

CUSTOMER FAQ · SINGAPORE

GRID OVERVOLTAGE

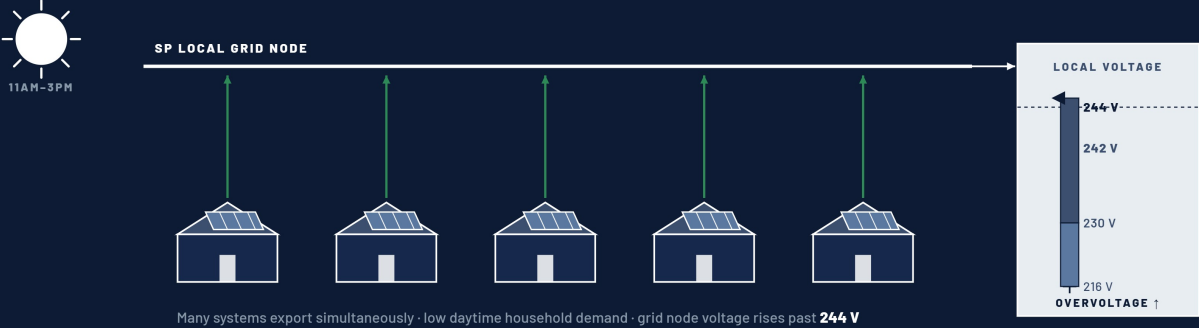
When the whole neighbourhood exports solar at noon, the local voltage rises. Your inverter pauses to protect itself, then resumes, usually within seconds.

§ A · CAUSE

WHY THE VOLTAGE RISES AT NOON

NEIGHBOURHOOD-WIDE

MANY HOUSES EXPORTING AT NOON PUSHES THE LOCAL VOLTAGE UP



§ B · ENVELOPE

THE EMA VOLTAGE BAND

±6% OF 230 V



SP supplies at a nominal **242 V**, already near the top of the band. When your solar system exports, the local node voltage rises a little further and can breach **244 V**. The inverter pauses, the voltage settles, the inverter resumes.

§ C · THREE FACTORS COMBINING

WHY THIS HAPPENS

- 01 MANY PV SYSTEMS IN THE AREA**
Generate hard during hot, sunny weather.
- 02 MOST HOMES ARE EMPTY**
Daytime household consumption is low.
- 03 EXCESS EXPORT FLOODS THE LOCAL GRID**
Node voltage rises above 244 V.

§ D · FOMO RESPONSE

INVERTER TUNING WE CAN DO

- A DERATING**
Reduce output gradually instead of full cut-off. System keeps generating at lower capacity.
- B Q-U CURVE**
Inverter absorbs reactive power as voltage rises, suppressing the rise locally.
- C THRESHOLD ADJUST**
Raise the overvoltage trip point. Requires power-operator consent.

§ E · QUICK ANSWERS

FROM REAL CUSTOMER CALLS

COMMON QUESTIONS

- | | |
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| <p>Q1 Should I worry about overvoltage alarms?</p> <p>No. It is normal in solar-dense areas, especially 11 am – 3 pm. The grid self-adjusts; most trips last seconds. No action needed.</p> | <p>Q2 Why does the inverter stop generating?</p> <p>It hits its voltage limit and pauses to protect itself. Safety feature, not a fault. It resumes as soon as the grid recovers.</p> |
| <p>Q3 Will frequent trips damage the inverter?</p> <p>No. The halt-and-recover cycle is exactly what the hardware is designed for. No components are stressed.</p> | <p>Q4 Who is responsible for fixing the grid?</p> <p>SP Powergrid, regulated by EMA, not FOMO. FOMO is in active discussion with EMA. Persistent issues can be escalated to SP Powergrid.</p> |