

General questions about the NeON® R ACe system**What is the DC rating of the PV module?**

The DC rating of the current module is 375W. This will increase to 380W later in 2020.

What is the AC power rating of the microinverter on the PV module?

The AC power rating of the microinverter is 320 W at 240V AC.

Does the 25-year warranty cover the module and the microinverter?

Yes, the entire NeON® R ACe module, including the microinverter, is covered by a comprehensive 25-year warranty from LG Electronics.

What is the warrantied power level of the NeON® R ACe module at 25 years?

The ACe2 module is warrantied to put out at least 90.8% of nameplate power at 25 years.

How much does the NeON® R ACe module weigh?

The ACe2 module weighs 41.8lbs (19kg).

How many NeON® ACe modules can I install on a circuit with a 15A 240V breaker?

The maximum number of NeON® R ACe modules on a 15A 240V breaker is 9.

How many NeON® R ACe modules can I install on a circuit with a 20A 240V breaker?

The maximum number of NeON® R ACe modules on a 20A 240V breaker is 12.

How many NeON® R ACe modules can I install on a circuit with a 20A 208V breaker?

The maximum number of ACe2 modules on a 20A 208V breaker is 10.

Where do I get the end cap to close off one end of a set of NeON® R ACe modules?

Both male and female end caps are supplied on each extension cable. Remove the required gender end cap and install it in the last module of the set.

How do I transition from the last NeON® R ACe module in a set to regular wiring in the junction box?

Simply connect one end of the extension cable to the last NeON® R ACe module in the set, and then cut the connector off the other end of the cable. Strip back the cable jacket and individual conductors in order to transition to regular wiring inside the junction box. Never cut the cable attached to the NeON® R ACe module. This will void the warranty.

Can I connect EnerBox2 to 240V AC?

Yes, EnerBox2 can be powered from 120V AC or 240V AC, and the latter may help with the strength of the PLC signal. However, the power cable supplied with EnerBox2 connects to a standard 120V AC outlet.

Does the EnerBox2 have a cell modem option?

Yes, the following USB cell modem options are suggested for use with EnerBox2:

- Serounder 4G LTE USB WiFi Dongle
- KuWiFi 4G WiFi Modem LTE Mobile Hotspot USB Dongle

Do you have suggested cable clips for use with NeON® R ACe?

Yes, the following cable clips are suggested for use with ACe2:

- Heyco Sunrunner 2-S (module) and Sunrunner 2, 2-U, 2-R (rail)
- Nine fasteners NFI-1463 (module)
- Wiley ACC-F2-90, ACC-F1-270 (module)

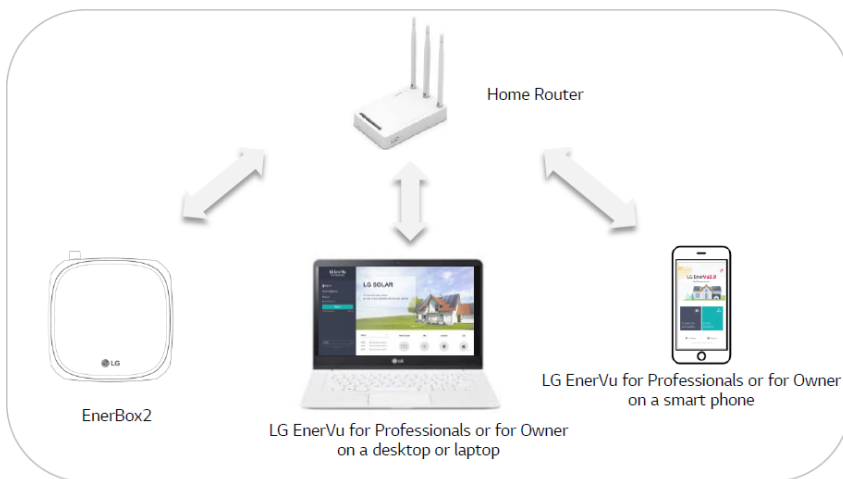
1. How do I install the EnerBox2 (Communication Gateway)?
2. How do I configure the EnerVu monitoring system (for installers)?
3. How do I setup the EnerVu monitoring system (for homeowners)?
4. How do I resolve a network connection problem?

1. How do I install the EnerBox2 (Communication Gateway)?

Steps for EnerBox2 installation

- 1) Plug into an electrical outlet that is, preferably, directly connected to distribution panel
- 2) EnerBox2 can only be installed indoors; the operation temperature range is (0-60°C, 32-140°F)
- 3) Do not connect EnerBox2 to surge protector-embedded power strips or extension cords

Simple Communication Diagram



EnerVu & EnerBox2 Setup process

Sign up (Professional)

Sign up (home owner)

Internet connection

Check the PLC Level

Register the EnerBox2

Activate owner's system

Build the virtual array

- ① EnerBox2 (Gateway)
- ② Wi-Fi Antenna
- ③ EnerBox2 left side
- ④ EnerBox2 bottom side
- ⑤ EnerBox2 Power cable
- ⑥ Lan cable

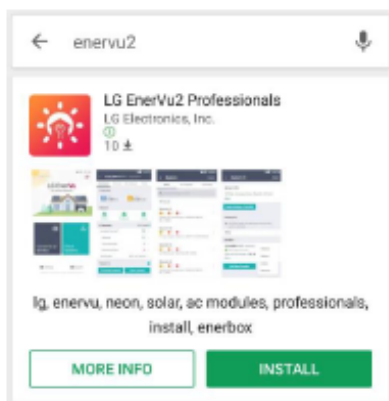
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2. How do I configure the EnerVu monitoring system (for installers)?

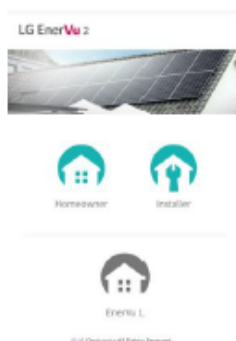
Steps for configuring the EnerVu monitoring system (for installers)

Step 1. Create an installer account

- ☐ Access and sign up for EnerVu2 at <http://enervu.lg-solar.com/>
- ☐ Download EnerVu2 from Google Play or the App store



Mobile phone

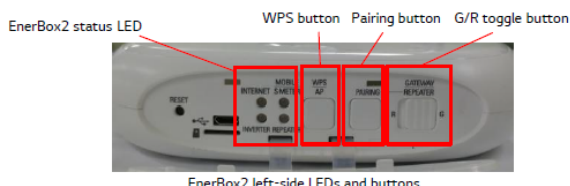


Create an account for homeowner or installer.
EnerVu2 URL : <http://enervu.lg-solar.com/>



Step 2. Find a location for EnerBox2

- ☐ Make sure the toggle button is positioned to the (G) setting.
- ☐ The LED indicator will flash for 10-20 seconds when it starts to operate.



10~20 sec



Step 3. Detect the AC modules and check the PLC level

- ☐ Press the AP button on EnerBox2 to activate the Soft AP mode.
- ☐ On your mobile phone, turn Wi-Fi on and find SSID EnerBox_ xxxx (PW: 87654321).
- ☐ If the PLC level is zero or one, relocate the EnerBox2 closer to the main panel.
- ☐ Press the AP button on EnerBox2 to deactivate the Soft AP mode.
- ☐ The 'MOBILE / S-METER' LED will go off.

PLC level indicator

- : Inappropriate PLC level for communication
- : Intermittent communication failure is imminent
- : Decent PLC level
- : Excellent PLC level

AC Modules		PLC Level
Installed Number *	3	>
Detected	3	>
Communicating	3	>

2. How do I configure the EnerVu monitoring system (for installers)?

Step 4. Connect to the Internet

Method A : Wi-Fi setting with soft AP mode

- ☐ Briefly press the AP button on EnerBox2 to activate the Soft AP mode.
- ☐ The 'MOBILE / S-METER' LED will turn amber/yellow (if you push the AP button again, Soft AP mode will be deactivated).

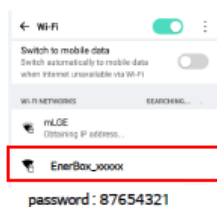


Briefly press the AP button



Amber color on the LED

- ☐ On your mobile phone, turn Wi-Fi on and search for the SSID EnerBox_xxx.
- ☐ Go to [Connect to an EnerBox2 -> Network -> WLAN].
- ☐ Select the home router's SSID, and then input the password.
- ☐ The Internet LED will turn green if successful (if it does not turn green, go to Method B).
- ☐ Press the AP button to deactivate the Soft AP mode.



Briefly press the AP button

Method B : Wi-Fi setting with WPS mode

- ☐ Find the WPS button on your home router. If it does not have one, go to Method C.
- ☐ Press and hold the WPS button on the EnerBox2 for 3 seconds.



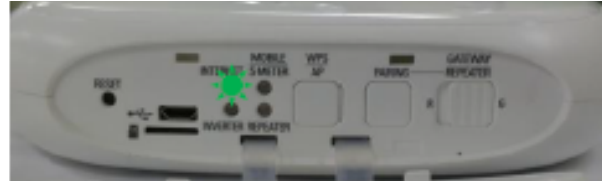
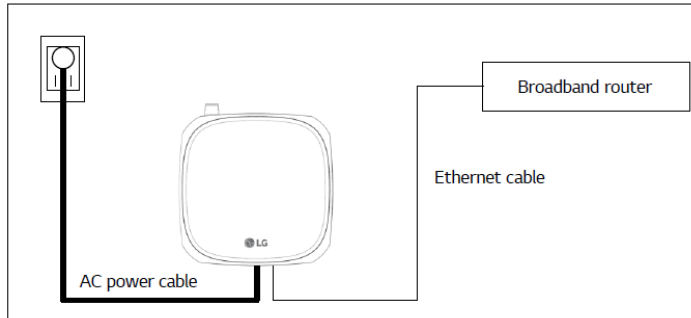
- ☐ The INTERNET LED will flash green when the WPS mode is activated.
- ☐ Press the router's WPS button to connect to EnerBox2.
- ☐ After the connection is completed, the INTERNET LED will turn green.



2. How do I configure the EnerVu monitoring system (for installers)?

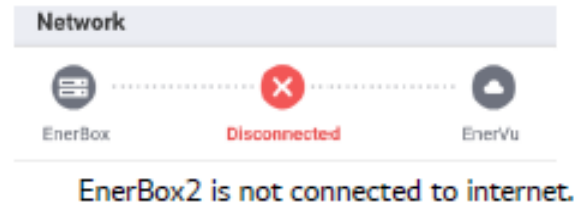
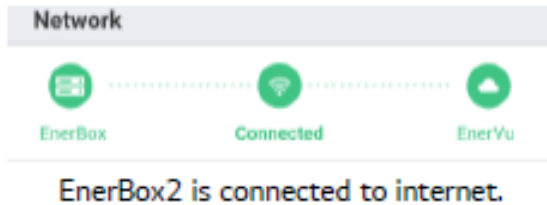
Method C : Ethernet

- ❑ Plug the Ethernet cable into the port on the EnerBox2 and router.
- ❑ The LED on 'INTERNET' of EnerBox2 will turn solid green.

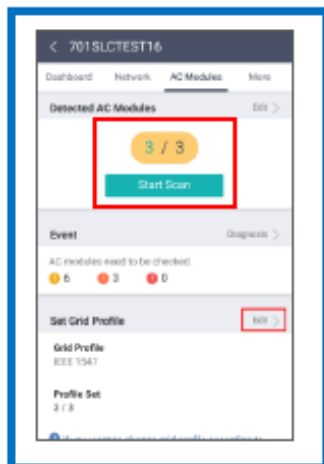


Step 5. Verify the system configuration

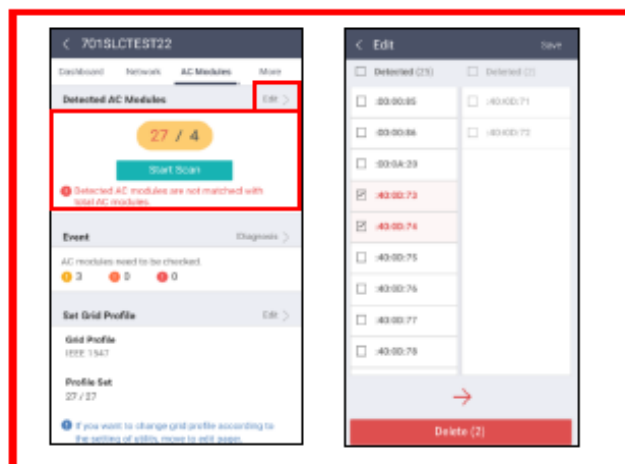
- ❑ Confirm there is an Internet connection.



- ❑ Compare 'Installed Number' of AC modules with 'Detected, Communicating or Producing Power' of AC modules.



The number is matched.
Go on to next steps.



The number is more than the input number.
Delete MAC addresses that you cannot find
from 'Installation Map'.

2. How do I configure the EnerVu monitoring system (for installers)?

Step 6. Create a system with EnerVu Professional

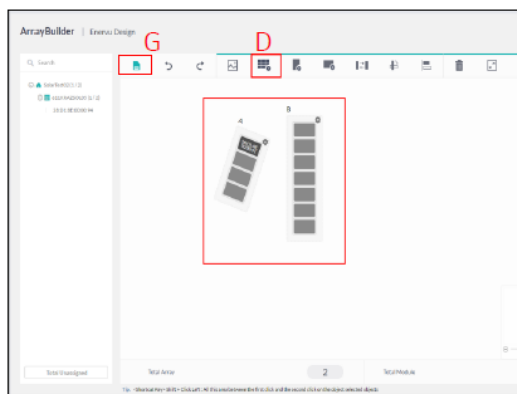
- ☐ Register EnerBox2 by signing up at EnerVu <http://enervu.lg-solar.com/>.
- ☐ Set password and look for confirmation email.
- ☐ Sign into EnerVu for Professionals at <http://enervu.lg-solar.com/>.
- ☐ Press “Create a System” and register the system you just installed.
- ☐ An invitation email will be sent to the homeowner.

- ☐ Activate the system by clicking ‘Register the EnerBox2 to the system’.
- ☐ Click the ‘In Progress System’ on the left and find the system name.
- ☐ Input the EnerBox2 serial number and press ‘Check’ button.
- ☐ Input the total number of AC modules in the blank.
- ☐ Verify ‘Detected AC modules’ by clicking the ‘Check Module’ button.

2. How do I configure the EnerVu monitoring system (for installers)?

Step 7. Design the Array in EnerVu (for Professionals)

- ❑ Build the virtual array by registering the EnerBox2 to the system.

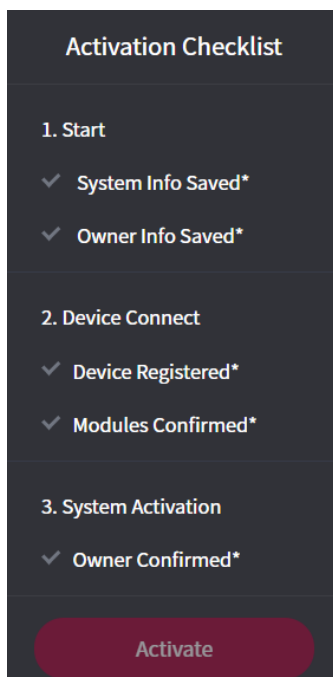


- ❑ Confirm that all MAC address and installed AC modules match.



Step 8. Activate a system

- ❑ Press the 'Save' button, and then press the 'Activate' button.



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3. How do I setup the EnerVu monitoring system (for homeowners)?

Setup EnerVu Monitoring System (for homeowners)

- ❑ Create an account for the homeowner by going to:

<https://enervu.lg-solar.com/v2/homeowner/>



- ❑ Click 'Sign up', review and agree to the Terms and Conditions, and then click 'Create Account.'

LG ACCOUNT

SIGN IN CREATE ACCOUNT SWITCH USER FIND USER ID / RESET PASSWORD ACCOUNT MANAGEMENT CUSTOMER SUPPORT

CREATE ACCOUNT

Accept Terms & Conditions Create Account E-mail confirmation Confirm LG Account

TERMS OF SERVICE

Please read and accept the Terms & Conditions and Privacy Policy.

LG Account ☐ Select All

Terms of Use

Article 1: Purpose

The purpose of these terms of service (the "TOS") is to set out the rights and obligations of LG Electronics Inc. (the "Company") and the LG Account Member in relation to the use of an "LG Account" provided by the Company, and other basic matters, including the terms and conditions of the use of the Services provided by the Company with one ID and one Password, and relevant procedures for the use.

Article 2: Effectiveness and Amendment of the Terms of Use

☐ I Agree

Photovoltaic Energy Monitoring

Terms of Service

LG Solar Services Terms of Use (End User)

1. Introduction

2. Eligibility

LG ACCOUNT

SIGN IN CREATE ACCOUNT SWITCH USER FIND USER ID / RESET PASSWORD ACCOUNT MANAGEMENT CUSTOMER SUPPORT

CREATE LG ACCOUNT

Accept Terms & Conditions Create Account E-mail confirmation Confirm LG Account

CREATE LG ACCOUNT

User ID DISCK AVAILABLE

Password

Password confirm

Birthday

Country

E-mail opt-in ☐ Sign up to receive the latest news and special offers from LG. You will be notified of important changes to the service Terms & Conditions and Privacy Policy regardless of your opt-in setting.

CONFIRM CANCEL

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4. How do I resolve a network connection problem?

Method A : Wi-Fi setting with soft AP mode

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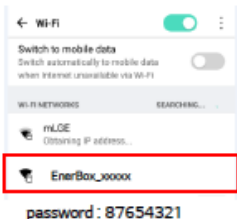


Briefly press the AP button



Amber color on the LED

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- ☐ Select the home router's SSID, and then input the password.
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- ☐ Press the AP button to deactivate the Soft AP mode.



password : 87654321



Briefly press the AP button

Method B : Wi-Fi setting with WPS mode

- ☐ Find the WPS button on your home router. If it does not have one, go to Method C.
- ☐ Press and hold the WPS button on the EnerBox2 for 3 seconds.



- ☐ The INTERNET LED will flash green when the WPS mode is activated.
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- ☐ After the connection is completed, the INTERNET LED will turn green.



4. How do I resolve a network connection problem?

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