v2.1

Lunar Installer App

System Commissioning Guide

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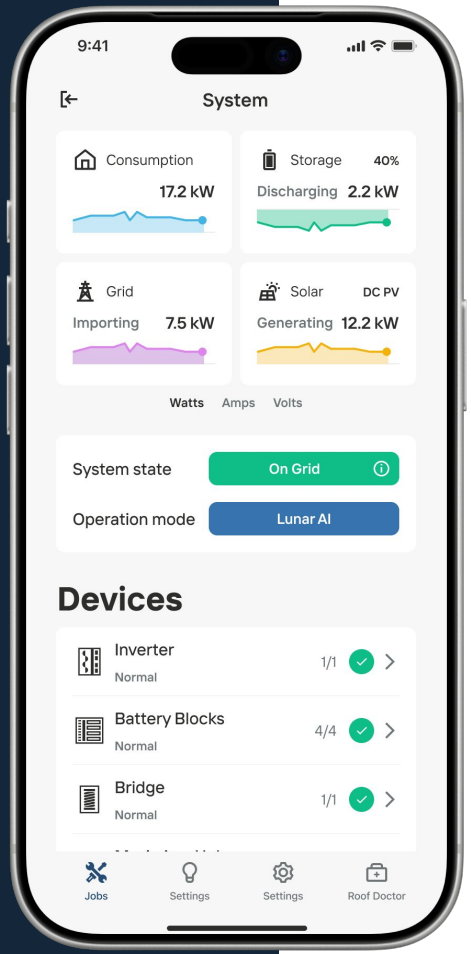
CONFIDENTIAL

Lunar Installer App Overview

- Connects the system together
- Configures devices and settings
- Automatically tests system
- Guides through troubleshooting
- Used for commissioning and servicing

Key Features

- No cellular needed
- Guided process, “traffic lights”
- Job report PDFs
- Tight integration between Installer App, Fleet View, Customer App



Our approach

Guided
Simple, stepwise, explained

Non-blocking
Helps you get off site despite snags

Flexible
Handles real-world complexity

Correct
Walk away “knowing the system works”

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Before You Commission

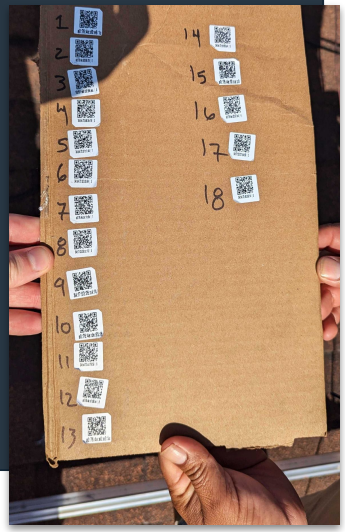
✅ Ready the System

Wiring should be complete. Connect antennas to Inverter, and turn ESS main breaker ON



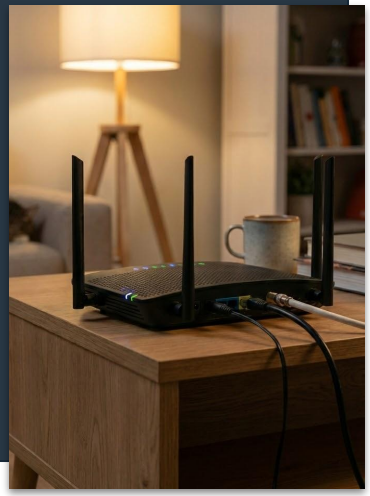
✅ Collect QR Stickers

Peel QR stickers from each Maximizer and have them ready to scan.



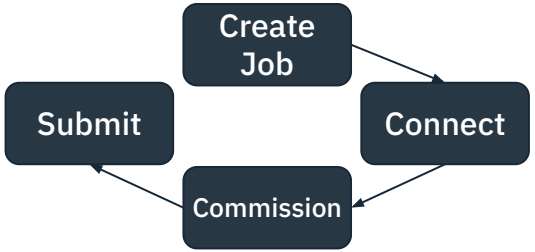
✅ Collect Wi-Fi details

Lunar strongly encourages connecting the system to Wi-Fi or Ethernet. Collect any details in advance.



Lunar Commissioning Concepts

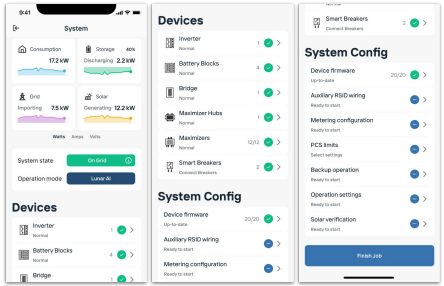
Jobs



Jobs represent sessions of work on a system. You'll create a new job to connect to a system. Your progress is saved to the job as you go.

Once the system is commissioned, submit the finished job to Lunar. You'll be provided with a shareable Job Report PDF.

The System Screen



The system screen is your "todo list" when connected to a system. Work down the screen, resolving each item until all items are green.

If you're unable to resolve an item, you can still work on other items, and you are not blocked from finishing the job

Firmware Updates



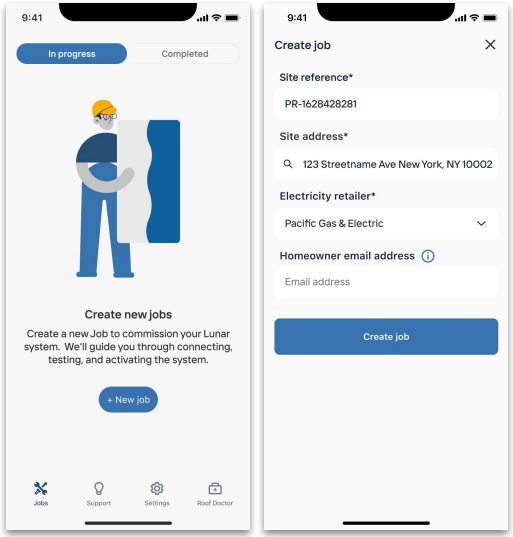
The Lunar Installer App always carries the latest firmware package. The app transfers the package to the system when it first connects.

When running Firmware Updates, this pre-transferred firmware package is used to install the updates.

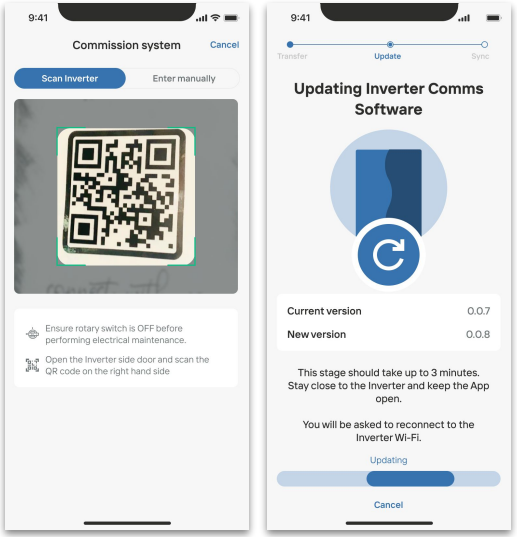
Commissioning Steps

Lunar Installer App

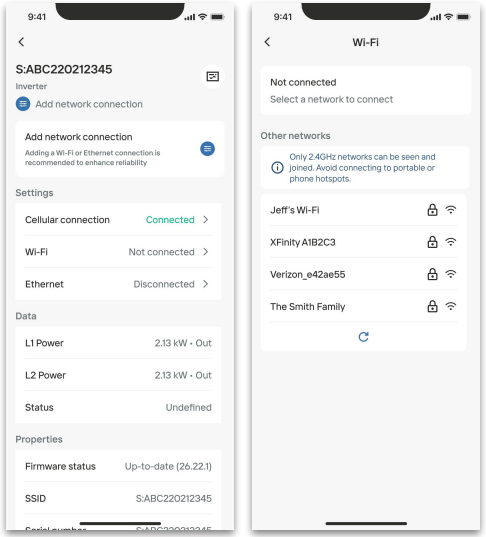
Commissioning: Starting Commissioning



Create New Job - Specify the details of the job, including the site reference, address, and utility. Provide the homeowner email address to automatically send them an onboarding email.



Scan and Connect - When instructed, scan the QR code inside the Inverter side door to connect. The app will transfer the latest firmware package, and update inverter comms software to support the latest commissioning features.



Internet Connections - Tap into Inverter details to connect the system to homeowner Wi-Fi. Ethernet is automatically detected. A cellular connection will automatically connect if signal is available.

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Commissioning: Site Lookups for Incentive Programs and TPOs

- When commissioning a system for an Incentive Program or Third Party Owner, you may be asked to look up prepopulated site details rather than enter them.

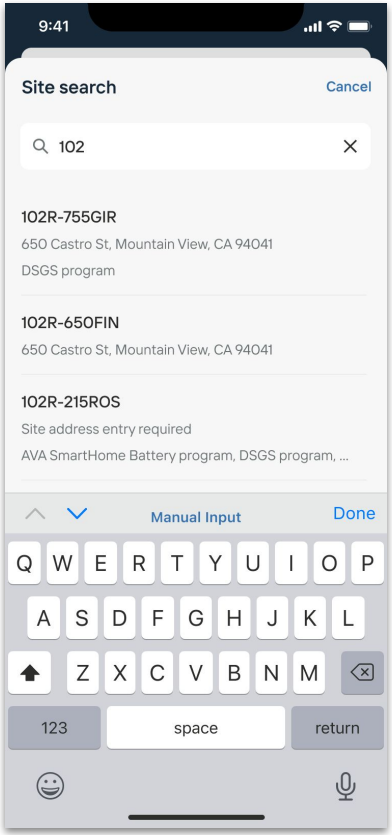
- This ensures the system will be made eligible for incentives, and registers the system with the other involved parties.

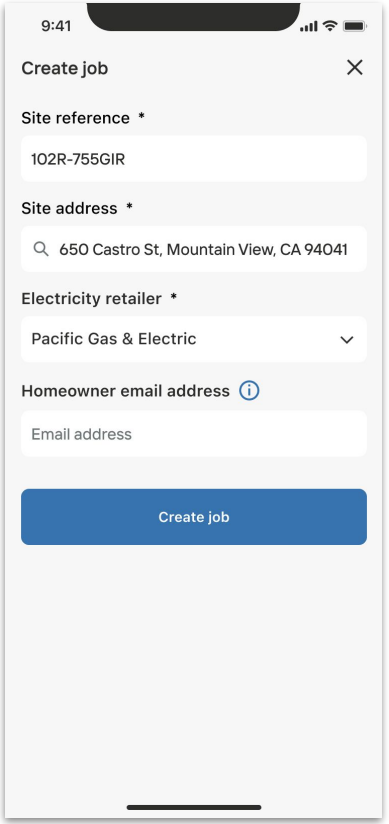
➢ On the “Create job” screen, tap into the Site Reference field. The Site Search screen will appear.

➢ Enter your Site Reference into the search field, and select the required site.

➢ The site reference and address will be populated into the job form. The incentive program and party associations will be correctly configured when the job is finished.

- If the site reference is not found, contact your office or TPO to ensure the site has been prepopulated.





Commissioning: Connecting to Maximizers

- Maximizer QR codes are scanned into the app, to establish a wireless connection from the system to the Maximizers.

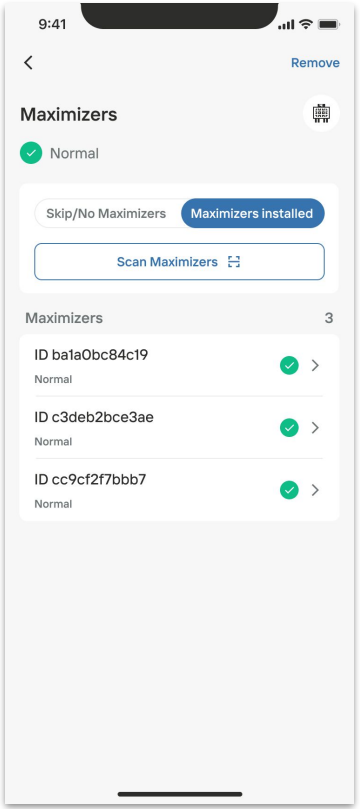
➢ During the roof install, set aside a QR sticker from each Maximizer to scan for commissioning.

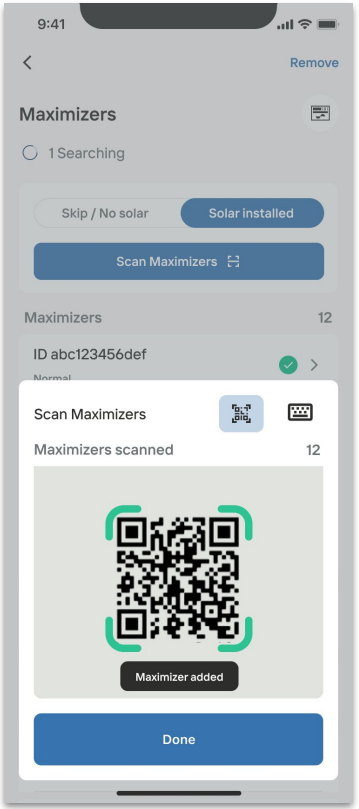
➢ Tap the “Scan Maximizers” action, and scan all Maximizer QR stickers into the app.

➢ Wait for the system to connect to all scanned Maximizers. If a Maximizer does not connect, follow on-screen guidance to resolve.

- Maximizers that don’t connect can be removed from the list and re-scanned. Tap “Remove” to select and remove any affected Maximizers.

- If the system is still in rapid shutdown, move out of Rapid Shutdown to begin solar production.





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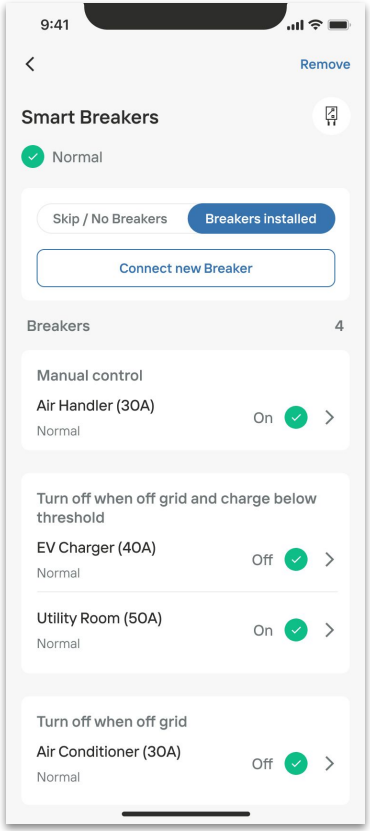
Commissioning: Smart Breakers

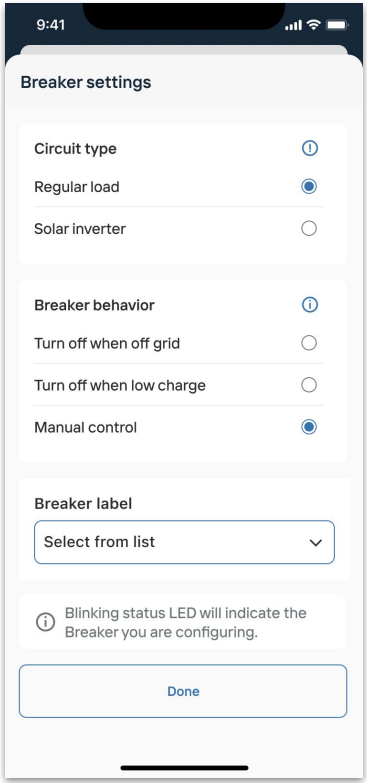
- Eaton AbleEdge Smart Breakers can be connected to the system for Load Control and AC PV functions. Review the Lunar Smart Breakers Documentation for detailed guidance.

➢ Tap into Smart Breakers and tap “Breakers installed” then “Connect new Breaker”. Follow on-screen instructions.

➢ You’ll be asked to configure a breaker at a time, one after another, until all are connected and configured.

- Any configured Solar Inverter breakers will show their production telemetry in the powerflow graph at the top of the system screen.



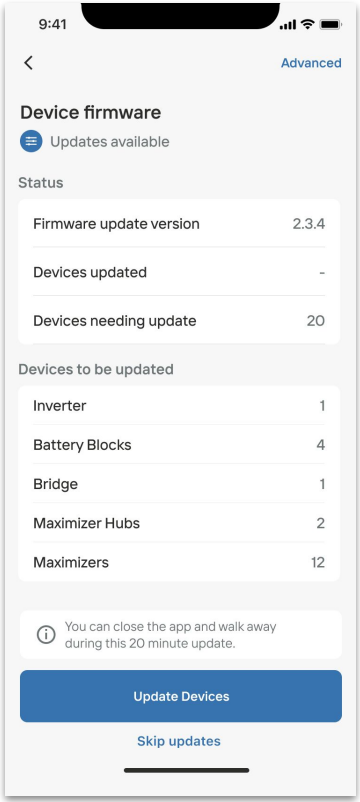


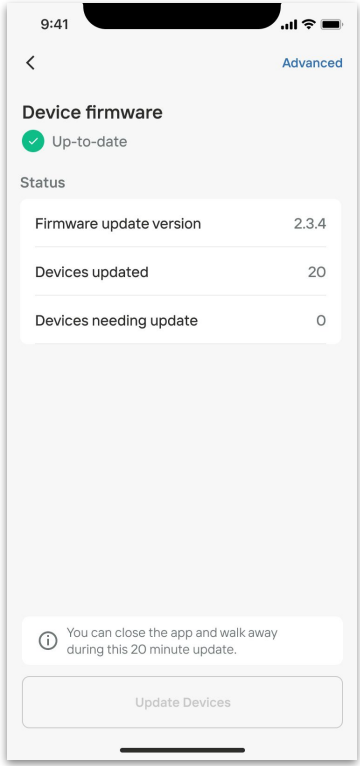
Commissioning: Firmware Updates

- The latest firmware package was transferred to the Inverter during connection setup, but it was not installed on each device yet.

➢ Tap into the Firmware updates item, and tap “Update devices”. You will be moved to the system screen to watch the devices update.

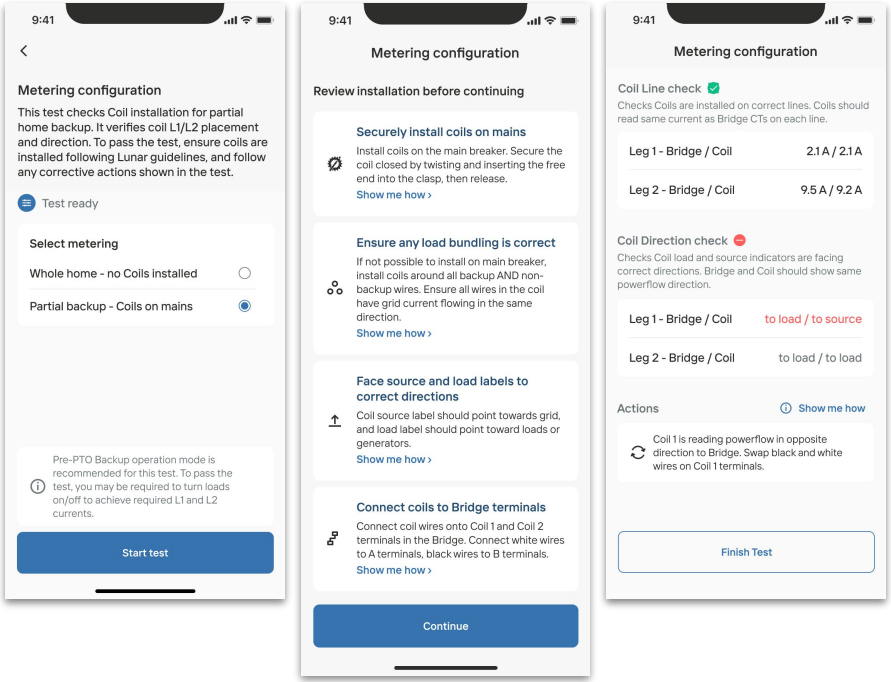
- The Inverter coordinates the update process and updates each device in turn. You do not need to remain near the system or keep the app open.
- Updates may take up to 25 minutes. Temporary faults/warnings may appear on devices during the updates.
- If any update failures occur, retry before contacting Lunar Support.



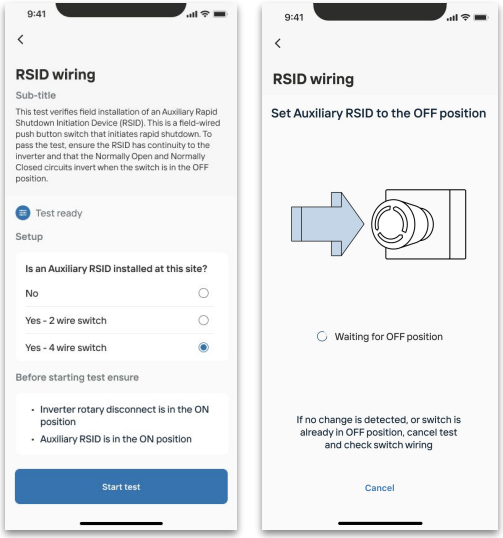


Commissioning: Metering Configuration

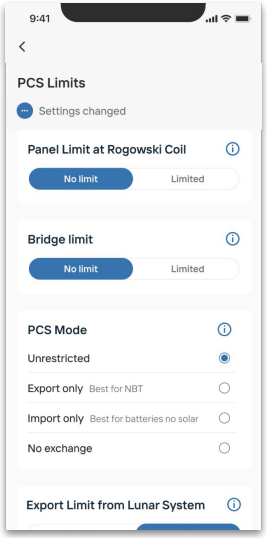
- ➢ Ensure you have followed the Lunar guidance for Rogowski Coil CTs.
- ➢ Select whether coils are installed, and start the test.
  - The test verifies coils have been installed on the correct phases (Coil 1 on L1, Coil 2 on L2), and that they are oriented correctly (each coil reporting correct powerflow direction).
  - The test requires power to be flowing to loads, which will be occurring if operation settings were set beforehand. If not enough power is flowing, on-screen instructions will instruct you to toggle loads.
- ➢ Perform the actions shown in the “Actions” list to correctly configure the coil metering. Metering is correct when both checks are green.
- ➢ Tap the “Show me how” actions to see detailed instructions and diagrams.



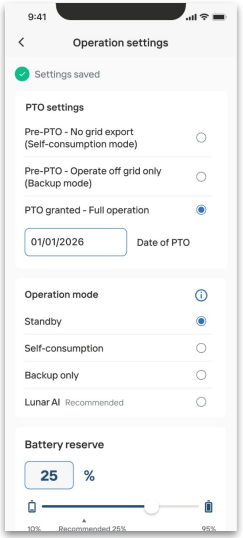
Commissioning: Additional Configuration Steps



Aux RSID Wiring - This test verifies wiring of any auxiliary rapid shutdown switch. It will guide you through toggling the switch and instruct you to adjust wiring if needed.



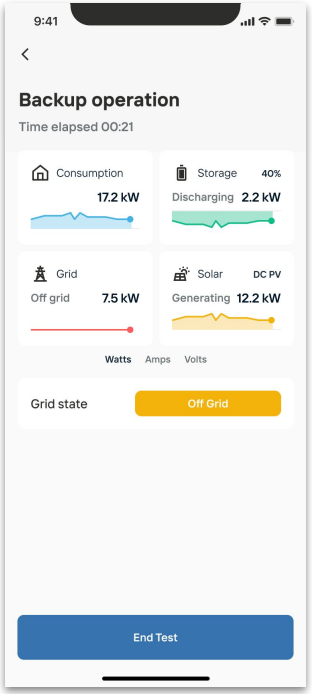
PCS Limits - Widely acceptable defaults are provided on this screen at commissioning. Review the Lunar PCS Documentation to design any custom PCS settings for your system.



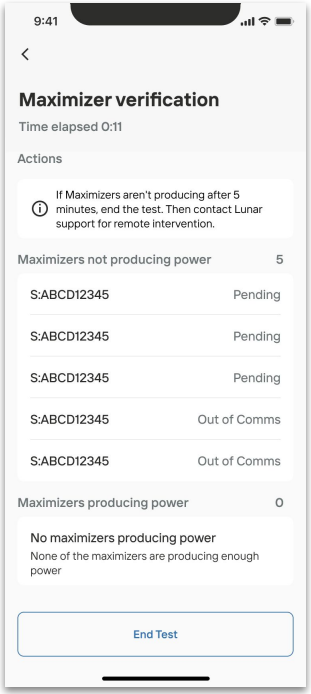
Operation Settings - Recommended defaults are provided on this screen at commissioning. If PTO has already been provided, enter the date to move the system into full operation.

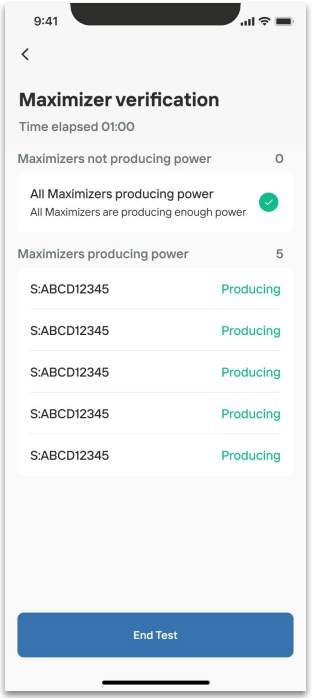
Commissioning: Backup and Maximizer Tests

Backup Operation - The backup test automatically takes the home off-grid by opening the Bridge relay. The system should power all backed up loads continuously. Guidance will be shown if the system was unable to move off-grid or power loads.



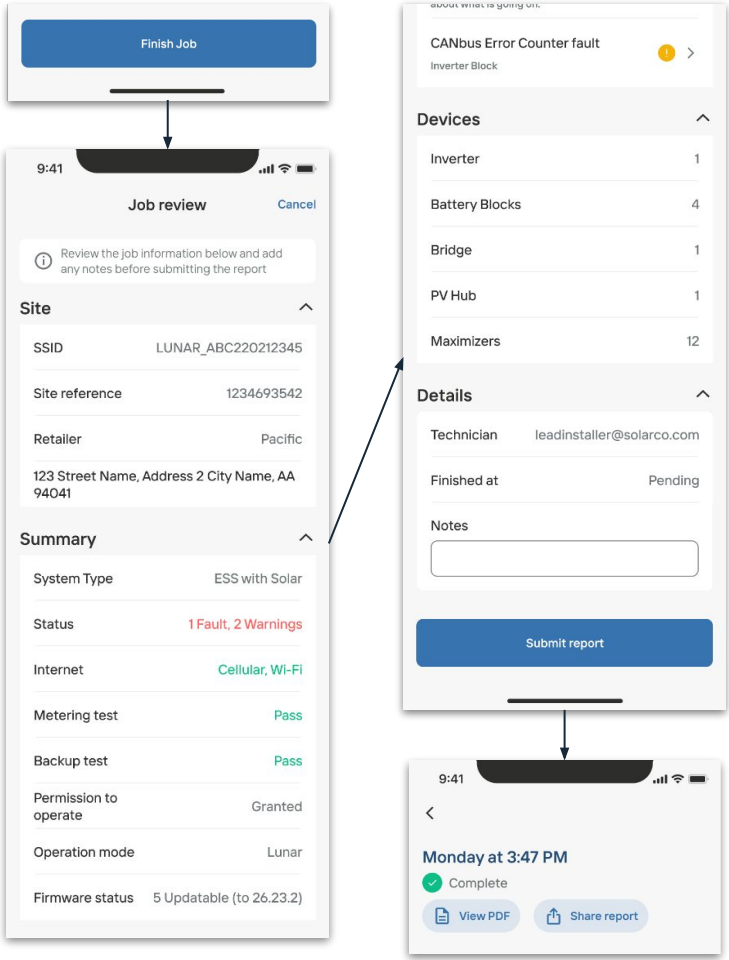
Maximizer Verification - This test verifies that Maximizers are in communication and are producing power. The test only requires a small amount of output power to pass, but will be unlikely to pass at night.





Commissioning: Finish Job

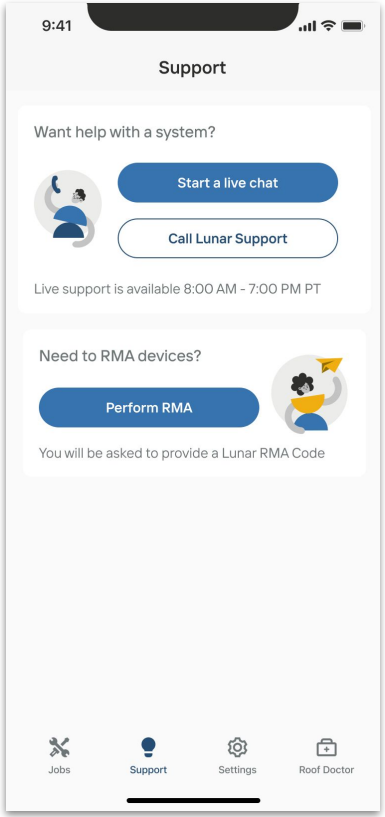
- Once all possible items are resolved, finish the job via the “Finish Job” action at the bottom of the system screen.
- You will be warned if there are outstanding items to resolve, but you can still continue.
- Review the summary of the job and system status. If it matches expectations, scroll down, and tap “Submit Report” at the bottom of the Job Review screen.
- The job report will be submitted to Lunar if you have an internet connection. If not, the job will be saved and you can retry to submit the job later.
- Once the job report is submitted, the job will be marked as complete and the Job Report PDF will be available to review or share.

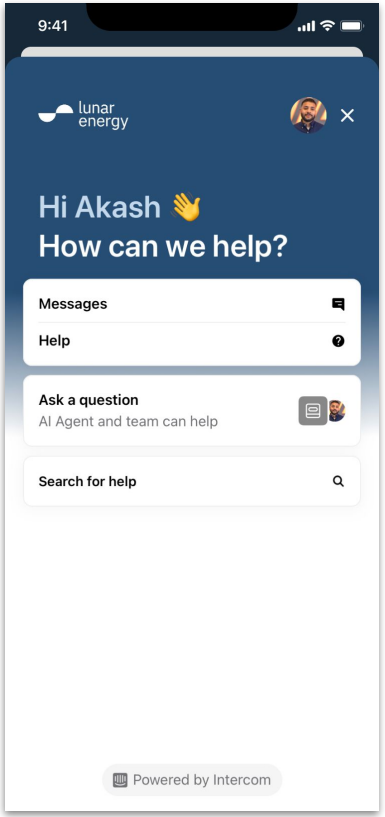


Additional Features

Contacting support, performing RMAs, using Roof Doctor

Contacting Support





- Contact Lunar Support at any time via the Installer App. Just navigate to the Support tab at the bottom of the screen.
- There's no need to disconnect from the system - remain connected and the team will guide you through any actions.
- **Live Chat is the fastest way to receive support.** You will be able to send photos, videos, and files, as well as receive guides and links to assist you.
- While using Live Chat, you can continue working on the system, and you'll be notified upon new messages.
- If you need to perform an RMA, you can also start this from the Support tab.

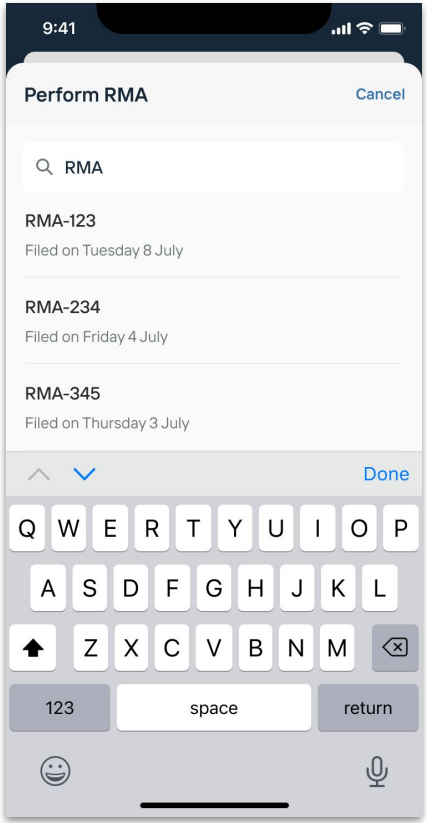
Performing RMAs

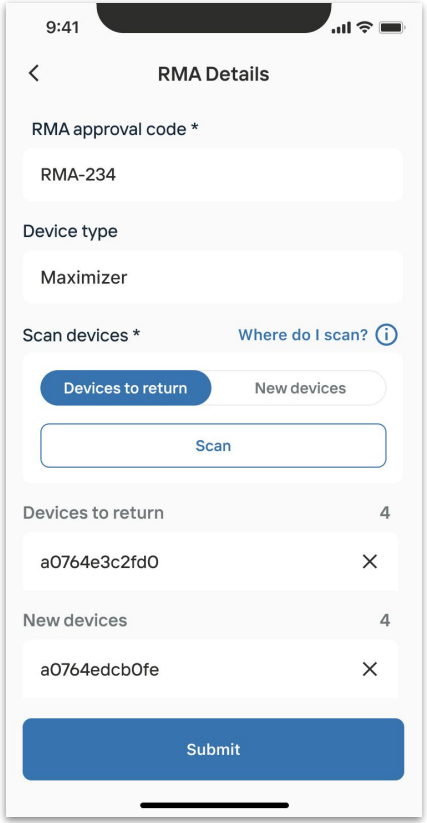
- Once Lunar Support approves an RMA, they will issue you with a numeric RMA code, e.g. RMA-123.

➢ To perform an RMA on-site, navigate to the Support tab in the Installer App, and tap Perform RMA.

➢ Enter your RMA code to retrieve the RMA details. Ensure the returned devices are as expected, and scan any replacement devices.

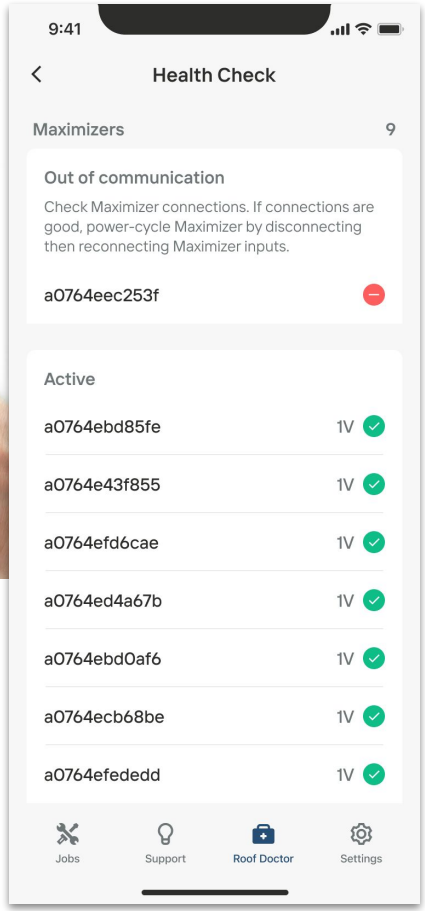
➢ Submit the RMA details, and the RMA's status will be updated across Lunar systems.





Roof Doctor





- Roof Doctor is an optional commissioning tool. It enables phone-to-Maximizer communications early on the day of install, before the ESS is operational.
- This is enabled by the Roof Doctor Hub, a palm-sized device powered by USB-C. The phone connects to the Roof Doctor Hub to speak directly to Maximizers. The hub can communicate with Maximizers over 100’ away on the roof.
- Roof Doctor can
  - Update Maximizer firmware
  - Verify Maximizer power, comms, and status
  - Enable Maximizer 1V output for multimeter verification of strings

➢ To get started, tap into the Roof Doctor tab at the bottom of the app, and follow the on-screen instructions.

Appendix: Changelog

Date	Version	Changes
Apr 10 2026	**v2.1**	Added VPP Program site lookup guidance
Jan 2025	**v2.0**	Revised structure and content
Jul 8 2025	**v1.4**	Added Smart Breaker and homeowner email guidance
Apr 8 2025	**v1.3**	Added PTO settings guidance
Mar 14 2025	**v1.2**	Added Solar Verification Test, revised Partial Home Backup guidance
Feb 21 2025	**v1.1**	Added Electricity Retailer, Metering Configuration, PCS Limits guidance
Oct 2 2024	**v1.0.1**	Added troubleshooting information for iOS “Private Relay” issue during login
Sep 17 2024	**v1.0**	Initial version