UBIQUITI®
NETWORKS

sunMAX™

Solar Gateway™
Model: SM-SG

Quick Start Guide

Introduction

Thank you for purchasing the Ubiquiti Networks® sunMAX™ Solar Gateway™. This Quick Start Guide is designed to guide you through the installation and setup of this product. It also includes safety instructions and warranty terms.

Package Contents

Solar Gateway

AC Disconnect Tool

Unlock Tool

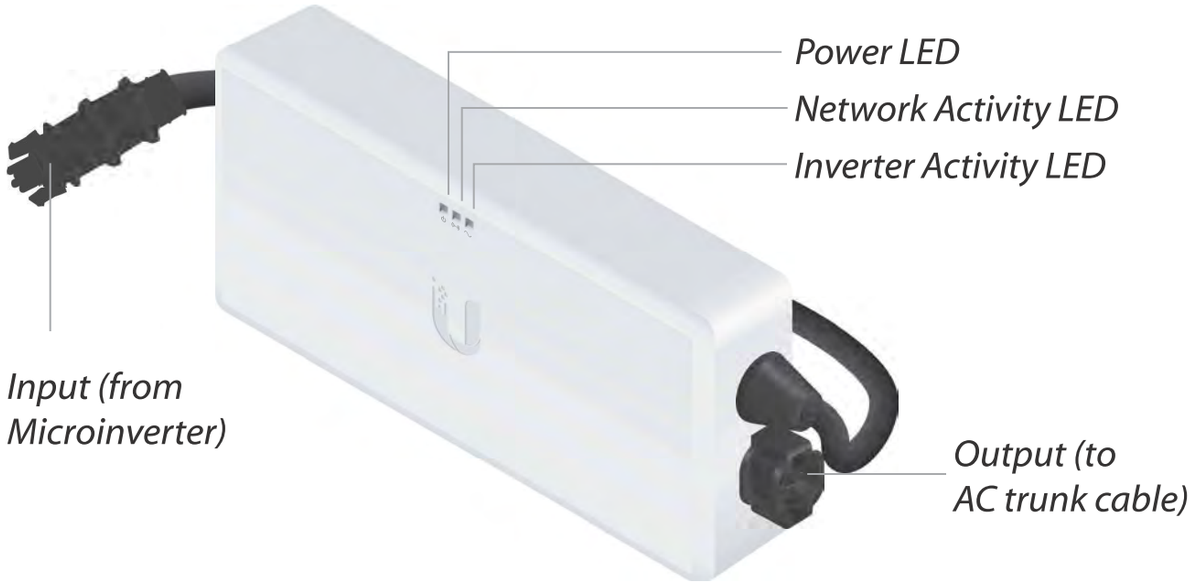
Quick Start Guide

Hardware Overview

Ports

Ethernet Port This Ethernet port is used to connect the Solar Gateway to your network router or DHCP server.

Reset Button This button resets the Solar Gateway back to factory defaults. Press and hold the *Reset* button for more than 10 seconds while the Solar Gateway is powered on.



LEDs

Power The *Power* LED will light steady green when the device is connected to a power source. The LED may change color during general system activity.

Network Activity The *Network Activity* LED will light steady green when the network and cloud are connected. It will light red if a network connection cannot be established.

Inverter Activity The *Inverter Activity* LED will light steady green if all Microinverters are detected. It will light yellow if one or more of the Microinverters are missing and light red if errors are detected on any of the Microinverters.

Connectors

The Solar Gateway has two external connectors.

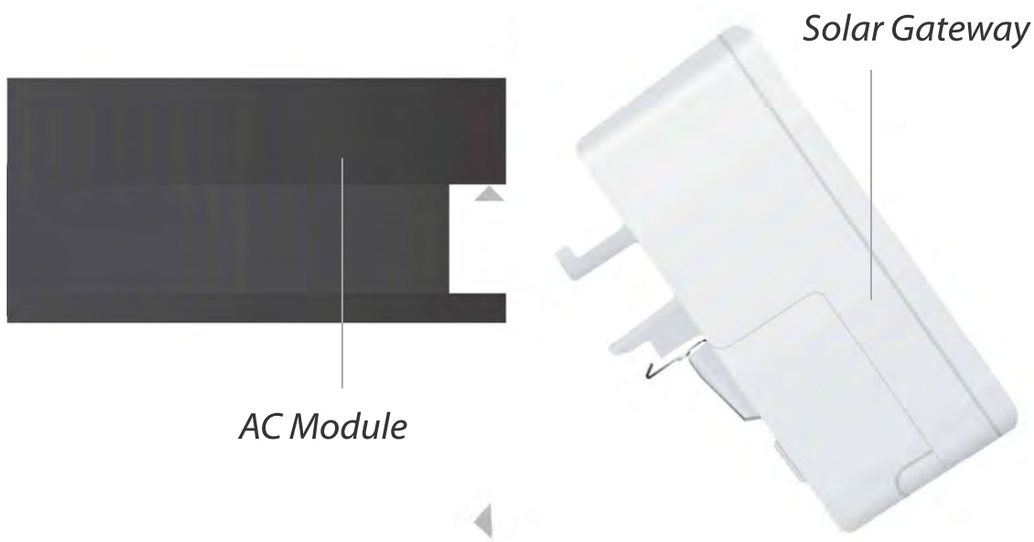
Input Connects the Solar Gateway to the Microinverter.

Output Connects the AC trunk cable to the Solar Gateway.

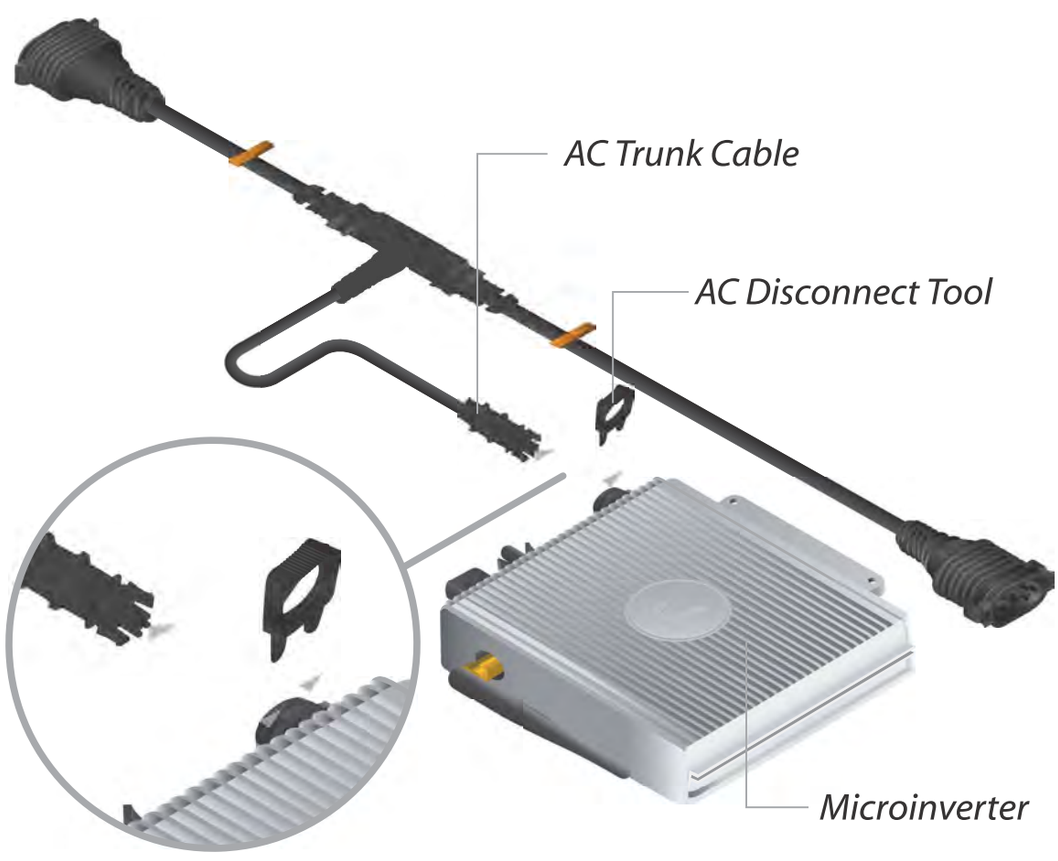
Solar Gateway Installation

WARNING: Before installing this product, disconnect the solar system from the grid or any source of power to prevent shock or damage.

1. Tilt the Solar Gateway forward and attach it to the *AC Module* by hooking it underneath the outer edge and rotating it down until it sits firmly against the panel.



2. Use the *AC Disconnect Tool* to disconnect the AC trunk cable from the Microinverter.



3. Connect the AC trunk cable (previously connected to the Microinverter) to the *Output* port on the Solar Gateway.

4. Connect the *Input* cable from the Solar Gateway to the four-prong connector on the Microinverter.

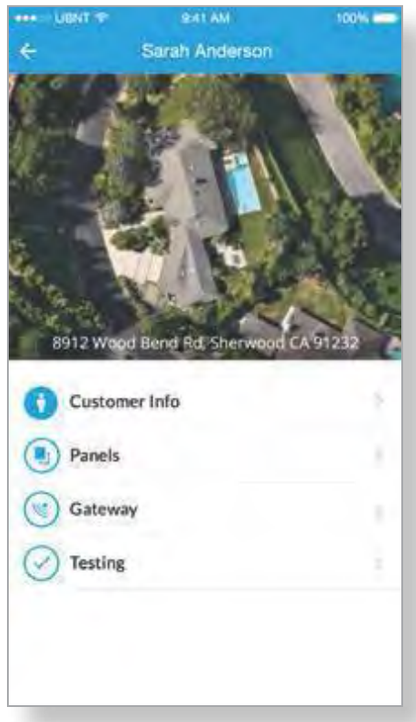
Setting Up the Solar Gateway

The *sunMAX Install* app allows you to set up the Solar Gateway on your network to manage and gather real-time information about your solar array.

5. Download the *sunMAX Install* app from the App Store (iOS) or Google Play™ (Android).
6. Launch the *sunMAX Install* app and type your username and password into their corresponding fields. (Note: These credentials are created when you register online at **https://account.ubnt.com/login**.)
7. Tap **Sign In** to sign in to the mobile app.

8. Tap **Install** to select a customer site to view or install.

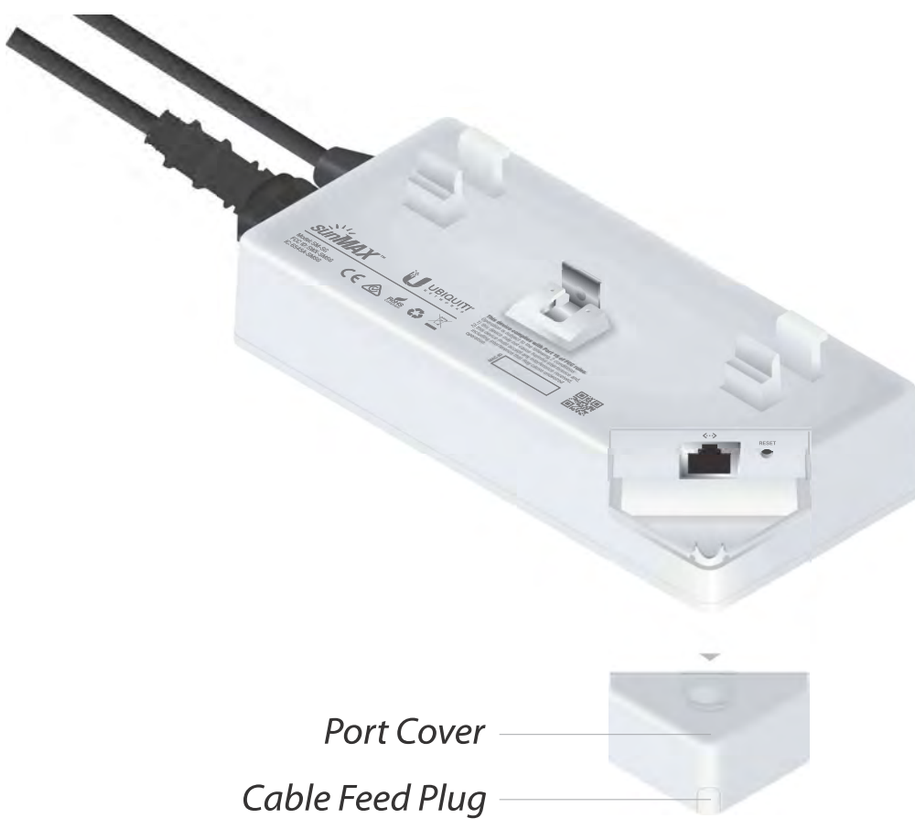
9. When the *Site Dashboard* screen appears, tap **Gateway**.



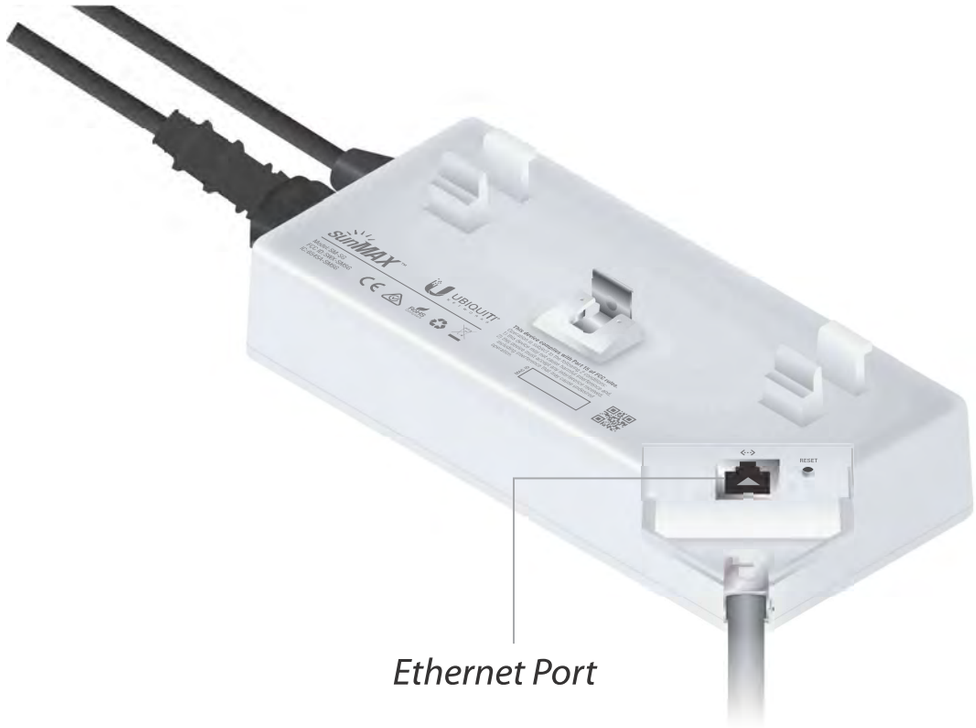
10. When prompted for a connection type to your local network, tap **Ethernet**.

11. Connect an Ethernet cable to your Solar Gateway by performing steps a-c and tap **Next** when finished.

a. Remove the *Port Cover* from the Solar Gateway and remove the *Cable Feed Plug* from the *Port Cover*.



b. Connect an Ethernet cable from your home network to the *Ethernet Port* on the Solar Gateway.



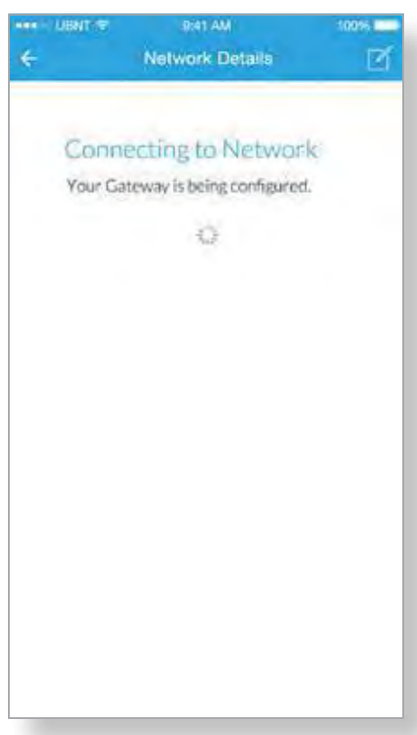
c. Replace the *Port Cover*.

12. Tap **Scan QR** to pair the Solar Gateway with the current customer site information.

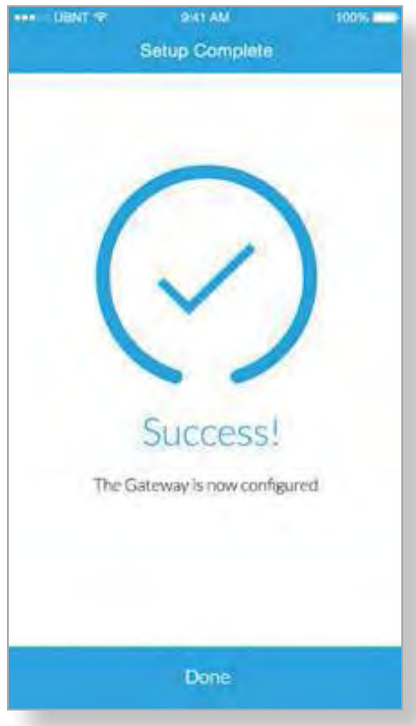
13. Scan the QR code to complete the pairing process.

14. The MAC address and serial number should appear. Tap **Next** to continue or *Redo Scan* if necessary.

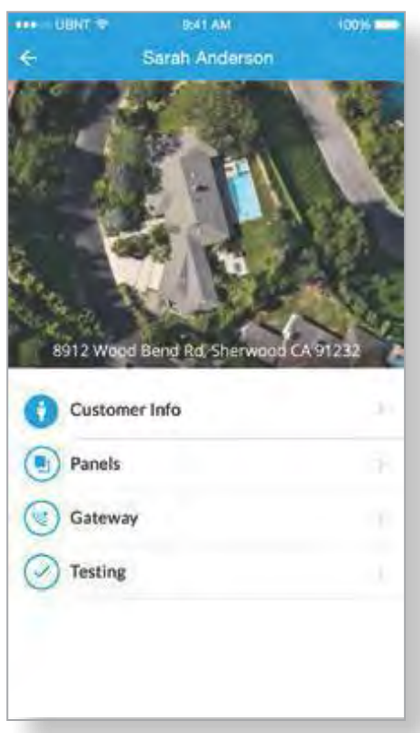
15. The following screen appears while the Gateway is connecting to your network and being configured.



16. Tap **Done** to complete the installation.



Once the Solar Gateway has been set up and connected to your home network, return to the *Dashboard* screen to verify the *Gateway* connection.



For more information or detailed instructions, please refer to the sunMAX Solar Gateway User Guide, which is available online at: **documentation.ubnt.com/sunmax**

Specifications

sunMAX Solar Gateway	
Dimensions	206 x 87 x 54 mm (8.11 x 3.43 x 2.13") Excludes Approx. 550 mm (21.65") Cable Length
Weight	0.37 kg (0.82 lb)
Enclosure Characteristics	Polycarbonate, UV-Resistant
Processor	MediaTek SoC
Memory	256 MB
Storage	1 GB Flash
Networking Interface	(1) 10/100/1000 Mbps RJ45 Ethernet Port
Bluetooth	Low-Power BLE, Bluetooth v4.1
LEDs	3 LEDs: Power, Web Connectivity, Inverter Connectivity
Button	Reset Button
Max. Power Consumption (HW)	7W
Power Source	AC
Power Supply	100-240 VAC, 47-63 Hz, 1A
ESD/EMP Protection	± 24kV Contact / Air for Ethernet
Shock and Vibration	IEC 68-2-6
Operating Temperature	-20 to 50° C (-4 to 122° F)
Operating Humidity	5 to 95% Noncondensing
Certifications	FCC, CE, IC, UL

Safety Notices

1. Read, follow, and keep these instructions.
2. Heed all warnings.
3. Only use attachments/accessories specified by the manufacturer.

WARNING: Do not use this product in locations that can be submerged by water.

WARNING: Avoid using this product during an electrical storm. There may be a remote risk of electric shock from lightning.

Electrical Safety Information

1. Compliance is required with respect to voltage, frequency, and current requirements indicated on the manufacturer's label. Connection to a different power source than those specified may result in improper operation, damage to the equipment or pose a fire hazard if the limitations are not followed.
2. There are no operator serviceable parts inside this equipment. Service should be provided only by a qualified service technician.

Limited Warranty

UBIQUITI NETWORKS, Inc ("UBIQUITI NETWORKS") warrants that the product(s) furnished hereunder (the "Product(s)") shall be free from defects in material and workmanship for a period of one (1) year from the date of shipment by UBIQUITI NETWORKS under normal use and operation. UBIQUITI NETWORKS' sole and exclusive obligation and liability under the foregoing warranty shall be for UBIQUITI NETWORKS, at its discretion, to repair or replace any Product that fails to conform to the above warranty during the above warranty period. The expense of removal and reinstallation of any Product is not included in this warranty. The warranty period of any repaired or replaced Product shall not extend beyond its original term.

Warranty Conditions

The above warranty does not apply if the product:

(I) has been modified and/or altered, or an addition made thereto, except by Ubiquiti Networks, or Ubiquiti Networks' authorized representatives, or as approved by Ubiquiti Networks in writing;

(II) has been painted, rebranded or physically modified in any way;

(III) has been damaged due to errors or defects in cabling;

(IV) has been subjected to misuse, abuse, negligence, abnormal physical, electromagnetic or electrical stress, including lightning strikes, or accident;

(V) has been damaged or impaired as a result of using third party firmware;

(VI) has no original Ubiquiti MAC label, or is missing any other original Ubiquiti label(s); or

(VII) has not been received by Ubiquiti within 30 days of issuance of the RMA.

In addition, the above warranty shall apply only if: the product has been properly installed and used at all times in accordance, and in all material respects, with the applicable Product documentation; all Ethernet cabling runs use CAT5 (or above), and for outdoor installations, shielded Ethernet cabling is used, and for indoor installations, indoor cabling requirements are followed.

Returns

No Products will be accepted for replacement or repair without obtaining a Return Materials Authorization (RMA) number from UBIQUITI NETWORKS during the warranty period, and the Products being received at UBIQUITI NETWORKS' facility freight prepaid in accordance with the RMA process of UBIQUITI NETWORKS. Products returned without an RMA number will not be processed and will be returned freight collect or subject to disposal. Information on the RMA process and obtaining an RMA number can be found at: **www.ubnt.com/support/warranty**.

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Note

Some countries, states and provinces do not allow exclusions of implied warranties or conditions, so the above exclusion may not apply to you. You may have other rights that vary from country to country, state to state, or province to province. Some countries, states and provinces do not allow the exclusion or limitation of liability for incidental or consequential damages, so the above limitation may not apply to you. EXCEPT TO THE EXTENT ALLOWED BY LOCAL LAW, THESE WARRANTY TERMS DO NOT EXCLUDE, RESTRICT OR MODIFY, AND ARE IN ADDITION TO, THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE LICENSE OF ANY SOFTWARE (EMBEDDED IN THE PRODUCT) TO YOU. The United Nations Convention on Contracts for the International Sale of Goods shall not apply to any transactions regarding the sale of the Products.

Compliance

FCC

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interference that may cause undesired operation.

NOTE: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operations of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

For MPE and antenna usage details, please visit our website at **www.ubnt.com/products**

Industry Canada

CAN ICES-3(A)/NMB-3(A)

This Class [A] digital apparatus complies with Canadian CAN ICES-003.

This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions:

1. This device may not cause interference, and
2. This device must accept any interference, including interference that may cause undesired operation of the device.

Cet appareil numérique de la classe A est conforme à la norme NMB-003 Canada.

Cet appareil est conforme à la norme RSS Industrie Canada exempts de licence norme(s). Son fonctionnement est soumis aux deux conditions suivantes:

1. Cet appareil ne peut pas provoquer d'interférences et
2. Cet appareil doit accepter toute interférence, y compris les interférences qui peuvent causer un mauvais fonctionnement du dispositif.

RF Exposure Warning

The antennas used for this transmitter must be installed to provide a separation distance of at least 20 cm from all persons and must not be located or operating in conjunction with any other antenna or transmitter.

Les antennes utilisées pour ce transmetteur doivent être installé en considérant une distance de séparation de toute personnes d'au moins 20 cm et ne doivent pas être localisé ou utilisé en conflit avec tout autre antenne ou transmetteur.

CE Marking

CE marking on this product represents the product is in compliance with all directives that are applicable to it.

Alert Sign (!) Follows CE Marking

Alert sign must be indicated if a restriction on use applied to the product and it must follow the CE marking.

CE ⓘ

RoHS/WEEE Compliance Statement

English

European Directive 2002/96/EC requires that the equipment bearing this symbol on the product and/or its packaging must not be disposed of with unsorted municipal waste. The symbol indicates that this product should be disposed of separately from regular household waste streams. It is your responsibility to dispose of this and other electric and electronic equipment via designated collection facilities appointed by the government or local authorities. Correct disposal and recycling will help prevent potential negative consequences to the environment and human health. For more detailed information about the disposal of your old equipment, please contact your local authorities, waste disposal service, or the shop where you purchased the product.

Deutsch

Die Europäische Richtlinie 2002/96/EC verlangt, dass technische Ausrüstung, die direkt am Gerät und/oder an der Verpackung mit diesem Symbol versehen ist, nicht zusammen mit unsortiertem Gemeindeabfall entsorgt werden darf. Das Symbol weist darauf hin, dass das Produkt von regulärem Haushaltmüll getrennt entsorgt werden sollte. Es liegt in Ihrer Verantwortung, dieses Gerät und andere elektrische und elektronische Geräte über die dafür zuständigen und von der Regierung oder örtlichen Behörden dazu bestimmten Sammelstellen zu entsorgen. Ordnungsgemäßes Entsorgen und Recyceln trägt dazu bei, potentielle negative Folgen für Umwelt und die menschliche Gesundheit zu vermeiden. Wenn Sie weitere Informationen zur Entsorgung Ihrer Altgeräte benötigen, wenden Sie sich bitte an die örtlichen Behörden oder städtischen Entsorgungsdienste oder an den Händler, bei dem Sie das Produkt erworben haben.

Español

La Directiva 2002/96/CE de la UE exige que los equipos que lleven este símbolo en el propio aparato y/o en su embalaje no deben eliminarse junto con otros residuos urbanos no seleccionados. El símbolo indica que el producto en cuestión debe separarse de los residuos domésticos convencionales con vistas a su eliminación. Es responsabilidad suya desechar este y cualesquiera otros aparatos eléctricos y electrónicos a través de los puntos de recogida que ponen a su disposición el gobierno y las autoridades locales. Al desechar y reciclar correctamente estos aparatos estará contribuyendo a evitar posibles consecuencias negativas para el medio ambiente y la salud de las personas. Si desea obtener información más detallada sobre la eliminación segura de su aparato usado, consulte a las autoridades locales, al servicio de recogida y eliminación de residuos de su zona o pregunte en la tienda donde adquirió el producto.

Français

La directive européenne 2002/96/CE exige que l'équipement sur lequel est apposé ce symbole sur le produit et/ou son emballage ne soit pas jeté avec les autres ordures ménagères. Ce symbole indique que le produit doit être éliminé dans un circuit distinct de celui pour les déchets des ménages. Il est de votre responsabilité de jeter ce matériel ainsi que tout autre matériel électrique ou électronique par les moyens de collecte indiqués par le gouvernement et les pouvoirs publics des collectivités territoriales. L'élimination et le recyclage en bonne et due forme ont pour but de lutter contre l'impact néfaste potentiel de ce type de produits sur l'environnement et la santé publique. Pour plus d'informations sur le mode d'élimination de votre ancien équipement, veuillez prendre contact avec les pouvoirs publics locaux, le service de traitement des déchets, ou l'endroit où vous avez acheté le produit.

Italiano

La direttiva europea 2002/96/EC richiede che le apparecchiature contrassegnate con questo simbolo sul prodotto e/o sull'imballaggio non siano smaltite insieme ai rifiuti urbani non differenziati. Il simbolo indica che questo prodotto non deve essere smaltito insieme ai normali rifiuti domestici. È responsabilità del proprietario smaltire sia questi prodotti sia le altre apparecchiature elettriche ed elettroniche mediante le specifiche strutture di raccolta indicate dal governo o dagli enti pubblici locali. Il corretto smaltimento ed il riciclaggio aiuteranno a prevenire conseguenze potenzialmente negative per l'ambiente e per la salute dell'essere umano. Per ricevere informazioni più dettagliate circa lo smaltimento delle vecchie apparecchiature in Vostro possesso, Vi invitiamo a contattare gli enti pubblici di competenza, il servizio di smaltimento rifiuti o il negozio nel quale avete acquistato il prodotto.

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Česky [Czech]	UBIQUITI NETWORKS tímto prohlašuje, že toto UBIQUITI NETWORKS zařízení, je ve shod se základními požadavky a dalšími příslušnými ustanoveními směrnice 1999/5/ES.
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English	Hereby, UBIQUITI NETWORKS, declares that this UBIQUITI NETWORKS device, is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.
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