



SR PORTABLES

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PRODUCT BULLETIN

Helios 5 and Helios 3 Product Advice Bulletin - 42026031

Dear Customer or Reseller. We have chosen to reach out to the market, to communicate about the Helios 3 & 5. We have no product changes or faults with the units, but we wish to advise of caution for some use cases when there is an issue with the 3rd party equipment connected to the unit and the 3rd party equipment fails. The scenarios and unit safety functions are in line with industry requirements, and also industry norms for all brands of portable devices and solar generators. However, we feel that due to some customer queries, it's best to update all owners on best installation practices.

“No change to product required, this is advice of additional hardware you can use to protect from third party equipment failure”



The majority of our customers, wire the Helios output via an electronic switch board, or distribution board, which contains safety switches (RCD). In these cases, there is no action required. In cases where customer connects directly to the unit, and if they require an RCD device for additional protection, or for regulations, then we offer to provide an inline consumer product that just plugs in. As noted, other portable devices work the same as the Helios, in that they are a floating earth and don't have an RCD module. They are a floating earth, double insulated device, dramatically reducing earth leakage or shock risk, but if the customer requires a true RCD module, then we will provide it.



“Notify us, we will provide an inline device to use on the output of the Helios”

Note:

If your installation is via a switchboard of safety circuit, then an additional inline RCD is not required and may interfere. This is only for direct connection and use, and only to provide additional safety to protect from a plugged-in 3rd party device failing.

1. Helios 3 & 5
2. Contact SR Portables if unsure
3. 03 8618 6984
4. contact@srportables.com