Installation Manual

Redback Hybrid LV Battery System

SH5000-G3
SH5000-G3V2
SH6000-G3
SH6000-G3V2
SH-G3-BE

V2.7 18Sep26

HISTORY

VERSION	ISSUED	COMMENTS
1.0	04Dec23	First print version
1.1	30Jan24	Second print version
2.0	29Aug24	First production print version
2.1	24Sep24	Minor improvements throughout
2.2	10Oct24	Reformat to new Brand Guidelines
2.3	03Feb25	P8,40 Added NFC; P27 Reinstated Neutral Continuity information. P42 Added RedbackINSTALL interface notes; P52 revised Earth Fault Alarm description.
2.4	14Feb25	P20,22 Carton packing diagram removed.
2.5	28Aug25	Modify the install method.
2.6	15Oct25	Newly added SH5000-G3V2 and SH6000-G3V2 models, compared to SH6000, the 4G antenna on the right side of the inverter is cancelled, and a data stick interface is added at the bottom of the casing
2.7	18Sep26	Modify picture on page27

CONTACT INFORMATION

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START HERE...

This manual describes the installation and commissioning of a Redback SH5000-G3/SH5000-G3V2 or SH6000-G3/SH6000-G3V2 Hybrid Inverter (hereafter called the "SHG3" or "Hybrid Inverter" or "Inverter") and the Redback SH-G3-BE Battery Enclosure (hereafter called the SH-G3-BE or the "Battery Enclosure" or the "Enclosure" or the "BE"). The Inverter and Battery Enclosure may be collectively called "the system".

The goal is to maximise solar energy usage and minimise energy consumed from the utility.

This manual is for use by Installers.

BEFORE YOU GO TO SITE...

1. **Read this manual.**

   The installation manual has all the information you will need for most installation scenarios.

2. **Book a support call**

   If you think you will require assistance, book Redback Technical Support two days before going to site. This ensures that technical support is reserved for you if you are on-site. The Redback Customer Support team is in Brisbane, Australia and is available 8am-4pm (Brisbane time) Monday to Friday. There are three ways to book support:

   Web: redback.link/support

   SMS: +61 417 632 065

   Call from Australia: 1300 240 182

   Call from New Zealand: +61 7 3180 2325

3. **Register the installation**

   Early registration makes it possible to do a functional, testable installation even if some information is not available e.g., installation in a spec home where the owner's information is not available. You can also pre-assign the installation inspector.

   Register the installation at redback.link/register (+Add device)

NEED SOMETHING ELSE?

- **The latest version of this manual in pdf format**

  Download from redback.link/shg3im

- **The latest version of the Owner's Manual**

  Download from redback.link/shg3om

- **Other document? Visit the Redback Document Library**

  Installer and Owner documentation is available for our current products. Go to redback.link/docs

- **Contact the Redback Customer Support Team (Monday to Friday, 8am-4pm AEST)**

  In Australia: 1300 240 182

  In New Zealand: +61 7 3180 2325

  Email: customersupport@redbacktech.com

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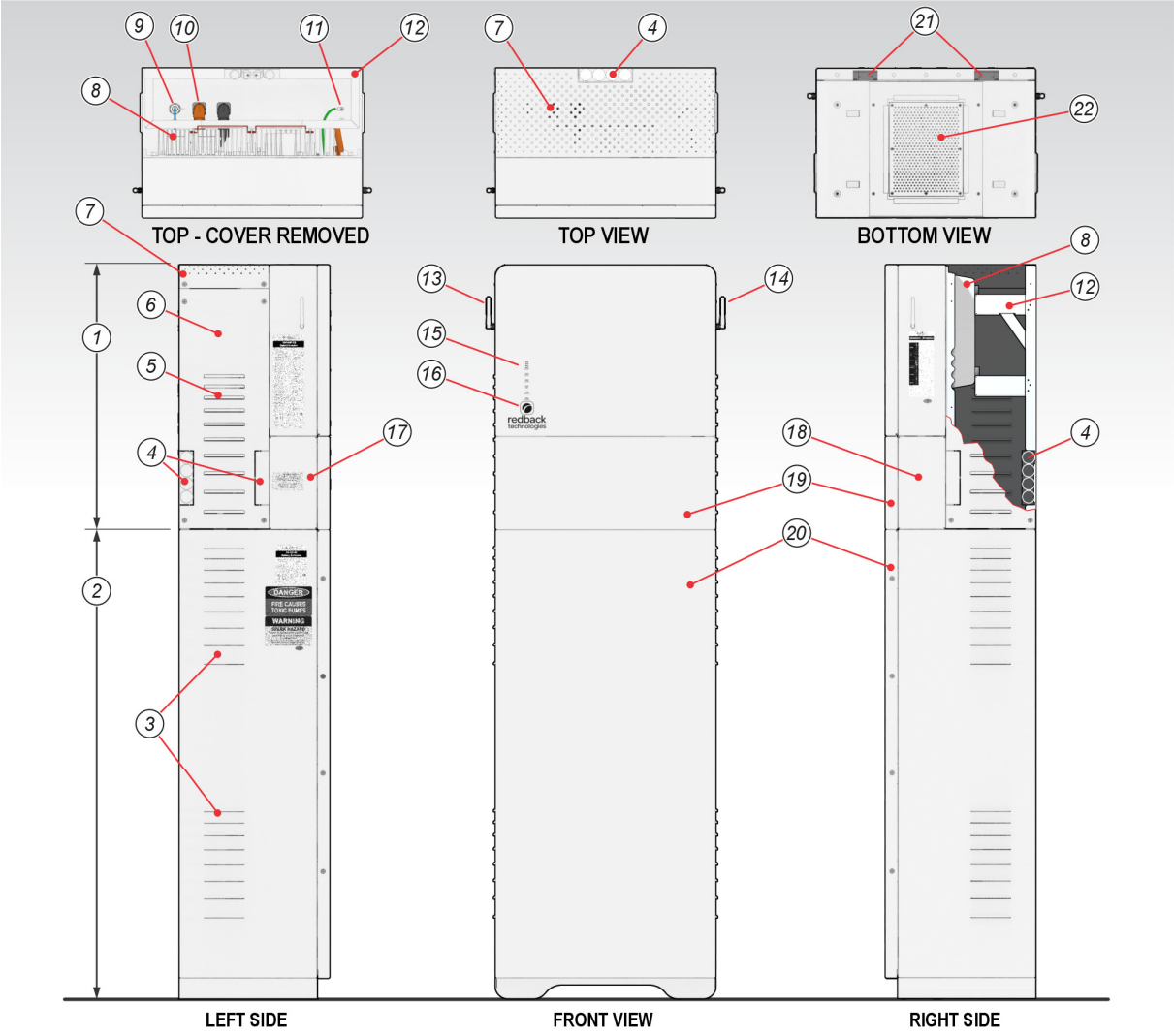
1. Know your product

1.1. Major components or features

Due to continuous product improvement, the actual product may vary slightly from the illustrations in this document. The Hybrid Inverter and Battery Enclosure or Battery mentioned in the manual do not necessarily have to be used together. You can use other approved inverter or battery products recommended by Redback Technologies.

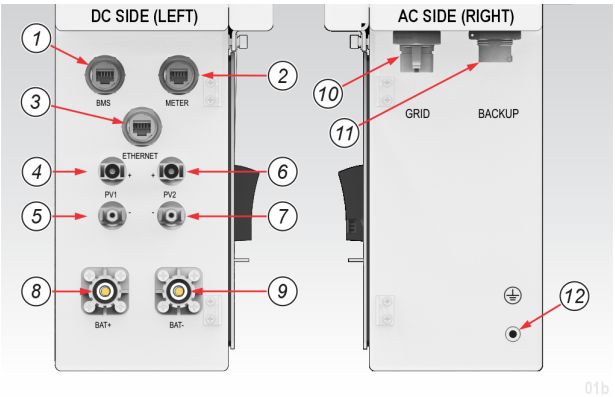


#	PART NAME	#	PART NAME	#	PART NAME
1	Inverter section	9	BE BMS Connector	17	DC-Side Connectors Cover
2	Battery Enclosure (BE) section	10	BE DC Connectors	18	AC-Side Connectors Cover
3	BE Cooling Exhaust Vents	11	BE Earth Terminal M5	19	Control Panel Cover (removable)
4	Conduit Breakouts (typical 4x25mm)	12	Wall Mounting Frame	20	BE Front Cover
5	Inverter Cooling Inlet Vents	13	Antenna 1	21	BE Front Cover Bayonets & Receivers
6	Inverter Side Cover	14	Antenna 2	22	BE Lower Cooling Vent
7	Inverter Top Cover Ventilated	15	System Status Indicators (LEDs)		
8	Inverter Heatsink	16	NFC antenna		

1.2. Inverter connectors

#	CONNECTOR NAME
1	BMS
2	METER (Energy Meter + DRED)
3	ETHERNET (to Owner's network)
4	PV1 DC +VE
5	PV1 DC -VE
6	PV2 DC +VE
7	PV2 DC -VE
8	Battery Enclosure DC +VE
9	Battery Enclosure DC -VE
10	Utility Grid Supply AC socket
11	Backup Circuit AC socket
12	INV-BE earth terminal M5

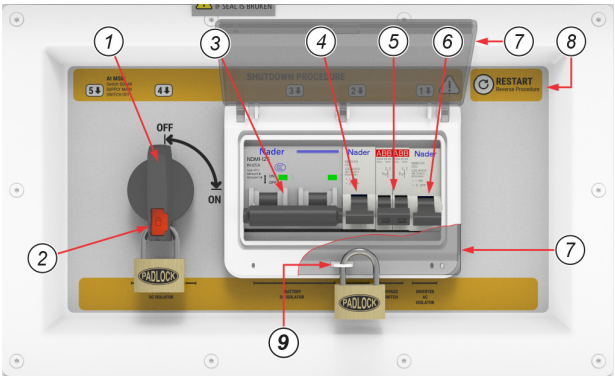
CONNECTORS



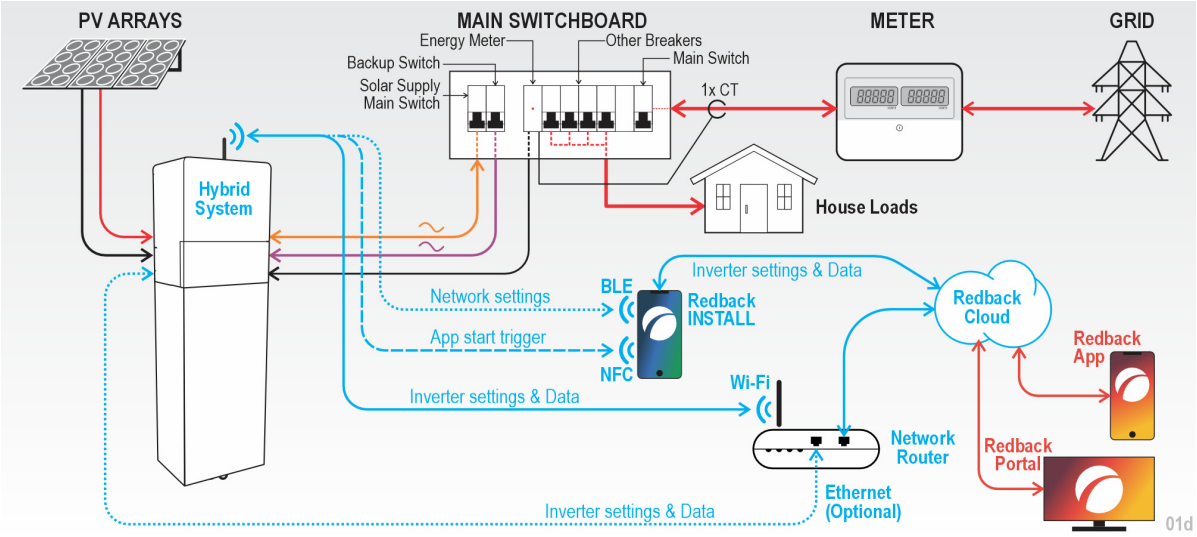
1.3. Control panel features

#	FEATURE
1	PV Array DC Isolator
2	PV Array DC Isolator Lock Plunger
3	Battery System DC Isolator
4	Backup AC Isolator
5	Bypass Switch
6	Inverter AC Isolator
7	Hinged Switch Cover
8	Emergency Shutdown Procedure
9	Hinged Switch Cover latching and lockout tongue

ILLUSTRATION



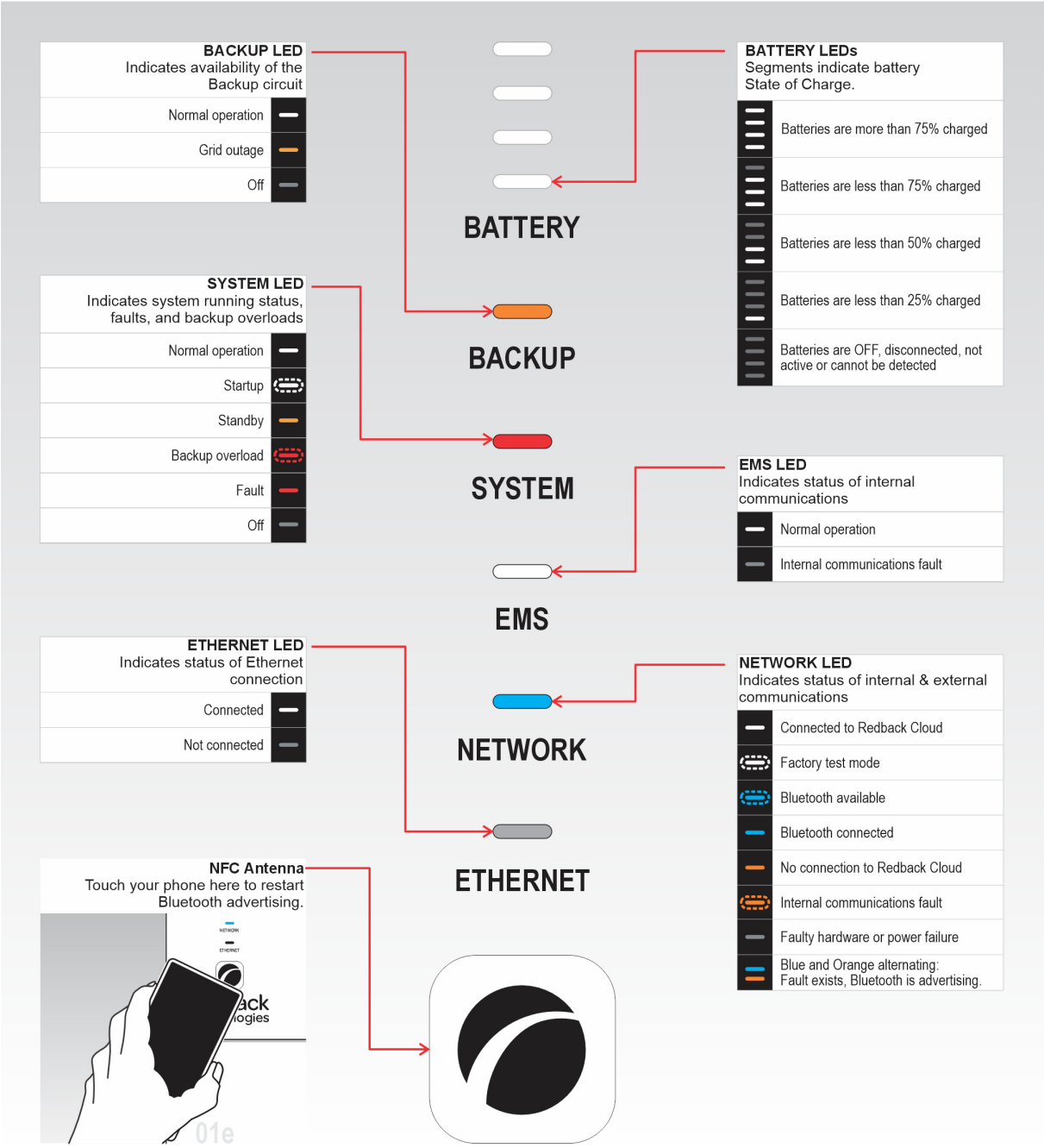
1.4. System functional overview



SHG3 Hybrid system functional overview

1.5. System status panel (LEDs)

The Redback SHG3 inverter has an LED array to show system status and aid diagnosis. The table below lists LED indications. Section 6.2 lists possible solutions to LED indicated problems.

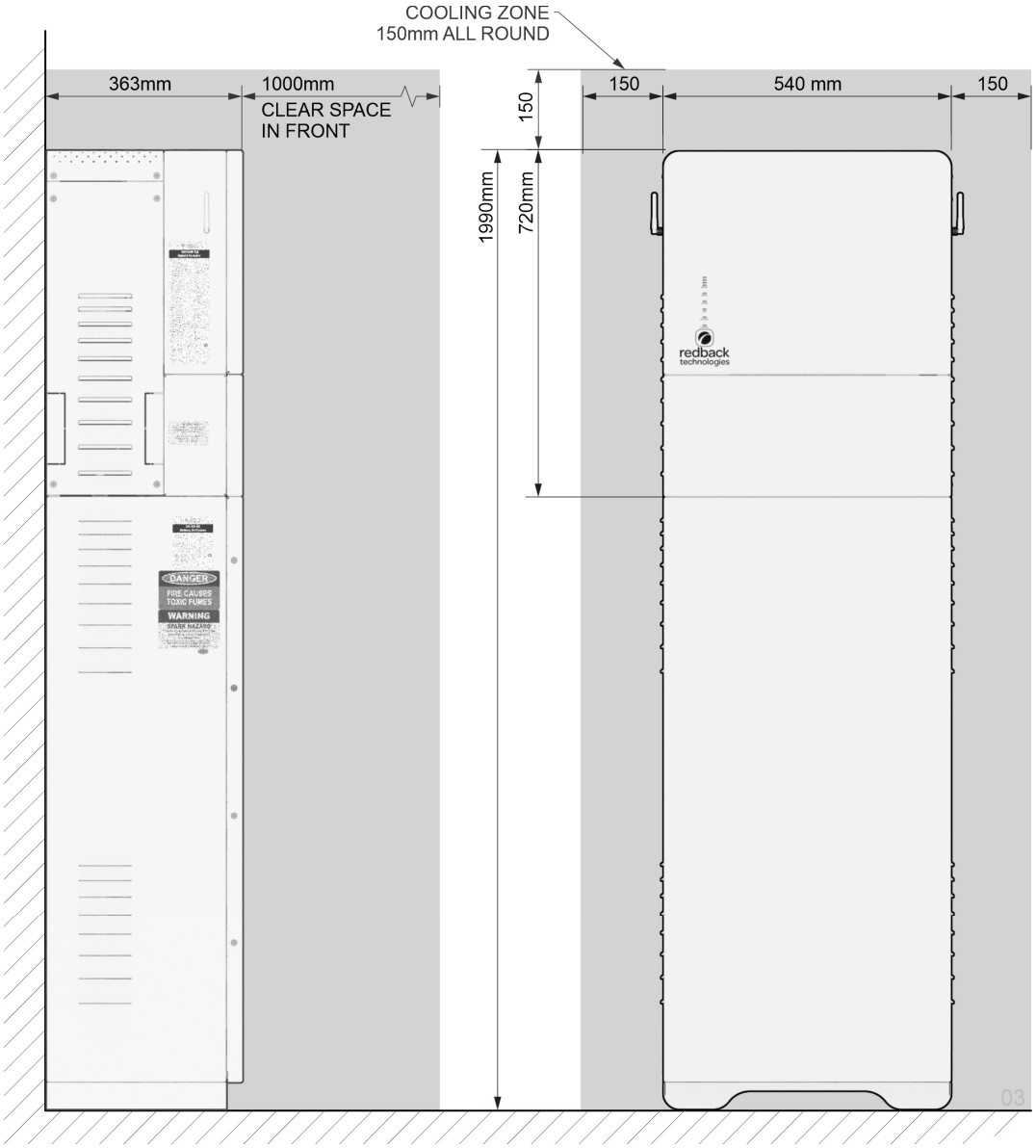


1.6. Dimensions and weights

ITEM	CAPACITY (NOMINAL)	WIDTH (MM)	HEIGHT (MM)	DEPTH (MM)	SHIPPING MASS (KG)	COMPONENT MASS (KG)
Inverter	na	540■	720	363	51	Mounting Frame: 5
						Inverter: 33
Enclosure	14.2kWh	540	1270 min	363	32	25●
Combined	na	540■	1990 min♦	363	-	63● - 223□
PYLONTECH BATTERIES						
US5000	4.8kWh	482♠	450♠	161	-	40

●Excluding batteries. ■Excludes Wi-Fi antenna. ♦Installed height varies slightly. ♠Including rack mount brackets and handles. □With 4x US5000.

1.7. Installation space



1.8. Compatibility and limitations

WARNING. This equipment is NOT intended for use with life support equipment or other medical equipment or devices.

Note: This product supports Pylontech US5000 batteries or other approved products we recommended.

WARNING. Installation in violation of these limitations may void the warranty (refer to the Warranty document).

The Redback SHG3 is a transformer-less Inverter; all other components of the PV system must be compatible with this type of Inverter architecture.

AC-coupled installations are possible, enabling an existing grid-tied inverter's output to charge a Redback controlled battery.

The Redback SHG3 Inverter and SH-G3-BE Battery Enclosure are not suitable for:

- Off-Grid installations, where there is not normally a grid connection.
- Locations without internet access. Installation cannot be completed without an internet connection. The owner must maintain a stable connection to the Redback Cloud otherwise warranty support will be affected.
- Installation in full-sun locations: the inverter may overheat resulting in reduced efficiency and or automatic shutdown.
- Exposed locations where wind driven rain may penetrate the enclosure.
- Use with generators.
- Use with 5Ghz Wi-Fi networks.

Multiple inverter energy systems

- Redback Hybrid systems have not been tested for Section 5 of AS4777.2:2020—installation of SHG3 inverters in a multiple inverter energy system requires they are installed & used as required by AS/NZS 4777.1.

1.9. Backup circuit design notes

WARNING. Batteries must be fitted if a backup circuit has been connected to the inverter. PV-only power is not satisfactory for backup circuits—backup load and PV power are variable and unpredictable—when backup load exceeds PV power the Inverter will automatically shut down and restart.

The SHG3 inverter includes one backup output activated during a grid outage and powered by the system batteries and or available PV. Loads on the backup circuit must be selected to extend the backup power availability and avoid overloading, noting:

- Continuous battery-only power delivery up to 5000VA (SH5000 G3/SH5000-G3V2) or 6000VA (SH6000 G3/SH6000 G3V2).
- Peak power delivery of 7000VA (SH5000-G3/SH5000-G3V2) or 8000VA (SH6000-G3/SH6000-G3V2) for up to 60 seconds (for high starting currents).
- System self-protects and shuts down if power limits are exceeded.
- Output is reduced above 45°C ambient temperature.
- System shuts down if 60°C ambient is exceeded.

The backup circuit is suitable for low power or intermittent use devices such as refrigerators; freezers; LED or florescent lights; small kitchen appliances; computers; radios; televisions.

High starting-current or high operating-current loads must not be connected to the Backup circuit e.g., hot water systems; air conditioners; ovens or cooktops; spas or saunas or pool pumps.

Backup circuit	New circuit needed?	☐ Yes ☐ No	
	Backup circuit inclusions	☑ Acceptable	☒ Not Acceptable
		Refrigerators and freezers	Critical medical devices
		Fans	Air conditioners & heaters
		Small, occasional use, plug-in appliances e.g., microwaves, kettles	Ovens and cooktops
		TVs, radios, telephones	Home theatres & projectors
		Computers, tablets, routers	Hot water systems
		Mobile phone or small device chargers	Spas, saunas, pool pumps
		Soft-start household water pumps	Battery chargers & corded power tools
		Low energy LED or CCFL lights	Incandescent or high-power lighting

2. System Installation

IMPORTANT SAFETY INSTRUCTIONS – PLEASE READ

This document has important safety instructions for Redback Technologies products. Read all the instructions and cautionary markings on the product and any accessories or other equipment included in the installation. Failure to follow instructions or operate equipment correctly may result in death, injury, equipment damage or failure, or a warranty claim being denied. Use caution to prevent accidents.

AUDIENCE

Installation, maintenance, and connection of inverters must be performed by qualified personnel, in compliance with local electrical standards, wiring rules and the requirements of local power authorities and/or companies (e.g., AS4777 and AS/NZS 3000 in Australia). The Redback system strictly conforms to all related safety rules in design and test.

Safety regulations relevant to the location should be followed during installation, operation, and maintenance. These instructions are for personnel who:

- Meet all local and governmental code requirements for licensing and training for the installation of electrical power systems with AC and DC voltage up to the Maximum Input Voltage (Vmax) as listed in the product specifications.
- Have appropriate accreditation for installing grid-connected PV systems and energy storage systems.
- Have knowledge of the functional principles and operation of grid-connected systems and knowledge of the installation of electrical devices
- Understand the risk associated with installing and using electrical devices and can implement appropriate risk management strategies.
- During the preceding 12 months, completed Redback installation training for the Redback SHG3 Inverter and BE.

SYMBOLS USED IN THIS MANUAL

SYMBOL	DEFINITION	SYMBOL	DEFINITION
	LETHAL DANGER! Risk of electrocution.		**CAUTION!** Hazard to equipment
	DANGER! Risk of electrical shock.		**CAUTION!** Explosion hazard
	WARNING! Hazard to human life		**CAUTION!** Lightning strike hazard.
	WARNING! Burn hazard		**CAUTION!** Sharps hazard.
	TIPPING HAZARD. Do not leave unattended.		**CAUTION!** Fire hazard.
	HEAVY LIFT. Seek help.		**Inspect all parts.** Contact Redback if any part is damaged or missing.
	PPE REQUIRED. . Use personal protective equipment.	10m	**WAIT** for the specified period to elapse.
	Information. The information provided is important for the correct installation, operation and or maintenance of the equipment. Failure to follow the recommendations may result in death, personal injury, equipment damage or failure, or a warranty claim being denied.		

SYMBOLS USED ELSEWHERE

SYMBOL	DEFINITION	SYMBOL	DEFINITION	SYMBOL	DEFINITION
	HEAVY! Bend knees to lift.		**FRAGILE.** Handle with care. Do not tip. Do not sling.	5min	**DELAY.** Wait specified time.
	HEAVY! Two-person lift needed.		This product has recyclable parts. Dispose of correctly.		**REFER TO DOCUMENTS.**
KG	**PACKAGE MASS.** In kilograms.	6	**STACKING LIMIT.** E.g., stack packages six high or less.		Do not dispose as household waste.
	THIS SIDE UP. Transport, handle and store the package with the arrows pointing up.		**KEEP DRY.** Protect the product from excessive humidity. Store under cover.		

GENERAL SAFETY

SYMBOL	DEFINITION
	WARNING: Limitations on use This equipment is NOT intended for use with life support equipment or other medical equipment or devices.
	CAUTION: Equipment damage. Only use components or accessories recommended or sold by Redback Technologies or its authorised agents.
	IMPORTANT. Do not install this equipment if it appears be damaged in any way. Contact Redback Technologies for assistance. Do not return goods without authorisation.

PERSONAL SAFETY

SYMBOL	DEFINITION
	WARNING: PERSONAL INJURY • Use safe lifting techniques when handling this equipment. For guidance visit safeworkaustralia.gov.au or contact your local WHS authority. • Use standard safety equipment when working on this equipment such as safety glasses, ear protection, steel-toed safety boots, safety hard hats, etc • Use standard safety practices when working with electrical equipment e.g., remove all jewellery, use insulated tools, wear cotton clothing etc. • Never work alone when installing or servicing this equipment. Have an assistant to help if necessary. • Do not touch the inverter during operation. The temperature of some parts may exceed 60°C during operation. After shutdown, allow the inverter to cool for at least 5 minutes before touching. • Ensure that children, pets, and other animals are kept away from the inverter, solar arrays, batteries and utility grid components. • If the equipment is used in a manner not specified by the manufacturer, the protection provided by the equipment may be impaired.

BATTERY SAFETY

SYMBOL	DEFINITION
	IMPORTANT • Use the battery types recommended by Redback Technologies. Follow the battery manufacturer's recommendations for installation and maintenance. • Insulate batteries against freezing temperatures. Note: batteries freeze more easily when discharged. • Remote or automatic generator control systems: disable the starting circuit and/or disconnect the generator from its starting battery while performing maintenance.

EQUIPMENT SAFETY

SYMBOL	DEFINITION
	WARNING: IMPROPER USAGE The protection provided by the equipment may be impaired if not installed and used in a manner not specified by the manufacturer.
	WARNING: LETHAL VOLTAGE • Identify all sources of energy. Ensure ALL sources of power are disconnected before performing any installation or maintenance on this equipment. Confirm that the terminals are de-energised using a validated voltmeter (rated for a minimum 1000 VAC and 1000 VDC) to verify the de-energised condition. • Do not perform any servicing other than that specified in the installation instructions unless qualified to do so or have been instructed to do so by Redback Technologies technical support personnel. • Solar arrays may be energised even in low ambient light. Install a high voltage DC rated disconnect, breaker, or accessible fuse box to ensure a safe disconnect from the system (depending on local code requirements). • To avoid electric shock, disconnect the DC input and AC input of the inverter at least 5 minutes before performing any installation or maintenance. • Completely disconnect all sources of power before continuing with any maintenance. Do not open the upper inverter compartment of the system. • Do not tighten the AC and DC terminals or pull on the AC and DC wiring when the inverter is running.
	WARNING: BURN HAZARD • External and internal parts may be hot. Do not remove any cover during operation or touch any internal parts. Allow time for internal parts to cool down before attempting to perform any maintenance.
	WARNING: FIRE HAZARD • Do not keep combustible or flammable materials in the same room as the equipment. The Redback system contains relays and switches which are not ignition protected. • Ensure AC, DC and ground cable sizes conform to local codes and are fit for purpose. Ensure all conductors are in good condition. Do not operate the unit with damaged or substandard cabling.
	CAUTION: EQUIPMENT DAMAGE • When connecting cables from the inverter to the battery terminals, ensure the proper polarity is observed. Connecting the cables incorrectly can damage or destroy the equipment and void the product warranty. • Thoroughly inspect the equipment prior to energising. Ensure no tools or equipment have been left behind. • Ensure clearance requirements are strictly enforced. Keep all vents clear of obstructions that can prevent proper air flow around, or through, the unit. • Do not open the upper front cover of the inverter. Apart from performing work at the wiring terminals (as instructed in this manual), touching or changing components without authorisation may result in death, injury, equipment damage or failure, or a warranty claim being denied. • Static electricity may damage electronic components. Take appropriate steps to prevent such damage to the inverter; otherwise, the warranty may be annulled. • Ensure the output voltage of the proposed solar array is lower than the maximum rated input voltage of the inverter; otherwise, the inverter may be damaged, and the warranty annulled. • Solar modules should have an IEC61730 Class A rating.
	CAUTION: LIGHTNING PROTECTION. PV arrays in the system should be protected by a Lightning Protection System as described in AS/NZS5033:2021.

2.1. Installation overview

Installation by non-approved installers may void the product warranty.

You are approved to install Redback products if you:

- Are a Redback registered and qualified installer, and
- Hold the required qualifications for installing grid-connected inverters, and
- Have completed Redback approved installation training for this product, and
- Have a Redback Installer login.

Not sure?

Contact Redback on 1300 240 182 if you are unsure of your approval status

2.1.1. BEFORE YOU GO TO SITE

Simple preparations will help the installation run smoothly.

1. Is there internet at site? Installation cannot be completed without an internet connection. Longer term, the owner must maintain a stable* connection to the Redback Cloud otherwise warranty support will be affected.
2. If you think you will require installation assistance, book a support call at redback.link/support
3. Register the installation at redback.link/register (+Add device)
4. Gather the required tools
   a. Normal electrician's tools including crimping kit and Cat 5 cable tools.
   b. Electric drill/driver with Phillips head screwdriver bits; drill bits suitable for drilling walls.
   c. Tape measure and spirit level.
   d. Internet connected device with RedbackINSTALL app.

Gather the following information for use during registration, installation, onboarding, and commissioning.

Inverter serial number:	
Battery Enclosure serial number:	
Your Redback Installer Login (apply at redback.link/apply)	

INSTALLATION DETAILS

Owner's details (required)	Full name:	
	Installation address:	
	Email:	
	Mobile:	
Owner's Wi-Fi details	Wi Fi Name:	
	Wi Fi Password:	

INSTALLATION CONFIGURATION

Regional Safety Zone	☐	Australia A	☐	Australia B	☐	Australia C	☐	New Zealand
Soft Export Limit								
Hard Export Limit								
Soft Generation Limit								
Hard Generation Limit								
Compliance Inspector								
Relay usage	☐	Timer scheduled						
	☐	Smart scheduled						
	☐	Relay not used						

2.1.2. AT SITE

Conduct a risk assessment.

Redback recommends that installers complete a risk assessment of the proposed works, to the standard required by relevant authorities.

Ensure a stable internet connection is available.

If using Wi-Fi, measure the signal strength at the proposed installation site. Review installation plan if Wi-Fi signal is less than -70dBm, otherwise ongoing connection problems may occur.

Wi-Fi Strength[1] :	☐ None[2]	☐ Weak (< -70dBm)[3]	☐ Good (approx. -70dBm)	☐ Strong (> -70dBm)

[1]Test inverter location before installation; [2]Installation cannot be completed without internet: Use Ethernet, improve Wi-Fi signal strength, or find a better location; [3]Find an installation site with Good or better Wi-Fi strength.

Review the proposed inverter location.

- Does it meet the requirements of AS/NZS5139? See section 2.2.
- Is it out of direct sunlight? Ideally, the installation will be against a south facing external wall, and under eaves.
- Will it be exposed to heavy rain and wind, or is there a flood risk from water across ground or from nearby guttering or downpipes?
- Is it a coastal environment? Is additional salt-spray protection required? Installation in corrosive environments may affect warranty cover.
- Is the mounting wall flat (to prevent distortion) and structurally sound (to carry 233kg load)? Are spacers needed?
- Is the floor surface flat? Are packers needed to level the product?
- Is there 150mm clearance all around (for cooling) and at least 2140mm height available?

2.1.3. INSTALLATION PROCESS SUMMARY

Hardware

- Install Battery Enclosure.
- Install Wall Mounting Frame.
- Install Inverter.
- Install and connect batteries & cables.
- Install all covers.

Electrical

- Run and connect LV cables and conduits to the Inverter from PV and main or sub-board.
- Install any non-standard accessories e.g., relays or new backup circuit.
- Install an energy meter and run ethernet from meter to Inverter.
- Run ethernet from the owner's network router to Inverter (recommended).
- Complete connections to Inverter (switchboard, PV, backup circuit).
- Complete connections from Inverter to Battery Enclosure.

Commissioning

- Test the electrical installation.
- Start batteries.
- Power ON the inverter.
- Commission using RedbackINSTALL.
- Fit covers and clean worksite.
- Document the installation, and handover to owner.

2.2. Guide to AS5139 installation requirements for SH-G3-BE

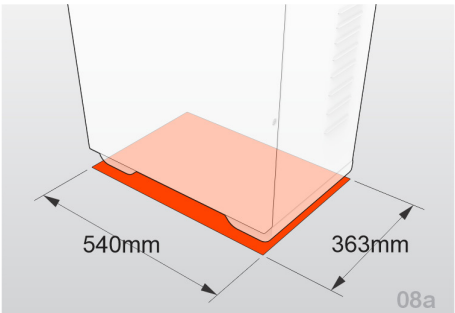
For AS5139:2019 compliance, the SH-G3-BE is defined as a pre-assembled battery system. AS5139 prescribes allowable battery system locations and fire-proofing requirements. AS5139 is referenced in AS4777.1, AS3000 and the BCA, and all new or modified battery system installations must comply.

The installer is responsible for completing installation in accordance with all relevant standards and regulations. The key AS5139 requirements for SH-G3-BE installation are:

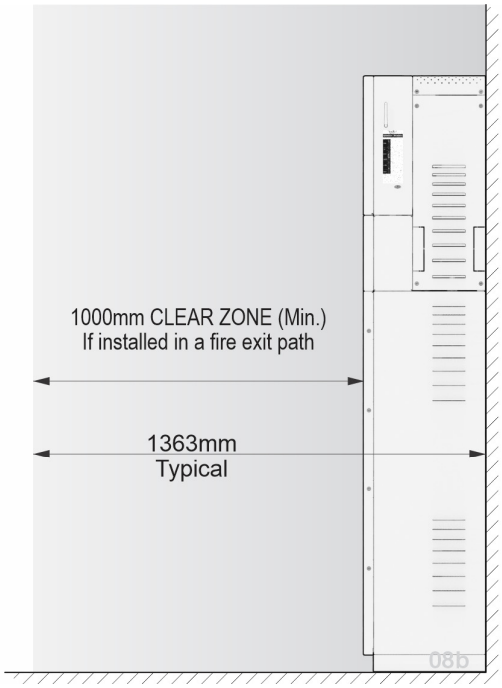
- Install the SH-G3-BE against a wall in a clear-zone having no windows, doors, exits, vents, or appliances not related to the SH-G3-BE. The clear-zone extends 600mm from the sides and 900mm above the SH-G3-BE.
- Fireproof any combustible wall in the clear zone if a habitable room exists on the opposite side of that wall. Fire proofing materials must comply with AS1530.1.
- Fireproof any structure e.g., ceiling or eave less than 900mm above the SH-G3-BE to the full width of the clear zone and the lesser of 963mm from the wall or to the edge of the structure.
- Use fire retardant sealant to seal all penetrations through the wall that exceed 5mm diameter.
- Ensure 1m clearance in front of the SH-G3-BE if it is located on a fire exit path e.g., corridor, hallway or lobby.
- Protect the SH-G3-BE from vehicle impact if this is a likely occurrence: use a bollard or similar device.

The most likely installation scenarios are illustrated below: any clear zone may need to be fireproofed.

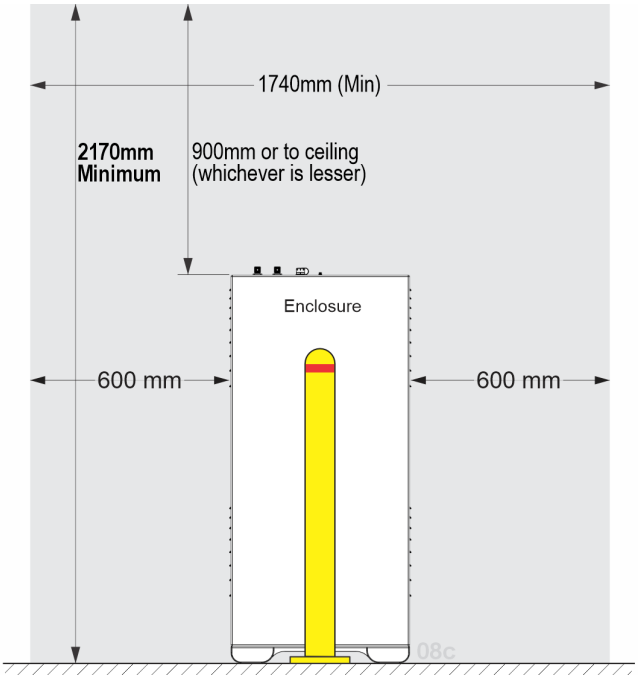
2.2.1. EXTENT OF BOTTOM OF SYSTEM



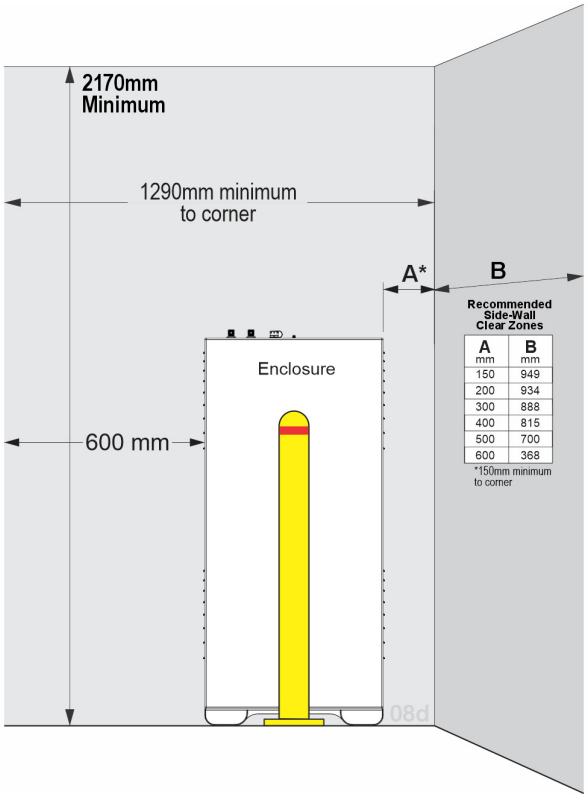
2.2.2. INSTALLATION ON AN EXIT PATH



2.2.3. INSTALLATION ON A BLANK WALL

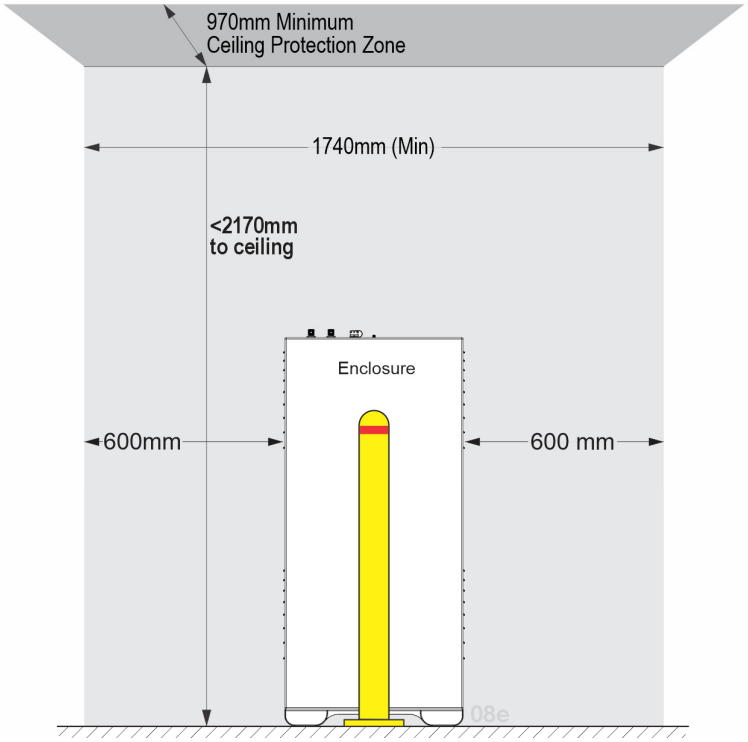


2.2.4. INSTALLATION NEAR A CORNER

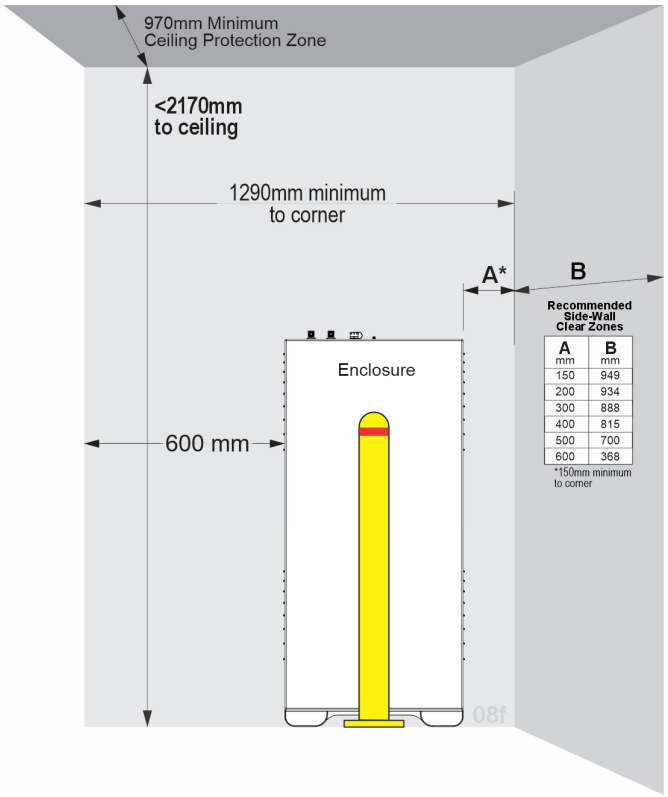


A mm	B mm
150	949
200	934
300	888
400	815
500	700
600	368

2.2.5. INSTALLATION WITH A LOW CEILING



2.2.6. INSTALLATION NEAR A CORNER, WITH LOW CEILING



2.3. Preliminary electrical installation

2.3.1. OVERVIEW

The Battery Enclosure is floor standing and mounted flush to the wall behind. The Wall Mounting Frame stands on the Battery Enclosure, is positioned using alignment pins, and is fastened to the wall. The Inverter is hung on the Wall Mounting Frame and stands on the Battery Enclosure. When installed, the Inverter side and top covers secure the Inverter to the Wall Mounting Frame and restrict access to the conduit space between the Inverter and the Wall Mounting Frame.

It may be faster (but not essential) to run and terminate cables and conduits after fitting the Wall Mounting Frame and before hanging the inverter.

Ensure that the cable tails have generous bend radii, are long enough to reach the Inverter and form effective drip loops.

The Wall Mounting Frame has numerous pass-throughs to accommodate rigid or flexible conduit up to 32mm diameter. Typical conduit routing options are shown below right.

2.3.2. RUNNING CABLES TO THE INVERTER

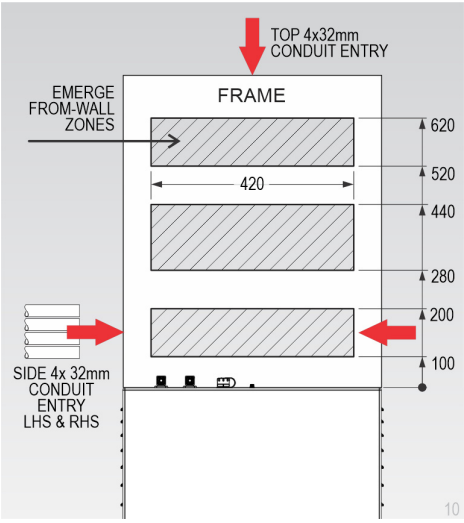
Run external cables through to the Wall Mounting Frame before the inverter is installed.

- 230V AC Grid Supply connection to main switchboard (MSB) or sub-board, using 2-core + earth (TPS or Orange Circular AC cable preferred)
- Cable from Backup Circuit isolator (2-core + earth).
- DC PV cables from the PV arrays.
- Cat 5 cable to Redback energy meter and DRED controller (usually at the MSB. A 10m terminated cable is supplied).
- Cat 5 cable to the local ethernet network (optional).

All cables must be run into the Wall Mounting Frame from:

- Behind, through the wall, using flexible conduit, or
- Top, using up to 32mm rigid or flexible conduit, or
- Left or right side, using up to 32mm rigid or flexible conduit.

There are reliefs in the wall mounting frame to pass conduits, and the side covers have breakouts.



At the inverter, cables must be terminated using the supplied plugs.

Plugs are connected after the inverter is installed. External connections are concealed by side panels attached to the inverter.

All connections between inverter and battery enclosure are external, using supplied cables, before the side covers are fitted.

2.4. Install the SH-G3-BE Battery Enclosure

2.4.1. OVERVIEW

The SH-G3-BE Battery Enclosure is designed for AS5139 compliant Redback SHG3 inverters. It is not suitable for older or non-Redback inverters.

The enclosure can house up to four Pylontech US5000 batteries. Mixed battery-model combinations are not supported.

The installation process is:

- Unpack enclosure from the shipping carton.
- Remove front cover, accessories box, and shelf.
- Verify all parts have been supplied.
- Position the enclosure and fasten to wall.

WARNING TIPPING HAZARD. Keep children and animals out of the worksite. Do not leave the enclosure unattended during installation. Fasten enclosure to the wall as soon as practical.

WARNING: HEAVY LIFT- 30kg. The enclosure is heavy: 2-person lift needed.

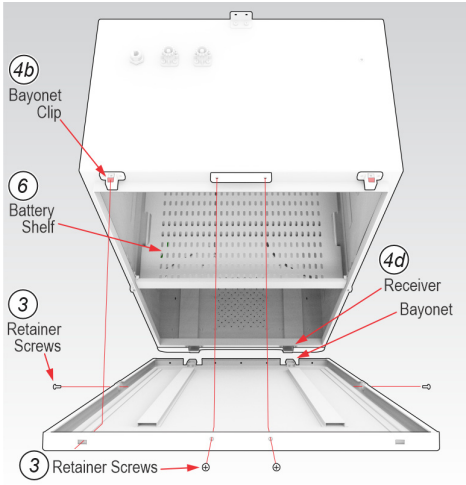
Inspect all parts. Contact Redback if any part is damaged or missing.

2.4.2. PRE-ASSEMBLY

1. Open the SH-G3-BE carton: locate and set aside the Packing List and Installation Quick Start.
2. Remove the cabinet from the transport carton. Place the cabinet on a protective surface, standing.

   The Front Panel is retained by one screw on each side; two screws and two bayonet clips on top; and concealed bayonets and receivers at the bottom edge.

3. Remove the screws from the sides and top of the Front Panel.
4. To remove the Front Panel:
   a. Standing directly in front, grip the panel on each side, near the top.
   b. Use a flat-blade screwdriver to depress each upper bayonet clip whilst gently pulling the front cover toward your body.
   c. When both clips are released, slowly pull the front cover toward you until you can see and feel the concealed bayonets and receivers.
   d. Lift the panel from the receivers. Set the front panel aside.
5. Inside the enclosure, cut the zip ties and detach the Accessories Box and the Battery Shelf. Fully remove the zip ties.
6. Install the Battery Shelf with returned edges facing down.
7. Open the accessories box. Cross check contents with the packing list and verify all parts are supplied. Contact Redback if any parts are missing or damaged.



Battery Enclosure Front Cover Removal 11b

2.4.3. INSTALLATION

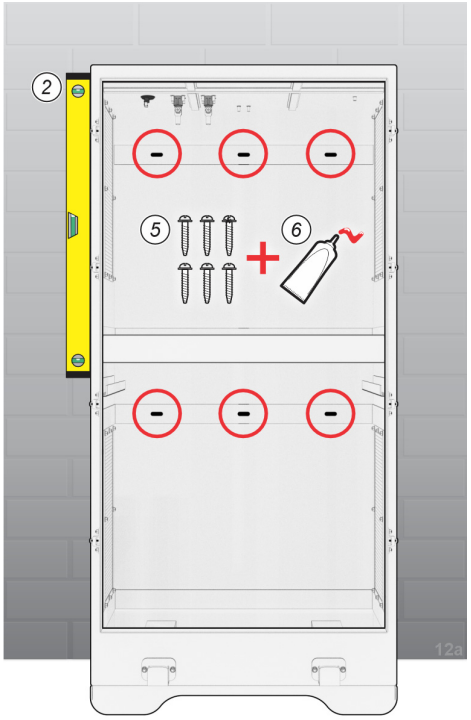
WARNING: STRUCTURAL REQUIREMENTS!
The SH-G3-BE is a floor-standing design, attached to the wall behind to prevent toppling.
The wall should not carry the full weight of the enclosure: this should go vertically through the enclosure feet.
The wall and fasteners must be suitable to secure the hung weight of the system and prevent toppling.
Please ensure that the selected wall is made from a suitable material (e.g., solid brick) and you use at least six (6) suitable fasteners.

Installation notes

- The SH-G3-BE Battery Enclosure is pre-wired for use with an AS5139 compliant SH-G3 Hybrid inverter.
- Stand the enclosure on a stable, level surface. Use packers under feet if needed.
- Fasten the enclosure to a flat, structurally sound wall. Waterproofing may be affected if the enclosure is twisted or damaged. Use spacers if needed.
- The enclosure is convection cooled. Vents are located at the bottom and sides of the enclosure. Ensure 150mm clear space either side. Do not block the cooling intakes or exhaust vents.
- Ensure at least 800mm clear height is available above the enclosure (for inverter fitting and ventilation).

Installation process

1. Place the enclosure in the required location: on the floor; against the wall; 150mm clear space both sides.
2. Set the enclosure level. Use a spirit level as needed. Add packers under feet if necessary.
3. Check that the wall is flat. Use spacers as needed to ensure the enclosure does not distort when fastened to the wall.
4. Six mounting points are provided, as shown at right. Drill additional 8mm holes if required.
5. Fix the enclosure to the wall using suitable fasteners up to diameter 7mm (installer to supply).
6. Seal around the fasteners and holes using the supplied sealant.
7. Preliminary installation is complete.



* Installer to supply suitable fasteners (up to ϕ7mm)

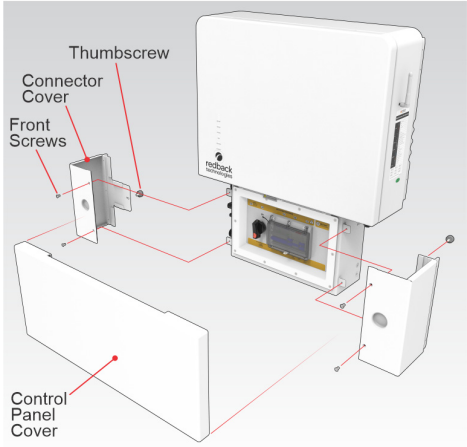
2.5. Prepare the SHG3 inverter for installation

WARNING: HEAVY LIFT- 30kg. The enclosure is heavy: 2-person lift needed.

Inspect all parts. Contact Redback if any part is damaged or missing.

Preliminary steps to inverter installation:

1. Open the inverter shipping carton.
2. Locate the Packing List and set aside.
3. Remove and inspect:
   a. Wall Mounting Frame
   b. Accessories Box
   c. Documents
   d. Meter Cable
   e. Top and Side Covers
   f. Inverter
4. Retrieve the Packing List and verify all parts are supplied. Contact Redback if any parts are missing or damaged.
5. Remove the Control Panel Cover. The cover is retained by magnets. Use moderate force and pull the cover directly away from the inverter.
6. At each side of the inverter, remove the Connector Covers and set aside. Each cover is retained by two screws on the front and one thumbscrew at rear.



Remove inverter covers before installation 14b

2.6. Install the Inverter Wall Mounting Frame

WARNING: STRUCTURAL REQUIREMENTS!
The SH-G3 is a floor-standing design, attached to the wall behind to prevent toppling.
The Inverter and Wall Mounting Frame stand on top of the Battery Enclosure: the weight is transferred to the floor via the enclosure.

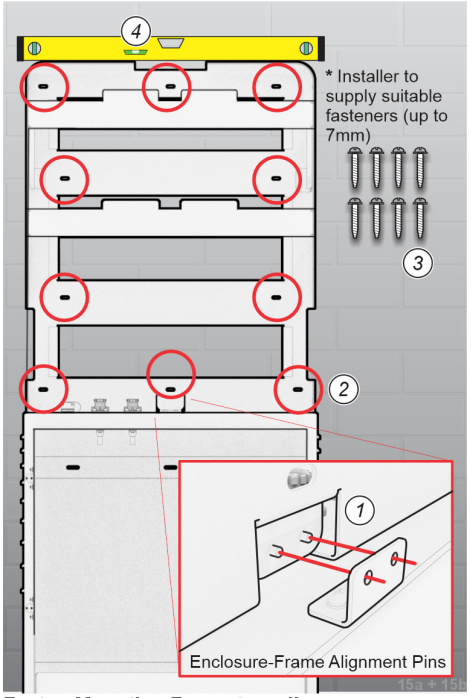
Please ensure that the wall is structurally sound and use at least eight (8) suitable fasteners.

Installation notes

- Install the Wall Mounting Frame correctly.
- The inverter is convection cooled: provide 150mm clearance to top and sides to ensure airflow.
- Stand the frame on top of the SH-G3-BE, centre aligned, using the guide pins.
- Fix in position, using suitable fasteners.
- Ten fastener holes are provided. Choose fastener locations that will spread loads to the structural part of the wall. If necessary, drill new holes through the Wall Mounting Frame.
- Installer to select and supply suitable fasteners.

Fasten the frame to the wall.

1. Set the Wall Mounting Frame on top of and centre aligned to the sides of the Enclosure.
2. Use the frame as a template for fasteners.
3. Loosely fix the enclosure to the wall using at least eight (8) suitable fasteners.
4. Check the frame is level (use a spirit level) and centre aligned to the enclosure. Tighten the fasteners.

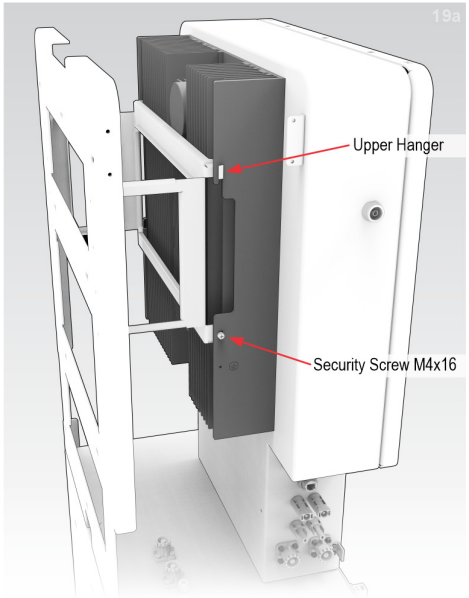


Fasten Mounting Frame to wall

2.7. Install the inverter

1. With an assistant, lift the inverter onto the Wall Mounting Frame.
2. Ensure the upper hangers engage the wall mounting frame. When correct, the Inverter will sit vertically on top of the battery enclosure.
3. Install and tighten the two M4x16 Security Screws.

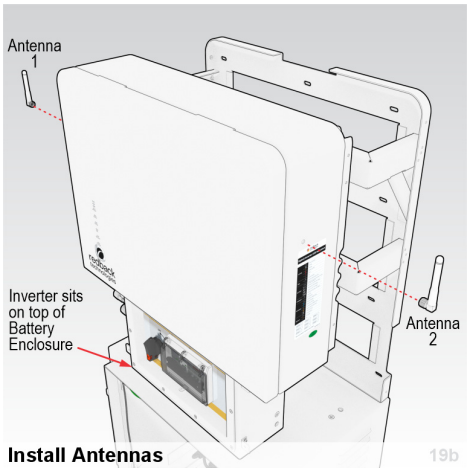
WARNING: HEAVY LIFT- 30kg. The enclosure is heavy: 2-person lift needed.



Inverter Hanging and Securing Points

2.8. Antennas

Screw in the two antennas at the locations shown. Final antenna position should be pointing vertically upward.



Install Antennas

2.9. Connect internal cables

The inverter and battery enclosure are connected internally, using supplied cables.

2.9.1. BATTERY DC POWER

Two pre-terminated cables—with industry standard plugs—are supplied to pass DC power.

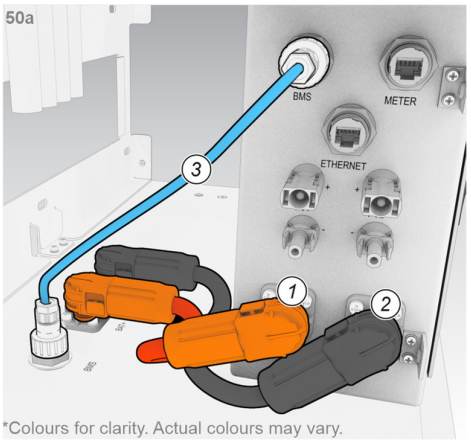
Working on the DC side (left side) of the inverter:

1. Connect the red +VE cable as shown.
2. Connect the black -VE cable as shown.

Observe polarity: incorrect connection will cause damage to the system.

Notes:

- To achieve waterproofing, push the plugs fully into the sockets. They should be able to rotate freely but not be withdrawn without pressing the release button.
- To release the plugs, press the button on the side of the plug, hold, and withdraw the plug from the socket. Rotating the plug may assist with overcoming resistance caused by the vacuum inside the plug.



2.9.2. BMS

Working on the DC side (left side) of the inverter:

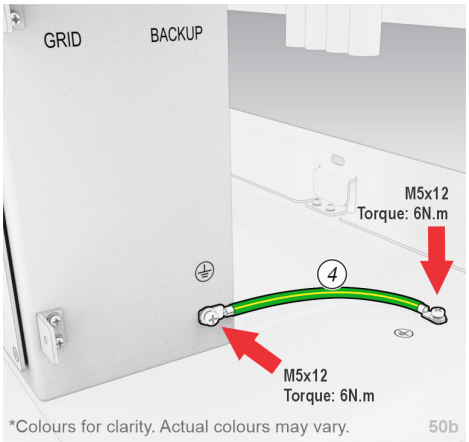
3. Connect the supplied BMS cable between inverter and battery enclosure. Ensure the waterproof caps are installed correctly.

2.9.3. BATTERY SYSTEM EARTH

An earth connection is required between the Inverter and the Battery Enclosure. A terminated 8AWG cable is supplied for this purpose. It is retained by M5x12 screws.

Working on the AC side (right side) of the inverter

4. Attach the supplied earth cable at the two points shown. Torque screws to 6N.m.



2.10. Terminate and connect 230V AC Cables

2.10.1. GRID AC CONNECTION

Note: The Backup and Grid AC connect plugs are not interchangeable. Take care to connect the plugs to the correct cable.

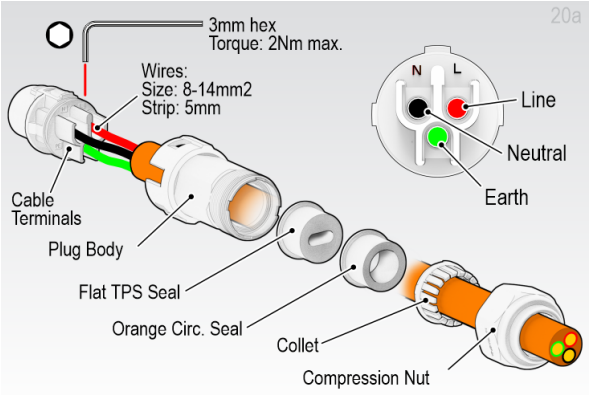
Terminate and connect the Grid AC connector as shown right, using the supplied plugs.

Notes:

- Installer to select cable sizes to suit the installation—following applicable wiring rules—and accounting for voltage drop.
- Permitted cable size is 8-14mm2 (6-8AWG).

Electrocution Hazard. Lethal voltages may be present. Isolate all sources of power and test before starting work.

Minimum Cable Size. Installer to select cables according to AS3008.



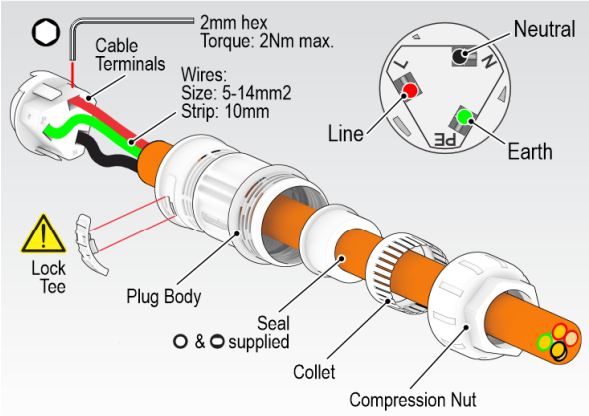
Grid AC Plug Assembly

2.10.2. BACKUP AC CONNECTION

Terminate and connect the 230V AC Backup cable as shown.

Notes:

- Installer to select cable sizes to suit the installation—following applicable wiring rules—and accounting for voltage drop.
- 2mm Allen Key not supplied.
- Press-fit the Lock-Tee into the Plug Body last. The Lock Tee retains the Terminal Block in the Plug Body and secures the assembled plug into the panel socket.
- Permitted cable size is 5-14mm2 (6-10AWG).

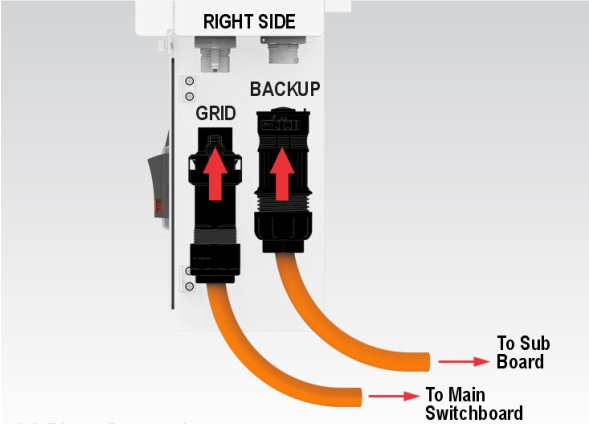


Backup AC Plug Assembly

20b

2.10.3. CONNECT AC CABLES TO THE INVERTER

Connect the AC cables to the inverter as shown, noting that the plugs are not interchangeable.



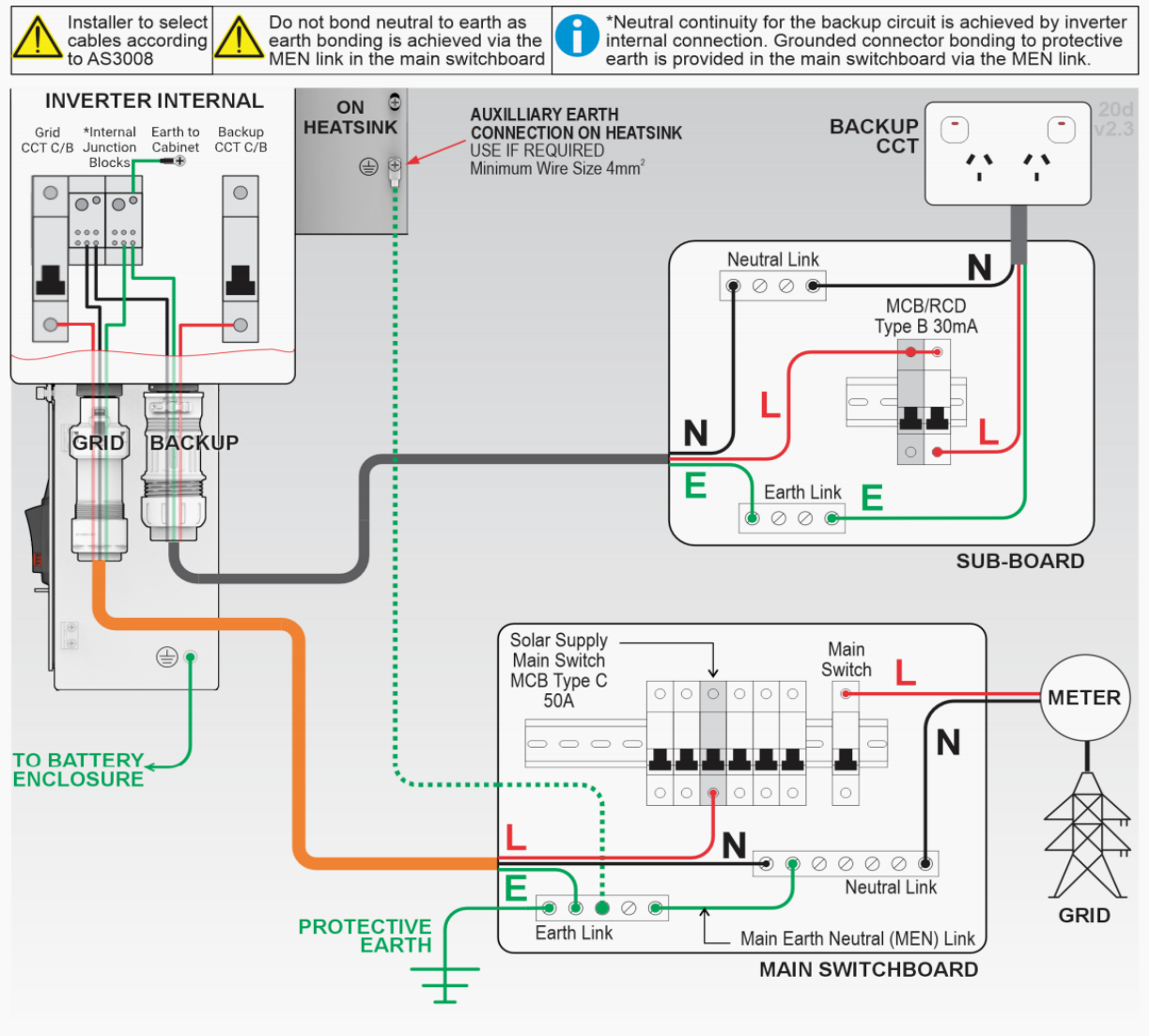
AC Plugs Connection

20c

2.10.4. AT THE MAIN SWITCHBOARD AND OR BACKUP SUB-BOARD

Connect the Grid Supply and Backup cables as shown below, noting:

- Installer to select cable sizes to suit the installation—following applicable wiring rules—and accounting for voltage drop.
- Internal connections are shown for information only. Installers do not usually access inside the Inverter.
- The Auxiliary earth connection is for use when the AC Grid cable has a too-small conductor. Installer to decide.



2.11. PV cables

ONLY USE THE SUPPLIED PV CONNECTORS. AS/NZS5033:2021 prohibits mixing of PV connector types and brands.

WARNING: SHOCK HAZARD. Solar arrays generate energy even in low light. Handle cables and connectors carefully to avoid shock or arcing.

WARNING: PV ARRAY GROUNDING. The Redback system is a transformer-less design. PV arrays connected to this system must be grounded.

WARNING: ELECTRICAL DAMAGE RISK. Solar arrays must be electrically isolated from each other:

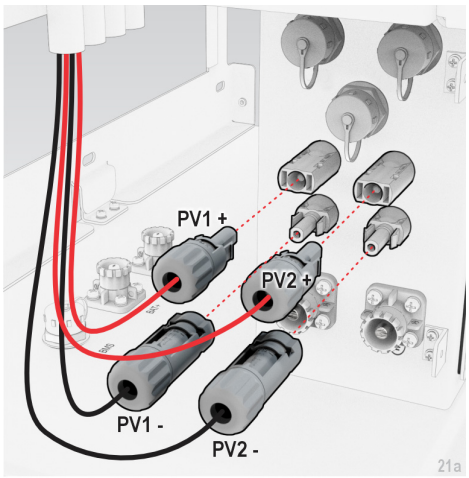
- Do not bridge arrays.
- Do not connect in parallel or serial.
- Do not share isolator switches.
- Do not connect or disconnect PV while the inverter is ON.

CAUTION: LIGHTNING PROTECTION. PV arrays in the system should be protected by a Lightning Protection System as described in AS/NZS5033:2021.

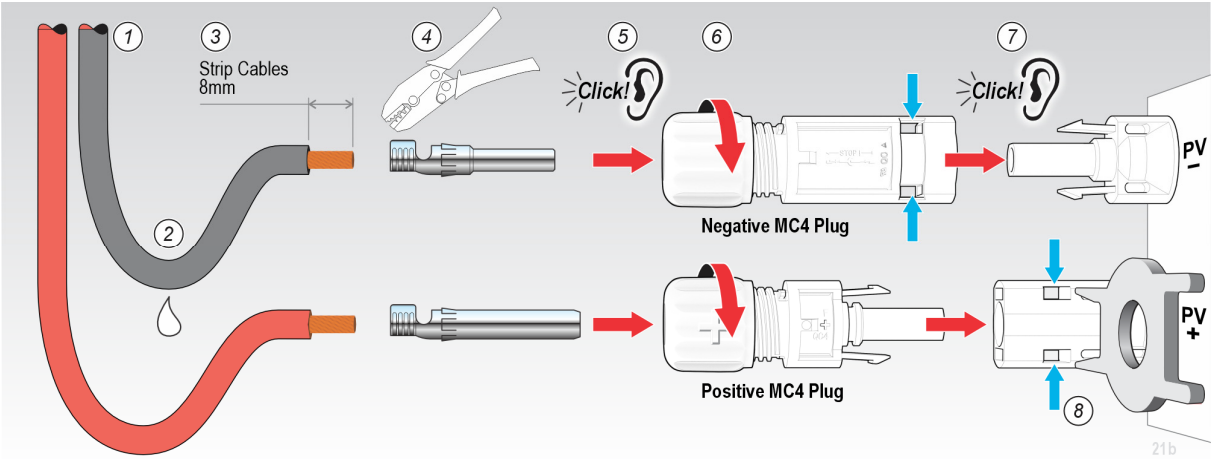
2.11.1. AT THE INVERTER

The SHG3 inverter accepts power from one or two PV arrays, using dedicated MC4-style connectors.

1. Run the DC cables from the PV arrays to the inverter DC side (left).
2. Ensuring sufficient cable to form drip loops.
3. Strip cable to bare 8mm of conductor.
4. Crimp to secure cable to pin.
5. Push pin into plug assembly until a “Click!” is heard or felt.
6. Tighten the Sealing Nut
7. Push the entire plug assembly onto its matching socket until a “Click!” is heard or felt. Ensure the plugs are secure, and cables remain paired.
8. To release a plug, simultaneously pull on the plug and push the Release Tool into the slots indicated by the blue arrows.



PV connector location



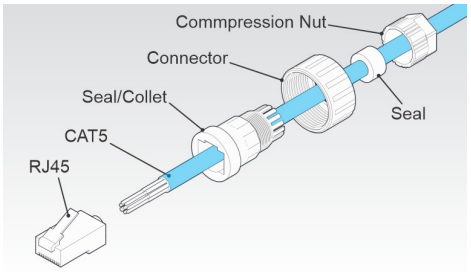
Connect PV arrays

2.12. Communications ports

2.12.1. OVERVIEW

The SHG3 inverter needs to communicate with the following devices or services:

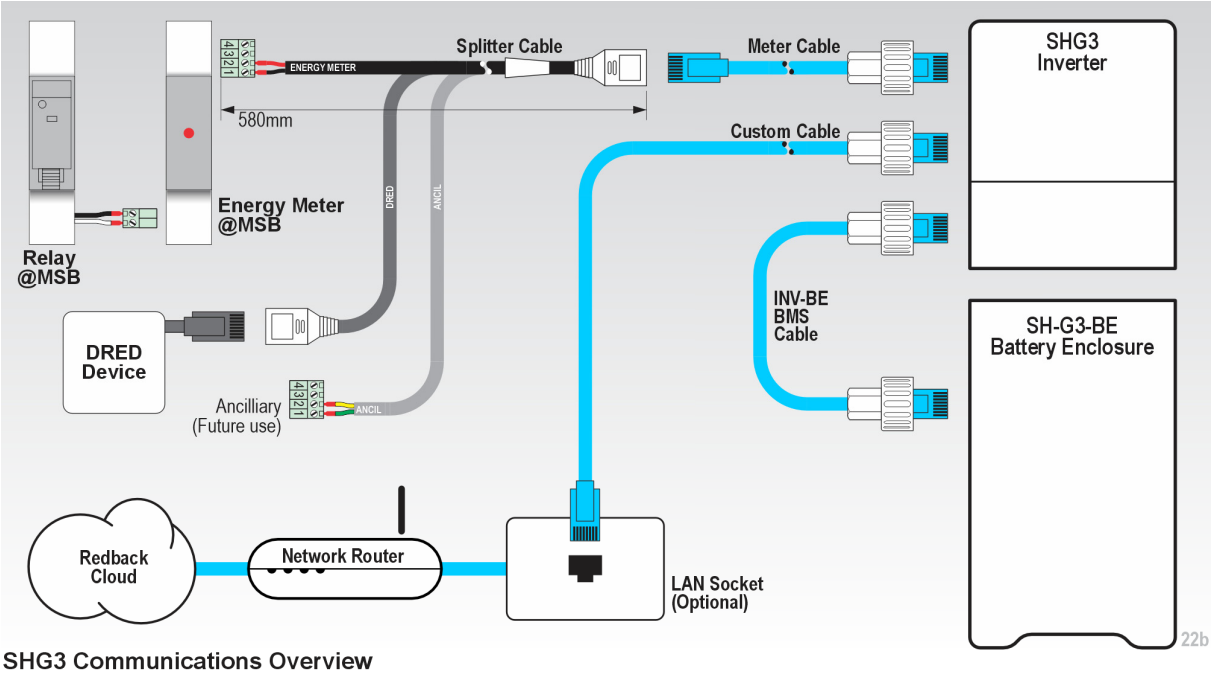
- Local area network (LAN) (Ethernet recommended).
- SH-G3-BE Battery Enclosure.
- Energy meter (required).
- Relays (via the energy meter, if required).
- DRED (if required by DNSP).



RJ45 Waterproof Connector Assembly

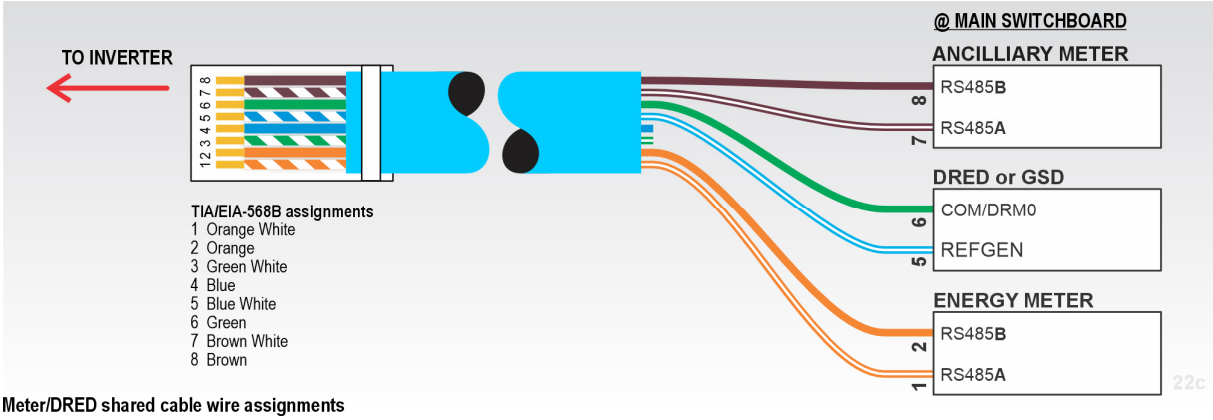
Three waterproof RJ45 connections are provided on the left side of the inverter. The energy meter and DRED share one RJ45 connection and diverge at the main switchboard, using a splitter. All cables are Cat 5, and any extension or replacement cable must be Cat 5 and configured as straight-thru.

The overall communications scheme is shown below.



SHG3 Communications Overview

Extension or replacement cables must be CAT 5, configured straight-through. If required, longer, splitter-free, direct-to-energy-meter cables require cable assignments as shown below.

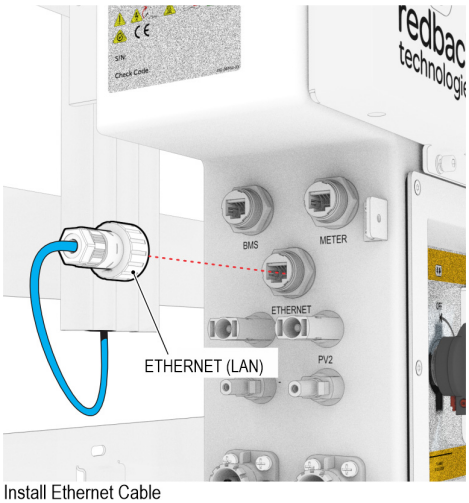


Meter/DRED shared cable wire assignments

2.12.2. ETHERNET (RECOMMENDED)

The Ethernet port is used if the inverter is to be connected to the owner's network using ethernet cable (not Wi-Fi).

Ethernet is preferred as it is more reliable than Wi-Fi, and some Redback features such as Site Manager require ethernet connected inverters.



Install Ethernet Cable

Procedure

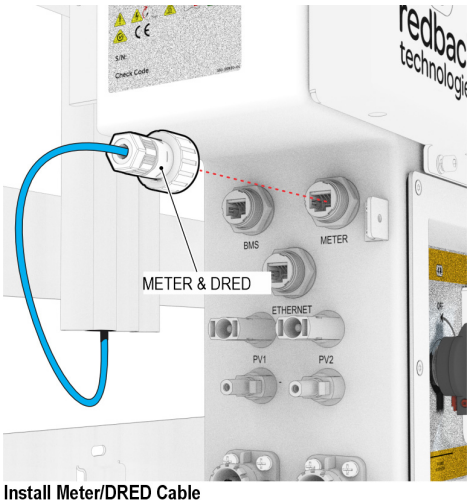
1. Run the ethernet cable from the LAN port or router to the inverter.
2. Terminate the LAN/Router end as RJ45 straight through. Plug into the LAN or Router port.

At the inverter

3. Terminate at the inverter end using the supplied waterproof connector or use Amphenol RCP-00BMMs-SLM7001.
4. Configure the cable as RJ45, straight-through.
5. Connect to the ETHERNET port and tighten the waterproof cap.

2.12.3. ENERGY METER AND DRED

The energy meter and DRED share one RJ45 connection to the inverter. The Cat 5 cable carries both signals, and the wires diverge at the main switchboard, using the supplied splitter cable. The design of the splitter cable affords the location of the DRED device up to 1m from the Energy Meter.



Install Meter/DRED Cable

Procedure

1. Run the pre-finished 10m meter cable from the inverter to the main switchboard.
2. Connect the Splitter Cable to the meter cable
3. Run the tails to DRED, Meter, or ancillary device, as needed.
4. Connect the meter to power and CT, as needed.

At the inverter

5. Terminate at the inverter end using the supplied waterproof plug or use Amphenol RCP-00BMMs-SLM7001.
6. Configure the cable as straight-through.
7. Connect to the METER port and tighten the waterproof cap.

2.13. DRED

The DRED and energy meter share one Cat 5 cable run to the main switchboard. The Cat 5 cable carries both signals, and the wires diverge at the main switchboard, using a splitter cable.

2.13.1. METHOD FOR ASSERTING DRM

MODE	RJ45 SOCKET ASSERT BY SHORTING PINS/WIRES		FUNCTION
DRM 0	6 (Cat 5 Green wire)	5 (Cat 5 Blue/White wire)	Operate the disconnection device

2.14. Install the Energy Meter & CTs

2.14.1. OVERVIEW

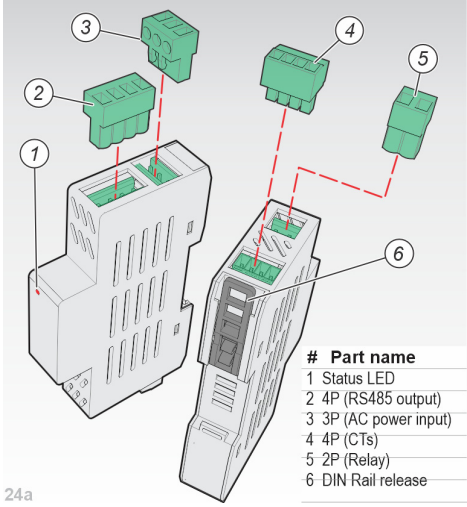
The inverter includes one Redback energy meter to measure the instantaneous voltage, current, power and energy of a single-phase grid supply. The data is transmitted to the inverter and used to manage inverter output.

The meter uses a non-intrusive, clip-on, “split core” type current transformer (CT).

WARNING. Connect the energy meter as shown in the following sections. Ensure that Current Transformer (CT) and corresponding supply cable are connected to the same phase. Incorrect connection will cause incorrect data and may damage the meter.

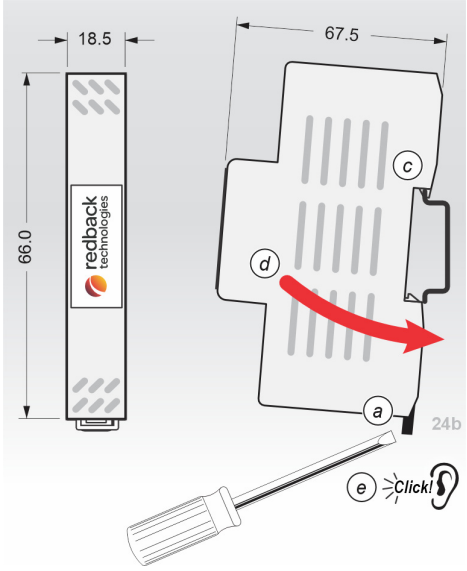
The installation process is:

1. Run the communication cable from the inverter to the main switchboard.
2. Fit the splitter cable to the meter cable, at the switchboard end.
3. Install the meter in the meter box or suitable enclosure and connect the split cable.
4. Attach CT and connect AC supply.



2.14.2. INSTALLATION NOTES

- The meter is not waterproof and must be mounted in a weatherproof location, preferably inside a meter box or dedicated enclosure.
- The meter is DIN rail mounted, occupying 1x MCB space (18.5mm or 1-pole or 1-DIN slot).
- The meter must be installed such that all terminals are protected from accidental contact.
- The CT has a 1m cable. Cable may be shortened or coiled, as necessary. Bootlace crimping is recommended. Ensure shortened cables are reconnected to the same positions on the plug.
- All plugs to the meter are non-interchangeable Phoenix-style connectors. All required plugs are supplied.
- The energy and CT are a factory-calibrated assembly. Do not swap the CT with other products.



2.14.3. INSTALLATION PROCESS

1. Inspect the installation location. Identify mounting and attachment points for the energy meter, supply power take-offs, and CT.
2. Mount the meter to an available DIN Rail location. The meter may be mounted adjacent to other devices.
   a. Press the unlock lever.
   b. Release the clip.
   c. Hook meter onto DIN rail
   d. Rotate so that the body is flush against the rail.
   e. Push clip up until there is a “Click!”.

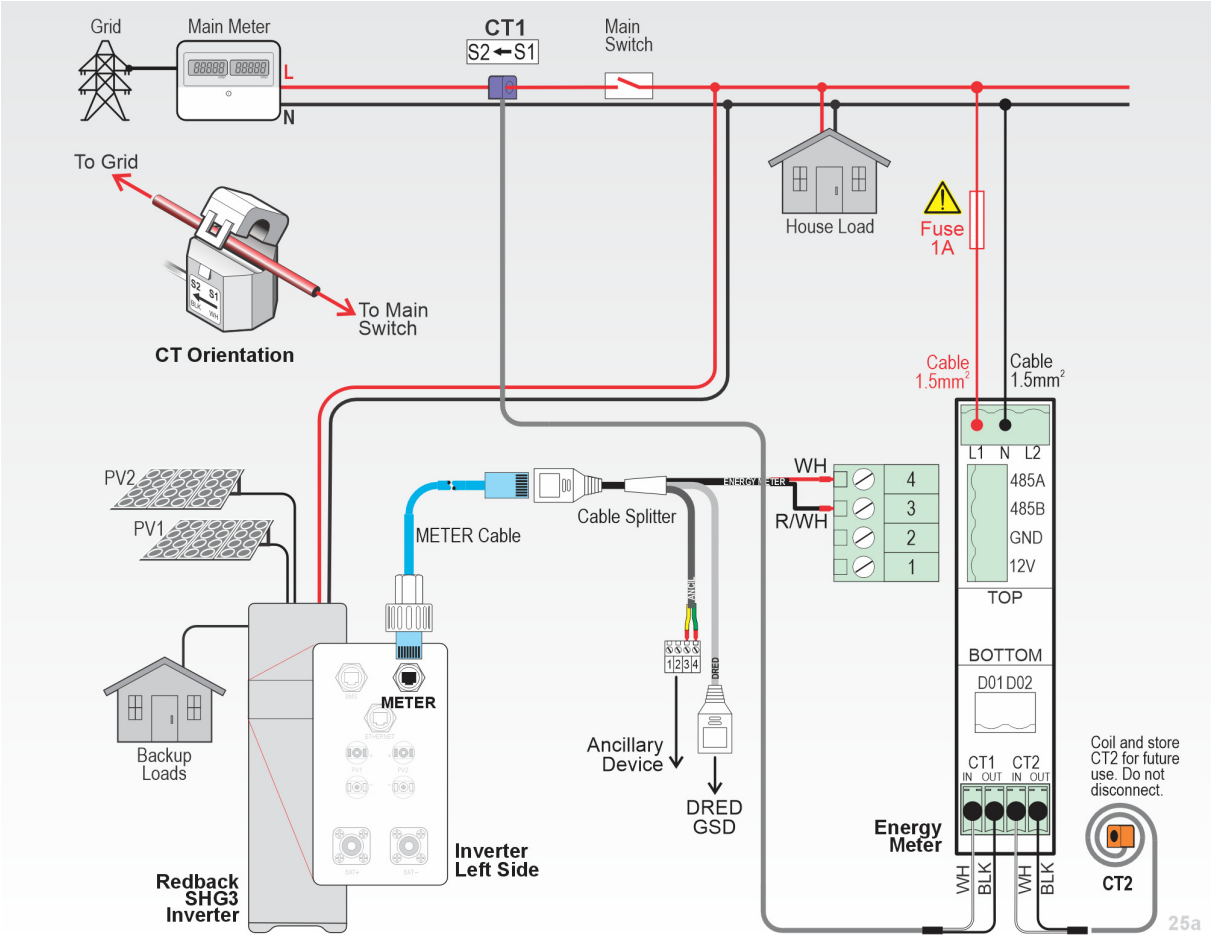
2.14.4. INDEPENDENT INSTALLATIONS

Note: Follow these instructions when the Redback is the only inverter at the site.

The meter measures the instantaneous voltage, current, power and energy of one phase of a grid supply system. The power data is transmitted to the Redback inverter and used to manage grid inputs from solar or battery power sources.

Connect to the meter as shown below.

1. To ensure correct readings, ensure CT1 is clipped onto L as shown below.
2. Terminal screw torque: 0.2Nm maximum.
3. Protect ends of any unused wires.
4. Use RedbackINSTALL app check CT orientation.



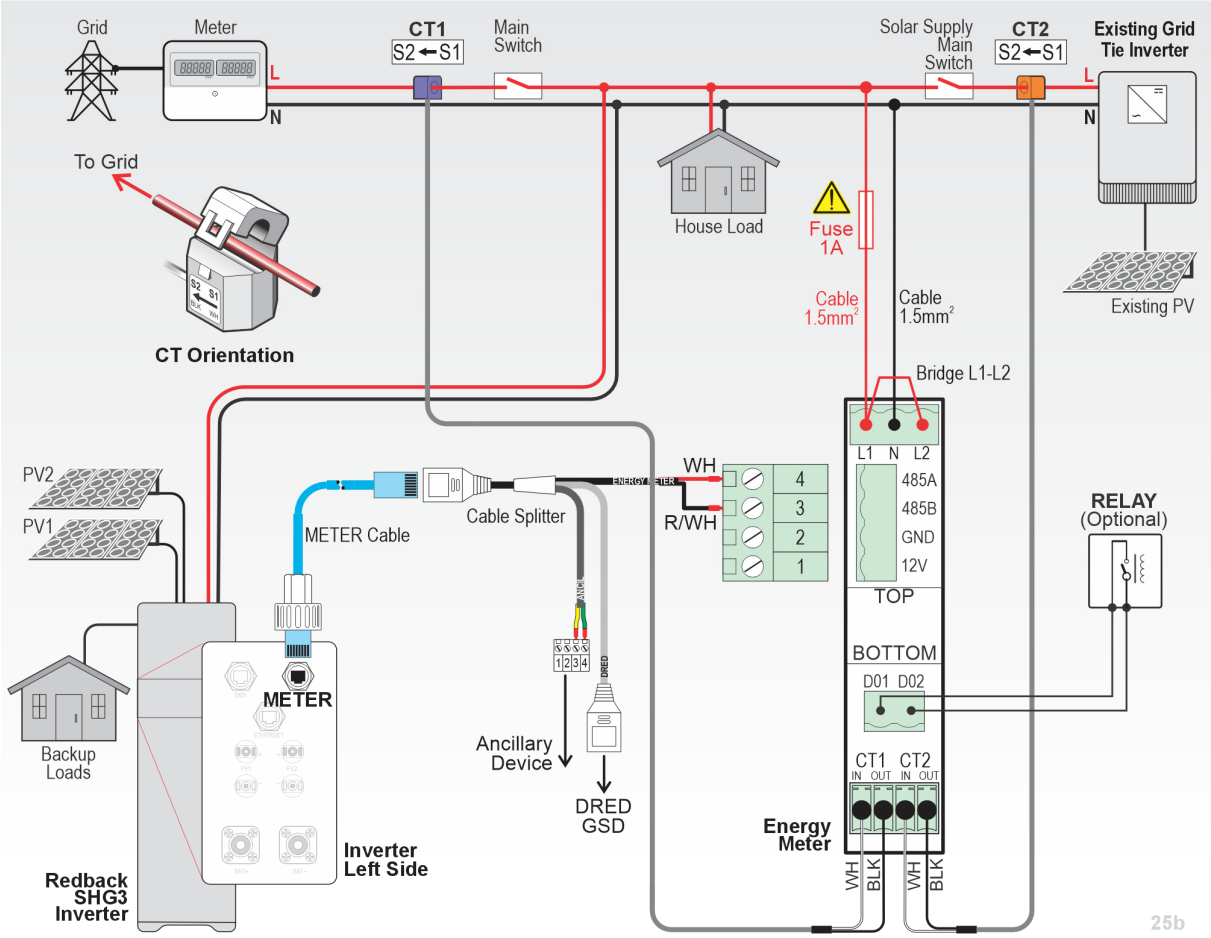
2.14.5. AC-COUPLED INSTALLATION

SH5000/SH6000 Hybrid inverters may be fitted to an existing grid-connected system in an AC-Coupled configuration—the Redback system can charge its battery using excess power from the grid-connected inverter.

The Energy Meter measures energy flow at the existing grid-connected inverter and at the grid connection, enabling the calculation of house loads and the regulation of Redback inverter output to ensure compliance with the Grid Export Limit (specified using RedbackINSTALL).

Connecting the Energy Meter

1. Connect the meter as shown below.
2. To ensure correct readings, ensure CTs are clipped onto cables as shown.
3. Attach CT1 to the grid connection, between switchboard and the Main Meter.
4. Attach CT2 to the grid-connected inverter output.
5. Terminal screw torque: 0.2Nm maximum.
6. Protect ends of any unused wires.
7. Use RedbackINSTALL app to enable AC-coupling and check CT orientation.



2.14.6. SMART LOAD CONTROL

Smart Load Control requires:

- A compatible Redback inverter (hardware and firmware).
- A compatible Redback energy meter installed in the main switch board (a meter is supplied with the inverter).
- A relay or contactor rated to switch the desired load (supplied by installer).

Download the complete Smart Load Control Installation Guide at redback.link/rbslc

Overview

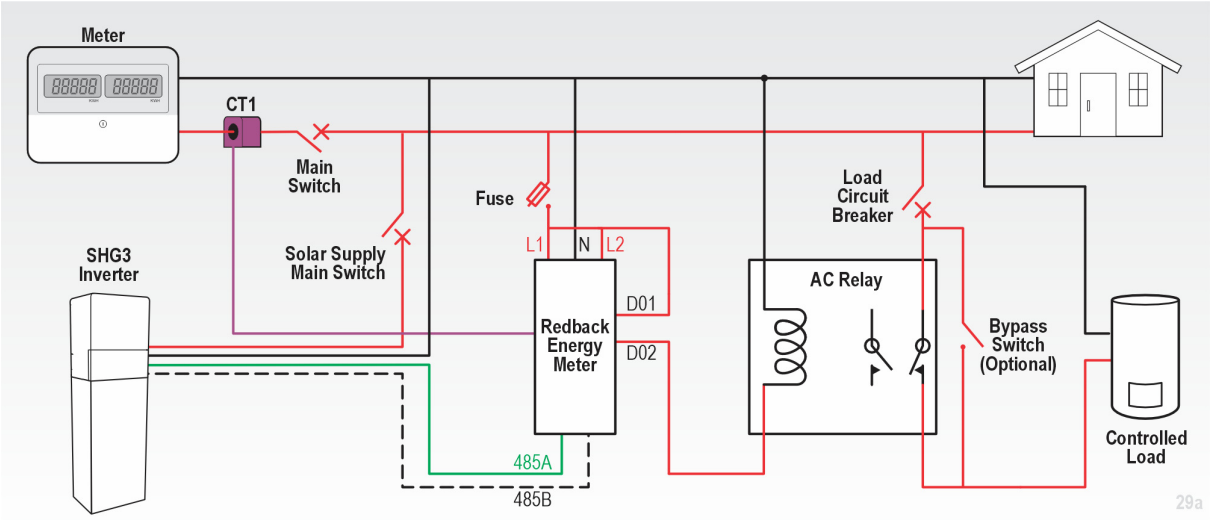
Redback's Smart Load Control feature enables owners to make the most of their generated energy by only operating their large loads (such as a hot water system) when there is excess solar energy available.

Smart Load Control aims to:

- Run the load using only excess PV energy.
- Avoid switching the load excessively (e.g., when a cloud passes in front of the sun temporarily reducing PV output).
- Optionally, the system will ensure that the load runs for a nominated number of hours each day. This is useful for equipment like pool pumps which require a minimum daily run-time.

The Smart Load Control feature is available on all SHG3 inverters. The Redback Energy Meter uses an internal dry contact to activate the relay, which controls the load. The inverter controls the meter using RS485.

A typical connection scheme is shown below.



3. Battery Installation

3.1. Overview

The Redback system has a storage capacity of up to 19.2kWh using 2-4 Pylontech US5000 batteries or other approved products we recommended. The enclosure holds up to four batteries. Batteries are connected in parallel.

WARNING: SHOCK HAZARD. New batteries have some charge. Turn the Battery System DC isolator OFF during installation. Do not activate batteries during installation.

INFORMATION FOR FUTURE USE. When replacing or adding batteries, all batteries must be charge-balanced and battery firmware must be updated, otherwise performance will be affected.

3.2. Allowable battery combinations and storage capacities (kWh)

Pylontech batteries use an integrated Battery Management System (BMS) to manage ultimate charge and discharge rates (protecting the batteries from heat damage) and to inform the Redback system of status. The BMS also protects the batteries from total discharge, improving system reliability and longevity.

Batteries are identified as Master, 2, 3, 4. This refers to the position of individual batteries in the BMS chain of command, where the first connected battery is the Master battery.

The battery identity may also indicate the physical position of the battery within the enclosure, as shown in section 3.4.2.

Number of batteries	Pylontech US5000 @4.8kWh each●
0	0
1	♦
2	9.6
3	14.4
4	19.2

●Usable capacity is typically 95% of total capacity.

♦Single battery installations not permitted.

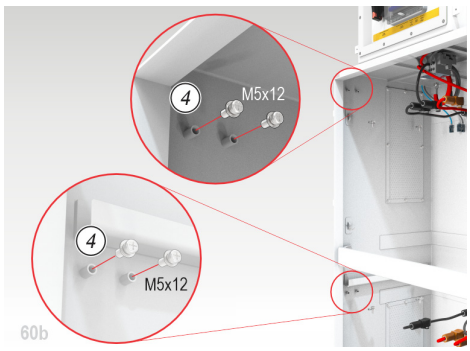
3.3. Install US5000 batteries

3.4. Battery installation notes

- To ensure even cooling, batteries must be installed in the approximate positions shown below. They must not touch the rear or sides of the enclosure, or each other.
- Batteries are unrestrained on the enclosure shelves, held in place by their own mass.
- Batteries must be independently earthed to the enclosure as shown in section 3.4.4.

WARNING: HEAVY LIFT- 40kg. The batteries are heavy: 2-person lift needed.

Prepare US5000 Batteries for Installation



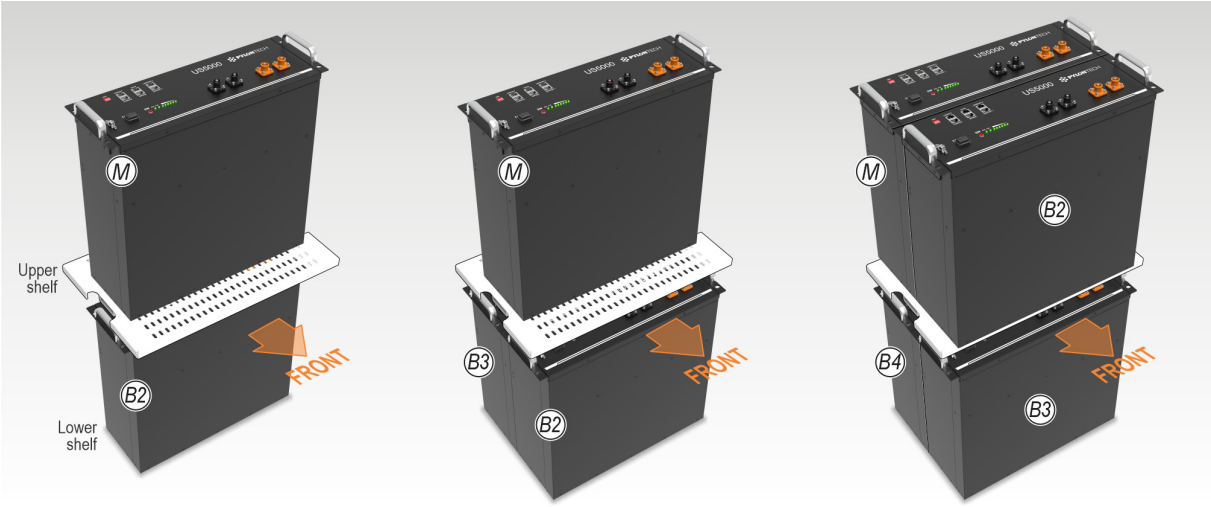
3.4.1. PREPARE THE BATTERIES FOR INSTALLATION

Each battery must be earthed to the enclosure cabinet.

1. Turn all batteries OFF.
2. Set all battery DIP switches down, as shown, to ensure correct communication.
3. Connect a 350mm Earth Cable to the Earth terminal of each battery.
4. Inside the Battery Enclosure, note the location of enclosure battery earth studs.

3.4.2. POSITION BATTERIES IN THE ENCLOSURE

1. Position batteries in the cabinet as shown below, to provide optimal cooling and cabinet stability.
2. All terminals and sockets face the top of cabinet.
3. For convenience, populate the bottom shelf first; connect cables; then refit the battery shelf.



60c 02 **Dual battery arrangement** **Triple battery arrangement** **Quadruple battery arrangement**

3.4.3. BMS CABLE CONNECTIONS

BMS cables connect to the first battery, and between subsequent batteries.

1. Plug the pre-fitted Cable A into the Master Battery "CONSOLE" port.
2. Plug the pre-fitted Cable B into the Master Battery "CAN" Port
3. Connect BMS "Link" cables (C, N) in the logical sequence shown. Note: the number and position of batteries may vary.

Batteries are connected using cables terminated with industry standard push-in plugs.

Each battery has two positive and two negative plug sockets. Each pair (positive or negative) is linked internally. When connected as shown, the second battery is effectively wired in parallel with its shelf-mate, although it may not appear that way.

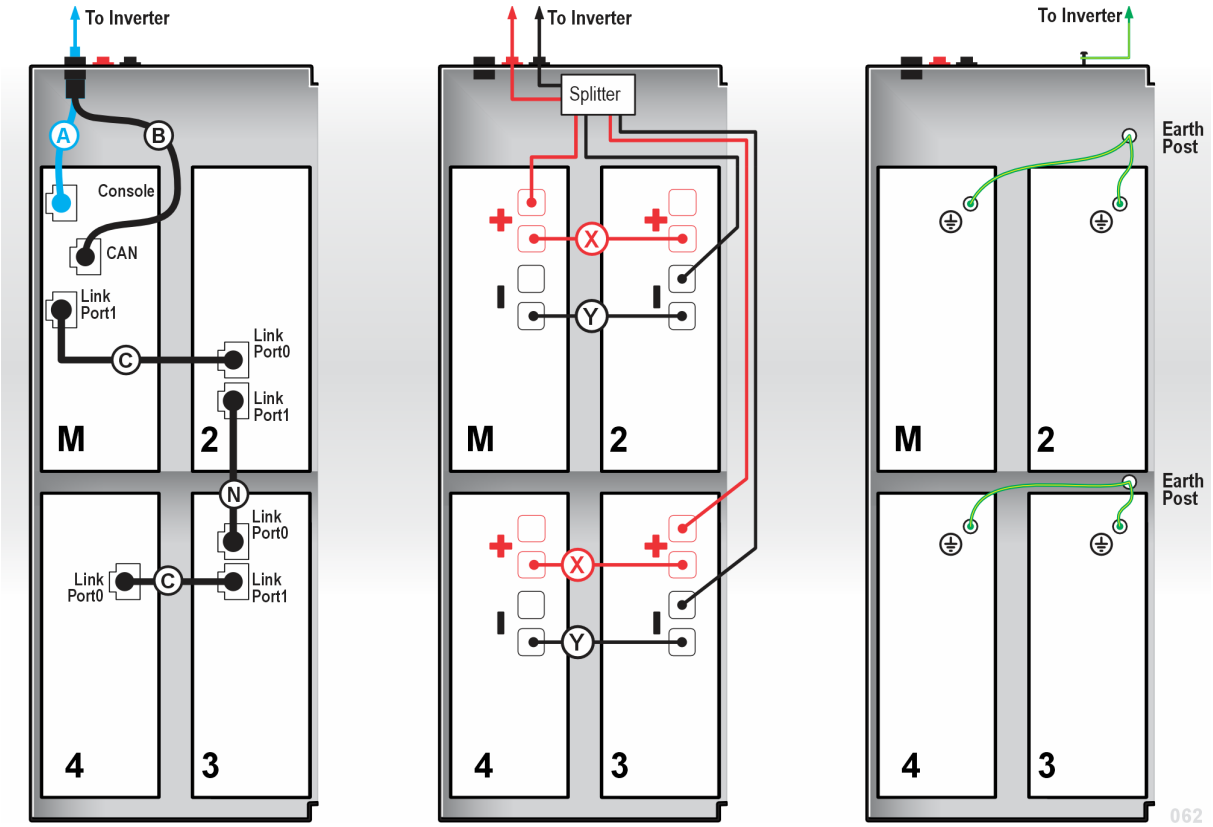
To release the plugs, press the button on the side of the plug, hold, and withdraw the plug from the socket. Rotating the plug may assist with overcoming internal vacuum resistance.

3.4.4. DC POWER AND EARTH CONNECTIONS

1. Connect one red and one black pre-installed battery cable to one battery on each shelf. Observe polarity and labelling.
2. Connect the adjacent battery using the DC BATT-BATT cables (cables X and Y).
3. Connect the previously fitted earth cable from each battery to a nearby earth post.

Notes:

- The batteries are connected in parallel.
- The pre-installed battery leads are coiled and zip-tied in place for transport.
- Route cables via the portals at sides of the Battery Shelf. Do not pinch cables.



BMS connections
Note: Install batteries terminal side up.

Tags (A) Cabinet to battery CONSOLE
(B) Cabinet to battery CAN
(C) LINK (short) (N) LINK (long)

DC Power connections
Cables from splitter are prefitted.

Tags (X) DC BATT-BATT +VE
(Y) DC BATT-BATT -VE

Battery Earth connections

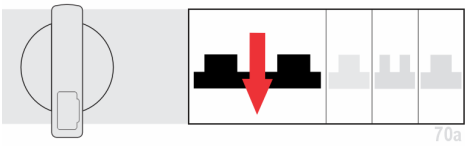
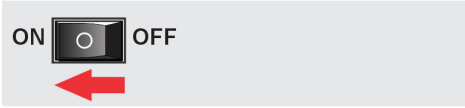
4. Commissioning

4.1. Overview

The system commissioning process is:

- Register the installation on the Redback Portal at redback.link/register (+Add device).
- Commission the batteries.
- Start the inverter.
- Onboard the inverter and initialise settings.

4.2. Commission Pylontech batteries

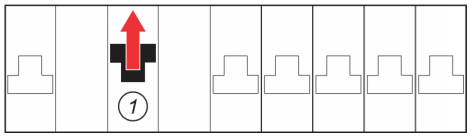
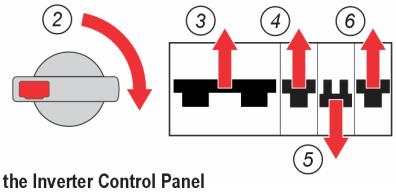
STEP	PROCEDURE	ILLUSTRATION
1	At the inverter Control Panel, switch the BATTERY SYSTEM DC isolator OFF (down).	 70a
2	All batteries: toggle the Power switch ON.	 At all US5000 Batteries 70b
3	On the Master battery only, press and hold the red SW button until all SoC LEDs illuminate on all connected batteries i.e., M, 2, 3, 4. All connected batteries are now active.	At MASTER battery only 70c

4.3. Inverter start-up

4.3.1. INVERTER START-UP NOTES

- The inverter requires about 1 minute to boot-up and start advertising Bluetooth (NETWORK LED is Blue, flashing).
- Ethernet connected systems will automatically connect to the internet, if available, indicated by the ETHERNET LED being continuously ON.
- Do not turn power OFF during start-up. This will delay start-up or may crash the system.

4.3.2. INVERTER START-UP PROCEDURE

STEP	PROCEDURE	ILLUSTRATION
1	At the main switchboard, turn the Solar Supply Main Switch ON (Up)	 At the Main Switchboard 71a
2	At the inverter Control Panel, working left to right: Turn the PV ARRAY DC isolator ON (clockwise to 3 o'clock)	 At the Inverter Control Panel 71b
3	Switch the BATTERY SYSTEM DC isolator ON (up)	
4	Switch the BACKUP AC isolator ON (up)	
5	Switch the BYPASS to Backup (down)	
6	Switch the INVERTER AC isolator ON (up)	

4.4. Onboard the inverter

Onboarding is the process of setting up the inverter's permanent connection to the internet, using the owner's network. Permanent connection to the network is by Ethernet cable or Wi-Fi.

Onboarding is automatic when an ethernet cable is used.

When connection to the network is by Wi-Fi, complete onboarding using the RedbackINSTALL app and a Bluetooth connection to the inverter.

Before attempting onboarding, ensure all cables are correctly installed.

Installation cannot be completed without an internet connection.

The owner must maintain a stable* connection to the Redback Cloud otherwise warranty support will be affected.

** Excluding internet or power outages beyond the owner's control. Ethernet LAN connection and connection of internet hardware to a backup circuit is recommended.*

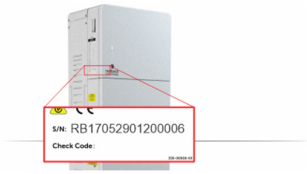
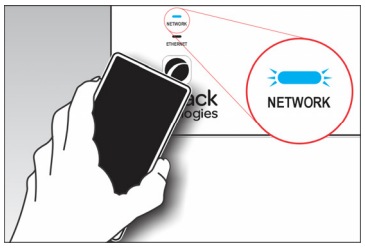
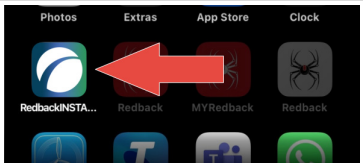
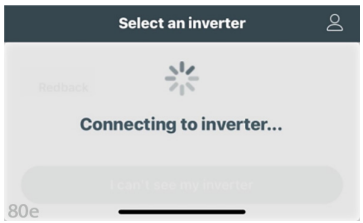
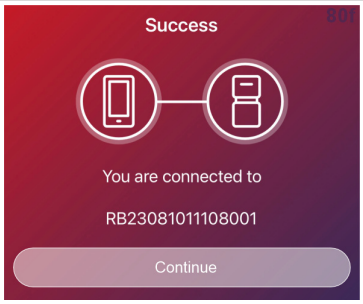
4.4.1. CONNECTION NOTES (TO OWNER'S INVERTER)

METHOD	COMMENT	LED INDICATIONS		REDBACKINSTALL IMPACT
Ethernet	Preferred and automatic if LAN is detected		ETHERNET is White, ON continuously, and NETWORK is White, ON continuously: Inverter is onboarded and connected to the Redback Cloud.	The app will request confirmation that LAN is the preferred connection method.
			ETHERNET White, ON continuously, and NETWORK Orange, ON continuously: Connected to owner's network using ethernet but Redback Cloud not found. See 6.2 Troubleshooting.	
			ETHERNET White, ON continuously, and NETWORK Blue, Flashing: Ethernet connected to owner's network, and inverter is advertising Bluetooth.	
			ETHERNET LED OFF: Ethernet is not connected to owner's network. Onboarding required.	The app requires selection of the connection method.
Wi-Fi	Onboard using Bluetooth and Wi-Fi		The NETWORK LED must be Blue and flashing, indicating Bluetooth is advertising.	Connection to owner's network is needed, including password.
			Time is of the essence! Bluetooth onboarding must start within 30 minutes.	If necessary, the Bluetooth advertising can be restarted by cycling the inverter off and on (see section 5.3).
			Unable to connect message	Ensure Password is correct, and that connection is to a 2.4Ghz network (5Ghz is not supported).
None	Use "none" only if a permanent internet connection is not available immediately after commissioning. Warranty support may be affected if the system is not provided with a stable internet connection.			Commission using your phone, tablet or laptop's Wi-Fi hotspot. Set method to None after commissioning is complete.

4.4.2. CONNECT REDBACKINSTALL TO THE INVERTER

The RedbackINSTALL app must be installed on your device. The app requires little guidance, and there is in-app information. A valid login is required.

There are two ways to start the onboarding process: NFC or manually, using RedbackINSTALL.

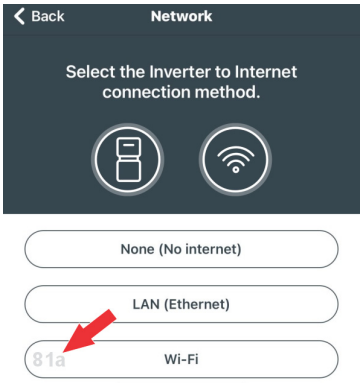
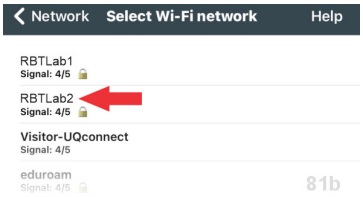
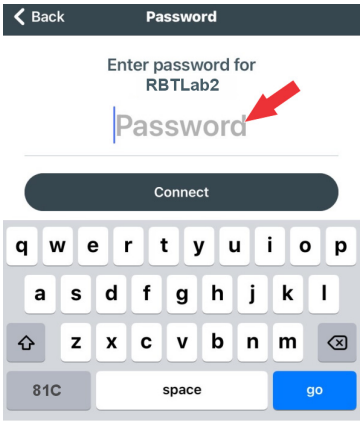
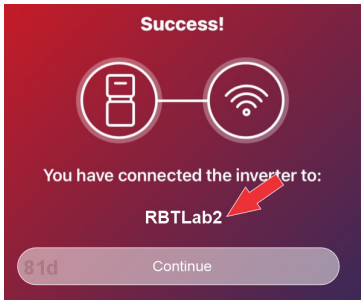
STEP	PROCEDURE	ILLUSTRATION
1	Identify the inverter serial number. The serial number is found at the bottom of the specifications label located on the left side of the inverter.	
2	If not using NFC go to Step 3, otherwise touch your NFC enabled phone to the Redback Logo on the inverter status panel. The Network LED will begin flashing blue and RedbackINSTALL will open at Step 5 below (login if requested).	
3	Ensure the NETWORK LED is Blue, flashing, indicating that Bluetooth is available. If not flashing, restart the inverter (see section 5.3).	
4	Open RedbackINSTALL and login. RedbackINSTALL will scan for products advertising Bluetooth. Wait up to five minutes.	
5	A list of nearby, Bluetooth advertising Redback inverters will appear. Tap the required RBxxxxxxxxxxxx number to continue. **For easiest onboarding, turn all other non-onboarded systems OFF**. The app will then display a list containing only one serial number.	
6	Wait up to two minutes for the Bluetooth connection to complete.	
7	A success message will appear showing the inverter serial number of the inverter. Confirm the serial number matches that on the inverter specifications label on the left side of the inverter. Tap **Continue** to continue onboarding.	

4.4.3. ONBOARDING (CONNECT TO THE LOCAL NETWORK)

RedbackINSTALL will advance to this stage after establishing a Bluetooth connection to the Inverter.

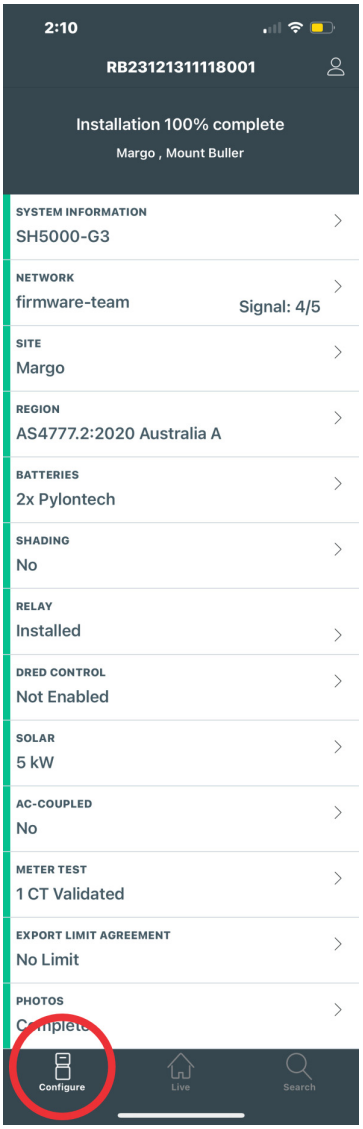
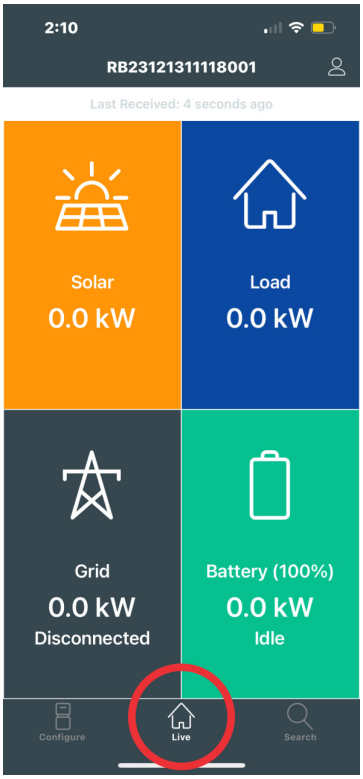
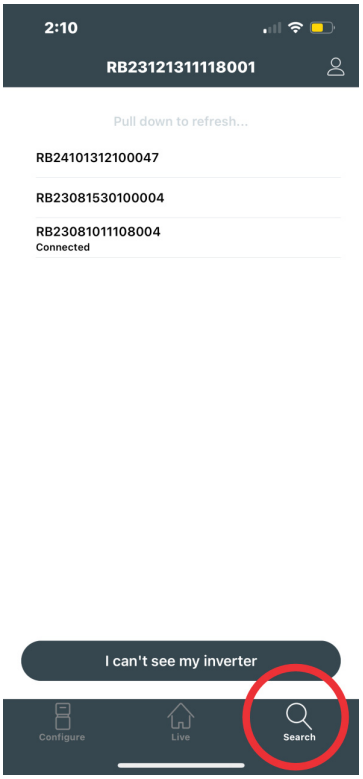
Note: if a local network is not available it is possible to temporarily connect the Inverter to a Wi-Fi hotspot, such as your phone. This is useful for configuration but is not an acceptable long-term solution.

> This equipment is not compatible with 5Ghz WiFi- network or hotspots. Use 2.4Ghz networks.

STEP	PROCEDURE	ILLUSTRATION
1	**Select** the preferred method to connect to the local network and internet. Options are: • LAN (must be hardwired, will connect automatically) • Wi-Fi (usually requires network name and password) • None is not a valid option for onboarding. Commissioning cannot be completed. Use a Wi-fi Hotspot if neither ethernet nor permanent internet connection are available.	
2	**Select** the required network or swipe down to refresh the list.	
3	Enter the password. Tap **Connect** to continue.	
4	A Success message will appear. Tap **Continue** to go to the Inverter Configuration page.	

4.5. RedbackINSTALL interface notes

The RedbackINSTALL settings interface is quite simple and self-explanatory.

CONFIGURE	SYSTEM STATUS	SEARCH
Touch **Configure** to view or change system parameters. Touch any parameter to view options. All inverter parameters can be set using the RedbackINSTALL app, except for customized Generation Limits, which are changed on the Redback Portal (see section 4.7 below)	Touch **Live** to view inverter energy traffic • PV • Grid • House • Battery	Touch **Search** to see a list of nearby Redback inverters with Bluetooth advertising. These inverters are available to RedbackINSTALL for configuration and or monitoring unless already connected to another device.
		

4.6. Notes on Regional Safety Settings

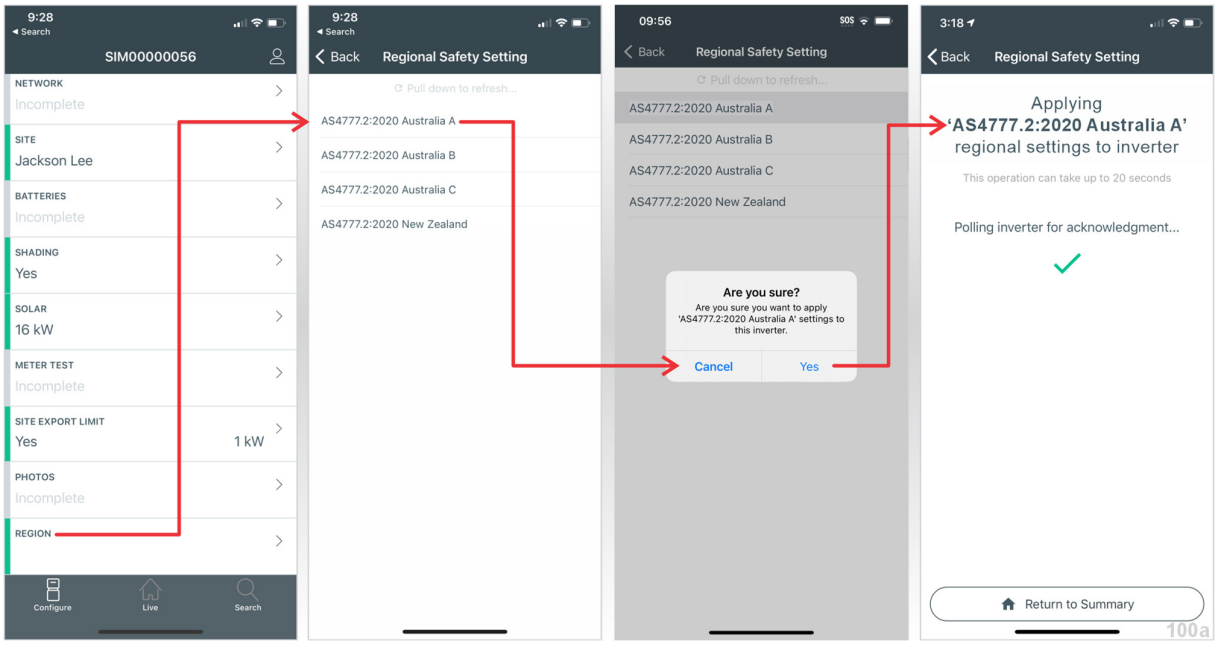
Regional Safety Setting is a mandatory choice when configuring the system—the system will not operate if it is not selected.

You may be prompted to update the inverter software. Do this if asked.

For convenience the Regional Safety Settings are set by selecting the Region from the list provided in the RedbackINSTALL app. The list is maintained with the latest settings required by AS4777.2:2020. Selection of a region automatically selects Power Quality Response Mode settings, including:

INFORMATION. The local grid operator may request a non-standard safety setting for an installation. To adjust power quality response mode setpoints from default values please contact Redback Technical Support.

- Voltage balance mode (where available)
- Voltage and frequency limits
- Sustained operation for frequency variations.
- Voltage Disturbance Withstand
- Grid Protection
- Power Rate Limits
- Frequency Response Limits
- Volt-Var response
- Volt-Watt response
- Fixed Power Factor Mode
- Reactive Power mode



4.7. Notes on Export and Generation Limits

The inverter complies to the requirements of AS4777.2:2020 Clause 6. Generation Limits (hard and soft) and Export Limits (hard and soft) may be directly controlled by Installers, API users, or installers may request the Redback Customer Service Team to act on their behalf.

Generation and Export Limits are controlled using the tools listed below.

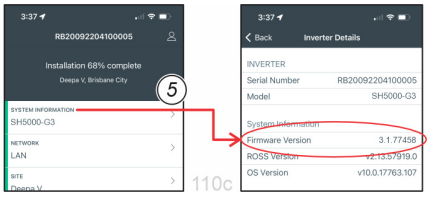
LIMIT TYPE	REDBACKINSTALL APP	REDBACK PORTAL (WEB)	MYREDBACK APP (OWNER'S APP)	API	CST
Export Limits	YES	YES	NO	YES	YES
Generation Limits	NO	YES	NO	YES	YES

4.8. Redback firmware version*

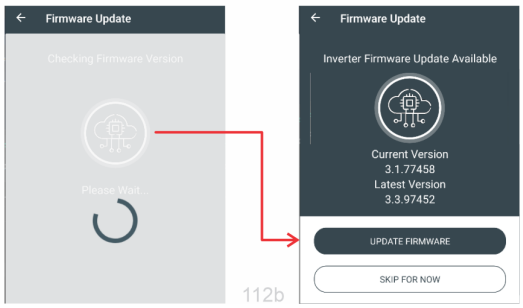
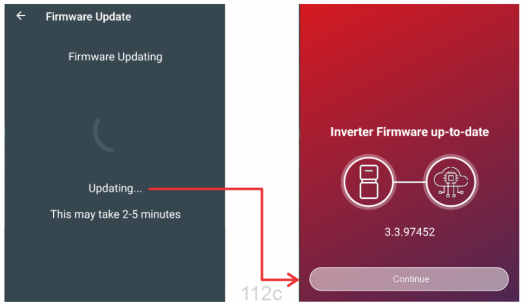
Redback Hybrid inverter firmware version is 050507.

*Due to continuous improvement, the firmware number is subject to change without notice.

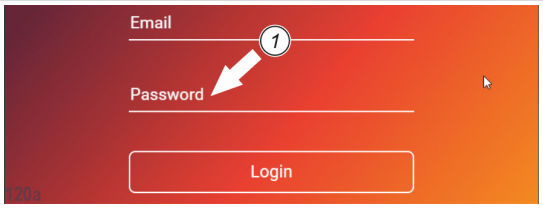
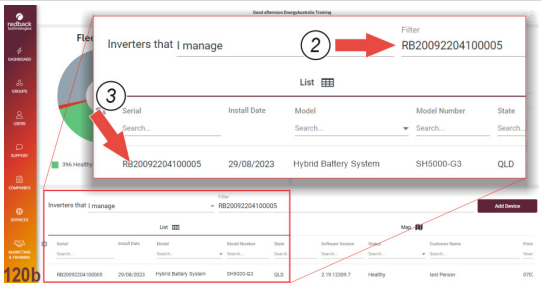
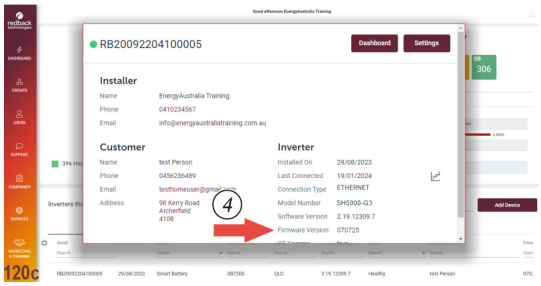
4.8.1. IDENTIFY FIRMWARE VERSION USING REDBACKINSTALL

STEP	PROCEDURE	ILLUSTRATION
1	Ensure the NETWORK LED is Blue, flashing, indicating that Bluetooth is available. If the LED is not flashing, restart the system and thus Bluetooth advertising (see section 5.3).	
2	Wait for the NETWORK LED to begin flashing Blue.	
3	If not already open, start RedbackINSTALL and sign in.	
4	The app will display a list of nearby Redback products that are advertising Bluetooth. Select the required Redback product from the list. Settings page will open.	
5	Touch SYSTEM INFORMATION to view the firmware version.	

4.8.2. UPDATE FIRMWARE USING REDBACKINSTALL

STEP	PROCEDURE	ILLUSTRATION
1	Open the RedbackINSTALL app and connect to the inverter using Bluetooth. If necessary, restart the system and thus Bluetooth advertising (see section 5.3).	
2	In RedbackINSTALL open the **SYSTEM INFORMATION** panel. Touch **CHECK FOR UPDATES**.	
3	The app will check if a newer firmware version is available and advise current and latest version numbers.	
4	Touch **UPDATE FIRMWARE** to begin the firmware update process. Updating firmware usually takes 2 to 5 minutes.	
5	The app will confirm when the Firmware has been updated. Touch **Continue** to return to SYSTEM INFORMATION.	

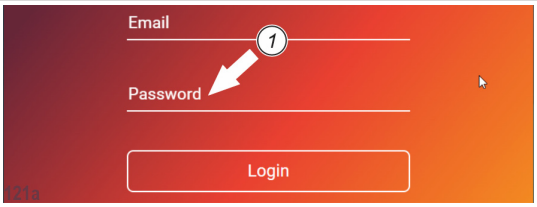
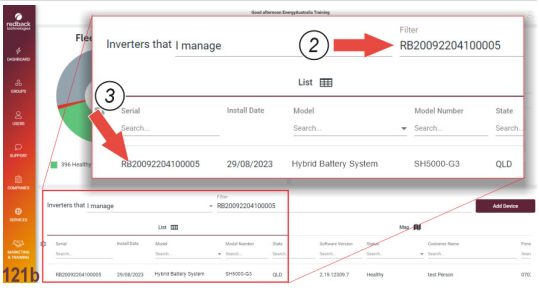
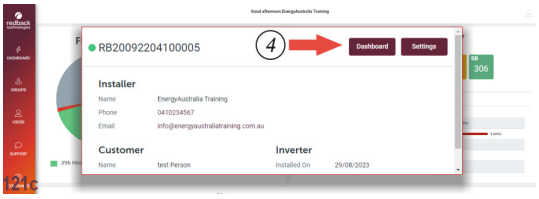
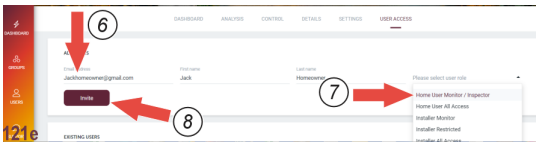
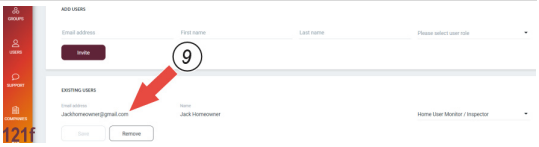
4.8.3. IDENTIFY FIRMWARE VERSION USING THE REDBACK PORTAL

STEP	PROCEDURE	ILLUSTRATION
1	Go to portal.redbacktech.com and login. The Inverters list will open (showing accessible inverters). Note: You will be unable to view the firmware of offline or unregistered inverters.	
2	Find the target inverter. The Analysis page will display.	
3	Select the inverter from the filtered list.	
3	The Inverter Properties window will display, and the Firmware Version is visible at the right.	

4.9. Compliance inspections

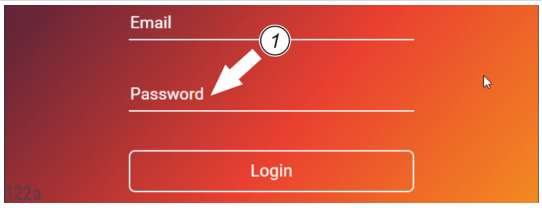
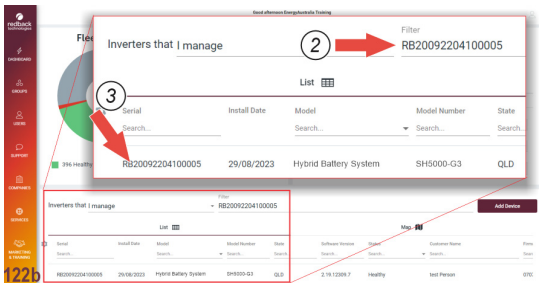
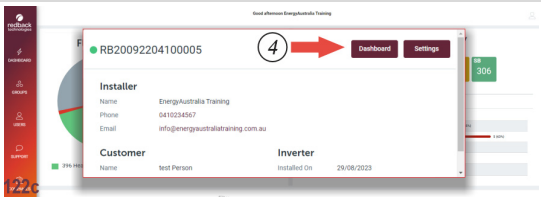
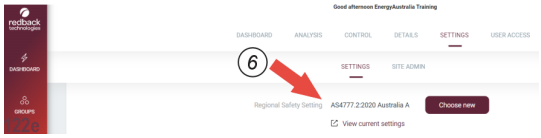
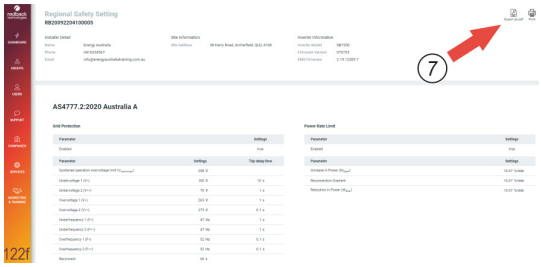
4.9.1. ASSIGN AN INSPECTOR

Installers may assign a Compliance Inspector to each new product installation. Assignment is completed on the Redback Portal. Products must be registered in the installer's fleet before an inspector can be assigned.

STEP	PROCEDURE	ILLUSTRATION
1	Go to portal.redbacktech.com and login. The Inverters list will open (showing accessible inverters). Note: You will be unable to view the firmware version of offline or unregistered inverters.	
2	Filter to find the target inverter.	
3	Select the inverter from the filtered list.	
4	The inverter properties popup will display. Select **Dashboard** at the top right.	
5	Select **USER ACCESS**	
6	Enter **Inspector name and email**	
7	Select **Home User Monitor / Inspector** from the drop-down list	
8	Select **Invite**. An email will be sent to the nominated address.	
9	The Inspector will now appear in the list of users of this inverter.	

4.9.2. COMPLIANCE INSPECTION

Nominated Compliance Inspectors receive notifications when added as a product user. Their first notification will include a link to complete their user registration.

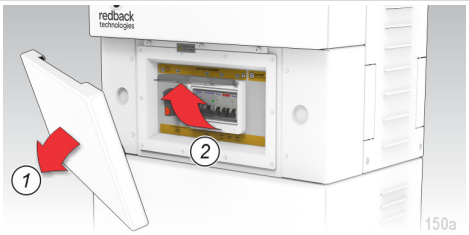
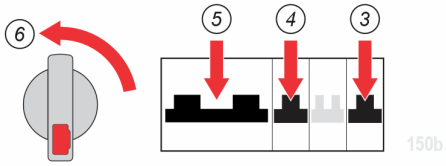
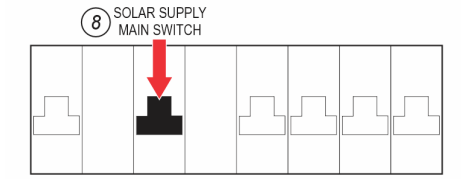
STEP	PROCEDURE	ILLUSTRATION
1	Go to portal.redbacktech.com and login. The Inverters list will open (showing accessible inverters). Note: You will be unable to view the firmware of offline or unregistered inverters. *Note: the first login will require acceptance of the Redback T&Cs.*	
2	Filter to find the target inverter.	
3	Select the inverter from the filtered list.	
4	The inverter properties popup will display. Select **Dashboard** at the top right.	
5	Select **SETTINGS** to open the products general settings.	
6	Select **View current settings** to see the Detailed Regional Safety Settings.	
7	The Detailed Regional Safety Settings are read only. Scroll the page to see all settings. The settings may be **Printed** or **Exported to PDF** for record keeping.	

5. Inverter operation

The SHG3 has physical controls available at the inverter Control Panel. All sophisticated functions are managed using RedbackINSTALL or the Redback portal.

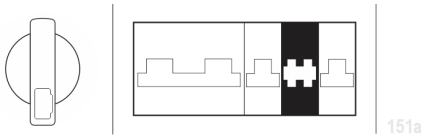
5.1. Shutdown procedure

Occasionally, it may be necessary to shut down the inverter interrupting all inverter functions, noting that PV, battery, and grid supplies remain energised to the isolators.

STEP	PROCEDURE	ILLUSTRATION
1	At the inverter, remove the Control Panel cover.	
2	Open the Hinged Switch Cover.	
3	Switch the INVERTER AC isolator OFF (down).	
4	Switch the BACKUP AC isolator OFF (down).	
5	Switch the BATTERY SYSTEM DC isolator OFF (down).	
6	Turn the PV ARRAY DC isolator OFF (anticlockwise to 12 o'clock).	
7	Restore weatherproofing: Close the Hinged Switch Cover and replace the Control Panel cover.	
8	At the main switchboard, switch the Solar Supply Main Switch OFF. The inverter is now OFF: all software and communications are stopped, and no energy is being imported or exported from the inverter. **WARNING: PV and battery supplies remain energised to the isolators.**	 At Main Switchboard
9	At the inverter, check that all Status Panel LEDs are OFF.	

5.2. Bypass switch operation

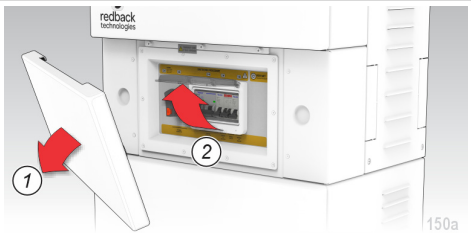
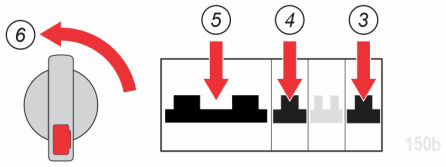
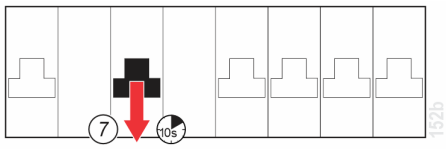
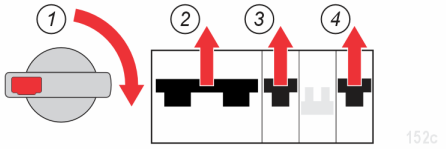
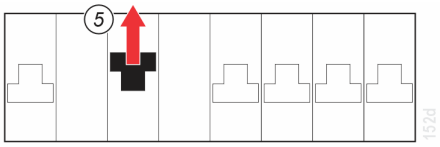
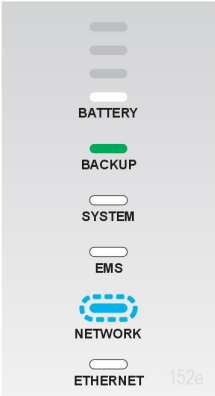
The Bypass Switch is located at the inverter Control Panel. It controls the power to the Backup AC isolator. Its primary use is to manually connect the backup circuit directly to grid supply, when needed.



POSITION		FUNCTION	COMMENTS
	Up	Power to the backup circuit is from the grid supply only, regardless of inverter status. The inverter no longer controls the backup circuit.	This mode ensures grid supply to the backup circuit if the inverter is not available or not operating reliably. If grid supply is lost, then no power will be supplied to the backup circuit from any source.
	Middle	Backup circuit is isolated (depowered).	No power is sent to the backup circuit. As a rule, the Bypass Switch should never be left in this position.
	Down	Power to the backup circuit is supplied and managed by the inverter, from any source.	This is the recommended mode of operation. If grid supply is lost the inverter will continue to supply the backup circuit from the batteries and PV, and the entire system will shut down when the batteries reach the minimum state of charge.

5.3. Inverter restart

Occasionally, it may be necessary to cold boot the inverter, to restart all software. A restart briefly interrupts all inverter functions, including backup, noting that PV, battery, and grid supplies remain energised to the isolators.

STEP	PROCEDURE	ILLUSTRATION
	Shutdown the system, if running:	
1	At the inverter, remove the Control Panel cover.	
2	Open the Hinged Switch Cover.	
3	Switch the INVERTER AC isolator OFF (down).	
4	Switch the BACKUP AC isolator OFF (down).	
5	Switch the BATTERY SYSTEM DC isolator OFF (down).	
6	Turn the PV ARRAY DC isolator OFF (anticlockwise to 12 o'clock).	
7	At the MSB or sub-board, switch the Solar Supply Main Switch OFF. Wait 10 seconds.	
	To restart the system:	
1-4	At the inverter, working left to right, turn the isolators and switches ON as shown.	
5	At the MSB or sub-board, switch the Solar Supply Main Switch ON.	
6	The inverter will resume normal operation in about 2 minutes, indicated by Inverter Status LEDs:	
	ETHERNET — White; ON if Ethernet connection exists	
	NETWORK — Blue; Flashing (indicating Bluetooth)	
	EMS — White; ON	
	SYSTEM — White; ON	
	BACKUP — White; ON	
	BATTERY SOC — Varies with battery SOC	
7	Restore weatherproofing: Close the Hinged Switch Cover and replace the Control Panel cover.	

5.4. Inverter operating modes

The inverter operating modes are summarised below. Select modes using the Redback app or portal.

5.4.1. AUTO MODE

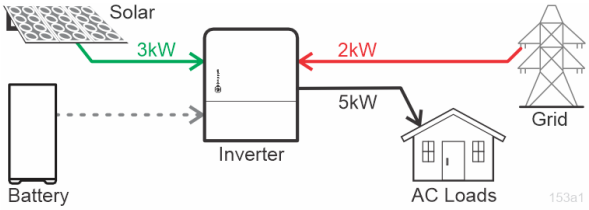
AUTO is the default operating mode, maximizing consumption of self-generated and stored energy. If the inverter mode has been changed, AUTO can be reselected from the portal.

If AC loads (House) exceeds solar generation, energy sources are prioritised as follows:

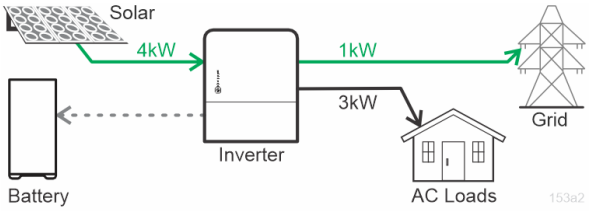
1. Solar
2. Battery
3. Grid

If solar production exceeds AC loads, destinations for self-generated energy are prioritised as follows:

1. AC Loads
2. Battery (storage)
3. Grid (if enabled)



AUTO Mode: AC Load exceeds Solar Generation



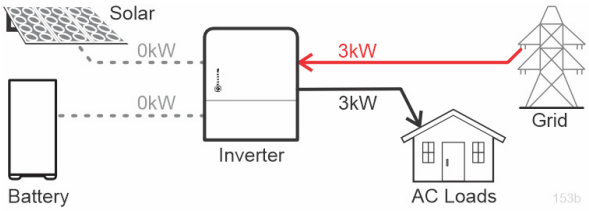
AUTO Mode: Solar Generation exceeds AC Load

5.4.2. STANDBY MODE

STANDBY mode is invoked automatically when no solar or battery energy is available. The SHG3 directs grid power directly to the AC Loads thereby minimising energy losses in the inverter e.g., heat.

The SHG3 automatically reverts to the previous mode of operation when solar or battery energy is available.

The backup circuit is RCD protected when installed according to 2.10.4. This is not optional.



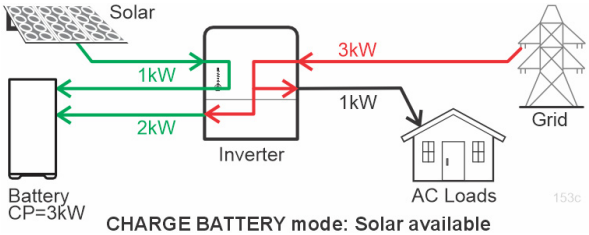
STANDBY Mode: No Solar or Battery Energy available

5.4.3. CHARGE BATTERY MODE

CHARGE mode may be used to prepare for a severe weather event, and prioritises charging the battery at the nominated rate, from the grid.

Any available solar will supplement the grid charging up to a maximum charge rate of 5kW (or 6kW for SH6000-G3).

AC Loads are fulfilled by the grid.



CHARGE BATTERY mode: Solar available

5.4.4. DISCHARGE BATTERY MODE

DISCHARGE mode is user selectable on the portal.

DISCHARGE mode prioritises battery discharge to the following:

1. AC loads
2. Grid

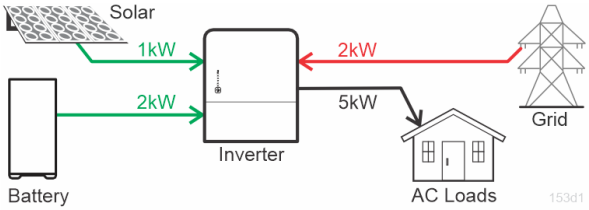
Battery discharge is at the nominated Discharge Power, supplemented by solar.

If AC Loads exceed (Battery + Solar), energy is imported from the grid.

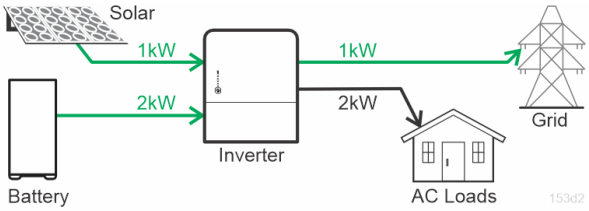
If (Battery + Solar) exceed AC Loads, excess energy may be exported to the grid.

If (Battery + Solar) exceeds (AC Loads + LEP*) the battery discharge is prioritised, at the maximum possible rate, up to the nominated Discharge Power.

*LEP= Export Power Limit.



DISCHARGE BATTERY mode: (Solar + Battery) < AC Load



DISCHARGE BATTERY mode: (Solar + Battery) >AC Load

5.4.5. BACKUP MODE

BACKUP mode starts automatically when the grid supply is interrupted (default setting).

In BACKUP mode, the SHG3 supplies energy to the AC backup circuit only. Energy consumption from solar is prioritised and excess solar charges the batteries.

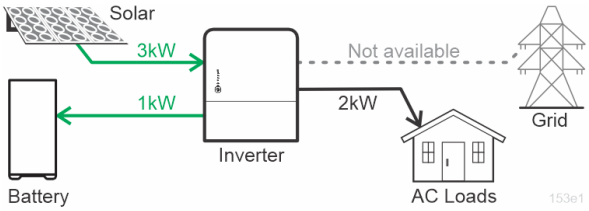
To maximise the effectiveness of the AC backup circuit, the circuit should only support essential appliances such as refrigerators, or low energy devices such as fans, computers, tablets, or phones.

BACKUP mode is invoked within 0.05 seconds of a grid interruption. BACKUP mode reverts to the previous mode when the inverter detects grid supply has been restored for over one minute.

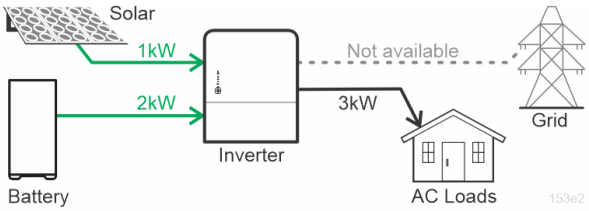
BACKUP mode may also be known as “Stand-alone Mode”.

Notes:

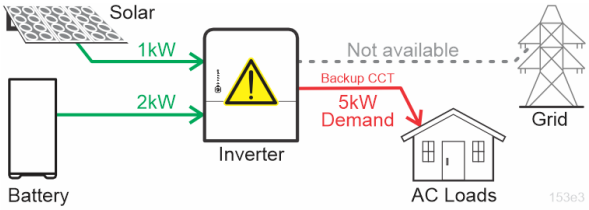
- If available battery and solar power is less than the detected backup load the inverter will consider this an overload and will automatically shut down.
- The inverter will restart after approximately one minute. If overload persists, the cycle will repeat.
- The backup circuit is RCD protected when installed according to 2.10.4. This is not optional.



BACKUP mode: Solar generation is greater than Backup Load



BACKUP mode: Solar Generation is less than Backup Load



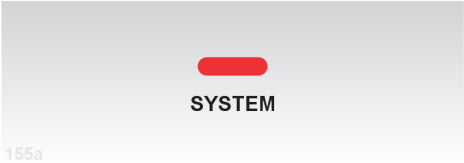
BACKUP mode: Solar + Battery is less than Backup Load

6. Troubleshooting

6.1. Earth fault alarm

Earth fault detection is ON by default. If an earth fault exists:

1. The System Error LED will be solid (see next page).
2. Emails are sent to RBT customer service, installer, and system owner (emails are added during commissioning and registration).
3. An email is also sent when the alarm is cleared.



6.2. Inverter Status LEDs

The Redback SHG3 inverter has an LED array to show system status and aid diagnosis. The table below lists LED indications of errors or alerts, probable cause, and rectification steps. If the problem is not solved contact Redback Technologies for help.

Note: White, continuously-on LEDs (not flashing) indicate normal operation and are not listed below.

LED NAME	COLOUR		MEANING	SOLUTION(S)
ETHERNET		OFF	Ethernet not detected	If ethernet is required and installed, check cable and plugs.
NETWORK		Blue Flashing	Bluetooth available	The system can be accessed using RedbackINSTALL. Flashes for up to 30 minutes. Note: Bluetooth will advertise automatically if the system restarts or if internet connection is lost for more than 30 consecutive minutes.
		Blue ON	Bluetooth connected	Phone connected. Proceed with onboarding or setup.
		Orange ON	No connection to Redback Cloud	Internet connection lost. Ensure the local Wi-Fi or Ethernet network is operating correctly.
		Orange Flash	Internal communications fault	Contact Redback.
		White Flashing	Factory test mode	Contact Redback.
		OFF	Faulty hardware or power failure	Are other LEDs ON? If Yes, contact Redback.
EMS		Blue-Orange Alternating	Fault exists Bluetooth available	The system can be accessed using RedbackINSTALL. Flashes for up to 30 minutes.
		OFF	Internal communications fault	Contact Redback.
SYSTEM		White Flashing	Startup in progress	Wait for LED to stabilise to White ON.
		Orange ON	Standby	OK. Indicates no PV and no Battery interaction with grid.
		Red Flashing	Backup overload	Reduce loads on Backup Circuit.
		Red ON	Fault	A fault has occurred. Wait until fault clears or restart system. If fault persists, contact Redback.
		Off	Faulty hardware or power failure	Are other LEDs ON? If Yes, contact Redback.
BACKUP		Orange ON	Grid outage	OK. Indicates Inverter AC isolator is OFF or the grid is not available. Backup will be supported by the batteries.
		OFF	OFF	Indicates Backup Circuit is disconnected. Switch Backup AC isolator ON (up).
BATTERY		All OFF	Batteries are disconnected or not active.	Ensure battery System DC isolation is ON (up). Ensure all Battery and BMS cables are installed correctly. Restart system.

6.3. Energy meter diagnostics

6.3.1. ENERGY METER FEATURES

The meter detects the grid energy of one phase and provides this information to the inverter EMS module.

The front LED indicates if the meter has power. In normal operation, the meter LED flashes five times per second, indicating data transmission is occurring.

The meter can control one external relay.

6.3.2. ENERGY METER/CT TROUBLESHOOTING

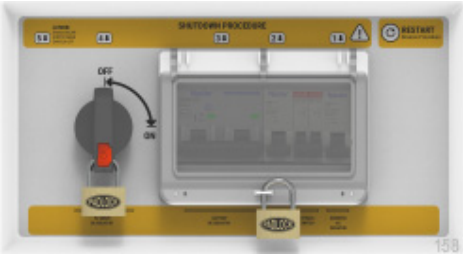
LED	INDICATION	CAUSE	REMEDY
	Flashing rapidly	Meter communicating	No action required. This is the normal operating mode.
	ON continuous	Fault	Replace meter
	LED OFF.	No power to meter	Check all connections. Check switchboard Main Switch is ON. On the meter, check voltage exists between N and L1.
		Meter faulty	Replace meter
Power flow direction is not as expected.		CT installed incorrectly (reversed)	Reverse polarity of CT by reversing direction of K->L relative to cable.
Batteries charging at night when inverter is in Auto mode.		CT installed incorrectly (reversed)	Reverse polarity of CT by reversing direction of K->L relative to cable.

6.4. System Lockout

The individual parts of the system can be electrically locked out at the Control Panel.

The PV Array DC isolator

With the isolator in the OFF position, the red plunger can be depressed and a lockout device (e.g., small padlock) attached to prevent operation.



Other Isolators and Bypass Switch

When the Hinged Switch Cover is fully closed and sealed a tongue protrudes through the cover. The tongue has a hole through which a suitable lockout device can be passed, preventing the cover from being opened.

Note: The use of large lockout devices may prevent the Control Panel Front Cover from being re-attached. This does not affect weatherproofing: the PV Isolator is IP66 and the Hinged Switch Cover is IP67 (when properly closed).

6.5. Internet connection problems

The owner must maintain a stable* connection to the Redback Cloud otherwise warranty support will be affected.

* Excluding internet or power outages beyond the owner's control. Ethernet LAN connection and connection of internet hardware to a backup circuit is recommended.

An internet connection enables the inverter to send data to the Redback cloud, where you can use the Redback app or portal to view performance and fine tune the system.

Occasionally, the inverter may lose internet connection and be reported as "offline". Ethernet connected systems usually self-repair when a system restarts. Wi-Fi problems usually require that the installation details be updated.

The most common causes of "offline" reports are:

INDICATION	CONNECTION AFFECTED		REMEDY
	ETHERNET	WI-FI	
Change of Internet Service Provider e.g., Telstra, Optus, TPG, Dodo etc	✓	✓	Ethernet: Restart the system. Wi-Fi: Restart and re-onboard
New router or modem	✓	✓	
Change of Network name or SSID	✓	✓	
Change settings in ADSL modem	✓	✓	
Changed Wi Fi or Network password		✓	Wi-Fi: Restart and re-onboard
Too many users or devices on the Wi-Fi network		✓	Limit users or devices; upgrade Wi-Fi router; connect using ethernet.
Wi-Fi signal is weak or variable due to obstructions or distance between the inverter and your Wi-Fi router's antenna.		✓	Experiment with Wi-Fi router locations; use a Wi Fi extender; connect using ethernet.
Attempting connection to a 5Ghz Wi-Fi network.		✓	This equipment is not compatible with 5Ghz Wi-Fi networks. Use a 2.4Ghz network or ethernet.

6.6. Inverter unexpected shutdown

The inverter may shut down or isolate itself from the grid if it detects conditions that may cause damage to the inverter or batteries; or create an unsafe situation. Incident causes can be diagnosed by examining the data available on the portal. Unexpected shutdowns may occur in the following circumstances:

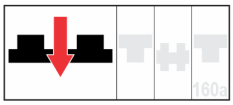
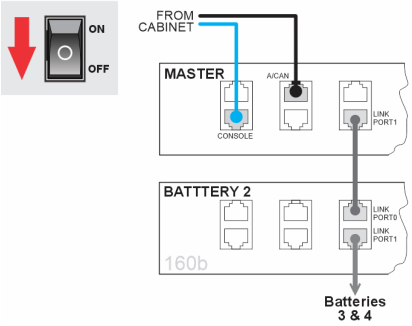
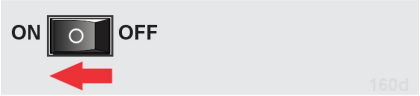
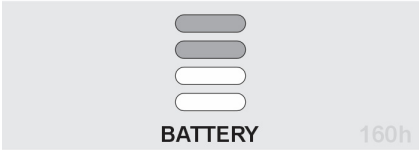
CAUSE	RELEVANT CHARTS FOR DIAGNOSIS (IN PORTAL)*	COMMENT
Continuous backup circuit load exceeds permitted load.	Backup Load- Power	May occur when too many devices are active on the backup circuit.
Backup circuit load exceeds 7000W (SH5000-G3/SH5000-G3V2) or 8000W (SH6000-G3/SH6000-G3V2) for more than 60 seconds.	Backup Load- Power	May occur when too many high current appliances are used simultaneously, or when a large load starts up, such as a pump.
Backup load exceeds available Battery + Solar power.	Backup Load- Power Battery- Power PV- Power	
If internal temperature is greater than 60°C.	Inverter- Temperature Battery Cabinet- Temp.	Output is reduced above 45°C.
Grid supply did not comply with local or DNSP requirements.	Grid- Voltage Grid- Frequency Grid- Status	Check Region setting is correct. Check voltage-drop calculations. Tap setting on transformer may be incorrect. Contact DNSP. The EMS and backup circuit will operate if power is available from PV or batteries.
DNSP has control of the inverter and has initiated a shutdown or disconnection from the grid.	Grid-Status Inverter-Inverter Mode	Check the terms of the owner's energy contract. This may be agreed and therefore normal activity.

* Charts offer comprehensive detail about the system's status and performance. There may be a significant delay when retrieving stored data. For owners, by default, charts are hidden.

6.7. Reset Pylontech batteries

Occasionally, it may be necessary to reset the Pylontech batteries. This should only be done if instructed by Redback Technical Support.

INFORMATION. For more information about Pylontech battery features refer to the OEM documentation included in the carton.

STEP	PROCEDURE	ILLUSTRATION
1	At the inverter: Remove the Control Panel Cover Open the Hinged Switch Cover. Switch the BATTERY SYSTEM DC isolator **OFF**.	
2	At the Battery enclosure: Remove the Battery Enclosure Front Cover Turn all batteries **OFF**. Check that BMS cables are plugged in correctly.	
3	Ensure all battery DIP switches are toward numbers, as shown	
4	Switch all batteries **ON**.	
5	On the Master battery, **press the Red SW button for 3 seconds** or until all SoC LEDs illuminate on all connected batteries, in sequence M, 2, 3, 4. All connected batteries are now active. The SYSTEM LED will illuminate white as shown right.	
6	Switch the BATTERY SYSTEM DC isolator **ON**.	
7	Observe the Inverter Status LEDs. After 30 seconds one or more BATTERY LEDs should illuminate indicating connection and battery SoC.	

7. Maintenance

The Redback SHG3 is a low maintenance product. Annual maintenance is needed.

Do not remove covers or access any areas not mentioned below.

Note: Vents and heatsink fins may require more frequent cleaning in dusty conditions.

WARNING: ELECTROCUTION HAZARD. Lethal voltages may be present. Isolate all sources of power and test before removing covers.

ITEM	NAME	REASON	PROCEDURE	BY SERVICE PERSON	BY OWNER
1	Battery enclosure vents	Airflow is reduced when dust accumulates on the vents. The lower vents are more likely to be affected.	Shutdown system. Remove Battery Enclosure front cover. Remove batteries. Blow or brush the vents clean. Refit all parts.	☑	☒
2	Cabinet	Cabinet may become soiled.	Wipe down outside of cabinet with a just-damp cloth. Immediately wipe dry with a microfibre cloth. Do not use cleaning agents as they may damage the finish.	☑	☑
3	Inverter side and top vents	Airflow is reduced when dust or debris accumulates on the vents.	Brush and vacuum the vents.	☑	☑
	Items 4-9 are to be completed by an approved person. In all cases, the system must be fully shut down and all sources of power isolated before commencing work.				
4	Fasteners	Screws are used to ensure the structural integrity of the system assembly and fitment.	Check all cover retainer screws. Tighten as necessary.	☑	☒
5	Inverter heatsink fins	Cooling efficiency reduces when dust, dirt or debris accumulate on the heatsink.	Shutdown the system. Remove the Inverter Top and Cover to access the heatsink. Clean the heatsink fins using a small brush, cloth, or compressed air. Replace covers and restart the system.	☑	☒
6	Battery Enclosure Inlet vent and filter.	The inlet vent is accessible only from inside the Battery Enclosure, with lower batteries removed. Airflow is reduced when dust accumulates on the vents.	Shutdown the system. Remove Battery Enclosure front cover. Disconnect and remove Batteries from the lower shelf. Brush and vacuum the internal filter. Replace and connect batteries. Replace the Front Cover. Restart the system.	☑	☒
7	Battery Enclosure seal	Concealed seal ensures enclosure water resistance.	Remove covers and inspect seals for hardening, tears, or other damage. Look for signs of water in cabinets.	☑	☒
8	Cable seals	Cable seals prevent water and insects entering the Inverter or Battery Enclosure.	Remove Inverter Side Covers and Connector Covers Tighten all cable glands and waterproof caps.	☑	☒

8. Battery Maintenance

Servicing of batteries should be performed or supervised by personnel knowledgeable about batteries and the required precautions.

LIKE-FOR-LIKE REPLACEMENT: When replacing batteries, replace with the same type and number of batteries or battery packs, except where the manufacturer has advised otherwise.

CAUTION: Do not dispose of batteries in a fire. The batteries may explode.

CAUTION: Do not open or damage batteries. Released electrolyte is harmful to the skin and eyes. It may be toxic.

CAUTION: A battery can present a risk of electrical shock and high short-circuit current. The following precautions should be observed when working on batteries:

- Remove watches, rings, or other metal objects.
- Use tools with insulated handles.
- Wear rubber gloves and boots.
- Do not lay tools or metal parts on top of batteries.
- Disconnect charging source prior to connecting or disconnecting battery terminals.
- Determine if battery is inadvertently grounded. If inadvertently grounded, remove source from ground. Contact with any part of a grounded battery can result in electrical shock. The likelihood of such shock can be reduced if such grounds are removed during installation and maintenance (applicable to equipment and remote battery supplies not having a grounded supply circuit).

CAUTION: Batteries are heavy!

Seek assistance when lifting or handling batteries.

9. Specifications

PV PORT	SH5000-G3/SH5000-G3V2	SH6000-G3/SH6000-G3V2
Number of MPPTs	2	2
Strings per MPPT Input	1/1	1/1
MPPT Operating Voltage (range)	DC 90 - 520V	DC 90 - 520V
Start-up voltage	DC 90V	DC 90V
MPPT Full Load (range)	DC 175 - 520V	DC 210 - 520V
Maximum Input Voltage (Vmax)	DC 600V	DC 600V
Maximum Current (Imp)	DC 16/16A	DC 16/16A
Maximum PV Input Power	8000Wp	9600Wp
Short Circuit Current (Isc)	DC 24/24A	DC 24/24A
Maximum Back Feed Current	0A	0A
Decisive Voltage Class (DVC)	DVC-C	DVC-C
GRID INTERACTIVE PORT	SH5000-G3/SH5000-G3V2	SH6000-G3/SH6000-G3V2
Nominal Output Voltage	AC 220/230/240V	AC 220/230/240V
Nominal Output Frequency	50Hz	50Hz
Rated Output Current	AC 21.7A	AC 26.1A
Max. Output Current	AC 21.7A	AC 26.1A
Rated Output Active Power	AC 5000W	AC 6000W
Rated/Max Output Apparent Power	5000VA	6000VA
Rated Input Current	AC 32A	AC 40A
Rated Input Apparent Power`	7360VA	9200VA
Power Factor (range)	0.8 lagging to 0.8 leading	0.8 lagging to 0.8 leading
Output Voltage THD	<3%	<3%
Inrush Current	65A, 10 µs	65A, 10 µs
Maximum Output Fault Current	65A, 10 µs	65A, 10 µs
Maximum Output Overcurrent Protection	AC 21.7A	AC 26.1A
Decisive Voltage Class (DVC)	DVC-C	DVC-C
BACKUP PORT	SH5000-G3/SH5000-G3V2	SH6000-G3/SH6000-G3V2
Nominal Output Voltage	AC 220/230/240V	AC 220/230/240V
Nominal Output Frequency	50 Hz	50 Hz
Max Output Current	AC 21.7A	AC 26.1A
Rated Active Power	AC 5000W	AC 6000W
Rated Apparent Power	5000VA	6000VA
Peak Apparent Power	7000VA (60 sec max)	8000VA (60 sec max)
Output Voltage THD	<3%	<3%
Inrush Current	65A, 10 µs	65A, 10 µs
Maximum Output Fault Current	65A, 10 µs	65A, 10 µs
Maximum Output Overcurrent Protection	AC 21.7A	AC 26.1A
Decisive Voltage Class (DVC)	DVC-C	DVC-C
BATTERY PORT	SH5000-G3/SH5000-G3V2	SH6000-G3/SH6000-G3V2
Voltage (nominal)	DC 42 - 58V	DC 42 - 58V
Max. Current (charge)	DC 105A	DC 125A
Max. Power (charge)	DC 5000W	DC 6000W
Max. Current (discharge)	DC 105A	DC 125A
Max. Power (discharge)	DC 5000W	DC 6000W
Battery Type	Li-ion	Li-ion
Battery Depth of Discharge	95%	95%
Short Circuit Current	<8000A/1ms	<8000A/1ms
Decisive Voltage Class (DVC)	DVC-A	DVC-A

GENERAL INFORMATION	ALL MODELS
Operating Temperature	-25°C to 60°C
Operating Temperature Derated Output	below 10°C and over 45°C
Operating Relative Humidity	0 - 100%
Operating Altitude	2000m
Protective Class	I
Ingress Protection Rating	IP66 (Outdoors)
AC Overvoltage Category	OVC III
DC Overvoltage Category	OVC II
Active Anti-islanding Method	Active Frequency Shifting
Moisture Location Category	4K4H
External Environment Pollution Degree	Grade 1, 2 and 3
Inverter Topology	Non-isolated
Country of Origin	China
Demand Response Modes	DRM 0
Standby Self-Consumption	<20W
Noise Emissions	<35 dBm[1]
Warranty	10 Years
EFFICIENCY	
Maximum Efficiency	97.50%
Maximum Battery to Load Efficiency	93.51%
European Efficiency	96.20%
PHYSICAL DATA	
Installed Weight	63-223kg
Dimensions (W x D x H) (Inverter and Mounting Frame)	540 x 363 x 720mm
Material	Aluminium
Finish	Sealed and powder coated
SH-G3-BE Battery Enclosure Data	US5000
Number of Battery Units	4
Storage Capacity	4x 4.8kWh
Maximum Capacity	19.2kWh
Nominal Voltage	DC 48V
Rated Current	DC 120A
Protective Class	I
Ingress Protection Rating	IP54
Dimensions (W x D x H)	540x363x1270 mm
Material	Aluminium
Finish	Sealed and powder coated

1.Measured in Redback laboratory at 1m in front of Battery Enclosure.

ISOLATORS (ALL VERSIONS)	PV PORT	GRID INTERACTIVE PORT	BACKUP PORT	BATTERY PORT
Manufacturer Part Number	NDG3V-50/4/1/01/M/AS	PEM1-63/50A/1/PC	PEM1-63/50A/1/PC	PEBS-L-125/125A/2P/160VC
Rated Insulation Voltage	1500V	440V	440V	500V
Rated Impulse Withstand Voltage	8kV	6kV	6kV	6kV
Suitability for Isolation	C	C	C	B/C
Rated Operational Current	55A	50A	50A	125A
Utilisation Category	DC-PV2	NA	NA	NA
Rated Short-time Withstand Current (Icw)	700A	NA	NA	NA
Rated Short-circuit Making Capacity (Icm)	1400A	NA	NA	NA
Rated Breaking Capacity (Isc)	5kA	7.5kA	7.5kA	7.5kA
COMMUNICATIONS PORTS AND PROTOCOLS.				
Ethernet	RJ45; Straight-thru			
BMS	RJ45; Custom configuration			
Meter/DRED	Meter: Shared RJ45; RS485 MODBUS			
	Relay: One supported; Connected to kWh Meter.			
	DRED: Shared RJ45; DRED			
Wi-Fi	802.11b/g/n/ac; 2.4GHz			
USER INTERFACE				
Front Panel Display	Coded, coloured LEDs			
Communications	Bluetooth for commissioning			
Remote access	Web Portal or MYRedback app (Android or iOS)			
Remote Firmware Updates	Supported			
Power/energy monitoring	Includes 1 x utility grade energy meter (class 1)			
CERTIFICATIONS, STANDARDS AND APPROVALS				
AS/NZS 4777.2:2020	IEC 62116:2014	IEC 60529	RCM	
IEC 62109-1:2010	EC 62040-1:2017	EN 61000	CE Mark (LVD, EMC, RoHS directives)	
IEC62109-2:2011	IEC 62477-1:2012			
DESIGNED WITH INSTALLATION STANDARDS CONSIDERED				
AS/NZS 3000:2018	AS/NZS 5139:2019	AS/NZS 5033:2021		

10. Related links and documents

DOCUMENT	COMMENT	LINK
SHG3 + SH-G3-BE Installation Manual[1]	Latest version of this document in PDF	redback.link/shg3im
SHG3 Installation Quick Start[1]	Memory booster for experienced installers	redback.link/shg3qs
SHG3 Single Line Diagram[1]	For Independent and AC-coupled installations.	redback.link/shg3sld
SHG3 Owner's Manual[1]	Day-to-day usage of the inverter	redback.link/shg3om
KB86 Smart Load Control[1]	Smart Load relay configuration and control	redback.link/rbslc
KB87 Site Manager[1]	Coordinating multiple Redbacks at one site	redback.link/rbsm
Application form	Apply for Redback Authorised Installer Status	redback.link/apply
Redback Document Library	Password required	redback.link/docs
Pylontech	Battery manufacturer website	pylontech.com.cn
SafeWork Australia	Safe work procedures	safeworkaustralia.gov.au

1. The latest versions available from the Redback Portal may differ from printed documents included in the box, but they are backward compatible, unless otherwise stated. The latest versions contain corrections, improvements and information not available at the time of printing.

11. Close-up and handover

11.1. Close-up

After the Inverter is commissioned:

ITEM	PROCEDURE	COMPLETED
1	Replace all covers. • Battery Enclosure Front Cover • Inverter Side Panels (4x M4x12 screws. Torque to 4 N.m) • Inverter Top Panel (4x M4x12 screws. Torque to 4 N.m) • Inverter Control Panel Cover (retained by magnets)	
2	Clean worksite and dispose of rubbish appropriately.	

11.2. Handover to owner

With the owner:

ITEM	PROCEDURE	COMPLETED
1	Walk through the installation, ensuring the owner understands what has been installed (and where), including any backup circuits.	
2	Explain the limitations of the system, including the possibility of overloading the backup circuit by using too many devices simultaneously, even when the grid is connected.	
3	Demonstrate how to recover after a BACKUP circuit overload.	
4	Demonstrate how and explain when to use the BYPASS switch.	
5	Help the owner to compete their Redback account setup, if not already done.	
6	Help the owner to download the app, demonstrate features, and answer questions.	
7	Help the owner to log on to portal and demonstrate, including how to: • Review performance • Setup battery charge/discharge schedules • Setup relay schedules • Raise an on-line support request	
8	Handover to the owner, including: • Owner's Manual • Warranty Booklet • Installation Manuals (optional)	

INSTALLATION DETAILS
ADDRESS

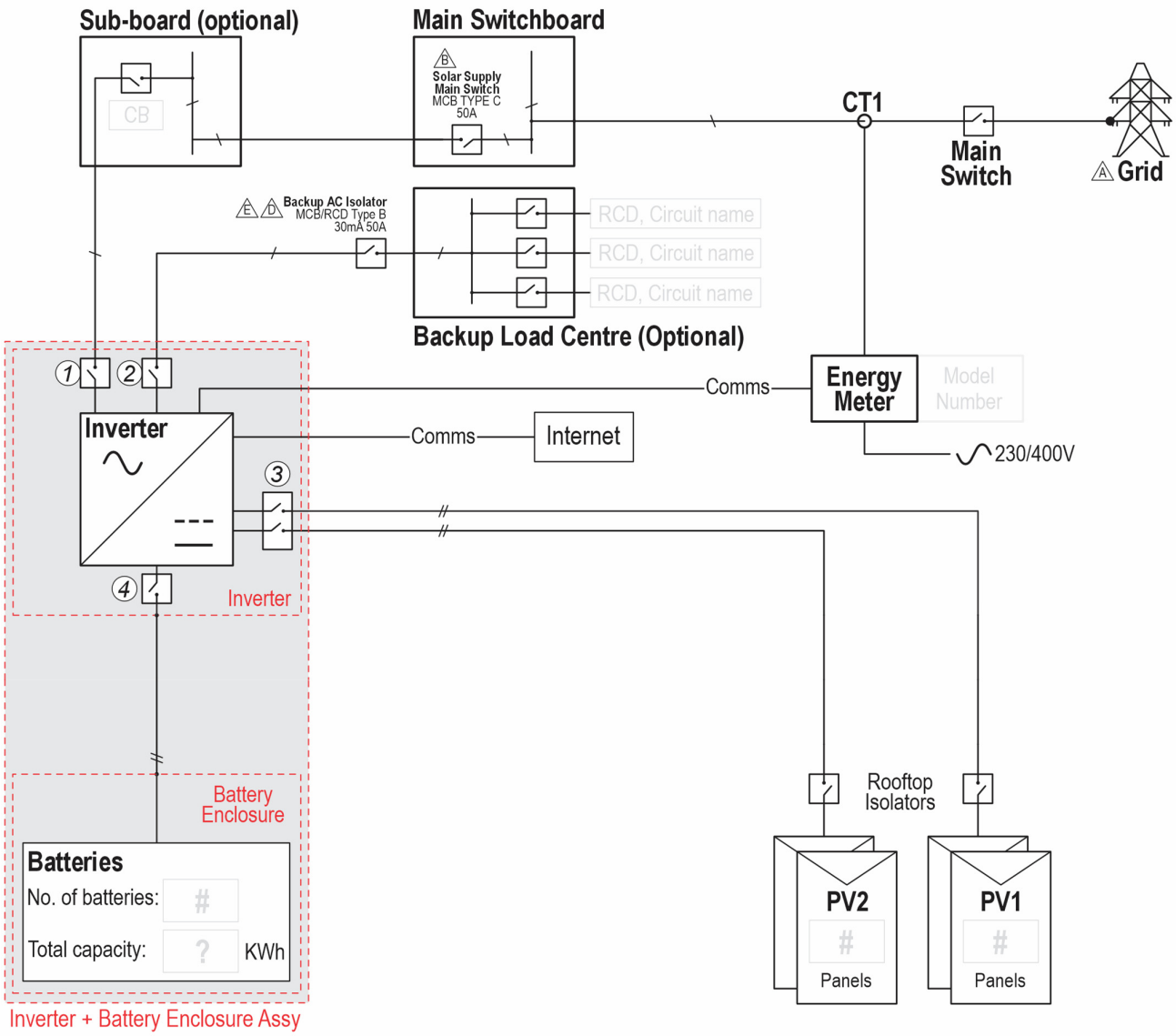
INSTALLATION DATE / / 2 0 2

INVERTER
RB

BATTERY ENCLOSURE
RB

SH5000/6000-G3 SINGLE LINE DIAGRAM - INDEPENDENT INSTALLATION

Installer: Complete and retain for your site documentation



SH5000/6000-G3/SH-G3-BE Integrated Isolators

1. Inverter AC Isolator 63A
2. Backup AC Isolator 63A
3. PV Array DC Isolator 4P 55A @800V C
4. Battery System DC Isolator 2P 125A

Notes:

1. This product must be installed with a continuous internet connection otherwise warranty will be affected.
2. This product is not warrantied for off-grid installation which is defined to be an installation at a premises that is intentionally unable to receive energy from a low voltage distribution Network.

Other devices
Record details of installer selected devices (in grey boxes provided).

ITEM	CHANGE DETAILS	DRAWN BY	APPROVED	DATE
E	Specified MCB/RCD Type B (was unspecified RCD Type)	AS	SW	10OCT2024
D	Specified MCB/RCD (was unspecified CB)	AS	SW	19JAN2024
C	Rating changed to 63A (was 12.5A)	AS	SW	03JAN2024
B	Rating changed to 50A (was 32A)	AS	SW	03JAN2024
A	Grid added.	AS	SW	03JAN2024

SCALE NA		MATERIAL	DESCRIPTION SH5000/6000-G3 HYBRID BATTERY SYSTEM SINGLE LINE DRAWING INDEPENDENT INSTALLATIONS
DRAWN AS	DATE 11DEC2023		
CHKD AK	DATE 11DEC2023	FINISH	DRAWING NUMBER File:SHG3 Single Line Diagram v2.2.des
APPD	DATE		PART NUMBER / VERSION 2.1 / SHEET 2 OF 2 / A4

redback technologies
Building 1015, 80 Meiers Rd, Indooroopilly, QLD 4068 Australia
1300 240 182 www.redbacktech.com

INSTALLATION DETAILS
ADDRESS

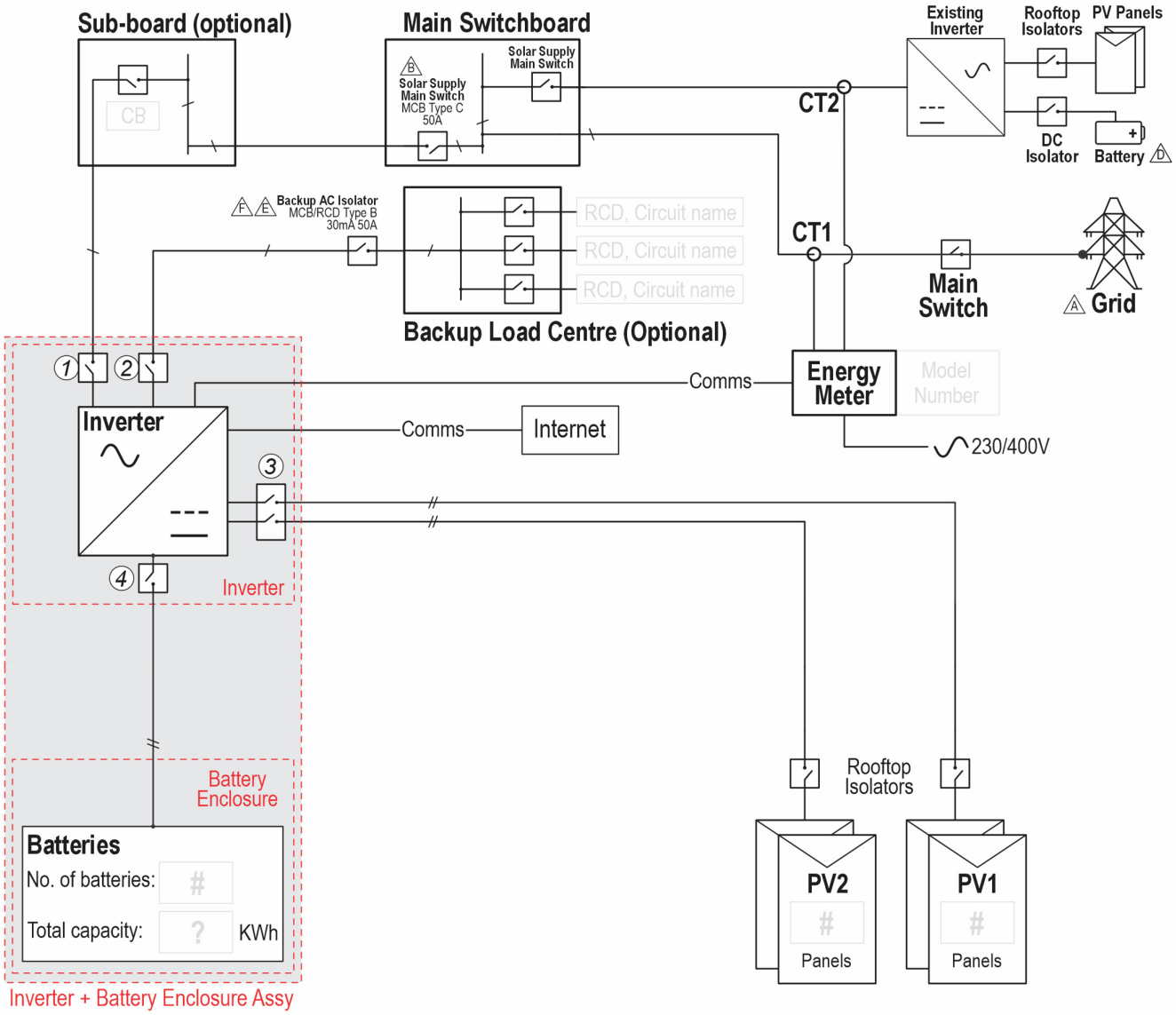
INSTALLATION DATE / / 2 0 2

INVERTER
RB

BATTERY ENCLOSURE
RB

SH5000/6000-G3 SINGLE LINE DIAGRAM - AC-COUPLED INSTALLATION

Installer: Complete and retain for your site documentation



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1. This product must be installed with a continuous internet connection otherwise warranty will be affected.
2. This product is not warrantied for off-grid installation which is defined to be an installation at a premises that is intentionally unable to receive energy from a low voltage distribution Network.

F	Specified MCB/RCD Type B (was unspecified type)	AS	SW	10OCT2024
E	Specified MCB/RCD (was unspecified CB)	AS	SW	19JAN2024
D	Battery added to 3rd Party PV System	AS	SW	03JAN2024
C	Rating changed to 63A (was 12.5A)	AS	SW	03JAN2024
B	Rating changed to 50A (was 32A)	AS	SW	03JAN2024
A	Grid added.	AS	SW	03JAN2024

SCALE NA		MATERIAL	DESCRIPTION SH5000/6000-G3 HYBRID BATTERY SYSTEM SINGLE LINE DRAWING AC-COUPLED INSTALLATIONS
DRAWN AS	DATE 11DEC2023		
CHKD AK	DATE 11DEC2023	FINISH	DRAWING NUMBER File:SHG3 Single Line Diagram v2.2.des 1
APPD	DATE		PART NUMBER / VERSION 2.1 / SHEET OF 2 / A4

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END OF MANUAL