

Enphase Solar troubleshooting guide

A high-angle, nighttime photograph of a modern, two-story house. The house has a dark, gabled roof covered in solar panels. Large windows and glass doors on the upper floor are illuminated from within, showing a bedroom with a bed and a living area with a chair. The lower floor also has some illuminated windows. The house is surrounded by a dark, paved area and some small plants. The overall scene is dark, with the interior lights providing the main source of illumination.

Video instructions are available on the [Enphase YouTube channel](#).

Visit the [documentation center](#) to access all Enphase troubleshooting guides.

Table of contents

1.0 [Pre-troubleshooting](#)

- 1.1 [Installer requirements](#)
- 1.2 [Locate and identify the IQ Gateway type](#)
- 1.3 [Turn on AP mode](#)
- 1.4 [Check software version remotely](#)

2.0 [Connecting an IQ Gateway](#)

- 2.1 [Connect an IQ Gateway to Wi-Fi using the Enphase Installer App](#)
- 2.2 [Reconnect an IQ Gateway to Wi-Fi using the Enphase App](#)

3.0 [Power line communication issues](#)

- 3.1 [Detect power line noise remotely](#)
- 3.2 [Troubleshooting power line noise](#)

4.0 [Meter issues](#)

- 4.1 [Consumption mirrors production](#)
- 4.2 [Check CT polarity](#)
- 4.3 [Check the load type setting](#)
- 4.4 [Reverse CT polarity](#)
- 4.5 [Enable and disable CTs](#)

5.0 [Enphase Installer Portal site energy information](#)

- 5.1 [View](#)
- 5.2 [Graph](#)
- 5.3 [Reports](#)
- 5.4 [Devices](#)
- 5.5 [Events](#)
- 5.6 [Live status](#)
- 5.7 [Services](#)
- 5.8 [Kiosk view](#)

6.0 [Enphase Installer Portal settings](#)

- 6.1 [Installer Reference](#)
- 6.2 [Production Estimate & Threshold](#)
- 6.3 [Array Builder](#)
- 6.4 [System Weather](#)
- 6.5 [Energy and Power Display](#)
- 6.6 [Summary/Kiosk View](#)

7.0 [Enphase Installer Portal Self Service](#)

- 7.1 [Introduction to Self Service](#)
- 7.2 [Request a return](#)
- 7.3 [Install a replacement](#)
- 7.4 [Replace the IQ Gateway](#)
- 7.5 [Disable and enable power production](#)

8.0 [Enphase Installer Portal system diagnostics](#)

- 8.1 [Provision device](#)
- 8.2 [Disable and enable power production](#)
- 8.3 [Change Consumption Meter State](#)
- 8.4 [Reboot the IQ Gateway remotely](#)

9.0 [Revision history](#)

Pre-troubleshooting

This guide is intended to help installers and system owners troubleshoot common system issues.

Video instructions are available on the [Enphase service and diagnostics YouTube channel](#).

Visit the [documentation center](#) to access all Enphase troubleshooting guides.

Installer requirements

Installers must be certified to commission and troubleshoot Enphase Energy Systems.

Visit the [Enphase University](#) for information about required installer certifications. Requirements differ based on the system's configuration.

Installers are required to use specific tools when troubleshooting an Enphase Energy System on-site:

- Multimeter
- Phillips screwdriver
- T20 Torx driver or multi-bit screwdriver
- Enphase Installer App

Locate and identify the IQ Gateway type

Before troubleshooting, installers must locate and identify the type of IQ Gateway on-site.

IQ Gateways can be found near circuit breaker panels or subpanels. They are usually installed in a utility room, garage, or outside in a watertight combiner. After locating the system, installers can identify the type of IQ Gateway on-site.



IQ Gateway, Envoy S Metered, Envoy S Standard



Envoy

Turn on AP mode

The IQ Gateway must be set to AP mode to troubleshoot several issues.

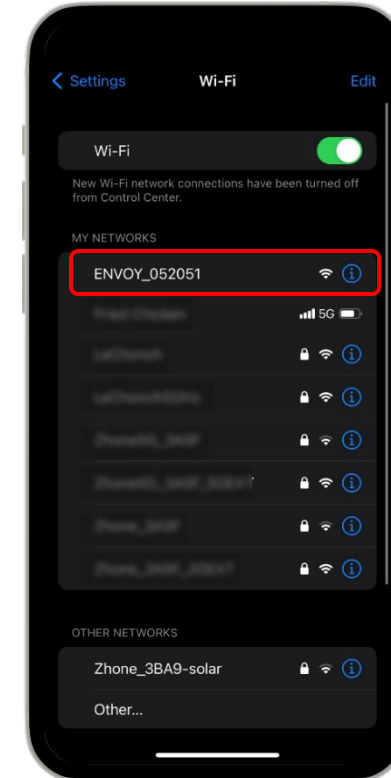
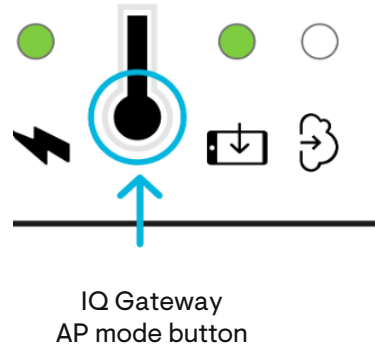
Step 1

Press and release the AP mode button on the IQ Gateway.

Step 2

Open the mobile device's Wi-Fi settings and tap the **ENVOY** network with the IQ Gateway serial number.

Note: Gateways with software version **7.6.358 or above** will **auto-enable AP** mode when offline and continue broadcasting until the Internet is restored.



Check software version remotely

Before troubleshooting, installers must confirm that the IQ Gateway software is updated to the latest version.

Step 1
Open the site in Enphase Installer Portal and click **Devices**.

Step 2
Click the site's IQ Gateway. The software version will display.

Systems List

Devices

Click here to initiate Self Service Warranty Claim

View

Graph

Reports

Devices

Events

Live Status

Services

Communication Gateways

Name	Type	Connection	Cell Modem SKU Type	Cell Modem Plan End Date	Last Report	Status	IQ Battery Storage (Yes/No)
Gateway	800-00555-r03 (IQ Gateway)	Wi-Fi	CELLMODEM-M1	09/30/2025 12:00 AM PDT	08/21/2024 03:00 PM PDT	Normal	Yes

Production Meter

Meter Type	Part Number	Serial Number	Lifetime Energy	Last Report	Status
Enphase Integrated Production Meter Single-Phase (L-L)	800-00555-r03		41.3 MWh	08/21/2024 02:45 PM PDT	Normal

Consumption Meter

Meter Type	Part Number	Serial Number	Config Type	Lifetime Energy	Last Report	Status
Enphase Integrated Consumption Meter Single-Phase (L-L)	800-00555-r03		Load with Solar production	228 MWh	08/21/2024 02:45 PM PDT	Normal

28 Microinverters
6 IQ Batteries
1 IQ System Controller
1 Gateway Wi-Fi
Sebastopol, CA

78°F

System Normal

On Grid

Full System

EnergyStatus

Today
Produced
33.25 kWh
Consumed
33.72 kWh
Peak: 6.57 kW at 1:15 PM
Latest: 6.28 kW at 2:45 PM

Past 7 Days
Produced
296.77 kWh
Consumed
282.25 kWh

Month To Date

Connecting an IQ Gateway

A high-angle, nighttime photograph of a modern house. The house has a dark, gabled roof with solar panels. Large windows and glass doors reveal a brightly lit interior with a bed, a chair, and other furniture. The exterior walls are a mix of dark grey and light brown horizontal siding. Two grey utility boxes are mounted on the side of the house. The foreground shows a dark, patterned driveway and some landscaping.

Video instructions are available on the [Enphase service and diagnostics YouTube channel](#).

Visit the [documentation center](#) to access all Enphase troubleshooting guides.

Connect an IQ Gateway to Wi-Fi using the Enphase Installer App

Navigate to **IQ Gateway Connectivity**, then perform the following steps to connect or reconnect an IQ Gateway to Wi-Fi using the Enphase Installer App.

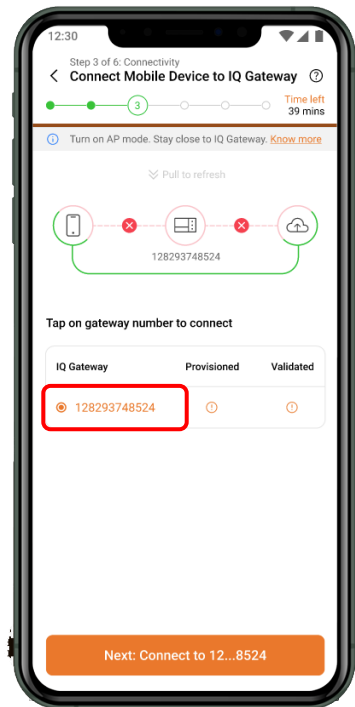
Step 1

Tap the orange button at the bottom of the screen.



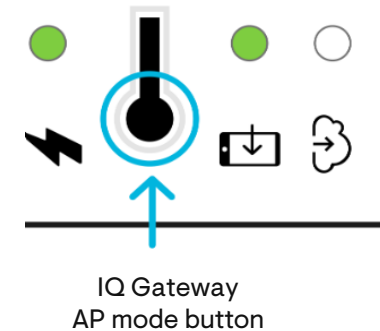
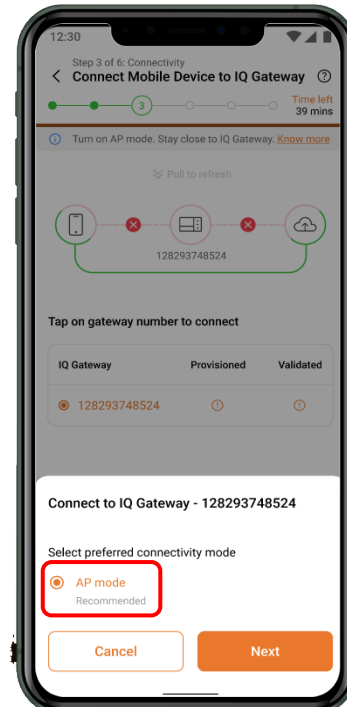
Step 2

Tap the IQ Gateway, then tap the orange button at the bottom of the screen.



Step 3

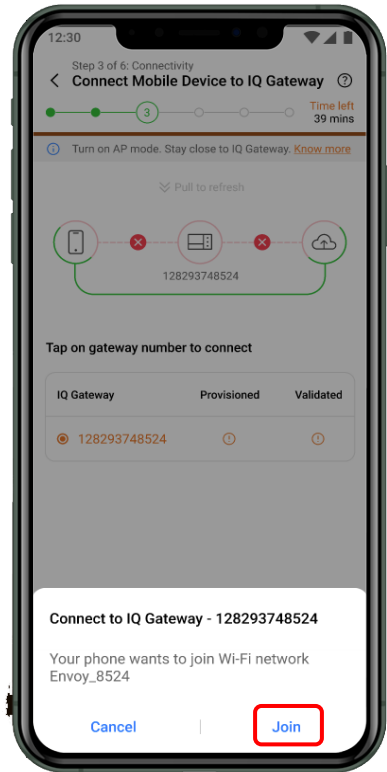
Tap AP mode, then press and release the AP mode button on the IQ Gateway.



Connect an IQ Gateway to Wi-Fi using the Enphase Installer App

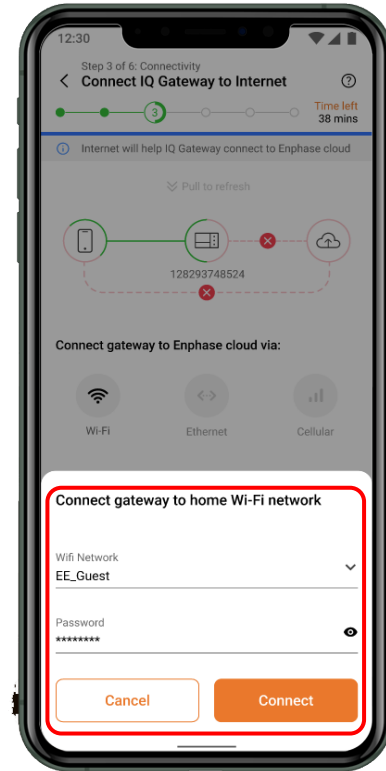
Step 4

Tap **Join**.



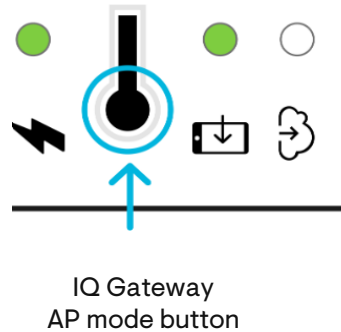
Step 5

Enter the Wi-Fi credentials, then tap **Connect**.



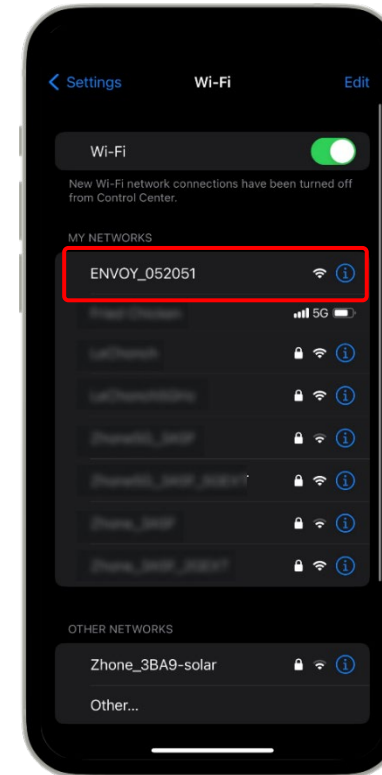
Step 6

Press and release the AP mode button on the IQ Gateway.



Step 7

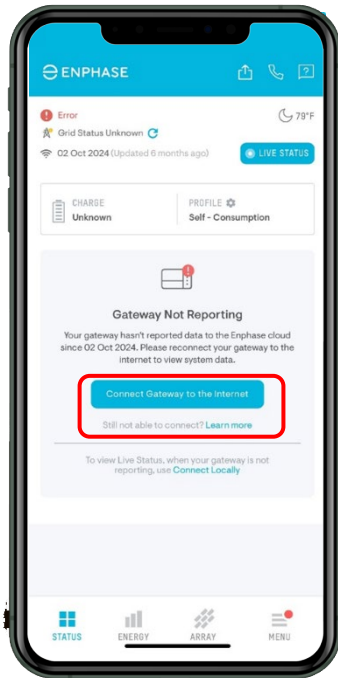
Open the Wi-Fi settings. Tap the **ENVOY** network with the IQ Gateway serial number.



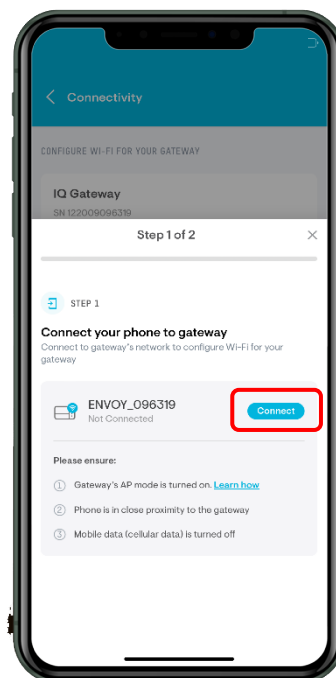
Reconnect an IQ Gateway to Wi-Fi using the Enphase App

System owners can reconnect an IQ Gateway using the Enphase App. Make sure your Enphase App is updated to the latest version. AP mode must be turned on to reconnect an IQ Gateway.

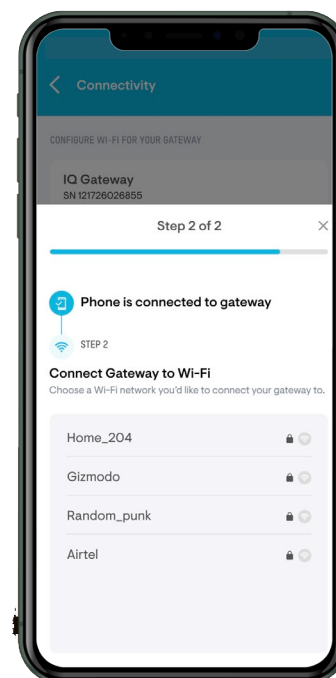
Step 1 Tap **Connect Gateway to the Internet**



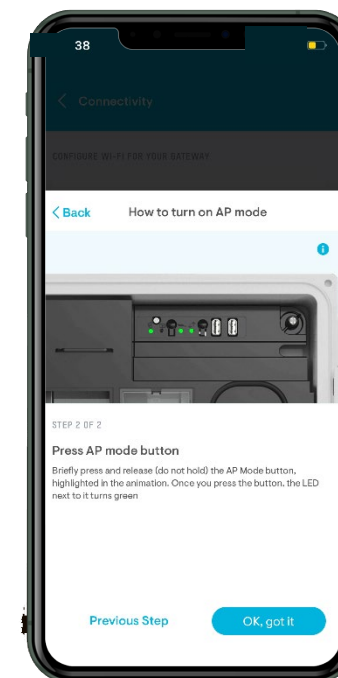
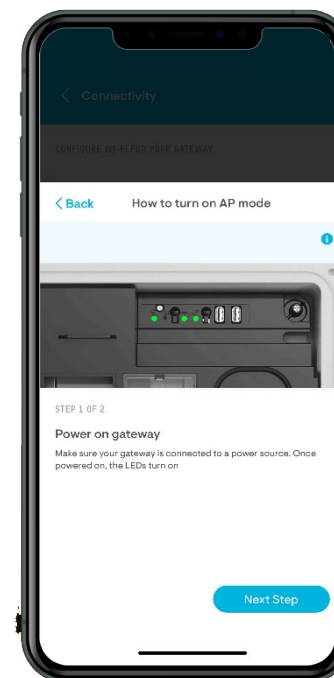
Step 2 Tap **Connect**, then turn on AP mode.



Step 3 Select the Wi-Fi network, then tap **Ok, got it**.



Step 4 Follow the instructions on the mobile screen to finish connecting the IQ Gateway to Wi-Fi.



Power line communication issues

A high-angle, nighttime photograph of a modern house. The house has a dark, gabled roof covered in solar panels. Large windows and glass doors reveal a brightly lit interior with a bed, a chair, and other furniture. The exterior walls are a mix of dark grey and light-colored horizontal siding. Two mailboxes are mounted on the side of the house. The foreground shows a paved driveway and some landscaping.

Video instructions are available on the [Enphase service and diagnostics YouTube channel](#).

Visit the [documentation center](#) to access all Enphase troubleshooting guides.

Detect power line noise remotely

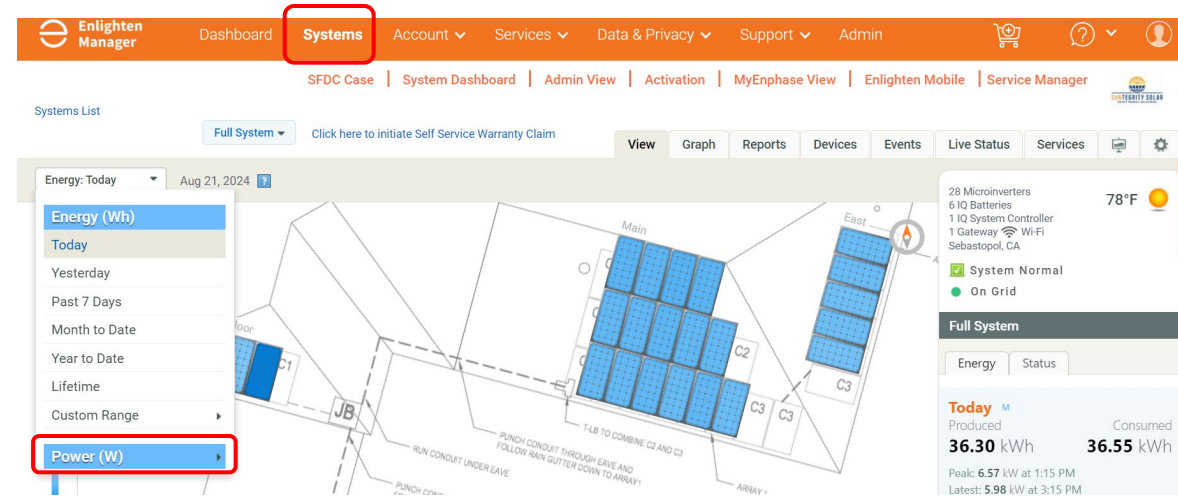
Electrical interference caused by other devices sharing the same electrical wiring is called power line noise.

If a site is experiencing inconsistent production reports at night, power line noise may be affecting communication between the IQ Gateway and the microinverters.

There are several causes for power line noise, including the use of power strips, GFI outlets, dimmer switches, large appliances, security systems, and bad circuit breakers. Open the site in the Enphase Installer Portal and perform the following steps to check whether a site is experiencing a communication issue:

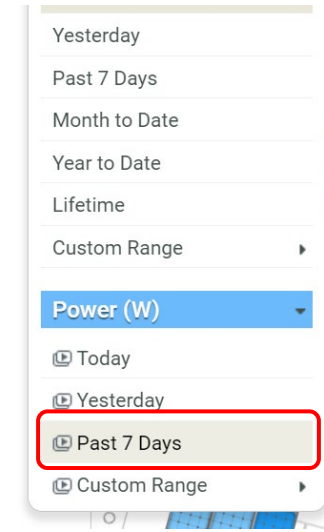
Step 1

In the **Systems** tab, click the **Energy** dropdown menu.



Step 2

Hover over **Power** and click **Past 7 Days**.

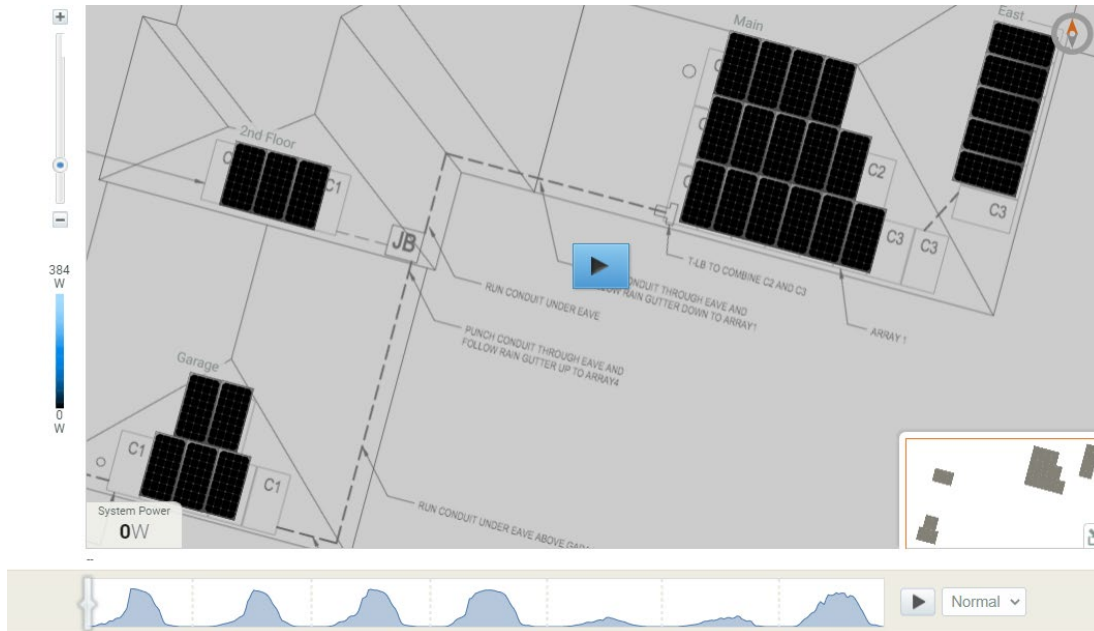


Detect power line noise remotely

Step 3

Press the play icon to watch the past seven days of production. If the solar panel array and the production graph shows inconsistent production, or production during the night, the communication issue may be caused by power line noise.

If the solar panel array and graph show normal production, contact Enphase Support for further instructions.

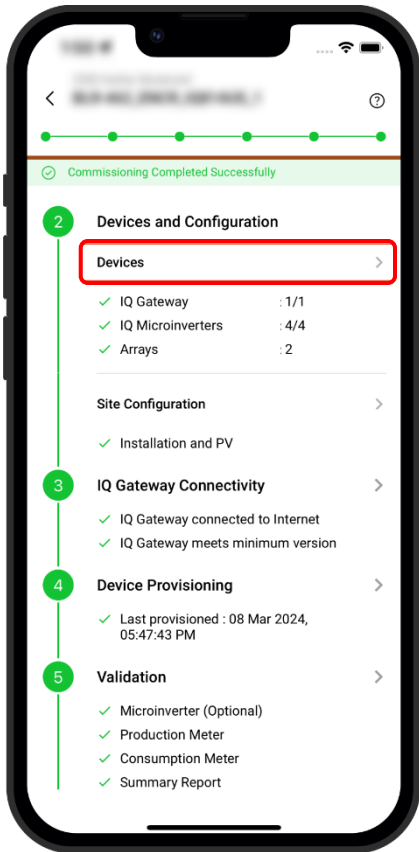


The production graph shows rounded plateaus, rather than peaks.
This could be a power line noise issue.

Detect power line noise remotely

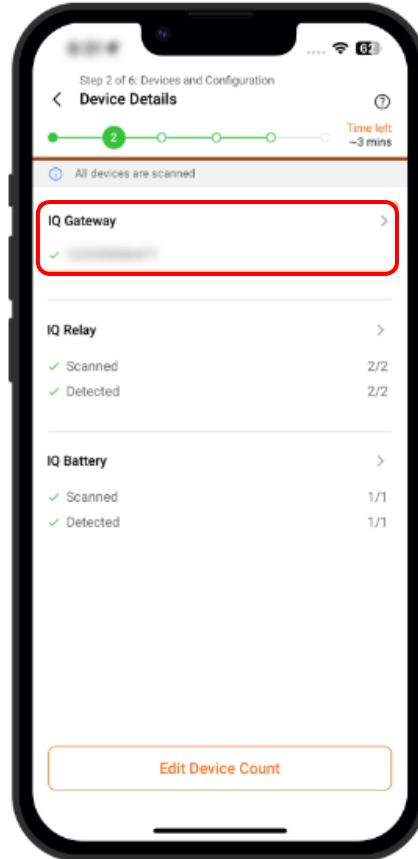
Step 4

Open the site in the Enphase Installer App and tap **Devices**.



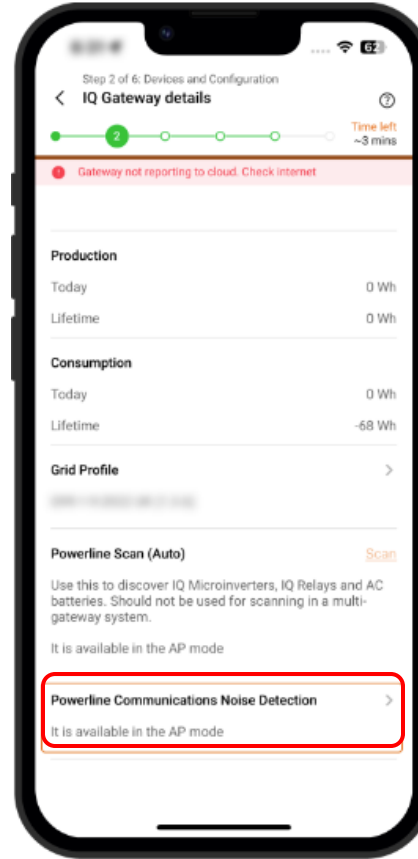
Step 5

Tap **IQ Gateway**.

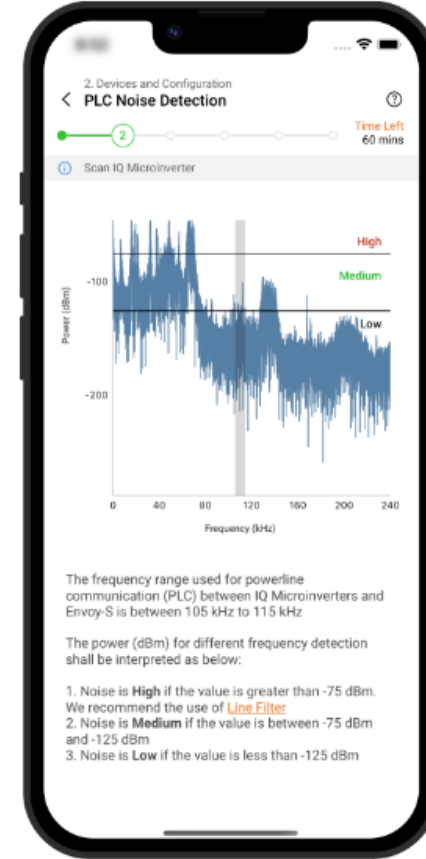


Step 6

Tap **Powerline Communication Noise Detection**.



If the PLC Noise Detection graph reports high noise levels, power line noise troubleshooting is required.



Troubleshooting power line noise

To reduce noise interference on an IQ Gateway or IQ Gateway Metered, Enphase recommends installing a radius power line filter.

Visit the [Enphase store](#) to view radius power line filter pricing, specifications, and installation instructions.

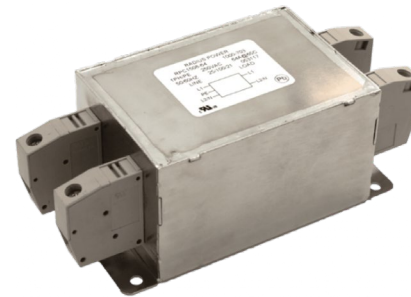
If an installer is troubleshooting an IQ Gateway Standard, Envoy R, or EMU, they should first try relocating the system by unplugging the device and moving it to a separate circuit in the home. Once the device is relocated, the installer will need to confirm that the IQ Gateway is successfully communicating with the microinverters.

Envoy R and EMU

Check the LCD display indicating the microinverter count in the lower-right corner. If the correct count is displayed, communication has been restored.

IQ Gateway Standard

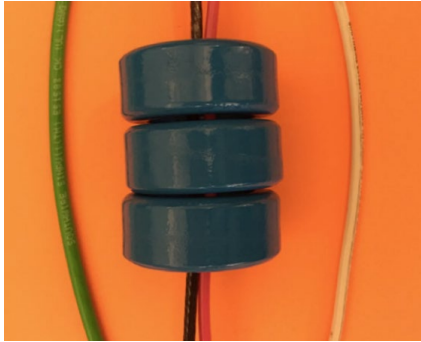
Check the fourth LED from the top, which is the communication LED. If the LED is green, this indicates that communication has been restored.



Troubleshooting power line noise

In addition to relocating an Envoy R, EMU, Envoy S Standard, or Envoy S Metered, Enphase recommends isolating the source of the power line noise by installing ferrite toroid rings on the suspected circuit.

[View installation instructions for ferrite toroid rings.](#)



If the system is still impacted by power line noise after relocating the device and installing ferrite rings, contact an electrician. Install a dedicated circuit from the main service panel.

After installing a dedicated circuit, the installer can install ferrite toroid rings at the new location for extra precaution.

Meter issues

Video instructions are available on the [Enphase service and diagnostics YouTube channel](#).

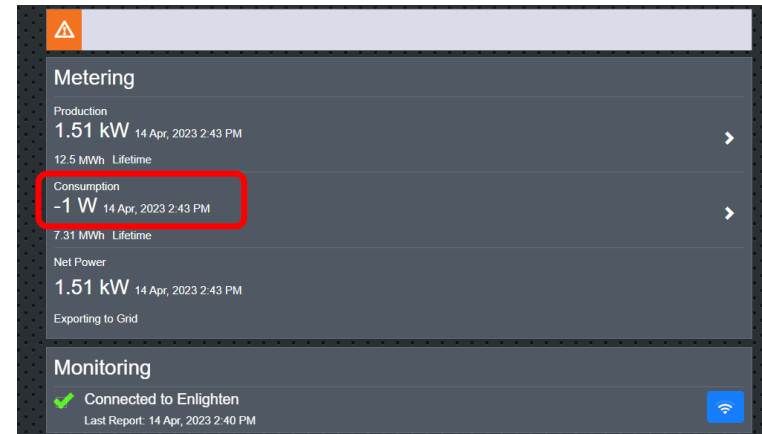
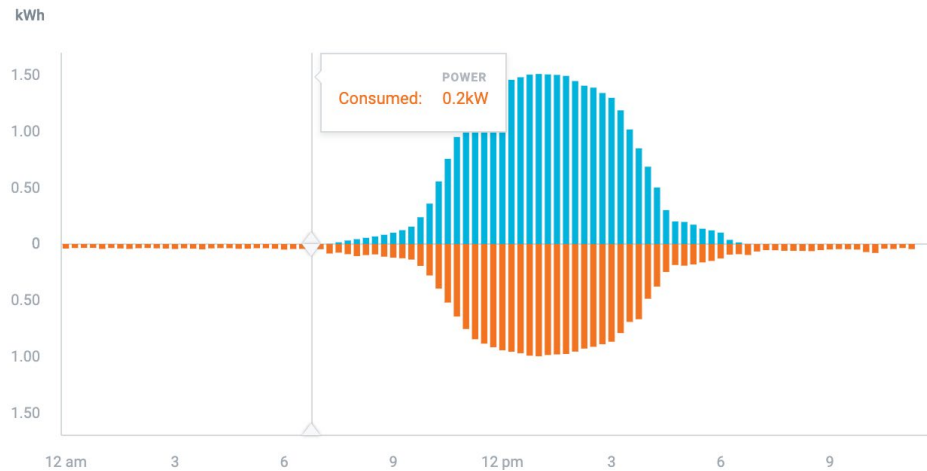
Visit the [documentation center](#) to access all Enphase troubleshooting guides.

Consumption mirrors production

If consumption mirrors production during the day, this indicates an issue with the CT installation or phasing.

The metering will show negative consumption, even when there is no production.

Meter reporting issues indicate that meters may be reporting from the wrong setting, or the polarity on the CTs may need to be reversed.



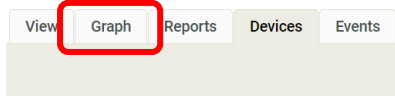
Check CT polarity

The meters will show negative readings if the Production and Consumption CTs are installed incorrectly.

To check CT polarity, open the site in the Enphase Installer Portal and perform the following steps:

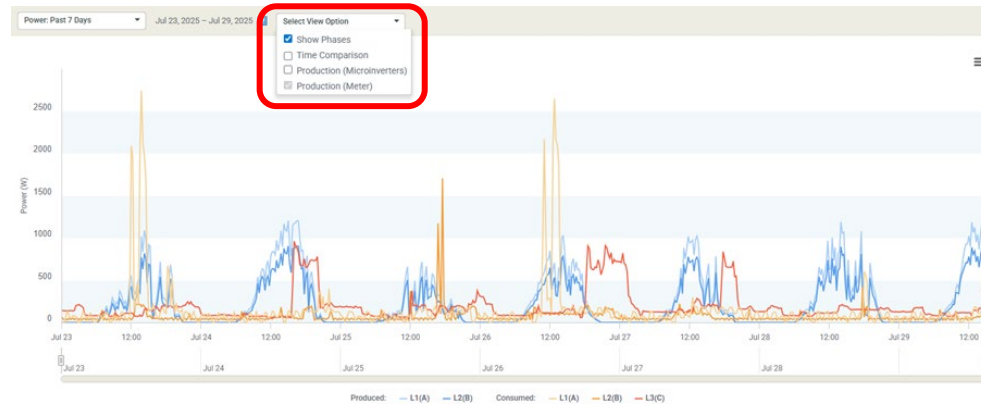
Step 1

Click **Graph**.



Step 2

Click **Show phases** from the **Select view option** dropdown.



If there is no **Show phases** dropdown, click **Settings > Overview > Energy and Power Display >** switch the readings from **Microinverter Measurements** to **Meter Measurements**.

Check the load type setting

Installers must check the load type setting before reversing CT polarity.

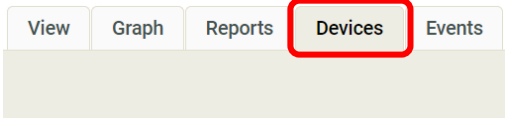
Load Only provides only the consumption details of the home.

Load with Solar provides the load consumption of the home, minus solar energy generation.

Perform the following steps to check the load type setting using the Enphase Installer Portal.

Step 1

Open the site in the Enphase Installer Portal and click the **Devices** tab. If the meter is enabled, its status will show as **Normal**.



Step 2

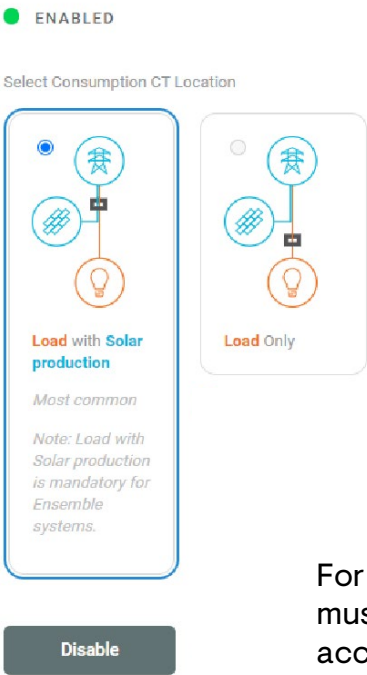
Click the consumption meter.

Production Meter

Meter Type	Part Number	Serial Number	Lifetime Energy	Last Report	Status
Enphase Integrated Production Meter Multi-Phase: L1(A), L2(B)			5.83 MWh	07/29/2025 04:15 PM CEST	Normal

Consumption Meter

Meter Type	Part Number	Serial Number	Config Type	Lifetime Energy	Last Report	Status
Enphase Integrated Consumption Meter Multi-Phase: L1(A), L2(B), L3(C)			Load with Solar production	6.86 MWh	07/29/2025 04:15 PM CEST	Normal



For sites with batteries, the system must be set to **Load with Solar** for accurate measurements.

Reverse CT polarity

To reverse the polarity of the lines, navigate to the CT polarity page in the Enphase Installer Portal and perform the following steps:

Step 1

Click reverse polarity.

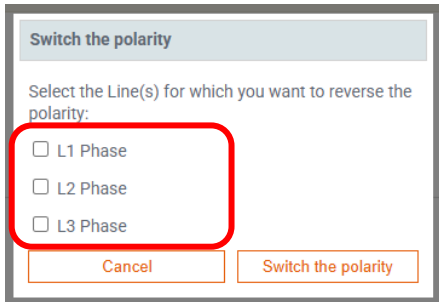
● ENABLED

Disable

[Reverse Polarity](#)

Step 2

Click the desired options, then click **Switch the polarity**.



Switch the polarity

Select the Line(s) for which you want to reverse the polarity:

- ☒ L1 Phase
- ☐ L2 Phase
- ☐ L3 Phase

Cancel Switch the polarity

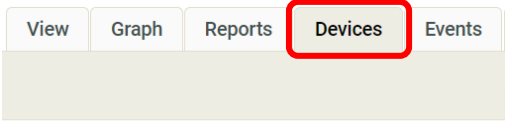
After reversing CT polarity, installers must change the meter start date to the following day.

Enable and disable CTs

Perform the following steps to enable or disable Consumption CTs.

Step 1

Open the site in the Enphase Installer Portal and click the **Devices** tab. If the meter is enabled, its status will show as **Normal**.



Step 2

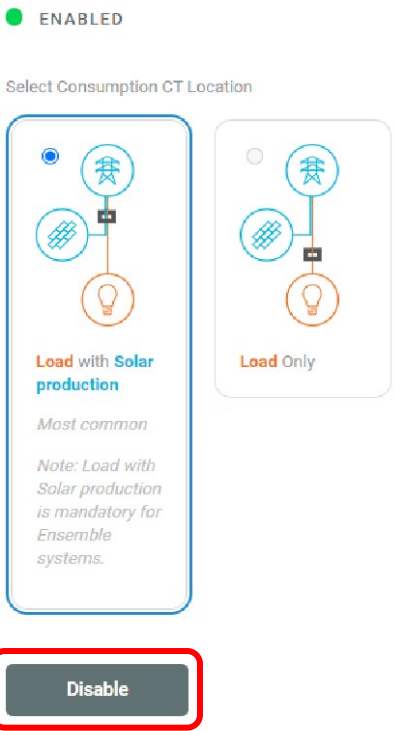
Click the consumption meter.

Production Meter						
Meter Type	Part Number	Serial Number	Lifetime Energy	Last Report	Status	
Enphase Integrated Production Meter Multi-Phase: L1(A), L2(B)	800-00654-r08	122312020101EIM1	5.83 MWh	07/29/2025 04:15 PM CEST	Normal	

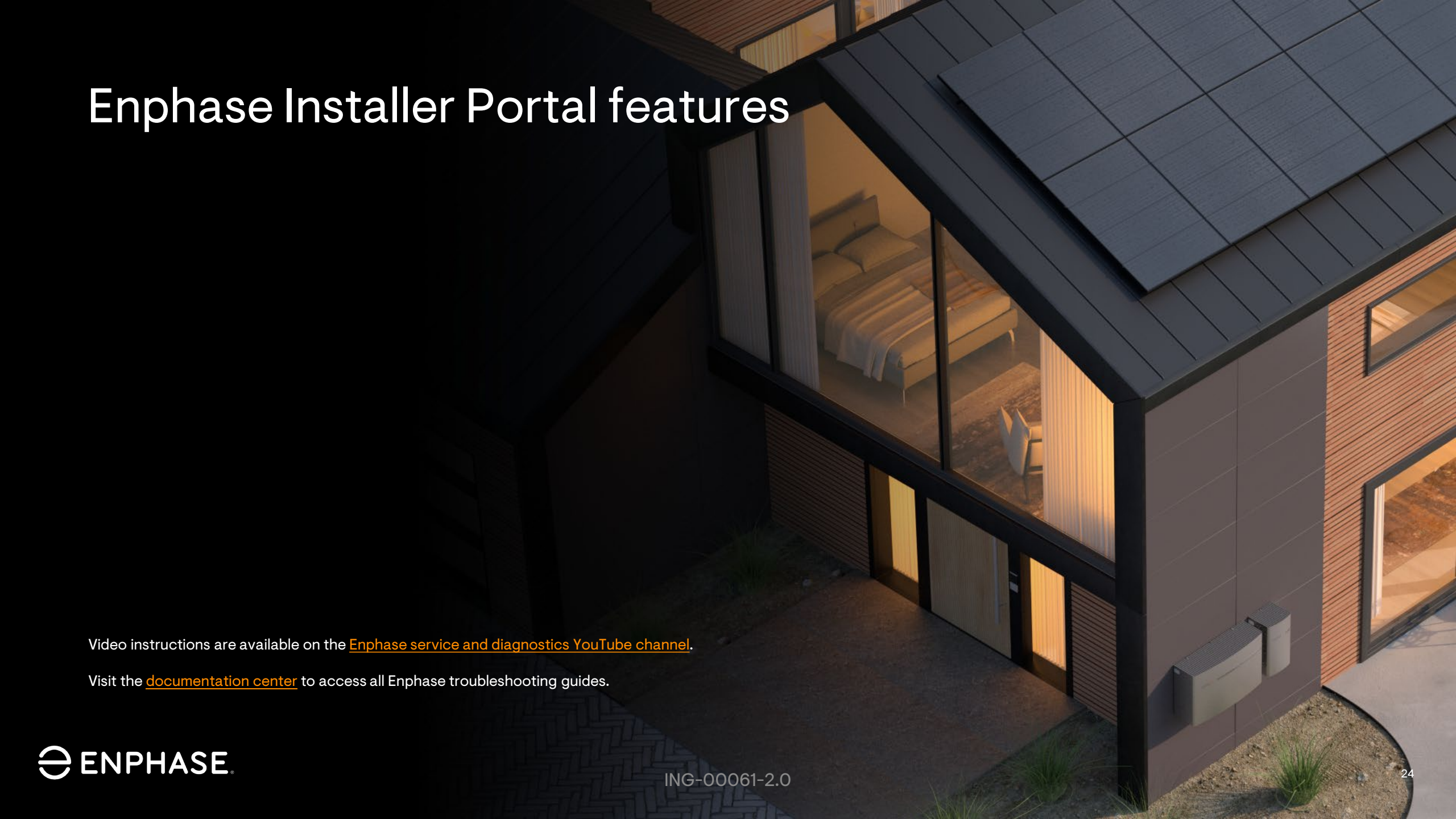
Consumption Meter						
Meter Type	Part Number	Serial Number	Config Type	Lifetime Energy	Last Report	Status
Enphase Integrated Consumption Meter Multi-Phase: L1(A), L2(B), L3(C)		122312020101EIM2	Load with Solar production	6.86 MWh	07/29/2025 04:15 PM CEST	Normal

Step 3

Click **Disable** if the meter is enabled. Click **Enable** if the meter is disabled.



Enphase Installer Portal features

A high-angle, nighttime photograph of a modern house. The house has a dark, gabled roof covered in solar panels. Large windows and glass doors reveal a brightly lit interior with a bed, a chair, and other furniture. The exterior walls are a mix of dark grey and light brown horizontal siding. Two mailboxes are mounted on the lower right side of the house. The foreground shows a paved driveway and some landscaping.

Video instructions are available on the [Enphase service and diagnostics YouTube channel](#).

Visit the [documentation center](#) to access all Enphase troubleshooting guides.

Enphase Installer Portal features

The Enphase Installer Portal **Dashboard** contains helpful features for installers.

1. System alerts
2. Activations
3. System setup
4. Service requests
5. Quick access to installer support

Systems

1

2

3

All Alerts (231) Activations (15) Leads (0) + Add New System

Search

NAME / ID

STATUS

CITY

STATE / PROV

Service Requests

4

Total Cases

New

In Progress

Resolved

440

12

55

373

View Details

Quick Access

5

Contact Us

System Configurator

Service Shortcuts

Installer Newsletter

Service Manager

Enphase Community

Enphase Store

Commercial

Critical Updates

Documentation

Brand Library

Training

Feedback

Enphase Installer Portal features

Alerts

The **Alerts** feature indicates which sites are currently affected and the types of alerts impacting the site.

Systems

All

Alerts (93716)

Activations (2115)

Search

NAME / ID	STATUS	CITY	STATE / PROV
	Meter Issue	Givors	-
	Microinverters Not Reporting	Achiet-le-Petit	-
	Meter Issue	Apeldoorn	GL

Activations

Installers can review and learn about different commissioning stages using the **Activations** feature. Watch the [training video](#) for more information.

Systems

All

Alerts (93716)

Activations (2115)

+ Add New System

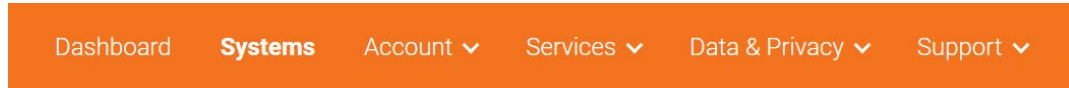
Search

NAME / ID	STATUS	CITY	STATE / PROV
	4 - Ready	Guaynabo	PR
	1 - Started	Los Alamos	NM
	1 - Started	Los Alamos	NM

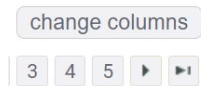
Enphase Installer Portal features

Systems

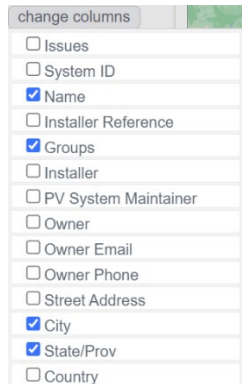
The **Systems** tab allows installers to view all systems.



The **change columns** tab includes many options to assist in viewing system location, status, and production output.



A drop-down menu allows the installer to display or hide information by selecting or deselecting the checkboxes.



Watch the [training video](#) for more information about the **Systems** feature.

Enphase Installer Portal features

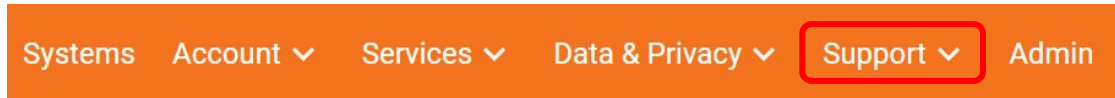
Services

The **Services** feature allows admin installers to access company performance, service, data, and privacy tools.



Support

The **Support** feature provides access to the Enphase Community page, which addresses FAQs and installer question submissions.



Watch the [training video](#) for more information about the **Support** feature.

Visit the [Enphase Community page](#) for product updates and information.

Enphase Installer Portal features

If a system owner loses access to the Enphase App, installers can resend system access.

Step 1

Open the site and click **Systems**.

Step 2

Click **Activations**.

Step 3

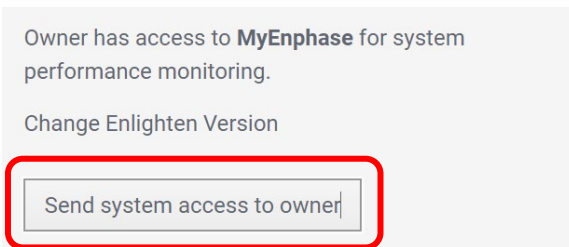
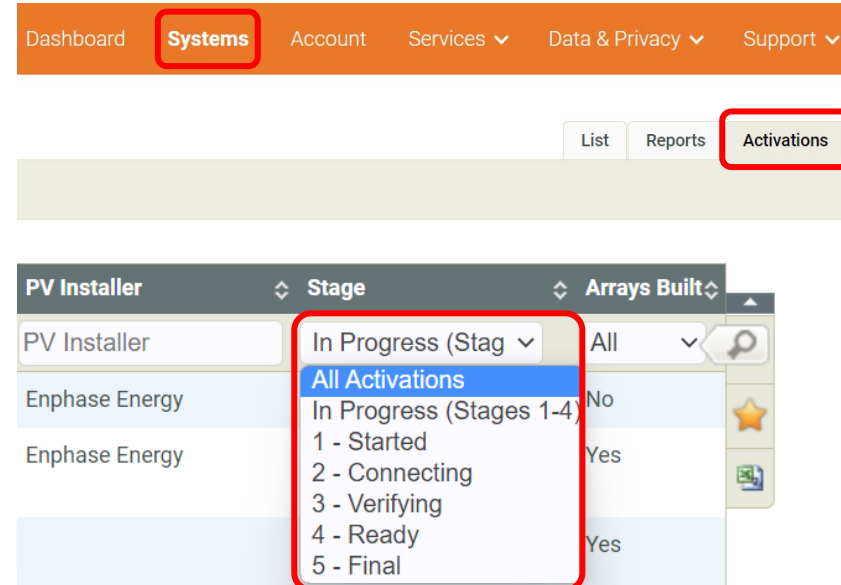
Open the **Stage** dropdown menu and click **All Activations**.

Step 4

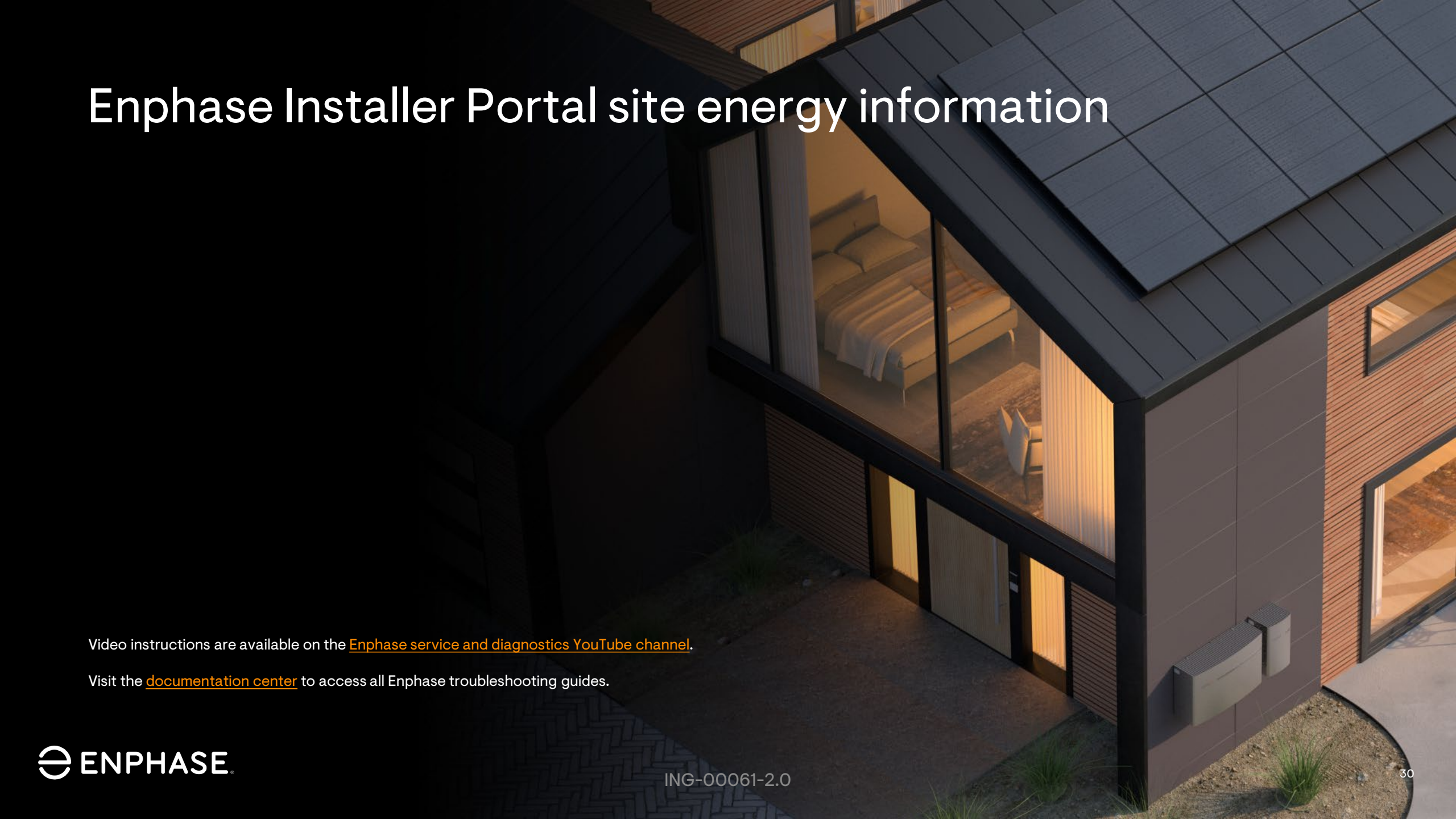
Click the system name.

Step 5

Under the **Owner** section, click **Send system access to owner**. A new welcome email with login instructions will automatically be sent to the listed email address.



Enphase Installer Portal site energy information

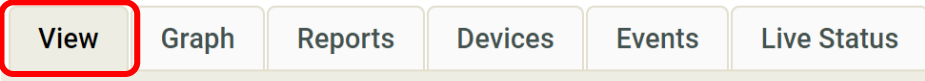
A high-angle, nighttime photograph of a modern, two-story house. The house has a dark, gabled roof with a large section of solar panels. The interior lights are on, illuminating a bedroom with a bed and a living area with a chair. The exterior walls are a mix of dark grey and light brown horizontal siding. A small, light-colored mailbox is mounted on the side of the house. The foreground shows a paved driveway and some landscaping.

Video instructions are available on the [Enphase service and diagnostics YouTube channel](#).

Visit the [documentation center](#) to access all Enphase troubleshooting guides.

Site energy information

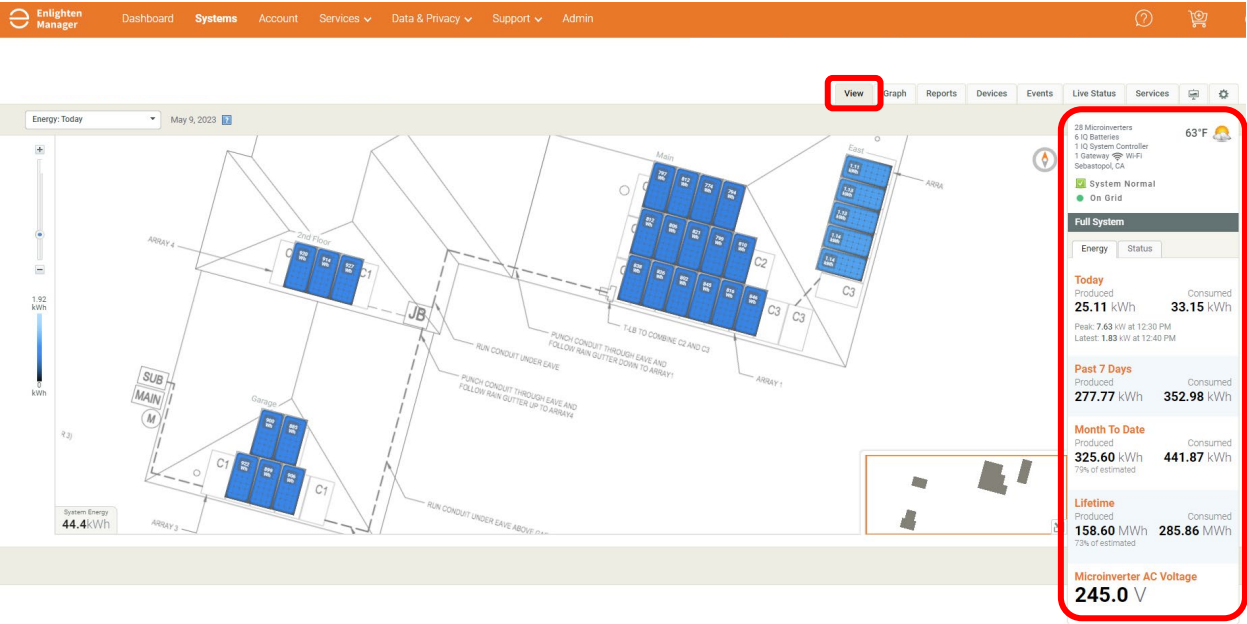
Click the **View** tab on the **Systems** page to view a site's current energy information.



An Array panel will appear, displaying an overhead rendering of the site.

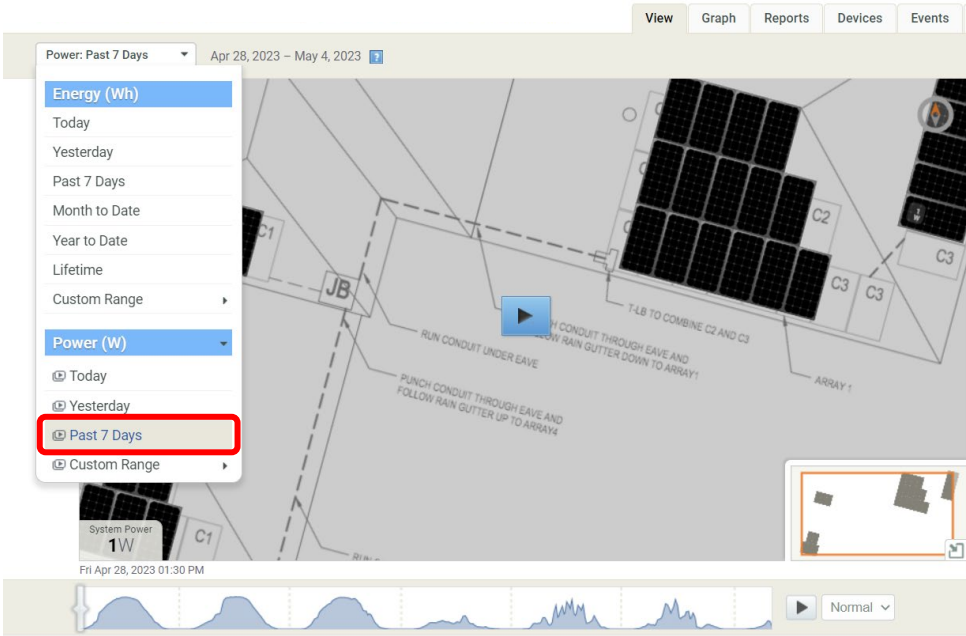
The side taskbar displays the following site information:

- Microinverter count
- IQ Battery count
- IQ Gateway count
- IQ Gateway connection type
- Site location
- Weather
- System status
- Energy produced



Site energy information

Installers can watch a seven-day playback or a custom range.

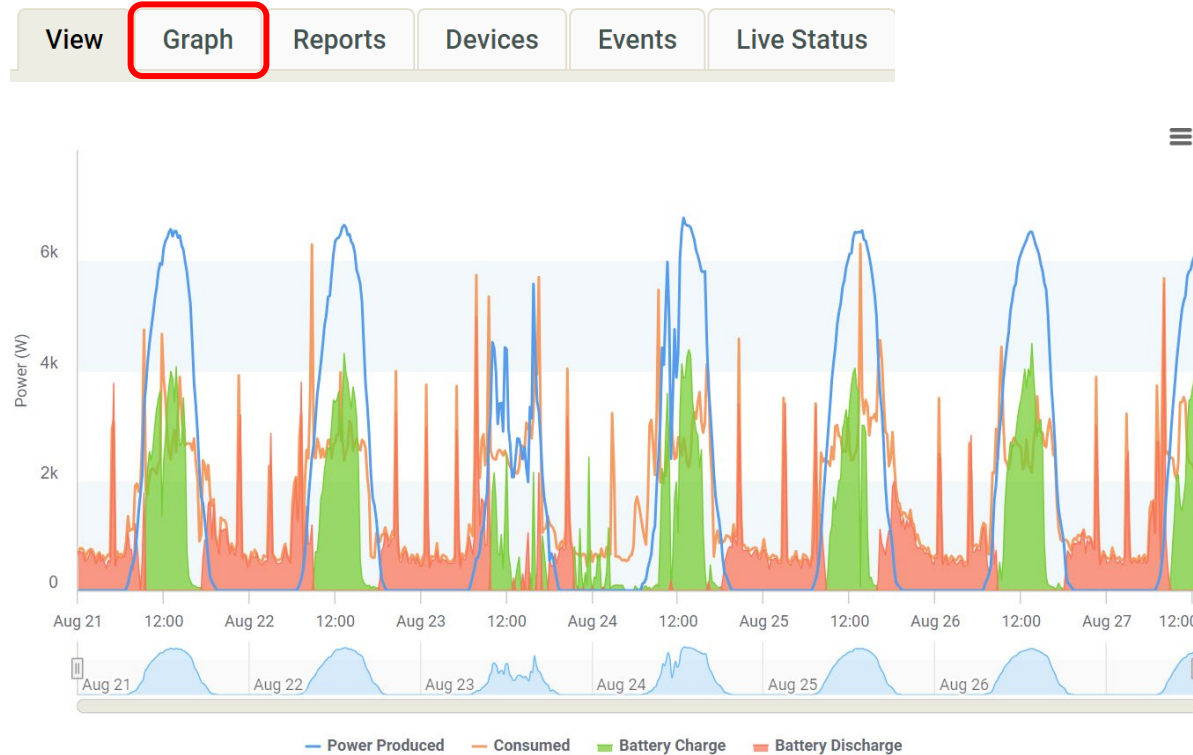


Click the **Energy** and **Power** dropdown menu on the **View** page.
Installers can also click an individual microinverter to review.

Watch the [training video](#) for more information about the **View** feature.

Site energy information

The **Graph** tab allows installers to view production in detail.

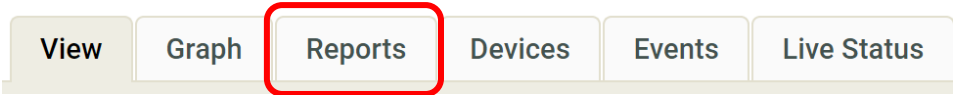


Hover over the graph lines to view production details specific to the exact time.

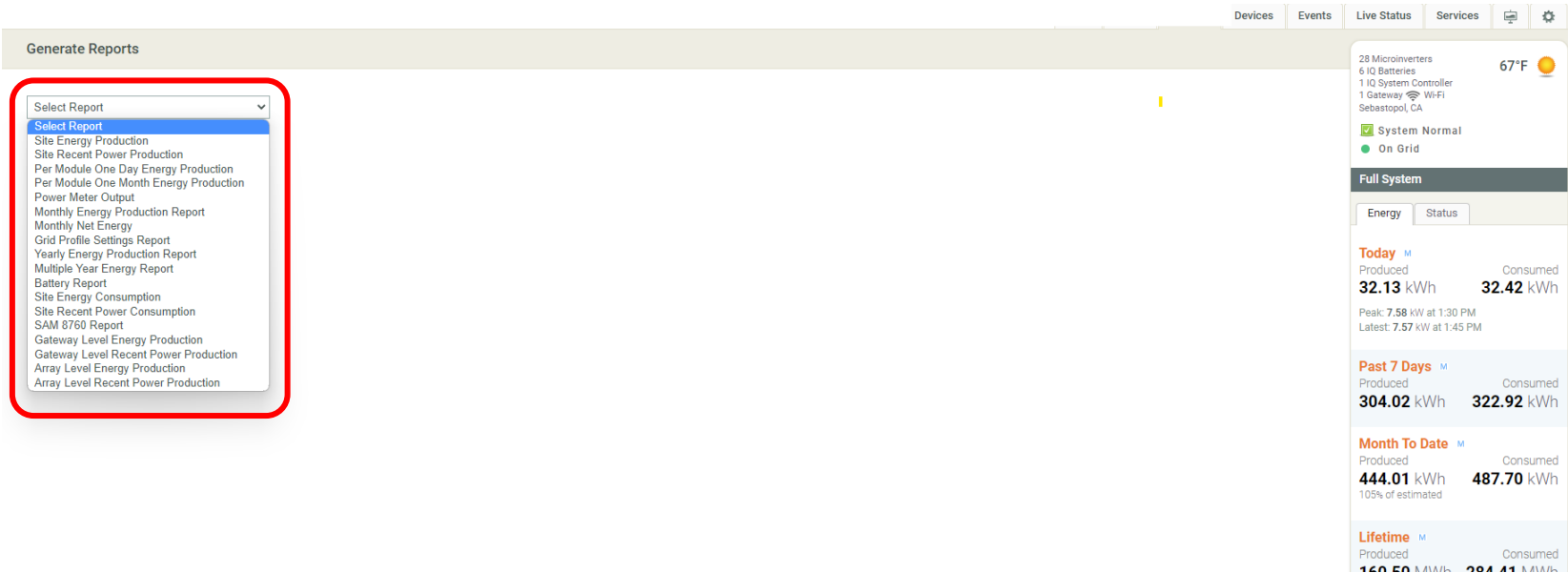
Watch the [training video](#) for more information about the graph feature.

Site energy information

The **Reports** tab allows installers to click specified report details, verify system production continuity, and view consumption trends.



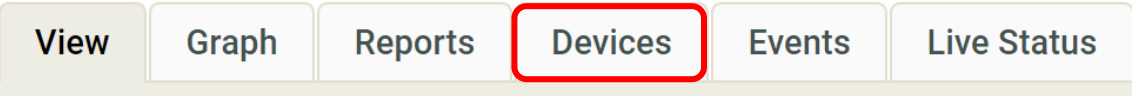
There are options to download, save, or email reports in the drop-down menu.



Watch the [training video](#) for more information about the **Reports** feature.

Site energy information

The **Devices** tab allows installers to view active devices and their current status.



Click the device to view device reporting details.

Production Meter						
Meter Type	Part Number	Serial Number	Lifetime Energy ⓘ	Last Report	Status	
Enphase Integrated Production Meter Multi-Phase: L1(A), L2(B)			5.83 MWh	07/29/2025 04:15 PM CEST	✔ Normal	

Consumption Meter						
Meter Type	Part Number	Serial Number	Config Type	Lifetime Energy ⓘ	Last Report	Status
Enphase Integrated Consumption Meter Multi-Phase: L1(A), L2(B), L3(C)			Load with Solar production	6.86 MWh	07/29/2025 04:15 PM CEST	✔ Normal

The installer can also view microinverter details, including serial numbers, phasing details, power, SKUs, part numbers, and current status.

Site energy information

Installers can also add and provision microinverters in the **Devices** tab.

Scroll to the **Microinverters** section on the **Devices** page to view all microinverters.

Microinverters

Retire Remove Unretire

change columns

Showing 1 to 10 of 28 microinverters (filtered from 161 total microinverters)

Show all microinverters

☐	Serial Number	Part Number	Firmware version	Phase	Average Real Power	Lifetime Energy	SKU
☐	Serial Number	Part Number	Firmware version	All			SKU
☐		800-00506-r07 (IQ6+)	520-00071-r01-v02.14.02	L1(A)	235 W	3.80 MWh	IQ6PLUS-72-2-US
☐		800-00506-r07 (IQ6+)	520-00071-r01-v02.14.02	L1(A)	235 W	3.65 MWh	IQ6PLUS-72-2-US

Enter the requested information below the list of microinverters.

Add and/or Provision Microinverter

This will add and provision a microinverter; In case if microinverter is already added, only provisioning task is being issued

Select Gateway

Enter Microinverter Serial #

Provision

Cancel

Watch the [training video](#) for more information about the **Devices** feature.

Site energy information

The **Events** tab provides details about events and their circumstances.

View

Graph

Reports

Devices

Events

Live Status

Event details:

1. Status:

Type of event
2. Impact:

Importance
3. Device:

Device impacted
4. Event Name:

Event type (ACVOOR, ACFOOR, etc.)
5. Started:

Timestamp of flagged event

View

Graph

Reports

Devices

Events

System: Events

1

2

3

4

5

Status	Impact	Device	Event Name	Started
Current			All	
Current		Gateway 122134063603	Gateway not reporting	Wed June 22, 2022 04:15 PM AEST

Show 10 events

20 Microinverters

2 IQ Relays

1 Gateway Wi-Fi

North Lismore, NSW

Gateway Not Reporting

57°F

Full System

Energy

Status

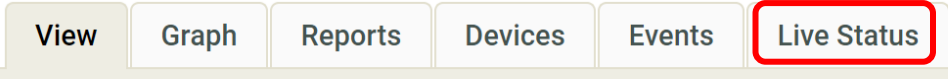
Today

0.00 Wh

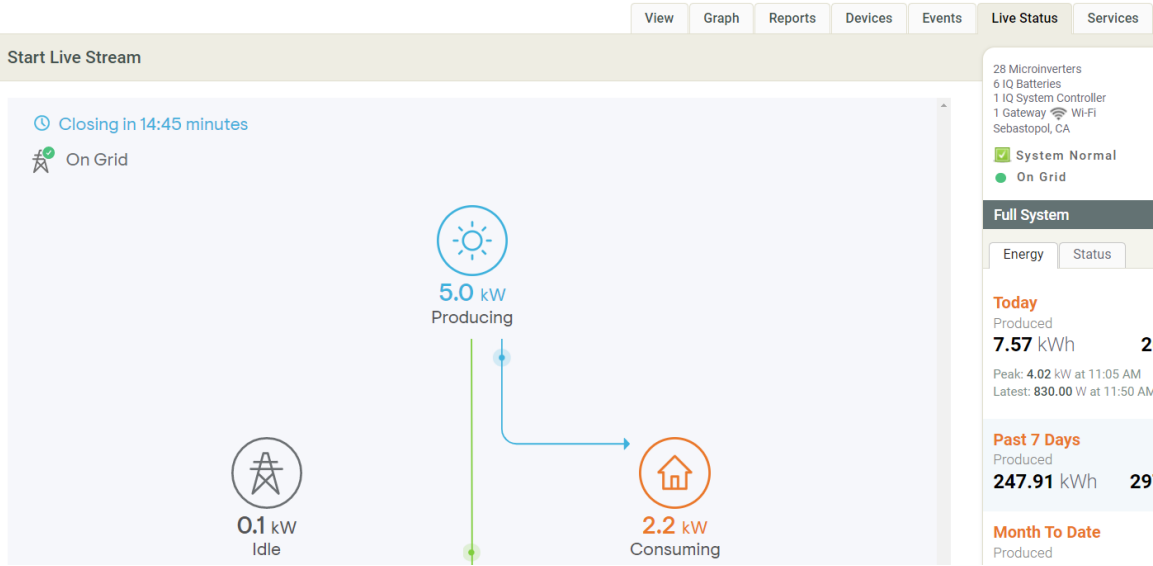
Watch the [training video](#) for more information about the **Events** feature.

Site energy information

Live Status allows the installer to verify real-time production.



If Consumption CTs are installed, installers can see export details in real time.
If the system has batteries, installers can verify charge and discharge in real time.



Watch the [training video](#) for more information about the **Live Status** feature.

Site energy information

The **Services** tab details the Self Service options an installer can access.



Installers can create SGIP applications and create permit requests.

Services

Create an SGIP Application

Self Generation Incentive Program (SGIP) is a California State Program that helps homeowners pay for energy storage with an incentive payout.

Through this service, Enphase helps you to apply for SGIP incentive for your IQ Battery installations.

[Apply Here](#)

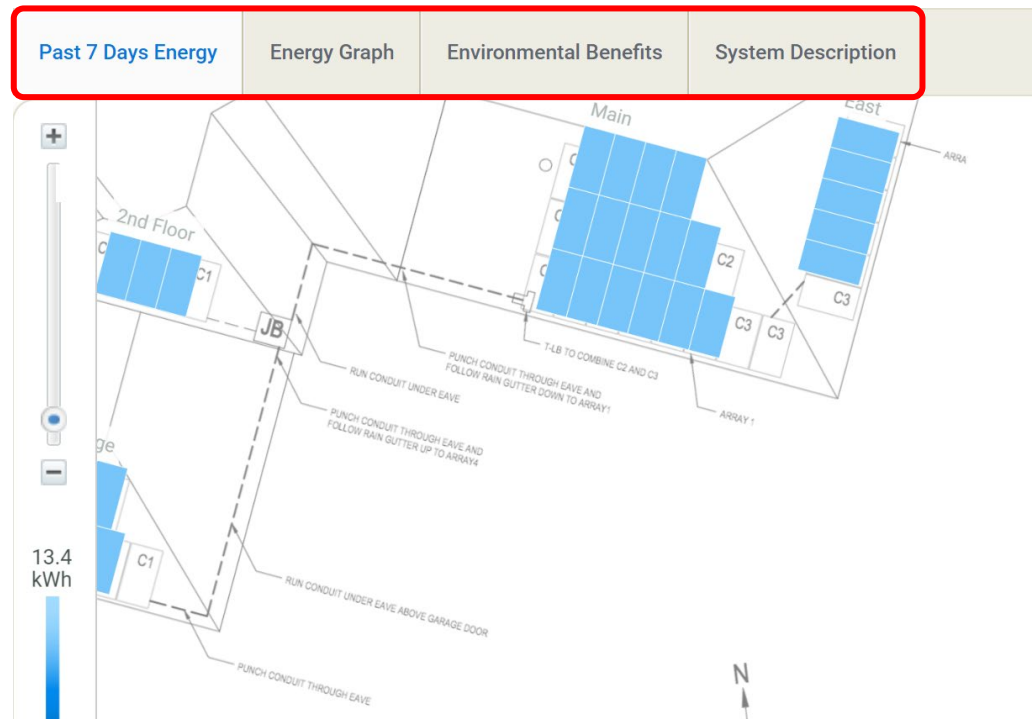
Create a Permit Request

This service allows you to request a Permit package from Enphase that you can then submit to AHJs for final permit approvals. The service will support packages for both solar and/or storage projects.

[Apply Here](#)

Site energy information

The **Kiosk view** allows installers to choose the site information to view.



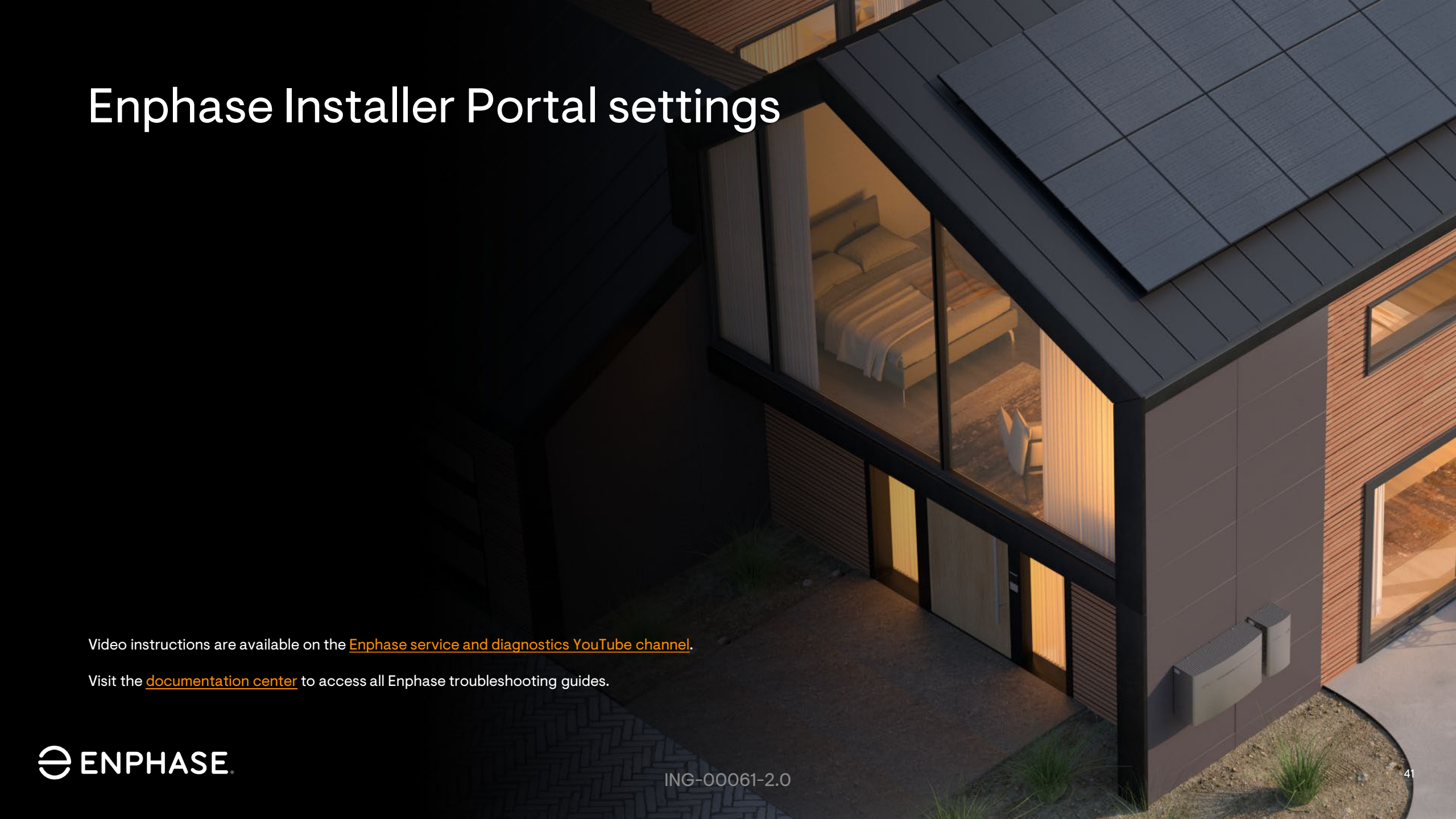
The **Past 7 Days Energy** tab provides a seven-day energy view.

The **Energy Graph** tab displays a graph indicating daily production totals in kWh.

The **Environmental Benefits** tab provides a breakdown of energy output capability and ecological impact.

The **System Description** tab contains a few basic details about the system.

Enphase Installer Portal settings

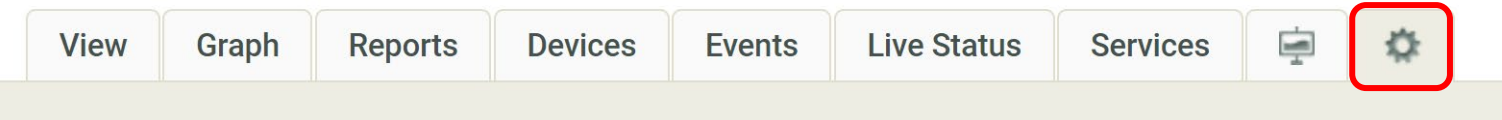
A high-angle, nighttime photograph of a modern house. The house has a dark, gabled roof covered in solar panels. Large windows and glass doors reveal a brightly lit interior with a bed, a chair, and other furniture. The exterior walls are a mix of dark grey and light brown horizontal siding. Two mailboxes are mounted on the lower right side of the house. The foreground shows a paved driveway and some landscaping.

Video instructions are available on the [Enphase service and diagnostics YouTube channel](#).

Visit the [documentation center](#) to access all Enphase troubleshooting guides.

Enphase Installer Portal settings

Click the **Settings** gear icon for additional installer and site information.



The **Settings** tab provides basic site information relating to the owner, installer, and location.

- 1. System owner information
- 2. System ID
- 3. Installer Reference
- 4. System Location
- 5. Installer contact information

Overview

1. System owner information

2. System ID

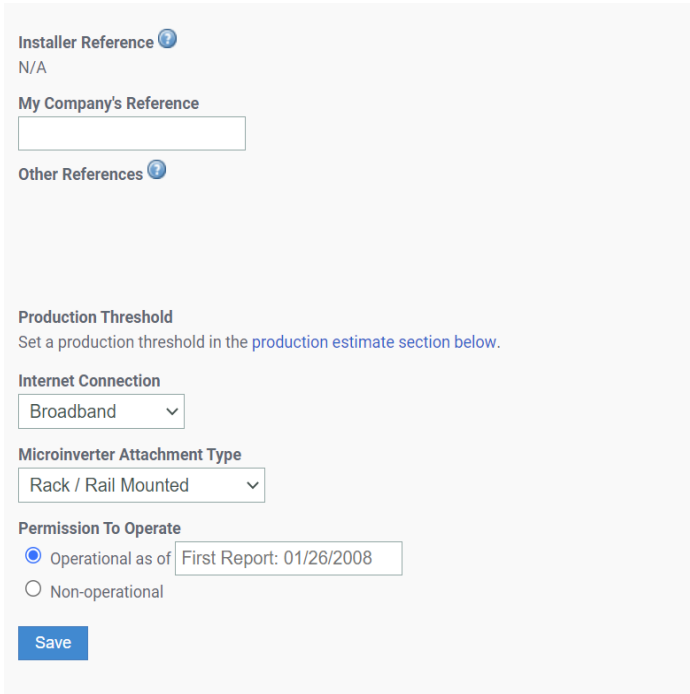
3. Installer Reference

4. System Location

5. Installer contact information

Enphase Installer Portal settings

Installer Reference allows installers to input their company reference.



The screenshot shows the 'Installer Reference' settings page. At the top, there is a header 'Installer Reference' with a help icon. Below it, the current status is 'N/A'. The 'My Company's Reference' section contains a text input field. The 'Other References' section has a help icon. The 'Production Threshold' section includes a text input field and a note: 'Set a production threshold in the [production estimate](#) section below.' The 'Internet Connection' section features a dropdown menu currently set to 'Broadband'. The 'Microinverter Attachment Type' section has a dropdown menu currently set to 'Rack / Rail Mounted'. The 'Permission To Operate' section has two radio buttons: 'Operational as of' (selected) and 'Non-operational'. The 'Operational as of' option is followed by a text input field containing 'First Report: 01/26/2008'. At the bottom left, there is a blue 'Save' button.

- Set production threshold estimates
- View how the site is connected to the internet
- View microinverter attachment details (rack or rail mounted)
- See the permission to operate status and date

The **Settings** page also allows installers to apply for labor reimbursements or an extended warranty period.

Enphase Installer Portal settings

Production Estimate & Threshold allows installers to set a percentage-based **Annual Degradation Factor** and **Production Threshold**.

Production Estimate & Threshold

Production Estimate

Provide estimated system production data to enable production threshold and compare estimated to actual system performance. You may enter estimated production values for each array individually or for the system as a whole.

Array-level production estimates (enter or modify in [array details](#) below)

System-level production estimate

Annual Degradation Factor

Percentage to reduce estimate each year to account for aging of PV modules.

0.5

%

Save

Production Threshold

Show "Production Issue" (🔴) of this system's energy production over the past 90 days is less than 90% of estimated.

Time Period:

90 days

30 days

% of estimated:

90%

Array-level estimates are based on percentages over time. System-level estimates allow the installer to set monthly benchmarks for expected production. Enphase recommends recording production for at least one month before setting estimates. If monthly benchmarks are not met, a production issue alert will display.

Array Builder allows the installer to build and update the array.

Only installers can build and update the array and equipment. Enphase Support does not have access to the Array Builder.

Array Details

Use Array Builder to create the virtual solar array.

Array Builder

Feedback

Array Name	# of Modules	Azimuth	Tilt	
25 Modules	25	100	15.0	Array Details ▾

 ENPHASE®

ING-00061-2.0

44

Enphase Installer Portal settings

System Weather

Displays weather for the system location, allowing installers to identify environmental production inhibitors.

System Weather

☒ Show weather features for this site

Save

Energy and Power Display

Shows whether production is being measured via microinverter or via Production CT.

Energy and Power Display

Production Readings

Microinverter Measurements

Meter settings have been moved to the [device page](#) under each meter's settings.

Save

Summary/Kiosk View

Allows installers to edit details shown in the Enphase Installer Portal.

Summary/Kiosk View

Select the information you'd like to display on the system's Summary/Kiosk view.

☒ System View

Past 7 Days Energy

☒ Energy Graph

☒ Environmental Benefits

☒ System Description [edit](#)

This was among the first installations for Enphase microinverters, installed January 2008.

The system currently includes 28 solar modules in four separate arrays in order to maximize energy production from a complex roof.

In 2020, the system was upgraded with Ensemble backup.

☒ Photo Gallery [edit](#)

Enphase Installer Portal Self Service

Video instructions are available on the [Enphase service and diagnostics YouTube channel](#).

Visit the [documentation center](#) to access all Enphase troubleshooting guides.

Introduction to Self Service

The **Self Service** section allows installers to request returns, replace equipment, and enable or disable power production.

Click **Request Return** to submit a request for replacement equipment.

Click **Install Replacement** to retire defective equipment, provision new equipment, and update the array map.

Click **Replace Gateway** to automatically retire an old IQ Gateway and provision the new IQ Gateway, including transferring/provisioning microinverters to the new IQ Gateway.

Self Service

Submit a microinverter or AC battery or IQ System Controller or IQ Battery or IQ Battery PCU warranty return request.

Request Return

Install a replacement microinverter or AC Battery.

Install Replacement

This will retire the old Gateway and provision the new Gateway with Microinverters, AC Batteries or IQ-Relays that were reporting to the old Gateway. IQ Batteries or IQ System Controller need to be provisioned again with the new Gateway using ITK

Replace Gateway

Self Service options

To request a return, perform the following steps:

Step 1

Click the shipping address from the list provided.

Step 2

Click the device type, enter the device’s serial number, and click the device.

Step 3

Click **Submit**. Enphase Support will process the request.

Request Return

*Shipment receiver (details of the person who is expected to receive the shipment at shipping address)

Select one ▾

*Shipping address (address where the new replacement device will be shipped)

We are unable to ship to PO Boxes, apologies for any inconvenience.

Select device type

Microinverters ▾

Select device(s)

Enter a serial number ... 🔍

Self Service options

To install a replacement, perform the following steps:

Step 1

Enter the original equipment device number.

Step 2

Enter the replacement number, then click **Submit**.

Install Replacement

Enter original device number

Enter a serial number ...

Enter replacement number

Replace another device

Submit

To replace an IQ Gateway, perform the following steps:

Step 1

Confirm that the new IQ Gateway is online and connected.

Step 2

Click the old IQ Gateway from the drop-down.

Step 3

Enter the new IQ Gateway serial number.

Click **Replace Gateway**.

Gateway Replacement

To replace an Gateway that has reported to Enlighten

- Verify in Enlighten that the system data up-to-date, then disconnect the old Gateway
- Install the new Gateway and ensure that it is reporting to Enlighten
- Select old Gateway the serial number and enter the new Gateway serial number below

Old Gateway

New Gateway

This will retire the old Gateway and provision the new Gateway with Microinverters, AC Batteries or IQ-Relays that were reporting to the old Gateway. IQ Batteries or IQ System Controller need to be provisioned again with the new Gateway using ITK.

Replace Gateway

 ENPHASE®

ING-00061-2.0

49

Self Service options

Installers can remotely disable and enable power production, which may be required before troubleshooting.

To disable or enable power production, perform the following steps:

Step 1
Click the **Devices** tab.

Step 2
Under the **IQ Gateway Communication Gateways** list, click the IQ Gateway.

Step 3
Scroll down to **Tasks** and click **Disable Power Production** or **Enable Power Production**.

Tasks

Check Signal Strength	Check signal strength to measure the Gateway's communication with the microinverters – for example, if the Gateway has been moved or to determine the best location for the Gateway.
Scan for New Devices	Device Scanning is inhibited. To re-enable device scanning, please contact Customer Support.
Disable Power Production	Power production is enabled on the microinverters communicating with this Gateway. More Info

The task will be completed within 30 minutes. If using a cellular connection, the task will complete within an hour. If there are IQ Batteries communicating with the IQ Gateway, they will not charge or discharge while power production is disabled.

Enphase Installer Portal system diagnostics



Video instructions are available on the [Enphase service and diagnostics YouTube channel](#).

Visit the [documentation center](#) to access all Enphase troubleshooting guides.

System diagnostics

For more Self Service options, navigate to **System Diagnostics**.

>

Summary

Live Data

Devices

Event Logs

Standing Alarms

Homeowner Events

Commissioning Logs

High Resolution Data

System Diagnostics

Provision Device

From the **Task** drop-down, click **Provision Device**. Enter the device serial number and click **Submit**.

Task

Provision Device

Serial numbers(Multiple serial numbers separated by ,)

Serial numbers(Multiple serial numbers separated by ,)

Submit

Enable or Disable Power Production

From the **Task** dropdown menu, click **Enable Or Disable Power Production**. From the **Production Mode** dropdown menu, click **Production ON** or **Production OFF**, then click **Submit**.

Task

Enable Or Disable Power Production

Production Mode

Production ON

Submit

System diagnostics

Change Consumption Meter State

From the **Task** dropdown menu, click **Change Consumption Meter State**. From the **Meter State** dropdown menu, click **Net** (Load with Solar) or **Total** (Load Only), then click **Submit**.

Task

Change Consumption Meter State

Meter State

Net

Submit

Reboot the IQ Gateway remotely

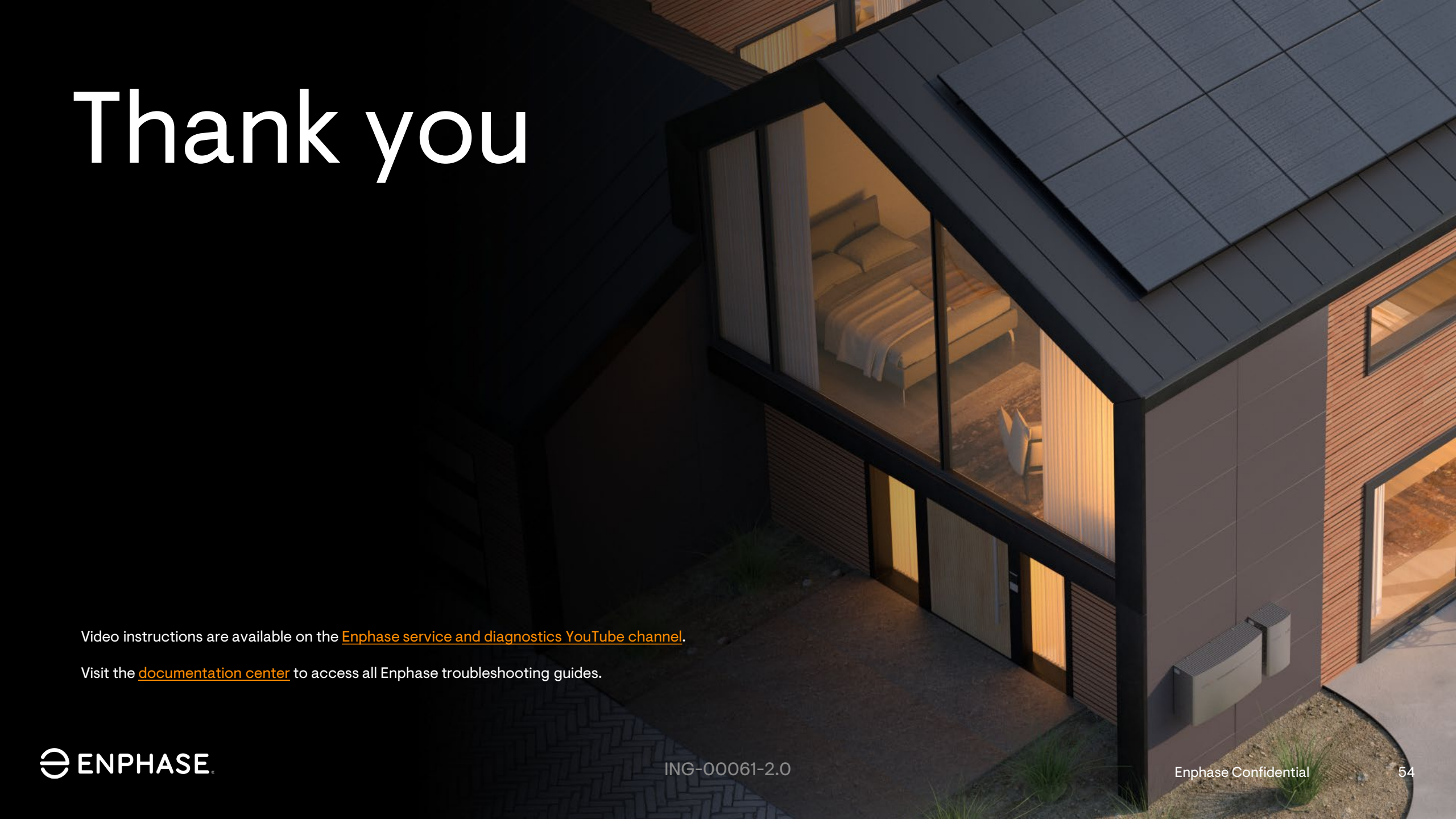
From the top drop-down, click **Reboot Gateway**, then click **Submit**.

Task

Reboot Gateway

Submit

Thank you

A high-angle, nighttime photograph of a modern, two-story house. The house features a dark, gabled roof with a large section of solar panels. The interior is warmly lit, with light streaming through large windows and glass doors. One window shows a bedroom with a bed and pillows, while another shows a living area with a chair. The exterior walls are a mix of dark grey and light-colored horizontal siding. A small, dark, rectangular object, possibly a mailbox or a small utility box, is mounted on the side of the house. The overall mood is cozy and modern.

Video instructions are available on the [Enphase service and diagnostics YouTube channel](#).

Visit the [documentation center](#) to access all Enphase troubleshooting guides.

Revision history

Revision	Date	Description
ING-00061-2.0	August 2025	Editorial updates.
ING-00061-1.0	August 2025	Initial release.



© 2025 Enphase Energy. All rights reserved. Enphase, the e and CC logos, IQ, and certain other marks listed at <https://enphase.com/trademark-usage-guidelines> are trademarks of Enphase Energy, Inc. in the U.S. and other countries. Data subject to change.

ING-00061-2.0