Quatt

Dongle

Installation and User Manual

QD-01

Q **De toekomst is elektrisch.**

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1. Introduction

1.1. General

This manual is intended for the installation and use of Quatt Dongle, a wireless dongle that enables communication with devices in the Quatt ecosystem.
Read this manual carefully and follow all safety precautions. Make sure you have all required tools and equipment before proceeding.

1.2. Disclaimer

1.2.1. General

This installation manual is provided for informational purposes only.
Quatt B.V. and its affiliates disclaim all responsibility and liability for damages, losses, or injuries resulting from installation or use of the product that does not strictly adhere to the instructions and safety information provided in this manual.
Quatt B.V. reserves the right to revise this publication at any time without incurring an obligation to notify any person of the revision.
The information provided in this installation manual contains general descriptions and technical characteristics of the performance of the products contained herein. It is not intended as a substitute for and is not to be used for determining suitability or reliability of these products for specific user applications.
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All applicable country, regional, and local safety regulations must be observed when installing and using this product. For reasons of safety and to help ensure compliance with documented system data, only Quatt or installers certified by Quatt shall perform repairs to components.
Improper installation or use of the product may result in property damage, personal injury, or death, and will void the product warranty.

1.2.2. Customer support

For technical support, warranty claims, or further information, please contact our customer service department. Contact details are provided on our website.

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Quatt B.V.
Kon. Wilhelminaplein 29
1062 HJ Amsterdam
www.quatt.io

1.3. Symbols used in this manual

DANGER

Indicates a hazard with a high level of risk which, if not avoided, will result in death or serious injury.

WARNING

Indicates a hazard with a moderate level of risk which, if not avoided, could result in death or serious injury.

CAUTION

Indicates a hazard with a medium level of risk which, if not avoided, could result in minor or moderate injury or damage to the equipment.

NOTE

Indicates information considered important, but not hazard-related.

2. Safety Instructions

2.1. General

This product is intended to provide wireless communication to Quatt devices. Read the following safety instructions carefully before installation, maintenance or adjustments to the system. Keep this document and other relevant documents available for future reference.

The installation must be performed by certified installers. Installers must complete training provided by Quatt to install the device.

Only in case when the device is installed as an extender of the mesh network, may the installation be performed by the final customer, for which detailed information is provided in this installation manual.

NOTE

Read all safety instructions and the installation manual carefully before installation, maintenance or adjustments to the system.

3. Product Information

3.1. General

Quatt Dongle is a wireless device which acts as a key component of the Quatt ecosystem. Through wireless communication, the dongle enables seamless integration between devices, such as Quatt Hybrid/HeatPump, Quatt Chill, HomeBattery, smart meters among others, without relying on the user's home Wi-Fi or internet connection. This ensures a secure, reliable, and independent network to support a range of innovative energy solutions.

3.1.1. Package content

The product package contains the following items:
- 1× Quatt Dongle
- 1× USB-C cable for the connection with the CiC or USB wall charger
- 1× RJ45 cable
- 1× P1-RJ12 cable

| Dongle | USB -C cable | P1-RJ12 cable | RJ45 cable |

3.2. Operating modes

3.2.1. Antenna

In this mode, the Dongle operates as an **Antenna**, allowing the CiC to create and control the local wireless network.

3.2.2. Extender

In this mode, the Dongle functions as an **Extender**, increasing the range and stability of wireless communication by forming a mesh network.
This is especially helpful if a Quatt device, such as Quatt Chill, struggles to connect to the Quatt Network.

3.2.3. Over-the-Air (OTA) Updates

The Dongle supports wireless firmware updates. It is automatically updated by the CiC for security updates, new features release or maintenance.

3.3. Technical description

Property	Value
Rated supply voltage	USB-C: 5V Modbus(RJ45): 5V to 24V P1 (RJ12): 5V
Rated current	USB-C: 1500mA (at 5V) Modbus(RJ45): 1500m (at 5V) , 600mA (at 12V) 300mA (at 24V) P1 (RJ12): 250mA (at 5V)
Operating temperature	-20 °C to +50 °C
Communication Ports	USB 2.0 (USB-C) Modbus (RJ45) P1 port (RJ12)
Wireless Standards	2.4 GHz IEEE 802.15.4
Antenna Type	Monopole; Inverted-F Antenna (IFA) Type
Antenna Gain	2.33 dBi Max
RF Max. Power	10 dBm EIRP
Electrical protection	Class III (SELV supplied)

4. Installation

4.1. Connect to CiC

The Dongle can enable the CiC to connect to other devices in the Quatt Network via a wireless connection. To connect the Dongle to the CiC, do the following:

4.1.1. Physical connection
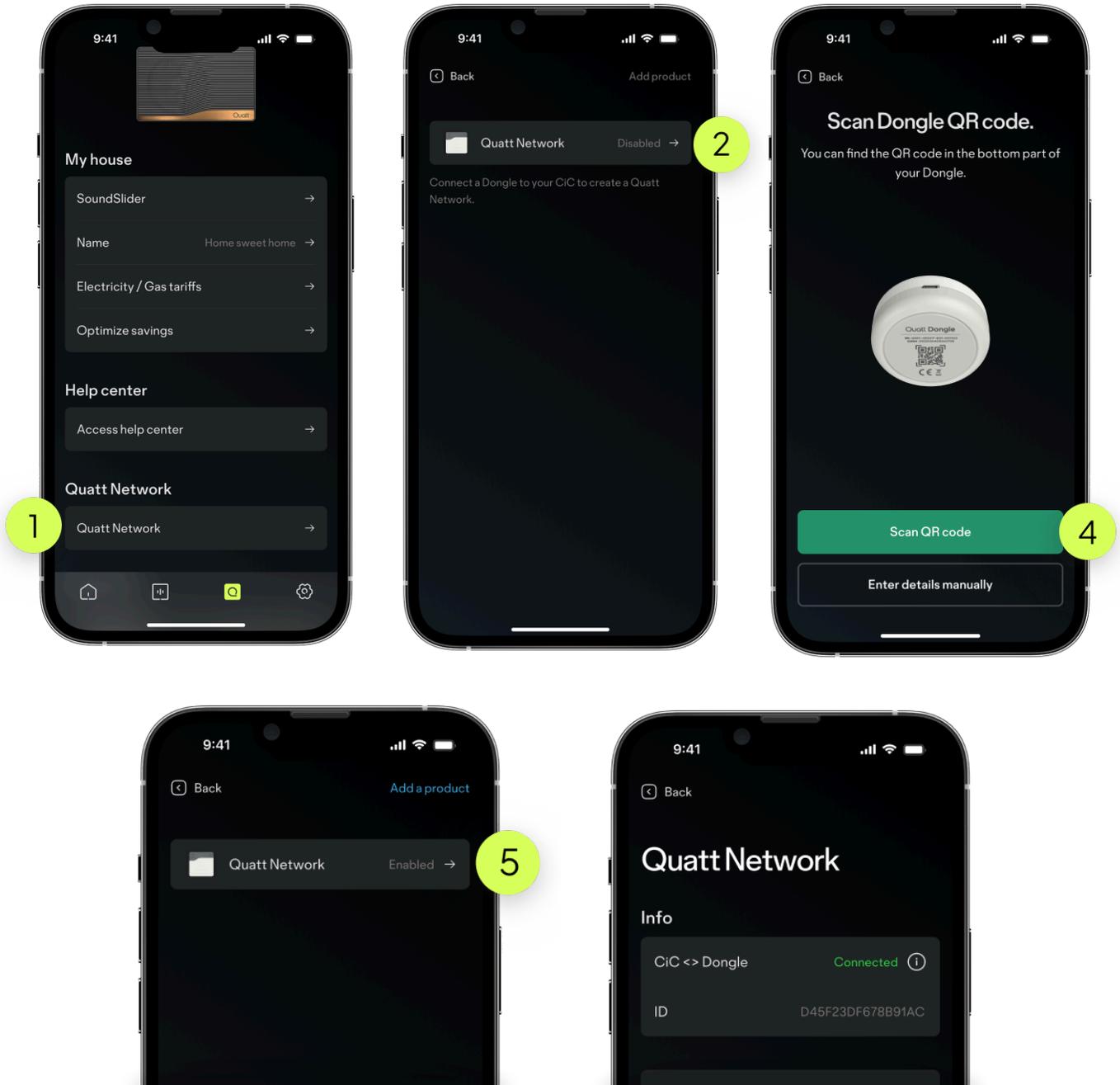
1. Plug the USB A side of the Dongle cable into the CiC.

2. Plug the USB C side Dongle cable into the Dongle.

4.1.2. Create Quatt Network using the Quatt App

1. Open the Quatt App and go to "My Quatt" and then "Quatt Network"
2. The Quatt network should show "Disabled", click on it to set it up.
3. Make sure the Dongle is physically connected to the CiC.
4. When prompted to, scan the Dongle QR code or enter the serial code manually. The QR code and serial code are located on the back side of the Dongle.
5. It will take a maximum of a minute to pair, then the app will show the Quatt network as "Enabled" and the Dongle will show a solid white light.

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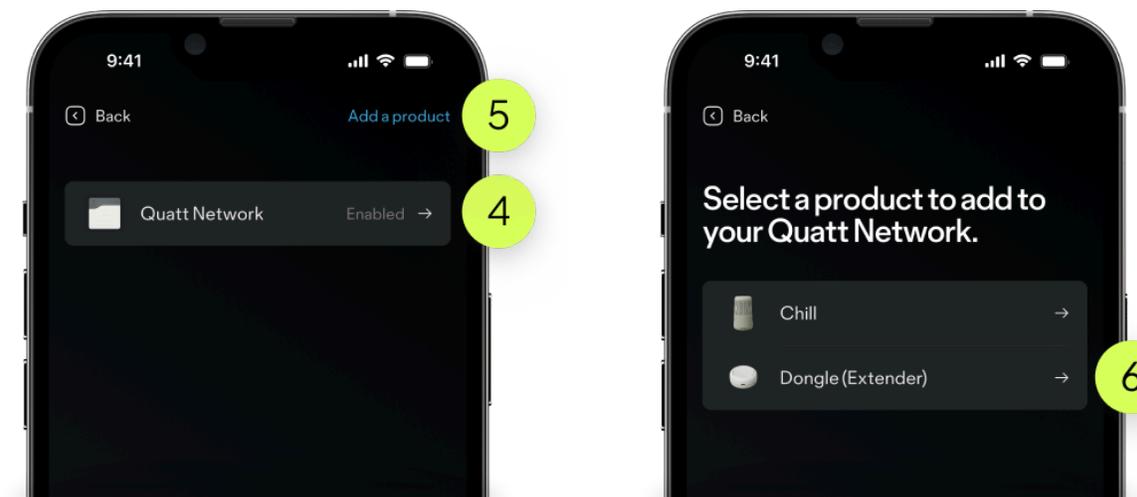quatt.io

4.2. Connect as an extender

In case the connectivity to the Quatt Chill is of poor quality, it may be necessary to add an extender Dongle between the Chill and the CiC, to improve communication range and network quality.

The strength of the signal both for Chill and Dongle extender can be verified in the Quatt app "Quatt network section".
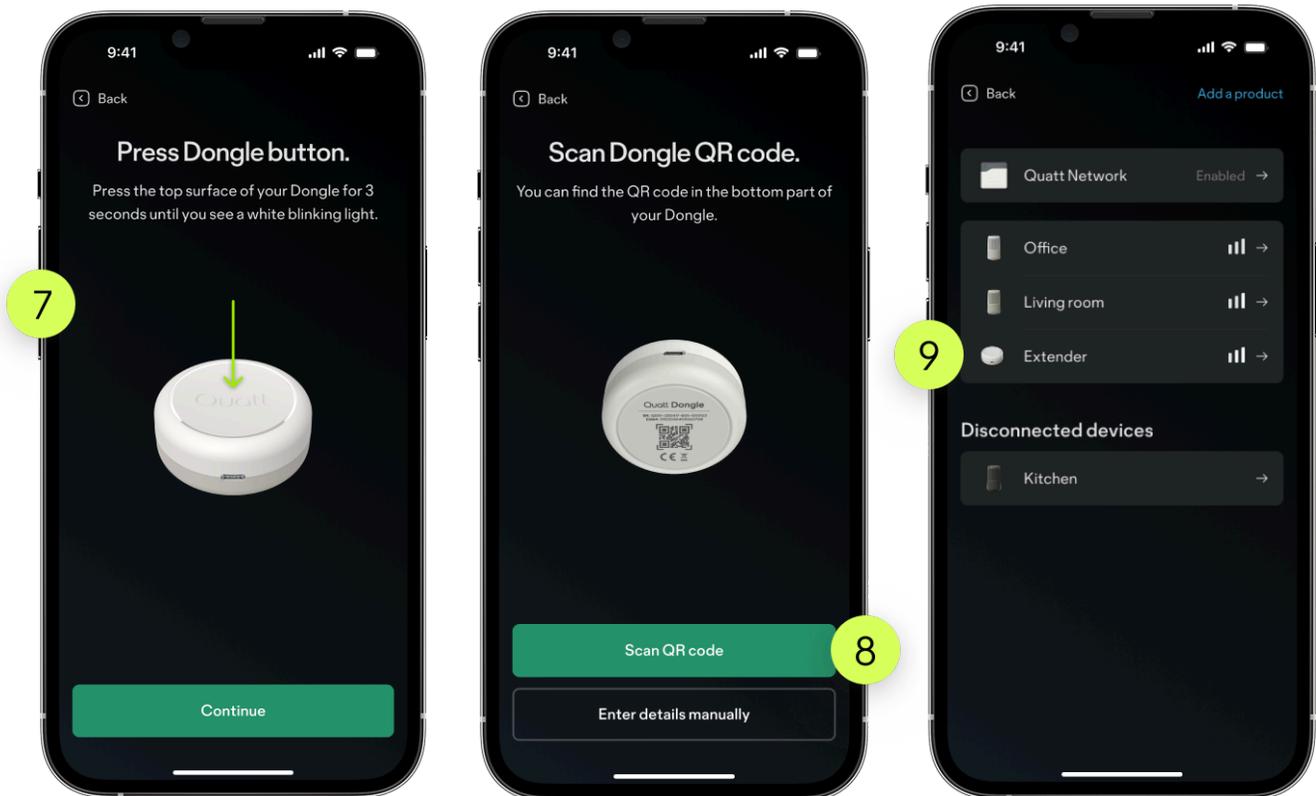
To do this, the Dongle must be connected to a power socket, using a wall charger and cable, compatible with the Dongle USB-C connector.

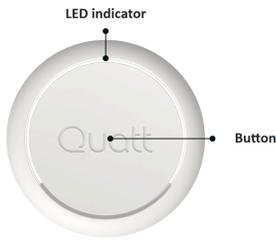To have the Dongle act as a network extender, do the following:

1. Plug the USB C side of the cable into the Dongle.
2. Plug the USB A side of the cable into a USB wall socket or USB wall charger(not included in the Dongle package).
3. Open the Quatt App, go to the "My Quatt" page.
4. Select "Quatt Network". The Quatt network should show "Enabled".
5. Click on "Add product" on the top right of the screen. It is not possible to add an Extender if there is no Dongle already connected and paired to the CiC.
6. Select "Dongle (Extender)".

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7. When prompted to, press the physical button of the Extender Dongle until there is a white fast blinking light.
8. When prompted to, scan the QR code or enter the serial code of the Extender Dongle.
9. It will take a maximum of a minute to pair, you will then see the Extender Dongle in the list of devices in the "Quatt Network" page.

5. Status Indication

LED color	Device state	User action	LED color	LED pattern	Description
	Unprovisioned state	Plug in unit	Magenta	Solid	Device powered on for the first time; not yet provisioned.
	Factory state	Plug in unit	White	Slow blink	Device is fresh from factory or reset; awaiting pairing trigger.
	Pairing state	Press and Hold button ≥3s	White	Fast Blink	Device is in pairing mode; hold button for ≥3s to start.
	Connected –Nominal	Automatic	White	Solid	Successful connection established; healthy link.
	Connected – Unstable	Automatic	Red	Slow Blink	Connection is weak or inconsistent; warning of unstable link.
	Error / disconnected	Automatic	Red	Solid	Connection lost or error occurred; non-recovering error state.
	Factory reset trigger	Press and hold button for 20s	Blue	Pulsing after 5s until reboot	Initiates factory reset; button must be held 20s. **Pair again after factory reset is completed.**

6. Troubleshooting

The following section lists the most common issues and user-level solutions that may be encountered during normal use.

Problem	Possible Cause	Solution
"DEVICE_NOT_FOUND" pop-up message when scanning the Dongle QR-code to pair	The serial number of the device is not present in the database.	**Installer:** Contact Installation support to confirm with the support dashboard and to ask to import the device serial number to the database. **Customer:** Contact Quatt Support via the Quatt App or at support.quatt.io
"DEVICE_IS_LINKED_TO_ANOTHER_INSTALLATION" pop-up message when scanning the Dongle QR-code to pair	The serial number is already linked to another installation.	**Installer:** Contact installation support to find the CiC which has already been linked to the device and unpair it from the network. If it is not possible, replace the Dongle with another unit. **Customer:** Contact Quatt Support via the Quatt App or at support.quatt.io

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Connection Unstable (Slow RED blink LED)	When the network connection is poor, it will be detected both: 1. In the "network connection" page of the Quatt App 2. Slow RED blinking LED on the Dongle physical device.	**Installer and Customer:** **Option1:** Move Chill or Dongle extender closer to the CiC. **Option2**: Move Chill or Dongle extender further away from cause of disturbance(e.g. Wi-Fi routers, smart electronics, bluetooth devices, etc) **Option3** :Extend the coverage of the mesh network with an additional Dongle extender.
Error / disconnected (Solid RED LED)	It can be caused by hardware or a pairing failure.	**Installer:** **Option1:** Move Chill or Dongle extender closer to the CiC. **Option2**: Power cycle(Unplug-plug Dongle in the CiC or wall charger). **Option3**: Pair again the device. **Option4**: If the error persists, replace the device.
		Customer: Contact Quatt Support via the Quatt App or at support.quatt.io
Unprovisioned state (Solid Magenta LED)	Firmware not programmed in the device	**Installer:** Replace the device.
		Customer: Contact Quatt Support via the Quatt App or at support.quatt.io

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7. Standards and Certifications

7.1. General

The product has been CE-certified by the manufacturer and bears the CE logo. The
relevant declaration of conformity may be obtained from the manufacturer.

Do not dispose of this device as unsorted municipal waste. It must be collected separately and processed in accordance with the WEEE Directive 2012/19/EU.

The product has been designed and tested according to the following standards:
- LVD/Safety: EN 62368-1
- EMC: EN 55032, EN 55035
- Radio/RED: EN 300 328, EN 301 489, EN 62311

7.2. Declaration of Conformity

Quatt declares that the radio equipment type with part number QD-01 is in compliance with Directive 2014/53/EU.
The full EU declaration of conformity is available at our website: quatt.io

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8. Appendix

8.1. Glossary

Term	Meaning
CiC	Commander in Chief
OTA	Over the Air update
SELV	Safety Extra Low Voltage

9. Warranty and Support

Quatt Dongle is covered by the standard Quatt warranty terms and conditions. For detailed warranty information, please refer to the documentation provided at the time of purchase or contact Quatt Support.

If you require assistance, visit support.quatt.io or use the Quatt App to reach our support team. Please have your **serial number** available when contacting support to ensure faster service.

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