

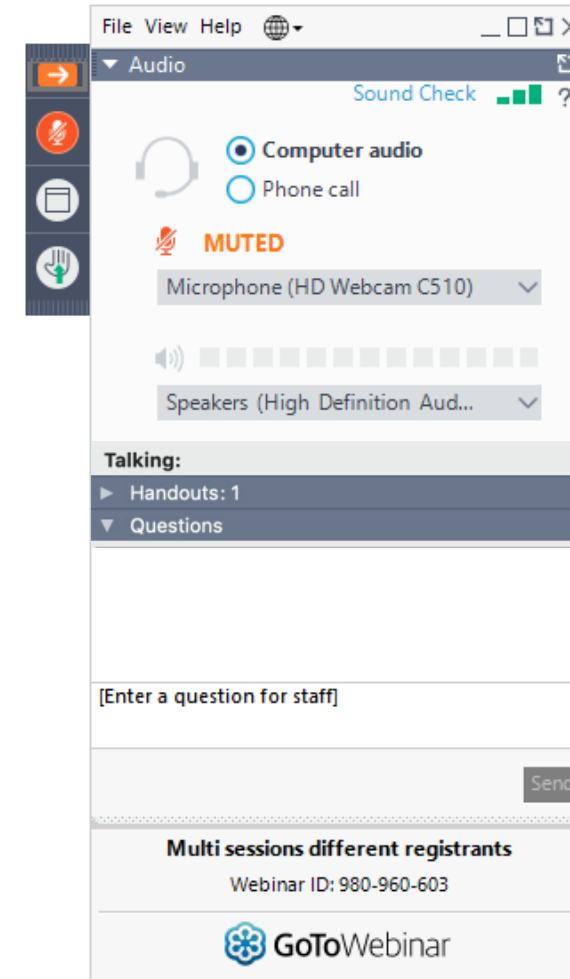


# 4 Ways to Enhance Your SolarEdge Experience!

June 2021

# Webinar Information

- Audio: PC or phone
- Participants on **mute**
- Submit questions
- Follow-up & Recording



# Presenter



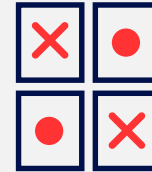
**Tom Rutherford**

Marketing Director

# What Are We Going to Talk About?



Remote Firmware Update & Certification



Online game



Service Enhancements



Addendum



Marketing Support

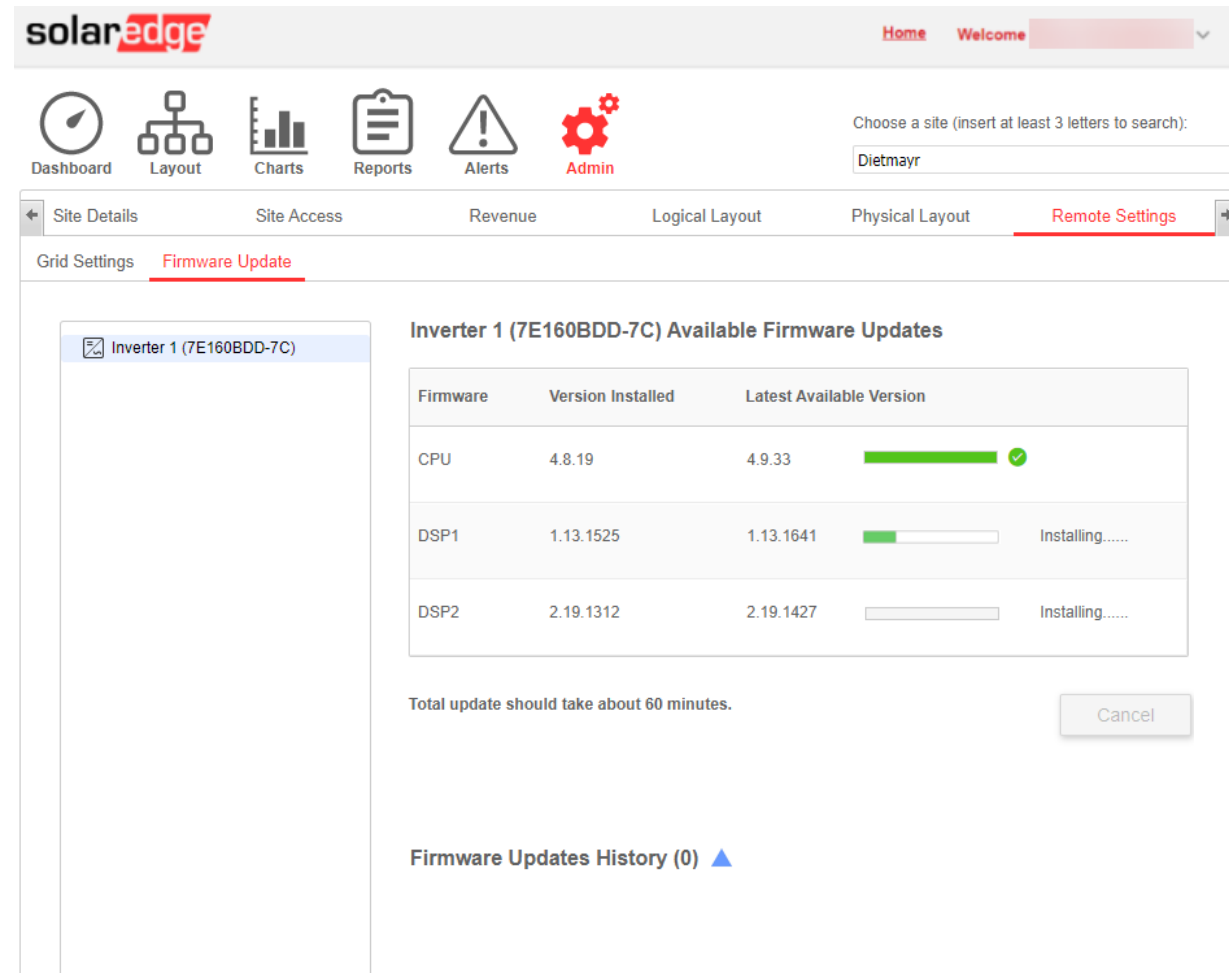


# Remote Firmware Update & Certification

# Remote Firmware Update

## More Control, Remotely

- Remote issues resolution
- Save time & travel costs
- Available for both SetApp & LCD screen inverters



The screenshot displays the SolarEdge Admin interface for a site named "Dietmayr". The navigation menu includes Dashboard, Layout, Charts, Reports, Alerts, and Admin. The current view is "Remote Settings" > "Firmware Update".

**Inverter 1 (7E160BDD-7C) Available Firmware Updates**

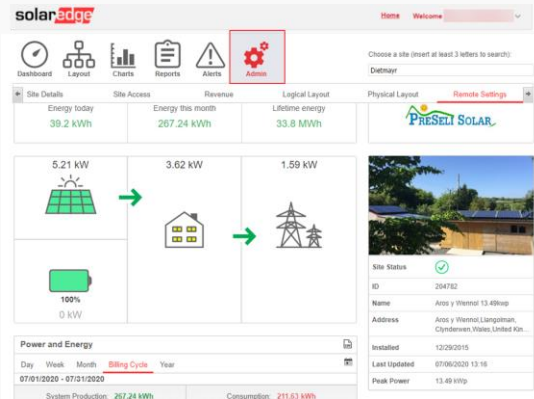
Firmware	Version Installed	Latest Available Version	Progress	Status
CPU	4.8.19	4.9.33	<div style="width: 100%; background-color: green;"></div>	✓
DSP1	1.13.1525	1.13.1641	<div style="width: 20%; background-color: green;"></div>	Installing.....
DSP2	2.19.1312	2.19.1427	<div style="width: 0%; background-color: green;"></div>	Installing.....

Total update should take about 60 minutes. Cancel

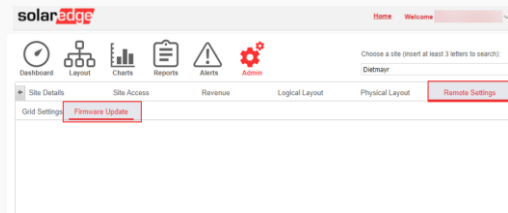
Firmware Updates History (0) ▲

# How to Perform a Remote Firmware Update

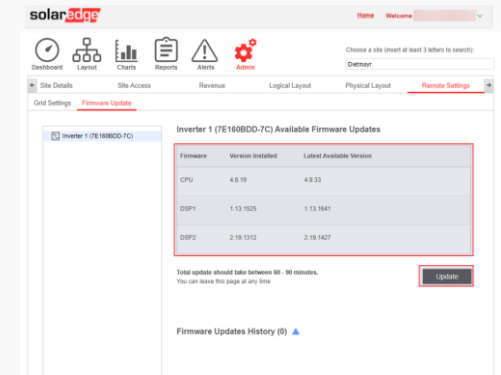
## 1. Access site's Admin tab



## 2. Go to the Remote Settings -> Firmware Update tab

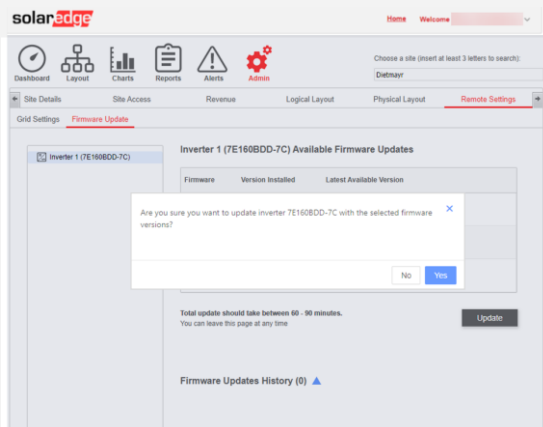


## 3. Update firmware for each inverter onsite

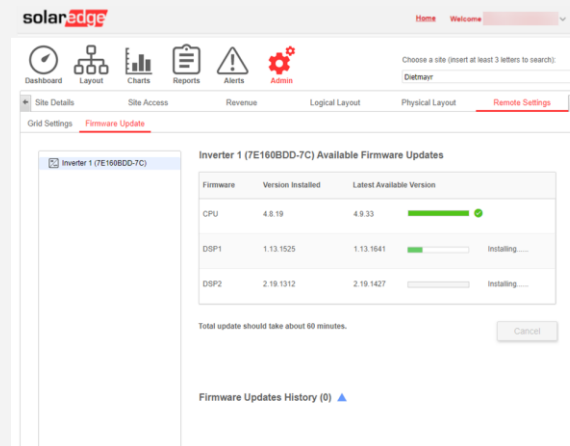


(up to 10 inverters at the same time)

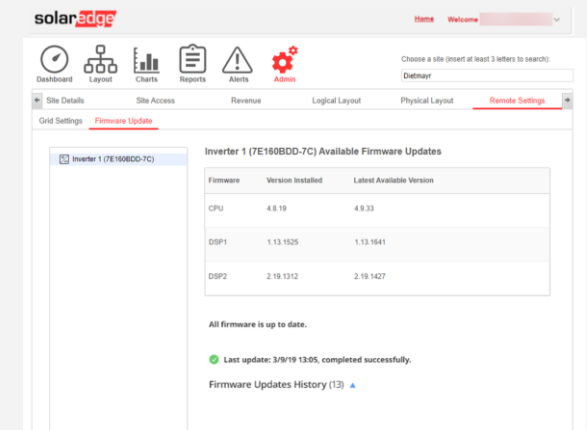
## 4. Verify firmware update



## 5. Track firmware update status



## 6. Ensure update was a success



# The Certification Process





# The Certification Process

1

Link

You'll receive a link after this webinar



[Go to the online course](#)

# The Certification Process

## 2 Training

The training consists short video and a quiz

A perfect score is required in order to get the certification

The screenshot shows a digital course page with a dark blue header containing the title 'How to Update an Inverter Firmware via the Monitoring Platform' and 'Digital Course'. Below the header, there is a 'Course Content' section with a list of items under 'Chapter 1'. The first item is 'Remote FW Update Training' with a green checkmark and a 'Complete' button. The second item is 'Quiz' with a green checkmark, a 'Complete' button, and a 'Score: 100' indicator. To the right of the course content, there is a 'Completed' status indicator showing '1/1' and a large green circle with '100%' inside. Below this, there is a 'Tags' section with several blue buttons: 'Quiz', 'Remote Firmware Feature', 'Remote Firmware Update Capability', 'Remote Fw Update', and 'Remote Inverter'. At the bottom left, there is a globe icon and 'EN', and at the bottom right, there is a small blue logo.

How to Update an Inverter Firmware via the Monitoring Platform  
Digital Course

Course Content

Learn about the remote inverter's firmware update feature, how to perform remote firmware update and what's required to get access to it.  
Note: To verify your eligibility for the remote firmware update capability, please complete the quiz that is included in this course. The remote firmware feature can then be enabled for your account within a few days.

Course Content

Chapter 1 2 Lesson(s)

- Remote FW Update Training Complete  
Status: Completed
- Quiz Complete  
Status: Completed Score: 100  
To verify your eligibility for the remote firmware update capability, please complete the quiz that is included in this course. The remote firmware feature can then be enabled for your account within a few days.  
Note: All questions must be answered correctly to complete the course.

Completed 1/1  
100%

Tags  
Quiz  
Remote Firmware Feature  
Remote Firmware Update Capability  
Remote Fw Update  
Remote Inverter

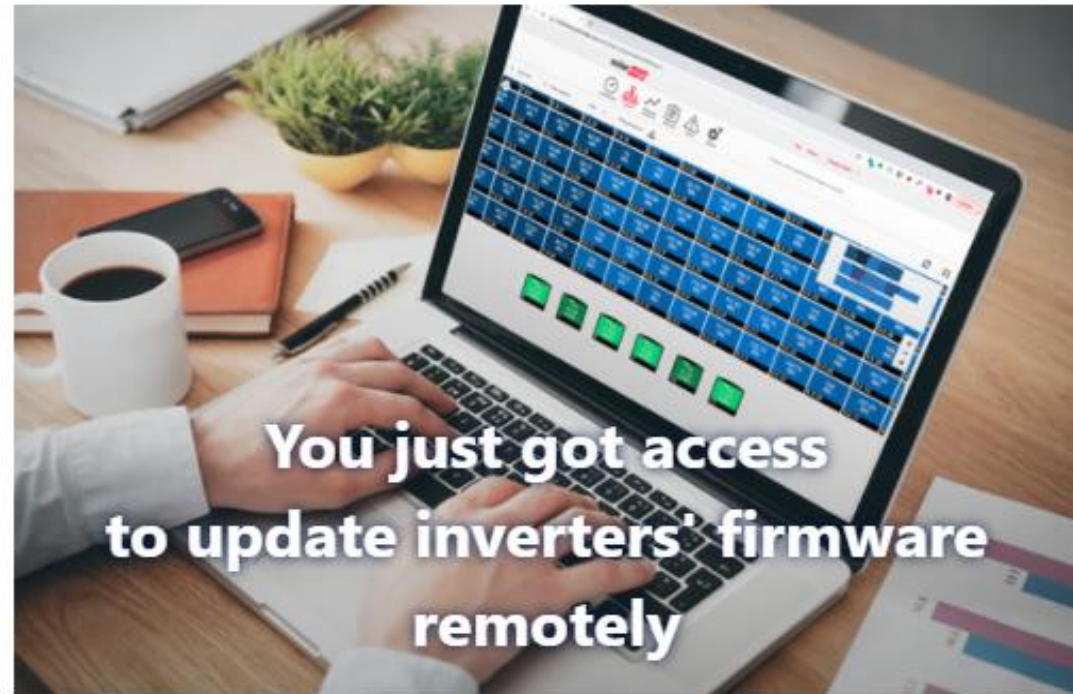
EN

# The Certification Process

# 3

## Activation

The feature will be enabled within 24-48 hours and the user will get a pop-up in the Monitoring



Done



# Service Enhancements

# Improving The SolarEdge Experience



More Phone  
Support



Book A  
Support Call



Automated  
Reimbursement



Self Service  
Assistant



Online  
Service Centre



# Book a Support Call

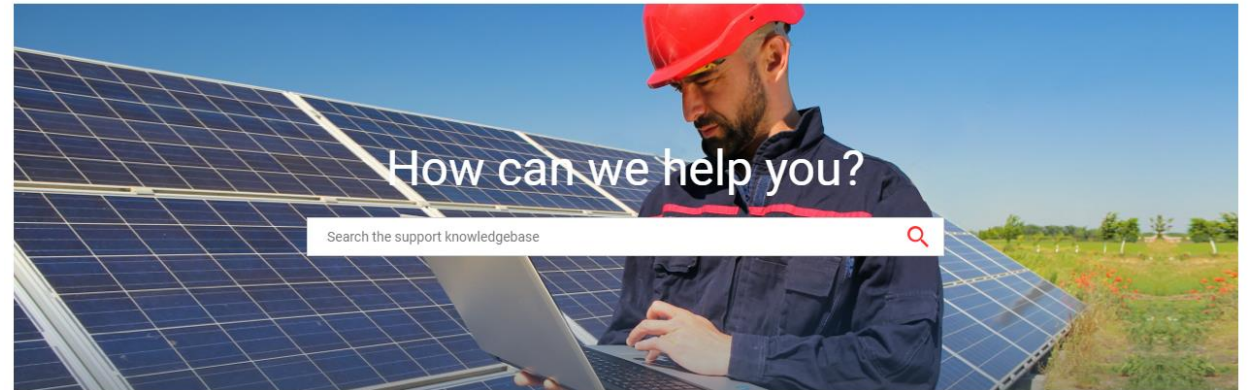


# Book a Support Call

## Skip the Queue

- Access via the service centre
- Add a case number
- Add your Site ID
- Get a call at the time that suits you!

<https://www.solaredge.com/aus/service/support/installer>



### Book a Technical Support Call

Let our technical support team reach you at a time that works with your schedule.



#### Select a Date & Time

June 2021



Thursday, June 17

MON	TUE	WED	THU	FRI	SAT	SUN
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

Show times you're free

9:00am

10:00am

11:00am

Confirm

12:00pm

1:00pm

Sydney, Melbourne Time (1:31pm)

# Automated Reimbursement





# Five-Step Registration Process

# 1

## Enroll

Apply for new Australian Vendor number

[solaredge.com/aus/labor-compensation-form](https://solaredge.com/aus/labor-compensation-form)

**solar**edge

Support Corporate Careers Education Media Login ENGLISH (WORLDWID... Q

PV Professionals Homeowners Business Owners Grid Services Products

## RMA Compensation

Thank you for using the SolarEdge RMA Compensation form. This simple process has been created in order to expedite payment for system maintenance and RMA work performed by SolarEdge installers\*.

### Existing Installers:

If you already have a vendor number, simply complete the below form.

Please be prepared to supply the following information:

- SolarEdge Vendor Number
- SolarEdge Case Number
- Company Email and Remittance Zip Code

NOTE: Please allow the necessary time to complete each field. The information may be discarded for security reasons if all the fields are not completed. Avoid using the back button on your browser, or allowing your screen to time out. You will receive an email confirmation receipt upon successful completion of the form.

### First time users:

Please complete the New Vendor Form to receive your organization's unique SolarEdge Vendor Number.

New Vendor

Create new Vendor for Labor Compensation.

Once your request has been processed and approved, a vendor number will be emailed to you. After you have your vendor number, you can submit a SolarEdge RMA Compensation request.

Please note: Starting August 1st 2019, SolarEdge will not approve RMA compensation for unmonitored sites. Please connect all sites to the monitoring platform.

### SolarEdge RMA Compensation Form

SolarEdge Vendor Number\*

Case Number\*

Installer Email Address\*

Remittance Zip Code\*

Validate Vendor

Need assistance? [Click here](#)

**solar**edge

# Five-Step Registration Process

# 2

## Complete Online Form

[Support](#)[Corporate](#)[Careers](#)[Education](#)[Media](#)[Login](#)[ENGLISH \(AUS\)](#)[PV Professionals](#) [Homeowners](#) [Business Owners](#) [Grid Services](#) [Products](#) [SolarEdge Reviews](#)

## Vendor Form

Please provide the following information in order to be added to SolarEdge's vendor portal. Thank you in advance for your cooperation & we look forward to doing business together.

For your information, SolarEdge calculates the payment due date from the latter of: the date the invoice is received or the date material/services verified.

Your signature on this form will approve payments to be sent to the payment address as noted below.

### Vendor's Details

Company Name\*

Address\*

City

ZIP Code\*

Country\*

Dear installer, please make sure to address your invoice to:

**SolarEdge Technologies (Australia) PTY LTD.**  
33 Agnes Street, East Melbourne, VIC 3002

T: +61 1800 465 567



# Five-Step Registration Process

# 3

## Complete PDF Form

A PDF form will be emailed to the main vendor email address.

Last Update: May-25-2021	Finance Form	
Version 1	New Vendor Details	

TO:

We are pleased to add you to the SolarEdge approved vendor list and look forward to a successful relationship with your company.

1. Please fill in this form and email it [compensation@solaredge.com](mailto:compensation@solaredge.com)
2. Please attach BANK CONFIRMATION/BANK AUTHORIZATION

For your information, SolarEdge performs payments once a week, usually on Wednesdays.  
Your signature on this form will approve the payments to the bank account included below.

Vendor's details:

Company's name	
My Solar Company	
ABN	
Address	
Melbourne VIC 3000, 3000, Australia	
Phone No.	Fax No.

Bank's details:

Beneficiary	Bank's name	
Account No.	Swift Code	BSB
Payments Term	Payment currency	
Net 30	AUD	

Contact person:

Name	Phone No.	E-mail
------	-----------	--------

Finance department:

Name	Phone No.	E-mail
Date	Name	Signature & Stamp

# Five-Step Registration Process

# 4

## Add a Bank Statement / Letter

**CommonwealthBank**  
Commonwealth Bank of Australia  
ABN 48 123 123 124 AFSL and  
Australian credit licence 234945

017

DIRECTOR  
NSW 2300

**Your Statement**  
Statement 22 (Page 1 of 50)

**Tax invoice**

Total amount of taxable Bank services including GST	
Total GST paid on taxable Bank services	
Account Number	06 2807 10362785
Statement Period	31 Dec 2020 - 30 Mar 2021
Closing Balance	
Enquiries	13 1998 (24 hours a day, 7 days a week)

**Business Transaction Account**

If this account has an attached overdraft limit or facility which is secured over your primary place of residence or over a residential investment property you should ensure that the property is insured in accordance with the terms and conditions of the mortgage. If you have any queries about your insurance cover you should contact your insurer. Information on property insurance can also be found on [www.moneysmart.gov.au](http://www.moneysmart.gov.au). Note, if this account has an attached overdraft limit or facility and we send you a statement every 4 or 6 months, we will update your statement preference to every 3 months as part of changes made to the new Banking Code of Practice from 1 July 2019.

Name: INTERNATIONAL PTY LTD

Note: Have you checked your statement today? It's easy to find out more information about each of your transactions by logging on to the CommBank App or NetBank. Should you have any questions on fees or see an error please contact us on the details above. Cheque proceeds are available when cleared.

GST: All transactions marked with a (T) are GST inclusive. This means that the GST has been paid on these transactions and no additional payment is necessary.

The date of transactions shown here may be different on your other transaction lists (for example, the transaction list that appears on the CommBank app).

\* 8181225002.1.25.ZZ25ER.0.303.SL.R3.9561.D019.0.V06.00.31

# Five-Step Registration Process

# 5

# Return Completed Documents

Email it to:  
[compensation@solaredge.com](mailto:compensation@solaredge.com)

**Commonwealth Bank**  
Commonwealth Bank of Australia  
ABN 48 123 123 124 453, and  
Australian credit licence 234945

**Your Statement**  
Statement 22 (Page 1 of 50)  
Tax invoice

Total amount of taxable Bank services including GST [REDACTED]  
Total GST paid on taxable Bank services [REDACTED]

Account Number 06 2807 10362785  
Statement Period 31 Dec 2020 - 30 Mar 2021  
Closing Balance [REDACTED]  
Enquiries 13 1998  
(24 hours a day, 7 days a week)

**Business Transaction Account**

If this account has an attached overdraft limit or facility which is secured over your primary place of residence or over a residential investment property you should ensure that the property is insured in accordance with the terms and conditions of the mortgage. If you have any queries about your insurance cover you should contact your insurer. Information on property insurance can also be found on [www.moneysmart.gov.au](http://www.moneysmart.gov.au). Note, if this account has an attached overdraft limit or facility and we send you a statement every 4 or 6 months, we will update your statement preference to every 3 months as part of changes made to the new Banking Code of Practice from 1 July 2019.

Name: [REDACTED] INTERNATIONAL PTY LTD  
Note: Have you checked your statement today? It's easy to find out more information about each of your transactions by logging on to the CommBank App or NetBank. Should you have any questions on fees or see an error please contact us on the details above. Cheque proceeds are available when cleared.  
GST: All transactions marked with a (T) are GST inclusive. This means that the GST has been paid on these transactions and no additional payment is necessary.

The date of transactions shown here may be different on your other transaction lists (for example, the transaction list that appears on the CommBank app).

\* 991228002, 52 ZZZ6R03003141R1 8911 D0810 061031

Last Update: May-25-2021	Finance Form	<b>solar</b> edge
Version 1	New Vendor Details	

TO:

We are pleased to add you to the SolarEdge approved vendor list and look forward to a successful relationship with your company.

1. Please fill in this form and email it [compensation@solaredge.com](mailto:compensation@solaredge.com)
2. Please attach BANK CONFIRMATION/BANK AUTHORIZATION

For your information, SolarEdge performs payments once a week, usually on Wednesdays.  
Your signature on this form will approve the payments to the bank account included below.

**Vendor's details:**

Company's name	
My Solar Company	
ABN	
Address	
Melbourne VIC 3000, 3000, Australia	
Phone No.	Fax No.

**Bank's details:**

Beneficiary	Bank's name	
Account No.	Swift Code	BSB
Payments Term	Payment currency	
Net 30	AUD	

**Contact person:**

Name	Phone No.	E-mail
------	-----------	--------

**Finance department:**

Name	Phone No.	E-mail
Date	Name	Signature & Stamp

# Submit an Online Claim



# Making a Claim

- Fill in the form
- Add your new vendor number
- Add your support case

[solaredge.com/aus/labor-compensation-form](https://solaredge.com/aus/labor-compensation-form)

PV Professionals Homeowners Business Owners Grid Services Products

Login

ENGLISH (WORL...



If you already have a vendor number, simply complete the below form.

Please be prepared to supply the following information:

- SolarEdge Vendor Number
- SolarEdge Case Number
- Company Email and Remittance Zip Code

NOTE: Please allow the necessary time to complete each field. The information may be discarded for security reasons if all the fields are not properly completed. Avoid using the back button on your browser, or allowing your screen to time out. You will receive an email confirmation receipt upon successful completion of the form.

#### First time users:

Please complete the New Vendor Form to receive your organization's unique SolarEdge Vendor Number.

New Vendor

Once your request has been processed and approved, a vendor number will be emailed to you. After you have your vendor number, you can submit a SolarEdge RMA Compensation request.

Please note: Starting August 1st 2019, SolarEdge will not approve RMA compensation for unmonitored sites. Please connect all sites to the monitoring platform.

#### SolarEdge RMA Compensation Form

SolarEdge Vendor Number\*

200024

Case Number\*

1727961

Installer Email Address\*

myvendor@gmail.com

Remittance Zip Code\*

123456

Validate Vendor

Need assistance? [Click here](#)

# Making a Claim

- Compensation amount will be automatically calculated
- Produce a company invoice (PDF file), with the claim details.
- Add invoice number and date
- Attach the invoice

PV Professionals Homeowners Business Owners Grid Services Products | Login ENGLISH (WORL... Q

### SolarEdge RMA Compensation Form

SolarEdge Vendor Number\* 200024 Case Number\* 1727961

Installer Email Address\* myvendor@gmail.com Remittance Zip Code\* 123456

Installer Company Name My Vendor LTD

RMA Number: RMI2010753

Family Type	Quantity	Price
Optimizer	1	125 EUR

Total Price 125 EUR

Your Invoice Number\* Invoice Date\* mm/dd/yyyy

Labor Compensation Invoice (PDF)\*  
Choose File No file chosen



# Making a Claim

- Update your contact information
- Click Submit

PV Professionals Homeowners Business Owners Grid Services Products | [Login](#) | [ENGLISH \(WORL...](#) | [Q](#)

Labor Compensation Invoice (PDF)\*

 My Vendor Invoice 1234567890123456.pdf

249.9 KB

 Remove

## Account Details:

\* Each RMA case will have to be entered separately

Installer First Name\*

Installer Last Name\*

Installer Work Phone\*

Installer Cell Phone

Street Address\*

City\*

State/Province

Country\*

Please provide additional info relevant to your request

Submit

Need assistance? [Click here](#)

# Making a Claim

- Once done, the following screen will appear



[Support](#) [Corporate](#) [Careers](#) [Education](#) [Media](#) | [Login](#) [ENGLISH \(WORLDWID...](#)

[PV Professionals](#) [Homeowners](#) [Business Owners](#) [Grid Services](#) [Products](#)

## RMA Compensation

Your referents is your case 1727961



[Careers](#) [Contact](#) [Terms & Conditions](#) [Subscribe to our newsletter](#) [Privacy Policy](#) [Cyber Security Policy](#) [Automation Machines](#) [Critical Power](#) [e-Mobility](#)

SolarEdge Technologies Inc. © All Rights Reserved



# Checking Claim Status

- To check claims status – in the main page, click on “My Claims”
- Enter vendor number and zip code
- View all open and closed claims status

[Validate Vendor](#) Need assistance? [Click here](#)

To check claims statuses click here: [My Claims](#)

\*The system maintenance and RMA work must be performed by a SolarEdge installer • The RMA was issued by SolarEdge for replacement of the equipment prior to the service being rendered • A valid RMA number must be submitted • Request for RMA Compensation has been submitted to SolarEdge no later than 3 months following the performance of the services • Compensation subject to SolarEdge discretion • The system must be connected to SolarEdge Monitoring Portal.

## My Claims

Vendor Number\*

Zip Code\*

[Submit](#)

## My Claims (19)

Search



[Export](#)

Claim Date ↓	Case Number ↓	Invoice Number ↓	Invoice Date ↓	Price ↓	Currency ↓	Status ↓	Payment date ↓
25/11/20	<b>TSTCASE2511</b>	YMinv1	02/11/20	181.5	EUR	Closed	02/12/20
25/11/20	<b>TSTCASE2511_1</b>	YMinv1_1	02/11/20	181.5	EUR	Closed	
25/11/20	<b>TSTCASE2511_2</b>	YMinv1_2	02/11/20	181.5	EUR	Closed	



# Marketing Support

# Add a SolarEdge Review

## SolarEdge Reviews

Read why these respected solar companies think SolarEdge is the smartest solar choice.

Filter by year



At SolarEdge, we know that a solar energy system is a long-term investment. That is why we offer a 25-year power optimiser warranty and a 12-year inverter warranty, extendible for up to 20 or 25 years. With over 21 GW of SolarEdge systems shipped worldwide, SolarEdge is recognized by PV professionals and system owners for our role in providing smarter, sustainable energy solutions that reduce electricity costs and CO2 emissions. We invite you to read these SolarEdge reviews to understand why Australia's solar energy experts choose SolarEdge.

20.12.2020



We have been installing SolarEdge inverters and optimisers at SolarHub for nearly 6 years and it's no secret that we love them

[Read more](#)

07.01.2021



With continuing increases to the price of electricity, we are seeing more and more people choosing solar – why not choose SolarEdge?

[Read more](#)

21.12.2020



Why you should look at SolarEdge for your residential system

[Read more](#)

13.12.2020



Going Solar is a BIG investment. Here's why Energy Partners choose SolarEdge.

[Read more](#)

13.12.2020



SolarEdge Inverter Review by Solar Hybrids - The good, the good & the good

[Read more](#)

13.12.2020



It's the DMS Energy / SolarEdge 10 year anniversary!

[Read more](#)


# Promote Your Projects

## Quotes from the field




### Industrial installation in Caltagirone

 **Installer:** CS Group

 **Location:** Italy

 **Installed Capacity:** 500kW

 We started proposing and installing SolarEdge in 2012 when we learned at a training with the local team, that SolarEdge system is anticipating the future of photovoltaics. In terms of yield we found an increase of about 20% compared to traditional systems, mainly due to the high degree of reliability of the system.

In terms of warranty and assistance, SolarEdge is certainly far ahead of everything on the photovoltaic market.

Last but not least, yield, reliability, guarantee and safety have a faster economic return to our customers who often expand their photovoltaic park by confirming SolarEdge.

Alessio Catalano, CS Group Owner & Business Developer,  
CS Group, Italy

# Brand Your Appearance



Email: [se.australia@solaredge.com](mailto:se.australia@solaredge.com)

**solar**edge

# Brochures and Flyers

**Optimising Commercial PV Systems**  
More power, more revenue

solaredge

**The Smart Solar Solution for Education**

solaredge

**Powering Your Farm with Free Energy**  
SolarEdge Smart Energy Solutions for Agriculture

solaredge

**Safety First with SolarEdge Commercial PV Systems**

solaredge

**Designed to Fit Any Roof and Any Budget**

GENESIS

Based on the world's most installed residential inverter, the HD-Wire Genesis combines the advantages of SolarEdge LLC patented production, advanced safety and long warranties with new levels of performance and value.

- More energy** - Harvest more energy from each solar panel
- Long warranty** - Enjoy peace of mind with field-proven performance
- Battery ready** - Lower electricity bills with energy storage
- Advanced safety** - Maximum protection of your home and family

solaredge

**Making Solar Systems Smarter**

solaredge

**StorEdge® The Power to Do More**

solaredge

The StorEdge system includes a single, smart inverter to manage both solar and battery storage. Suitable for indoor and outdoor installation, StorEdge lets you do so more with your solar energy.

**Why StorEdge?**

- Maximize solar usage** - Excess solar production is stored in battery for use when needed, day or night
- Lower electricity bills** - Purchase less or cheaper electricity from the grid
- Increase energy independence** - Keep your home powered during a blackout

solaredge

**Optimise the Easy Way with SolarEdge Smart Panels**

solaredge

- Increased performance** - Integrated power optimizers and split-cell technology for greater energy harvest per panel
- Excellent reliability** - Superior quality control guaranteed by SolarEdge
- Long-term warranty** - 15-year panel warranty and 25-year performance warranty
- Advanced safety** - Maximum protection with built-in SafeDC™
- Less time on site** - Faster installation, quicker site mapping for the monitoring platform, and easier maintenance
- Complete solution** - Full system offering, warranty and service all from SolarEdge

solaredge

**Monitor Your Home Consumption with a SolarEdge Energy Meter**

solaredge

Bring your energy use into focus. Lower your electricity bills simply by understanding how much you are using and when.

**Ready for the future? Be smart with your energy management.**  
The energy meter also works as an advanced energy management tool to help you understand your energy usage and when to use it. It can also be used to monitor your energy usage and when to use it. It can also be used to monitor your energy usage and when to use it.

solaredge

**Use Every Last Drop of Solar Energy**

solaredge

**Heat Your Water with Excess Solar**

Cut water heating costs by enjoying your home with a smart energy device that uses excess solar production and smart scheduling to power your hot water system. Hot water never felt so clean. Installing a SolarEdge solar system goes some way to reducing your carbon footprint. Now go one step further by installing the smart energy hot water device to provide a clean, renewable in-city source for heating water.

Email: [se.australia@solaredge.com](mailto:se.australia@solaredge.com)

**solaredge**



# Roll-Up Banners



Enjoy the original SolarEdge advantages of DC-optimised production, advanced safety and long-term warranties with new levels of convenience and value.

Achieve faster installations with single string design for systems up to 6.7kW DC (with a 5kW Genesis inverter)

Deliver flexible designs without the restrictions of orientation, azimuth and panel type.

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



Email: [se.australia@solaredge.com](mailto:se.australia@solaredge.com)

solar**edge**

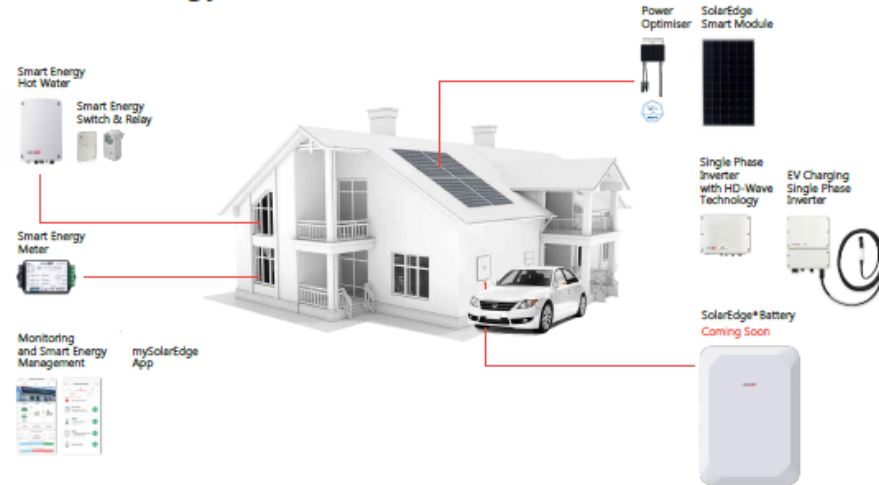
# Showrooms & Exhibition Designs

700 cm

250 cm

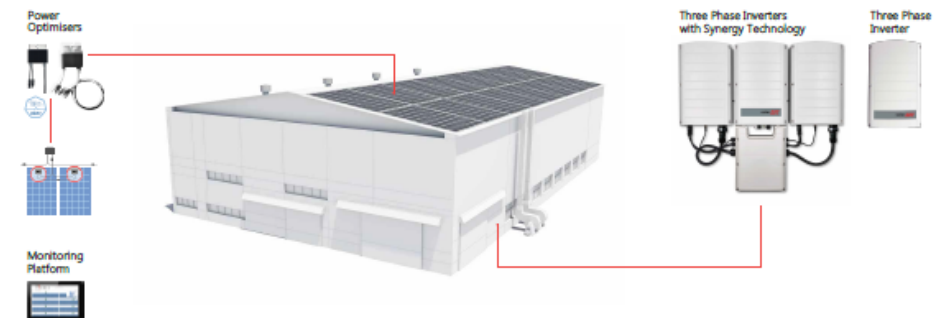
## We Power the Future

### Power Your Home with SolarEdge Smart Energy Solutions



solar**edge**

### SolarEdge Commercial Solution More Power. More Safety. More Revenue.



solar**edge**



It's Quiz Time!

# Three Key Takeaways from This Webinar

- 1 Remote Firmware Update**  
Complete our online course to enable this feature in your account
- 2 Try our new support services**  
Book a support call and join our automated compensation program
- 3 Grow your business with us**  
Take advantage of our marketing support to expand your business  
[se.australia@solaredge.com](mailto:se.australia@solaredge.com)

# Survey





# Thank You!

## Cautionary Note Regarding Market Data & Industry Forecasts

This power point presentation contains market data and industry forecasts from certain third-party sources. This information is based on industry surveys and the preparer's expertise in the industry and there can be no assurance that any such market data is accurate or that any such industry forecasts will be achieved. Although we have not independently verified the accuracy of such market data and industry forecasts, we believe that the market data is reliable and that the industry forecasts are reasonable.

Version #: V.1.0