode ensures that the load is supplied from the Grid and that Battery Power is reserved for load shedding.

The load Shed Menu can also be selected from the Main Display Screen.

#### How to select Load Shed Mode.

Press and hold the button for 2 seconds then press the button to switch to "Load Shedding Mode".

#### How to revert back to Solar Control Mode.

Press and hold the **button** for 2 seconds then press the **button** to switch to "Solar Control Mode".

NOTE: When in Load Shedding Mode, the inverter battery charger is turned off and locked.

## 11.6 Battery Run To Voltage

"This setting only applies for Solar Control Mode"

DC RUN TO XX.XV

This allows the user to set the level the battery discharges to before switching to mains power.

Press to change the Battery "Run To Voltage".

Battery Run To settings can be changed as follows:

Table 11-1: **Lead Acid** Battery Run to Voltage settings

48V System	
46	
47	
47.5	
48	Default Lead Acid
48.5	
49	
49.5	

Table 11-2: **Lithium** Battery Run to Voltage settings

48V System	
46.8	
47.6	
48.0	
48.8	
49.6	
50.3	
51	Default Lithium

# 11.7 AC Run To Voltage

"This setting only applies for Solar Control Mode"

AC RUN TO XX.XV

This allows the user to set the level the solar regulator will charge the battery to before the inverter switches back to battery power.

Press to change the AC Run To Voltage,

The AC Run To settings can be changed as follows:

AC Run to Settings

Table 11-3:

**Lead Acid** AC Run to Voltage settings

48 V System	
50	
51	
52	
52.5	
53	
53.5	Default Lead Acid
54	

Table 11-4: **Lithium** AC Run to Voltage Settings

48V System	
50.8	
51.4	Default Lithium
51.8	
52.6	
53.4	
53.8	
55	

To change the Menu, press **①**, the menu changes to Transfer Switch Time

#### 11.8 **Transfer Switch Time**

To change the **Transfer Switch Time** settings press **4**.



TRANSFER SWITCH X

The inverter uses a transfer relay to switch between the Grid and Inverter Mode. The transfer time can be changed. In most applications the default vale will suffice. For applications where Servers, Desktop Computers, DSTV are connected to the inverter, change the transfer time to "5ms - No Softstart".

The Menu settings can be changed as follows

Table 11-5: System Setup - Transfer Switch time settings

- date of the control		
3ms - No Softstart	3 milli second transfer time and will restart load instantly - with mains fail prediction.	
5ms – No Softstart	5 milli second transfer time and will restart load instantly - with mains fail prediction.	
8ms - Softstart*	(Default) 8 milli second transfer time and will ramp the RMS voltage up in less than 1 second - with mains fail prediction.  Default Setting	
Gen - Softstart	8 milli second transfer time and will ramp the RMS voltage up in less than 1 second - with <b>no</b> mains fail prediction.	
Gen - Slow Ramp	8 milli second transfer time and will ramp the RMS voltage up in 3 seconds - with <b>no</b> mains fail prediction.	

# 11.9 Load Monitoring

To change the **Load Monitoring** settings press **②**.



LOAD MONITOR X

The sensitivity of the **SHORT CIRCUIT TRIP** may be changed by 5 different settings.

The settings in Table 4 below will determine how the inverter reacts to a short circuit or overload.

- The RED LED lights up and the internal buzzer sounds.
- The inverter switches off if this overload or short circuit persists.
- You can restart the inverter after the overload or short circuit is removed.
- Pressing the Enter button clears the trip, buzzer and the RED Led switches off.
- To start the inverter Press and hold both the Enter-key and the MENU UP-key for up to 3 seconds.

The Menu settings can be changed as follows

Table 11-6: System Setup – Load monitoring settings

High - No Reset*	High sensitivity to short circuits - will trip the inverter after a short delay time period.
Med - No Reset	Medium sensitivity to short circuits - will trip the inverter after a medium delay time period.
High - 3x Reset	High sensitivity to short circuits - will trip the inverter after a short delay time period, with soft start to prevent in rush current. <b>Default Setting.</b>
Med - 3x Reset	Medium sensitivity to short circuits - will trip the inverter after a short delay time period, with soft start to prevent in rush current.
Low Emergency	Low sensitivity to short circuits - will trip the inverter after a long delay time period. Only to be Used in Emergency Situations.

To change the Menu press 1, the menu changes to Inverter Output Power

# 11.10 Inverter Output Power

To change the **Inverter Output Power** settings press **②**.



**AC OUTPUT** X

For UPS operation, either select Normal or 200%

For Off-Grid operation, select Normal.

For Grid Assisted operation, select Normal or 200%.

### 11.10.1 AC Output = Normal

- When the Grid supply is available, the inverter allows the GRID to supply the load at the rated inverter power.
- When the Grid Supply is not available, the INVERTER supplies the load at the rated inverter power.
- A 5Kw Inverter can only supply 5kw of Power. If the load exceeds the rated inverter power, the inverter shuts down due to overload.

#### 11.10.2 AC Output = 200%

#### Selecting AC output = 200% for UPS operation

- When the Grid supply is available, the inverter allows the GRID to supply a load up to 200% for a short period of the rated power inverter power.
- E.g.: A 8Kw Inverter allows the GRID to supply 16kW of power to the load.

• If the grid fails and the load is exceeding 200% of the rated inverter power, the inverter will shut down due to overload.

### Selecting AC output = 200% for Grid Assisted operation

When the Grid supply is available in "Solar Control Mode", the inverter allows the Grid to supply a load up to 200% for a short period of the rated inverter power.

When the load is powered from the batteries "Inverter mode" and the load exceeds 100% of the rated inverter power, the inverter will re-connect the load to the GRID.

The load stays connected to the GRID.

The inverter switches back to Inverter Mode when the load is reduced to 80% of the rated inverter power.

To change the Menu, press ①, the menu changes to Load Transfer



LOAD TRANSFER X

### 11.11 Load Transfer Time

To change the **Load Transfer Time** settings press **①**.

This setting applies when the system is connected to the grid.

- When the grid connection is lost e.g. Load shedding or any other unforeseen grid loss, the load will be connected to the battery powered inverter.
- When the grid is restored, the inverter delays the connection from battery to the grid.
- Transfer time can be set as in Table 11-7.

The settings available are as follows:

Table 11-7: System Setup - Load Transfer Time

NO DELAY*	As soon as Grid power is available the Inverter will synchronise and switch from battery to Grid. <b>Default Setting</b> .
DELAY = 30Sec	30 seconds after Grid power is available the Inverter will synchronise and switch from battery to Grid.
DELAY = 5 Min	5 minutes after Grid power is available the Inverter will synchronise and switch from battery to Grid.

To change the menu Press **1**, the menu changes to the following

### 11.12 Save/Restore/ Do Not Save Menu

will give you 3 options to **SAVE** the changed data. The display will show:

**SETUP MENU Exit And Save** 

OR

**SETUP MENU Restore Factory** 

OR

SETUP MENU Exit, Do Not Save

If the changes to the settings need to be saved Press ENTER,

When **!** is pressed then the inverter will show:

**SAVING DATA PLEASE WAIT** 

If no entry is made for 1 minute the display will return to the main menu and the back light will turn off.

## 2. LOGS

Press OR Until the ENTER LOG MENU appears

ENTER Log Menu?

Press to enter the **LOG** menu.

12.1 Battery Voltages

Displays the max (Vm) and min (Vn) DC battery voltage.

Press to view the next log.

Battery Voltages Vm: 39.6 Vn: 37.6

12.2 Battery Currents

I – Displays the Max Battery Discharge Current.

I + Displays the Max Battery Charge Current.

Press to view the next log.

Battery Currents I - 25.3 I + 7.8

12.3 Grid Voltage

Displays the max (Vm) and min (Vn)Grid AC voltage.

Press to view the next log.

Grid Voltage Vm: 245 Vn: 220

12.4 Grid Current

Displays the max (Im) and min (In) AC Load Current.

Press to view the next log.

Grid Currents Im: 4.0 In: 3.5

12.5 UPS Voltages

Displays the max (Vm) and Min (Vn) UPS Voltage.

Press to view the next log.

UPS Voltages Vm: 231 Vn:228

12.6 UPS Current

Displays the Inverter Max (Im) and Min (In) AC Load Current.

Press to view the next log.

UPS Currents Im: 52.5 In:58.7

12.7 Thermal Log

Press to view the next log.

Thermal Log
24.4 deg/cel Max

12.8 Total Run Time

Press to view the next log.

Total Run Time 0D 0H 16M

12.9 Run Time on Battery

Press to view the next log.

Run Time on Batt 0D 0H 4M

12.10 Time on Battery

Press to view the next log.

Time on Batt (R)
0D 0H 4M

12.11 No of Overloads

Press to view the next log.

No of Overloads 0 counts

### 12.12 No of Short Circuits

Displays the Short Circuit counts.

Press to view the next log.

No of Short Circ 0 counts

Forced Shutdown

0 counts

#### 12.13 Forced Shutdown Counts

Displays the Forced Shutdown counts due to

## 12.14 Power Failure Counts

To change the **Inverter Output Power** settings press.

Press to view the next log.

Power Failure (R)

4 counts

12.15 Reset a few logs

To change the **Inverter Output Power** settings press.

Press to view the next log.

Reset (R) Recorded Logs?

12.16 Exit Recorded Log

To Exit the recorder log screen press .

Exit
Recorded Log?

12.17 Delete All Logs

Press OR until the ENTER LOG MENU appears

ENTER Log Menu?

# 3. TROUBLESHOOTING

	Symptom	Possible Cause	Remedy
l.	Inverter not charging	The unit is inverting or not	Connect inverter input to AC
		connected to the grid	Source
	Inverter not charging	The unit is connected to the grid but is in a mode or stage that does not use the charger such as Solar Control mode	
	Inverter not charging	The unit is connected to the grid, but the charger has been turned off	Enable charging in the Battery setup menu.
	Inverter not switching on	Batteries are discharged to a low level	Recharge the batteries
	Inverter not switching on	Battery breaker turned off	Turn the breaker on
	Inverter inverting all the time In UPS mode	Grid disconnected	
	Inverter fan runs all the time	Charging above 50% of rated charge rate or the Load is above 60% of the rated Inverter capacity	Switch off some loads
	La contrata de Carallella de Cara	Solar Control mode, battery in	
Inve	Inverter Inverting all the time	limits	
	Inverter not switching on	Fuse blown	Replace fuse

# **SPECIFICATIONS OF INVERTERS**

The Specifications apply when the Inverter Setting is set for AC Output = Normal Section 10:7

# 14.1 5kW48 V Inverter Specifications

Model		5kW48V	
Capacity Watt		5000	
	Nominal Voltage	48 VDC	
DC Input	Acceptable Voltage Range	40-60 VDC	
DC Input	Maxi Input Amps	125 A	
	Standby Power	60 W	
	Voltage	230 VAC	
	Amps	22 A	
	Voltage Regulation	< 3 % RMS for entire battery voltage range	
	Frequency	50Hz	
	Frequency Regulation	± 0.1Hz	
AC	Power Factor	1	
Output	Wave Form	Pure Sine Wave	
	Efficiency	90%	
	Hardware Protection	Circuit Breaker	
	Overload Protection	Programmable Overload levels and Auto Retry	
	Float Voltage	Refer to Section 10.7	
Charger	Boost Voltage	Refer to Section 10.6	
	Boost Time	Selectable 1min,30min, 1, 2, 3 hours	
	Maximum Current	50 A	
	Generator Mode	Depending on the generator power available.	

# 14.2 8kW48 V Inverter Specifications

Model		8kW48V
Capacity	Watt	8000
DC Input	Nominal Voltage	48 VDC
	Acceptable Voltage Range	40-60 VDC
	Maxi Input Amps	200 A
	Standby Power	100 W
AC Output	Voltage	230 VAC
	Amps	35 A
	Voltage Regulation	< 3 % RMS for entire battery voltage range
	Frequency	50Hz
	Frequency Regulation	± 0.1Hz
	Power Factor	1
	Wave Form	Pure Sine Wave
	Efficiency	90%
	Hardware Protection	Circuit Breaker
	Overload Protection	Programmable Overload levels and Auto Retry
Charger	Float Voltage	Refer to Section 10.7
	Boost Voltage	Refer to Section 10.6
	Boost Time	Selectable 1min,30min, 1, 2, 3 hours
	Maximum Current	40 A
	Generation Mode	Depending on the generator power available.

### 5. LIMITED CARRY- IN WARRANTY

The following Warranty is conditional that the relevant Microcare product has been installed by an approved Microcare Installer, the required paperwork has been submitted to Microcare and that the Client is in receipt of our acknowledgement of this. Our products are innovative pieces of equipment and incorrect installation has been the overriding cause of failure in the past. No exception to this condition will be considered.

Microcare warrants its full range of products against defects in workmanship and materials, fair wear and tear accepted, for a period of three years (Inverters manufactured from the 1<sup>st</sup> July 2020 onwards carry a five year warranty) from the date of collection for all equipment and is based on a carry-in basis. Where the installation of the product makes it impractical to carry-in to our workshops, Microcare reserves the right to charge for travel time and kilometres travelled to and from the site where the product is installed.

During this warranty period, Microcare will, at its own discretion, repair or replace the defective product free of charge. This warranty will be considered void if the unit has suffered any physical damage or alteration, either internally or externally, and does not cover damages arising from improper use such as, but not exclusive to:

- Reverse of battery polarity.
- Inadequate or incorrect connection of the product and/or of its accessories.
- · Mechanical shock or deformation.
- Contact with liquid or oxidation by condensation.
- Use in an inappropriate environment (dust, corrosive vapour, humidity, high temperature, biological infestation)
- Breakage or damage due to lightning, surges, spikes or other electrical events.
- Connection terminals and screws destroyed or other damage such as overheating due to insufficient tightening of terminals.
- When considering any electronic breakage except due to lightning, reverse polarity, over-voltage, etc. the state of the internal control circuitry determines the warranty.

This warranty will not apply where the product has been misused, neglected, improperly installed, or repaired by anyone else than Microcare. In order to qualify for the warranty, the product must not be disassembled or modified. Repair or replacement are our sole remedies and Microcare shall not be liable for damages, whether direct, incidental, special, or consequential, even caused by negligence or fault. Microcare owns all parts removed from repaired products. Microcare uses new or re-conditioned parts made by various manufacturers in performing warranty repairs and building replacement products. Microcare repairs or replaces a part of a product; its warranty term is not extended. Removal of serial numbers may void the warranty.

All remedies and the measure for damages are limited to the above. Microcare shall in no event be liable for consequential, incidental, contingent or special damages, even if having been advised of the probability of such damages. Any and all other warranties expressed or implied arising by law, course of dealing, course of performance, usage of trade or otherwise, including but not limited to implied warranties of merchantability and fitness for a particular purpose, are limited in duration to a period of three years (five years for Inverters manufactured from the 1st July 2020 onwards) from the date of purchase.

#### **Life Support Policy**

As a general policy, Microcare does not recommend the use of any of its products in life support applications where failure or malfunction of the Microcare product can be reasonably expected to cause failure of the life support device or to significantly affect its safety or effectiveness. Microcare does not recommend the use of any of its products in direct patient care. Microcare will not knowingly sell its products for use in such applications unless it receives in writing assurances satisfactory to Microcare that the risks of injury or damage have been minimised, the customer assumes all such risks, and the Liability of Microcare is adequately protected under the circumstances.

#### Caution

While all care is taken by us to dispatch goods with adequate packaging, Microcare is not responsible for any damaged caused to products after they have left our premises. Semi-sealed batteries have to be transported

upright and must not be put on their side. Please ensure that your transport company or delivery team is aware of the sensitivity of the products they are collecting.

#### Goods return policy

The following terms apply to returns of items purchased from Microcare, and we require the following information:

- 1. Details of the item(s) you would like to return.
- 2. Our invoice number.
- 3. The reason for the return.
- 4. Microcare must be notified within 7 days of your intention to return the goods which were purchased.
- 5. All items returned will be inspected prior to refund. If our technicians are not immediately available, the goods will have to be left with us until such time as a technician is available to check the items.
- 6. Proof of purchase is required for all returns.
- 7. The price paid by the customer is the price on which the refund is based.
- 8. Items purchased can be returned for a refund, replacement or exchange, provided proof of purchase is provided and subject to all other conditions as set down here.
- 9. All returns may be subject to an administration and handling fee of 10% of purchase price plus VAT.
- 10. Returns are based on a carry-in basis.
- 11. Returns will be refused in the following circumstances:
  - a. Where an item has been tampered with, altered or damaged in any way, or
  - b. Where a return is deemed unreasonable, this will be referred to management.

#### Severability

If a part of the terms and conditions set out above is held invalid, void, or unenforceable due to any particular national or international legislation, it shall not affect other parts of the terms and conditions remaining.

# 6. REGISTRATION OF MY MICROCARE PRODUCT

Product Serial Number:	
Product Description:	
Date Purchased	
	From Whom was the Inverter Purchased:
Company Name	
Contact Person	
Contact Number	
E-mail Address	
	Installation Company Information:
Company Name	
Contact Person	
Contact Number	
E-mail Address	
	Details of Product Owner
Name & Surname	
Address	
City & Province	
Contact Number	
E-mail Address	
Date Installed	
Microcare: 15 Swartkons S	Str. North End. Port Elizabeth

P.O.Box 7227, Newton Park, 6055 Tel: 041 453 5761, Fax: 041 – 453 5763

Technical Support e-mail: <a href="mailto:support@microcare.co.za">support@microcare.co.za</a>

Website: www.microcare.co.za

Registration by fax: 041 – 453 5763

Registration by e-mail: support@microcolor. support@microcare.co.za

Online Registration: www.microcare.co.za/register-my-product