# SigEnergy SigenStor restart procedure

For Positive Energy Solutions customers with a SigEnergy SigenStor

## Before you start

- Perform the restart during daylight hours.
- Make sure there are no active backup loads running before shutdown (turn off all devices and appliances that are on the backed-up circuits).
- Do not restart during a firmware update or while the system is in backup mode.
- Never restart during a lightning storm or when system components appear damaged.

## Restart your SigenStor

1. **Turn off the AC isolator**
   With a SigEnergy Gateway: inside the Gateway, find the switch labelled “Inverter Supply” and flip it up to OFF to stop the AC power supply to the inverter. Without a Gateway: in the meter box, switch OFF the “Inverter AC Isolator” or the Main Switch (Inverter Supply).

2. **Press and hold the ON/OFF button for 3 seconds**
   The button is under the decorative cover on the side and top of the system. Hold it until the lights turn off.

3. **Turn off the DC isolator**
   The DC switch is inside the small cover on the left-hand side of the inverter. Remove this cover by lifting it upwards and away from the inverter. Inside, turn the switch labelled DC to the OFF position.

4. **Wait 1–2 minutes**
   Allow all lights and display indicators to switch off completely. This lets the system reset fully.

5. **Turn the DC isolator ON**
   Switch the DC isolator to ON and wait about 5 seconds.

6. **Turn the AC isolator ON**
   Switch the AC isolator back to ON. If the lights stay off, press and hold the ON/OFF button for 3 seconds.

7. **Allow the unit to start up**
   The unit runs its internal checks and starts communicating. Within a few minutes, the lights show normal operation.

8. **Check it is working**
   Check that the AC, DC and Battery lights are green and show no fault or alarm code. Open the mySigen app to confirm that your power and communication data are updating. If a warning or fault comes back after the restart, note the fault code and call us on 1300 180 999.