



Qcells Warranty Claim Submittal Process

(For sites smaller than 25kW)

Before submitting a warranty claim, please review the Hanwha Q CELLS Limited Warranty ("Limited Warranty")
The Warranty Terms for our modules can be found at the following link: <https://qcells.com/us/get-support/support>

If you have an issue with your Qcells modules that you believe is covered under the Limited Warranty, please submit a claim at <http://hqcamerica.com/claim.html> and follow the steps outlined below.

Step 1: Selecting a Form

Make the selection that most accurately represents you.

- If you are a Q.PARTNER or meet the eligibility requirements for Q.PARTNERS, please select "Submit a Claim" in the Q.PARTNER section. If you would like to review the eligibility requirements, please see the following: <https://qcellspartner.us/>
- If you are not a Q.PARTNER or eligible for Q.PARTNER status please select "Home/Project owner" or "Distributor" (Use this option if you are an installer)
 - For this example, the "Home/Project owner" option will be used.

The screenshot shows the Qcells Claim Portal interface. At the top is a navigation bar with the Qcells logo and links for Home, PV Claim (highlighted in orange), PV Warranty Assignment, ESS Registration, ESS Technical Help Desk, and Claim status. Below the navigation bar is a header for the Claim Portal. A main content area contains a note about a new claim submission process for Q.PARTNER users, a link to submit a claim, and a link to learn more about the new process. Below this is a section for users who are not Q.PARTNER, with buttons for Home/Project owner and Distributor. To the right is a 'View a Claim' section with input fields for Claim Number and Contact E-mail Address, and a View Claim button.

Step 2: Filling the Claim Form

Fill in as many of the fields as possible. The highlighted ones are always required.

For Individual Claim

Category* [Dropdown menu with "PV Claim" selected]

Project Name (Required) [Text field]

Project Address (Required) [Text field]

Region [Dropdown menu with "US" selected]

System Size (kW) [Text field]

Inverter Type [Dropdown menu with "1. String Inverter" selected]

Product Name (Required) [Dropdown menu]

Power Class of the Module [Text field]

Quantity of Affected Modules [Text field]

Serial Numbers (Required) [Text field]

Picture of Serial Numbers (Required) [Choose File button]

Installer Name [Text field]

Installer City [Text field]

Installer Contact Name [Text field]

Installer E-mail [Text field]

Installer Phone Number [Text field]

Description of the Issue* [Text area]

PO Number [Text field]

Q CELL'S Sales Representative [Text field]

Purchase Date (mm/dd/yyyy) [Date field]

Installation Date (mm/dd/yyyy) [Date field]

Completion Date (mm/dd/yyyy) [Date field]

Defect Discovery Date (mm/dd/yyyy) [Date field]

Claim Type [Dropdown menu with "1. Power Loss/Under Performing Module" selected]

Picture of the Frontside of PV Module [Choose File button]

Picture of the Backside of PV Module [Choose File button]

Web address of the Monitoring Portal [Text field]

Login ID of the Monitoring Portal [Text field]

Login Password of the Monitoring Portal [Text field]

Picture of Voc Reading or Monitor system screen shot showing good and bad Voc [Choose File button]

Picture of Vmpp [Choose File button]

IR Picture [Choose File button]

Close up Picture of the Glass Break Point [Choose File button]

Picture of Physical Defect [Choose File button]

Copy of Invoice/Receipt [Choose File button]

Contact E-Mail Address* [Text field]

Submit Claim [Button]

Please include all details.

We will e-mail you when your ticket is updated.

Select "PV Claim"

List the name in the Description Section if not found

Include ALL serial numbers involved. Can be found on the label on the front, the side of the frame, or on the backsheet.

Explain in detail the issue being observed

Point of contact to reach out with updates.

Step 3: Upload Images and Documents

Required for all Claims

Clear photo of the serial number (1 of the following is sufficient per affected module)

Label on Back Sheet



Label on Front Side



Label on Side



Highly Preferred for all Claims

Copy of the receipt/purchase order

Full picture of the front and back of the module



Evidence Required for Power Loss / Underperforming Module Claims

For Power less/underperforming modules claims, please provide V_{oc} reading of all the affected modules and one unaffected module with at least 1 of the 3 methods below

1. Picture of a Digital Multimeter Reading



2. Access to the Inverter Monitoring System

Grant access to the email: PTI@us.q-cells.com. Please provide the site name in the "Project Name" section in the portal.

How to grant access to SolarEdge Monitoring System:

<https://www.youtube.com/watch?v=mq-5KRhHnyA>

How to grant access to Enphase Monitoring System:

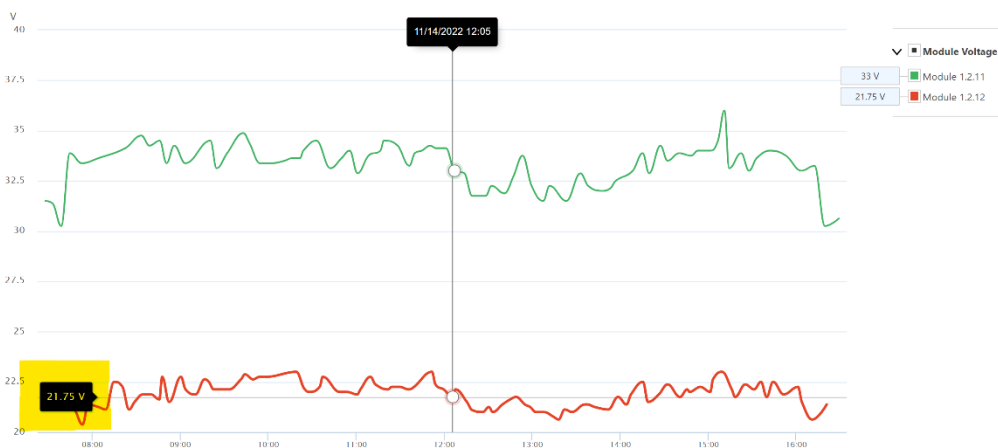
<https://support.enphase.com/s/article/How-do-I-grant-or-remove-company-access-to-a-system-monitored-by-Enlighten>

3. Images from the Inverter Monitoring System (In the case access cannot be shared)

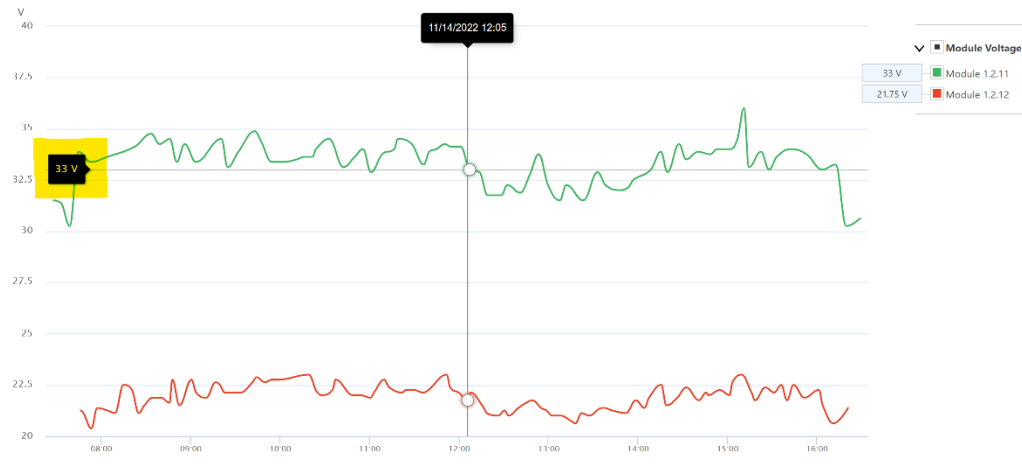
V_{oc} and I_{sc} for the affected and unaffected modules must be clearly visible

Examples for SolarEdge

Affected Module:



Unaffected Module:



Examples for Enphase

Affected Module:



Unaffected Module:



4. Please note that I_{SC} measurements and IR images may additionally be requested.

Evidence Required for Broken Glass Claims

- For this type of claim, the images of the module itself are critical because it's a module with a broken front sheet.
- A minimum of 5 high-resolution images of the entire modules are needed.
- 4 photos should be of the 4 sections of the module as indicated in the example image. The 5th photo should show the potential start point of the crack if it can be identified.



Evidence Required for Other Types

If the issue you are claiming the module for does not match the previous two options, please select the “Other” option. Please select the option that best matches your situation and upload any and all information that you believe is suitable. The Customer Support Engineer assigned to your claim will reach out to you with instructions on what additional information may be needed.

Step 5: Claim Submitted

- After filling out the form and uploading all the relevant information you have successfully completed the module warranty claim submittal process.
- An automated email will be sent to the “Contact Email Address.” The claim number will be mentioned in the subject line of this email.
- Once the claim has been assigned and the review process has been initiated a Customer Support Engineer will reach out to you with updates.
- Please reach out to pti-pv@gcells.com if you have any questions regarding the claim submission process or run into any issues. If you have questions regarding a specific claim, please include the claim number in the subject line.
- Please note that additional evidence information may be requested during the claim review process.