

## Q.Home Core Commissioning

Created by: HQC Sydney

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Please contact our Q.Home Service Centre if you have any questions:

### Australia Only:

- Tel: **1800 746 630**
- Email: [support@qhome.email](mailto:support@qhome.email)
- Monday to Sunday from 9AM to 5PM (AEST)

### New Zealand Only:

- Tel: **+61 02 5657 4663**
- Email: [support@qhome.email](mailto:support@qhome.email)
- Monday to Sunday from 12:00PM to 8:00PM (NZDT) (-1 hour Dst)

Update at 15/8/2023

Please follow the installation manual and Quick guide for more information [[DIRECT LINK \(https://qcells.com.au/documents/\)](https://qcells.com.au/documents/)]

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## Step 1: Before Site Visiting

Please register the system under your installer account on Q.OMMAND website or Q.Pro App. Please refer to this page [[DIRECT LINK \(https://qhomesupport.zecoenergy.com.au/en/support/solutions/articles/51000358340\)](https://qhomesupport.zecoenergy.com.au/en/support/solutions/articles/51000358340)]

An auto-generated email will be sent to end-user's email, including Home ID and activation code (PIN code). Hence, the customer should be able to create the end-user account on Q.HOME app by themselves.

Prepare the following items before visiting the site (Read the installation manual before visiting the site):

1. USB cable for data transmission
2. Ethernet cable or Qcells WIFI dongle
3. WIFI extender (Optional)

## Step 2: System Installation

### 1. How to set up the Energy Meter - EM540/EM530 on site:

#### **Doc 1. How to wire and configure the energy meter (for grid meter only) [[DIRECT LINK](#)]**

([https://hanwhaqcellsaustraliaptyltd.sharepoint.com/sites/PTI/\\_layouts/15/guestaccess.aspx?share=EUwjuGwLt\\_FEO\\_v5I1qO85AB8L26QYMr-jQFHgkxPIBeZA&e=YAigj8](https://hanwhaqcellsaustraliaptyltd.sharepoint.com/sites/PTI/_layouts/15/guestaccess.aspx?share=EUwjuGwLt_FEO_v5I1qO85AB8L26QYMr-jQFHgkxPIBeZA&e=YAigj8))

#### **Doc 2. How to wire RS485 cables for the Grid and PV meter [[DIRECT LINK](#)]**

([https://hanwhaqcellsaustraliaptyltd.sharepoint.com/sites/PTI/\\_layouts/15/guestaccess.aspx?share=EQivujL4Gc9OhrWj3NYOYAsBidpZnGqmubmkHLteCiNHNw&e=fJgio4](https://hanwhaqcellsaustraliaptyltd.sharepoint.com/sites/PTI/_layouts/15/guestaccess.aspx?share=EQivujL4Gc9OhrWj3NYOYAsBidpZnGqmubmkHLteCiNHNw&e=fJgio4))

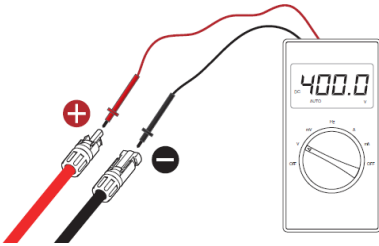
#### **Doc 3. Youtube video - How to quickly configure EM540/EM530 [[DIRECT LINK](#)]**

(<https://qhomesupport.zecoenergy.com.au/en/support/solutions/articles/51000292895>)

Please ensure both Grid and PV meters have changed to measurement C!

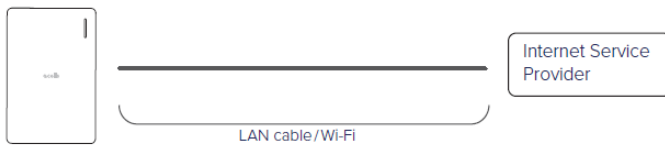
2. How to connect PV with H5S:

Setup connection between PV system and inverter. Ensure each MPPT's voltage and current is working correctly. *(\*\*The open circuit voltage doesn't exceed the inverter input limit 600V).*



3. Connect the inverter with internet:

You can use either hardwired method or Wi-Fi dongle to connect to the internet. If the system is installed very far away, you should consider to use LAN cable or Wi-Fi tender to improve the internet connectivity.



Please ensure inverter doesn't connect both LAN cable and WIFI dongle at the same time!

**Step 3: System Commissioning**

Before you start commissioning the system, please ensure you have completed step 1 and step 2.

You will need to either plug in the Qcells WIFI dongle (or your USB cable) underneath of the inverter, then you can start commissioning the system accordingly on Q.Go App

If everything is set up correctly, you should be able to see all **BLUE** for operation status and connection status.

Please click the direct link if you are WA / SA installers [\[DIRECT LINK \(https://qhomesupport.zecoenergy.com.au/en/support/solutions/articles/51000358363\)\]](https://qhomesupport.zecoenergy.com.au/en/support/solutions/articles/51000358363).

**Q.COMMAND**

Operation Status	
	● Normal ● Error
Inverter	-1313.0 W / 246.7 V
External PV	1353 W / 0.0 V
Battery	-1236 W / (R) 89.3 % / (L) 86.7 %
Grid	1294.0 W / 246.8 V / 50.0 Hz

Connection Status	
	● Connected ● Disconnected
ESS	CAN
Meter	EM530 / MODBUS_RTU
PV Meter	EM24 / MODBUS_RTU
Network	Wi-Fi
Cloud	audaqiot.qcells-qconnect.com

Doc 1. How to use Q.Go to commission the system

[\[DIRECT LINK \(https://hanwhaqcellsaustraliaptlytd.sharepoint.com/sites/PTI/\\_layouts/15/guestaccess.aspx?share=EYQpw97NiCILqwyQtafOMoQBa1SIsYSDyzV2zcRAFaMZA&e=I5S6Vc\)\]](https://hanwhaqcellsaustraliaptlytd.sharepoint.com/sites/PTI/_layouts/15/guestaccess.aspx?share=EYQpw97NiCILqwyQtafOMoQBa1SIsYSDyzV2zcRAFaMZA&e=I5S6Vc)

## Step 4: Post- commissioning

Please make sure that you have done the following steps:

1. Complete the Q.HOME commissioning report - Appendix B of the installation manual.
2. Ensure the energy meter is wired and configured correctly
3. Test the backup circuit is working
4. Explain the product to the customer, including what to do in power outages and etc...

Other useful information:

1. CEC - **Guide to installing solar PV for business and industry**.

([https://assets.cleanenergycouncil.org.au/documents/consumers/CEC\\_SOLAR\\_BUS\\_0114\\_v10\\_JUNE2020v2\\_WEB.pdf](https://assets.cleanenergycouncil.org.au/documents/consumers/CEC_SOLAR_BUS_0114_v10_JUNE2020v2_WEB.pdf))

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