

User Manual



EPS BOX PRO HC-G2

To prevent damage to the product caused by improper use, please carefully read this manual before operation.

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Content

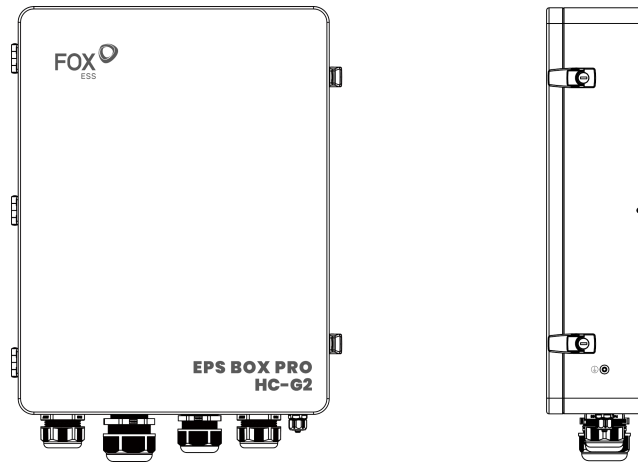
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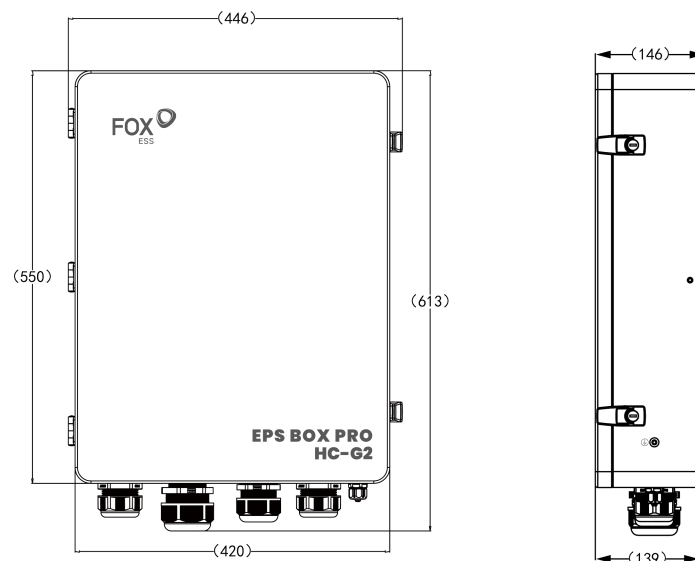
1 Introduction

1.1 Basic Features

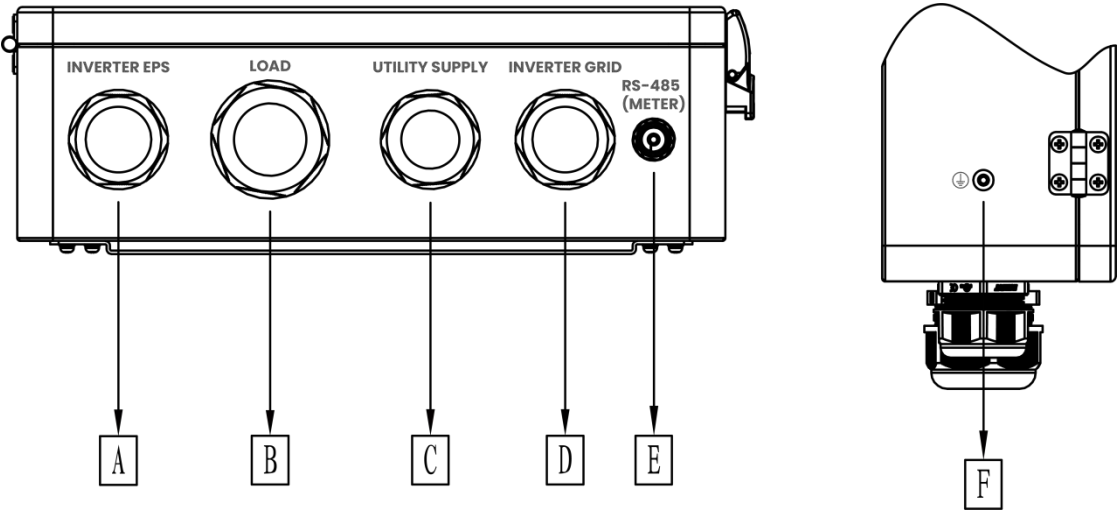
EPS BOX PRO HC-G2 is an auxiliary product of H3 Pro/ AIO-H3/ H3/ H3 Smart/ PQ3/ PQ3-Plus. EPS BOX PRO HC-G2 is suitable for the residential power system and integrates Smart Meter, Breaker, ATS and other devices internally; It features convenient installation, and the power supply status of the load can be switched automatically or manually. The automatic switching time is less than 3s. It can automatically switch to the Reserve power supply side (EPS terminal of the inverter) to supply power to the load when the power grid fails. It can switch to the power grid side to supply power to the load when the power grid is restored.



1.2 Dimensions (Unit: mm)



1.3 Ferrules of EPS BOX PRO HC-G2

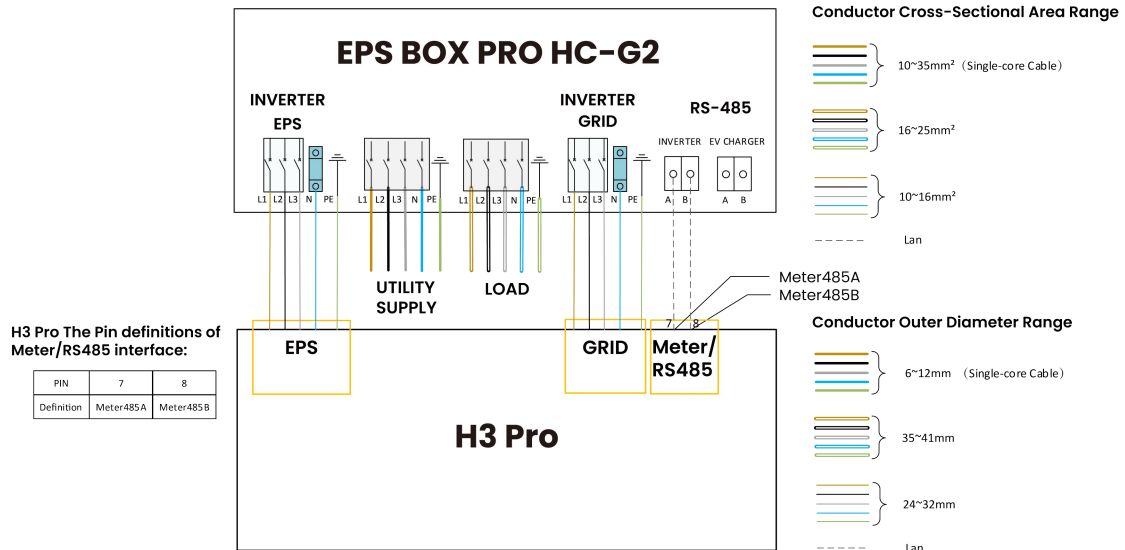


Item	Description	Item	Description
A	INVERTER EPS	D	INVERTER GRID
B	LOAD	E	RS-485 (METER)
C	UTILITY SUPPLY	F	GROUND

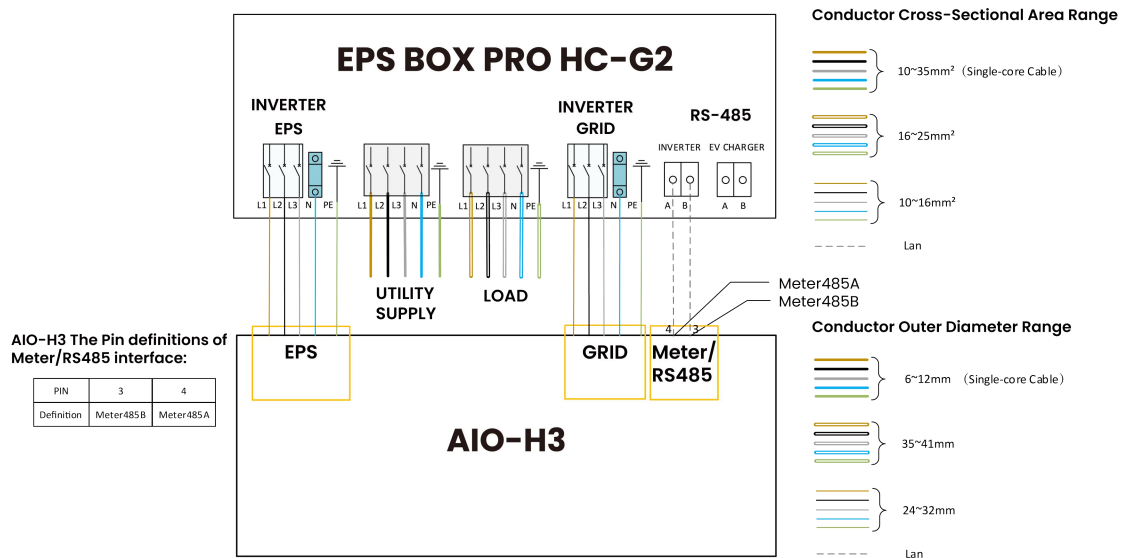
Note!
Only authorized personnel are permitted to set the connection.

1.4 Wiring Diagram

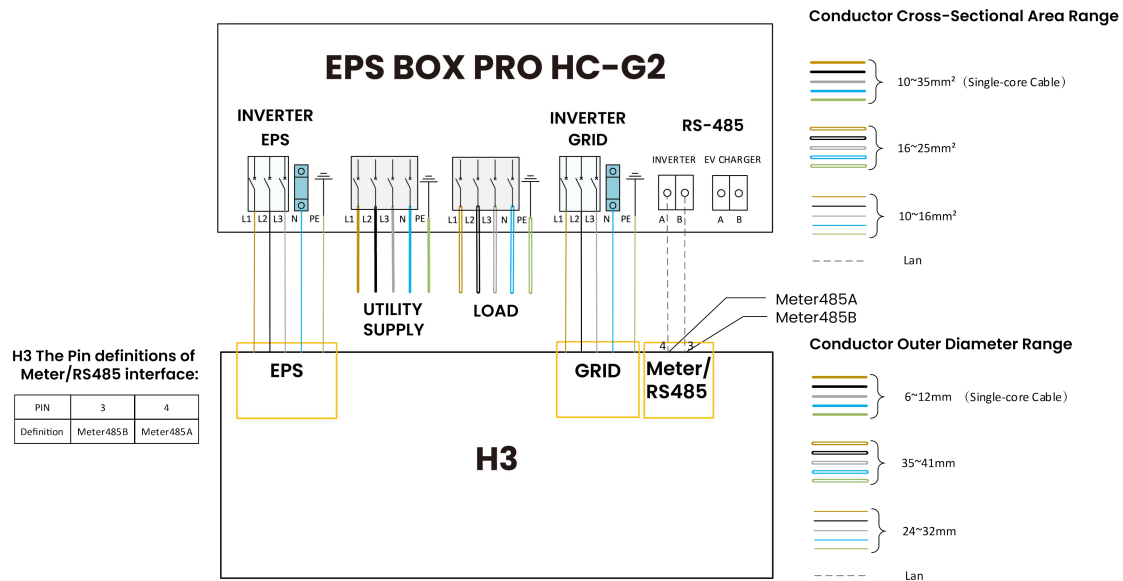
The wiring diagram of EPS BOX PRO HC-G2 with H3 Pro/ AIO-H3/ H3/ H3 Smart/ PQ3/ PQ3-Plus is shown below.



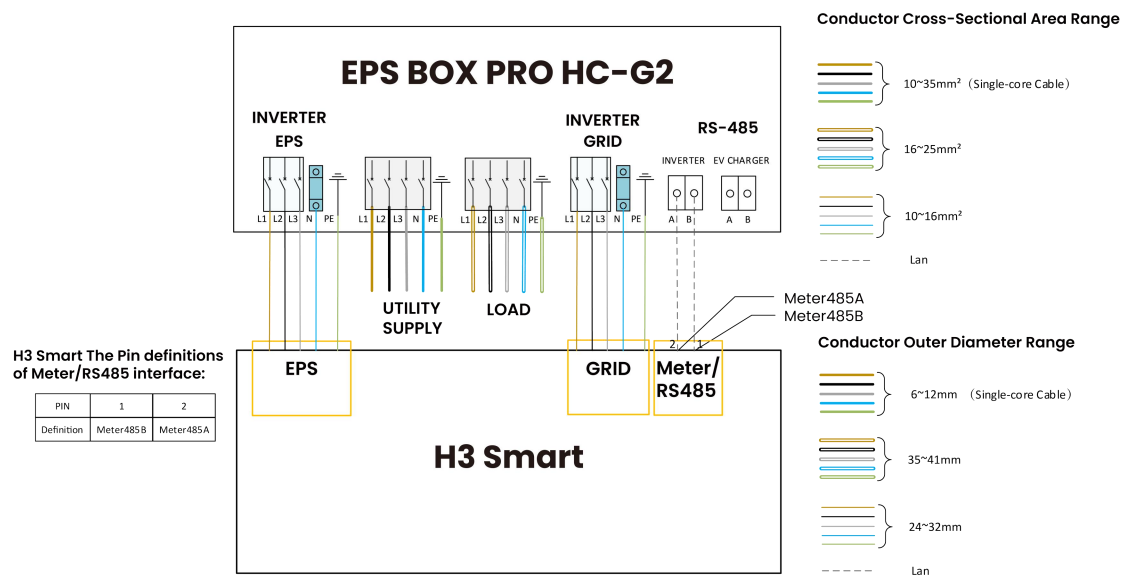
Wiring diagram with H3 Pro



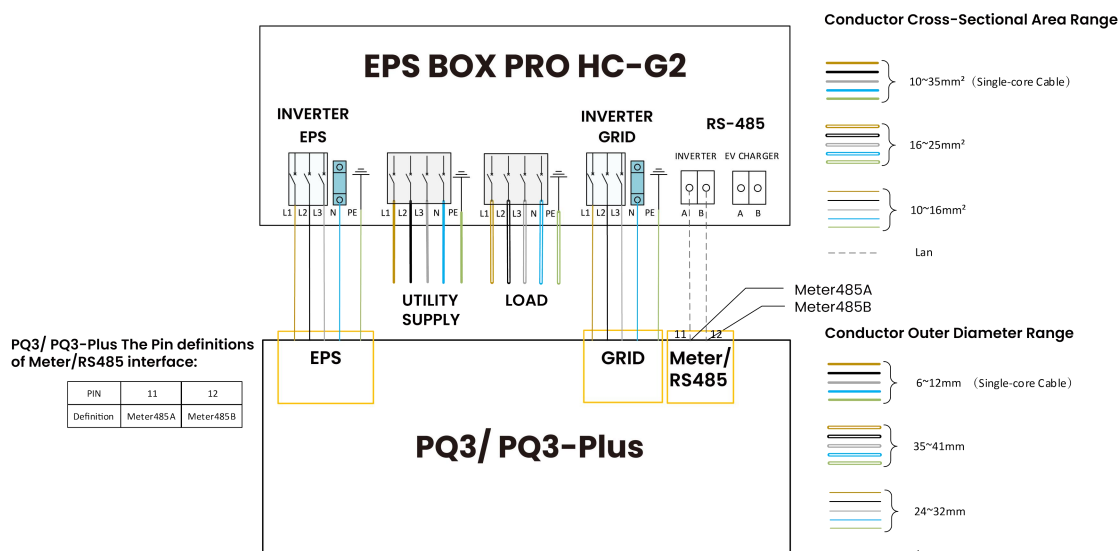
Wiring diagram with AIO-H3



Wiring diagram with H3



Wiring diagram with H3 Smart



Wiring diagram with PQ3/ PQ3-Plus

⚠ Warning!

1. When the inverter is in off-grid state, the load power shall not exceed the maximum output power of the off grid inverter. We will not be responsible If the machine is unable to operate normally due to high load;
2. When the grid voltage is normal, the maximum current of both the UTILITY SUPPLY port and the Load port should not exceed 100A.
3. The wiring harness parameters shown in the diagram represent the range of specifications supported by this product. When connecting cables, users must ensure compatibility between the wiring harness and the circuit breaker within the enclosure. Should users opt to use a wiring harness with a lower current rating than the circuit breaker to reduce costs, a circuit breaker matching the current rating of the wiring harness must be installed in series within that circuit for safety reasons.
4. Please refer to the relevant inverter manual to check the current specifications during installation.
5. In all circuits, $I_{cc} \leq 10 \text{ kA}$.

1.5 Symbols Used

The following symbols are used in the manual to highlight information in order to ensure the safety of the user's person and property when using the product, and to use the product more efficiently and optimally. The following symbols may appear in this manual, and the meanings they represent are listed below:

Danger!

"Danger" indicates a hazardous situation which, if not avoided, will result in death or serious injury.

Warning!

"Warning" indicates a hazardous situation which, if not avoided, could result in minor or moderate injury.

Note!

"Note" provides important tips and guidance.

Symbols	Explanation
	CE mark. The product complies with the relevant EU directives.
	RCM mark.
	Beware of hot surface. The EPS BOX PRO HC-G2 can become hot during operation. Avoid contact during operation.
	Danger of high voltages. Danger to life due to high voltages in the EPS BOX PRO HC-G2!
	Hazards, warnings and cautions. Important safety information regarding personal safety. Failure to follow the safety information in this manual could result in injury or even death.
	Read the manual before performing any operations on the EPS BOX PRO HC-G2.



Product should not be disposed as household waste.



PE conductor terminal.

2 Safety Precautions

2.1 Personnel Safety

Danger!

Operating Requirements

- High voltage exists inside the equipment. Unauthorized removal of necessary protective measures, improper use, and improper installation and operation may cause serious safety hazards, shock hazards, or equipment damage, and the resulting damage to the equipment is not covered by the warranty.
- Do not energize the equipment without completing the installation or without professional confirmation, and strictly prohibit operation with electricity.

Warning!

Operating Requirements

- Always use special insulated tools for wiring operations. Direct contact or contact with other conductors or indirect contact with the power supply equipment through wet objects is prohibited.
- During operation of the equipment, the enclosure temperature is high and there is a risk of burns. Before touching any part of the EPS BOX PRO HC-G2, make sure that the equipment and its surfaces are at a contact-safe temperature and voltage before proceeding.

Note!

Personnel requirements

- All operations, including transportation, installation, start-up and maintenance, must be performed by qualified and trained personnel.
- Before operating the equipment, be sure to check that it is in proper condition, including, but not limited to, the equipment's parts, safety devices, and meter display.
- If any abnormality is found during operation, do not use the EPS BOX PRO HC-G2 and avoid temporary maintenance of the EPS BOX PRO HC-G2.
- Special scenario operators, such as electrical operation, high place operation, equipment maintenance operation, etc., must have special operation qualification that meets the requirements of the local country/region, and should comply with local standards and relevant safety codes.
- Strictly follow the safety operation procedures, understand the potential dangers in equipment operation, and take precautions to maximize the safety of themselves and related personnel to prevent accidents caused by improper operation.
- Operators are required to wear appropriate personal protective equipment, including protective clothing, gloves, goggles, and helmets.
- It is strictly prohibited to operate under fatigue, drunkenness, or ill health.
- Before installation, check the machine to make sure that it does not have any

damage caused by transportation or handling processes that could affect the insulation or safety distances. Choose the installation location carefully and observe the specified cooling requirements.

- Do not use the equipment when the safety devices do not work or are disabled.
- The manufacturer needs to be notified of any non-standard installation conditions.
- All repairs should be carried out only with approved spare parts, which must be installed in accordance with their purpose and by an authorized contractor or an authorized service representative.

2.2 Electrical connection safety

Danger!

Operating Requirements

- Remove all electrical connections from the unit before making electrical connections.
- Before making electrical connections, it is important to verify that the equipment itself and its front and rear switches are disconnected and that reliable locking and marking measures are in place to prevent accidental energization.

Grounding Requirements

- The protective earth conductor needs to remain grounded during installation and when removing the equipment.

Warning!

Wiring Requirements

- In electrical installations, it is important to follow the relevant codes and standards and to use circuit breakers of appropriate specifications to protect the safety of the circuit.

Grounding Requirements

- The grounding resistance should be in accordance with relevant standards and regulations to ensure effective current discharge. Normally, the value of grounding resistance should be small enough to ensure that the current can be quickly directed to earth in the event of a fault.

Maintenance Requirements

- Always use measuring equipment to ensure that the equipment is at contact-safe temperatures and voltages before touching any parts, and wear protective equipment for operation and maintenance of the EPS BOX PRO HC-G2.

Note!

Wiring Requirements

- Wires should be secured and supported at appropriate locations to prevent dislodgement or damage due to self-weight or external forces.

Inspection before connection

- Check the appearance and structure of the equipment for damage, whether the equipment received and the actual equipment ordered are the same, and contact Fox ESS in case of doubt, connecting damaged equipment can cause the risk of fire and electric shock.

Wiring Requirements

- Cable slots and crossing holes should have no sharp edges and the location of the pipe or crossing holes should be protected to prevent damage to the cables.
-
- Strictly follow national and industry standards and codes for electrical wiring for construction and installation.
 - Verify that tools and test equipment used are functioning properly, calibrated effectively, and meet safety standards, and check and register the number of tools to prevent them from being left inside the equipment.
 - Check that markings and labels on wires, terminals and equipment are clear and accurate.
 - Check that connecting terminals are well insulated and protected, free from corrosion, deformation or looseness.
 - Incorrect wiring operations can cause accidents such as fire or electric shock, and the resulting damage will not be covered by the warranty.
 - Wiring should be clearly labeled to facilitate maintenance and troubleshooting.
 - Wiring personnel need to wear appropriate personal protective equipment and use professional insulated tools for operation .
 - The grounding system should be tested regularly to check the grounding resistance, connection status, etc. Before operating the equipment, ensure that the equipment is reliably grounded, and find and repair any damage or abnormality in time.
 - Cabling should be kept at a safe distance of at least 30mm from high temperature heat sources to prevent aging of the insulation.
 - Cables should not block the air inlet and outlet of the equipment.
 - After the connection is completed, it should be ensured that the insulation of the wires is restored intact and the exposed conductor parts are effectively insulated.
 - The grounded portion should be clearly labeled to alert personnel.
 - The grounding connection must be firm and reliable to avoid loose, corrosion, or poor contact. The connection shall be properly treated against corrosion.
 - Wiring should be laid neatly and in an orderly manner, avoiding crossings, tangles and excessive bending to minimize the risk of damage to the wires. Select power cords of sufficient length and strictly prohibit making joints or soldering points in power cords.
 - The insulation of wires and cables should be intact and have good insulation properties to effectively prevent leakage and short circuit.
 - The same kind of cables are tied neatly without outer skin damage, and different kinds of cables are laid out separately, forbidding twisting and crossing.
 - Regularly check the system parameters and make records, if anomalies are found, the causes should be identified and dealt with accordingly. If you can not determine the cause of the anomaly, you need to turn to professionals to avoid accidents affecting the use of the system.
 - Non-professionals are not allowed to disassemble and overhaul the EPS BOX PRO HC-G2 without authorization, and the operators need to be specially trained.
 - Strictly follow the use and maintenance instructions of the product to operate, make sure the warning signs are intact, and replace the signs that become unclear due to long-term use in time.
 - Place eye-catching warning signs or set up safety warning belts around the products; non-staff are not allowed to enter to avoid mishandling or accidents after unrelated personnel approach the products.

2.3 Installation Requirements

Danger!

Equipment Protection

- Strictly follow the operation manual and specifications of the equipment to carry out maintenance operations, do not carry out other maintenance operations beyond this manual without authorization to avoid equipment failure due to incorrect operation.
- Prohibit arc welding, drilling, cutting and other operations on the equipment, and prohibit the installation of other equipment on the top of the product.

Drilling Safety

- Avoid pre-buried pipes or lines when drilling to avoid short circuits or other hazards.
- The entire grounding system should be kept intact, including the grounding electrode, grounding trunk, branch lines, and connections to the equipment.
- In electrical installations, it is important to follow the relevant codes and standards and to use circuit breakers of the right size to protect the safety of the circuits.

Note!

Use of Tools

- All tools must be complete, properly certified, and within their inspection validity period. Before use, ensure that the tools are sturdy and free from damage, loose parts, or missing components.

Equipment Protection

- Paint scratches, drops or rust stains that occur during transportation and installation of equipment must be repaired in a timely manner, and long-term exposure of the scratched part may affect the use of the EPS BOX PRO HC-G2.

Drilling Safety

- Appropriate protective equipment such as goggles, earplugs, helmets, and coveralls should be worn when drilling to prevent splashing debris from hurting eyes and face, reduce noise damage to hearing, and protect the body from injury.
- Cabling should be kept at a safe distance of at least 30 mm from high temperature heat sources to prevent deterioration of the insulation.
- Cables should not block the air inlet or outlet of the equipment.

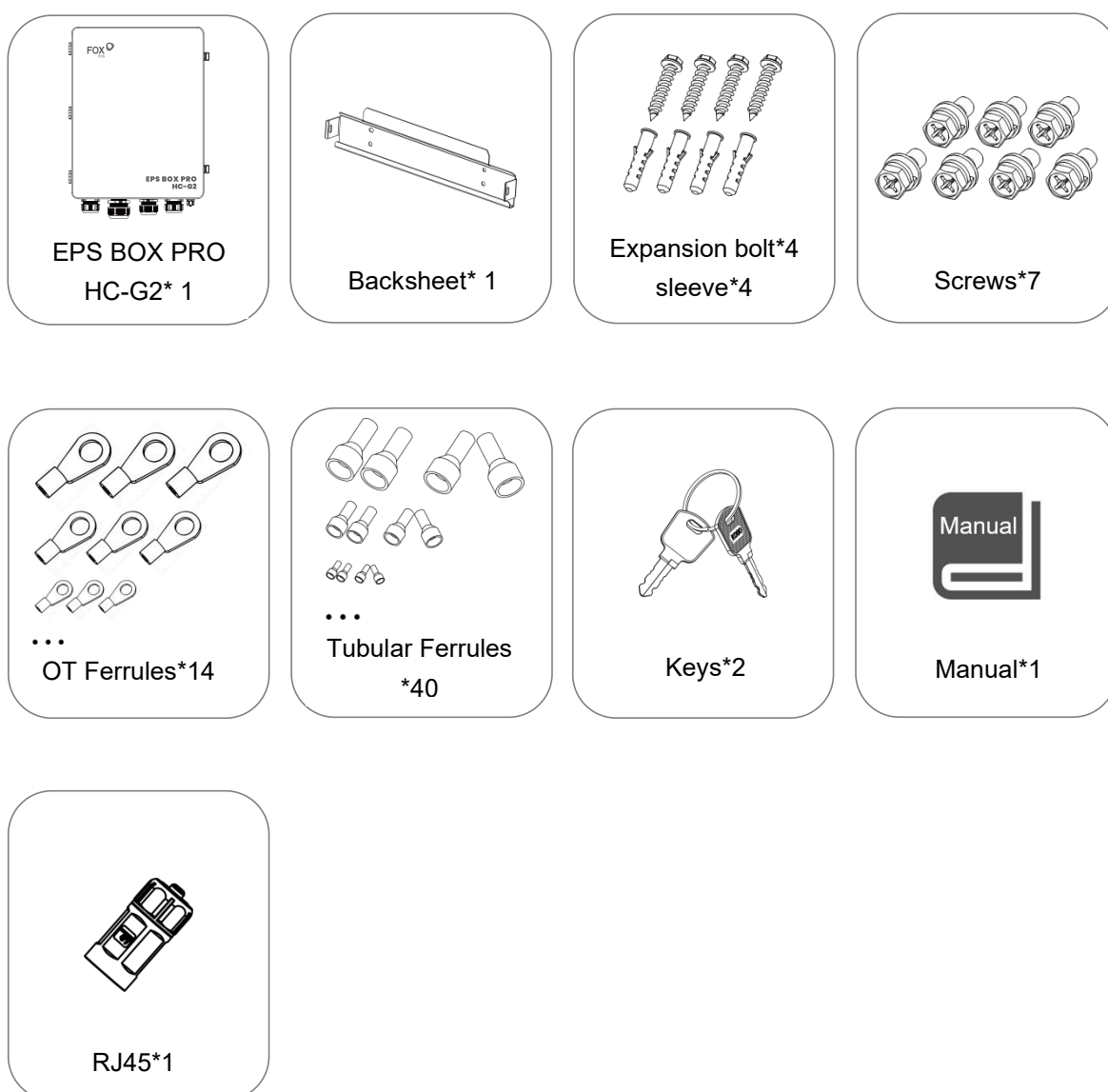
- Ensure that there is enough space and good lighting, and avoid using tools in dangerous or unstable environments.
- Use the tool correctly and operate the tool correctly according to the instruction manual or professional guidance on the correct way to use the tool.
- Perform regular maintenance, such as cleaning, lubrication, and calibration, to extend the service life of the tools and maintain their performance.
- Before operation, dust, dirt, and debris need to be removed from the surface of the equipment to prevent them from entering the interior of the equipment and causing damage.
- Update the operating system and related software of the equipment in time to fix the loopholes and improve the performance.

- Protect the equipment from external collision and strong vibration.
- Obtain consent from customers and contractors before drilling.
- Check the drilling equipment before use, including whether the drill is securely installed, whether the wires are broken, and whether the switch is normal.
- Ensure that the workpiece being drilled is securely fastened to prevent it from moving or rotating during drilling.
- When replacing drills, cleaning debris or performing equipment maintenance, strictly prevent debris from falling into the interior of the equipment, and be sure to stop the machine first and then clean up the debris in a timely manner.

3 Installation

3.1 Packing List

When receiving the goods from the carrier, it is essential to conduct a thorough and careful inspection of the products. Check each received item against the delivery slip. If any items are missing or damaged, the carrier should be notified immediately upon discovery. The packing list is as shown below:



3.2 Installation Requirements

Selecting the optimal installation location for the EPS BOX PRO HC-G2 plays a very important role in its safe operation, life assurance and performance guarantee.

Environment Requirements

Warning!

The EPS BOX PRO HC-G2 generates high temperature during operation, so please install it in a location where it cannot be touched by human beings or isolate it by installing a protective net and erecting a safety warning sign on the outside.

Note!

Site selection should be in accordance with local laws and regulations and relevant standard requirements.

Installation Surface Requirements

Warning!

Mounting the EPS BOX PRO HC-G2 on a wall that does not meet the specified conditions may cause equipment damage. Any resulting damage will not be covered under the warranty.

Requirements for the Wall

The wall used for mounting the EPS BOX PRO HC-G2 must meet the following conditions:

- It must be a solid brick/concrete surface or a surface of equivalent strength, and must be capable of bearing the weight.
- If the wall lacks sufficient strength (e.g., column walls or walls with thick decorative coverings), the EPS BOX PRO HC-G2 must be properly supported or reinforced.
- It is strictly prohibited to install the EPS BOX PRO HC-G2 on flammable surfaces or surfaces prone to resonance.
- It should be installed on a wall with good sound insulation to reduce the impact of operational noise.

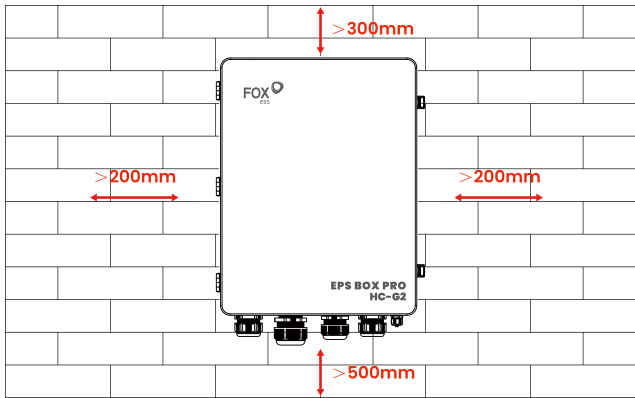
Requirements for Angle

Warning!

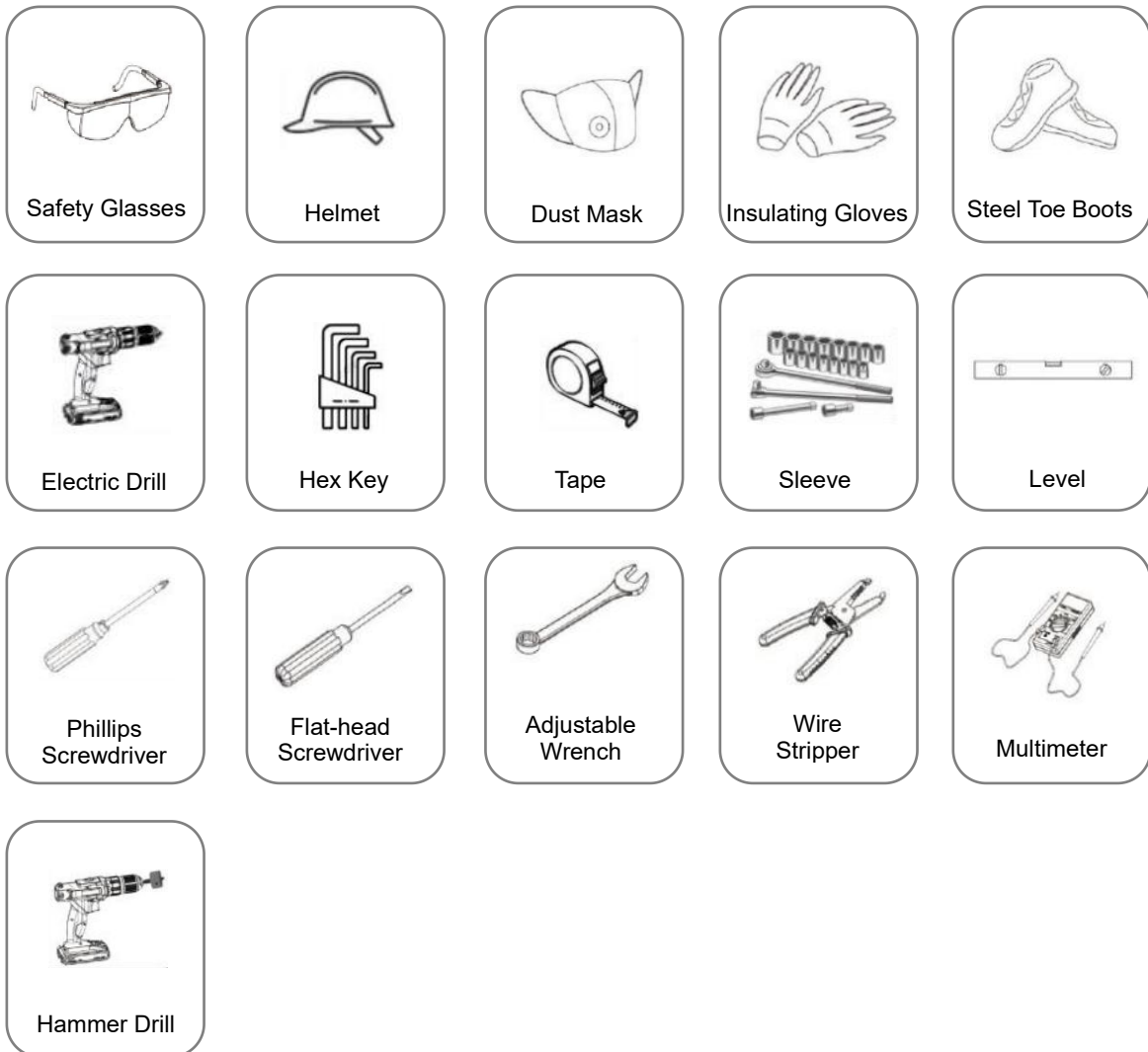
The wall inclination must be within $\pm 5^\circ$.

Note!

The EPS BOX PRO HC-G2 needs to be placed as close to the solar panels as possible.

Items	Requirements
Location	● Please refer to the Technical Data to make sure the environmental conditions fit the requirements (degree of protection, temperature, etc.). ● Ensure adequate ventilation to allow free air flow for effective dissipation of heat generated during EPS BOX PRO HC-G2 operation. ● Necessary measures for fire prevention, water protection, and rodent prevention must be in place. ● It should be located away from areas with concentrated toxic or hazardous gases. ● Keep away from flammable, explosive, and corrosive materials. ● It is strictly prohibited to install the equipment in areas prone to microbial growth, such as fungi or mold. ● Install away from areas with strong vibration, high noise sources, and strong electromagnetic interference, such as large transformers and high-voltage power lines. ● Locate away from noise-sensitive areas (e.g., residential, office, and school zones). If installation in such areas is unavoidable, the installation site must be at least 40 meters away from the noise-sensitive area, and noise reduction measures must be implemented. ● Do not install the equipment outdoors in salt-affected areas because it may be corroded. A salt-affected area refers to the region within 1000 m of the coast or prone to sea breeze. Regions prone to sea breeze vary with weather conditions (such as typhoons and monsoons) or terrains (such as dams and hills). ● It should ideally be installed in an environment with low dust levels, low humidity, and no condensation to prevent dust and moisture from entering the EPS BOX PRO HC-G2, which could affect its performance and lifespan.
Space	Sufficient space must be reserved on all sides (front, rear, left, right) and above the equipment for heat dissipation, maintenance, and emergency evacuation. 
Altitude	2000m
Temperature	-25°C ~ +60°C
Relative Humidity	0%~95%

3.3 Tools Preparation



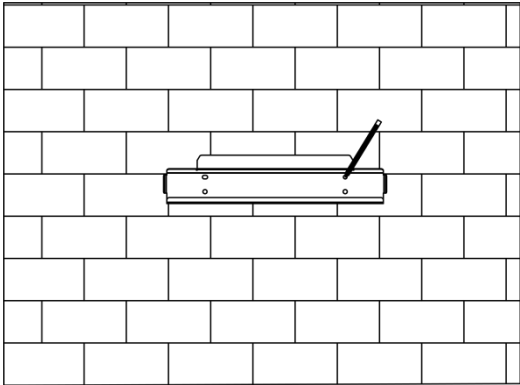
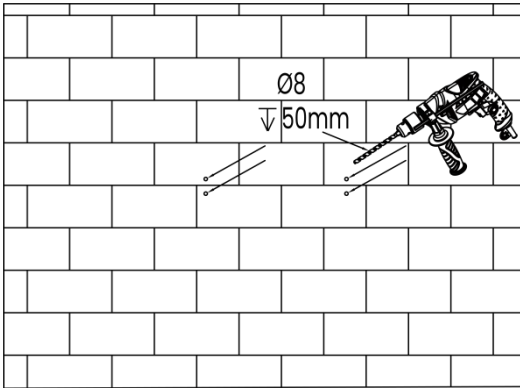
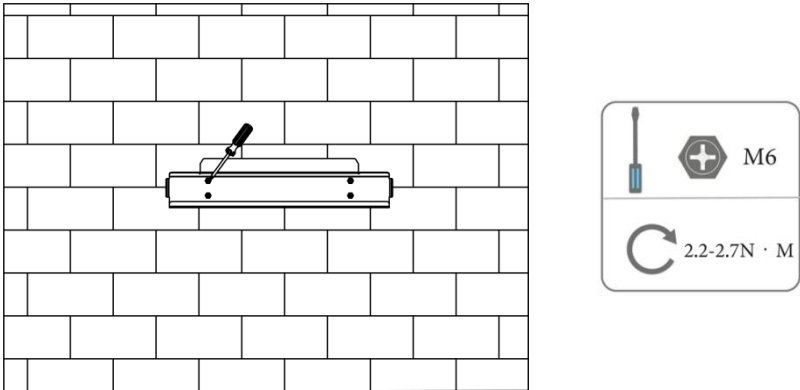
3.4 Handling

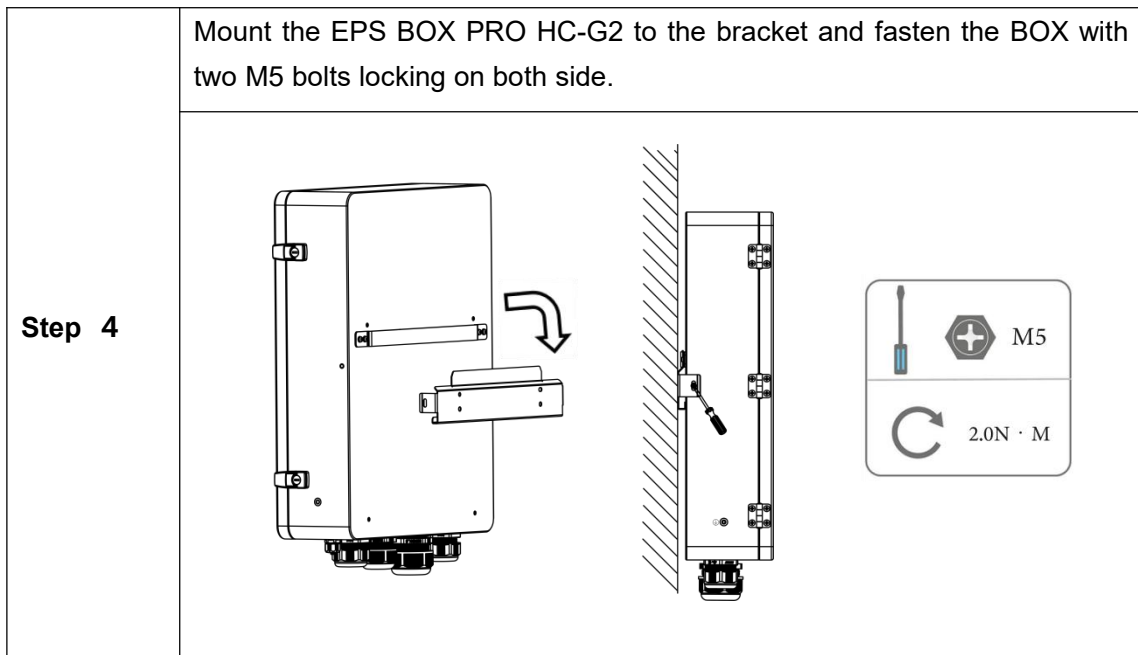
- When manually handling the unit, wear protective gloves, safety shoes, and other personal protective equipment to prevent injury during the process.
- Use correct lifting posture: Bend your knees to lower your center of gravity, grasp the handles with both hands, and slowly straighten your knees, using the strength of your legs to lift the load. Keep the load close to your body and move using short, quick steps.
- Always maintain body balance during handling. Avoid making sudden turns or changes in direction.
- If a turn is necessary, execute it slowly and adjust your body posture in advance.
- If you feel fatigued or lack sufficient strength, you must stop handling immediately.

⚠ Warning!

Do not jerk or twist your body using the strength of your lower back, as this can lead to injury.

3.5 Installation Steps

Procedures	
Step 1	Place the bracket on the wall and mark the position of the 4 holes from bracket. 
Step 2	Drill holes with electric drill, make sure the holes are at least 50mm deep and 8mm wide, and then tighten the expansion tubes. 
Step 3	Insert the expansion tubes into the holes and tighten them. Install the bracket with the expansion screws. 



⚠ Danger!

Before drilling, please make sure to avoid the water and electricity lines embedded in the wall to avoid danger.

⚠ Warning!

Please pay attention to safety when using the tools. Unsafe use of the drilling tools may cause damage to the body. Operators should wear protective goggles and dust masks to prevent dust from being inhaled into the lungs or falling into the eyes when punching.

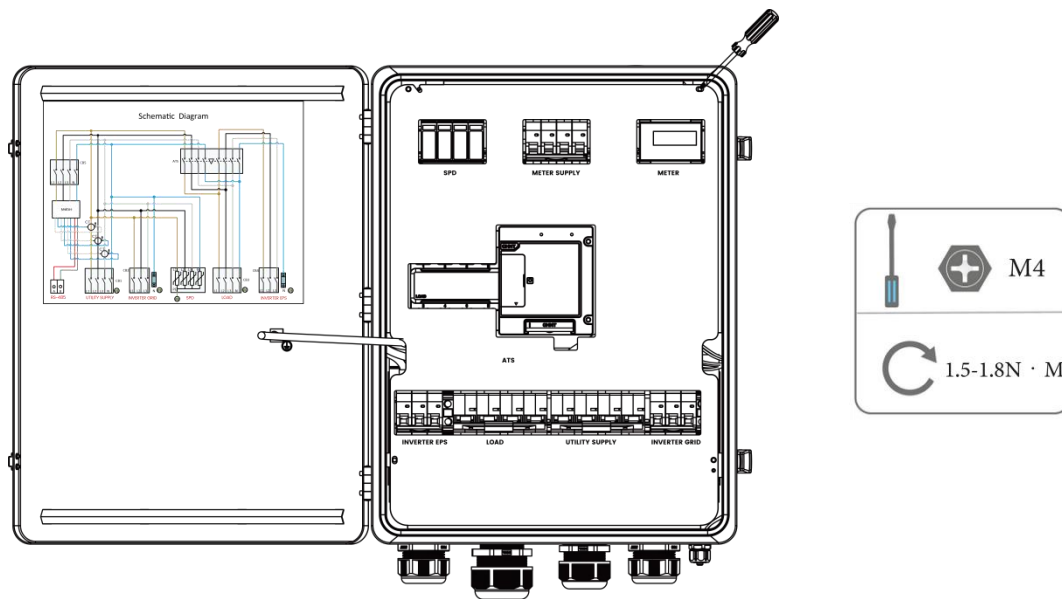
Note!

The upper face of the expansion tubes must be made sure that it is level with the concrete wall surface and does not protrude from the concrete wall surface, otherwise it will make the wall plate unevenly placed on the wall surface.

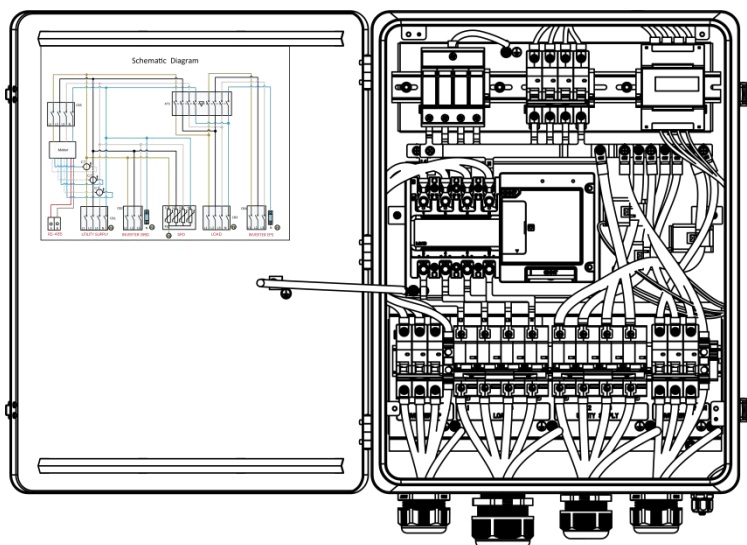
4 Electrical Connection

4.1 Wiring Connection

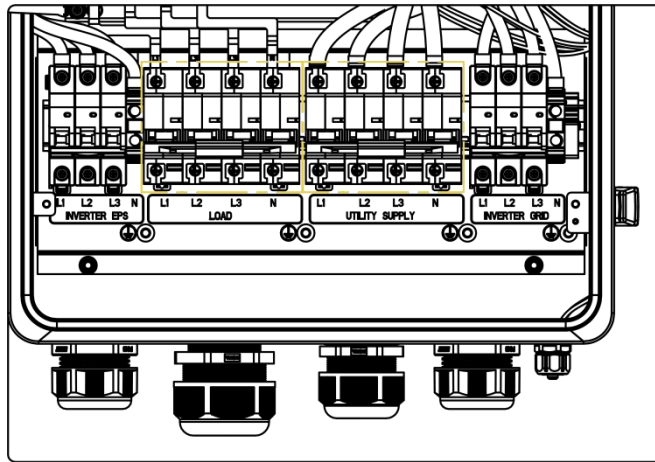
(1) Open the box cover, remove the fixing screws of the insulation board, and then take out the insulation board.



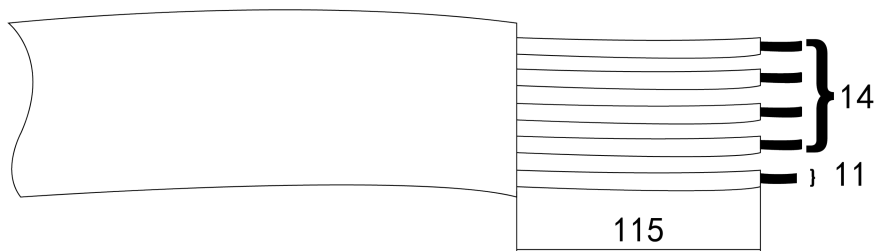
(2) Pass cable through cable gland and wire according to the marks at the bottom of the box. After wiring all cables, restore the insulation board to its original position and then tighten the box cover.



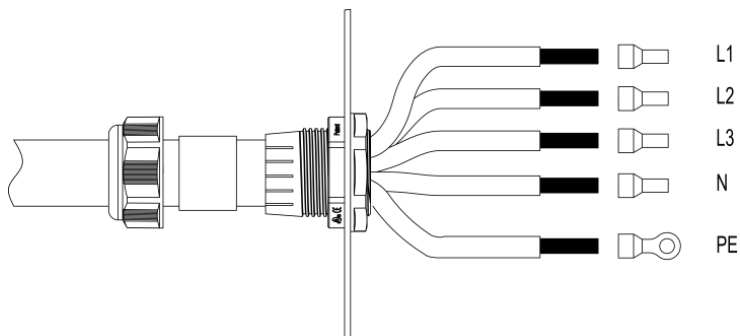
4.1.1 Utility Supply & Load Wiring Instructions



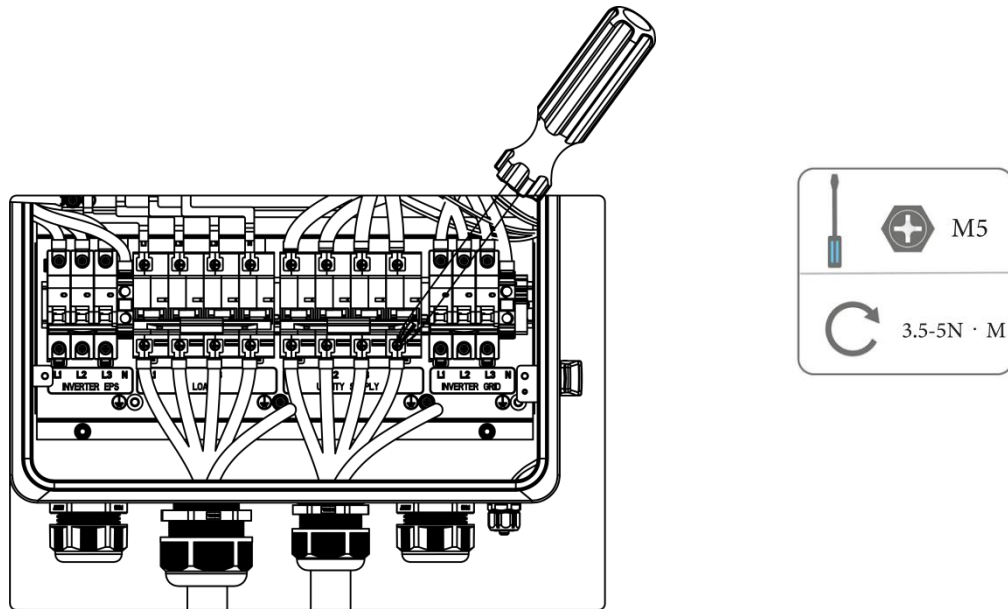
(1) The US connector can accommodate single-core wires with a diameter of 6–12 mm, while the LOAD connector can accommodate multi-core wires with a diameter of 36–41 mm; the wire stripping length is 115mm; the recommended stripping length of the copper-core wire is 14mm (L1, L2, L3 and N) and 11mm (PE);



Pass cable through cable gland, connect L1, L2, L3, and N to the tubular terminal by crimping (only multi-core soft stranded wires must be crimped to tubular terminal, single core wires, thick stranded hard stranded wires, and tinned fine wire soft stranded wires may not be crimped), and connect PE to the cold-pressed Ferrules by crimping;

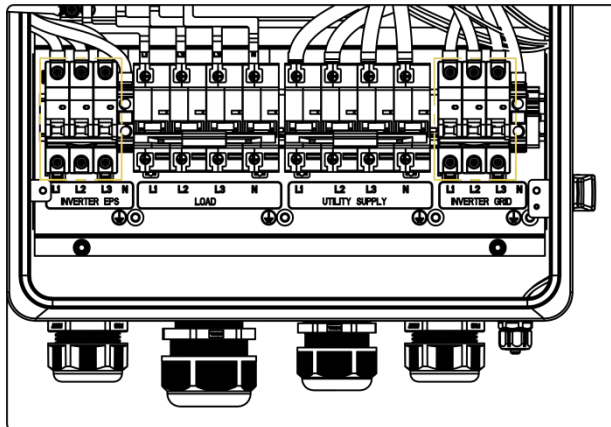


- (2) Connect the protective grounding wire: Connect the protective grounding wire to the bottom of the box;
- (3) Connect the power lines L1, L2, L3, and N: Insert them in the circuit breakers in sequence according to the marks on the bottom of the box, and then tighten the screws.

**Note!**

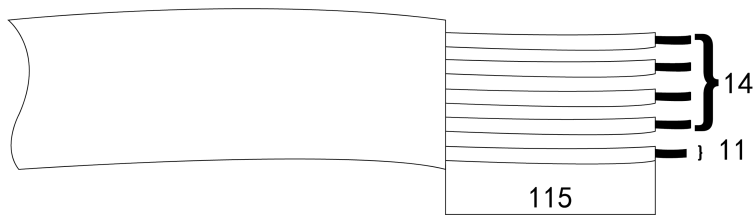
It is necessary, that PE is connected to a functional ground, even if the grid connection is not active.

4.1.2 INVERTER GRID & INVERTER EPS Wiring Instructions

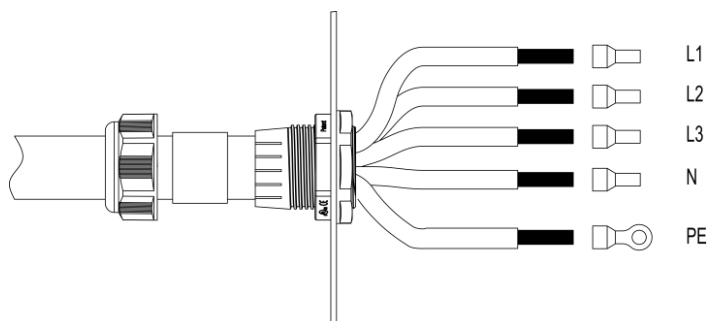


(1) Wire Specifications and Crimping

The wire specification and crimping wire outer diameter is 24-32mm; the wire stripping length is 115mm; the recommended stripping length of the copper-core wire is 14mm (L1, L2, L3 and N) and 11mm (PE);

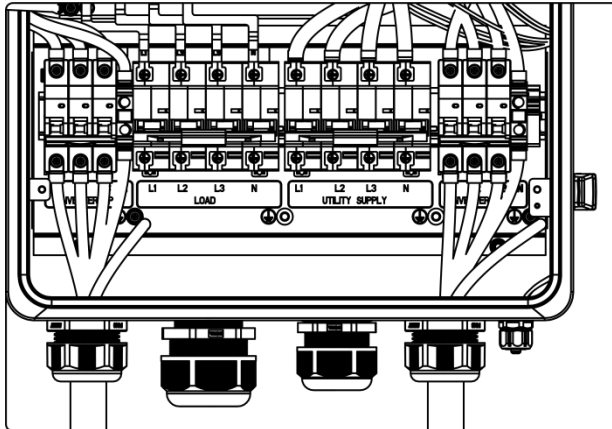


(2) Pass cable through cable gland, connect L1, L2, L3, and N to the tubular terminal by crimping (only multi-core soft stranded wires must be crimped to tubular terminal, single core wires, thick stranded hard stranded wires, and tinned fine wire soft stranded wires may not be crimped), and connect PE to the cold-pressed Ferrules by crimping;

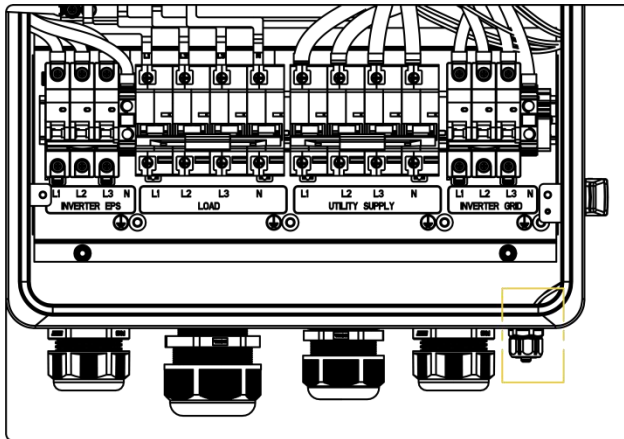


(3) Connect the protective grounding wire: Connect the protective grounding wire to the bottom of the box;

- (4) Connect L1, L2, L3, and N to the circuit breakers and blue rail Ferrules according to the silkscreen, then tighten the screws.



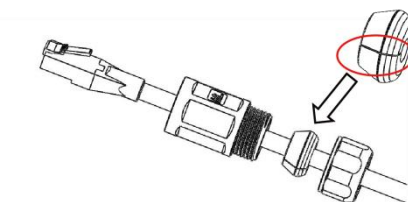
4.1.3 RS485 Wiring Instructions



- (1) Remove the RJ45 field-attachable plug connector from its accessory packaging and verify that all components are present and undamaged, including: the cable nut, the sealing grommet, the plug body, and the dust cap. Remove the protective cap from the panel-mount jack on the enclosure to prepare for the subsequent cable installation.

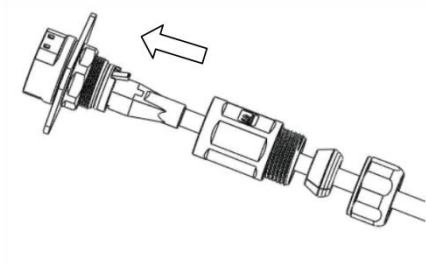


- (2) Insert the network cable into the wire-locking nut, sealing plug and mainbody in turn. The sealing plug is stuck into the network cable through the gap on the sealing side.

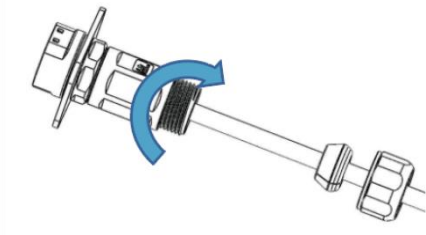


Stuck into the network cable
through the gap on the sealing side

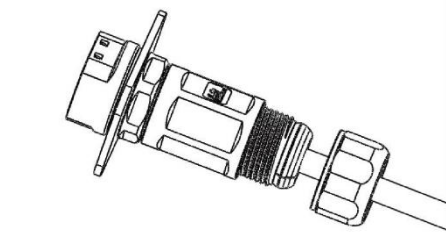
- (3) Insert the network cable plug into the matched RJ45 panel mount connector.



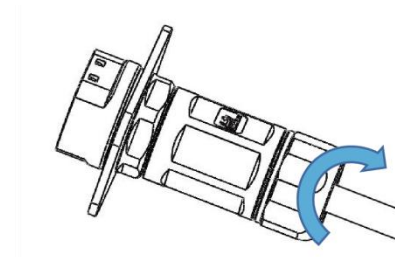
- (4) Tighten the connector mainbody by an open-ended wrench into the RJ45 panel mount connector with a torque 1.2 ± 0.2 N·m.



- (5) Insert the sealing plug into the main body of RJ45 cable end connector.

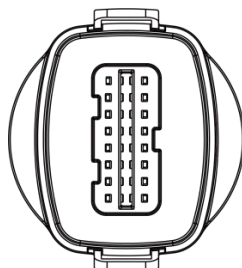


- (6) Tighten the connector's nut by an open-ended wrench with a torque 1.2 ± 0.2 N·m.



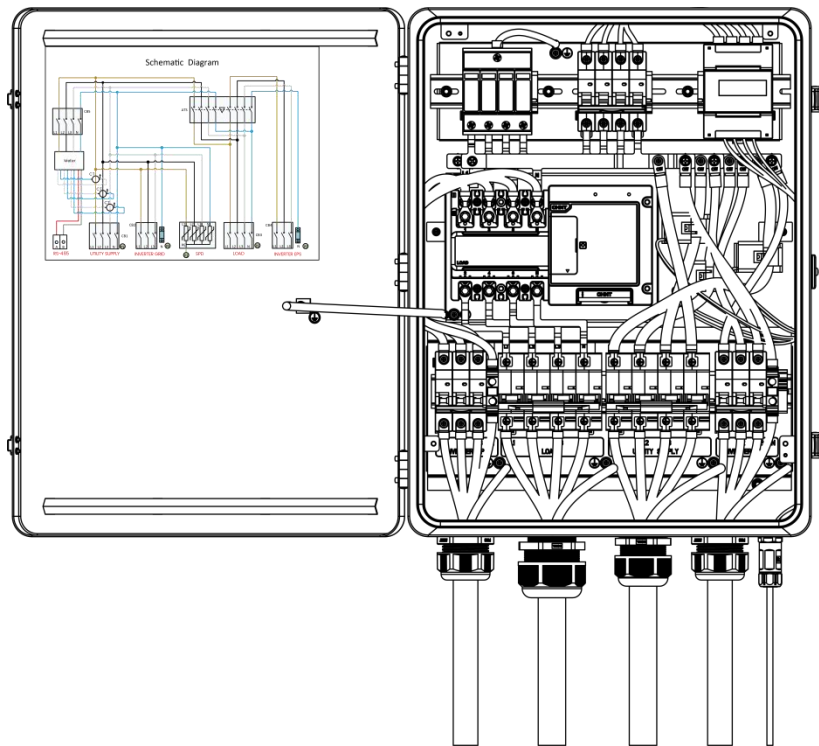
The other end of the cable is to be connected to the RS485 communication port of the inverter.

The PIN of the H3 Series Meter 485 interface is defined as follows:



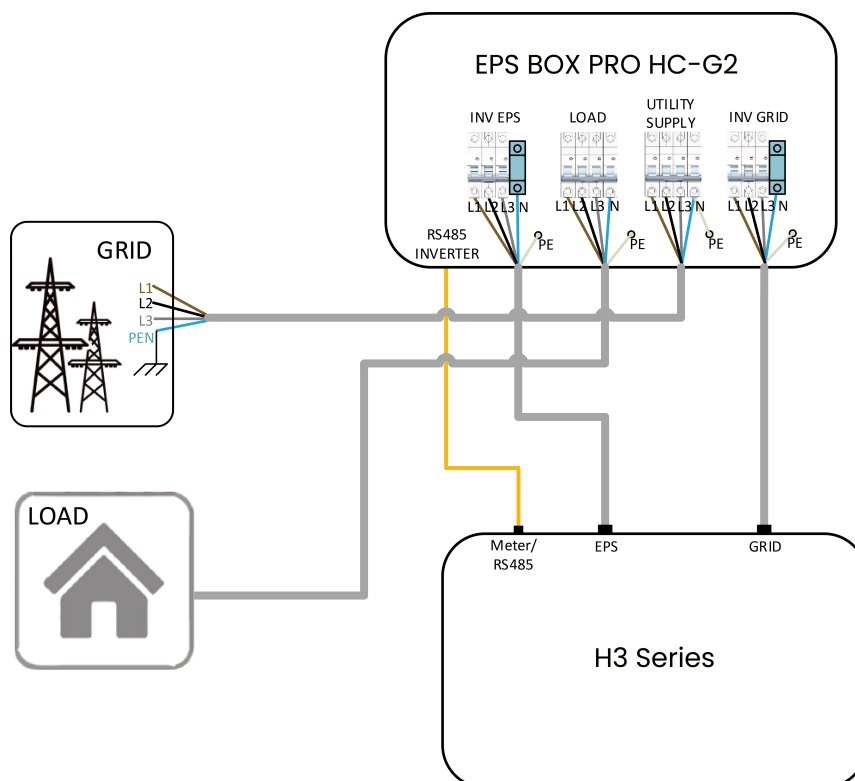
	Meter 485A	Meter 485B
H3 Pro	7	8
AIO-H3	4	3
H3	4	3
H3 Smart	2	1
PQ3/ PQ3-Plus	11	12

4.1.4 Schematic diagram after completing wiring



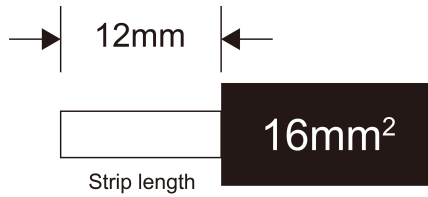
Note!

If the local wiring system is a TN-C-S system, the PE and N wires may be merged. In this case, the wiring of the grid side can refer to the following diagram.



4.2 Earth Connection

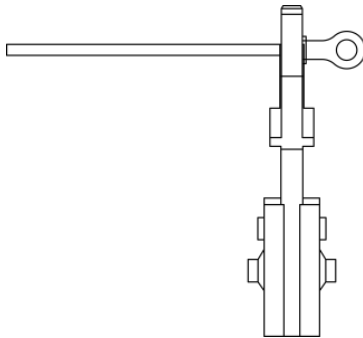
- (1) Trim 12mm of insulation from the wire end.



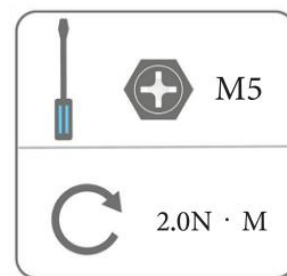
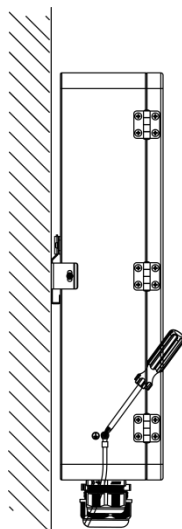
Note!

This wiring method assumes that the (maximum) cross-sectional area of the conductors you are using is between 16 mm² and 35 mm²; if it is less than 16 mm², a smaller earth cable assembly may be used (provided it is not less than the maximum conductor cross-sectional area); if it is greater than 35 mm², an earth cable assembly with a cross-sectional area of at least half that of the conductors must be used.

- (2) Insert striped wire into earth terminal and ensure all conductor strands are captured in the earth terminal, Crimp earth terminal by using a crimping plier. Put the earth terminal with striped wire into the corresponding crimping pliers and crimp the contact.



- (3) Use the crimping pliers to press the grounding wire into the ground terminal, screw the ground screw with screwdriver as shown below:



5 Check After Installation

5.1 Check After Installation

- (1) Check and confirm that the equipment is installed securely and reliably.
- (2) Check if the grounding wire is correctly, firmly and reliably connected.
- (3) Check if the wire is correctly, firmly and reliably connected (confirm if the phase sequence is correct).
- (4) Check if the communication wire is correctly, firmly and reliably connected.

Note!

The default state of the automatic transfer switching equipment is manual mode. If automatic switching is required, the dual power transfer switch needs to be modulated to automatic mode.

5.2 Check After Installation

- (1) Before product maintenance and testing, all external power sources must be cut off, and maintenance shall be operated by professional personnel.
- (2) Do not modify the product during maintenance. Our Company is not responsible for any problems caused by unauthorized modification.

6 Technical Data

EPS BOX PRO HC-G2 specification	
Model	EPS BOX PRO HC-G2
UTILITY SUPPLY	
Rated voltage	220/380VAC, 230/400VAC, 3L/N/PE
Rated frequency	50/60Hz
Max. input current (per phase)	100A
INVERTER GRID	
Rated voltage	220/380VAC, 230/400VAC, 3L/N/PE
Rated frequency	50/60Hz
Max. input current (per phase)	63A
INVERTER EPS	
Rated voltage	220/380VAC, 230/400VAC, 3L/N/PE
Rated frequency	50/60Hz
Max. input current (per phase)	63A
Load	
Rated voltage	220/380VAC, 230/400VAC, 3L/N/PE
Rated frequency	50/60Hz
Max. output current (per phase)	100A
Communication interface	
RS-485 (Meter)	
General Data	
Cooling concept	Natural
Installation	Wall-mounted
Operating temperature range	-25 ... +60 °C ¹⁾
Dimensions (W*H*D)(mm)	420*550*139
Dimensions of packing (W*H*D)(mm)	515*665*235
Net Weight (Kg)	19.44
Gross Weight (Kg)	22.87
Ingress protection	IP65
Humidity (No Condensation)	50% RH at 40 °C
Max. operating altitude (m)	<4000m @Derating exceeding 2000m
Protection class	Class I
Pollution degree	PD3(outside), PD2(inside)
Overvoltage category	III

⚠ Warning!

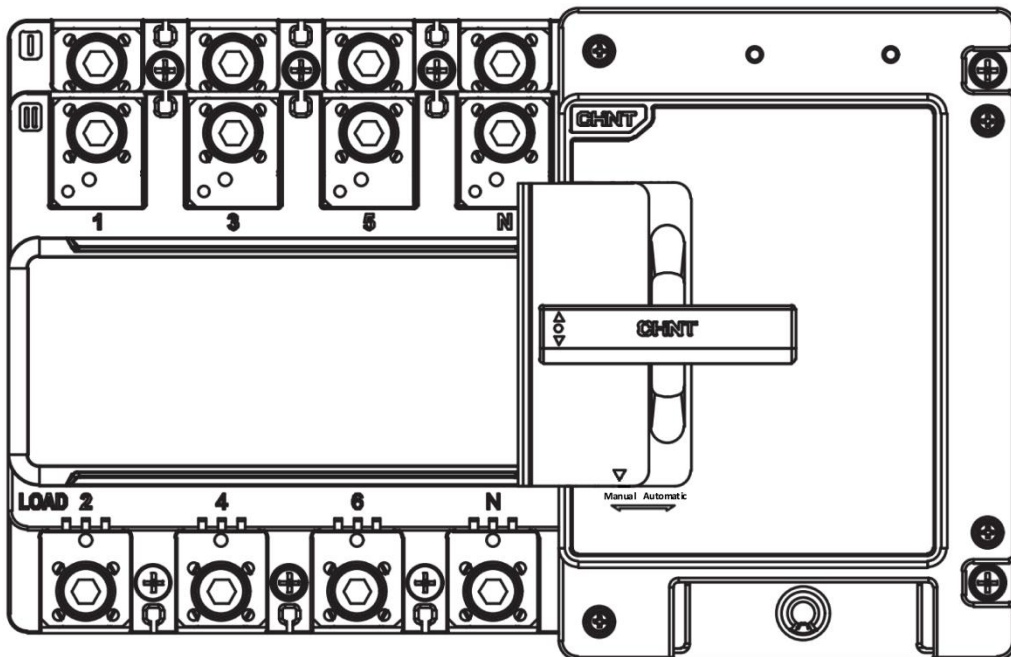
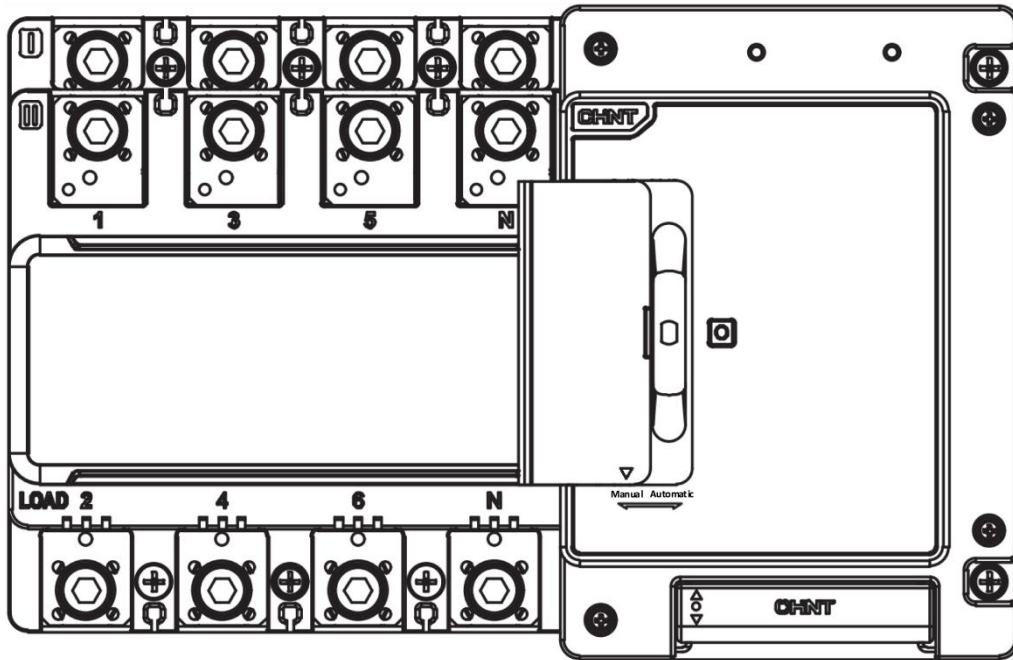
[1] Derating is required when the operating temperature exceeds 45°C. Please refer to the table below for specific derating.

For derating use, please refer to the following table:

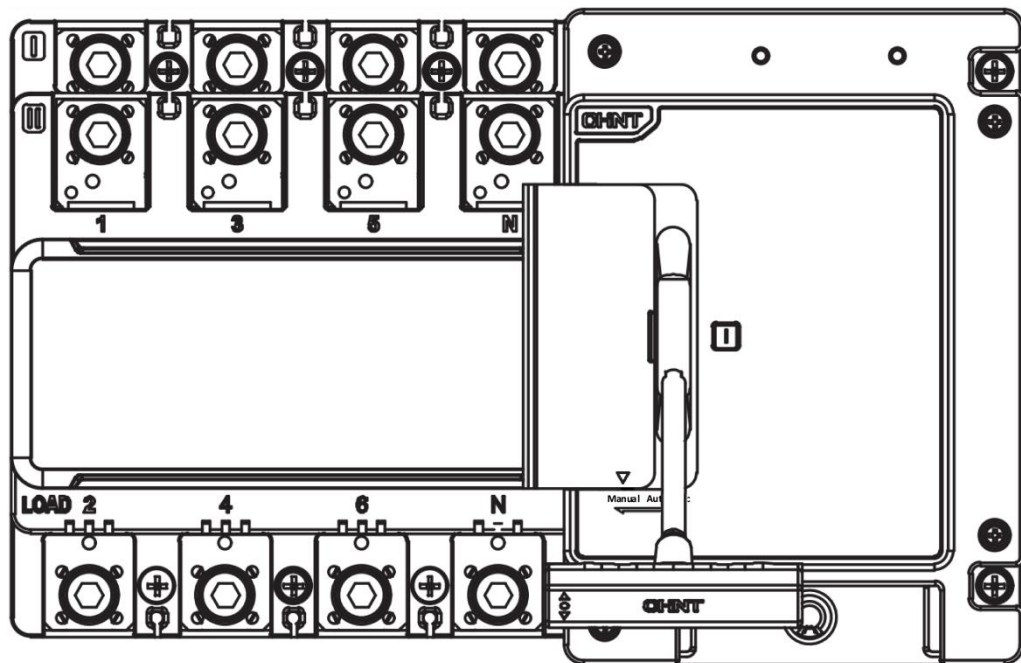
Ambient Temperature(°C)	45	50	55	60
Max. Current				
Load Current (A)	60	58	57	55

Appendix: ATS Manual Mode Operation Schematic

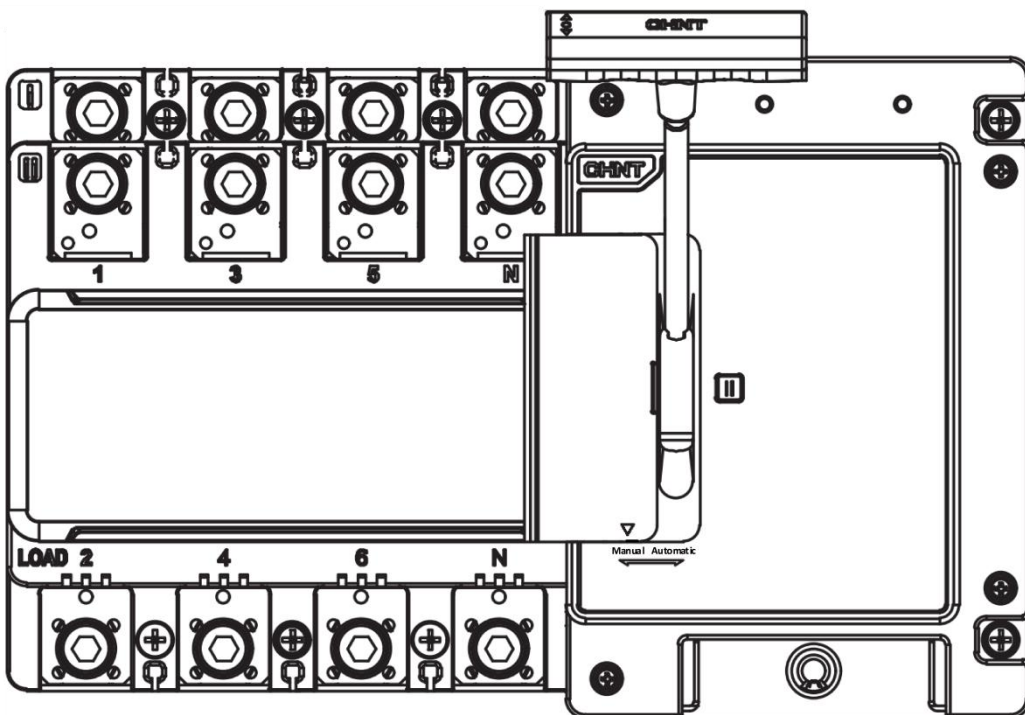
Toggle the slide cover to the left until the arrow indicates that it is in the manual position, and pull out the handle and insert it into the conversion hole for conversion operation.



- Double Open Position -



- Power Supply 1 Closed -



- Power Supply 2 Closed -

7 Appendix

7.1 Contact Us

If you have any questions about the product, please contact us:

- Fox ESS Headquarters: No.939, Jinhai Third Road, New Airport Industry Area, Longwan District, Wenzhou, Zhejiang, China.
- Wuxi R&D Center: No. 37 Huaqing Avenue, Wuxi Economic Development Zone (Intersection of Huaqing Avenue and Huayun Road)
- Wuhan R&D Center: 6th Floor, Block A, Tower T4, CHINA PROCUREMENT CENTER, No.789 Gaoxin Avenue, East Lake New Technology Development Zone, Wuhan City, Hubei Province, P.R. China
- Shanghai R&D Center: No.1255, Jinhai Road, Pudong New Area, Shanghai, China
- After-Sales Service Hotline: 400 1888 900
- Contact Telephone (Wenzhou): 0577-88159999
- Contact Telephone (Wuxi): 0510-68092998
- Contact Us: info@fox-ess.com
- Contact Us (EV Charger): ev@fox-ess.com
- After-Sales Service: service@fox-ess.com



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