



SolarEdge AdvantEdge Program FAQs

For North America

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Note: These program terms and pricing are relevant for North America only. For full program terms, please refer to the General Terms and Conditions - AdvantEdge Program. The Program's terms and conditions supersede any conflicting information stated elsewhere.

Enrollment

1. What are the criteria for site enrollment to the program?

All the following conditions must apply:

- System size must be $\geq 50\text{kW}$
- The project is in a pre-commissioning phase
- The entire site must be connected to the monitoring software, with fully mapped physical layout

2. Can I submit a site which is already in production?

No.

3. What is the duration of coverage for a site?

Enrolled sites will be covered for a 2-year period (up to 2.5 years, depending on the enrollment date).

4. How many Power Optimizers, per site, are covered?

The AdvantEdge Program covers up to 5% of the total number of Power Optimizers in each eligible site. For example, in a site with 1,000 Power Optimizers, a maximum of 50 units can be covered during the enrollment period.

5. What should be included in the site application for AdvantEdge?

Please include the following in the application email to AdvantEdge@solaredge.com:

- Filled out and signed (digitally or by hand) application form. The form must be submitted as single complete document together with the program T&C.
- Additional project documentation as needed (see further details in the application form).
- For first time applications from any customer, the application should include the SolarEdge Vendor Form as well.

6. How long does it usually take to confirm enrollment for a submitted site?

If there are no issues with the application an enrollment confirmation is typically sent within 72 hours.

7. What is the difference between a Project and Monitoring Site Name in the application form?

In general, it is encouraged that a monitoring site will be established in our portal before the application is made. However, in the case where a monitoring site is not available at the time of the application, a project name is still required for registration purposes.

Coverage Conditions

1. When are the conditions for AdvantEdge Site Coverage to start?

Site coverage starts after the following conditions are met:

- The monitoring site has a complete physical layout and Power Optimizer mapping
- All Power Optimizers have been communicating and in production for a full day, and no isolation issues have been detected
- Testing is complete and the site has gone into full commercial operation

2. Does coverage start automatically?

No, the customer is required to notify AdvantEdge once the relevant conditions are met.

3. How do I know if coverage has officially started?

Only after a coverage confirmation email is sent to the registered customer contact person and the relevant SolarEdge salesperson, is the AdvantEdge coverage considered in effect.

4. Is there any indication that a site is covered by AdvantEdge in the monitoring software?

In addition to the AdvantEdge physical layout display features, an "AdvantEdge Active" mark becomes visible in the monitoring site dashboard. Also, any site covered by the program will have a new "AdvantEdge Program" tab under the site Admin section. The tab contains the coverage Start & End dates along with the relevant Feed-in Tariff.

5. Once a Power Optimizer has stopped production, how long is it covered for?

Each Power Optimizer will be covered for a period of six months (maximum) from the day it stops producing.

6. Does program enrollment affect the product warranty in any way?

No.

Monitoring and Reports

1. How are faulty Power Optimizers displayed in the monitoring system when a site is enrolled to AdvantEdge?

Faulty Power Optimizers will stay "blue" with simulated energy numbers based on neighboring Power Optimizers. The only display indication will be a small "A" on the relevant module/s.

2. Will alerts from the monitoring software be triggered if a specific Power Optimizer stops production?

No.

3. How is the installer notified regarding Power Optimizer issues and energy loss compensation?

Following the end of each coverage period (June 30th or Dec 31st), the AdvantEdge Site Report will be automatically sent to the customer, indicating any units which are not in production and the relevant compensation for energy loss.

4. Can the report be generated and downloaded at any time?

Yes.

5. What is included in the AdvantEdge Site Report?

The report includes details on all Power Optimizers that have been down in the defined period:

- Power Optimizer Name/Module Number
- Unit Serial Number
- Compensation start date
- Number of days for compensation
- Compensation rate and the sum of compensation
- Day of replacement (if applicable)

6. The customer has multiple sites in AdvantEdge, is there also an Account Level Report?

Yes, an account level report is available for download at any time, detailing energy loss and total compensation on a per-site basis in the relevant account.

Compensation Policy – Energy Loss

1. How is the compensation rate for energy loss determined?

Based on the relevant Feed-in Tariff / Electricity price per kWh, which the customer provides in the signed registration form.

2. How is the compensation for Power Optimizer energy loss calculated?

Energy loss is automatically calculated per Power Optimizer, based on the production data from other Power Optimizers in the system. In the event the monitoring will be temporarily unavailable, SolarEdge will calculate the compensation manually.

3. What happens if Power Optimizers are down due to site, inverter or string issue?

Loss of production is only covered in the case of a direct Power Optimizer product issue. Power Optimizers which have stopped operating due to site-related external causes, inverter or string-level issues, inferior system design or other non-eligible defects are not covered under the program.

4. Who receives compensation for energy loss?

Payments by SolarEdge are made directly to the entity which signed the application form. It is the responsibility of the EPC to settle any payments due to the system owner.

5. How does the customer receive energy loss compensation payments?

The customer is required to submit an invoice to SolarEdge at AdvantEdge@solaredge.com, no later than 30 days after receiving the AdvantEdge report, for the relevant compensation amount as it is stated in the report.

6. When will the customer receive the energy loss compensation payment?

Energy compensation will be paid by SolarEdge within 60 days from receipt of the invoice.

Compensation Policy – Labor and RMA

1. What are the program conditions regarding compensation for truck roll and Power Optimizer replacement?

Compensation for truck rolls/site visits is done at a pre-determined rate by system size, and for up to two site visits per year only. These rates are exclusive to AdvantEdge and are higher than the current standard labor compensation rates.

2. My EPC usually receives a fixed site visit rate and additional compensation for each optimizer unit replaced, does this policy remain in AdvantEdge?

No. The AdvantEdge labor compensation policy cancels any other labor compensation policy, with regard only to Power Optimizer maintenance and replacement. With AdvantEdge coverage, it is unnecessary to visit the site more than twice per year for Power Optimizer replacements.

3. What about inverter maintenance and RMA? Is it affected by the AdvantEdge Policy in any way?

No, inverter RMA and labor compensation remain the same and are unrelated to AdvantEdge.

4. How does the EPC submit a request for labor compensation under AdvantEdge?

Any labor compensation requests are made through the standard online process.

5. How does the EPC submit an RMA for Power Optimizers which are covered by AdvantEdge?

RMA processing for relevant Power Optimizers is done through the standard process.