

HOME SOLAR

Troubleshooting Guide

1. System & App Check

- ☐ Open your solar monitoring app (Enphase, SunPower, SolarEdge, etc.) and confirm it's reporting data
- ☐ Check for any active alerts or error messages
- ☐ Note the last time the system updated

5. Internet Connection

- ☐ Make sure wifi signal is strong and reaches monitor location
- ☐ Reboot your router if needed
- ☐ Check whether your solar system is still connected to Wi-Fi
- ☐ Make sure wifi signal is strong and reaches monitor location

2. Inverter Inspection

- ☐ Check your inverter for any lights or error codes
- ☐ Green light = normal. Red light = possible issue if the sun is up.
- ☐ Write down any error codes you see — you'll need them if you submit a request

6. Weather & Utility

- ☐ Consider whether recent cloud cover or rain may be affecting output
- ☐ Compare today's production to a similar weather day in the past
- ☐ Check for any active utility outages in your area — if power was recently restored, allow a few minutes for the system to restart

3. Electrical Panel

- ☐ Locate the solar breaker in your main electrical panel
- ☐ Confirm it's in the ON position
- ☐ If it's tripped, reset it once. If it trips again immediately, leave it off and contact us

7. Before You Submit

- ☐ Take photos of any error messages, warning lights, or inverter displays
- ☐ Note the date and time the issue started
- ☐ Save screenshots from your monitoring app — attach them to your service request below

4. Visual Inspection (Ground Level Only)

- ☐ Check for debris, dirt, or shading on your panels
- ☐ Look for any visible damage to wiring or conduit
- ☐ Confirm all disconnect switches are in the correct position

Did You Know?

A tripped breaker is one of the most common reasons a solar system appears to stop working. Before you schedule a service call, take two minutes to check your electrical panel.