



SolarEdge Residential Service Plans Terms and Conditions

These Terms of Service (the “**Terms**”) are a binding legal agreement between you (“**Client**”, “**you**”, “**your**”) and SolarEdge Technologies Inc. or any of its affiliates or subsidiaries (“**SolarEdge**”, “**we**”, “**us**”, “**our**”) for the provision of support services for the SolarEdge residential system(s) purchased by you (the “**System**”)

These Terms define the terms and scope of the services provided by us under the residential service plans you purchased, as well as your duties as the Client. Please review these Terms to ensure that the Services meet your support needs. SolarEdge looks forward to providing you with the highest level of support.

Sincerely,

The SolarEdge team

1. PREAMBLE

By using the Services, you indicate your agreement with the following terms and conditions. If you do not agree with these Terms, do not use the Services.

In addition, some aspects of the Services may include usage of certain downloadable software applications that we make available, you also will be subject to any additional guidelines, terms, or agreements applicable to such features (“Policies”).

Please be aware that, unless otherwise specified, the term “Terms” shall encompass, without limitation: (a) the Services (as defined below), (b) SolarEdge products’ Terms of Sale, (c) [SolarEdge Limited Product Warranty](#), (d) [SolarEdge Privacy Policy](#), (e) the Policies, and (f) the [SolarEdge Monitoring Portal Terms and Conditions](#) (collectively referred to as “SolarEdge Terms”). The SolarEdge Terms are incorporated into these Terms by reference.

We may update these Terms (including the SolarEdge Terms) from time to time. By accessing or using the Services or downloading and installing the application, you accept these Terms and any modifications we make. It is your responsibility to review the most recent version of the Terms and/or the SolarEdge Terms frequently and remain informed of any changes to it. If you continue to use the Services after we modify these Terms, you will be deemed to have consented to terms of the modified Terms for your use of the Service as of the date of the modification.

2. THE SERVICE

SolarEdge may provide you with additional support services related to your System, as outlined in the applicable purchase form available on our website, or through other channels (the “Services”). For the avoidance of doubt, any additional details, criteria, and timelines specified in a purchase form or on our website shall constitute an integral part of these Terms.

The Services may include, without limitation: (a) periodic reporting, (b) remote monitoring, and (c) onsite visits. Each parameter may be subject to additional terms and conditions, as further detailed in [Exhibit A](#).

We reserve the right, and in our sole discretion, to deny provision of the Services.

3. TERM AND TERMINATION

- a. Term. The Services commence when you purchase the Services through (a) an online purchase form on our website (www.Solaredge.com), or (b) any other method provided by SolarEdge (“Purchase Request”), and SolarEdge accepts such Purchase Request in writing, through an invoice or otherwise (“Confirmation”). The Services end once the period specified on the purchase form elapsed (starting from the date of Confirmation), or, if the Services have been renewed for an additional period, at the end of the period specified in the corresponding written renewal notice (the “Service Period”).

These Terms will remain in effect for the duration of the Service Period, unless you cancel the services in accordance with these Terms, or SolarEdge terminates the services. We reserve the right to terminate the Services at any time, without notice and at our sole discretion.

- b. Refund Policy. You may cancel the Services at any time during the Service Period without any additional charges. However, to be eligible for a refund, the cancellation must occur within (a) the first 30 days of the Service Period or (b) the first 30 days of any of the Service Period’s renewals. If the Services have been cancelled within these 30-day windows, you will receive a refund of the fees paid for the relevant period.

4. FEES AND PAYMENT

- a. In consideration of the Services to be performed by SolarEdge, SolarEdge shall be entitled to the amounts detailed in the online form related to each Service (the “Service Fees”). The Fees SolarEdge shall receive as payment for its performance of the Services are payable by you on a one-off basis at the time that Services are ordered.
- b. If you elect to use the Services to pay invoices from SolarEdge, you authorize SolarEdge to charge or to direct its third party payment processors to charge the credit card, debit card, or bank account identified by you (which you represent and warrant that you are authorized to use) for the amount of the selected invoice in US dollars, or in the currency where the System is located, at SolarEdge discretion including all applicable taxes.

- c. If you choose to use the Services to make recurring payments, you agree that your credit card, debit card, or bank account will automatically be charged by SolarEdge or its third-party payment processors. If you wish to terminate a recurring payment and avoid a charge for a subsequent time period, you must do so at least 7 days before the next recurring payment. You may cancel a recurring payment by emailing SolarEdge at support@SolarEdge.com. If SolarEdge does not receive payment from your credit card provider or bank, you agree to pay all amounts due upon demand, and SolarEdge may suspend your access to the Services in addition to any other remedies SolarEdge may have under these Terms or any other agreement with you. SolarEdge reserves the right to correct any errors or mistakes that it makes even if it has already requested or received payment. You are solely responsible for any and all fees charged to your credit card by the issuer, bank, or financial institution including, but not limited to, membership, overdraft, insufficient funds, and over the credit limit fees. You agree to notify us about any billing problems or discrepancies within 90 days after they first appear on your account statement. If you do not bring them to our attention within 90 days, you agree that you waive your right to dispute such problems or discrepancies. Unless otherwise stated herein, all sales are final and SolarEdge will not issue refunds.
- d. Without derogating from the generality of this Section 4, SolarEdge reserves the right to update the Service Fees from time to time, provided that (i) any Service Fee increase shall only apply to Services purchased in respect of the Products after the effective date of such Service Fee increase (for the avoidance of doubt any such increase shall not be retroactive); and (ii) SolarEdge shall give You at least thirty (30) days advance notice of its proposed effective date for a Service Fee increase.

5. **DISCLAIMER OF WARRANTY.**

YOUR USE OF THE SERVICES, INCLUDING, WITHOUT LIMITATION, YOUR USE OF ANY CONTENT ACCESSIBLE THROUGH THE SERVICES AND YOUR INTERACTIONS AND DEALINGS WITH ANY PERSONELL PROVIDING THE SERVICES, IS AT YOUR SOLE RISK. THE SERVICES, AND ALL CONTENT AVAILABLE ON AND THROUGH THE SERVICES ARE PROVIDED ON AN "AS IS" AND "AS AVAILABLE" BASIS. TO THE FULLEST EXTENT ALLOWABLE BY APPLICABLE LAW, SOLAREEDGE AND ITS SUPPLIERS EXPRESSLY DISCLAIM ALL WARRANTIES OF ANY KIND, WHETHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, AND NON-INFRINGEMENT. SOLAREEDGE DOES NOT WARRANT UNINTERRUPTED USE OR OPERATION OF THE SERVICES OR YOUR ACCESS TO ANY CONTENT. NO ADVICE, RECOMMENDATION, OR INFORMATION, WHETHER ORAL OR WRITTEN, OBTAINED BY YOU FROM THE SERVICES WILL CREATE ANY WARRANTY THAT IS NOT EXPRESSLY STATED IN THESE TERMS. SOME JURISDICTIONS MAY PROHIBIT A DISCLAIMER OF IMPLIED WARRANTIES, AND YOU MAY HAVE OTHER RIGHTS THAT VARY FROM JURISDICTION TO JURISDICTION. WITHOUT LIMITING THIS SECTION, SOLARAEDGE MAKES NO WARRANTIES WHATSOEVER, EXPRESS OR IMPLIED, REGARDING THE ACCURACY, COMPLETENESS, TIMELINESS, OR USEFULNESS OF ANY INFORMATION CONTAINED OR REFERENCED IN THE SERVICES, INCLUDING ANY DATA OR REPORTS. TECHNOLOGY CHANGES FREQUENTLY AND THEREFORE INFORMATION CONTAINED ON THE SERVICES MAY BE OUTDATED, INCOMPLETE OR INCORRECT. SOLAREEDGE DOES NOT ASSUME ANY RISK WHATSOEVER FOR YOUR USE OF THE SERVICES OR THE DATA CONTAINED ON THE SERVICES.

6. **LIMITATION OF LIABILITY.**

NOTWITHSTANDING ANYTHING ELSE IN THESE TERMS OR OTHERWISE, AND TO THE FULLEST EXTENT PERMITTED UNDER APPLICABLE LAW, YOU EXPRESSLY UNDERSTAND AND AGREE THAT SOLAREEDGE SHALL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, PUNITIVE, CONSEQUENTIAL OR EXEMPLARY DAMAGES, INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR BUSINESS INTERRUPTIONS, LOSS OF PROFITS, BUSINESS OPPORTUNITIES, USE, LOSS OF POWER OR OTHER LOSSES, RESULTING FROM OR IN CONNECTION WITH THE PRODUCTS OR THE USE OR INABILITY TO USE THE PRODUCTS AND/OR THESE TERMS AND/OR THE SERVICES, FORESEEABLE OR UNFORESEEABLE, REGARDLESS OF WHETHER EITHER PARTY HAS BEEN APPRISED OF THE POSSIBILITY OR LIKELIHOOD OF SUCH DAMAGES OCCURRING, WHETHER OR NOT BASED ON TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY, BREACH OF CONTRACT OR BREACH OF WARRANTY OR ANY OTHER THEORY. IF YOU ARE DISSATISFIED WITH ANY PORTION OF THE SERVICES, OR WITH ANY OF THESE TERMS, YOUR SOLE AND EXCLUSIVE REMEDY IS TO DISCONTINUE USING THE SERVICES. SOME JURISDICTIONS DO NOT ALLOW THE

EXCLUSION OF IMPLIED WARRANTIES, IN WHICH CASE THE ENTIRE, TOTAL CUMULATIVE LIABILITY OF SOLAREGE AND ANY OF ITS AFFILIATES, UNDER ANY PROVISION OF THESE TERMS AND/OR IN CONNECTION WITH THESE TERMS AND THE PROVISION OF THE SERVICES SHALL NOT EXCEED THE AMOUNTS YOU PAID IN CONNECTION WITH THE SERVICES. THE FOREGOING LIMITATIONS, EXCLUSIONS AND DISCLAIMERS SHALL APPLY TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW.

7. INDEMNIFICATION.

You will defend, indemnify and hold harmless SolarEdge, its subsidiaries, affiliates, partners and third-party partners and their respective directors, officers, agents, employees, licensors, and suppliers from and against any costs, damages, expenses, and liabilities (including, but not limited to, reasonable attorneys' fees) arising out of or related to your use of the Services, your violation of these Terms, or your violation of any rights of a third party.

8. EXCLUSIONS.

The Services are limited to the SolarEdge products explicitly enrolled in the corresponding purchase form(s). SolarEdge's obligation to perform the Services shall in any event be subject to the installation of each System in a proper manner in accordance with our [Limited Product Warranty](#). You shall not receive any benefits under these Terms in connection with any failure of the Services caused by or associated with:

- a. Conditions beyond our reasonable control resulting directly or indirectly from a Force Majeure Event.
- b. Any failure of Internet or telecommunication networks.
- c. If you fail to satisfy the provisions specified in the SolarEdge Terms and / or Policies.
- d. Any failure to comply with [Exhibit A](#) hereof.

9. MISCELLANEOUS.

- a. *Governing Law.* The Terms are governed and interpreted exclusively pursuant to the laws of Delaware notwithstanding any principles of conflicts of law. The parties agree to submit to the exclusive venue of the appropriate courts located in Delaware in relation to any dispute or other matter that may arise in relation to these Terms.
- b. *No Assignment.* You may not assign your rights or obligations in connection with the Services rendered under a Purchase Request without the prior consent of SolarEdge. Any unauthorized assignment will be void.
- c. *Force Majeure.* SolarEdge will not be liable for performance delays or for non-performance due to causes beyond its reasonable control.
- d. *No Waiver.* A waiver of any breach or default under these Terms shall not constitute a waiver of any subsequent breach or default.
- e. *Enforceability.* If a court of competent jurisdiction holds that any provision of these Terms is invalid or unenforceable, the remaining portions will remain in full force and effect, and the parties will replace the invalid or unenforceable provision with a valid and enforceable provision that achieves the original intent of the parties and economic effect of the Services.
- f. *Entire Agreement.* These Terms, including any additional SolarEdge Terms referenced and incorporated herein, constitutes the entire agreement between SolarEdge and you with regard to the Services, and supersedes all prior negotiations, agreements, and understandings with respect to the subject matter, and no addition to or deletion from or modification of any of the provisions hereto shall be binding upon SolarEdge unless made in writing and signed by an authorized representative of SolarEdge. Any term or condition on any order or other document submitted by you shall be of no force or effect whatsoever, and is specifically rejected.

- g. *Communication.* Please communicate with us via email at support@solaredge.com. We are available to assist you during our standard business hours, in accordance with the relevant time zone. To ensure a prompt response, please provide all relevant details in your email.

YOU HEREBY REPRESENTS AND WARRANT THAT BY USING THE SERVICES OFFERED BY SOLAREEDGE YOU HAVE READ, UNDERSTOOD, AND ACCEPTED THE TERMS OF THESE TERMS

Revised: February 2025

Exhibit A
Site Visits Terms

Some of the Services may be provided services in the Client’s premises (a “**Site Visit**”) where the SolarEdge System is installed is registered on SolarEdge Monitoring Platform (a “**Site**”), by SolarEdge or any of its representative or third parties.

1. ENROLLMENT CRITERIA FOR SITE VISITS

Without derogating any criteria detailed in a purchase form:

- a. the Client shall be responsible for ensuring that the Site is safe and accessible for all SolarEdge or third-party personnel involved in the provision of the Site Visit. This includes, without limitation, providing clear and unobstructed access to the Site, maintaining a clean and hazard-free environment, and adhering to all local building codes and applicable safety laws and regulations. The Client must ensure that any pre-existing conditions, such as structural deficiencies or electrical faults, are addressed prior to work commencement. Additionally, the Client is expected to collaborate with team conducting the Site Visit by providing necessary information about the Site, facilitating any required permits or authorizations, and promptly communicating any potential risks or concerns that could impact the safety and efficiency of the Site Visit. The Site eligibility requirements for the Services may vary in certain jurisdictions.
- b. The Site and the Client shall have relevant insurances that will cover damages that may happen during the visit.

2. EXCLUSIONS

- a. SolarEdge shall not be liable for any loss or damage to in case the Site Visit date is changed due to unforeseeable circumstances.
- b. SolarEdge or any of its subcontractors will take every reasonable precaution in conducting the Services at the Site. SolarEdge will not be liable in respect of:
 - (i) the structural integrity of the Site;
 - (ii) any roof leaks or damages other than where SolarEdge had to alter or drill intotiles or roof sheeting.
 - (iii) Any effect the Site Visit will have on any third party’s warranty;
 - (iv) any damage to the Site which is not due to SolarEdge or any of its subcontractors, including any damages occurred due to improper installation of the System, or any other noncompliance with SolarEdge [Limited Product Warranty](#).
 - (v) negligence or breach of the Terms by the Client; or
 - (vi) any pre-existing condition, fault or defect relating to the Site (including without limitation circumstances related to structural integrity, hidden defects, electrical wiring or cabling, gas or water pressure and the status or mounting of consumption meters).
- c. The entire liability of SolarEdge or their third-party service providers hereunder shall not exceed the amounts you paid in connection with the Services. In no event shall SolarEdge be liable to you for any special, consequential, punitive, incidental, or indirect damages, however caused, including, without limitation, loss of business, revenue, profits, goodwill, use, or other economic advantage, however they arise, whether in breach of contract, breach of warranty, or in tort, including negligence, and even if SolarEdge has previously been advised of the possibility of such damages.

3. EQUIPMENT ACCESSIBILITY

- a. You agree to provide unencumbered access to all the parts of your SolarEdge system, and, if applicable, internal and external equipment including the solar electric panel, the electrical panel for the home, and the communication devices.
- b. Failure to do so may result in inability to perform the needed activity and the Site Visit, and SolarEdge will no longer be obligated to honor any warranties or be liable for any property damage if adequate accessibility is not provided.

4. SCHEDULING

Unless otherwise noted or agreed elsewhere within the Services the following scheduling terms shall apply:

- a. Site Visits will be performed during normal business hours, 8:00am – 4:30pm, Monday to Friday.
- b. In case a Site Visit is required, SolarEdge will contact you to schedule a visit (via phone, SMS, or email). Please note that in the event any calls/SMS/emails go unanswered by the designated contact provided by you, SolarEdge reserves the right to not perform the work.
- c. SolarEdge shall make a minimum of two (2) consecutive attempts per incident for the planning of Site Visit. In the event a planned Site Visit is missed for which SolarEdge made a minimum of two (2) consecutive attempts to schedule it, there will be no adjustment to the fees charged and/or paid under these Terms.
- d. In the event a Site Visit is cancelled by you, after it has been approved and the materials have been ordered, a cancellation fee may apply.
- e. It is your responsibility to notify SolarEdge as soon as possible of any change in your contact information.