



QUICK TROUBLESHOOTING GUIDE

VICTRON SOLAR & ELECTRICAL SYSTEMS • WHAT TO CHECK BEFORE YOU CALL

520-910-1237
TUCSONRVSOLAR.COM

Most alerts your Victron system shows are informational, not emergencies. This one page covers the handful of things worth checking yourself first, what's genuinely worth a call, and the few signs that mean stop and call us right away.

CHECK THIS FIRST

- **Open VictronConnect or your Cerbo/Touch screen**

Most systems display the actual issue in plain language before you need to call — battery %, solar input, and any active alert are all right there.

- **A hot-day production dip is normal, not a fault**

Victron equipment reduces output above about 104°F (40°C) by design to protect itself. A lower number on a hot afternoon isn't a problem on its own.

- **A firmware update prompt needs no action**

If nothing else is wrong, a routine update notice on the Cerbo or in the app can wait — it doesn't need to be handled mid-trip.

- **A brief WiFi/cellular drop usually clears itself**

Moving to a new site or storage lot can interrupt remote monitoring for a bit without affecting how the system actually runs. Give it a few minutes before assuming a fault.

WORTH A CALL (NOT URGENT)

- **An alert that doesn't clear**

If you've checked the items above and an alarm or fault indicator is still active, that's worth a call — just not an emergency one.

- **Noticeably shorter runtime than usual**

A real, repeatable drop in how long your battery lasts — not just one unusually heavy-use day.

- **An unusual noise from the inverter or charger**

A new sound that wasn't there before is worth mentioning, even if the system otherwise seems fine.

CALL US IMMEDIATELY — THEN SHUT DOWN

Any of the following means stop and call, before doing anything else:

- A smell of smoke or burning
- Visible damage or discoloration on any component
- A shock, or visible arcing/sparking

Turn the system off at the battery disconnect if you can safely do so, then call — don't wait to see if it clears on its own.

NEVER GUESS AGAIN — TRY SOLARWATCH

Instead of wondering whether something needs attention, let Tucson RV Solar watch it for you. **SolarWatch** monitors your system's alerts around the clock and reaches out proactively before a small issue becomes a trip-ending one — plus a monthly system-health email so you always know where things stand. **SolarWatch Pro** adds live phone and text support during business hours, with same-day response.

SEE CURRENT PRICING & SIGN UP AT
[TUCSONRVSOLAR.COM/SOLARWATCH](https://tucsonrvsolar.com/solarwatch)

WHAT MONITORING COVERS

SolarWatch and SolarWatch Pro monitor and support the Victron equipment we installed in your rig. They don't include on-site visits, full system redesigns, or reprogramming of a system we didn't originally install — those stay a separate conversation with our team.

This guide covers general Victron system behavior and doesn't replace your system's actual settings or a technician's diagnosis. If anything here doesn't match what you're seeing, call rather than guess.