

# **Qcells AC Module Homeowner FAQs**



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## General Product Info

### **Q1: What is Qcells AC Module?**

A: Qcells AC modules are Qcells' industry-leading solar panels combined with an integrated microinverter.

### **Q2: What Qcells product lines have AC modules?**

A: Both Q.TRON and Q.PEAK DUO are available as AC Modules.

### **Q3: What is the difference between Q.TRON and Q.PEAK?**

A: Q.TRON is Qcells' most advanced residential panel, with efficiency up to 22.5% and yields of up to 440Wp. Q.PEAK DUO is Qcells' best-selling residential solar panel, with efficiency up to 21.1% and yields of up to 415Wp.

## Warranty and Registration

### **Q4: Is there a warranty on my panels?**

A: Qcells AC modules have a 25-year warranty on the panel and the attached microinverter.

### **Q5: When does the warranty on my system begin?**

A: The warranty begins when the site is created in the Q.OMMAND app.

### **Q6: Can my installer sign the customer agreement for me?**

A: The customer agreement must be signed by the customer. The installer cannot sign on your behalf.

### **Q7: Can I use my email address for two different sites?**

A: Each site requires a unique email address.

## Q.OMMAND HOME App

### **Q8: How do I download the app?**

A: You can download the Q.OMMAND HOME app through the Apple App Store or Google Play Store.



Android



iOS

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### **Q9: Why can't I download the app?**

A: Make sure your device is updated to the latest version.

### **Q10: Why can't I find my solar site in the app?**

A: Make sure your installer has finished commissioning the site, and ask them for the site ID. If the site has been created and you still cannot find it in the app, please contact Qcells Customer Support by calling 888-249-7750 or emailing [na.support@qcells.com](mailto:na.support@qcells.com).

### **Q11: What do the numbers mean in the Q.OMMAND HOME app?**

A: Production: How much power your panels are producing right now

Grid (Export): How much power is being sent out to the grid right now

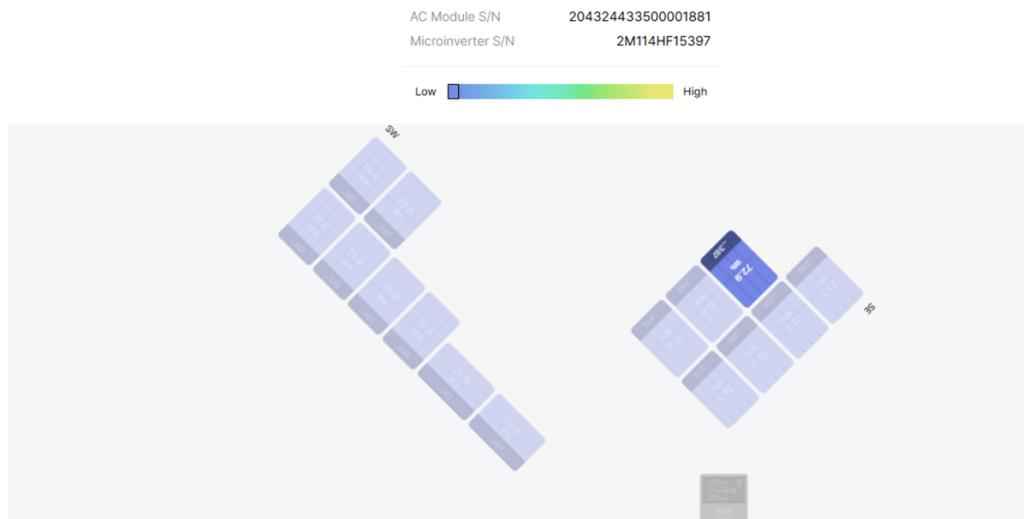
Grid (Import): How much power is being sent into your house from the grid right now

Today's Production: The total amount of energy your system has created today

Clean Energy Score: A numerical score measuring how reliant you are on renewable energy (higher is better)

**Q12: What do the colors mean in the Q.OMMAND HOME app?**

A: It shows the power output of each AC module installed. Yellow indicates the highest generation while blue indicates lower generation of the AC module. Black indicates no generation at all.



**Q13: Why wasn't my setting applied in the Q.OMMAND HOME app?**

















A: 1. Check whether the system is online. If the system is offline, make sure that the Combiner Box has power, the Wi-Fi dongle is properly inserted, and the dongle is connected to Wi-Fi.

2. Check whether the Q.OMMAND HOME App has been updated to the latest released version. This can be checked in application settings, or via the relevant app store.

## Q.HOME COMBINER (Combiner Box)

**Q14: What do the LED lights in the Q.HOME COMBINER (combiner box) mean?**


A: There are three LED indicator lights, see below:

Interface/Indication		Meaning		
		User Interface Button: - Turns on display, starts & stops AC module scanning		
LED Indicators  	All LEDs	RED  Blinking	Powering up	
		GREEN  Blinking	Power up complete, ready to operate	
		RED  Solid	At least one paired AC module is not reporting	
		GREEN  Solid	All paired AC modules are reporting	
		GREEN  Blinking	AC module scan is in progress	
		OFF	-	No paired AC modules are communicating (low light or night time)
		RED  Solid	At least one paired AC module is not producing power	
		GREEN  Solid	All paired AC modules are producing power	
		GREEN  Blinking	AC module firmware update in progress	
		OFF	-	No paired AC modules are communicating (low light or night time)
		RED  Solid	No connection to Qcells server	
		GREEN  Solid	Connection established with Qcells server	
OFF	-	No network connection		


**Q15: What do the numbers on the display screen show?**

A: During normal operation, the display alternates between two numbers: the total number of AC modules connected, and the total power output of the system. If the system has an error, this screen will show the error code.

### Steady State

 Cross-displaying the number of paired AC modules and generated power

### Error State

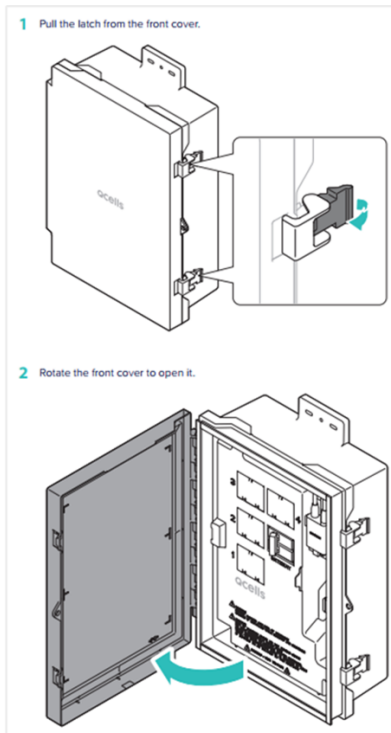
 Cross-displaying the number of paired AC modules, generated power and error code.

**Q16: Why isn't the display in my combiner box showing anything?**

A: Press the User Interface Button to turn on the screen. It will turn off automatically after one hour.

**Q17: I tried pressing the button, but the screen still won't turn on. What do I do?**

A: The combiner box may not be receiving power. Open the front cover and check if all the circuit breakers inside the combiner box are turned on.



If the breakers are all turned on and the combiner box still isn't powered on, contact an installer to troubleshoot further.

## Panels and Microinverters

### **Q18: Why aren't my panels producing any power?**

A: Make sure your combiner box is turned on, and the three LED indicators are solid green. If all the breakers are turned on and the LED indicators are showing green, please contact your installer for further investigation of the cable connections and other potential issues. If an RMA is required, the installer can submit an RMA through the Q.PARTNER portal.

### **Q19: I have more questions about my system, who can I talk to?**

A: If you have additional questions, you can reach out to your installer, or you can contact Qcells Customer Support by calling 888-249-7750 or emailing [na.support@qcells.com](mailto:na.support@qcells.com).