

SolarEdge Support

The SolarEdge service team provides support before, during and after the installation. The unique SolarEdge Technology enables our support team to use in-depth remote troubleshooting capabilities for real-time problem solving



Service

Using the unique SolarEdge Technology, our teams of expert tech supporters can help you with:

- ▮ Monitoring platform analysis
- ▮ Remote troubleshooting
- ▮ Inverters and power optimizers configuration



Training

SolarEdge provides a wide range of E-learning courses, webinars, seminars, hands-on sessions and more. Visit the training website on our site for more info and details relevant to you. In the Solaredge [Video Learning Lab](#), you can find a video portal for your benefit.



Warranty

The SolarEdge inverter warranty is extendable to 20 or 25 years, depending on inverter model. We manage a rapid RMA process and generally ship a replacement unit within 48 hours, if the reported defect is eligible for coverage under the [Limited Product Warranty](#).

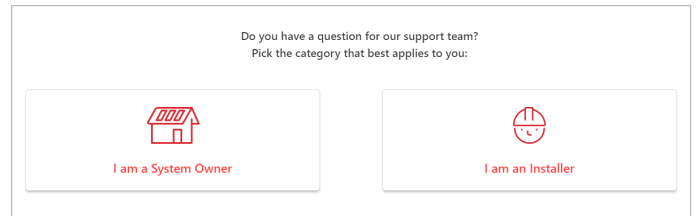
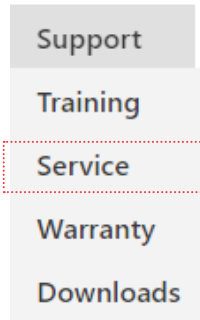
The warranty extension is available with a one-time payment fee and must be purchased within 24 months of inverter shipment from SolarEdge. Visit the [Warranty Extension](#) page at our website for more info and details.

Contacting SolarEdge Support

Option 1 - Service Portal

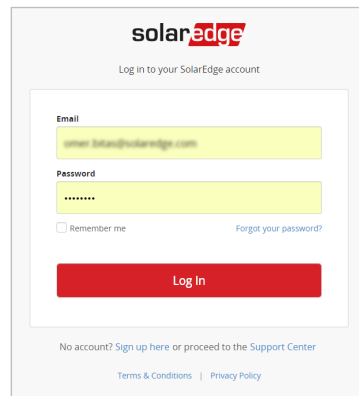
1 Connect

- Connect to the Support website
- Go to > **Support** > **Service**
- Select one of two options:
 - System Owner
 - Installer



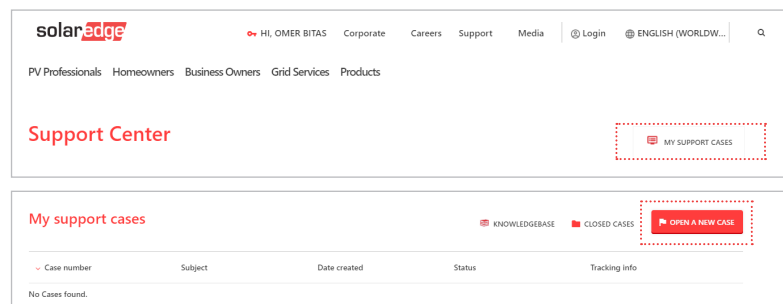
2 Log in

- Log in with your user account details, or click **Sign up here** to create a new account



3 My Support Cases

- Click **My Support Cases**
- Go to **Open a new case**



4 Open a new case

- Fill in the form
- Click **Open Case**



To enable faster support please provide: Unit serial number, a clear fault description, pictures and what measurements were done on site.

A form titled "OPEN A NEW CASE". It has fields for "Subject" and "Description". Below these are dropdown menus for "Case type", "Category", and "Sub category". There is a "Severity" dropdown menu highlighted with a red dashed box. Other fields include "Monitoring site name", "Error code number", "Inverter serial", "Serial Numbers", and "Add attachment". At the bottom, there are "CANCEL" and "OPEN CASE" buttons, with "OPEN CASE" highlighted by a red dashed box.

Severity	Icon	Example
Very high		Site not producing
High		Inverter fault - Inverter energy below threshold
Medium		String fault - No data from site
Low		Optimizer shutdown - Inverter in standby mode

Response time target is up to 24 hours

Option 2 - Email

Make sure to add all relevant contact information to your email:

- Account Name
- Unit Serial Number
- Full Name
- Telephone
- City
- Country
- A short description of the issue

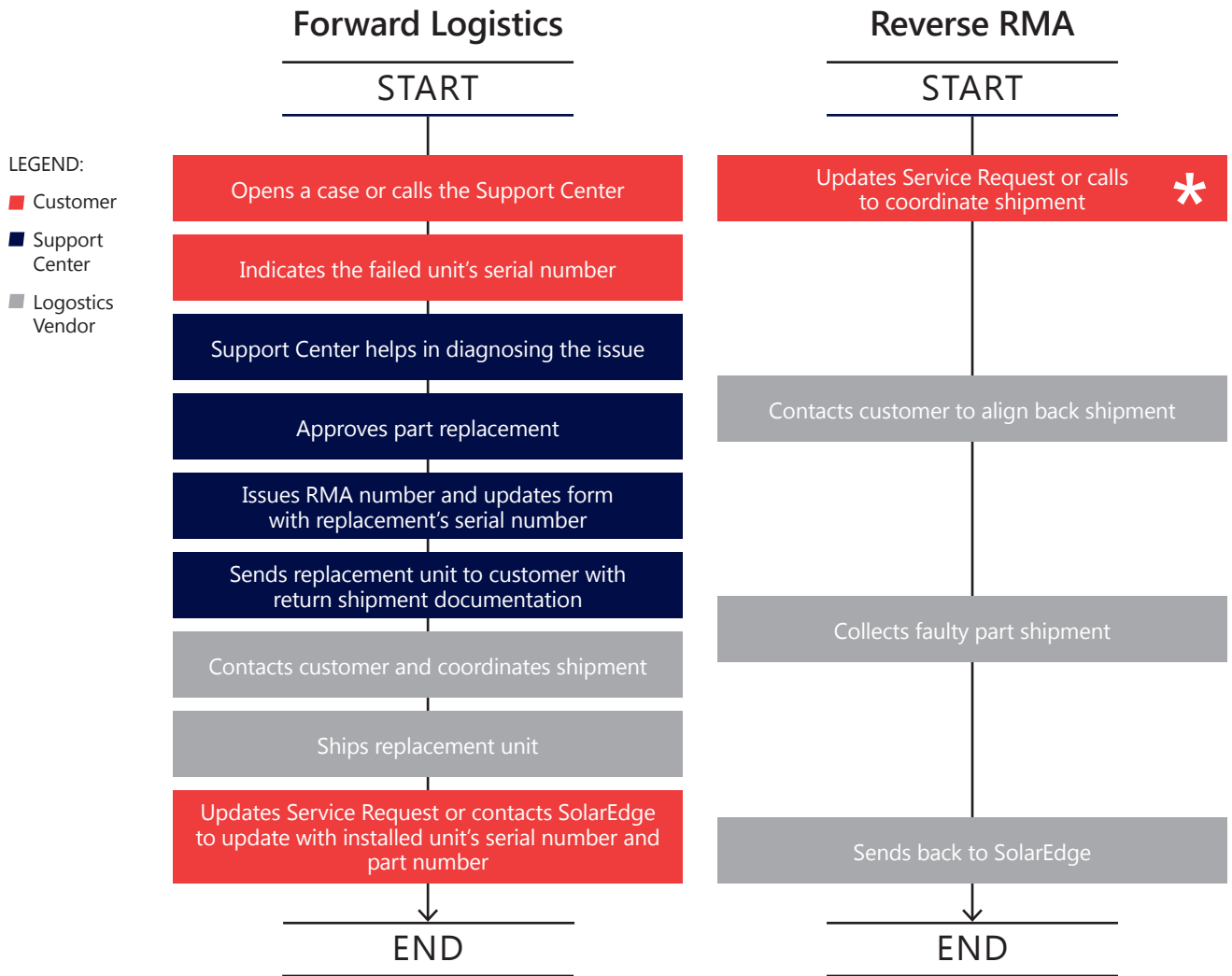
You will receive an automatic reply with the assigned case number.

Option 3 - Support Hotline

- Before you call the support hotline, first fill the relevant information through the service portal in order to generate a case number. This will allow the call to focus on solving your issue rather than gathering info
- Call center operating hours are 8:30 AM to 5 PM, local time

Country	Email	Phone Number
Belgium	support@solaredge.be	+32-0800-76633
Cyprus, Greece	support@solaredge	+972-73240-3118
Denmark, Finland, Norway, Sweden	supportsweden@solaredge.com	+46-020-888577
France	support@solaredge.fr	+33-0800-917410
Germany	support@solaredge.de	+49-8945-459730
Ireland	support-uk@solaredge.com	+1-800-901-575
Italy	support@solaredge.it	+39-0422-053700
Netherlands	support@solaredge.nl	+31-0800-7105
Poland	support.pl@solaredge.co	+48-00-800-141-0340
United Kingdom	support-uk@solaredge.com	+44-0800-0281183
Rest of Europe	support@solaredge.de	+49-(0)894-5459730

/ The RMA Process Flow



solaredge

English

RMA number: RML1401738 Search

Submit Request

Company Name: Paragonix Works US
 Full Name: GEORGE GEORGE
 Telephone: 505 555 5555
 Street 1: 1000 MAIN ST SE
 Street 2:
 ZIP: 84201
 City: CARLSBAD
 Country: US
 Number of Boxes: 1
 Weight (Optional):
 Remarks:



After receiving an RMA number, you can use [this form](#) to request an RMA part pickup:

- Enter the RMA number and click **Search**
- The form will be populated
- Click **Submit Request** to send the request to the logistics vendor
- A confirmation message will be displayed

About SolarEdge

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

- SolarEdge
- @SolarEdgePV
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