



# SolarEdge Service Suite

Ensuring peace of mind for pre-sales, project execution and post-sales

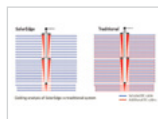


By offering a comprehensive range of services before, during and after system installation, SolarEdge has made sure that you have all the tools needed to grow your PV business with us. Our Support team is able to leverage the unique SolarEdge technology to provide in-depth remote troubleshooting capabilities for real-time problem solving, if required.

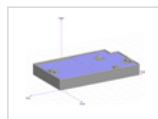
## The Complete SolarEdge Service Suite



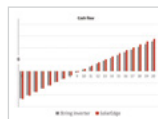
### Project Design & Pre-Sales



Design optimization



Comparative PV simulation



LCOE & ROI analysis



### Project Execution



Design validation



Hands-on training



Installation checklist



Onsite support



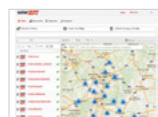
Remote operations



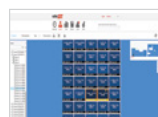
Automatic commissioning report



### Operation & Maintenance



Fleet management



Pinpointed alerts



Performance monitoring



Module-level analysis



Remote troubleshooting



Automatic reporting

## Project Design & Pre-Sales



Close more deals with dedicated tools and engineering services



### Training Tools

SolarEdge provides a wide range of [E-learning courses](#), webinars, seminars, hands-on sessions and more.

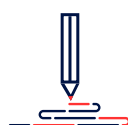
### Training Videos

Visit our YouTube channel and find videos on how to install and troubleshoot.

// [English playlist](#) // [Thai playlist](#) // [Vietnamese playlist](#) // [Chinese playlist](#)

### SolarEdge Fundamental Training

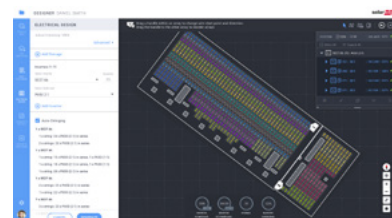
SolarEdge developed a short online training course – [SolarEdge Fundamental Training](#) - that gives you everything you need to complete a basic SolarEdge installation, covering solution benefits, installation guidelines, and the main supporting software tools. This course includes a mandatory Certification Test. When you pass the course, you will also receive a digital certificate of completion.



### Design Optimization

SolarEdge pre-sales engineers support tailor-made system design optimization. Along with additional services such as LCOE & ROI analysis, and comparative PV system simulation, we help you to save time & money, close more deals, and enhance your design experience.

[SolarEdge Designer](#) is a free, web-based system design tool. With streamline design process, automatic stringing and instant design validation, users can create attractive 3D system simulations and offer compelling customer proposals with comprehensive reports and energy simulations.



Using the auto-string feature in the free system design software

## Project Execution



### Technical Support

#### Innovative system features:

- // DC safety protecting installers from high DC voltage
- // Easy and flexible string layout
- // Remote site commissioning and activation
- // Easy inverter activation and commissioning using the SetApp mobile application

#### Comprehensive project services:

- // Project design validation prior to installation
- // Installation validation checklist and automatic commissioning report
- // Remote and on-site installation support
- // Hands-on training, by SolarEdge technical experts

## Operation & Maintenance



### Service

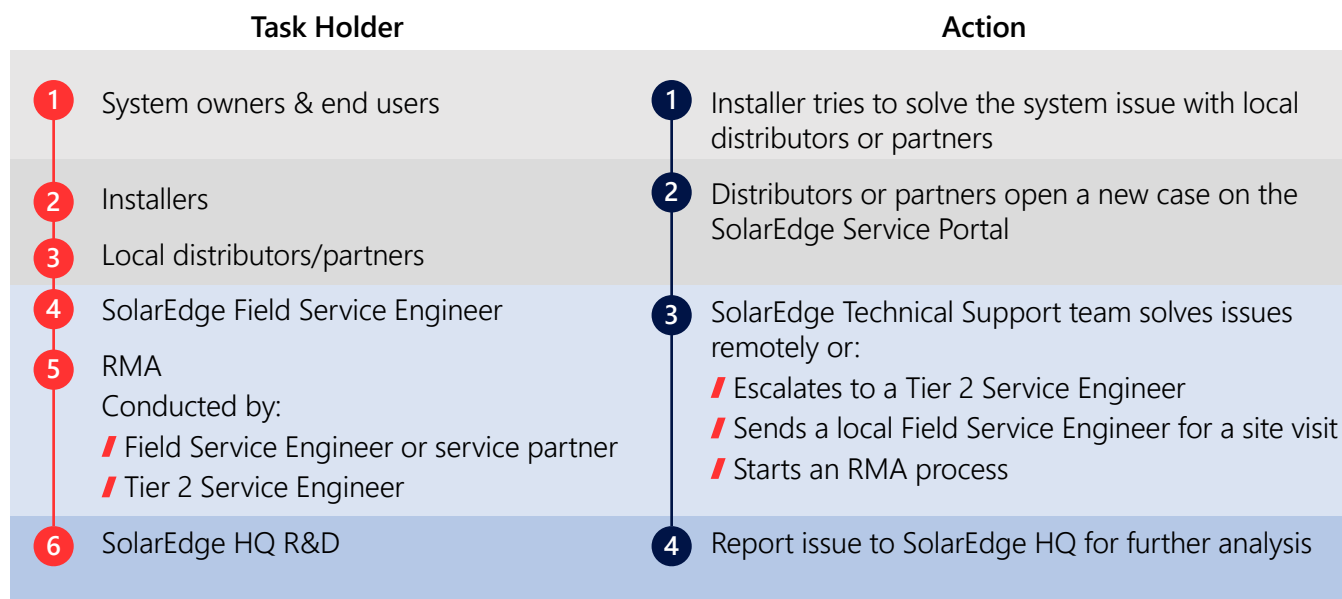
Using our unique PV technology, our team of experts can help you with:

- // Monitoring platform analysis
- // Remote troubleshooting
- // Inverter and Power Optimizer remote configuration and upgrade
- // Remote software upgrade
- // Site visits and field troubleshooting with a local Field Service Engineer\*

\* Local Field Service Engineers are available in Thailand and China



Pinpointed system alerts at the module level



## Contact the SolarEdge Southeast Asia Support Team

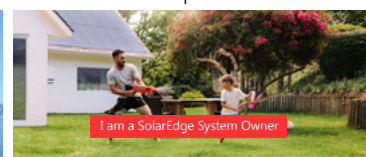
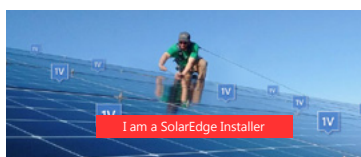
### Option 1 – Service Portal

Connect to the SolarEdge Support website

- // Go to > Support > [Support Center](#)
- // Select one of two options:
  - // System Owner
  - // Installer

### Support Center

Welcome to the Service Center! Please tell us how can we help:



### Service Knowledge Base:

The [SolarEdge Knowledge base](#) is an intuitive platform where you can search useful information and review the most viewed service FAQs.

### Option 2 – Service Call Center

SolarEdge Service Center phone lines are now open


- // Dial your local number from the list below and chat with our service team for any site issues
- // Call center operating hours are Monday to Friday, from 9AM to 6PM local time

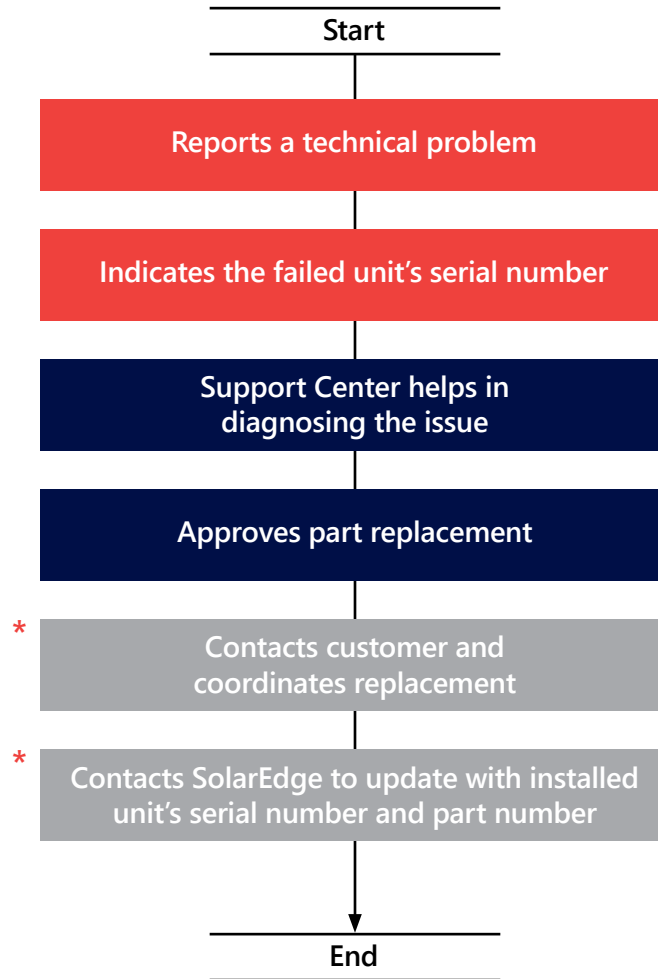
Country/Region	Phone number	Country/Region	Phone number
Thailand*	+661800012369	Singapore	+862162125536
Vietnam	+842844581654	China*	+862162125536
Malaysia	+601800812716	Hong Kong*	+852800931337
Philippines	+63286263312 +63180013220144	Macau*	+85362625298

\*In local language

## The RMA Process Flow

### LEGEND:

-  Customer
-  Support Center
-  Local Partner



\* If there is no local partner at the region, Customers will use their own stock and SolarEdge will replenish the goods on a quarterly basis



### Warranty

The SolarEdge inverter includes a standard 12-year warranty, which is extendable to 20 or 25 years, depending on inverter model. The reported defect is eligible for coverage under the [Limited Product Warranty](#).

The warranty extension is available with a one-time payment fee and must be purchased within 24 months of inverter shipment from SolarEdge. Visit the [Warranty Extension page](#) at our website for more details.

## About SolarEdge

SolarEdge is a global leader in smart energy. By deploying world-class engineering capabilities and a relentless focus on innovation, we create smart energy products and complete solutions that power our lives and drive future progress.

-  SolarEdge
-  @SolarEdgePV
-  @SolarEdgePV
-  SolarEdgePV
-  SolarEdge
-  [www.solaredge.com/corporate/contact](http://www.solaredge.com/corporate/contact)

**solar**edge  
solaredge.com

© SolarEdge Technologies, Ltd.  
All rights reserved.  
Rv: 06/2022/V01/SEA.  
Subject to change without notice.