Q.TRON AC Module FAQ for Homeowners

Warranty and Registration

Q1: Is there a warranty on my panels?
A: Q.TRON AC modules have a 25-year warranty on the panel and the attached microinverter.

Q2: When does the warranty on my system begin?
A: The warranty begins when the site is created in the Q.OMMAND app.

Q3: 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.

Q4: Can I use my email address for two different sites?
A: Each site requires a unique email address.

Q.OMMAND HOME App

Q5: 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

Q6: Why can't I download the app?
A: Make sure your device is updated to the latest version. iOS version 16.0 or higher/Android version 8.0 or higher.

Q7: 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.

Q8: 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)

Q9: 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.
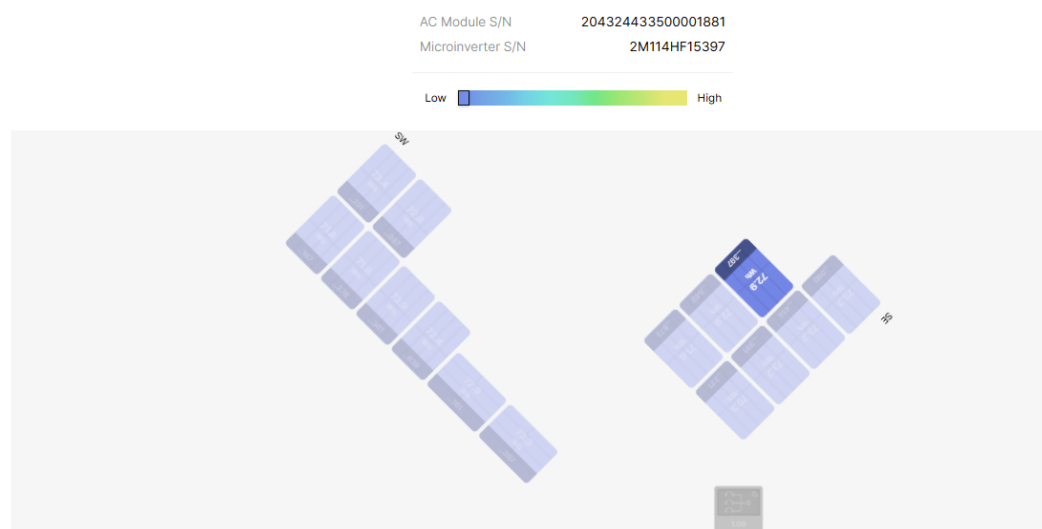
Q10: Why wasn't my setting applied in the Q.OMMAND HOME app?

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)

Q11: 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				
All LEDs	RED	●	Blinking	Powering up
	GREEN	●	Blinking	Power up complete, ready to operate
(scan icon)	RED	●	Solid	At least one paired AC module is not reporting
	GREEN	●	Solid	All paired AC modules are reporting
			Blinking	AC module scan is in progress
	OFF		-	No paired AC modules are communicating (low light or night time)
(house icon)	RED	●	Solid	At least one paired AC module is not producing power
	GREEN	●	Solid	All paired AC modules are producing power
			Blinking	AC module firmware update in progress
	OFF		-	No paired AC modules are communicating (low light or night time)
(cloud icon)	RED	●	Solid	No connection to Qcells server
	GREEN	●	Solid	Connection established with Qcells server
	OFF		-	No network connection

(Left vertical label: LED Indications)

Q12: 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

Q13: 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.

1 Pull the latch from the front cover.

2 Rotate the front cover to open it.
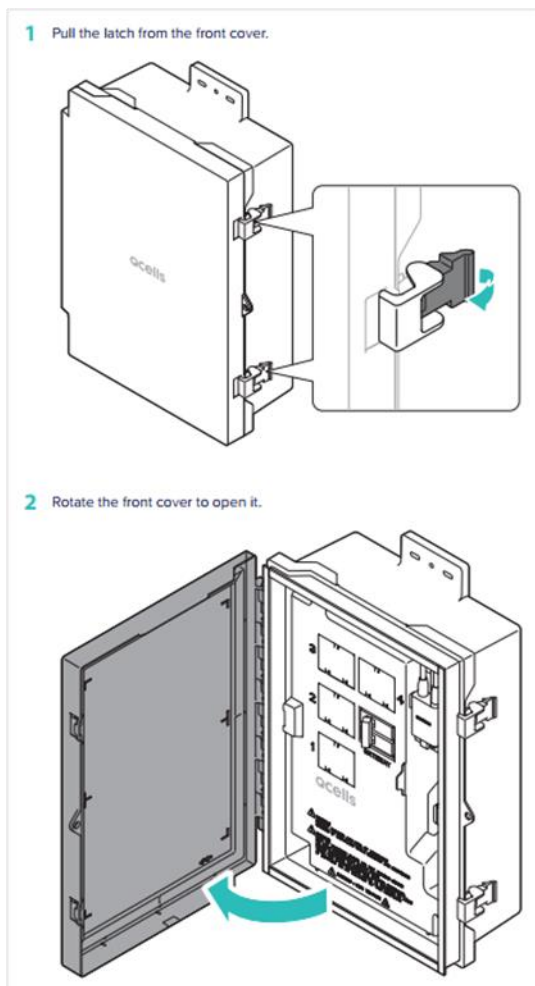
If the breakers are all turned on and the combiner box still isn't powered on, contact an installer for further troubleshooting.

Panels and Microinverters

Q14: 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.

Q15: 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.