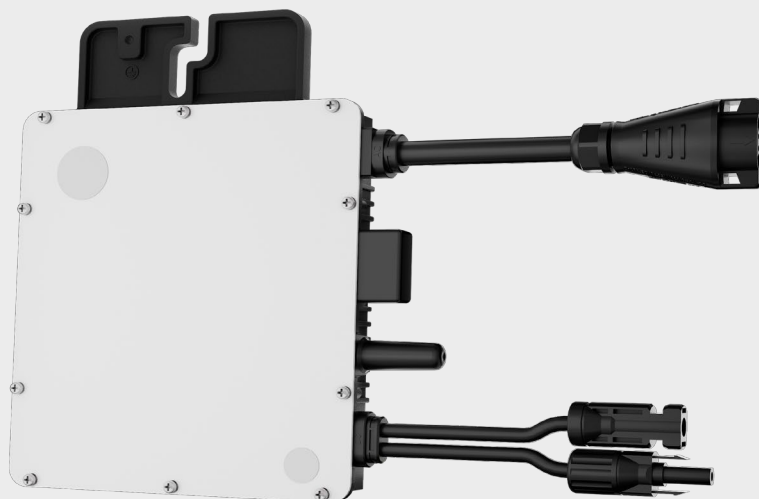




HiFlow Pro LV series Microinverter

USER MANUAL

HMS-360-1WM-LV
HMS-391-1WM-LV
HMS-420-1WM-LV
HMS-450-1WM-LV
HMS-500-1WM-LV

Legal Notice

Hoymiles has made every effort to ensure the accuracy and completeness of this manual. However, this manual may be changed and revised due to product enhancements or user feedback.

Hoymiles reserves the right to modify this manual without prior notice at any given time. The latest version of this manual can be found by visiting the Hoymiles official website (www.hoymiles.com) or scanning the QR Code below.



Emission Compliance

This equipment has been tested and found to comply with the limits applied by the local regulations. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, you are encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

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

Warranty

Follow the installation instructions in this manual to ensure warranty compliance and reliability. The current warranty conditions can be accessed at www.hoymiles.com.

Contact Us

If you have technical queries or any questions concerning our products, please contact our support through the Hoymiles service portal:



USA

service.us@hoymiles.com

Canada

service.ca@hoymiles.com



+1205.395.5515



hoymiles.com



No. 408, Xiju Road, Kangqiao Subdistrict, Gongshu District, Hangzhou, Zhejiang Province, China

Using This Manual

Symbols

•	List (first level)
-	List (second level)
Step 1, Step 2, ...	Installation steps in a defined order (first level)
A), B), C) ...	Installation steps in a defined order (second level)

Abbreviations

Abbreviation	Meaning	Abbreviation	Meaning
AC	Alternating Current	PE	Protective Earthing
DC	Direct Current	PPE	Personal Protective Equipment
DTU	Data Transfer Unit	PV	Photovoltaic
MPPT	Maximum Power Point Tracking	SN	Serial Number
O&M	Operations and Maintenance		

** Unless otherwise stated, the devices mentioned in this manual are referred to using the abbreviations defined above.*

Revision History

Version	Date	Page	Description
REV1.1	20260716	-	-
REV1.2	20260818	30	Updated the technical specifications.

Contents

1	About This Manual	1
1.1	Purpose.....	1
1.2	Audience.....	1
1.3	Validity.....	1
2	Safety Instructions.....	2
2.1	Safety Symbols	2
2.2	Additional Symbols	2
2.3	Safety Instructions	3
3	Product Information.....	5
3.1	Overview.....	5
3.2	Appearance and Dimensions	7
4	Installation.....	9
4.1	Preparation.....	9
4.2	Installation Steps.....	10
5	Setting Up and Activating Monitoring.....	12
5.1	Downloading the Application	12
5.2	Connecting to the Device.....	12
5.2.1	Remote Connection	12
5.2.2	Direct Connection	15
5.3	Setting the System.....	17
5.3.1	System Homepage Overview.....	17
5.3.2	Managing Your System.....	18
5.4	Setting the Device	18
5.4.1	Managing under Remote Connection.....	18
5.4.2	Managing under Direct Connection.....	20
5.4.3	Setting Bluetooth Password	21
5.4.4	Upgrading Device Firmware.....	22
5.4.5	Turning On/Turning Off/Restarting/Restoring the Device.....	22
5.4.6	Removing/Unbinding the Device.....	23
6	Troubleshooting.....	24
6.1	Troubleshooting List.....	24
6.2	LED Indicator Status.....	26
6.3	Bluetooth PIN Code Troubleshooting	26
6.4	On-Site Inspection and Maintenance Instructions	27
7	Decommission.....	28
7.1	Removing the Microinverter.....	28
7.2	Replacing the Microinverter	28
7.3	Storing and Transporting the Microinverter	29
7.4	Disposing of the Microinverter	29
8	Technical Data.....	30
9	Appendix: Regulatory Compliance Statement.....	31

1 About This Manual

1.1 Purpose

This manual provides information on the installation, electrical connections, operation, and maintenance of the HiFlow Pro LV series microinverters.

Please consider the following before installation:

- Carefully read this manual before operation.
- Keep this manual for reference.

1.2 Audience

This manual is intended for use by qualified persons only. Qualified persons must have the following skills:

- Understanding of microinverter operations and related functionalities.
- Knowledge of microinverter installation, use, and maintenance.
- Competence in handling risks occurring in microinverter installation, use, and maintenance.
- Familiarity with local electrical codes and regulations.

1.3 Validity

This manual is valid for:

Model	Output Power (VA)
HMS-360-1WM-LV	360
HMS-391-1WM-LV	391
HMS-420-1WM-LV	420
HMS-450-1WM-LV	450
HMS-500-1WM-LV	500

NOTE

Model identifier:

HMS-391-1WM-LV

A B C D E

- [A]: Series Name (Hoymiles Single-phase Microinverter)
- [B]: Output Power Level (391 VA)
- [C]: Number of Inputs
- [D]: Features (built-in Wi-Fi and Bluetooth module)
- [E]: Low-Voltage

2 Safety Instructions

2.1 Safety Symbols

Safety symbols are used in this manual as follows:

Symbol	Description
 DANGER	This symbol indicates potential risks that, if not avoided, may lead to death or serious physical injury.
 WARNING	This symbol indicates potential risks that, if not avoided, may lead to personal injury or device damage.
 CAUTION	This symbol indicates potential risks that, if not avoided, may lead to device malfunctions or financial losses.
 NOTICE	This symbol indicates potential risks that, if not avoided, may lead to minor injury or damage to the equipment.
 NOTE	This symbol indicates an important step or tip that leads to the best results but is not safety or damage-related.

2.2 Additional Symbols

The product label contains the following symbols with their meanings described below:

Icon	Explanation
	Treatment Electrical equipment that has reached the end of life must be collected separately and returned to an approved recycling facility to comply with the European Directive 2002/96/EC on Waste Electrical and Electronic Equipment and its implementation as national law. Return any devices you no longer need to an authorized dealer or an approved collection and recycling facility.
	Electrical hazard Live parts! Do not touch them until the whole system is voltage-zero and current-zero after disconnection from the power sources.
	High Voltage Microinverters may contain high voltages, causing a risk of death.
	Hot Surface The microinverter may become hot during operation. Do not touch metal surfaces.
	FCC mark The microinverter complies with the FCC standard.
	Read the manual first Read this manual carefully before performing any installation, operation, or maintenance.

2.3 Safety Instructions

The HiFlow Pro LV series microinverters have been designed and tested in compliance with international safety standards and UL 3700 certifications and thus require careful installation and operation. Installers must carefully read and strictly follow the safety instructions in this section. Failure to do so may result in:

- Injury or death to the installer or operator
- Damage to the microinverter

DANGER

General

- All installation, start-up, troubleshooting, maintenance, and all other operations must be performed by qualified persons and follow national codes and local wiring regulations.
- Always use personal protective equipment (PPE), like gloves and goggles, during installation.
- The microinverter should only be used when all technical parameters are observed and applied correctly. (You can refer to [8 Technical Data](#) for more details.) Improper use of the microinverter will void the warranty.
- This product may expose you to chemicals including lead, which is known to the State of California to cause cancer and birth defects or other reproductive harm. For more information, visit www.P65Warnings.ca.gov.

Installation

- Do not use microinverters in a manner not specified by the manufacturer.
- Do not install the equipment in flammable, explosive, corrosive, extreme heat/cold, or humid environments.
- Each microinverter input should only be connected to the PV module. Do not connect batteries or other power supply sources. These unsupported devices have different output characteristics that differ from standard PV modules, potentially damaging the microinverters and posing safety hazards.
- Do not use the equipment in environments where safety devices are not working properly.
- Do not use the equipment if any unusual operations are detected.
- Check and ensure that all AC and DC wiring is correctly installed and free from any tangles, shorts, or damage.
- Hoymiles shall not be liable for any damages caused by incorrect or improper operations.
- Ensure that none of the DC conductors or DC connectors are exposed.

Maintenance

- Do not attempt to repair the product as it contains no user-serviceable parts. If it malfunctions, contact Hoymiles Support to obtain a return merchandise authorization number and start the replacement process. Tampering with or opening the microinverter will void the warranty.
- Use only accessories, connectors, cables, and replacement parts supplied by Hoymiles or Hoymiles-authorized manufacturers. Using unauthorized parts may result in product malfunction, fire, electrical hazard, or voiding of the warranty.
- Always de-energize the whole system before any maintenance. Do not disconnect the AC and DC connectors under load.
- Maintain extreme caution even if the microinverter is disconnected from the grid. Hazardous voltages may still be present in some components.
- Do not insert your hands or fingers into the microinverter at any time.

WARNING

General

- Disconnect the microinverter from all power supplies before making or modifying any device connections.
- Only authorized maintenance personnel from Hoymiles can install or replace this product.

⚠ WARNING

- Keep children away from the solar system. Do not allow them to stand on, lean against, or play near the equipment.

Installation

- Make sure to obtain all necessary approvals from electrical network operators before connecting the microinverter to the power grid or energizing the AC circuits.
- Install the microinverter beneath the PV module. Avoid exposing the AC and DC connectors to rain or moisture before the connectors are engaged to protect them from rain, UV, and adverse weather conditions.
- Use the [Hoymiles Compatibility Calculator](#) to verify the electrical compatibility of PV modules with microinverters. To maintain the Hoymiles warranty, only use Hoymiles microinverters with the compatible PV modules shown on the Hoymiles Compatibility Calculator.
- Make sure that the PV module's maximum open-circuit voltage falls within the maximum DC input voltage of the microinverter. (You can refer to [8 Technical Data](#) for more details.)
- Improper use, incorrect installation, or unauthorized removal of necessary protections may result in damage to the equipment or serious safety and electric shock hazards.
- Microinverter surfaces can reach high temperatures during operation and within a short time after powering off the whole system. Avoid direct contact with these surfaces.
- This product contains accessible metal parts that must be grounded. If it should malfunction or break down, grounding provides a path of least resistance for electric current to reduce the risk of electric shock. This product is equipped with a cord having an equipment grounding conductor and a PIPV power cord with a ground connection. The grounded PIPV plug must be plugged into a PIPV receptacle that is properly installed and grounded in accordance with these instructions and all local codes and ordinances.
- Do not expose the cables or cable connectors to continuous immersion.
- Do not expose the solar system or its cables to direct sunlight for extended periods.
- Prevent any contaminants or debris from entering the connector.

Maintenance

- Equipment maintenance should only be performed by the Hoymiles Service Team, a repair team authorized by Hoymiles, or by authorized personnel familiar with all warnings and operating procedures contained in this manual.
- The surface of the microinverter may become hot during operation or shortly after power-off. To reduce the risk of burns, use caution when working with the microinverter.

⚠ CAUTION**Installation**

- Before installation, inspect for transportation damages compromising insulation integrity and safety clearances.
- Do not remove or cover any warning labels or nameplates on the microinverter.
- Lift the microinverter carefully. Take the weight of the microinverter into account.
- Follow the wiring safety instructions to ensure proper polarity and secure connections.
- Inspect the microinverter system for functionality and performance after installation. Double-check the electrical connections, communication status, and monitoring features.

Maintenance

- The microinverter packaging has been intentionally designed to be reusable. Retain the packaging for future use.
- Do not clean the equipment with filamentary or corrosive material-based rags to prevent corrosion and electrostatic charges.

3 Product Information

3.1 Overview

Functions

Microinverters are module-level power electronics that convert direct current (DC) into alternating current (AC). Hoymiles microinverters use a sophisticated maximum power point tracking (MPPT) algorithm to optimize the performance of each PV module. This ensures that even if one PV module underperforms, it will not drag down the overall performance of the other PV modules in the row.

The HiFlow Pro LV series microinverter is a single-phase device with built-in Wi-Fi and Bluetooth modules. It connects to the S-Miles Home without needing a DTU (Data Transmission Unit).

Features

- Flexible output options with power ratings up to 360/391/420/450/500 VA
- Advanced MPPT algorithm supports multiple PV orientations
- Plug-and-play design allows for fast and easy installation, reducing labor costs and installation time
- Built-in Wi-Fi & Bluetooth module enables remote and local commissioning for different installation scenarios
- Works with the S-Miles Home app to customize your smart home solar system
- Meets ETSI EN 303 645 cybersecurity standards for enhanced privacy protection
- Integrated rapid shutdown and isolated transformer improve system safety and eliminate the risk of arc faults

Applications

The HiFlow Pro LV 1-in-1 series microinverter is designed for small residential solar installations, including balcony solar systems and DIY solar setups. Its flexible and convenient installation makes it suitable for various locations such as balconies, gardens, and front lawns.

Depending on your power needs and available space, the system supports two configurations:

- Single Microinverter System: One microinverter connected to one PV module.
- Multi-Microinverter System: Multiple microinverters, each supporting one PV module.

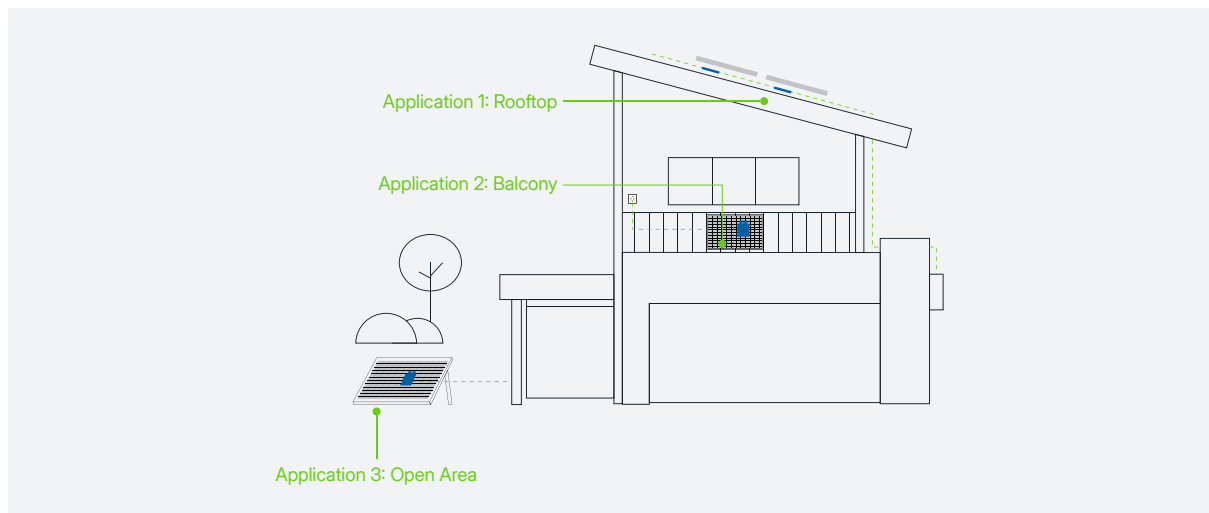


Figure 1-1 HiFlow Pro LV 1-in-1 Series Microinverter System Applications

⚠ CAUTION

Given the complexity of balcony installations, ensure that your installation adheres to the required environmental and safety standards. Seek professional advice if necessary.

How the Hoymiles Microinverters System Works

In a typical microinverter system, a few parts team up to turn sunlight into power you can use.

- **PV modules**

The PV modules capture sunlight and convert it into DC electricity.

- **Microinverters**

Microinverters are small inverters installed directly on PV modules or nearby. They convert DC electricity from the PV modules into AC electricity, which can power homes or be fed back into the grid.

- **S-Miles Home**

The S-Miles Home is a comprehensive monitoring and analysis platform. It watches over the microinverter system from afar, providing real-time insights into the whole system's performance and enabling you to keep track of your microinverter system's status. The S-Miles Home also enables remote monitoring, module-level monitoring, as well as efficient operations and maintenance (O&M).

What's New in the HiFlow Pro LV 1-in-1 Series Microinverter

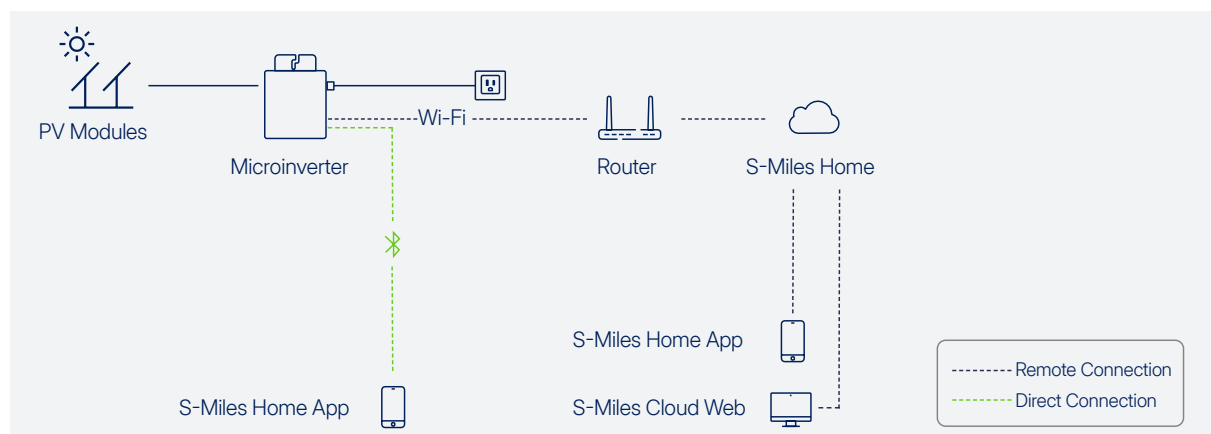
The HiFlow Pro LV 1-in-1 Series Microinverter introduces two ways to track, manage, and optimize your solar system:

Remote Connection

In this mode, one or multiple microinverters communicate with the S-Miles Home via Wi-Fi. Once connected, you can monitor all your microinverters from anywhere by logging into your Hoymiles account. This option is ideal if you want remote visibility and access to your power system data on the go.

Direct Connection

This method allows you to monitor the microinverter without signing up or setting up an online account. Using the S-Miles Home app, you can connect directly to the microinverter via its built-in Bluetooth. This provides real-time data access and local control without internet dependency.

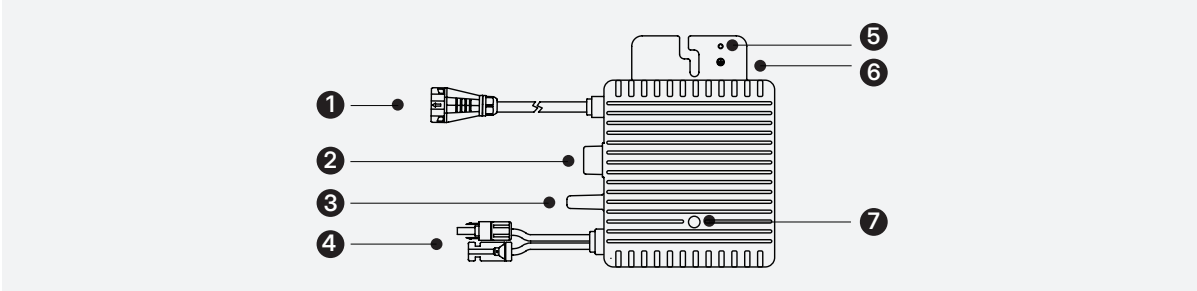


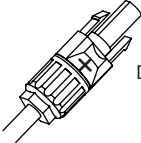
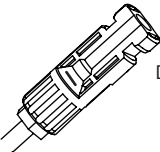
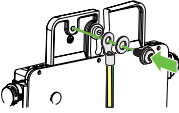
3.2 Appearance and Dimensions

NOTE

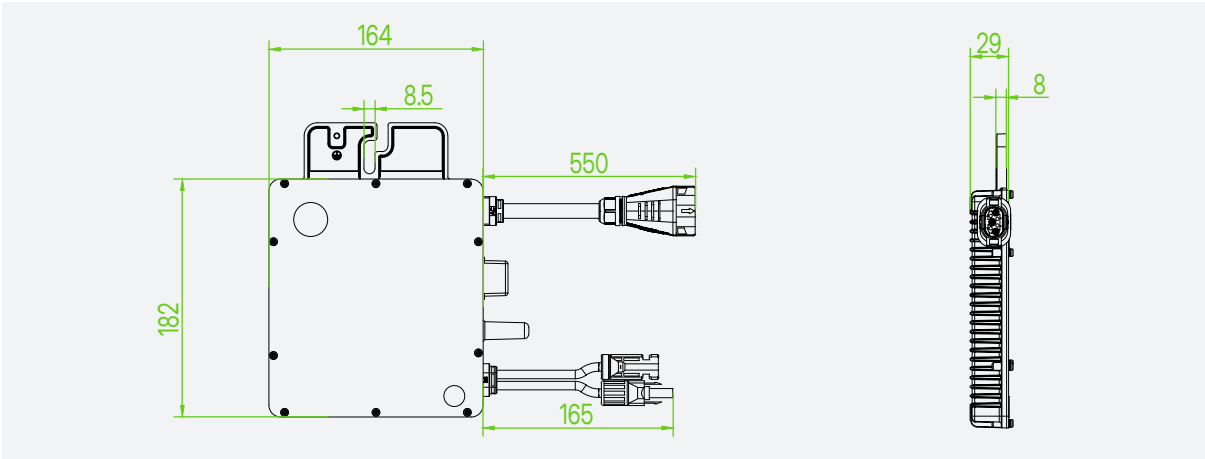
- The appearance and dimensions shown here are for reference only. The actual product you receive may differ.
- The input or output leads or AC output paralleling cable assembly or trunk cable supplied with this device has fine stranded, flexible conductors and if unterminated or if any factory-installed connectors have been removed, shall only be terminated using connections that have been rated for use with such conductors.

Appearance

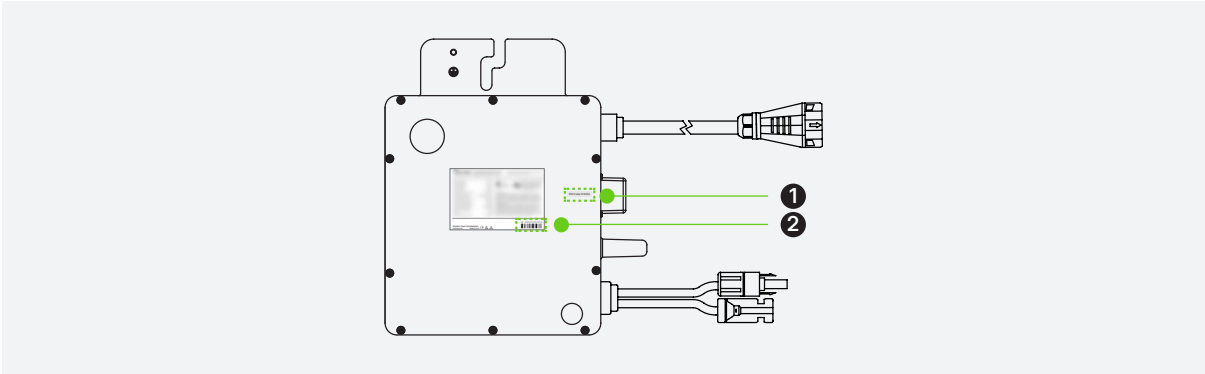


No.	Name
1	AC Connector (connects to the Flex-S3 Plug and Play Cable-TPB)
2	Built-in Bluetooth Module
3	Wi-Fi Antenna
4	DC Connectors (connect to PV modules)  DC Connector (Male)  DC Connector (Female)
5	Grounding Point (supports a 14 AWG ground cable) <i>The AC cables already include earth wires for direct grounding. If external grounding is required at your installation site, you can connect the ground cable.</i> 
6	Bracket (used to secure the microinverter)
7	LED Indicator

Dimensions (mm)



Nameplate



No.	Label	Meaning	When you need it?
1	PIN Code: 123456	PIN Code Label	When you connect to the microinverter via Bluetooth, you may be asked to enter this PIN.
2	S/N: 1610XXXXXXXXXX 	Serial Number (SN) Label	The SN is part of the microinverter's Bluetooth name, which helps you identify the microinverter when connecting. It is also used to find and manage the microinverter on the monitoring platform.

4 Installation

4.1 Preparation

Unpacking the Box

The microinverter has been thoroughly tested and was subject to a strict inspection before delivery. However, damage may still occur during shipping.

Conduct a detailed inspection after unpacking the microinverter:

- Check for any external damage. If you notice any cracks or deformation on the product surface, contact your distributor, dealer, or our technical support team.
- Check and confirm that all items have been included.

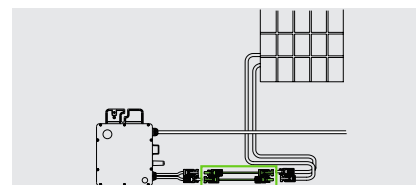
Packing List		
Item	Quantity	Remarks
Microinverter	1	Immediately contact your supplier or distributor upon noticing any damaged or missing parts.
Flex-S3 Plug and Play Cable-TPB	1	
Star Tool	1	
Installation Guide	1	

Selecting Installation Site

- To avoid communication interference, the installation site should be free of metal obstacles or large obstructions.
- The installation site should not have any corrosive, flammable, or explosive material.
- The Installation site's environmental conditions should meet the microinverter requirements specified in [8 Technical Data](#), including protection level, temperature, humidity, altitude, and more.
- The installation site should be inaccessible to children or pets.
- The installation site should provide a minimum clearance of 2 cm around the microinverter enclosure to ensure proper ventilation and heat dissipation.

Measuring the Distance

Measure the distance between the PV modules and the microinverters. Each microinverter has 165 mm DC cables. If the combined length of the microinverter's DC cables and the PV module's cable is not enough to cover the distance, you will need additional DC extension cables. You can purchase extension cables from your distributor/dealer.



Checking the Tools

Installation tools include, but are not limited to the following recommended ones. If necessary, use other auxiliary tools on site.

Item	Quantity	Function	Source
M8 Screws	As needed	Securing the microinverter	Not Include
Electric Screwdriver (2 to 9 N·m)	1	Tightening screws	
Cable Ties	As needed	Secure the whole system to prevent it from falling.	
Steel Tape	1	Measuring distance	
Marker	1	Marking installation site	

4.2 Installation Steps

A balcony solar system is used as an example of a single microinverter setup.

You can visit our [YouTube channel](#) or scan the QR code to watch the tutorial videos.



⚠ DANGER

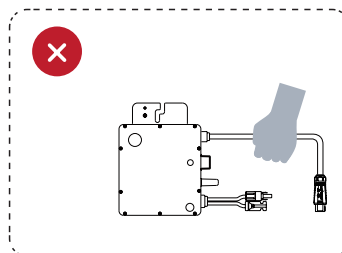
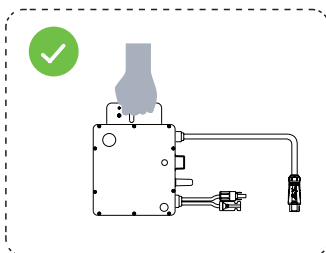
- Make sure there is no electrical connection before proceeding with the installation.
- During installation, secure the whole microinverter system to prevent it from falling.

⚠ WARNING

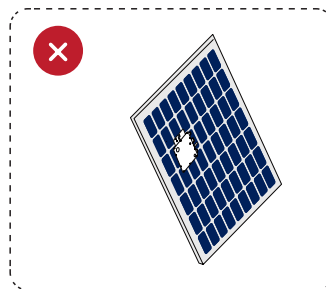
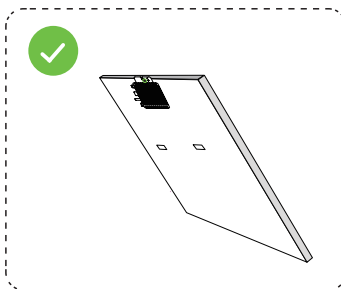
- Ensure that your installation adheres to the required environmental and safety standards. Seek professional advice if necessary.
- Check the balcony railing for stability, weight capacity, and a smooth, level surface for bracket attachment.

NOTICE

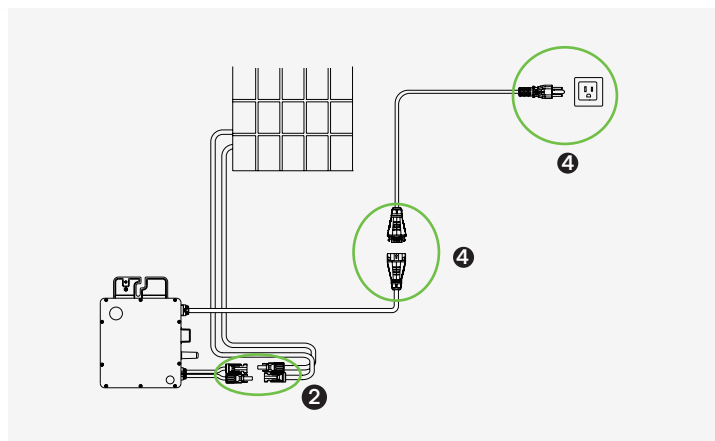
- Hold the microinverter by its bracket; do not hold its cables.



- Install the microinverter under the PV modules; do not install it on the PV modules.



Overview



Step 1 Attach the microinverter

- Follow the manufacturer's instructions to assemble the PV module mounting bracket.
- Attach the microinverter to the bracket.

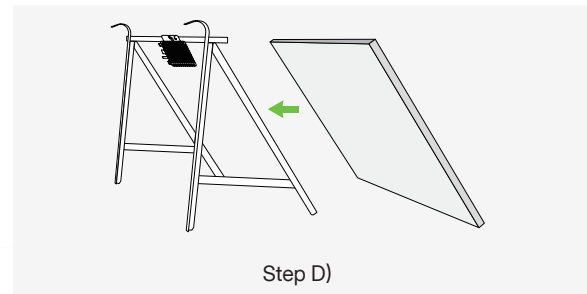
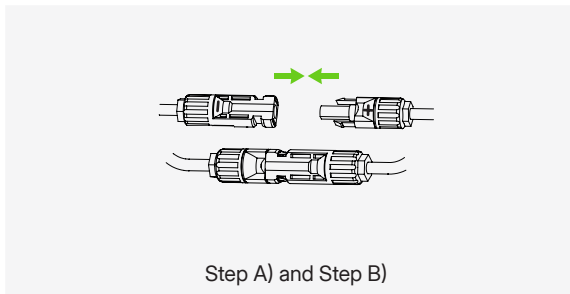
NOTE

For ventilation and heat dissipation, the silver side should face the PV module.

- Secure the microinverter to the bracket with M8 screws (torque: 9 N·m). Do not over-torque.

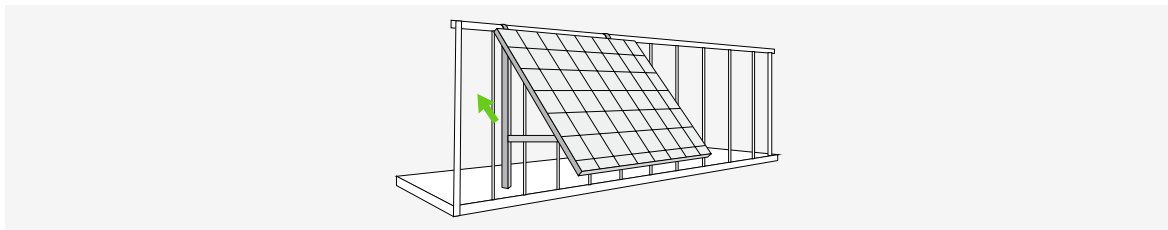
Step 2 Connect the PV modules

- Connect the microinverter's positive (female MC4 connector with a "-" sign) to the PV module's positive terminals (male MC4 connector).
- Connect the microinverter's negative (male MC4 connector with a "+" sign) to the PV module's negative terminals (female MC4 connector).
- Record the microinverter's SN.
- Mount the PV modules above the microinverters.



Step 3 Attach the bracket

- Follow the manufacturer's instructions to securely attach the bracket to the balcony railing.
- Verify the bracket is aligned correctly, level, and stable.
- Use cable ties to fasten the system to the railing.



Step 4 Power on the microinverter system

- Connect one end of the Flex-S3 Plug and Play Cable-TPB to the microinverter, and the other end to the socket.
- Wait five minutes for the system to start generating power.
- Check the LED status.
 - Flashing Green: System operating normally.
 - Solid Red or No LED: Fault. Refer to [6.2 LED Indicator Status](#) for troubleshooting.

WARNING

Improper connection of the equipment grounding conductor can result in a risk of electric shock. Before powering the system on, check with a qualified electrician if you are unsure whether the product is properly grounded. Do not modify the PIPV plug or receptacle provided with the product.

5 Setting Up and Activating Monitoring

NOTICE

Each microinverter has a unique Bluetooth name (HiFlow Pro + serial number) and a default pairing password: 123456. The pairing password is printed on a non-removable label next to the antenna on the silver cover of the microinverter. **For security, when you connect to the device for the first time, you will be prompted to change the default pairing password.**

NOTE

- The screenshots provided here are for reference only. The actual screens may vary.
- In the app, pairing password, PIN code, and Bluetooth password refer to the same thing.
- Ensure Bluetooth is enabled on your phone before operation.
- Refer to [S-Miles Home's User Manual](#) for more details.
On the S-Miles Home App, you can tap **Profile** > **Help Center** to find the user manual.

This section guides you through connecting to the S-Miles Home, setting up your power system, adding devices, and configuring system settings.

5.1 Downloading the Application

Download the S-Miles Home application. To download,

- Scan the QR code located on the right side, or
- Search for "S-Miles Home" on the App Store or Google Play Store

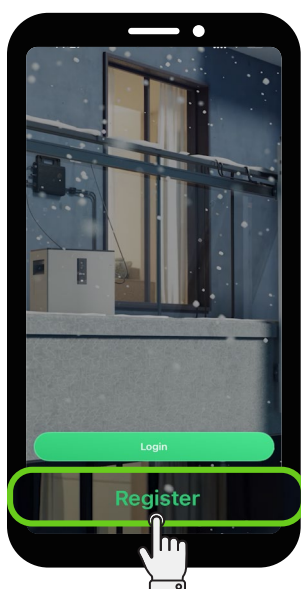


5.2 Connecting to the Device

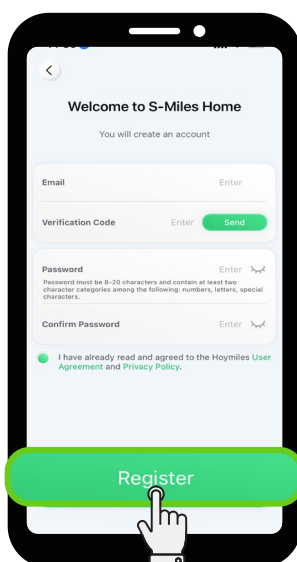
5.2.1 Remote Connection

Step 1. Register an account

- Open the app and tap **Register**.
- Fill out the registration form. Then tap **Register**.



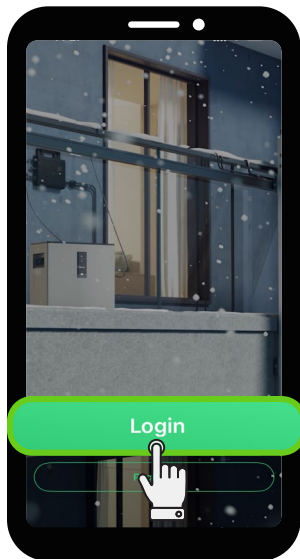
A)



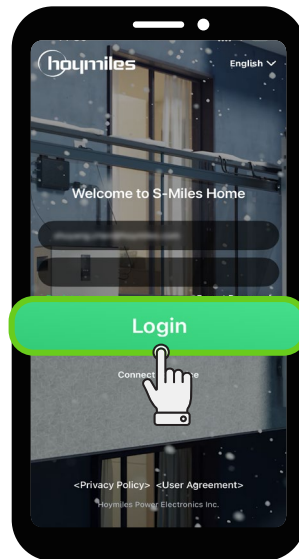
B)

Step 2 Log In

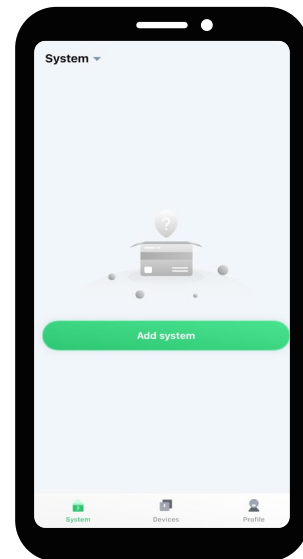
- A) Open the app and tap **Login**.
- B) Enter your account name and password, then tap **Login**.
- C) After logging in, you will be directed to the System by default.



A)



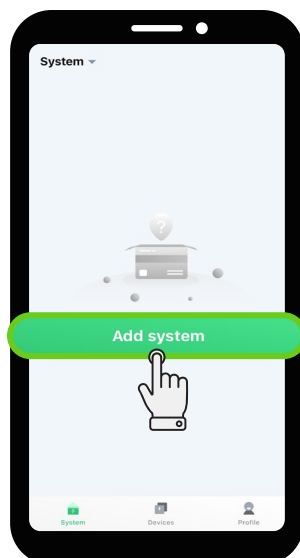
B)



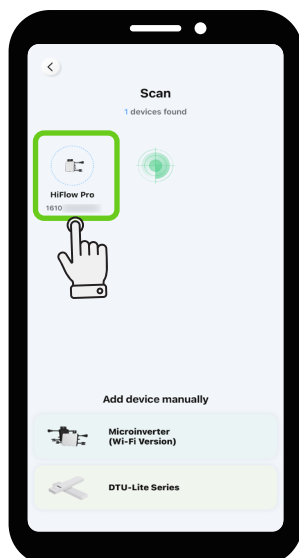
C)

Step 3 Create your system

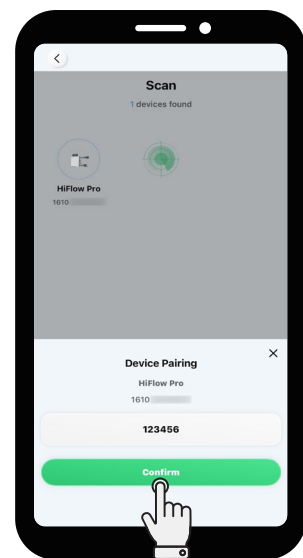
- A) On the System screen, tap **Add System**.
- B) Tap the microinverter icon.
- C) Enter the pairing password (default: 123456) and tap **Confirm**.



A)

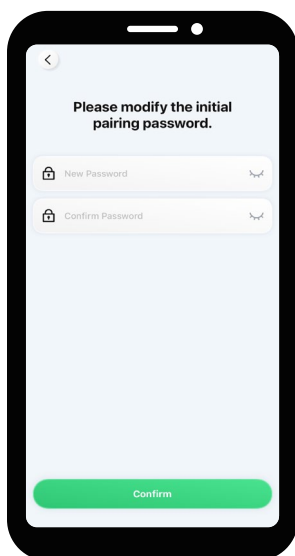


B)

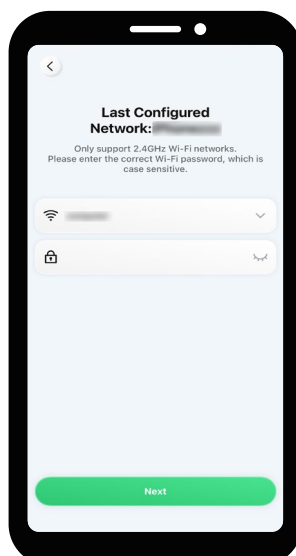


C)

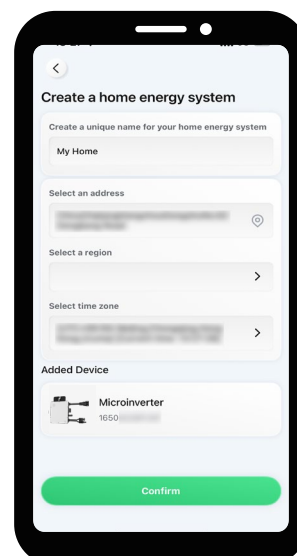
- D) Follow the on-screen instructions to set a new pairing password.
- E) Select or enter your router's Wi-Fi and enter the password.
- F) Fill in the system information form and tap **Confirm**.
- G) When prompted, you can choose to add more devices:
- Tap **Continue Adding** and repeat steps B to D to add more devices.
 - Tap **Finish** to complete setup and go to your system homepage.



D)



E)



F)

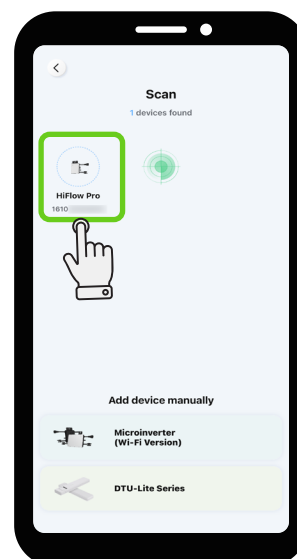
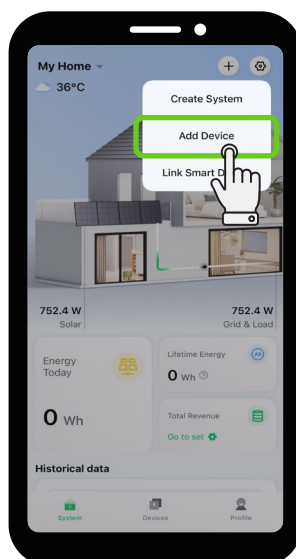
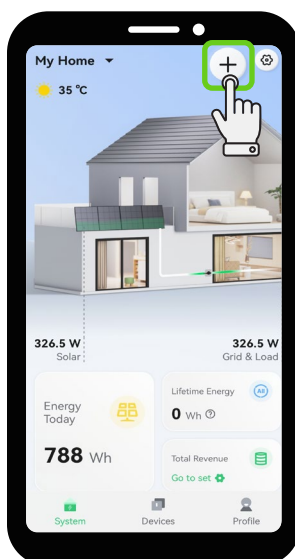
Step 4 Add other devices to your system

NOTE

- All devices in your system must be connected to the same local area network (LAN).
- Supported third-party devices: Shelly smart meters and Shelly smart sockets (version 1.0 or later).

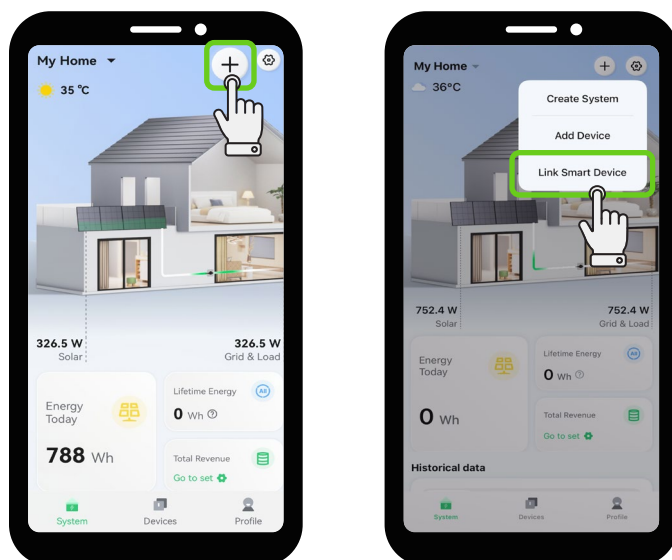
Adding Other Hoymiles Devices

Tap **System** > **+** > **Add Device**, and then follow the on-screen instructions.



Adding Third-Party Devices

Tap **System**  >  > **Link Smart Device**, and then follow the on-screen instructions.



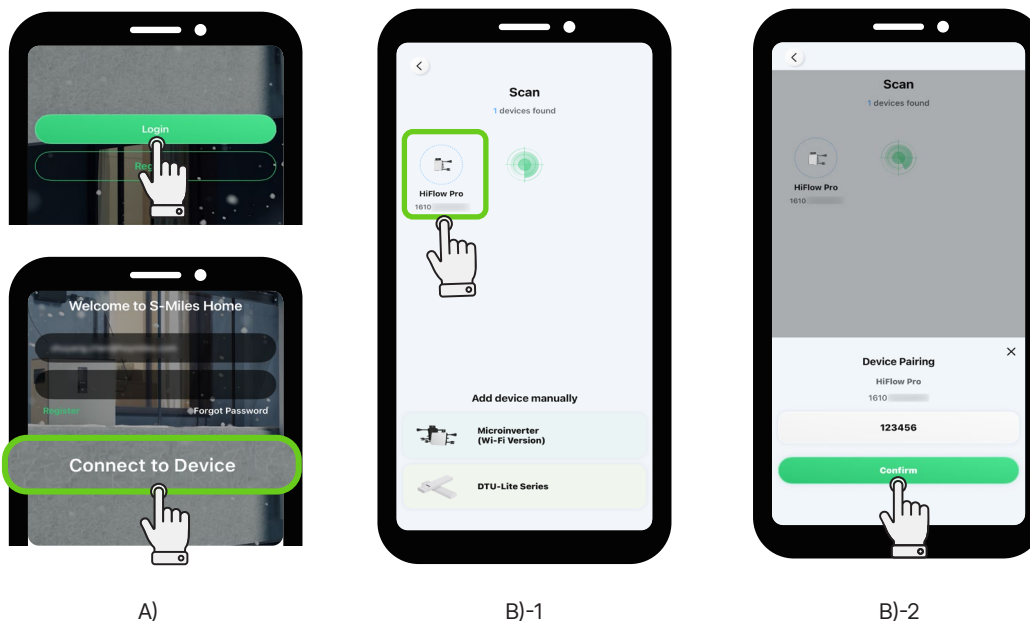
5.2.2 Direct Connection

NOTICE

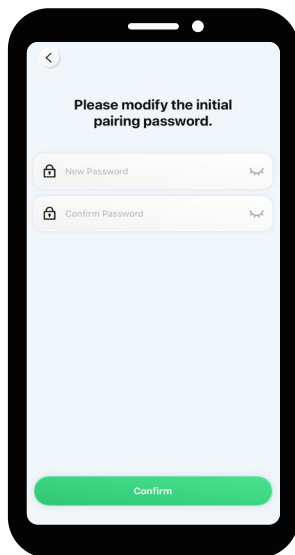
Place the device as close as possible to your phone or tablet. For best performance, keep the distance within 3 meters.

- **Not logged in:**

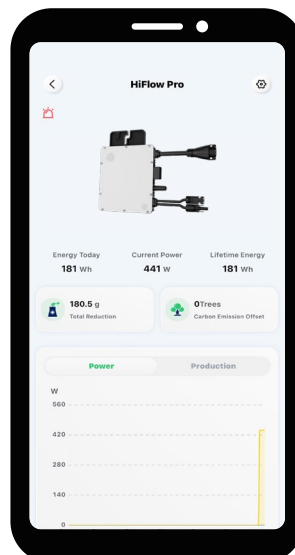
- Open the app and tap **Login** > **Connect to Device**.
- Tap the microinverter icon and enter the pairing password (default: 123456).



- Modify the pairing password as prompted.
- You will then be directed to the device homepage.



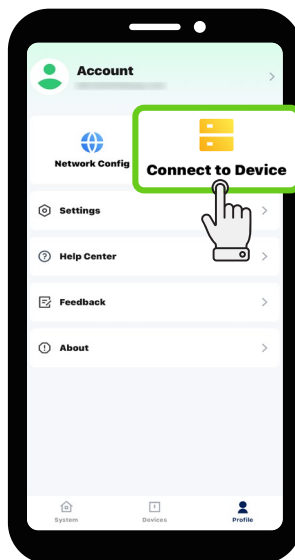
C)



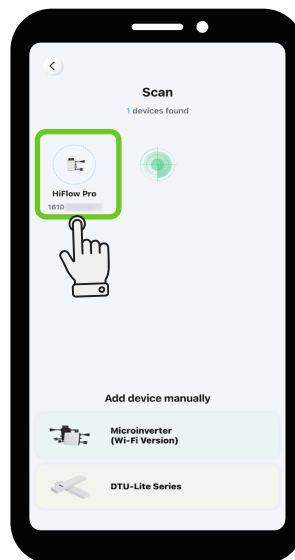
D)

• Logged in:

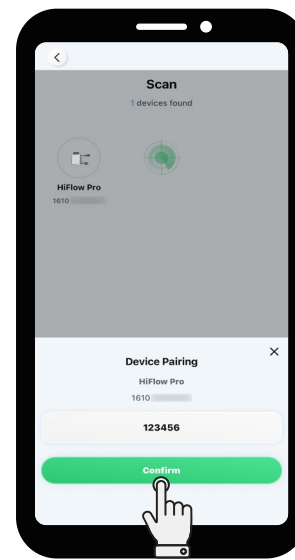
- Open the app and tap **Login**, then sign in with your account credentials.
- Tap Profile  > **Connect to Device**.
- Tap the microinverter icon and enter the pairing password (default: 123456).
- Modify the pairing password as prompted.
- You will then be directed to the device homepage.



B)



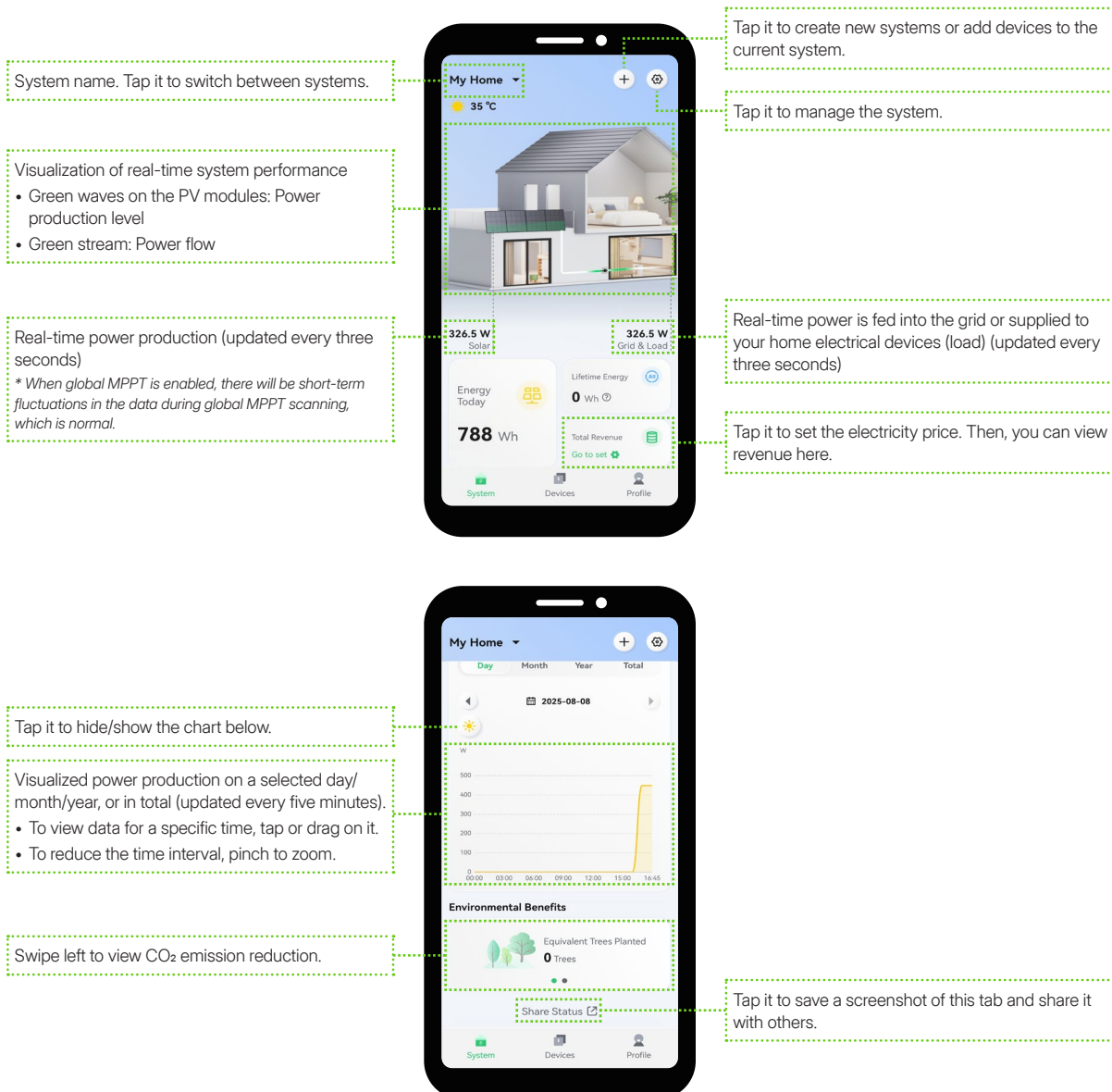
C)-1



C)-2

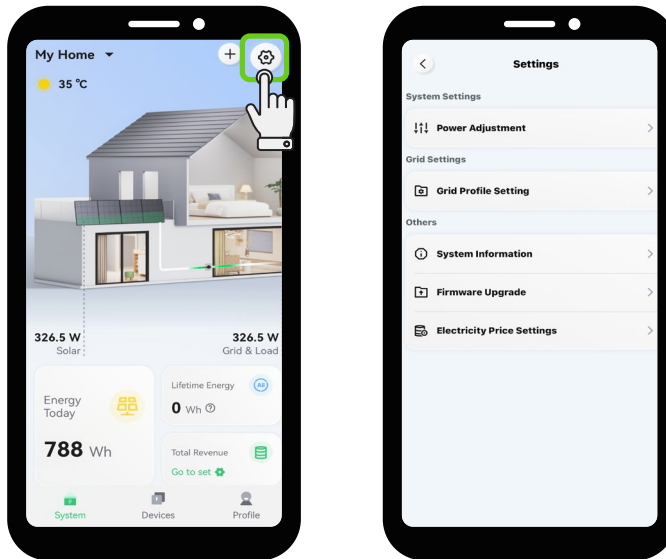
5.3 Setting the System

5.3.1 System Homepage Overview



5.3.2 Managing Your System

Tap  to enter the system settings screen.

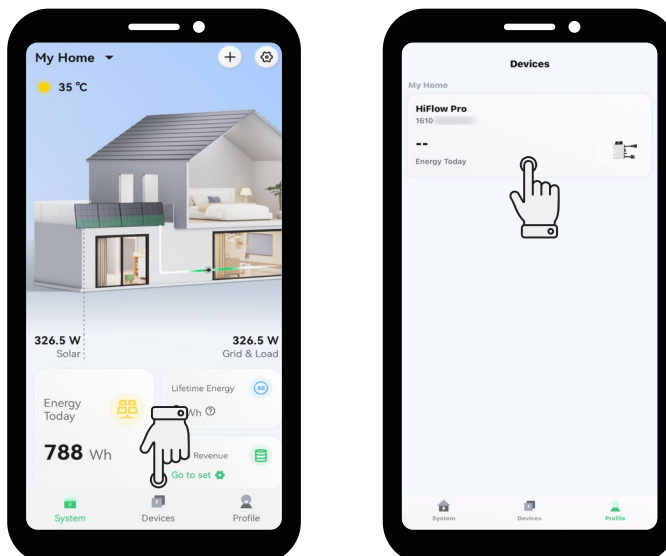


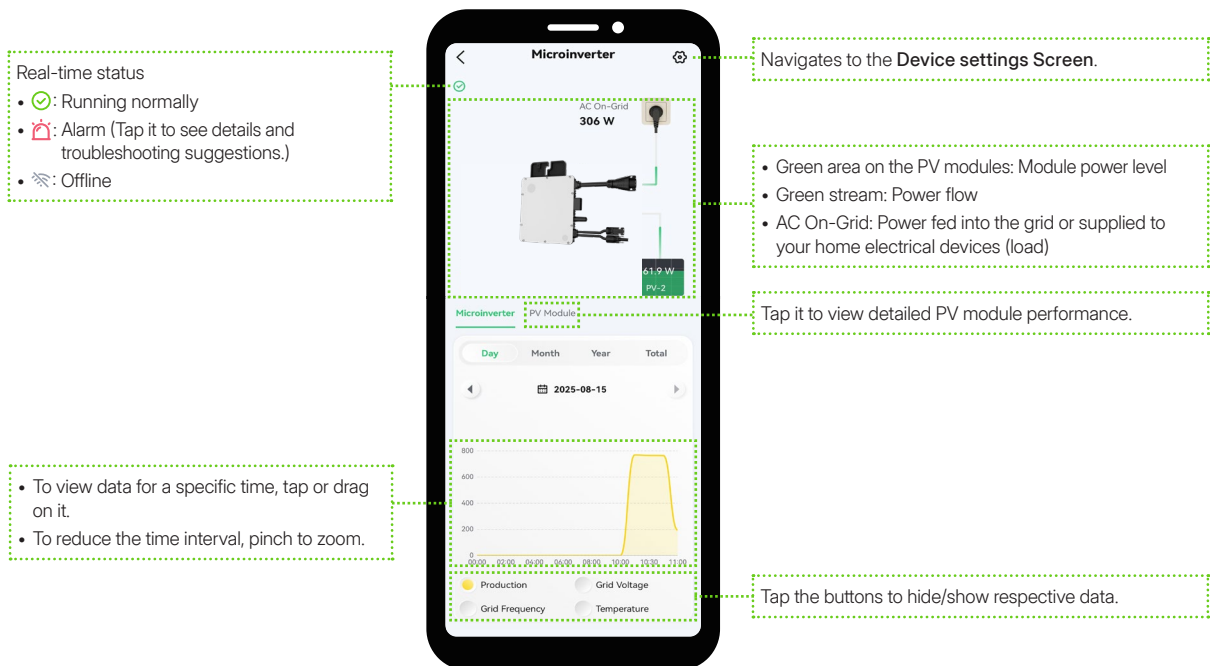
Item	Description
 Power Adjustment	Set the inverter's active output power limit by entering a percentage or dragging the slider. Use this to meet local regulations, prevent overload, or reduce grid export. The setting works even if there's no meter connected to the system.
 Grid Profile Setting	Update the device's grid profile to ensure the system uses the latest grid settings that meet local requirements.
 System Information	View or edit system name, region, etc.
 Firmware Upgrade	Update all devices in the system to the latest firmware version.
 Electricity Price Settings	Set the unit electricity price and currency. After completing this setting, you can view the system's power generation revenue on the system homepage.

5.4 Setting the Device

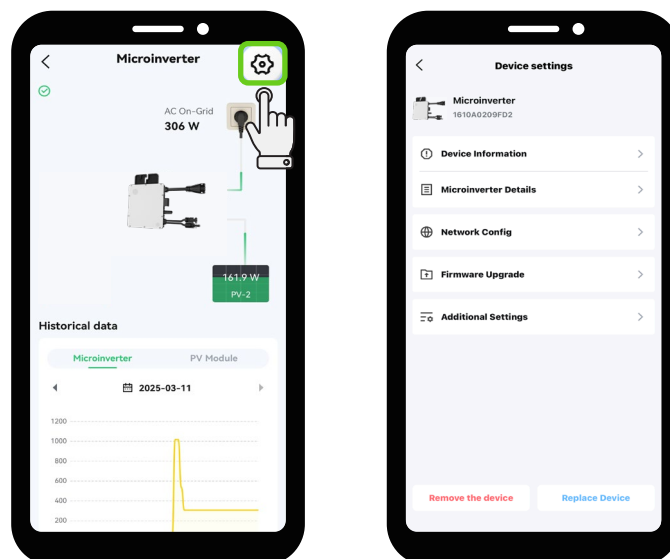
5.4.1 Managing under Remote Connection

Tap **Devices** , and tap the device picture to enter the overview screen.





Tap to enter the device settings screen.



Item	Description	
Device Information	You can view the hardware version, software version, etc.	
Microinverter Details	You can view production, grid voltage, grid frequency, temperature, etc.	
Network Config	If the device is offline, you can reconnect it to your home Wi-Fi or connect it to another Wi-Fi.	
Firmware Upgrade	You can update the device to the latest version.	
Additional Settings	You can turn on, turn off, restart, or restore the device.	

5.4.2 Managing under Direct Connection

Once connected, you will be directed to the overview screen.

Real-time status

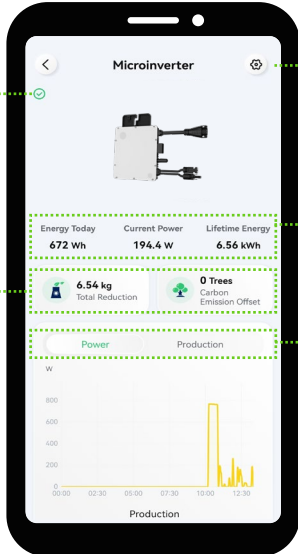
- : Running normally
- : Alarm (Tap it to see details and troubleshooting suggestions.)
- : Offline

View the total amount of carbon emissions reduced, and the corresponding number of trees that absorb carbon.

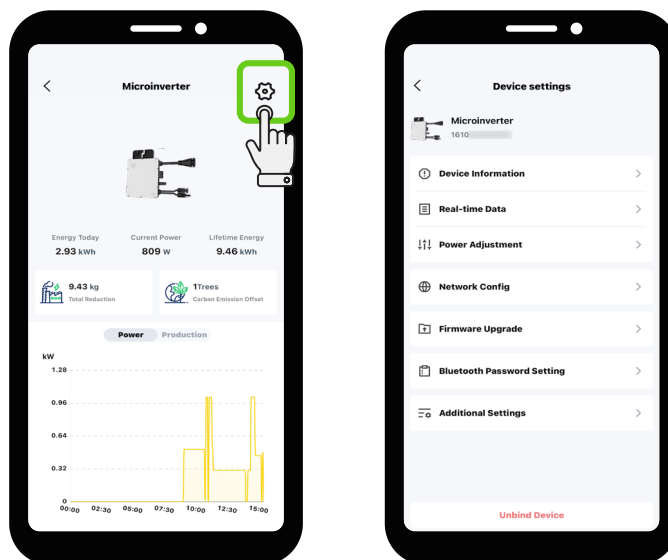
Navigates to the **Device settings** Screen.

- **Energy Today:** Total energy accumulated today
- **Current Power:** Real-time rate of converting DC to AC
- **Lifetime Energy:** Total energy accumulated since the device is powered on

Tap it to switch between Power and Production. View the power output and energy output data.



Tap to enter the device settings screen.



Item	Description
Device Information	You can view the hardware version, software version, etc.
Real-time Data	You can view PV voltage, grid voltage, etc.
Power Adjustment	You can enter the active output power in percentage to comply with local regulations, to prevent system overload, or to minimize grid export. This setting works even if there's no meter connected to the system.
Network Config	If the device is offline, you can reconnect it to your home Wi-Fi or connect it to another Wi-Fi.
Bluetooth Password Setting	You can edit the PIN code.
Firmware Upgrade	You can update the device to the latest version.
Additional Settings	You can turn on, turn off, restart, or restore the device.

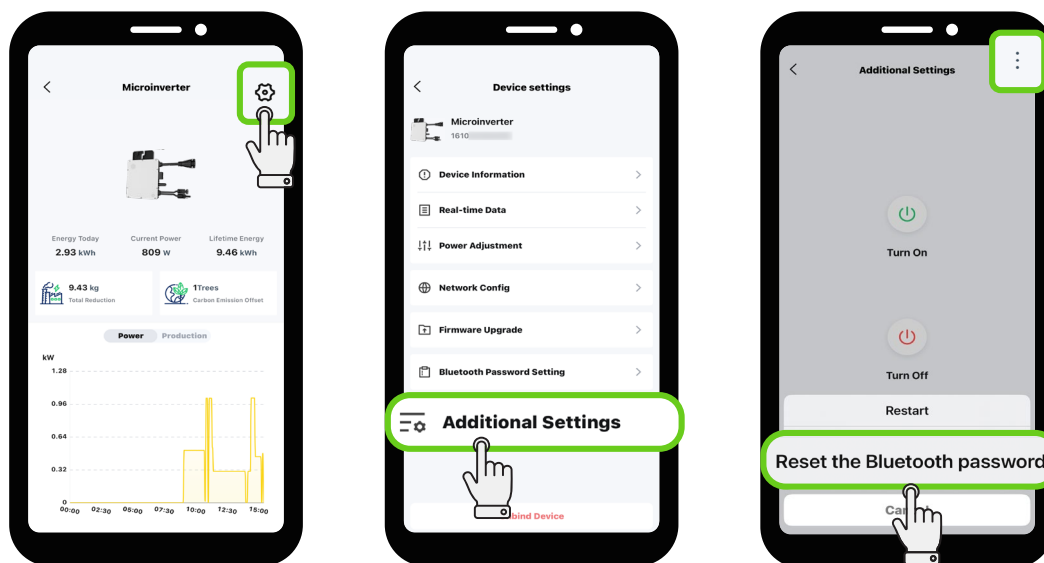
5.4.3 Setting Bluetooth Password

There are two ways to set the Bluetooth pairing password:

- **Using the inverter directly (without the app):** You can reset the Bluetooth password to the default value 123456 by plugging and unplugging the inverter's AC connector. For detailed steps, see [6.3 Bluetooth PIN Code Troubleshooting](#).
- **Using the app:** Under Remote Connection, you can only reset the pairing password to the default 123456. This option is useful if you forgot your current password. Under Direct Connection, you can set a new password as you like, but you must know the current password.

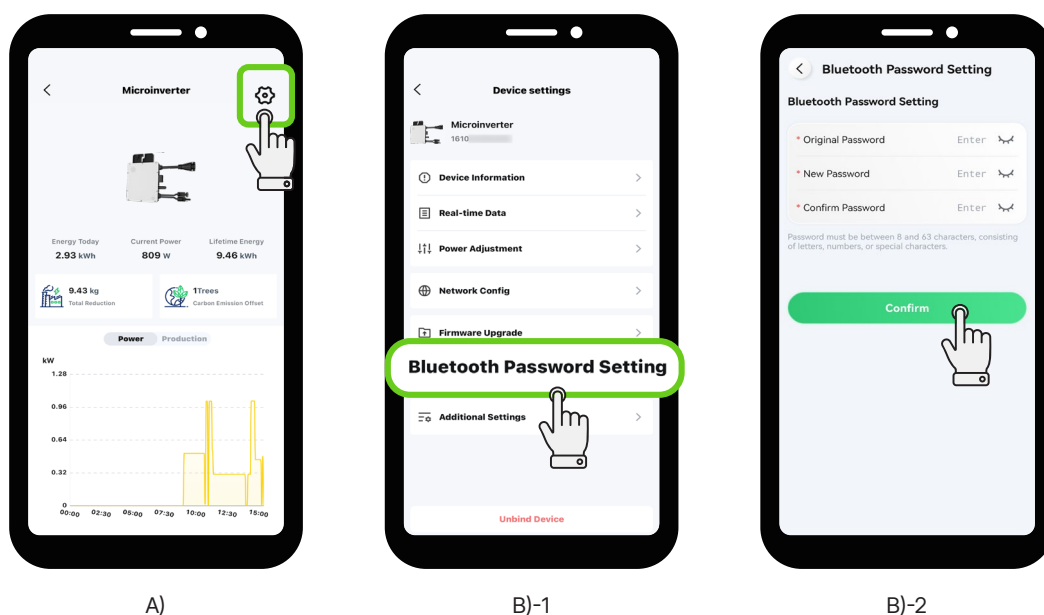
Reset to Default (123456)--Remote Connection

Tap > **Additional Settings** > > **Reset the Bluetooth password**.



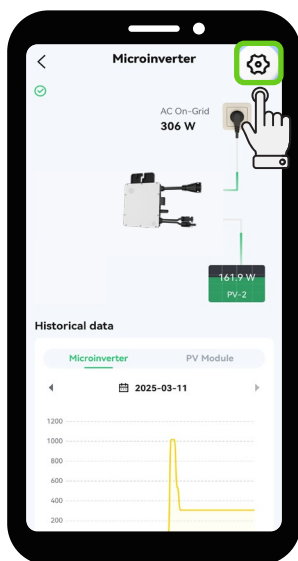
Set a New Bluetooth Password--Direct Connection

- On the device homepage, tap > **Bluetooth Password Setting**.
- Enter the original password and new password, and tap **Confirm**.

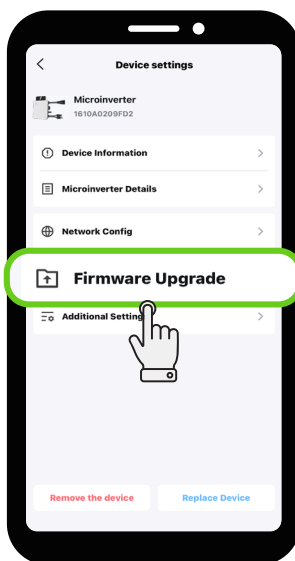


5.4.4 Upgrading Device Firmware

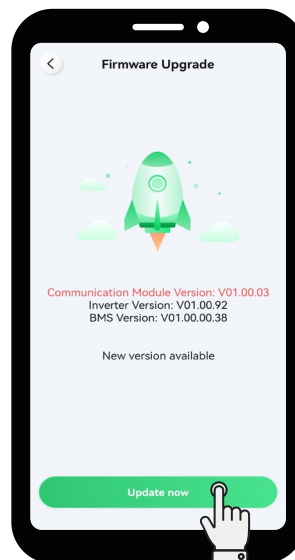
- Find the device that you want to edit.
- On the device overview screen, tap  >  **Firmware Upgrade**.
- Tap **Update Now**.



B)-1



B)-2



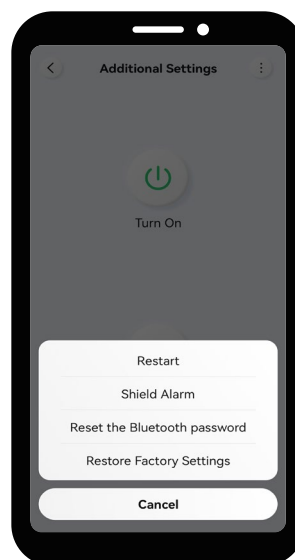
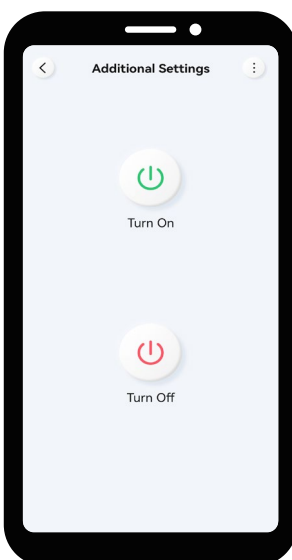
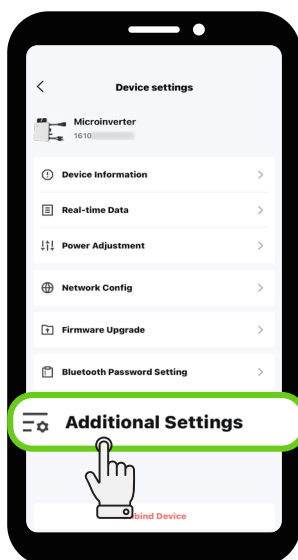
C)

5.4.5 Turning On/Turning Off/Restarting/Restoring the Device

Tap  >  **Additional Settings** > **Turn On** or **Turn Off** to control the device's power.

Tap  >  **Additional Settings** >  > **Restart** to reboot the device.

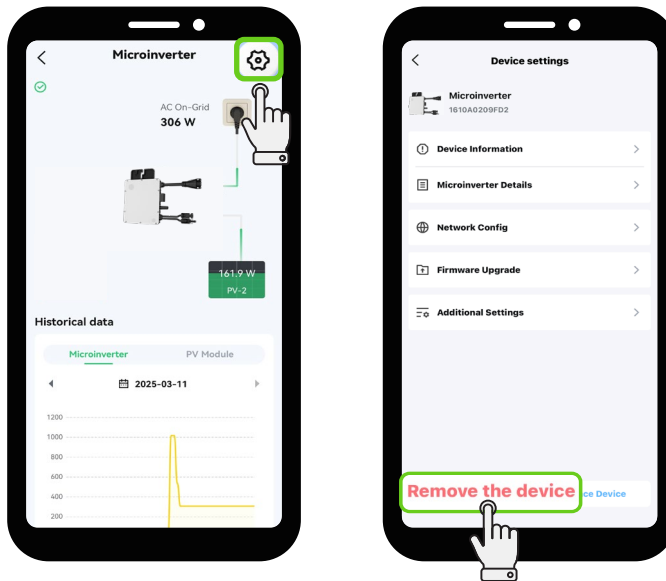
Tap  >  **Additional Settings** >  > **Restore Factory Settings** to reset the device to its original settings.



5.4.6 Removing/Unbinding the Device

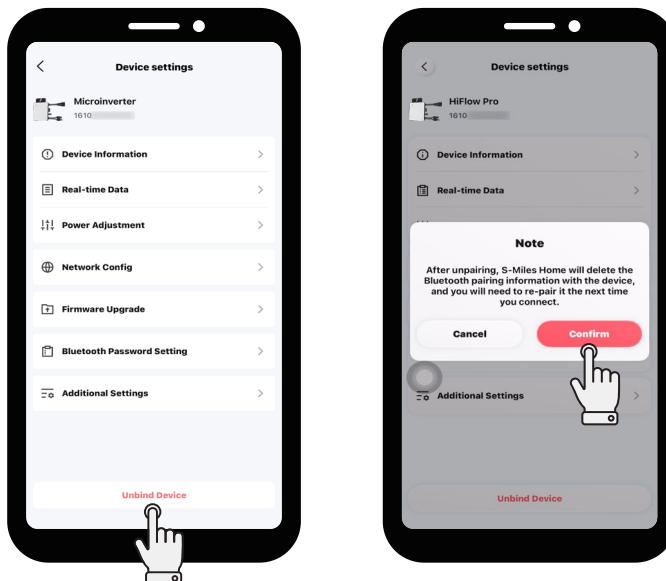
Removing the Device under Remote Connection

Tap  > **Remove the device** > **Confirm** to delete the device.



Unbinding the Device under Direct Connection

Tap  > **Unbind Device** > **Confirm** to delete the device.



6 Troubleshooting

6.1 Troubleshooting List

Code	Alarm range	Alarm status	Resolutions
121	CU	Over temperature protection	1. Ensure the microinverter installation site is properly ventilated and at a suitable ambient temperature. 2. Improve airflow and heat dissipation if necessary. 3. Please contact your dealer or Hoymiles technical support team if airflow and ambient temperature meet the requirements.
125	CU	Grid configuration parameter error	1. Ensure grid configuration parameters are correct and attempt the upgrade again. 2. Please contact your dealer or Hoymiles technical support team if the issue persists.
126	CU	Software error code 126	1. No further action is necessary if the alarm is accidentally triggered but the microinverter continues to function normally. 2. Please contact your dealer or Hoymiles technical support team if the alarm recurs frequently and does not reset.
127	CU	Firmware error	1. Check for the correct firmware and re-attempt the upgrade. 2. Check and ensure the DTU, Hoymiles monitoring system, and microinverter are all connected and communicating with each other. Retry if needed. 3. Please contact your dealer or Hoymiles technical support team if the issue persists.
128	CU	Hardware configuration error	1. No special action is required if the alarm is accidental and the microinverter continues to function correctly. 2. Please contact your dealer or Hoymiles technical support team if the alarm recurs frequently and does not reset.
129	CU	Abnormal bias	1. No further action is necessary if the alarm is accidentally triggered but the microinverter continues to function normally. 2. Please contact your dealer or Hoymiles technical support team if the alarm recurs frequently and does not reset.
130	CU	Offline	1. Please ensure the microinverter is functioning correctly. 2. Check the communication status between the DTU and Hoymiles monitoring system, or between the DTU and microinverter, and make the necessary improvements if the communication appears poor. 3. Please contact your dealer or Hoymiles technical support team if the alarm recurs frequently and does not reset.
141	Grid	Grid overvoltage	1. Sudden, accidental activation of the alarm might be the result of a temporary irregularity in grid voltage. The microinverter will recover automatically once the grid voltage stabilizes. 2. Check whether the grid voltage is in the acceptable range in the event of recurring alarm activation. 3. Contact your local power operator or adjust the grid overvoltage protection limit through the S-Miles Cloud Platform with consent from the local power operator if the grid voltage is not within acceptable limits.
142	Grid	10 min value grid overvoltage	
143	Grid	Grid undervoltage	
144	Grid	Grid over-frequency	
145	Grid	Grid under-frequency	

146	Grid	Rapid grid frequency change rate	1. Sudden, accidental activation of the alarm might be the result of a temporary irregularity in grid voltage. The microinverter will recover automatically once the grid voltage stabilizes. 2. Check whether grid voltage is in the acceptable range in the event of recurring alarm activation. 3. Contact your local power operator or adjust the grid overvoltage protection limit through the S-Miles Cloud Platform with consent from the local power operator if the grid voltage is not within acceptable limits.
147	Grid	Power grid outage	Check whether a power grid outage occurred.
148	Grid	Grid disconnection	Check the condition of the AC switch or AC wiring for issues.
149	Grid	Island detected	1. Sudden, accidental activation of the alarm might be the result of a temporary irregularity in grid voltage. The microinverter will recover automatically once the grid voltage stabilizes. 2. If all the microinverters in your station frequently trigger alarms, reach out to the local power operator to investigate potential grid islands. 3. If the alarms do not stop, please contact your dealer or Hoymiles technical support team.
209	PV-1	PV-1 No input	1. Confirm that the port is connected to the PV module. 2. If the PV module is indeed connected, examine the DC cable connection between this port and the PV module.
215	PV-1	Input Overvoltage	1. Ensure the PV module's open-circuit voltage is less than or equal to the maximum input voltage. 2. If it is within the normal range, contact your dealer or Hoymiles technical support team.
216	PV-1	Input Undervoltage	1. Ensure the PV module's open-circuit voltage is not lower than the minimum input voltage. 2. If it is within the normal range, contact your dealer or Hoymiles technical support team.
301 - 311	-	Hardware Error Code	1. No further action is necessary if the alarm is accidentally triggered but the microinverter continues to function normally. 2. Please contact your dealer or Hoymiles technical support team if the alarm recurs frequently and does not reset.
324	CU	Arcing Lock-up	1. Check whether the wiring between the PV module and the microinverter is correct. 2. If the wiring is correct, issue the [Troubleshoot and Reconnect] command. 3. Please contact your dealer or Hoymiles technical support team if the issue persists.

6.2 LED Indicator Status

The LED indicator on the microinverter indicates various statuses. The following table details the possible LED statuses and what they mean.

Start-up

LED	Time Gap	Pattern	Indication
Flashing green	0.3s, 5 times		Start-up Success
Flashing red	0.3s, 5 times		Start-up Failure, Microinverter Failure
Alternating red and green flashing	1s		Firmware Failure

Operation

LED	Time Gap	Pattern	Indication
Flashing green	1s		Normal Power Production
Flashing green	2s		The microinverter is generating power, but the input port is abnormal.
Flashing red	0.5s		Control Unit Failure
Flashing red	1s		AC Grid Failure
Solid red	-		Hardware Failure

NOTE

- The microinverter is powered by the DC side. If the LED indicator is not illuminated, check the DC side connection. If the connection and input voltage are normal, contact your dealer or Hoymiles technical support team for further assistance. (For details, see [Contact Us](#).)
- Ensure the grid connection is normal.

6.3 Bluetooth PIN Code Troubleshooting

If you reset the microinverter's PIN code and later forget it, you can revert to the initial PIN code using the following method.

NOTICE

- This process has a time limit of 20 minutes, and it must be completed within that timeframe.
- The initial PIN code is 123456 (by default).

Step 1 Ensure the grid connection status is normal.

Step 2 Unplug the plug and disconnect the grid voltage for 5 to 10s.

Step 3 Plug in the plug and allow the grid voltage to continue for at least 5 to 10s.

Step 4 Unplug the plug and disconnect the grid voltage for 5 to 10s.

Step 5 Plug in the plug and allow the grid voltage to continue normally for at least 5s.

6.4 On-Site Inspection and Maintenance Instructions

DANGER

- Always wear personal protective equipment while performing inspection and maintenance.
- Do not operate the microinverter if the power cable, plug, or any cable is damaged. Replace damaged components before use.
- Shut down the microinverter and disconnect it from all power sources before beginning maintenance.
- The microinverter still contains lethal voltages after disconnecting from the power sources. Wait at least five minutes before proceeding with maintenance.

WARNING

Maintenance operations are strictly limited to authorized personnel, who are then responsible for reporting any discrepancies.

On-Site Inspection

Most microinverter faults can be diagnosed and resolved using the following troubleshooting steps.

Check Item	Method
Ambient Temperature	Check the temperature of the microinverter for overheating (see 8 Technical Data).
Electrical Parameters	Verify the PV modules' DC voltage, the grid voltage, and the grid frequency are within the allowable range (see 8 Technical Data).
DC Connections	Check and make sure the DC connection between the PV module and the microinverter is tight and secure. Check steps: A) Disconnect the AC power first to de-energize the microinverter. B) Disconnect the DC connections. C) Reconnect the PV module and microinverter. D) If the DC connection is normal, the LED indicator will flash red.
AC Connections	Check and make sure the AC connection between the grid and the microinverter is tight and secure. If DC connections and AC connections are functioning properly, the LED indicator will flash green. Check steps: A) Disconnect the AC power first to de-energize the microinverter. B) Disconnect the DC connections. C) Reconnect the PV module and microinverter. D) If the DC connection is normal, the LED indicator will flash red. E) Reconnect the AC power. F) If DC and AC connections are normal, the LED indicator will flash green five times. G) If the problem persists, contact the Hoymiles Technical Support Team at service@hoymiles.com.

Maintenance

Regular inverter maintenance is essential for ensuring longevity and optimal performance of assets. The checklist provides specific tasks for the maintenance process.

Check Item	Acceptance Criteria
Ventilation	• Verify the installation location has sufficient free space for ventilation and heat dissipation. • Keep all components free and clear of debris, especially around the heat sink. Clean the microinverter regularly using a soft brush or vacuum cleaner.
Electrical Connection	• Check the wiring connections for any loose or damaged wires. If needed, tighten any loose connections. • Verify that the electrical and mechanical connections are intact and working efficiently.
Microinverter Status	• Check the microinverter for any sign of corrosion or physical damage. Broken parts should be addressed immediately. • Regularly updating the firmware and software of the microinverters.
Environment	• Check and ensure the environmental conditions remain within the specified operating range. (see 8 Technical Data)

7 Decommission

This section introduces how to safely remove, replace, store, and recycle microinverters at the end of their lifespan.

DANGER

- When disconnecting, always grip and pull the connector — never pull the cable itself.
- Never disconnect a DC connector when PV modules are in the sun. Cover the PV modules before disconnecting.
- Potentially dangerous voltage may still be present inside disconnected microinverters.

7.1 Removing the Microinverter

Step 1: Power off the whole system and wait about five minutes.

Step 2: Use an electric meter or current clamp to ensure there is no voltage and current.

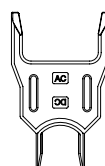
Step 3: Use the Star Tool to disconnect all AC connections and wait about five minutes.

Step 4: Use the Star Tool to disconnect all DC cable connections.

NOTE

To use the Star Tool,

- Align the Star Tool's notches with the released tabs on the connectors.
- Squeeze the tool firmly to apply pressure to the release tabs.
- Gently pull the connectors apart to disconnect them.



Disconnect the Plug and Play Cable and the AC cable of microinverter

Disconnect the PV module and the microinverter

Step 5: Remove the PV modules from their mounts and cover them.

Step 6: Remove protective earthing connections (if needed).

Step 7: Unscrew the fixing screws on the microinverter and remove the microinverter from the mounting rack.

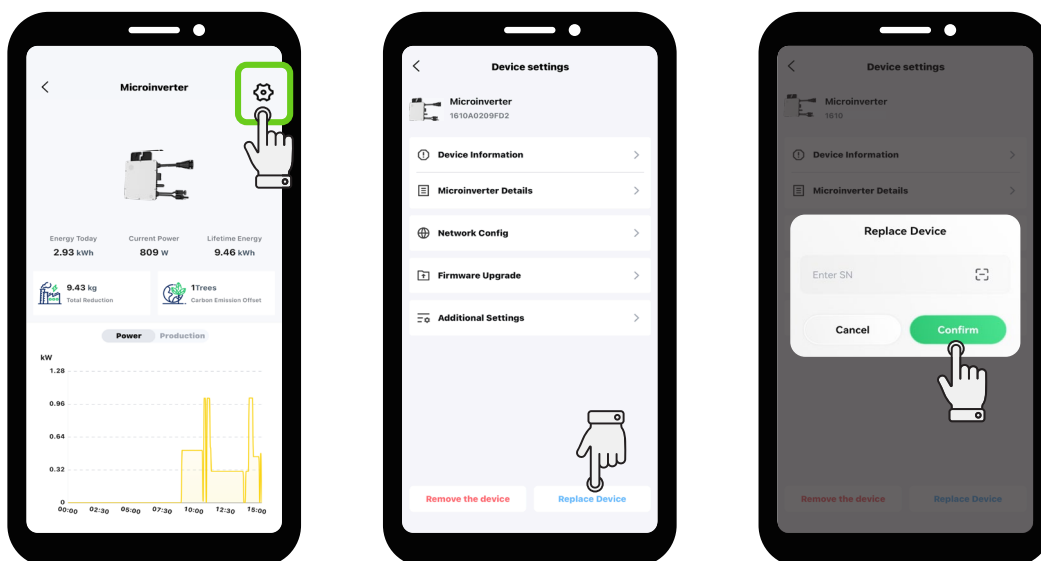
7.2 Replacing the Microinverter

Step 1: Record the new microinverter's SN.

Step 2: Power **OFF** the whole system and wait about five minutes.

Step 3: Install the new microinverter. (For details, see [4.2 Installation Steps](#).)

Step 4: Replace the microinverter on the monitoring platform.



7.3 Storing and Transporting the Microinverter

The following requirements should be met if the microinverter is not put into use directly.

- Pack the microinverter in the original packaging. If the original packaging is unavailable, use the packaging that is suitable for the weight and dimensions of the microinverter.
- Maintain a storage temperature of -40°C to 85°C, and a relative humidity between 0% to 90%.
- Store the equipment indoors in a well-ventilated area.
- Protect the microinverter from physical shocks or vibrations during transportation and storage.
- Prevent sudden impacts or movements during transportation.
- Follow general transportation regulations for the mode of transport and ensure compliance with all local regulations.
- Conduct a thorough inspection before restarting the equipment after prolonged non-operation.
- Do not exceed the stacking limit marked on the outer side of the packaging.

7.4 Disposing of the Microinverter

NOTE

Where packaging is concerned, we participate in country-specific recycling processes that ensure optimum recycling. All of our packaging materials are environmentally compatible and can be recycled.

DANGER

Disposal of the microinverter must comply with the related local regulations to avoid pollution. The microinverter must not be disposed of with normal waste. For additional information on the environmentally compatible disposal of old electrical and electronic appliances, please contact the relevant local authorities, your household waste disposal service or the retailer where you purchased the product. You can also contact our technical support team at service@hoymiles.com or submit a request at [Hoymiles Support](#) for assistance.

Step 1: Pack the microinverter in the original packaging. If the original packaging is unavailable, use the packaging that is suitable for the weight and dimensions of the microinverter.

Step 2: Properly seal the package using adhesive tape.

Step 3: Discard the packaging in accordance with local regulations.

8 Technical Data

⚠ WARNING

Make sure that the maximum open-circuit voltage of the PV module is within the microinverter's operating voltage range.

Model	HMS-360-1WM-LV	HMS-391-1WM-LV	HMS-420-1WM-LV	HMS-450-1WM-LV	HMS-500-1WM-LV
Input Data (DC)					
Commonly used module power (W)	280 to 470+	300 to 510+	320 to 540+	360 to 600+	400 to 670+
Maximum input voltage (V)	64	64	64	64	64
MPPT voltage range (V)	16 to 60				
Start-up voltage (V)	22				
Maximum input current (A)	14	14	14	15	16
Maximum input short circuit current (A)	20	25	25	25	25
Number of MPPTs	1				
Number of inputs per MPPT	1				
Output Data (AC)					
Rated output power (VA)	360	391	420	450	500
Rated output current (A)	3.0	3.26	3.5	3.75	4.17
Nominal output voltage/range (V)*	120/90 to 150				
Nominal frequency/range (Hz)*	60/55 to 65				
Adjustable power factor (@nominal power)	>0.99 default 0.8 leading ... 0.8 lagging				
Total harmonic distortion (@nominal power)	< 3%				
Plug-and-Play Cable					
Connector type	Flex-S3 Field Connector				
Cable size (AWG)	14				
Cable length (inches)	15 / 4.57 m (Customizable)**				
Plug type	Type B				
Efficiency					
Peak efficiency	95.50%				
Nominal MPPT efficiency	99.80%				
Night power consumption (mW)	< 50				
Mechanical Data					
Ambient temperature range (°F)	-40 to +149 / -40°C to +65°C				
Dimensions (W × H × D [inches])	7.17 × 6.46 × 1.18 / 182 × 164 × 30 mm				
Weight (lb.)	4.0 / 1.8 kg				
Enclosure rating	NEMA 6 / Outdoor-IP67				
Cooling	Natural convection – No fans				
Features					
Communication protocol	2.4G Wi-Fi + Bluetooth				
Topology	Galvanically Isolated HF Transformer				
Interface	LED & S-Miles Home App				
Compliance	UL 1741, UL 3700, IEEE 1547				

* : Nominal voltage/frequency range can vary depending on local requirements.

** : If you need another cable length plug-and-play cable, please contact your distributor to customize.

9 Appendix: Regulatory Compliance Statement

Communication Interfaces

This product supports three types of connections:

- Bluetooth – Connects the microinverter to the S-Miles Home app for local monitoring. Use Bluetooth to check real-time performance, adjust settings, and change operating modes.
- Wi-Fi – Connects the microinverter to the S-Miles Home through a home router. The microinverter uploads performance data every five minutes, allowing remote monitoring and maintenance.
- Microinverter Network – Enables communication between multiple microinverters in a local network. This allows them to share operating data and settings.

Note: This product is not a standalone network device. It connects to a router and relies on the router's security features to protect against network threats, such as DoS attacks.

RF Exposure Information

- The device complies with RF specifications when it is used 20 cm from your body.
- This device meets the EU requirements (2014/53/EU Article 3.1a) on the limitation of exposure of the general public to electromagnetic fields by way of health protection.

FCC compliance information statement

 Hoymiles Microinverter (model: HMS-360/391/420/450/500-1WM-LV) has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/ TV technician for help.

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.
2. This device must accept any interference received, including interference that may cause undesired operation.