

# **Q-PAC**

## **MULTIMOTOR PLENUM FAN**

### **USER MANUAL**



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# **FAN OVERVIEW**

# SAFETY INFORMATION

The system design and installation must follow accepted industry practice as described in the ASHRAE Handbook, the National Electric Code, UL 60335-2-40, and other applicable standards. The equipment must be installed in accordance with regulations of authorities having jurisdiction and all applicable codes. Best practices shall be used to determine fan and control panel locations in the air handler. Installation and maintenance must be performed by qualified personnel familiar with the applicable codes and regulations, and experienced with this type of equipment.

Sheet metal parts, screws, mounting frames, clips, and other components may inherently have sharp edges which could cause injury; the installer must exercise caution.

For optimum safety and operation, the Q-PAC Fan must be installed at least one blade diameter away from upstream components or surfaces, and at least three feet (3 ft) from downstream components or surfaces.

For additional information and support, contact **Q-PAC Support** at (904) 863-5300 or [support@q-pac.com](mailto:support@q-pac.com).



## ELECTRICAL HAZARD

Turn off power and lock out all switches and devices before beginning installation or servicing.



## QUALIFIED PERSONNEL

Installation and servicing should be performed by qualified personnel only. Appropriate personal protective equipment recommended.



## ELECTRICAL CODES

This equipment shall be installed and operated per all applicable local codes.



## ENCLOSURE RATING

To maintain the enclosure rating, installation shall utilize only those devices having the same or higher rating when installed to the manufacturer's specifications.



## SUPERVISION

This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety. Children should be supervised to ensure that they do not play with the appliance.



## REPLACEMENT PARTS

For proper motor protection and short circuit coordination, parts shall be replaced with identical parts (brand and model) or other factory-authorized parts.

## RECEIVING AND HANDLING

The Q-PAC Fan, as referenced in this guide, is shipped knockdown—arriving as a collection of pallets for on-site assembly, or may be received as a singular assembly. Upon receipt, all pallets and/or crates should be carefully inspected for signs of damage and tampering. If any signs are found, immediately report damages to the carrier and file a claim. It is recommended that delivery be refused. It is also recommended to contact **Q-PAC Support** at **(904) 863-5300** or **support@q-pac.com**.

Upon successful receipt of shipment, keep all pallets and/or crates together, unopened, until ready for assembly to ensure that no components are lost or damaged.

## SHORT TERM STORAGE

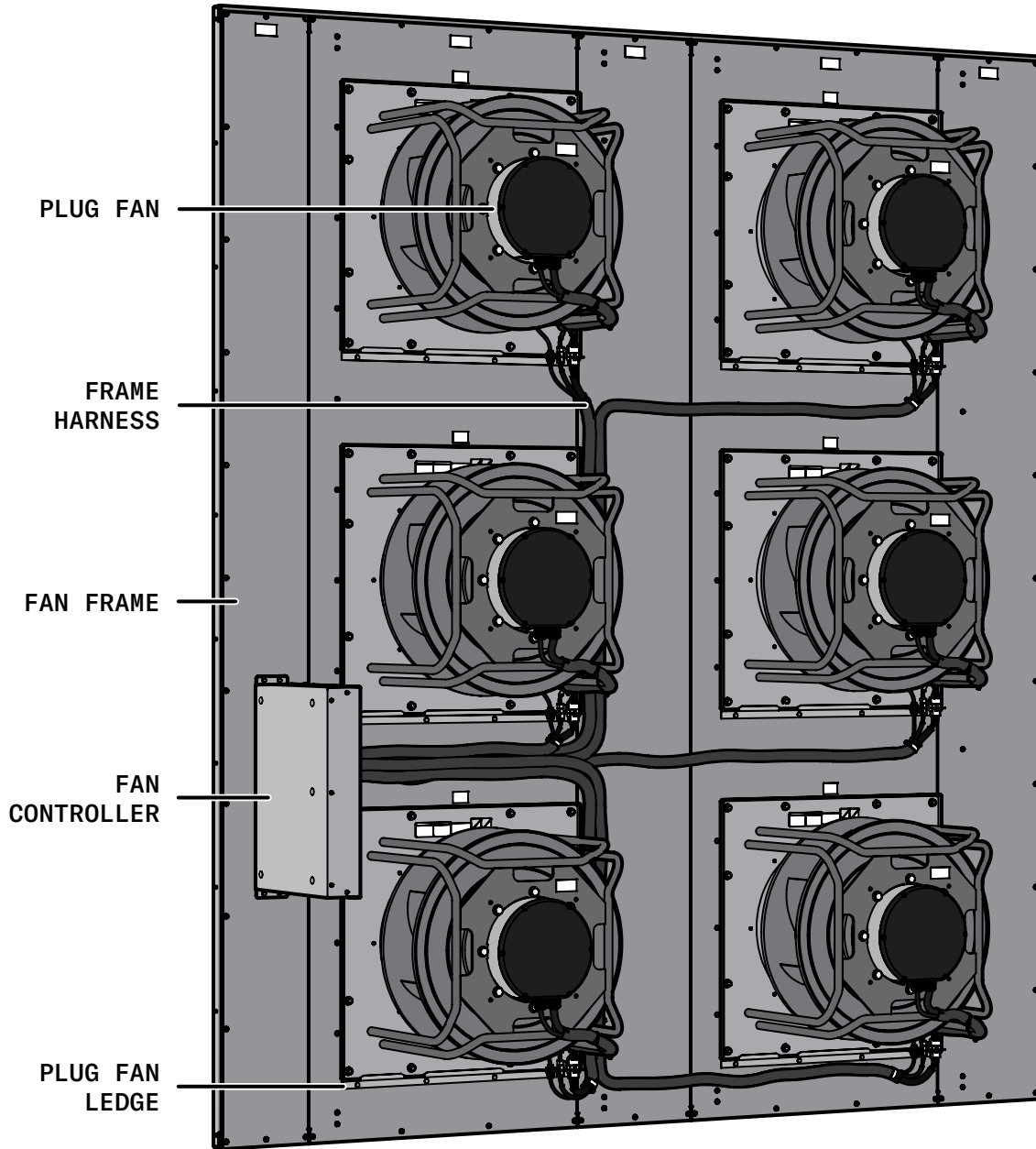
Short term storage requirements shall apply for systems which will be placed in service within one year from the date of shipment. Improper storage may result in impaired functionality and component failure. Components shall be stored indoors, in a temperature-controlled environment, free from moisture, dirt, debris, and excessive vibration. Components shall be stored in their original packaging unless installed in an air handler meeting these storage conditions.

## LONG TERM STORAGE

Long term storage requirements shall apply for systems which will be placed in service after one year but not more than two years from the date of shipment. For storage exceeding two years, contact Q-PAC for storage recommendations. Improper storage may result in impaired functionality and component failure. Components shall be stored indoors, in a temperature-controlled environment, free from moisture, dirt, debris, and excessive vibration. Components shall be stored in their original packaging unless installed in a cabinet meeting these storage conditions.

It is recommended that plug fans are not installed when in long term storage unless they can be operated for at least one hour each month. Plug fans should be stored flat, with the motor axis oriented vertically. Prior to start-up, plug fans shall have the yellow jumper connection removed between the 24V and Digital Input terminals of the motor. The motor shall be powered for at least one hour without this jumper. This is recommended to carry out a reformation of the internal capacitors before applying line voltage to the inverter. Refer to the Plug Fan Assembly Guides for more information on motor wiring.

# FAN LAYOUT



## **PLUG FAN**

The Plug Fan is the interchangeable component consisting of a motorized impeller, inlet cone, motor harness, pressure tube, and supporting frame. The motor harness and pressure tube connect to a dedicated harness secured to the fan frame at the Plug Fan Ledge, which connects to the Fan Controller. The Q-PAC Fan uses plug fans from several manufacturers, given standardized connections by way of the motor harness.

## **FRAME HARNESS**

Each Frame Harness consists of a power cable, control cable, and pressure tube joined within a wire loom. Each harness is manufactured at a specific length, unique to its corresponding route along the Fan Frame, from the Fan Controller to the Plug Fan Ledge. Each harness has a numeric label which corresponds to a set of plugs on the Fan Controller and a labeled route on the Fan Assembly Diagrams.

## **FAN FRAME**

The Q-PAC Fan Frame consists of a set of interlocking galvanized steel panels assembled from left to right to form the pressure wall of the airstream and supporting frame for the Fan Controller, Plug Fans, and Frame Harnesses. Each frame panel consists of a bent structural channel and/or tab for mating with previous panels. The panels include a set of holes along the panel perimeter for securing the frame to the air handler and a set of holes along the channel for fastening successive panels together. Panels may also include a set of holes following the predetermined harness route, a set of a rivet nuts, and a Plug Fan Ledge.

## **FAN CONTROLLER**

The Fan Controller serves as the interface point for a Q-PAC fan, distributing power and control signals to each motor. It monitors the status of each motor and enables communication with external devices. The Fan Controller services up to nine motors with plug-and-play connections for power, control, and pressure monitoring, with an additional pressure port to monitor pressure immediately upstream of the Q-PAC fan.

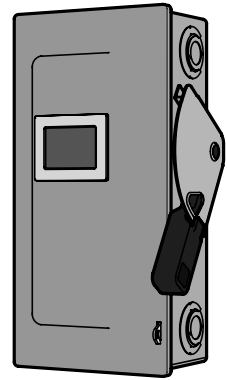
## **PLUG FAN LEDGE**

The Plug Fan Ledge serves as the connection point between each Plug Fan and its corresponding Frame Harness. The ledge secures the Frame Harness plugs to the Fan Frame when replacing a Plug Fan and serves as a support for the weight of the Plug Fan during this process.

# FAN ACCESSORIES

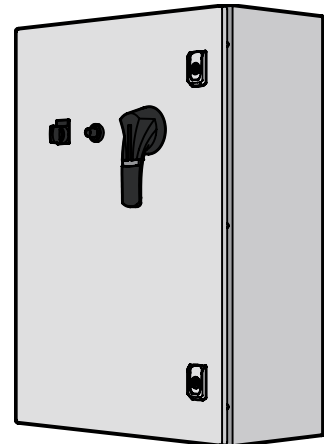
## FAN DISCONNECT

The Fan Disconnect provides an external fused disconnect switch for the Q-PAC Fan. This Fan Disconnect is used as an effective way to interrupt power to the Q-PAC Fan for routine maintenance or in an emergency. Disconnect switches are rated for up to 600V, available in indoor (Type 1) or outdoor (Type 3R) ratings and come with fuses sized appropriately for your Q-PAC Fan(s).



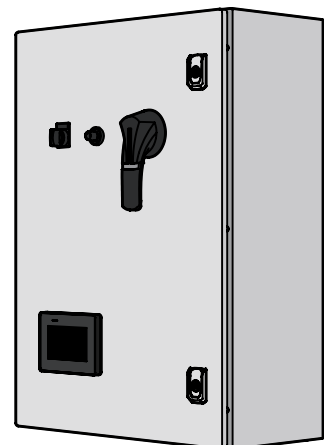
## CONTROL PANEL - BASIC

The Control Panel is an optional interface for the Q-PAC Fan, installed outside of the airstream to control the Q-PAC Fan(s). The Control Panel can control the fans manually, through HAND mode, or automatically through a 0 - 10 VDC control signal.



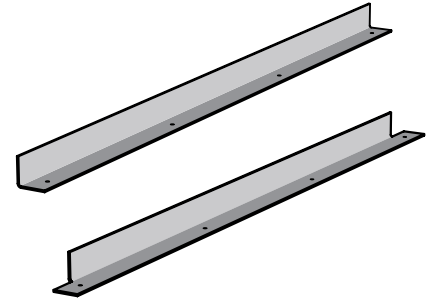
## CONTROL PANEL - PREMIUM

The Control Panel is an optional interface for the Q-PAC Fan, installed outside of the airstream to control the Q-PAC Fan(s). The Control Panel can control the fans manually, through HAND mode, or automatically, through BACnet, Constant Airflow, or Constant Static Pressure operation. The Premium Control Panel comes with a touchscreen HMI which displays fan data and alarms and can be used to toggle through settings and adjust fan control locally.



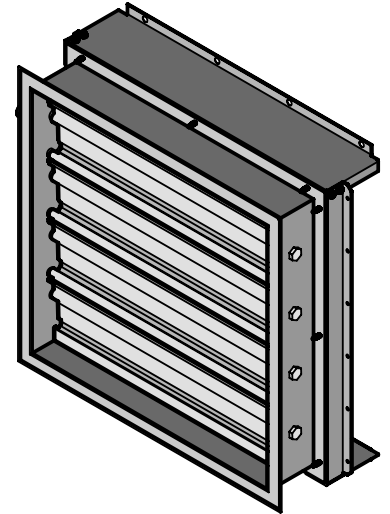
## PERIMETER ANGLES

The Perimeter Angle is a set of L-shaped structural galvanized steel components that can be used if the air handler does not include a compatible flange to support the Q-PAC Fan. These angles are secured to flat, sturdy surfaces of the air handler, parallel to the direction of airflow. Perimeter Angles are provided at the system level, supporting one or more Q-PAC Fans as needed. For information on how to install the Perimeter Angles, refer to the Q-PAC Fan Assembly Guide.



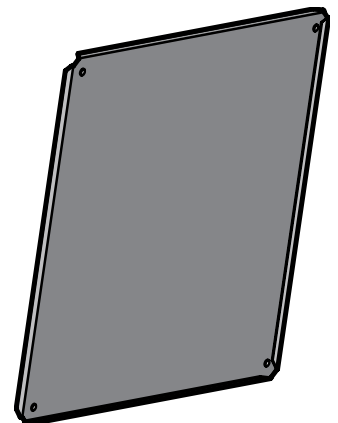
## BACKDRAFT DAMPERS

Backdraft Dampers are a type of damper which are spring-loaded or gravity-operated. They automatically open as airflow passes through in one direction, but shut if that airflow stops or reverses. Backdraft Dampers may be used in critical applications to prevent backflow when a motor fails or if the fan is shut off. Q-PAC uses adjustable heavy duty counterweighted dampers.



## BLANK-OFF PLATE


The Blank-Off Plate provides a manual method of backflow prevention in cases of motor failure. The Blank-Off Plate is installed in place of a Plug Fan to block airflow through that opening in the frame. This is useful when a Plug Fan will not be installed for an extended period of time. Blank-Off Plates may also be utilized in cases in which a fan was designed for a future airflow requirement, but a lower total airflow is required until that time.



# NAMEPLATE

The Q-PAC Fan is an ETL Recognized Component per UL 60335-2-40, CSA C22.2 and UL 60730-2-15. This listing information is displayed on the cover plate of the Fan Controller. It is important that Q-PAC Fan is operated in accordance with the given power ratings, plug fan selection, and other elements to maintain compliance.

For further information, contact Q-PAC Support at (904) 863-5300 or [support@q-pac.com](mailto:support@q-pac.com).

<b>Q-PAC</b>	RECOGNIZED COMPONENT	Q-PAC Fan Conforms to UL 60335-2-40:2022 Ed.4
(904) 863-5300		Fan Controller Certified to UL 60730-2-15:2019 Ed.3
SUPPORT@Q-PAC.COM		US Pat. Nos. 11.852.151 11.375.085
4010 DEERPARK BLVD	<b>Intertek</b>	
ELKTON, FL 32033	4010006	
<b>SO#:</b>		9230
<b>TAG:</b>	7999 (K752) AHU-99-2 SF	
<b>MODEL:</b>	1-9-1-2-1-1700076	
<b>SERIAL#:</b>	23H9999	
<b>MFG:</b>	MM/DD/YYYY	
<b>MODBUS ADDR:</b>		017
<b>POWER:</b>		480V 3~ 60Hz
<b>SCCR:</b>	10kA RMS SYM AT 600 V MAX	
<b>MTR FLA:</b>		7.86 A
<b>MCA:</b>		72.70 A
<b>MOCP:</b>		80.00 A
<b><u>USE 15 AMP CLASS CC 600V FUSES</u></b>		

## MODEL NUMBER

EXAMPLE MODEL NUMBER :

<b>1</b>	-	<b>9</b>	-	<b>1</b>	-	<b>2</b>	-	<b>1</b>	-	<b>1700076</b>
A		B		C		D		E		F

BREAKDOWN :

**A** PRODUCT CLASS

Internal tracking of product segmentation.

**B** MOTOR QTY

Number of motors used in the fan.

1 - 9

**C** MOTOR LAYOUT

Arrangement of motors within the fan, based on motor quantity and aspect ratio.

1 - 22

**D** INPUT VOLTAGE

Nominal voltage rating of the fan.

1 = 208V 3~ 60Hz

2 = 480V 3~ 60Hz

**E** BACKFLOW DEVICE

Method of backflow prevention in case of motor failure.

1 = Blank-off Plate

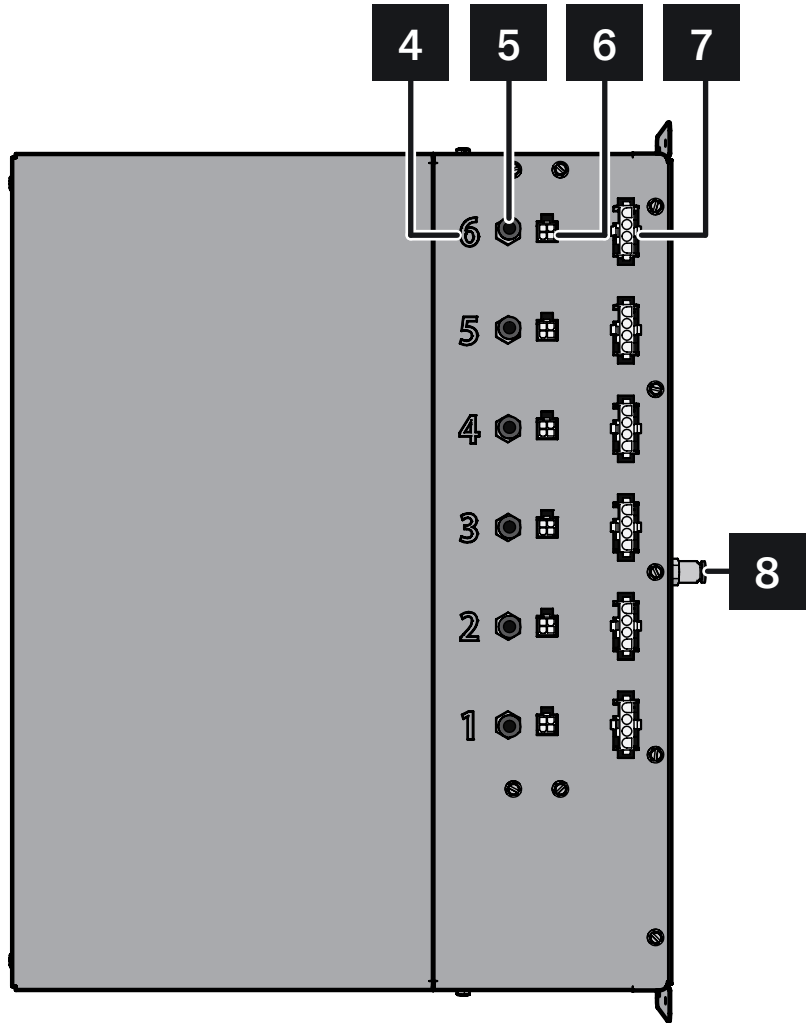
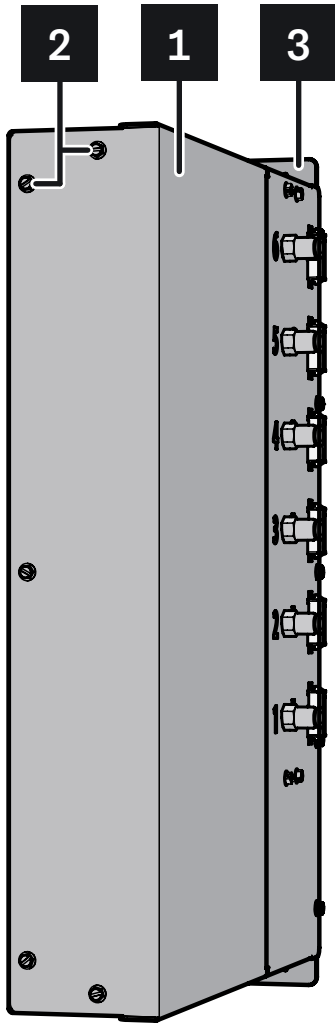
2 = Backdraft Dampers

**F** PLUG FAN MODEL

Q-PAC model number for the motor and impeller assemblies used in the fan.  
See **Page 19** for full list of model numbers.

# FAN CONTROLLER LAYOUT

## FAN CONTROLLER SHELL



**1**

### **FRONT COVER**

Removable panel permitting access to the **Q-PAC Fan Controller Board** for field wiring.

**2**

### **FRONT COVER SCREWS**

Five (5) #8-32 hex head screws with a slotted drive. These screws must be unfastened to remove the **Front Cover**.

**3**

### **MOUNTING BRACKETS**

Two flanged mounts to secure the Fan Controller to the frame of the Q-PAC Fan. See the **Q-PAC Fan Assembly Guide** for more information.

**4**

### **HARNESS INDICATOR**

Etched labels on the **Fan Controller** side panel serving as a guide when connecting the harnesses between the QCB and each motor.

**5**

### **LOW PRESSURE NOZZLE**

Push fitting for the pressure tubing of each harness, corresponding with the etched **Harness Indicator**.

**6**

### **CONTROL CONNECTION**

Female control plug connection of each harness, corresponding with the etched **Harness Indicator**.

**7**

### **POWER CONNECTION**

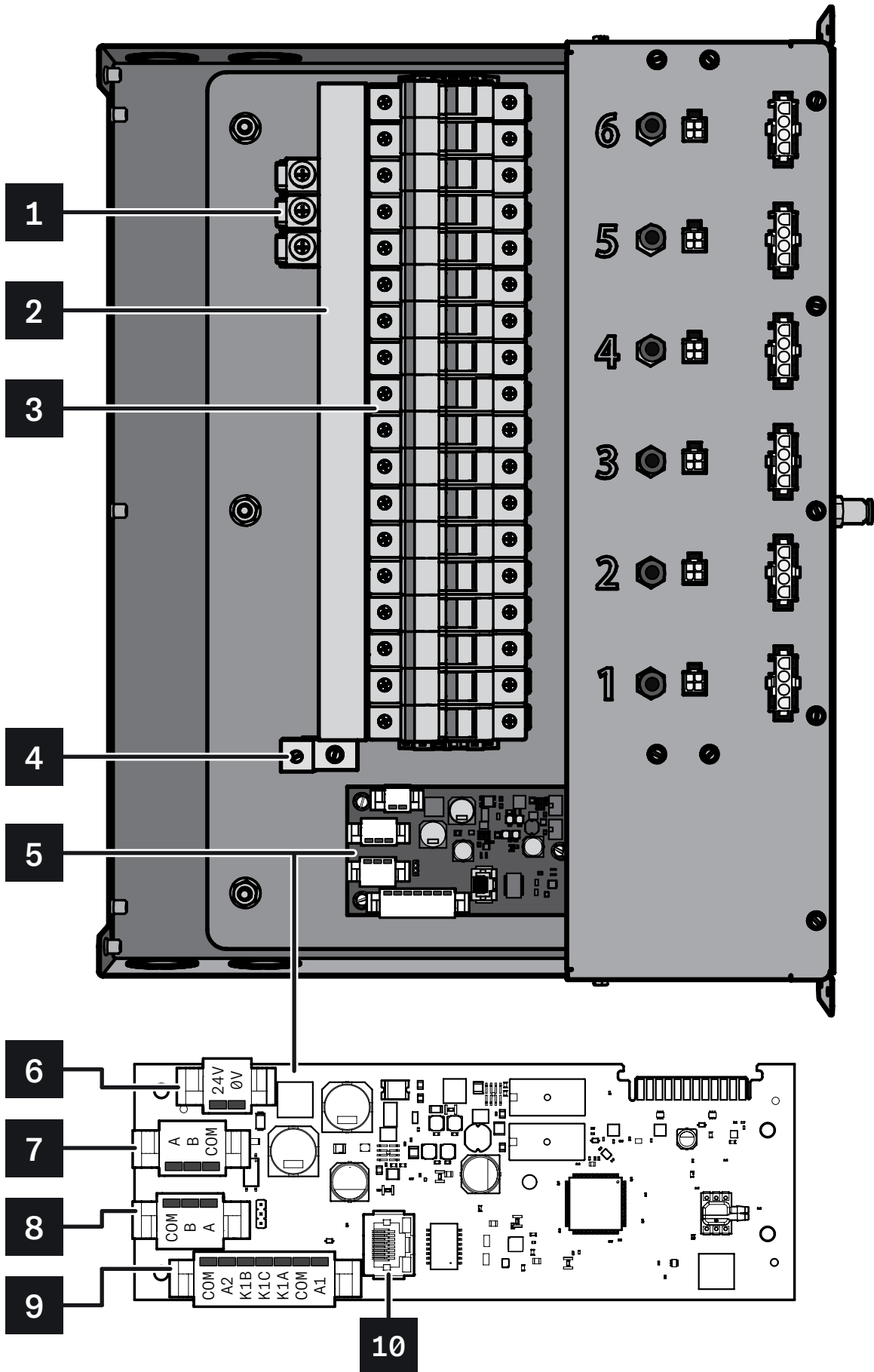
Female power plug connection of each harness, corresponding with the etched **Harness Indicator**.

**8**

### **HIGH PRESSURE NOZZLE**

Nozzle designed to pass through a cutout in the fan frame to measure pressure immediately upstream of the Q-PAC Fan.

# FAN CONTROLLER INTERIOR



**1****INPUT POWER CONNECTOR (PI)**

Input for power to be distributed to the motors of the Q-PAC Fan. Voltage either 208VAC or 480VAC and current up to 96A. See Nameplate for actual values.

**2****POWER BUS BAR**

Distributes input power to the fuses.

**3****FUSE HOLDERS**

Holds class CC fuses to protect each phase of the power lines to each motor.

**4****GROUND CONNECTOR (GND)**

Earth ground connection.

**5****FAN CONTROLLER BOARD**

Q-PAC Fan proprietary PCB containing the Control Panel Connector (CN1), Low Voltage Power Supply Input (CN3), Modbus Communication Ports (CN5 and CN6), and Ethernet Port (RJ-45).

**6****LOW VOLTAGE INPUT POWER (CN3)**

Provide 24V AC/DC 500mA with a Class 2 supply.

**7****COMMUNICATIONS PORT (CN6)**

RS-485 serial data connection.

**8****COMMUNICATIONS PORT (CN5)**

RS-485 serial data connection.

**9****CONNECTOR TO CONTROL PANEL (CN1)**

Fan Controller input/output connector. See **Page 27** for signal descriptions.

**10****ETHERNET PORT (RJ-45)**

Reserved for future usage.

# POWER HARMONICS

The term “harmonics” refers to electrical noise. Harmonics result from nonlinear loads converting AC line voltage to DC because of switching devices like variable frequency drives (VFDs), computer power supplies and energy-efficient lighting, which introduce noise at different frequencies.

Harmonics becomes a problem when the noise is strong, or when noise from multiple devices superimposes on a shared transmission line.

Harmonics are often attributed to cumulative noise from several separate devices. Therefore managing harmonics is a joint responsibility involving end-users, system owners or operators, and OEMs. End-users limit what equipment is on which circuit, or change operating set points. System owners and operators modify system characteristics so that voltage distortion levels are acceptable if needed. The Q-PAC Fan is tested to be compliant with FCC limits for harmonics generation.

For proper operation of an electrical system, harmonic resonance and harmonic distortion should be minimized. Building electrical distribution systems with a large number of nonlinear loads may experience harmonic resonance - the superimposing of noise from multiple devices. This causes harmonic distortion current which can accumulate at a major supply transformer causing harmonic voltage distortion. Common symptoms of issues experiencing harmonics issues include:

- Nuisance tripping of circuit breaker and fuses
- Overheating of motors, cables, or electrical components
- Electromagnetic Interference (EMI) on control and data signals
- Increased installation and utility cost
- Reduced power output from supply transformers

IEEE-519 recommends harmonic measurements and limits. For Q-PAC installations ( $V < 1$  kV), the recommendation is to stay below 7.5% individual and 12% total harmonic distortion. This is for the 99th percentile weekly short time, measured at the point of common connection (PCC).

Q-PAC Fans include different motors, with different options for harmonics depending on the original motor manufacturer. Support information for specific models can be found on **Page 19**.

For further information or questions about potential harmonics issues with your system, contact **Q-PAC Support** at (904) 863-5300 or [support@q-pac.com](mailto:support@q-pac.com).

## ZIEHL - ABEGG MOTORS

ZIEHL-ABEGG recommends the following motors receive adjusted programming when used with a passive filter for harmonics. ZIEHL-ABEGG's active harmonic filter may be used without reprogramming the motors. The table below lists the reference model numbers for Q-PAC and ZIEHL-ABEGG.

Contact Q-PAC Support at (904) 863-5300 or [support@q-pac.com](mailto:support@q-pac.com) for assistance reprogramming these motors for use with harmonic filters.

Q-PAC	ZIEHL - ABEGG	Q-PAC	ZIEHL - ABEGG	Q-PAC	ZIEHL - ABEGG
1700069	116169	1700074	116167	1700079	116178
1700070	116552	1700075	116174	1700080	116182
1700071	116553	1700076	116175	1700081	116181
1700072	117050	1700077	116176	1700082	116165
1700073	116617	1700078	116177	1700083	117885

## ROSENBERG MOTORS

Rosenberg motors do not require reprogramming, but are recommended for use with an active filter, if necessary for the application.

Q-PAC	ROSENBERG
1700090	N88-40327
1700091	N88-45316
1700519	N88-40303
1700523	N88-50322
1700526	N88-35831

## EBM - PAPST MOTORS

EBM's RadiPac and RadiCal series of EC centrifugal fans have an integrated 3-phase active PFC solution that enables their motors to achieve a power factor of 0.99 and a THDI value of less than 5 percent. This applies to model 1700143.

Q-PAC	EBM - PAPST
1700141	EG1R240-450-282
1700143	EG1R480-450-282

# AIRFLOW MEASUREMENT

Q-PAC Fans calculate airflow based upon the pressure differential across each motorized impeller - the static pressure immediately in front of the inlet cone and the pressure at the narrowest point of the inlet cone. This technique is based on the Bernoulli and Continuity equations, which provide for the calculation of airflow through a converging nozzle based upon measurement of the static pressure across the nozzle.

Q-PAC Fans measure this differential pressure with a dedicated pressure transducer for each motorized impeller, reporting the measured value back to the controller to calculate airflow through that impeller. This value can be accessed through the Fan Controller terminal AIO as a 0 - 10 VDC analog output (**Page 27**).

This 0 - 10V output is linearly scaled between 0 and the maximum airflow of the motorized impeller of the Q-PAC fan. For example, a 5V signal translates to 50% of the maximum airflow of the fan. The equation for this model is given as:

$$\text{Airflow} = \frac{V}{10} \times N \times q_{\max}$$

Where,

- V** = 0 - 10V signal
- N** = Number of motors
- q<sub>max</sub>** = Maximum airflow of an individual plug fan (**Page 20 and 21**)

For further information, contact Q-PAC Support at (904) 863-5300 or [support@q-pac.com](mailto:support@q-pac.com).

## AIRFLOW REFERENCE VALUES

The following tables give the maximum airflow, in CFM, for each plug fan model. These values are multiplied by the measured voltage across AO1+ (**Page 27**) and the number of motors in the fan to calculate the fan's total airflow.

MODEL	MAX AIRFLOW	MODEL	MAX AIRFLOW	MODEL	MAX AIRFLOW
1700032	3950	1700042	3400	1700051	7500
1700033	9400	1700043	2900	1700052	7800
1700034	3900	1700044	4400	1700053	8900
1700036	6800	1700045	4800	1700054	9200
1700037	7900	1700046	3600	1700055	10400
1700038	4200	1700047	5000	1700056	5400
1700039	4700	1700048	5600	1700057	4200
1700040	3400	1700049	6250	1700058	4200
1700041	5300	1700050	6600	1700059	9800

MODEL	MAX AIRFLOW	MODEL	MAX AIRFLOW	MODEL	MAX AIRFLOW
1700060	4300	1700072	6800	1700082	4200
1700061	10200	1700073	4200	1700083	5500
1700062	9700	1700074	3600	1700100	7000
1700064	9200	1700075	5000	1700101	8900
1700066	5500	1700076	6250	1700140	9190
1700067	13400	1700077	6600	1700141	9100
1700068	18900	1700078	7500	1700143	9710
1700069	4800	1700079	9000	1700515	3300
1700070	3400	1700080	9200	1700519	5300
1700071	3950	1700081	10400		

The following models support multiple voltages, though maximum airflow varies with the input voltage.



The Q-PAC Fan should only be operated within its rated voltage range. Please contact **Q-PAC Support** at (904) 863-5300 or [support@q-pac.com](mailto:support@q-pac.com) if you need to operate your fan at a different voltage.

MODEL	INPUT POWER	MAX AIRFLOW	INPUT POWER	MAX AIRFLOW
1700090	200-240V 3~ 60Hz	5400	440-480V 3~ 60Hz	5900
1700091	200-240V 3~ 60Hz	6750	440-480V 3~ 60Hz	7100
1700523	200-240V 3~ 60Hz	8400	440-480V 3~ 60Hz	9800
1700526	200-240V 3~ 60Hz	4300	440-480V 3~ 60Hz	4900



**WIRING THE  
Q - PAC FAN**

# WIRING PREPARATION



Wiring the Q-PAC Fan should be completed only after the fan has been fully assembled and installed in the air handler. Refer to the Q-PAC Fan Assembly Guide.

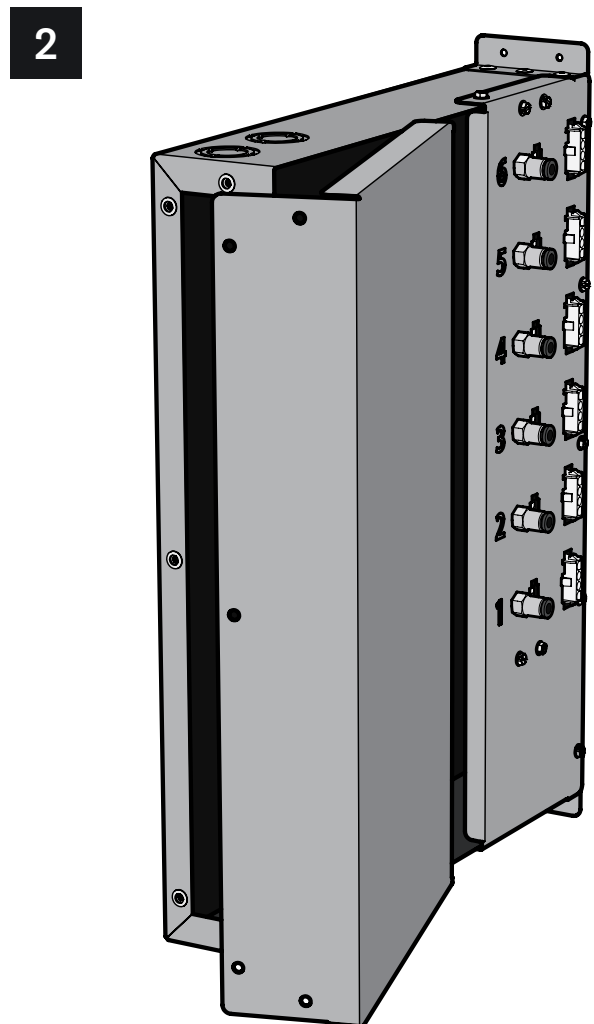
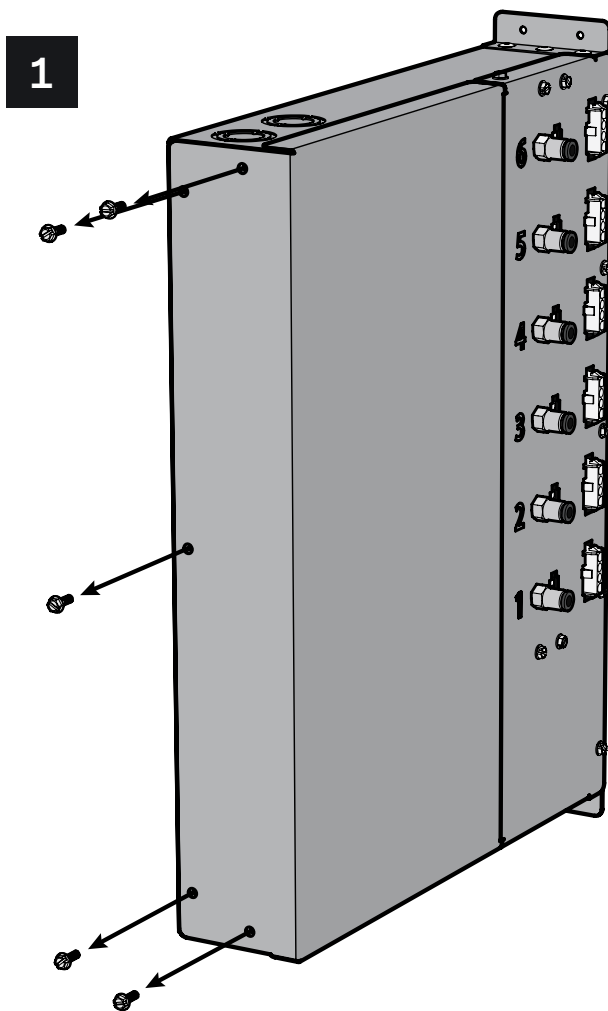
Wiring the fan consists of three main steps:

1. Removing the Q-PAC Fan Controller Cover Plate
2. Removing the knock-out port(s) for conduit installation
3. Wiring the Fan Controller Board terminals

## REMOVING THE FAN CONTROLLER COVER

To remove the Fan Controller Cover Plate,

1. Remove the five (5) #8-32 hex head screws using either a 1/4" hex head drive or a standard or slotted (flathead) screwdriver.
2. Slide the Cover Plate forward, away from the Fan Frame, and out, away from the Fan Controller to access the internal fuses and terminals.

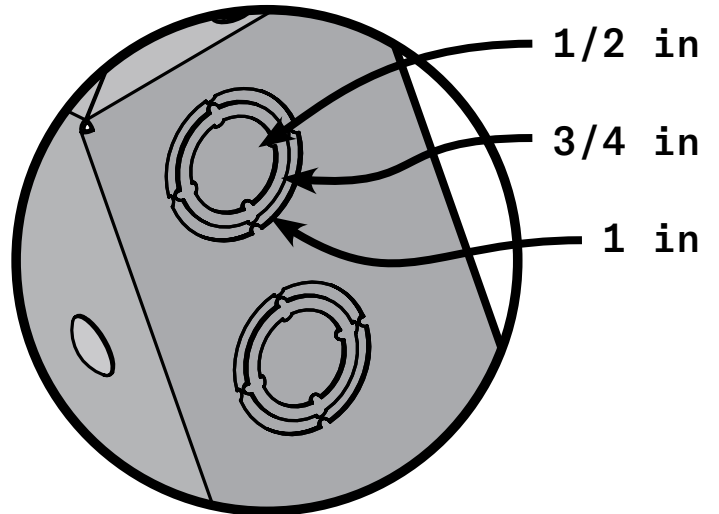


## REMOVING THE FAN CONTROLLER KNOCKOUT PORTS

The Fan Controller includes four knockout ports, two each at the top and bottom of the unit. Each port features three (3) size options to suit standard trade sizes of 1/2 in, 3/4 in, and 1 in.

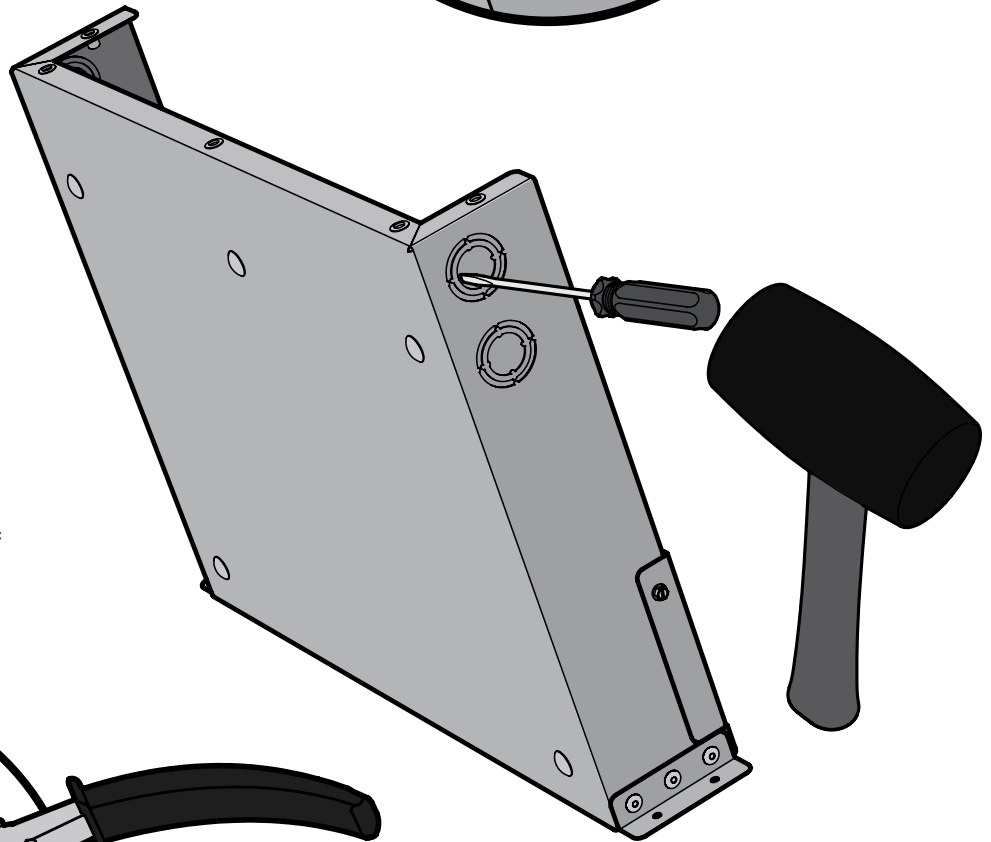
### 1/2 in AND 1 in KNOCKOUTS

1. Using a standard or slotted (flathead) screwdriver and mallet (or similar tools), position the tip of the screwdriver just inside the edge of the knockout, near one of the tabs.
2. Tap the screwdriver with the mallet to push the knockout away from the shell of the Fan Controller.
3. Repeat until the knockout is free, using a set of pliers or similar tools as necessary to fully remove the knockout.

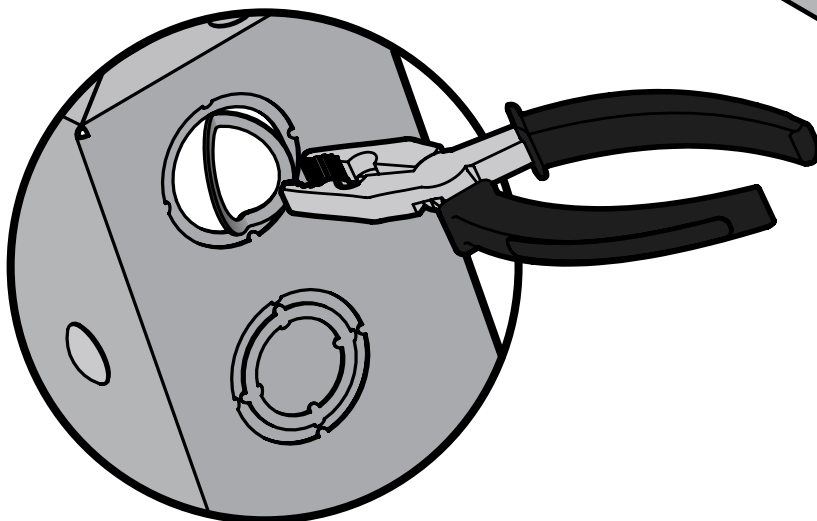


### 3/4 in KNOCKOUTS

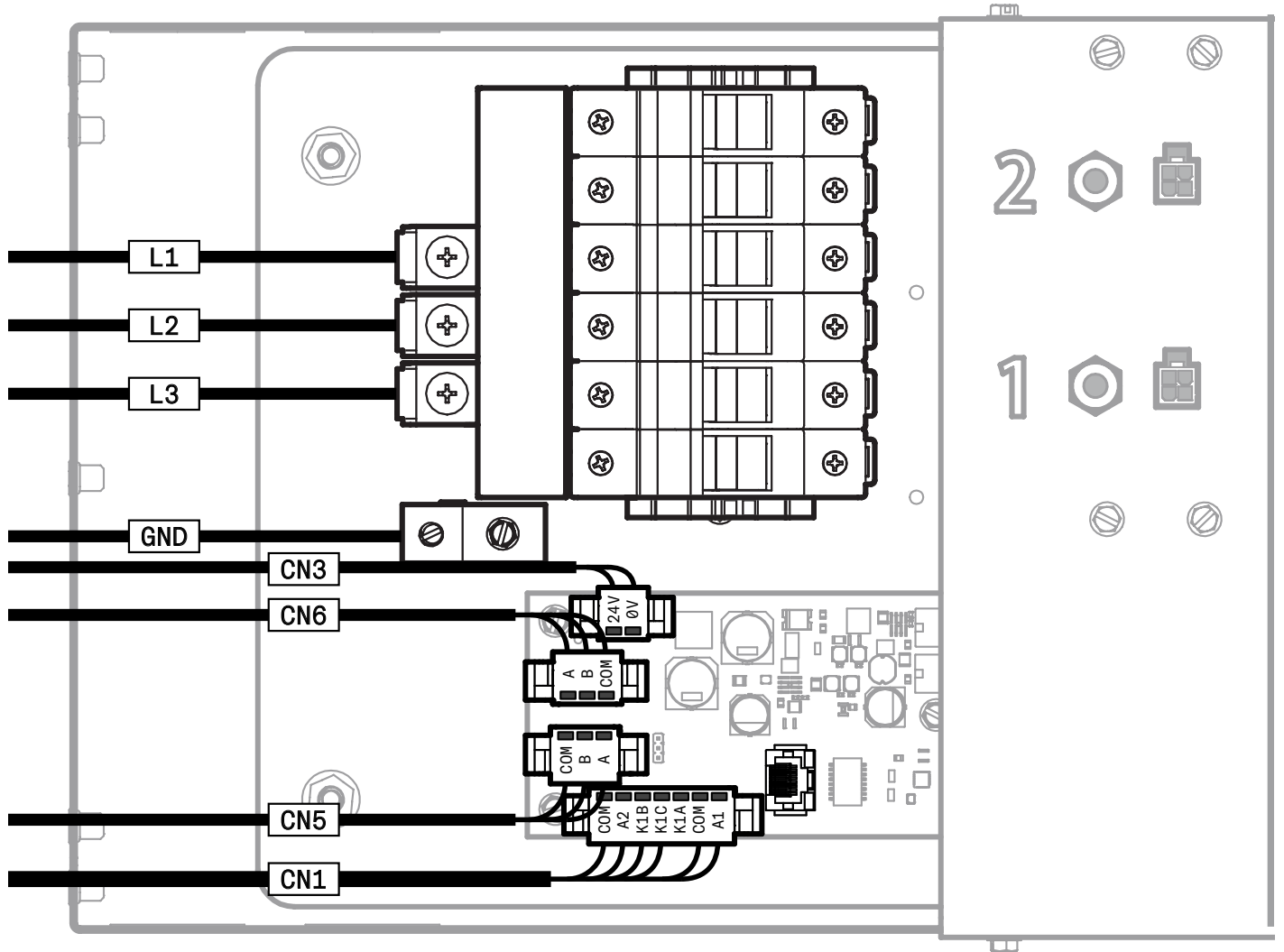
1. Using a standard or slotted (flathead) screwdriver, pry the center ring of the knockout forward, away from the shell, at opposing sides.
2. Using a set of pliers or similar tools, bent these tabs back and forth until the connection breaks free.



Use caution when removing the knock-outs to ensure that internal components of the Fan Controller are free from damage.



# FAN WIRING



## INPUT POWER

---

L1

L2 3 Phase 208V or 480V input voltage for motors.

L3

GND Earth ground

## CN1: ANALOG INTERFACE

---

A1 0-10V signal proportional to the motor speed.

COM 0V reference for A1.

K1A Normally closed (unpowered) contact of the alarm relay. When the controller receives power, the contact opens to indicate the absence of an alarm. If a fault occurs the contact will close again.

K1C Common contact of the alarm relay. When a fault is present in the unit, this pin is connected to Alarm relay NC **K1A** and disconnected from Alarm relay NO **K1B**.

K1B Normally open (unpowered) contact of the alarm relay. When the controller receives power, this contact closes to indicate the absence of an alarm. If a fault occurs the contact will open again.

A2 0-10V signal proportional to the calculated airflow.

COM 0V reference for A2.

## CN3: INPUT POWER (CONTROLLER BOARD)

---

24V 24VDC/24VAC input voltage.

0V 0VDC ground / 24VAC input voltage.

## CN5: COMMUNICATIONS

---

A Communications port +.

B Communications port -.

COM Communications port ground.

## CN6: COMMUNICATIONS

---

A Communications port +.

B Communications port -.

COM Communications port ground.

## WIRE SIZING

When connecting to the Q-PAC Fan to your control panel or other system components, it is recommended to use the following wire sizes:

### 208/480 VAC INPUT POWER

- Conductor size determined by NEC and Fan Controller MCA, as listed on the Q-PAC Fan Nameplate (Page 12).

### CONTROLLER BOARD

- Min 24 AWG (CU) to CN1 and CN3

## TORQUE TIGHTENING REQUIREMENTS

### BOLTED BUS JOINTS

SIZE	TORQUE (lb-ft)	TORQUE WITH BELLEVILLE WASHER (lb-ft)
1/4 in	4	-
5/16 in	9	-
3/8 in	14	14
1/2 in	39	35
5/8 in	80	45

## SLOTTED HEAD SCREWS

SIZE	AWG / MCM	SLOT WIDTH	SLOT LENGTH	TORQUE (lb-ft)
#4 - #8	22 - 8	< 0.47 in	< 1/4 in	7
			1 / 4 in	9
		> 0.47 in	< 5/32 in	9
			5/32 - 1/4 in	12
			9/32 in	15
		> 9/32 in	20	
#10 and Larger	18 - 10	< 0.47 in	< 1/4 in	20
	8			25
	6 - 3			35
	2			40
	18 - 10	> 0.47 in	> 1/4 in	35
	6 - 4			45
	3 - 1000			50

## HEX HEAD SCREWS

EXTERNAL HEX		INTERNAL HEX / SOCKET	
AWG / MCM	TORQUE (lb-ft)	SIZE	TORQUE (lb-in)
18 - 8	75	1/8 in	45
6 - 4	110	5/32 in	100
3 - 1	150	3/16 in	120
1/0 - 2/0	180	7/32 in	150
3/0 - 4/0	250	1/4 in	200
250 - 350	325	5/16 in	275
400 - 750	375	3/8 in	375
800 - 1000	500	1/2 in	500
> 1000	600	9/16 in	600

# ELECTRICAL CHARACTERISTICS

The Fan Controller has two separate circuits: low voltage and high voltage. The low voltage circuit supplies power to the internal boards of the Fan Controller while the high voltage circuit supplies power to the motors of the Q-PAC Fan. The electrical characteristics of each are given below:

## LOW VOLTAGE CIRCUIT

### POWER SUPPLY (CN3)

Nominal Input Voltage	24VDC or 24VAC
Maximum Input Voltage <sup>1</sup>	40VDC or 28.3VAC
FLA	500mA
MOCP	1A

<sup>1</sup> When a voltage higher than 40VDC or 28.3VAC is applied through CN3, the overvoltage protection circuit disconnects the input of the power supply block to prevent damage. The circuit automatically resets when the protection fuse returns to its operation temperature range. Absolute maximum input voltages are 63VDC or 44 VAC.

### ANALOG INPUTS (CN1)

Speed Modulation Input - Voltage Range	24VDC or 24VAC
Speed Modulation Input - Input Resistance	100Kohm
Speed Modulation Input - Maximum Voltage	40VDC

### ANALOG OUTPUTS (CN1)

Airflow Analog Output - Voltage Range	0 - 10V
---------------------------------------	---------


### RELAY OUTPUTS (CN1)

Alarm Relay Contacts Rated Load <sup>2</sup>	0.5A @ 125VAC or 2A @ 30VDC
Maximum Operating Voltage	125VAC or 125 VDC
Maximum Switching Capacity	62.5VA, 60W

<sup>2</sup> Resistive load

# HIGH VOLTAGE CIRCUIT

The high voltage circuit characteristics will vary with the motor and motor quantity of the Q-PAC Fan. This information is therefore given on the **Fan Controller Nameplate**, shown below. The table below provides an example of the high voltage circuit characteristics.

<b>Q-PAC</b>		RECOGNIZED COMPONENT	Q-PAC Fan Conforms to UL 60335-2-40:2022 Ed.4
(904) 863-5300			Fan Controller Certified to UL 60730-2-15:2019 Ed.3
SUPPORT@Q-PAC.COM			US Pat. Nos. 11.852.151 11.375.085
4010 DEERPARK BLVD		<b>Intertek</b>	
ELKTON, FL 32033		4010006	
<b>SO#:</b>			9230
<b>TAG:</b>	7999 (K752)	AHU-99-2 SF	
<b>MODEL:</b>		1-9-1-2-1-1700076	
<b>SERIAL#:</b>		23H9999	
<b>MFG:</b>		MM/DD/YYYY	
<b>MODBUS ADDR:</b>		017	
<b>POWER:</b>		480V 3~ 60Hz	<b>A</b>
<b>SCCR:</b>	10kA RMS SYM AT 600 V MAX		
<b>MTR FLA:</b>		7.86 A	<b>B</b>
<b>MCA:</b>		72.70 A	<b>C</b>
<b>MOCP:</b>		80.00 A	<b>D</b>
<b><u>USE 15 AMP CLASS CC 600V FUSES</u></b>			

## POWER SUPPLY

<b>A</b>	<b>Nominal Input Voltage</b>	480V / 3~ / 60 Hz
<b>B</b>	<b>FLA Per Motor</b>	7.86 A
<b>C</b>	<b>MCA</b>	72.70 A
<b>D</b>	<b>MOCP</b>	80.00 A

# START-UP AND TESTING

## BEFORE FIRST START-UP



Ensure the Q-PAC Fan has been fully assembled and installed per the **Q-PAC Fan Assembly Guide**. Do not attempt to wire the Q-PAC Fan Controller or complete any electrical testing before assembly has been completed.

1. Complete all conduit and electrical connections per the **Q-PAC Fan Wiring Diagrams**. See **Page 26** or the included order documents.
2. Shut off power to the Q-PAC Fan at the external disconnect.
3. Check that all supply voltage and electrical connections comply with the specifications on the **Fan Controller** nameplate.
4. Check all mounting bolts, plugs, and wiring connections to ensure they are secure. Refer to the **Wiring Guide (Page 26)** and **Torque Requirements (Page 28 and 29)**.
5. Ensure all harnesses are secured to the fan frame, all cable ties are tight, and all plug connections are secure.
6. Rotate each impeller by hand to inspect for contact with the inlet cone. If contact is observed, refer to **Inlet Cone Alignment** instructions on **Page 44**. Contact may be present if any of the following are observed:
  - i. There is noticeable material transfer/residue on the inlet cone or other signs of scraping.
  - ii. When rotating the impeller, there is an audible rubbing or scraping sound.
  - iii. When rotating multiple impellers simultaneously, at even speeds, one impeller stops rotating considerably earlier than the other.
7. Remove all leftover installation materials and other foreign objects from the fan area and the rest of the air handler.
8. Ensure all personnel are out of reach of the impeller blades.

## BUMP TEST



Ensure the test preparation as listed in **BEFORE FIRST START-UP** has been completed. Do not attempt to operate the Q-PAC Fan until all electrical connections have been verified.

1. Turn on power to the Q-PAC Fan.
2. Manually operate the fan at low speed (~20% modulation or 2V to AI1), typically through a HAND mode if connected to an HOA switch or a signal generator.
3. Check to see if the impellers are rotating. If not, turn off power to the fan and check the electrical connections in the Fan Controller (**Page 26**) and connected hardware. Check that a 0-10V control signal is being passed to the Fan Controller. Check fuses inside the Fan Controller.
4. Once rotation of the impellers is confirmed, observe the fan for quiet operation with low vibration. Strong vibration due to unbalanced operation or poor installation may result in motor or fan failure.
5. Turn off power to the Q-PAC Fan.

## RUN TEST



Ensure the test preparation as listed in BEFORE FIRST START-UP and BUMP TEST have been completed. Do not attempt to operate the Q-PAC Fan until all electrical connections have been verified.

1. Turn on power to the Q-PAC Fan.
2. Run the Q-PAC Fan in its intended operation mode. If the Q-PAC Fan is connected to an HOA Switch, ensure it is set to AUTO.
3. Check to see if the impellers are rotating. If not, turn off power to the fan and check the electrical connections in the Fan Controller and connected hardware. Check any included safety circuits or other protections and relays.
4. Once rotation of the impellers is confirmed, observe the fan for quiet operation with low vibration. Strong vibration due to unbalanced operation or poor installation may result in motor or fan failure.
5. Allow the fan to run for a minimum of five (5) minutes and ensure that it reaches steady-state operation—maintaining steady airflow for at least five (5) minutes with no alarms triggered by the Fan Controller or system controls or other potential signs of failure.
6. Turn off power to the Q-PAC Fan.





# **MODBUS**

## **GUIDE**

# OVERVIEW

The Q-PAC Fan supports the Modbus RTU network by way of the CN5 and CN6 terminal blocks of the **Fan Controller** (See **Page 27**).

<b>Q-PAC</b> (904) 863-5300 SUPPORT@Q-PAC.COM 4010 DEERPARK BLVD ELKTON, FL 32033	RECOGNIZED COMPONENT	Q-PAC Fan Conforms to UL 60335-2-40:2022 Ed.4
		Fan Controller Certified to UL 60730-2-15:2019 Ed.3
	Intertek 4010006	US Pat. Nos. 11.852.151 11.375.085
<b>SO#:</b>		9230
<b>TAG:</b>	7999 (K752)	AHU-99-2 SF
<b>MODEL:</b>		1-9-1-2-1-1700076
<b>SERIAL#:</b>		23H9999
<b>MFG:</b>		MM/DD/YYYY
<b>MODBUS ADDR:</b>		017 
<b>POWER:</b>		480V 3~ 60Hz
<b>SCCR:</b>	10kA RMS SYM AT 600 V MAX	
<b>MTR FLA:</b>		7.86 A
<b>MCA:</b>		72.70 A
<b>MOCP:</b>		80.00 A
<b><u>USE 15 AMP CLASS CC 600V FUSES</u></b>		

The Modbus device address can be found on the **Fan Controller** nameplate (above). For systems of two or more Q-PAC Fans, the Modbus addresses will follow the convention below:

### MODBUS SERVER ADDRESS FOR SYSTEMS OF MULTIPLE Q-PAC FANS

Q-PAC FAN LABEL	DEVICE ADDRESS
A	017
B	018
C	019
D	020

# POINT LIST

The following table gives a summary of all Modbus RTU points. For detailed descriptions of each point, refer to Pages 38-41.

POINT NAME	UNIT	DATA TYPE	ACCESS	ADDRESS OFFSET	FUNCTION CODE	
					READ	WRITE
CONTROLLER MODEL	-	Input Register	Read only	1	4	-
CONTROLLER SERIAL NUMBER	-	Input Register	Read only	2	4	-
MANUFACTURE DATE	-	Input Register	Read only	3	4	-
MODBUS SERVER ID	-	Holding Register	Read/Write	1	3	16
WRITING KEY	-	Holding Register	Read/Write	2	3	16
FIRMWARE VERSION	-	Input Register	Read only	6	4	-
MAJOR-MINOR REVISION	-	Input Register	Read only	5	4	-
FAN AIRFLOW	CFM	Input Register	Read only	9	4	-
ALARM STATUS	-	Discrete Input	Read only	1	2	-
ALARM CODE	-	Input Register	Read only	4	4	-
SUPPORTED MOTOR QUANTITY	Each	Input Register	Read only	7	4	-
ACTIVE MOTOR QUANTITY	Each	Input Register	Read only	8	4	-
AI1 OUTPUT MODE	-	Holding Register	Read/Write	3	3	16
AI1 OUTPUT VALUE	-	Holding Register	Read/Write	4	3	16
MOTOR 1 STATUS	-	Discrete Input	Read only	2	2	-
MOTOR 2 STATUS	-	Discrete Input	Read only	3	2	-
MOTOR 3 STATUS	-	Discrete Input	Read only	4	2	-
MOTOR 4 STATUS	-	Discrete Input	Read only	5	2	-
MOTOR 5 STATUS	-	Discrete Input	Read only	6	2	-
MOTOR 6 STATUS	-	Discrete Input	Read only	7	2	-
MOTOR 7 STATUS	-	Discrete Input	Read only	8	2	-
MOTOR 8 STATUS	-	Discrete Input	Read only	9	2	-
MOTOR 9 STATUS	-	Discrete Input	Read only	10	2	-
MOTOR 1 BLANK-OFF	-	Coil	Read/Write	1	1	15
MOTOR 2 BLANK-OFF	-	Coil	Read/Write	2	1	15
MOTOR 3 BLANK-OFF	-	Coil	Read/Write	3	1	15
MOTOR 4 BLANK-OFF	-	Coil	Read/Write	4	1	15
MOTOR 5 BLANK-OFF	-	Coil	Read/Write	5	1	15
MOTOR 6 BLANK-OFF	-	Coil	Read/Write	6	1	15
MOTOR 7 BLANK-OFF	-	Coil	Read/Write	7	1	15
MOTOR 8 BLANK-OFF	-	Coil	Read/Write	8	1	15
MOTOR 9 BLANK-OFF	-	Coil	Read/Write	9	1	15

## CONTROLLER MODEL

POINT NAME	UNIT	DATA TYPE	ACCESS	ADDRESS	FUNCTION CODE	
				OFFSET	READ	WRITE
CONTROLLER MODEL	N/A	Input Register	Read Only	1	4	-
CONTROLLER SERIAL NUMBER	N/A	Input Register	Read Only	2	4	-
MANUFACTURE DATE	N/A	Input Register	Read Only	3	4	-

CONTROLLER MODEL refers to the specific release of the physical design and features of the Q-PAC Fan Controller.

CONTROLLER SERIAL NUMBER refers to the unique alphanumeric identification number of the Fan Controller for production batch tracing. This serial number is also located on the Fan Controller nameplate.

The MANUFACTURE DATE is the original production date of the Fan Controller, serving as the reference for age, traceability, and lifecycle of the Fan Controller. It serves a benchmark for quality, compliance, and safety.

## MODBUS ACCESS

POINT NAME	UNIT	DATA TYPE	ACCESS	ADDRESS	FUNCTION CODE	
				OFFSET	READ	WRITE
MODBUS SERVER ID	N/A	Holding Register	Read/Write	1	3	16
WRITING KEY	N/A	Holding Register	Read/Write	2	3	16

MODBUS SERVER ID (address) is a unique identifier assigned to a Modbus device on a serial network (RS-485). It allows a client device (e.g., a Building Management System or SCADA controller) to address and communicate with a specific server device among many connected to the same bus. This ID is fundamental to ensuring proper message routing and reliable data exchange in Modbus RTU networks. Q-PAC Fan Controllers have a default Server ID which is printed on the product label. See **Page 36** for default MODBUS SERVER IDs.

The WRITING KEY is an unlock code used to enable access control or write access to protected registers, such as Modbus Server ID and other Modbus points. The Writing Key is used to prevent accidental or unauthorized modification of important configuration settings. A specific numeric value must be written before configuration changes are accepted.

## FIRMWARE

POINT NAME	UNIT	DATA TYPE	ACCESS	ADDRESS	FUNCTION CODE	
				OFFSET	READ	WRITE
FIRMWARE VERSION	N/A	Input Register	Read Only	6	4	-
MAJOR-MINOR REVISION	N/A	Input Register	Read Only	5	4	-

FIRMWARE is the specific release of the embedded software of the Fan Controller microcontroller.

MAJOR-MINOR REVISION is the Semantic Versioning (SemVer) scheme for the Fan Controller Firmware Version, indicating the major, minor, and revision level of firmware components. This is used to track what features, fixes, or changes are made to the firmware. This parameter is also stored in the Fan Controller's Non-Volatile Memory (EEPROM), and is updated for each release. Please see the firmware change log for detailed change history.

## FAN AIRFLOW

POINT NAME	UNIT	DATA TYPE	ACCESS	ADDRESS	FUNCTION CODE	
				OFFSET	READ	WRITE
FAN AIRFLOW	CFM	Input Register	Read Only	9	4	-

FAN AIRFLOW is the summation (total) of all airflow across the motorized impellers of the Q-PAC Fan. This is a calculated value using the pressure differential across the inlet cone. More information on the calculation of fan airflow can be found on **Page 20**.

Airflow is converted to CFM, scaled by a factor of 10 during the transition to Modbus in order to fit a single 16-bit register. This results in a reported range from 0 to 65,535 CFM, corresponding to a calculated airflow between 0 and 655,350 CFM.

## ALARMS

POINT NAME	UNIT	DATA TYPE	ACCESS	ADDRESS	FUNCTION CODE	
				OFFSET	READ	WRITE
ALARM STATUS	N/A	Discrete Input	Read Only	1	2	-
ALARM CODE	N/A	Input Register	Read Only	4	4	-

ALARM STATUS is a boolean indicator representing the fault state of the Fan Controller. This is used for BMS/SCADA visualization, diagnostics, system fault indication, logging, and alarm triggering. This value is reset when the ALARM CODE is 0. ALARM STATUS shall also indicate a fault whenever a motor is in a fault/alarm state.

ALARM CODE represents a numerical or hexadecimal value that indicates the specific alarm condition currently active or most recently triggered. It is used by supervisory control systems (like BMS or SCADA) to detect and interpret operational or fault conditions, enabling automated or manual responses to faults. The Q-PAC Fan should be inspected whenever a fault is indicated. For troubleshooting assistance, contact **Q-PAC Support at (904) 863-5300 or support@q-pac.com**.

CODE	ALARM	DESCRIPTION
0	NORMAL_OPERATION	The Fan Controller is operating normally.
1	POWER_BLACKOUT	A power blackout detection system for responding to power loss and to include basic functionality to occur in a response to the trigger.
2	MOTOR_STATUS_ALARM	Indicates which motor(s) are at fault and/or producing irregular airflows through a range of error codes. Some error codes are internal to the Fan Controller and may not be accessible.
7	MODBUS_OUT_OF_RANGE_ALARM	Indicates that the requested Modbus address is invalid or not within range.

## MOTOR QUANTITY

POINT NAME	UNIT	DATA TYPE	ACCESS	ADDRESS OFFSET	FUNCTION CODE	
					READ	WRITE
SUPPORTED MOT WIRELESS CHARGER OR QUANTITY	EACH	Input Register	Read Only	7	4	-
ACTIVE MOTOR QUANTITY	EACH	Input Register	Read Only	8	4	-

SUPPORTED MOTOR QUANTITY is a read-only value determined by the Fan Controller Model and corresponds to the number of physical motor interfaces on the Fan Controller – the maximum quantity of motors supported by the controller. This value should be used to validate system capability and perform conditional programming in a supervisory system.

ACTIVE MOTOR QUANTITY refers to the number of motors physically connected to the Fan Controller. This number may change as a result of faults and alarms, intentional motor removal, or during diagnostics.

SUPPORTED MOTOR QUANTITY and ACTIVE MOTOR QUANTITY are considered when the Fan Controller is determining fault status. If motors are intentionally removed from the fan and replaced with a Blank Off Plate, the corresponding Motor Blank Off object is set (**Page 41**).

## A1 OUTPUT

POINT NAME	UNIT	DATA TYPE	ACCESS	ADDRESS OFFSET	FUNCTION CODE	
					READ	WRITE
A1 OUTPUT MODE	N/A	Holding Register	Read/Write	3	3	16
A1 OUTPUT VALUE	N/A	Holding Register	Read/Write	4	3	16

A1 OUTPUT MODE selects which signal controls the speed of the Q-PAC Fan motors.

NO.	MODE	DESCRIPTION
0	ANALOG_INPUT	Q-PAC Fan motor speed is controlled using a separate 0-10V analog signal (such as the Q-PAC Control Panel potentiometer) or upstream controller.

A1 OUTPUT VALUE represents the current voltage (0-10V) of the speed modulation output which is distributed to each motor of the Q-PAC Fan. This value is used for real-time monitoring and control of the fan. ANALOG\_INPUT is the fixed, default mode at this time, with additional modes offered in the future.

## MOTOR STATUS

POINT NAME	UNIT	DATA TYPE	ACCESS	ADDRESS	FUNCTION CODE	
				OFFSET	READ	WRITE
MOTOR 1 STATUS	N/A	Discrete Input	Read Only	2	2	-
MOTOR 2 STATUS	N/A	Discrete Input	Read Only	3	2	-
MOTOR 3 STATUS	N/A	Discrete Input	Read Only	4	2	-
MOTOR 4 STATUS	N/A	Discrete Input	Read Only	5	2	-
MOTOR 5 STATUS	N/A	Discrete Input	Read Only	6	2	-
MOTOR 6 STATUS	N/A	Discrete Input	Read Only	7	2	-
MOTOR 7 STATUS	N/A	Discrete Input	Read Only	8	2	-
MOTOR 8 STATUS	N/A	Discrete Input	Read Only	9	2	-
MOTOR 9 STATUS	N/A	Discrete Input	Read Only	10	2	-

MOTOR STATUS represents the real-time status of the corresponding motor of the Q-PAC Fan. This status demonstrates if the motor is in alarm/fault, typically mirroring the K1 (normally closed) fault relay state. This status may diverge from the motor fault relay state if the Q-PAC Fan determines the motor is at fault despite the absence of a fault signal from the motor.

## MOTOR BLANK-OFF

POINT NAME	UNIT	DATA TYPE	ACCESS	ADDRESS	FUNCTION CODE	
				OFFSET	READ	WRITE
MOTOR 1 BLANK-OFF	N/A	Coil	Read/Write	1	1	15
MOTOR 2 BLANK-OFF	N/A	Coil	Read/Write	2	1	15
MOTOR 3 BLANK-OFF	N/A	Coil	Read/Write	3	1	15
MOTOR 4 BLANK-OFF	N/A	Coil	Read/Write	4	1	15
MOTOR 5 BLANK-OFF	N/A	Coil	Read/Write	5	1	15
MOTOR 6 BLANK-OFF	N/A	Coil	Read/Write	6	1	15
MOTOR 7 BLANK-OFF	N/A	Coil	Read/Write	7	1	15
MOTOR 8 BLANK-OFF	N/A	Coil	Read/Write	8	1	15
MOTOR 9 BLANK-OFF	N/A	Coil	Read/Write	9	1	15

MOTOR BLANK-OFF indicates if the corresponding motorized impeller has been removed from the Q-PAC Fan Frame and replaced with a Blank-Off Plate (**Page 47**). This value is used to indicate that a motor is intentionally removed from the Q-PAC Fan, ensuring that the fan does not report a motor alarm unnecessarily. This can help in isolating individual fan motors for setup verification and troubleshooting.



**MAINTENANCE**

# INLET CONE ALIGNMENT

Proper alignment of the inlet cone is important for optimal airflow and efficiency, but also to minimize vibration and noise and ensure motor and bearing life is maximized. Improper alignment may cause uneven air distribution across the plug fan blades. This can cause unbalanced aerodynamic forces which may appear as vibration, rattling, and other noise, but ultimately may result in added stress on the motor bearings. This may result in reduced motor life and premature failure, on top of reduced performance and increased power consumption over time.

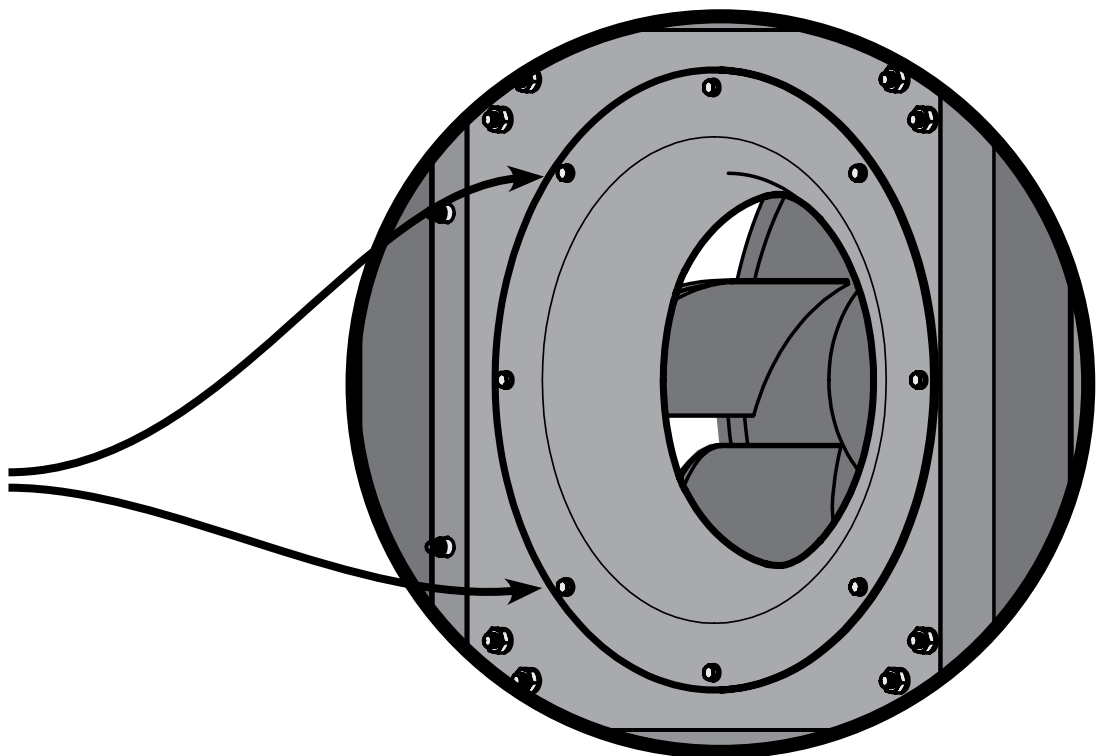


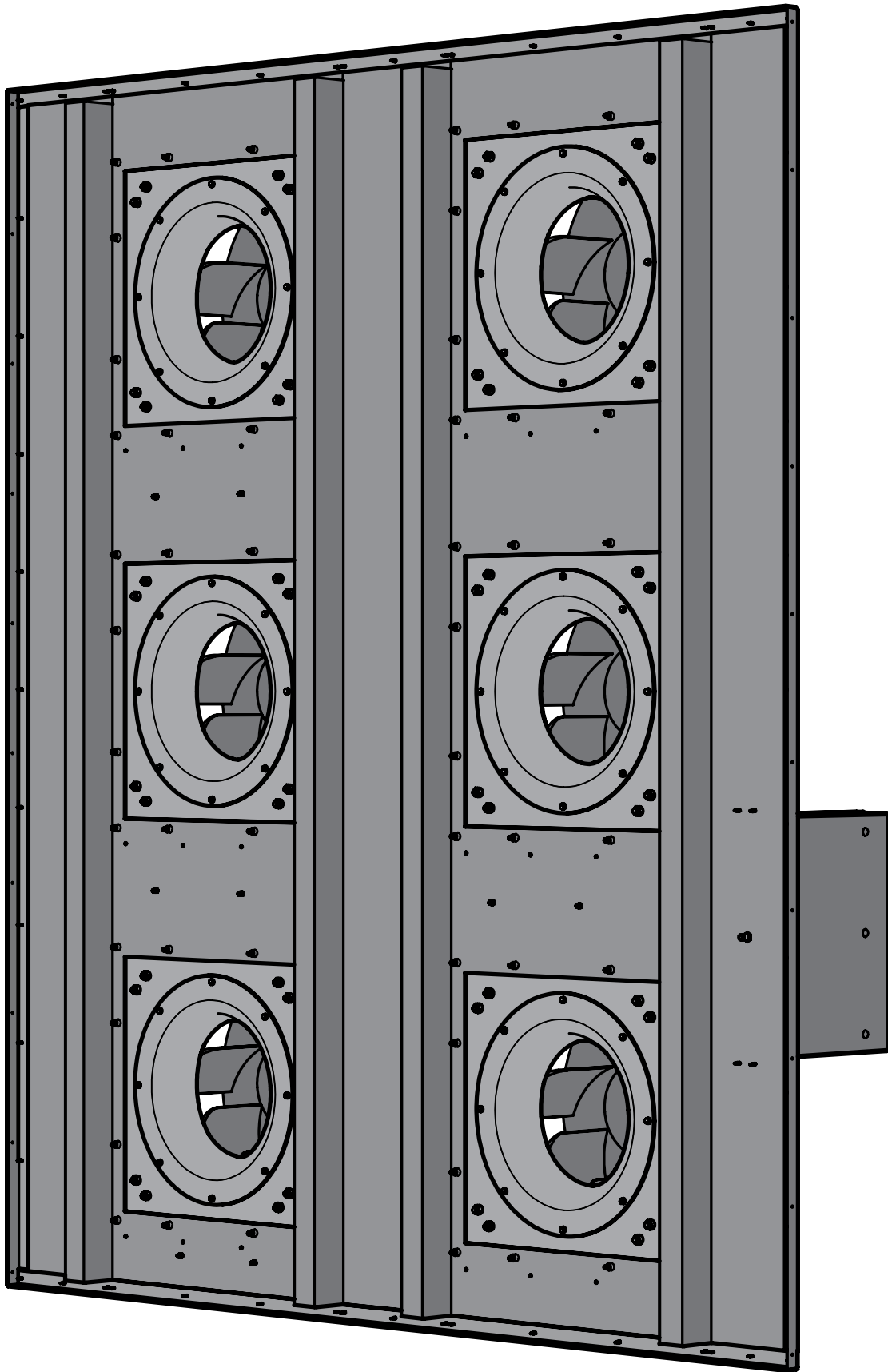
Ensure power is disconnected to the fan before attempting inlet cone alignment or any other maintenance or service on the fan or components.

To align the plug fan inlet cone(s):

1. Identify which inlet cones are out of alignment. To identify inlet cones which are out of alignment, check for the following:
  - i. There is noticeable material transfer/residue on the inlet cone or other signs of scraping.
  - ii. When rotating the impeller, there is an audible rubbing or scraping sound.
  - iii. When rotating multiple impellers simultaneously, at even speeds, one impeller stops rotating considerably earlier than the other.
2. On the upstream side of the unit, loosen (but do not remove) the fasteners securing the inlet cone to the fan plate.
3. Adjust the position of the inlet cone and ensure there is no further contact with the impeller. It is recommended that all conditions of Step 1 are rechecked.
4. Tighten the inlet cone fasteners.
5. Repeat **Step 1** for the next plug fan impeller.

INLET CONE  
FASTENERS





**UPSTREAM VIEW**

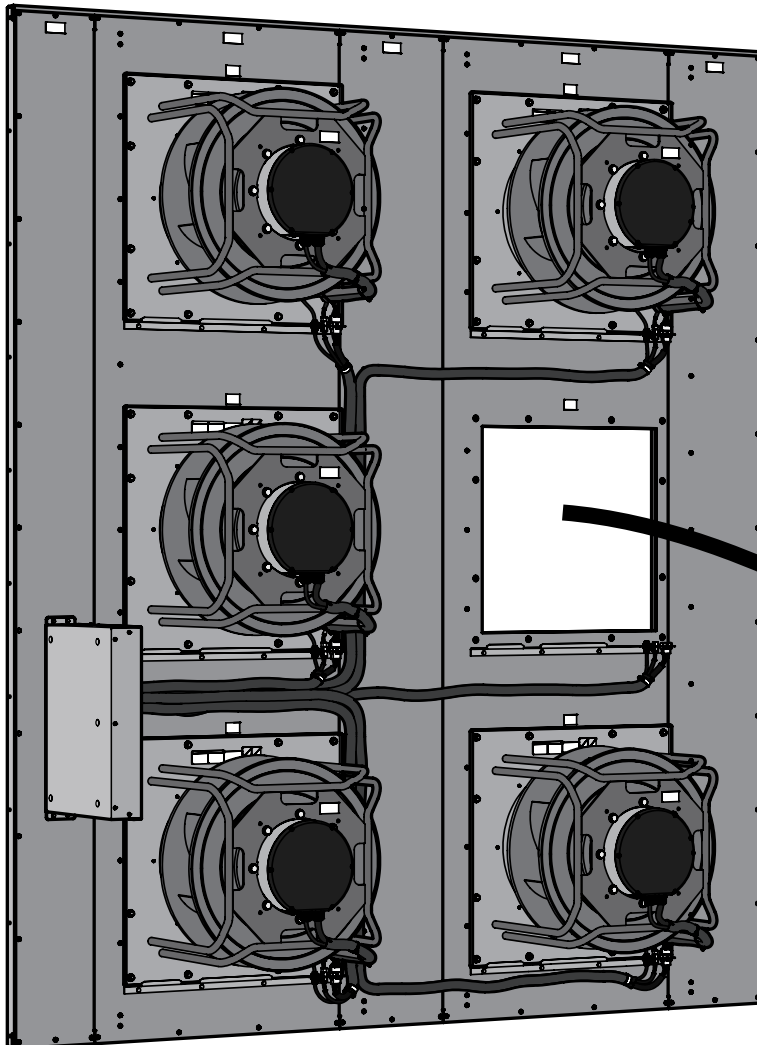
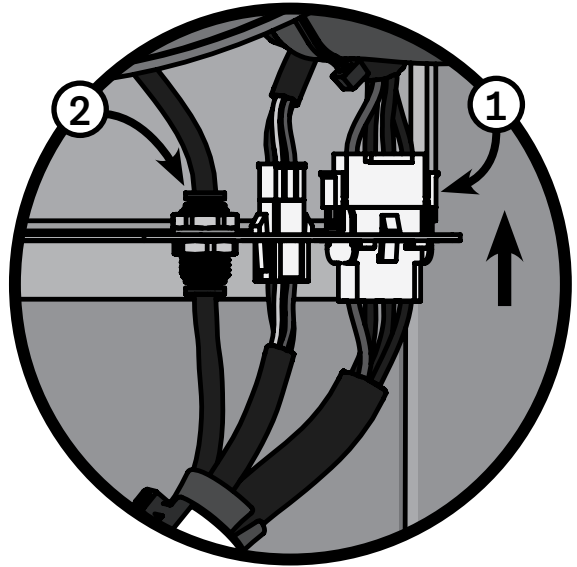
# PLUG FAN REMOVAL

Over the operating life of the Q-PAC Fan, it may be necessary to replace **Plug Fans** due to damage or malfunction. The Q-PAC Fan is designed for **Plug Fans** to be swapped with the removal of a few bolts.

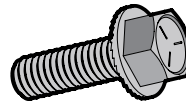


Ensure power is disconnected to the fan before attempting inlet cone alignment or any other maintenance or service on the fan or components.

1. Disconnect the power and control plugs from the frame ledge by pinching the plug tab(s) and pulling the plug away.
2. Remove the pressure tubing from the nozzle by pressing downward on the plastic ring and pulling the tubing out.
3. Unfasten each bolt along the perimeter of the **Plug Fan** mounting plate. Ensure that the **Plug Fan** is properly braced when removing the final bolt to ensure that it does not fall forward. Save these bolts for installing the new **Plug Fan** or **Blank-Off Plate**.
4. Lift the **Plug Fan** upward, and away from the frame ledge.



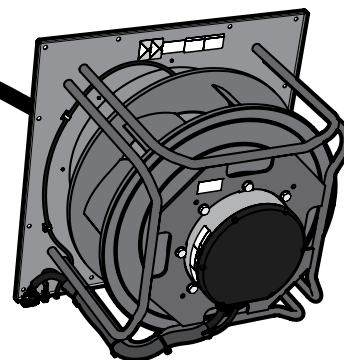
## TOOLS & FASTENERS



5/16"-18 x 1" or 1/2"-13-1"  
Hex Serrated Flange Bolt



5/16" or 1/2" Hex Head  
Drive



# PLUG FAN OR BLANK-OFF PLATE INSTALLATION

If there is spare **Plug Fan (A)** available when removing a one after failure, it is recommended that it is installed in place of the old **Plug Fan**. If not, a **Blank-Off Plate (B)** can be installed instead to prevent backflow when operating until a replacement is available.



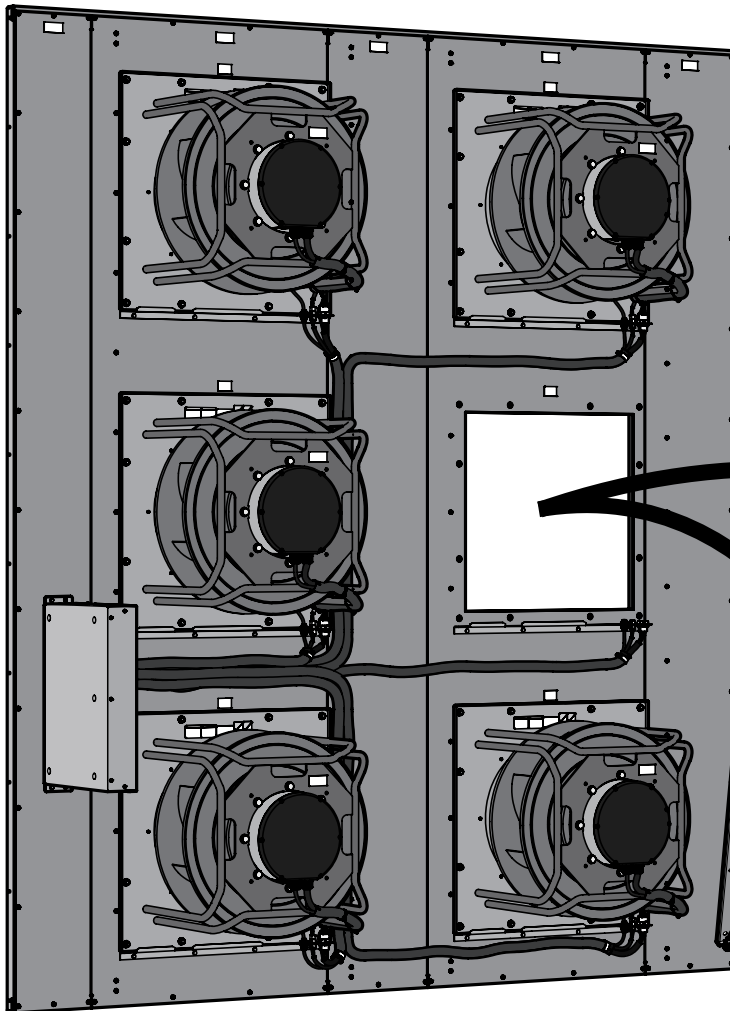
Ensure power is disconnected to the fan before attempting inlet cone alignment or any other maintenance or service on the fan or components.

## PLUG FAN INSTALLATION (A)

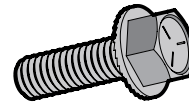
1. Lift the **Plug Fan** up and onto the open ledge. Brace the **Plug Fan** against the frame to ensure it does not fall forward.
2. With the **Plug Fan** braced, fasten the **Plug Fan** to the **Fan Frame**.
3. Reconnect the power and control plugs and insert the pressure tube into the nozzle of the ledge.
4. Check inlet cone alignment (**Page 44**) before returning the fan to service.

## BLANK-OFF PLATE INSTALLATION (B)

1. Set the **Blank-Off Plate** onto the open ledge. Brace the **Blank-Off Plate** against the frame to ensure it does not fall forward.
2. With the **Blank-Off Plate** braced, fasten the to the **Fan Frame**. Set unused bolts aside for re-use when a replacement **Plug Fan** is received.



### TOOLS & FASTENERS



5/16"-18 x 1" or 1/2"-13-1"  
Hex Serrated Flange Bolt



5/16" or 1/2" Hex Head  
Drive

# Q-PAC

For assistance, questions, or troubleshooting, contact  
Q-PAC Support at (904) 863-5300 or [support@q-pac.com](mailto:support@q-pac.com)