

Troubleshooting Guide

VICTRON SmartShunt



Unit is dead, no lights on	Fuse is blown	Connect PV correctly
	Bluetooth is disabled	Non-replaceable fuse blown.
Can not change settings	Outdated Firmware	Settings can only be changed when using most current firmware. Update firmware using Victron Connect App.
Can not connect to Bluetooth	Shunt is not powered up	Ensure 1 amp fuse is not blown.
	Another device is linked to the shunt	Only one device can be paired at a time. Ensure no other devices are paired to the unit and try again.
	App is out of date	Update app to most recent version.
	Attempting to connect through Windows version of app.	Victron Connect app for Windows does not support Bluetooth connection.
	Physical distance from device is too great	Open air limits are 60 ft; move closer to unit or open storage door for better connection.
	Bluetooth is disabled	See paragraph 7.5.5 of owners manual.
	Issues with app connectivity	Refer to troubleshooting section of Victron Connect Manual.
PIN Code not accepted	PIN not known	Default PIN is "000000"
	Lost PIN	PIN can be reset with PUK number from shunt. Refer to paragraph 7.5.4 of owners manual.
Incorrect Readings	Charge and Discharge currents are inverted	Negative cables are hooked up to wrong end of shunt. Swap cable connections.
	Incomplete current readings	An item is hooked up to the battery negative before the shunt. All system and component grounds MUST be hooked up to the "System Minus" side of the shunt.
There is a current reading while no current is flowing	Shunt is not calibrated	See section 7.1.13 of owners manual for "Zero Current Calibration" procedure.
	Current threshold needs adjusted	See section 7.1.8 in owners manual.

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Incorrect state of charge reading	Incorrect battery settings	State of charge reading relies on Battery Capacity, Peukert Exponent and Charge Efficiency settings. Adjust these as based on battery type/bank size as necessary.
	Faulty reading due to synchronization issue	Synchronization depends on charged voltage, tail current and charge detection time settings. Reference section 10.3.4 in owners manual.
	Incorrect state of charge due to faulty current reading.	If a component is hooked up in-between the battery and the shunt, the shunt can not monitor the power used by that component. Ensure all components are grounded to the "System Minus" side of the shunt.
State of charge reading missing	This indicates the shunt is not synchronized	This can happen on first power up, or if shunt has been without power for a long period of time. To resolve, charge battery completely.
		If battery is fully charged and waiting for unit to sync is not possible, you can use "sync to 100%" option in settings. See Section 5.3.2 in owners manual.
State of charge does not reach 100%	Settings are incorrect	The battery monitor should automatically synchronize and reset the state of charge to 100%. If this does not happen, ensure the battery is fully charged and adjust charged voltage, tail current and charged time settings. See section 5.3.1 in owners manual.
State of charge does not increase fast enough or increases too fast	Battery monitor thinks the battery bank is a different size than it actually is	Adjust the Battery capacity setting to reflect the actual size of the battery bank.
Incorrect battery voltage reading	Issue with the Vbatt+ wire	Ensure the Vbatt+ is properly seated in the correct terminal, check that fuse holder is tight and check that fuse is good.