

# 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](#).

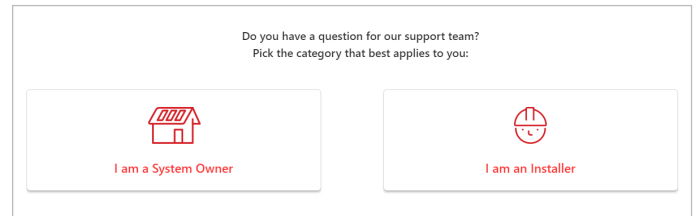
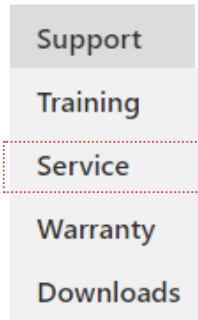
The warranty extension is available with a one-time payment fee and must be purchased within 24 months of inverter shipment from SolarEdge. Visit the [Warranty Extension](#) page at our website for more info and details.

# Contacting SolarEdge Support

## Option 1 - Service Portal

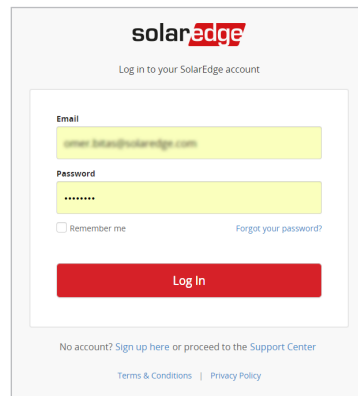
### 1 Connect

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



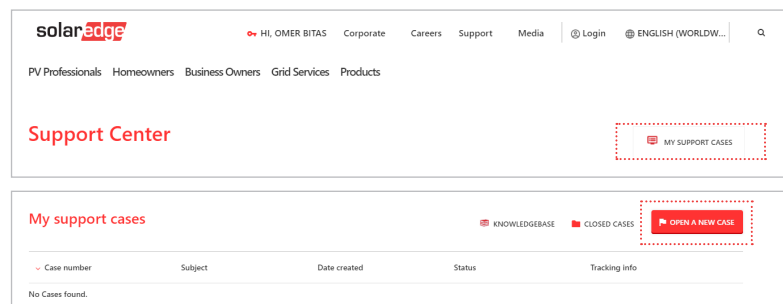
### 2 Log in

- Log in with your user account details



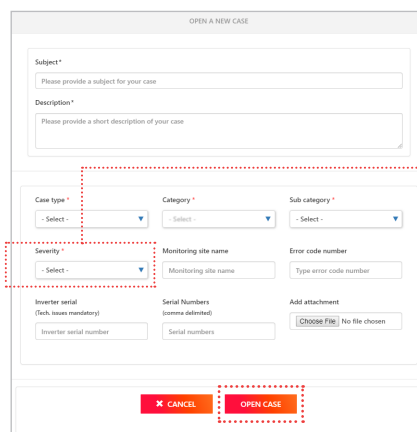
### 3 My Support Cases

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



### 4 Open a new case

- Fill in the form
- Click Open Case



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



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

## 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.

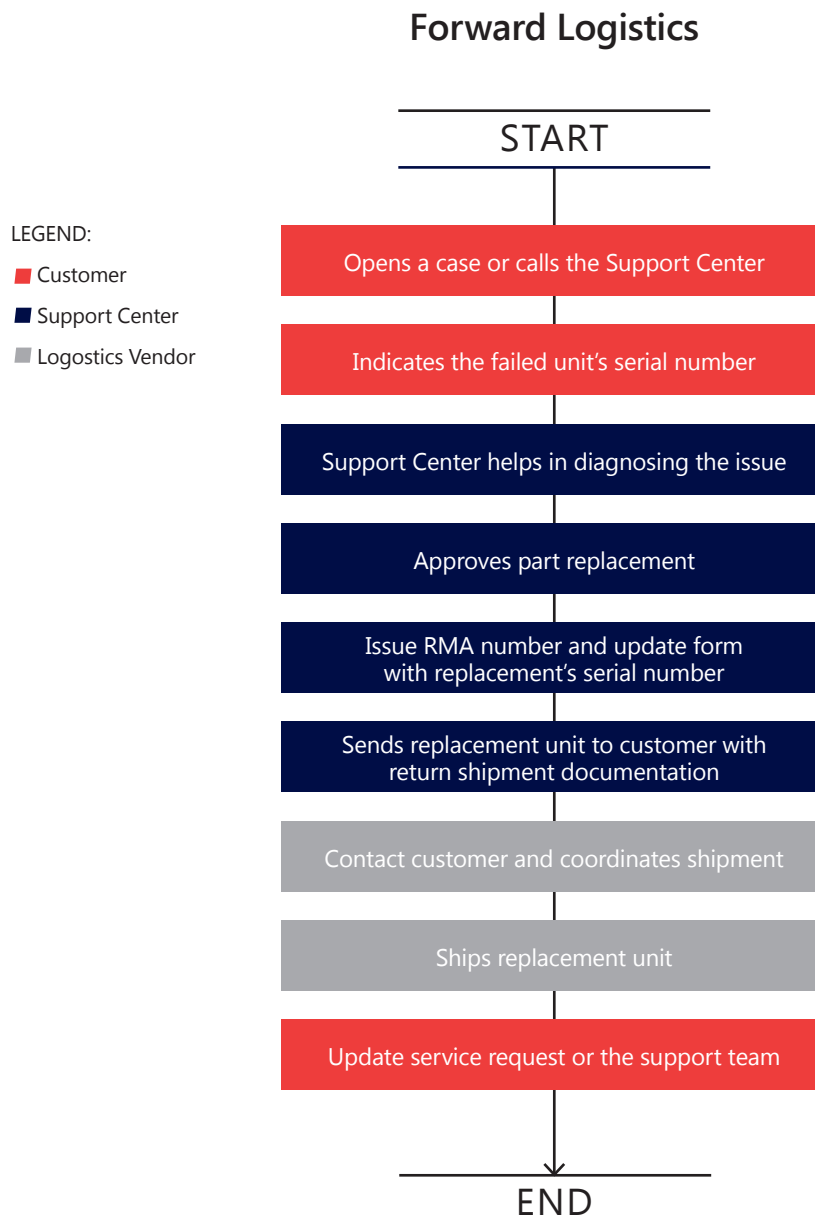
## Option 3 - Support Hotline

- 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 Monday to Friday from 8:30 am to 05:00 pm

Language	Email	Phone Number
English	<a href="mailto:support@solaredge.com">support@solaredge.com</a>	+27-800-982659
French	<a href="mailto:support@solaredge.fr">support@solaredge.fr</a>	+33-0800-917410



# / The RMA Process Flow



In case the replacement is being done out of the customer stock, Please don't forget to contact the support and update with the new installed serial number.

## 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  
 @SolarEdgePV  
 SolarEdgePV  
 SolarEdge  
 info@solaredge.com

**solaredge**

[solaredge.com](https://solaredge.com)

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