The after-sales process

solaredge

The after-sales process

Step 0 – Training

Step 1 – Collecting data/info

Step 2 – Contacting support

Step 3 – Case management

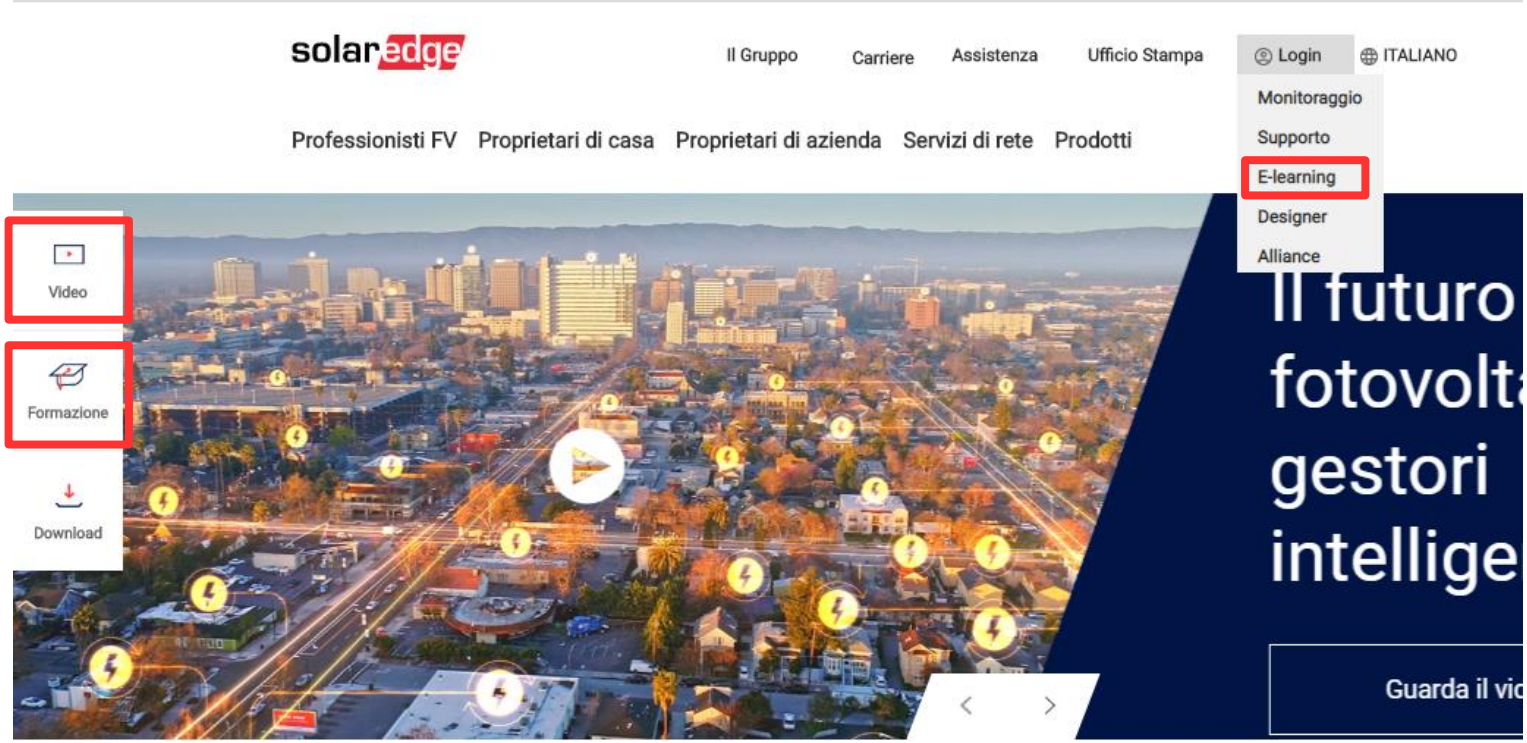
Step 4 –Component replacement RMA

solaredge

Step 0
Training

SolarEdge website

https://www.solaredge.com/



Trainings and webinars

https://www.solaredge.com/service/training

Live Webinars	Date	Time	Registration
Designer, Level 1: Beginner	October 30, 2020	13:00-14:00	Click Here
Designer, Level 2: Intermediate	November 6, 2020	13:00-14:00	Click Here
Commercial Product Range Update	November 6, 2020	15:00-16:00	Click Here
Commercial Product Range Update	November 9, 2020	14:00-15:00	Click Here
Designer, Level 3: Advanced	November 13, 2020	13:00-14:00	Click Here
Designer, Level 4: Expert	November 20, 2020	13:00-14:00	Click Here

On-Demand Webinars	Duration	Registration
EV Charging Single Phase Inverter & Cable Training	35 min	Click Here
Advanced Installer Training	3.5 hr	Click Here

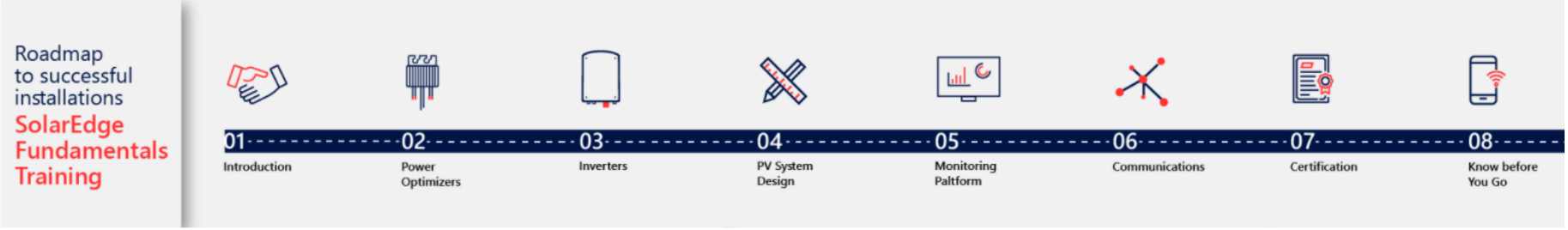
On-Demand Webinars	Duration	Registration
[Video] SE33.3KUS Commercial Inverter: Ground Crew	04:05 min	Click Here
[Video] SE33.3KUS Commercial Inverter: Roof Crew	03:41 min	Click Here
[Webinar] How to Install SolarEdge - Ground Crew	10:53 min	Click Here
[Webinar] How to Install SolarEdge - Roof Crew	11:49 min	Click Here
[Video] SolarEdge Site Designer Walkthrough	11:42 min	Click Here
[Video] Rapid Shutdown Demonstration with SolarEdge	01:13 min	Click Here
[Webinar] Designing PV Systems with SolarEdge	22:42 min	Click Here
[Webinar] The SolarEdge Monitoring Portal	44:00 min	Click Here
[Video] SolarEdge Physical Layout Editor: Residential	05:55 min	Click Here
[Video] SolarEdge Physical Layout Editor: Commercial	05:50 min	Click Here
[Video] SolarEdge PV Monitoring Portal Software Demo	03:07 min	Click Here
[Video] Power Optimizers: How to Ground to Different Racking Types	02:35 min	Click Here

New online Fundamentals training

Basic (click here)

Learn the basics of SolarEdge through the training with our core content.

This course does not provide the advanced certificate required to access the labor compensation for services where a product replacement in RMA is required, but it is recommended to have a basic knowledge of our products..



New online Advanced training program

Advanced training (click here)

Follow our advanced trainings and obtain the «SolarEdge advanced installer» diploma. With this document you will be able to be part of our labor compensation plan dedicated to advanced installers in case of product replacements.

This is an online training, comprising video lessons and short quizzes, that gives you a self-paced learning experience- you can start, pause and repeat the lesson at any time for your own convenience.

To complete this training and receive the participating certification, you must complete all of the courses, including the quizzes which are part of them. Each quiz can be retried up to three times.

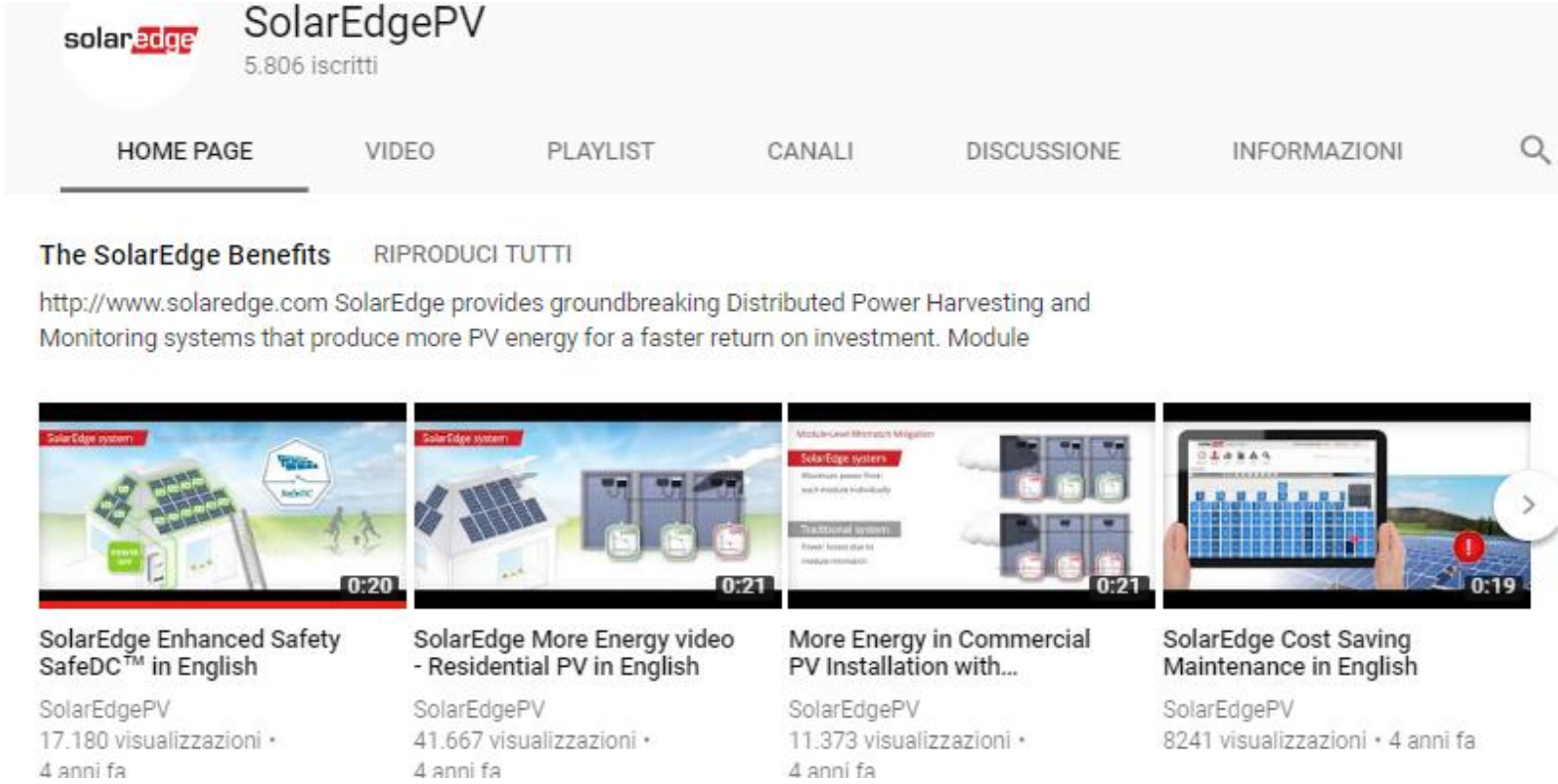
Please also look for further training material at the following links:

- https://www.solaredge.com/it/service/training
- https://www.youtube.com/user/SolarEdgePV
- https://www.solaredge.com/it/service/support
- https://www.solaredge.com/it/downloads#/

The diploma obtained will be valid for 2 years.

Video – Youtube SolarEdge

https://www.youtube.com/user/SolarEdgePV



SolarEdge website – FAQ

Quick Support Links

No login required

Support Resources

Dear SolarEdge customer, please select the System Owner or Installer link to access the following support resources:

- Search our extensive Knowledgebase
- Open new case
- View your case(s) status
- Watch troubleshooting videos
- Chat with our representatives

System Owner | Installer

Top Frequently Asked Questions

All

System Owner | Installer

- What are the current hours of operation for Support?
- Why would the monitoring portal not show the most recent data?
- Does SolarEdge have enough equipment and spare parts for support and warranty extensions?
- Are SolarEdge personnel working from home or the office?
- How can I return a failed inverter within 30 days of RMA shipment without access to the jobsite? What are SolarEdge's expectations?
- Why would the monitoring platform not show the most recent data?
- How do I reset my monitoring platform password?
- How can I monitor my system in the monitoring platform?
- How can I check my production without communication?

SolarEdge website – Knowledge base

Welcome to SolarEdge Installer Support

Search our knowledge base to find appropriate support tools and resources

What do you want to know?

Product Type

- Communication
- Designer
- EV Charging Single Phase Inverter
- Metering and Sensors
- Power Optimizers
- PV Monitoring
- Single Phase Inverters

8 Articles

Why is my battery not discharging below 10%? Read Article

What are the benefits of installing a SolarEdge system? Read Article

Can I turn the Wi-Fi connection to the monitoring off? Does it affect the system production? Read Article

Support

The SolarEdge service team provides support **before, during** and **after the installation**

- The unique technology of SolarEdge enables our support team to use in-depth remote troubleshooting capabilities for real-time problem solving
  - Monitoring portal analysis
  - Remote troubleshooting
  - Remote configuration of inverters and power optimizers
  - Remote software upgrades

Step 1
Collecting Data/Info

Step 1: Problem Description

- **Your system is not working correctly?**
  You found a defect in your SolarEdge system?

- **Document as much as possible.**
  This makes it easier for us to find the cause of the problem:
  - **Describe the problem**
    (Error message on the inverter LCD? Technical question? Question regarding design? etc.)
  - **Name of the site**
    (Important: Give the name of the site, as it appears in the monitoring portal)
  - **Serial number of the defective optimizer**
  - **Serial number of the defective / affected inverter**
    (Important: If an optimizer is defective, also give the serial number of the connected inverter)
  - **Pictures, if possible**
    (If the defect is visible, please send pictures to avoid further questions)

solaredge

Pictures if possible…

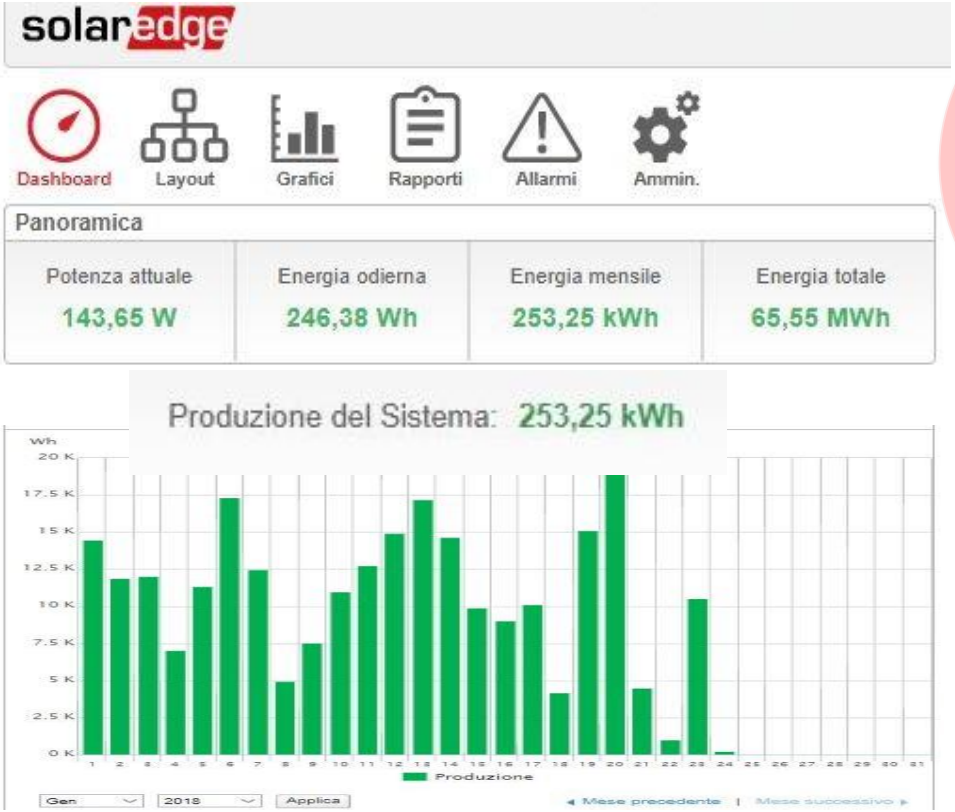
Is the wiring correct?

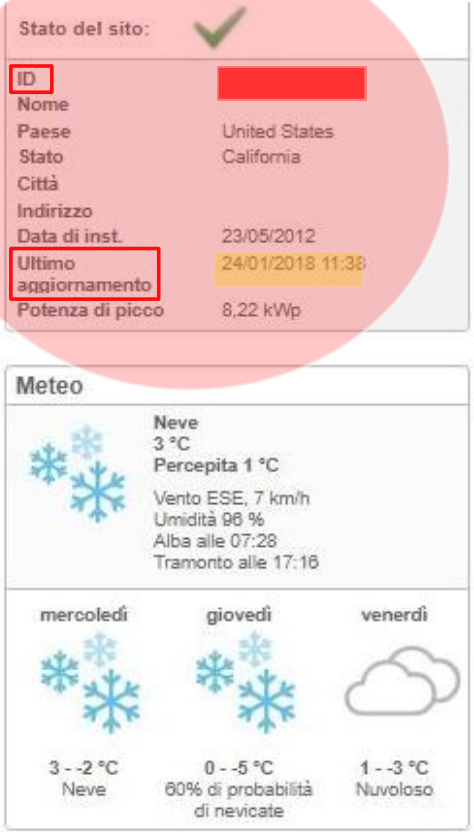
We checked the voltage:

Here is the picture of the display:

solaredge

Monitoring SolarEdge



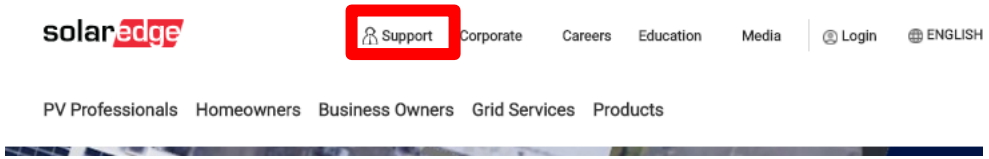


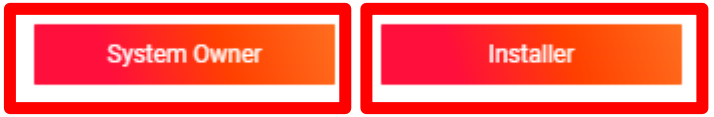
© SolarEdge

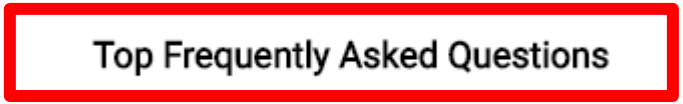
Step 2
Contact support

Step 2: Contact support
A: Support Portal via website

- **How to contact SolarEdge?**
- **Option 1: Support Portal**
- Go to the SolarEdge website
- Select Login ➔ Support
- You will have two options:
  - System Owner
  - Installer
- You will have access also to the **FAQ**



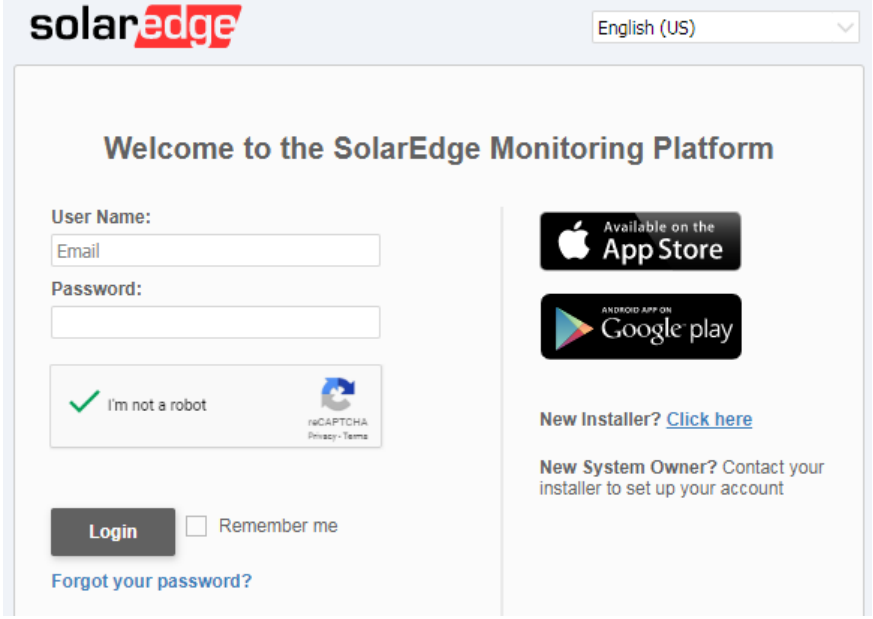


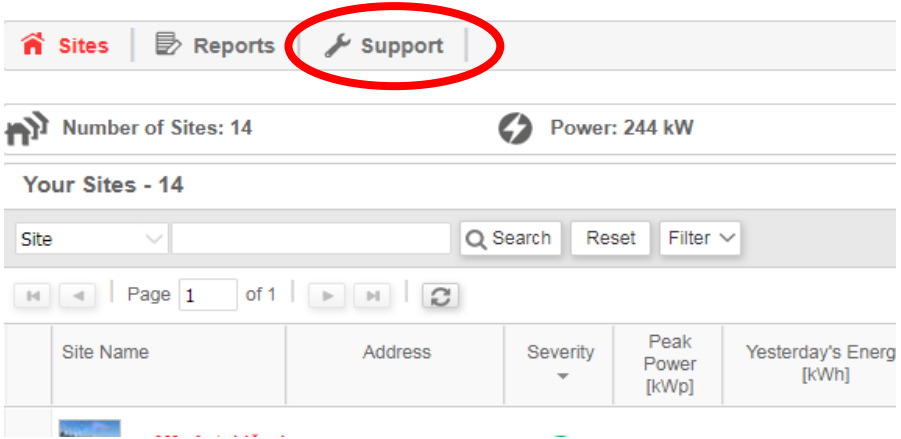


solaredge

Step 2: Contact support
A1: Support Portal via Monitoring

- The **Support Portal** is accessible also through the **monitoring portal**

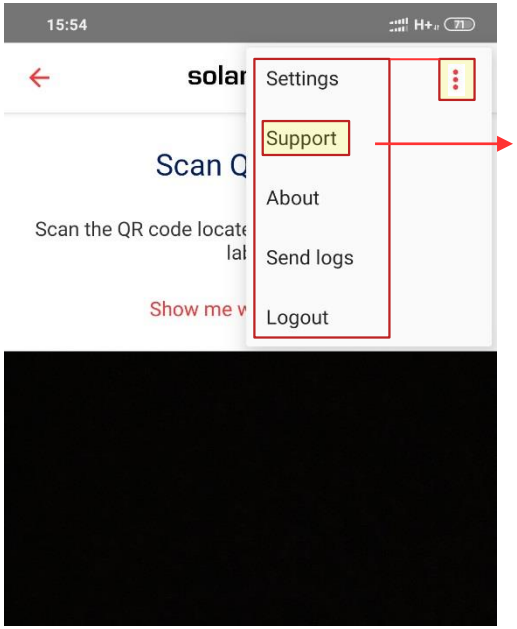


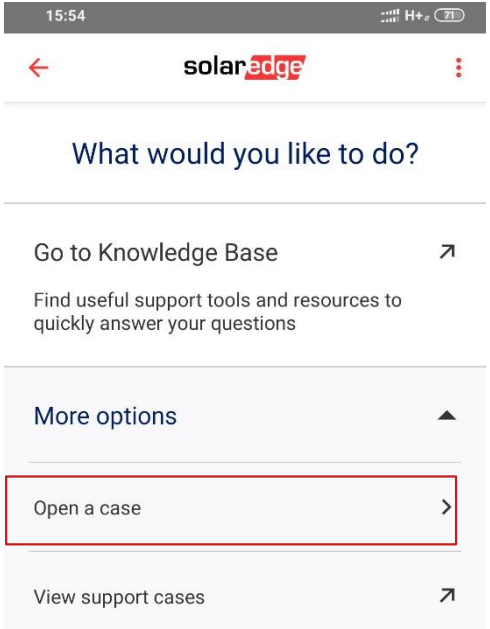


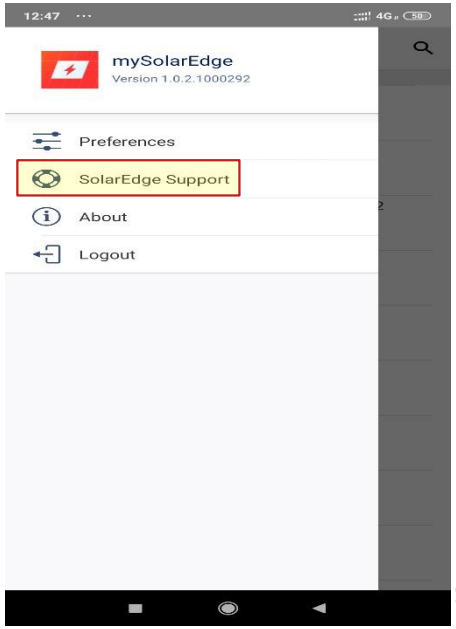
solaredge

Step 2: Contact support
A2: Support Portal via App

- The **Support Portal** is accessible also directly through the apps
  - **SetApp** (for installers)
  - **mySolaredge** (for system owners)







Support Portal
Knowledge base – Case management

Welcome to SolarEdge Installer Support

Search our knowledge base to find appropriate support tools and resources

What do you want to know?

Recent Cases

Case	Monitoring Site Name	Subject	Date Created	Inverter S/N	Status
1812555	Maisach 1	test di CRedge 123456	April 22, 2020 09:59	SJ2616-073110347-CE	Closed
1707678	Alessandro Marchetta	Password per cliente	January 31, 2020 16:50	SJ2919-0731A9905-2B	Closed
1693986	Zoppi Zeno	night mode	January 21, 2020 09:31	SJ4918-0731E1F90-40	RMA shipped – awaiting return of faulty product

For All Cases

Open New Case

Support Portal
Lab Videos – Chat – Contacts

SolarEdge Learning Lab

Learn how to set up, configure, and troubleshoot your SolarEdge system

SolarEdge Design - EVSE - Breaker Considerations

SolarEdge Design - EVSE - Dipswitch Settings

SolarEdge Designer - Roof Mapping - Adding Obstacles

All Videos

Need More Help?

Choose your country:

Italy

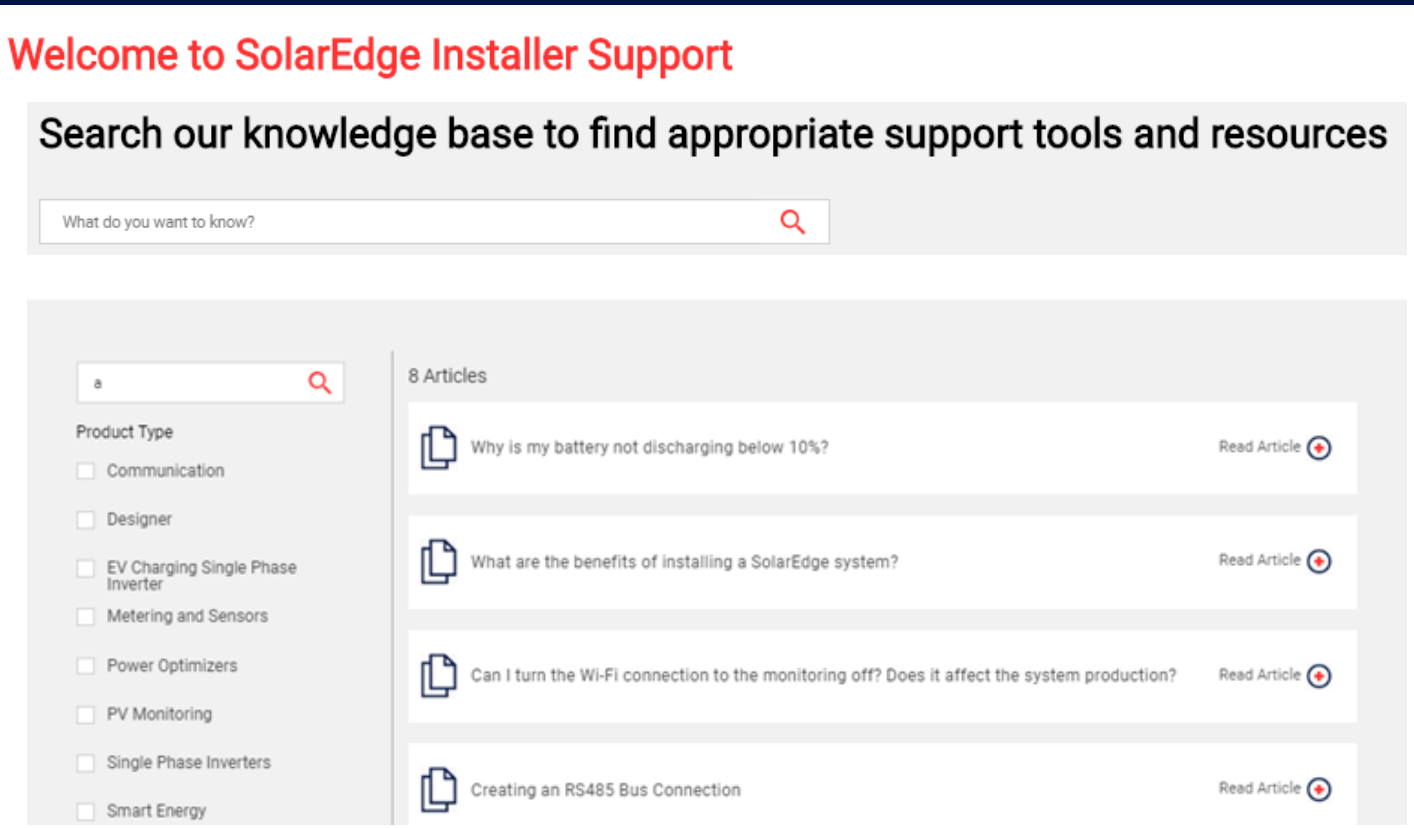
Start a Live Session

Write Us a Message

Phone: +39 0422053700

08:30 - 17:30 CET

Support Portal
Knowledge base



Support Portal
Case management

Welcome to SolarEdge Installer Support

Search our knowledge base to find appropriate support tools and resources

What do you want to know?

Recent Cases

Case	Monitoring Site Name	Subject	Date Created	Inverter S/N	Status
1812555	Maisach 1	test di CRedge 123456	April 22, 2020 09:59	SJ2616-073110347-CE	Closed
1707678	Alessandro Marchetta	Password per cliente	January 31, 2020 16:50	SJ2919-0731A9905-2B	Closed
1693986	Zoppi Zeno	night mode	January 21, 2020 09:31	SJ4918-0731E1F90-40	RMA shipped – awaiting return of faulty product

For All Cases

Open New Case

solaredge

Support Portal
Case management – My shipping address

Support Cases

My Support Cases: 3

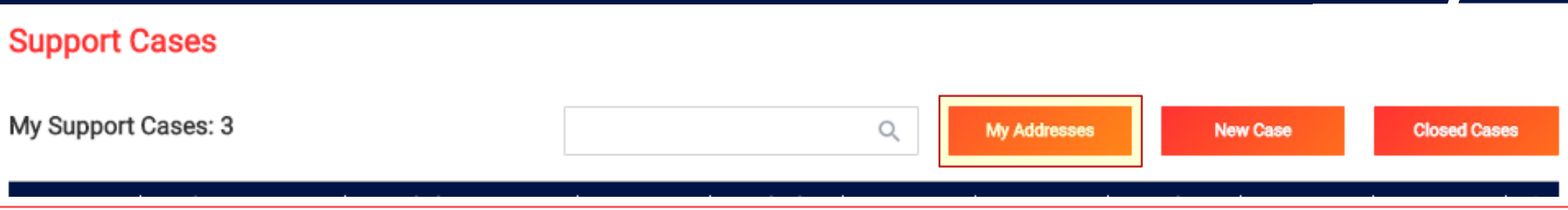
My Addresses | New Case | Closed Cases

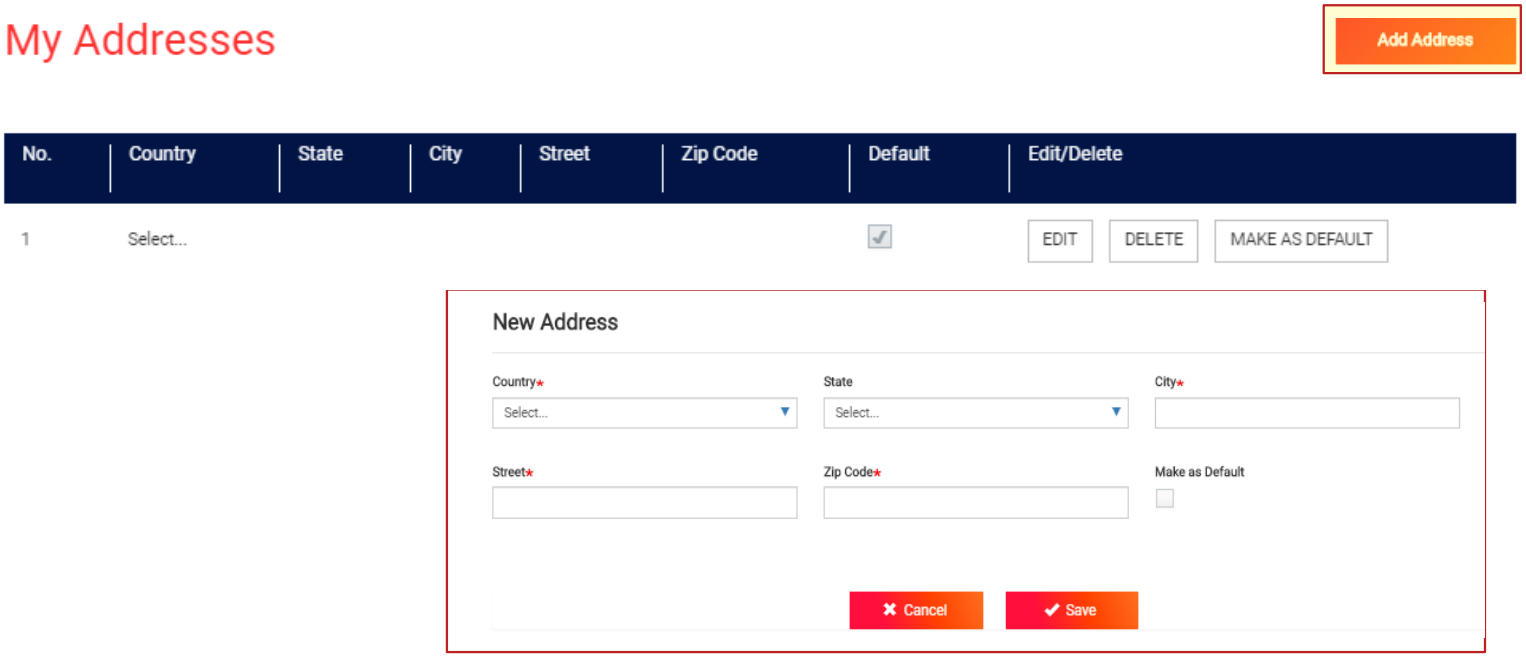
Case	Subject	Description	Date Created	Monitoring Site Name	Contact Name	Inverter S/N	Tracking	RMA	Status
1693986	night mode		21 Jan 2020		Generic Installer Italy	SJ4918-0731E1F90-40	https://tracking.dpd.de/cgi-bin/delistrack?pknr=16407417670641&typ=32&lang=en	RML200260	RMA shipped – awaiting return of faulty product

1-1 of 1 cases (filtered from 3 total entries) | Page of 1 | 10 Items per page

solaredge

Support Portal
Shipping addresses





solaredge

Support Portal
Open a new support case

Recent Cases

Case	Monitoring Site Name	Subject	Date Created
1812555	Maisach 1	test di CRedge 123456	April 22, 2020 09:59
1707678	Alessandro Marchetta	Password per cliente	January 31, 2020 16:50
1693986	Zoppi Zeno	night mode	January 21, 2020 09:31

1

For All Cases

Open New Case

Support Cases

1a

My Support Cases: 3

My Addresses | New Case | Closed Cases

Case	Subject	Description	Date Created	Monitoring Site Name	Contact Name	Inverter S/N	Tracking	RMA	Status
1693986	night mode		21 Jan 2020	Zoppi Zeno	Generic Installer Italy	SJ4918-0731F1F90-	https://tracki ng.dpd.de/cg	RML200260 3	RMA shipped – awaiting

Open New Support Case

Please select a topic below related to your inquiry.
In order to expedite your request, please provide the equipment serial number and/or site name as it appears on the monitoring platform.

Subject *

Please provide a subject for your case

Description *

Please provide a short description of your case

Case type *

- Select -

Category *

- Select -

Sub category *

- Select -

Severity *

- Select -

Monitoring site name

Monitoring site name

Error code number

Type error code number

Inverter serial
(Tech. issues mandatory)

Inverter serial number

Serial Numbers
(comma delimited)

Serial numbers

Add attachment

Choose file | No file chosen

Please confirm your shipping address in case of RMA *

, ,

Cancel

Open Case

Support Portal
Open a new support case

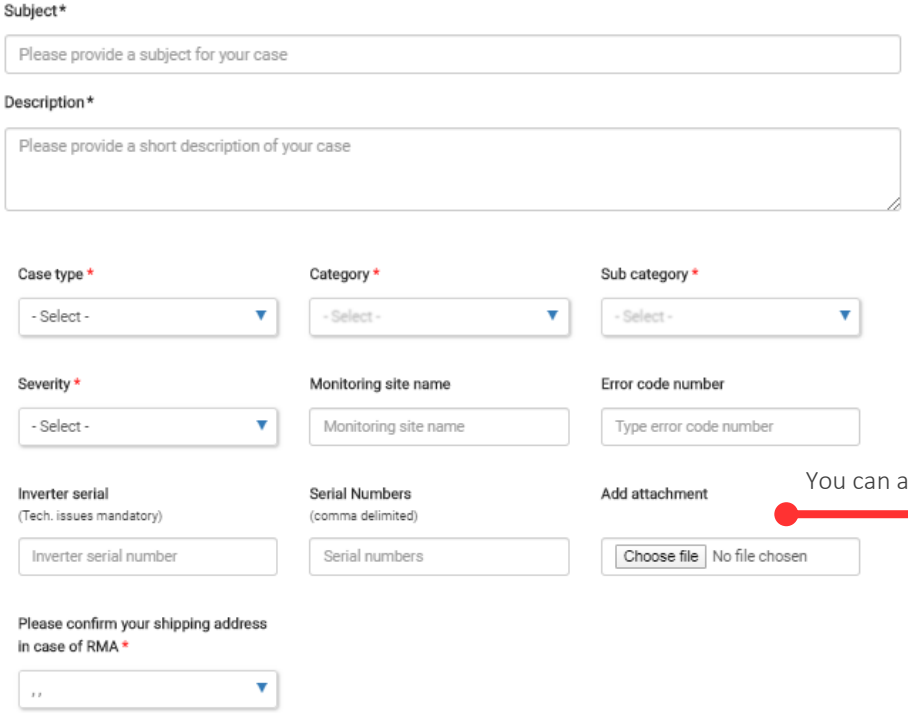
Case subject

Please write a detailed description of the fault or doubt

Select Category and Sub Category of your case

Select the Severity:

e.g.
High No production, urgent
Medium Reduced production, general question
Low other issues, generic doubt



You can add attachments

solaredge

Step 2: Contact support
B: Support-Hotline

Option 2: Support-Hotline

Before you call the support hotline, we would suggest to generate a case sending all the relevant information through the service portal first:

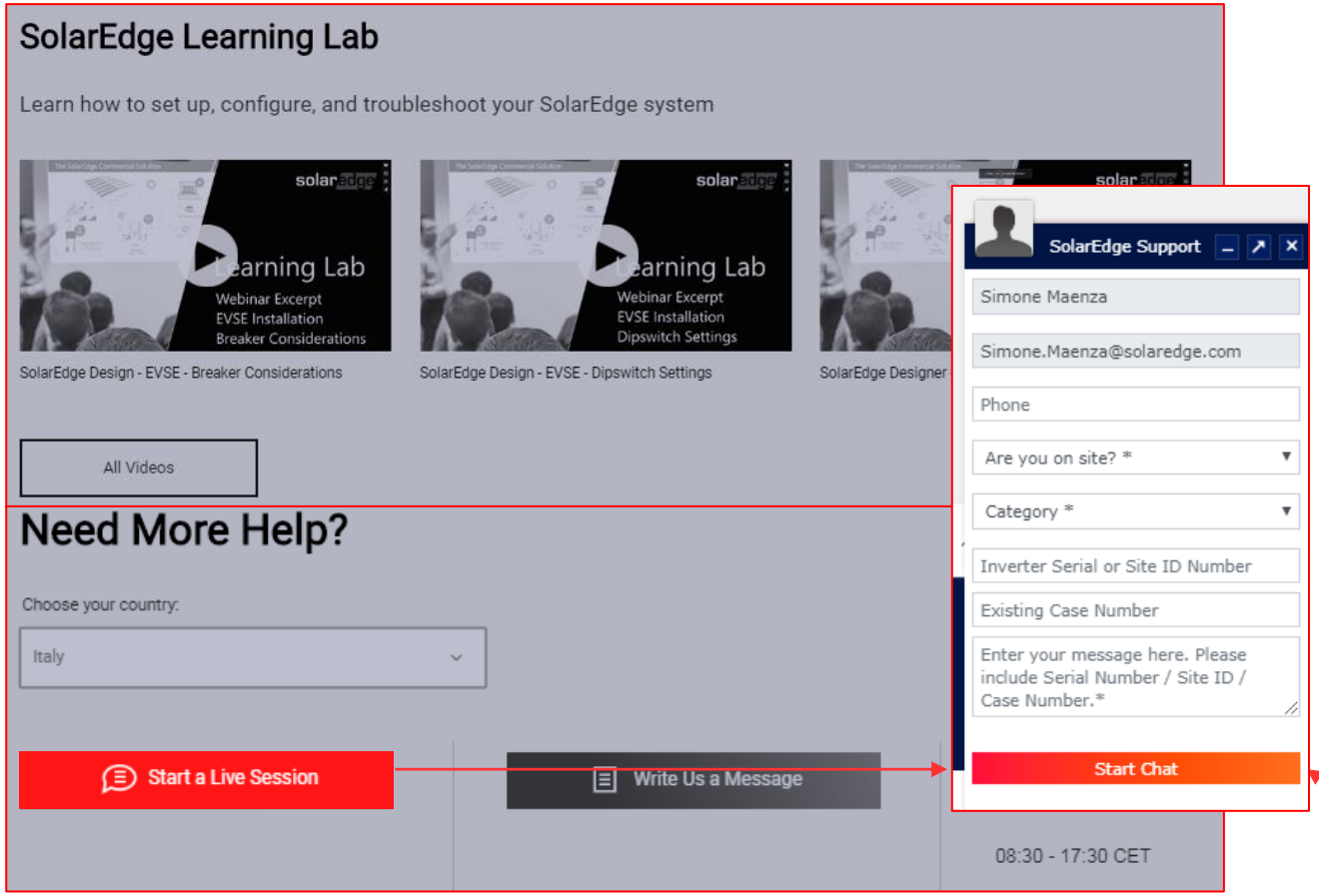
- Eventual case number already openSerial number of the inverter
- Possible installation details: design / access to the roof / distances / cable sections / …
- Problem encountered, with details of any measures or attempts made to resolve it after consulting manuals , FAQs, and videos available
- Contacts and any shipping addresses in your e-mail signature
- …

You can always check the status of a case or a shipment through the support portale

We always suggest you download the necessary information before going on-site and always go with the appropriate work tools.

Country	N. di telefono
Support EU	+972 73 240 3118
Support Italy	+39 0422 053700
Support Switzerland	+41 44 50 83 285
Support Slovenia	+386 18282212
Support Romania	+40 312295820

Step 2: Contact support
C: via Chat



Step 3
Case management

Step 3: Case/Ticket management

- **The case was successfully created**

Our support team will now check your information and utilize the monitoring data to analyse the problem.

- If further information or procedures are needed, the next steps will be suggested to solve the problem.

- If the presence of a defective component is confirmed for which a replacement is required, according to the warranty conditions, the replacement of the component will be organized.

You will receive an RMA number and a tracking number, both visible on the support portal.

solaredge

Step 3: Case/Ticket management

You can always check the last updates on your cases through the Support Portal

Support Cases

My Support Cases: 3

My Addresses | New Case | Closed Cases

Case	Subject	Description	Date Created	Monitoring Site Name	Contact Name	Inverter S/N	Tracking	RMA	Status
1693986	night mode		21 Jan 2020	Zoppi Zeno	Generic Installer Italy Generic Installer Italy	SJ4918-0731E1F90-40	https://tracking.dpd.de/cgi-bin/delistrack?pknr=16407417670641&typ=32&lang=en	RML2002603	RMA shipped – awaiting return of faulty product

1-1 of 1 cases (filtered from 3 total entries) | Page of 1 | 10 Items per page

solaredge

Step 4
Replacing a component

Return Merchandise Authorization

Step 4: Replacement

- **Replacement of the defective product**
  You have received a replacement part from us. With the replacement part you will also receive a return kit with:
  - Information if/which parts need to be returned
  - Return labels (if return required)
  - Contact information of shipping company (for scheduling pickup)

Return a faulty product:

- Contact the shipping company for a pickup through the provided form
- Place the defective part in the box of the replacement and put the return label on the box
- The defective part will be picked up at no charge
- If we do not receive the old part back, we can not close the RMA.
  Note: **As a result you will receive future spare parts only after we received the defective part back.**

solaredge

Step 4: Replacement

Depending on the type of component replaced, some procedures may be necessary for the correct re-commissioning of the system

- *Optimizer*: it will be necessary to perform the pairing procedures after replacing the component.

It will then be necessary further to intervene on the monitoring portal to verify the correct serial numbers in the layout (logical and physical) of the system.

- *Inverter*: it will be necessary to activate the new inverter and perform the configuration procedures in the inverter menu.

It will then be necessary further to intervene on the monitoring portal to verify the correct serial numbers in the layout (logical and physical) of the system.

- *Internal boards*: depending on the inverter model, it may be necessary to update the inverter after replacing the component and perform the configuration procedures in the inverter menu.

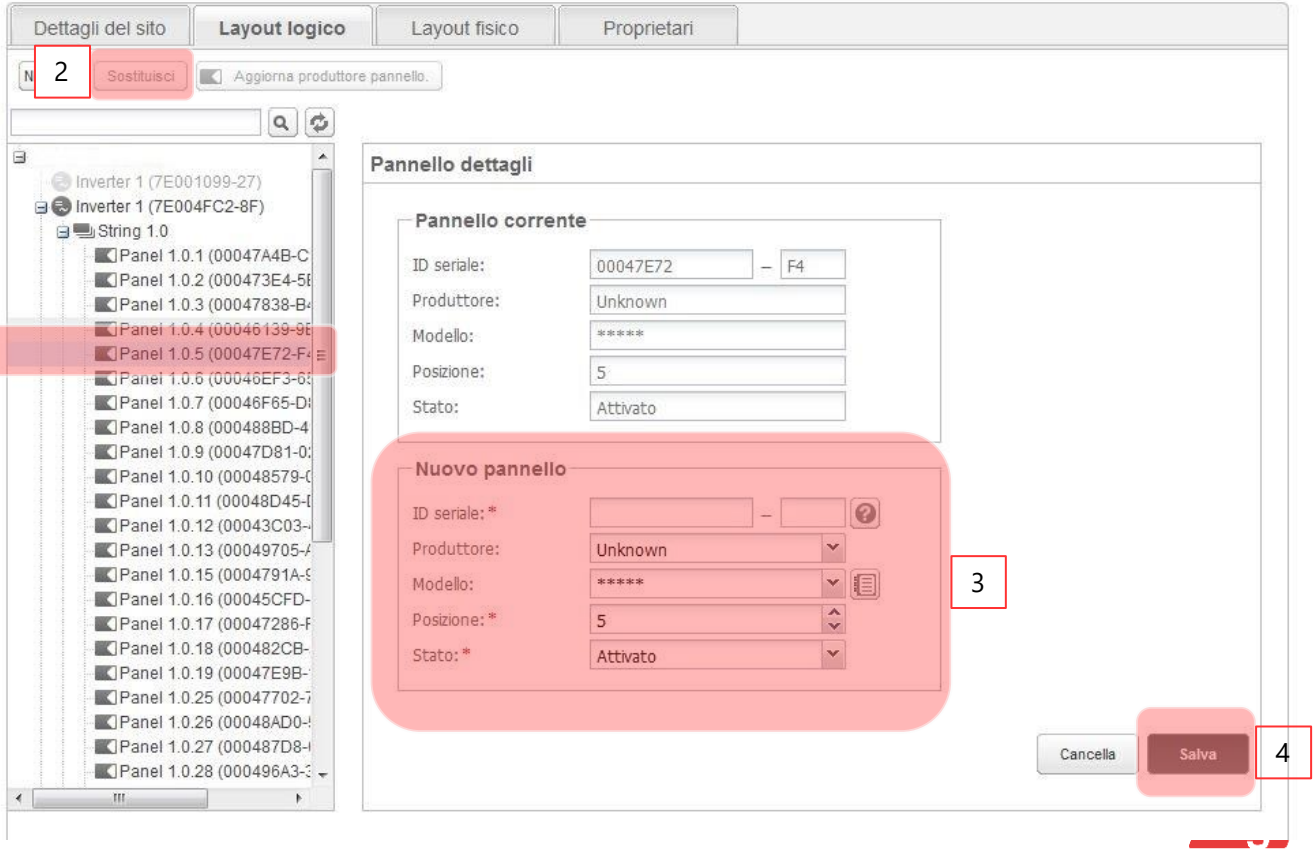
- *Other components* (Meter / Home Automation / StorEdge / etc.): depending on the model of the component, it may be necessary to perform the configuration procedures in the inverter menu.

Step 4: Replacement in the Monitoring Portal Monitoring - Admin – Logic Layout

The components of the installed/monitored system are managed on the monitoring portal in the "Administration / Logical layout" section.

In case of replacement of optimizers or inverters:

1. Choose the component by highlighting it
2. Click on «Replace»
3. Insert new serial
4. Click on Save



Online Training material

SolarEdge E-Learning - EdgeAcademy

Through our online training platform it will be possible to access online courses in order to deepen the knowledge of our systems.

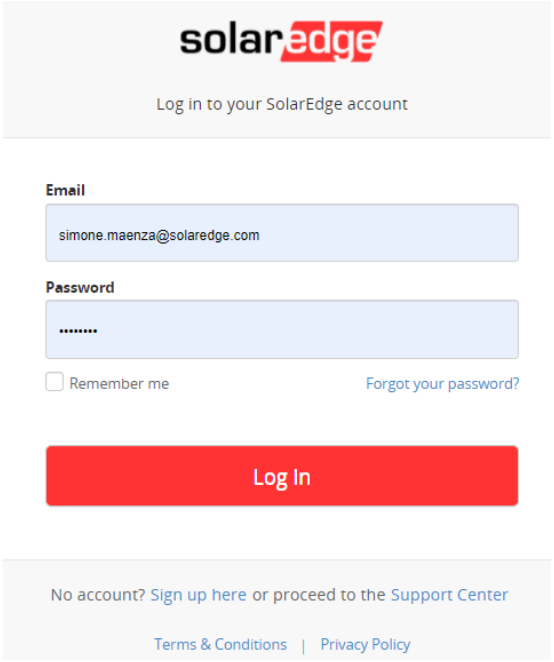
eLearning

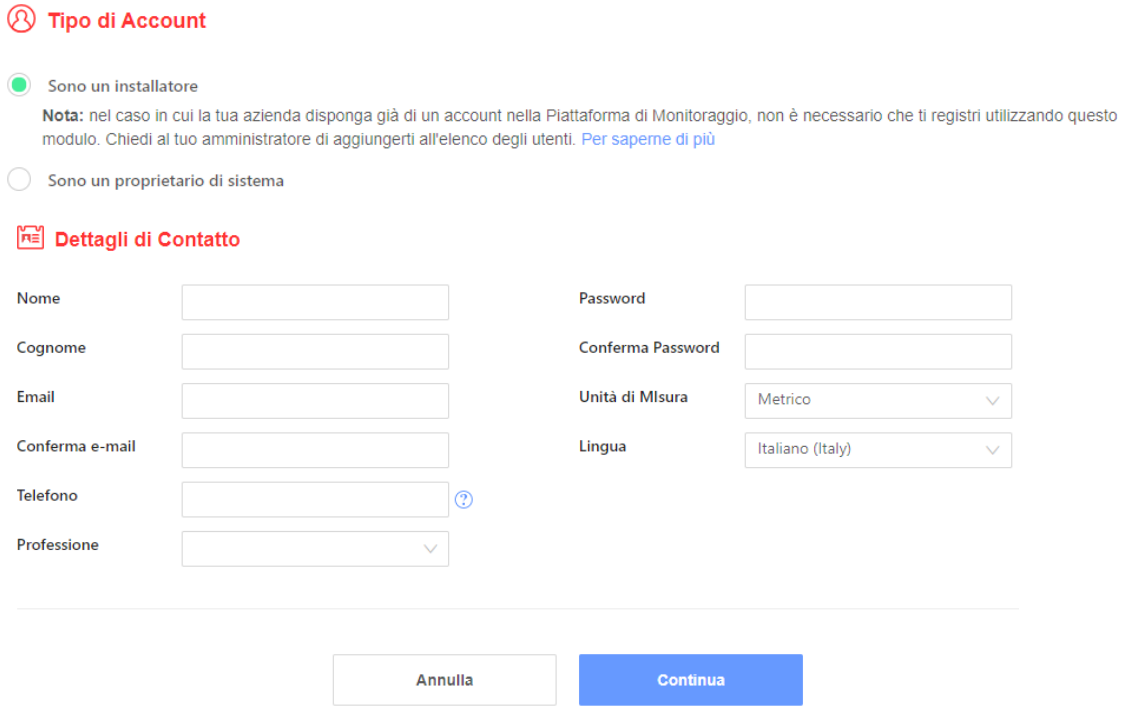
*The use of the Google Chrome browser is recommended

solaredge

EdgeAcademy – Login or SignUp

If you do not have access credentials, please sign up.



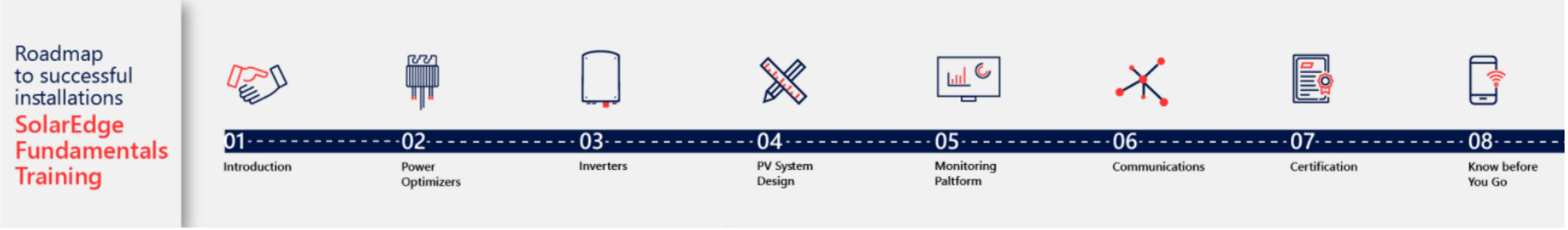


New online Fundamentals training

Basic (click here)

Learn the basics of SolarEdge through the training with our core content.

This course does not provide the advanced certificate required to access the labor compensation for services where a product replacement in RMA is required, but it is recommended to have a basic knowledge of our products..



New online Advanced training program

Advanced training (click here)

Follow our advanced trainings and obtain the «SolarEdge advanced installer» diploma. With this document you will be able to be part of our labor compensation plan dedicated to advanced installers in case of product replacements.

This is an online training, comprising video lessons and short quizzes, that gives you a self-paced learning experience- you can start, pause and repeat the lesson at any time for your own convenience.

To complete this training and receive the participating certification, you must complete all of the courses, including the quizzes which are part of them. Each quiz can be retried up to three times.

Please also look for further training material at the following links:

- https://www.solaredge.com/it/service/training
- https://www.youtube.com/user/SolarEdgePV
- https://www.solaredge.com/it/service/support
- https://www.solaredge.com/it/downloads#/

The diploma obtained will be valid for 2 years.

solaredge

Further available webinars and videos

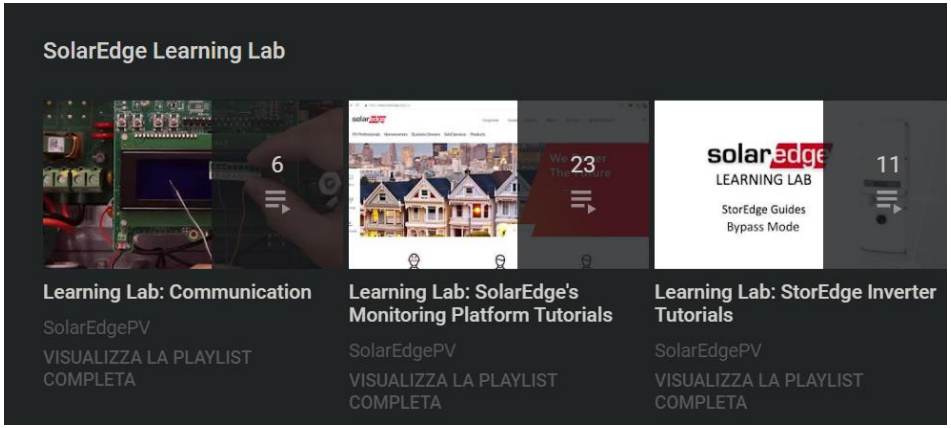
Live Webinars	Date	Time	Registration
Designer, Level 1: Beginner	October 30, 2020	13:00-14:00	Click Here
Designer, Level 2: Intermediate	November 6, 2020	13:00-14:00	Click Here
Commercial Product Range Update	November 6, 2020	15:00-16:00	Click Here
Commercial Product Range Update	November 9, 2020	14:00-15:00	Click Here
Designer, Level 3: Advanced	November 13, 2020	13:00-14:00	Click Here
Designer, Level 4: Expert	November 20, 2020	13:00-14:00	Click Here

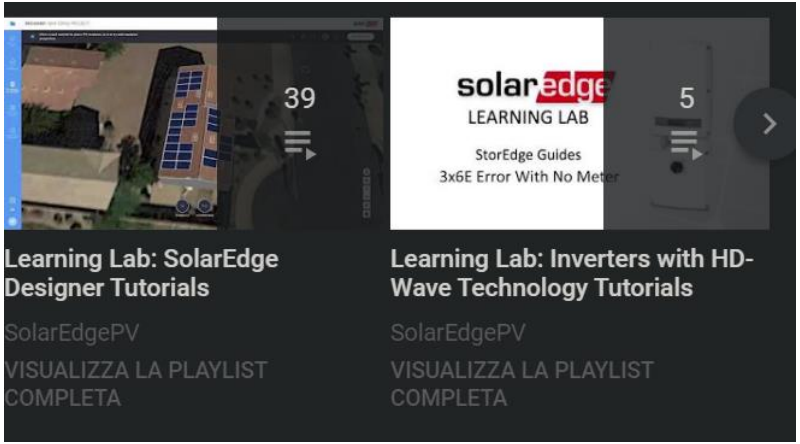
On-Demand Webinars	Duration	Registration
EV Charging Single Phase Inverter & Cable Training	35 min	Click Here
Advanced Installer Training	3.5 hr	Click Here

On-Demand Webinars	Duration	Registration
[Video] SE33.3KUS Commercial Inverter: Ground Crew	04:05 min	Click Here
[Video] SE33.3KUS Commercial Inverter: Roof Crew	03:41 min	Click Here
[Webinar] How to Install SolarEdge - Ground Crew	10:53 min	Click Here
[Webinar] How to Install SolarEdge - Roof Crew	11:49 min	Click Here
[Video] SolarEdge Site Designer Walkthrough	11:42 min	Click Here
[Video] Rapid Shutdown Demonstration with SolarEdge	01:13 min	Click Here
[Webinar] Designing PV Systems with SolarEdge	22:42 min	Click Here
[Webinar] The SolarEdge Monitoring Portal	44:00 min	Click Here
[Video] SolarEdge Physical Layout Editor: Residential	05:55 min	Click Here
[Video] SolarEdge Physical Layout Editor: Commercial	05:50 min	Click Here
[Video] SolarEdge PV Monitoring Portal Software Demo	03:07 min	Click Here
[Video] Power Optimizers: How to Ground to Different Racking Types	02:35 min	Click Here

solaredge

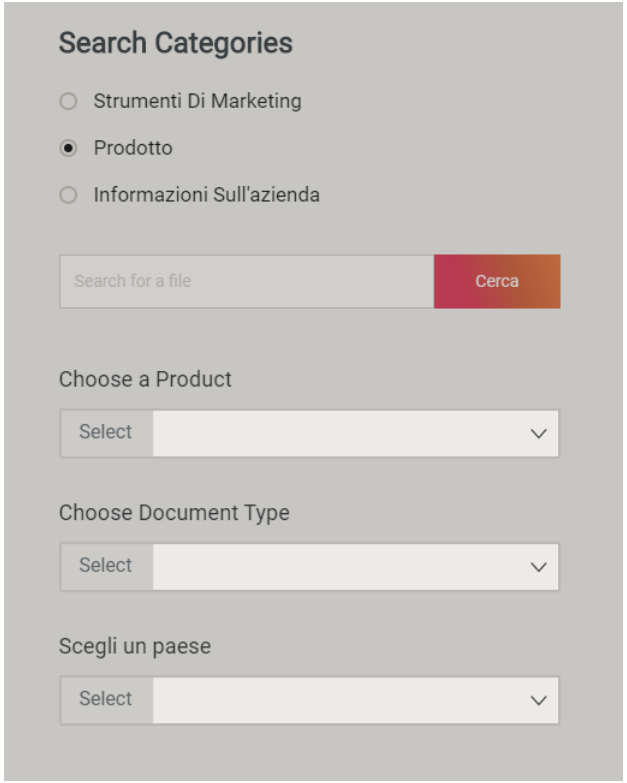
Further available webinars and videos

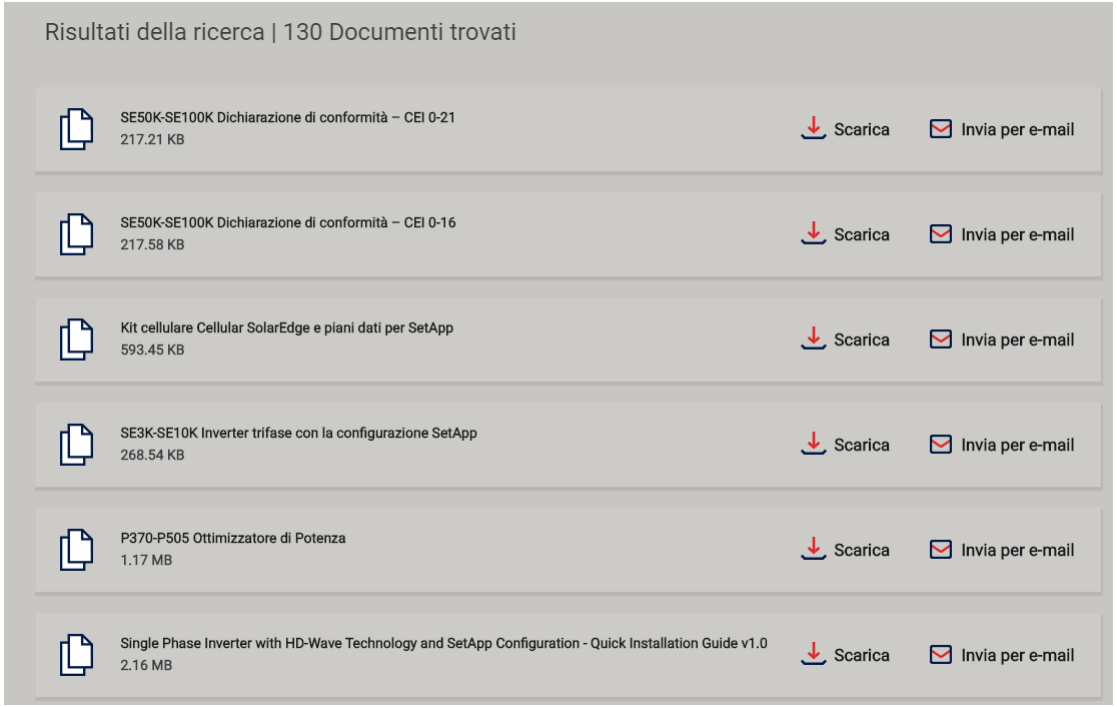




solaredge

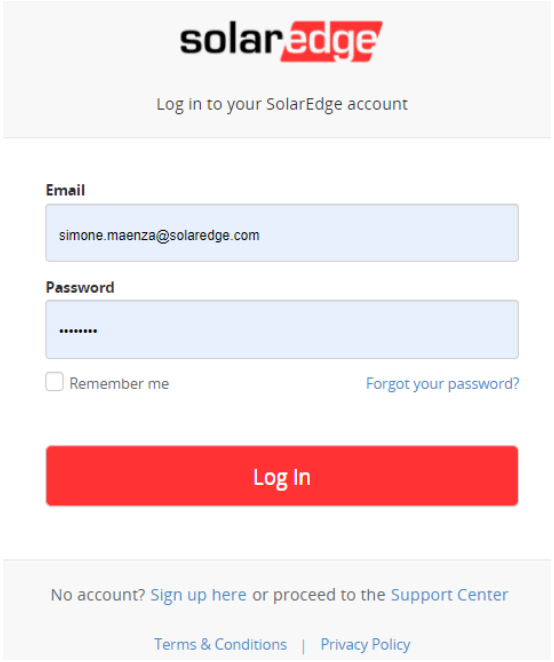
Further available webinars and videos

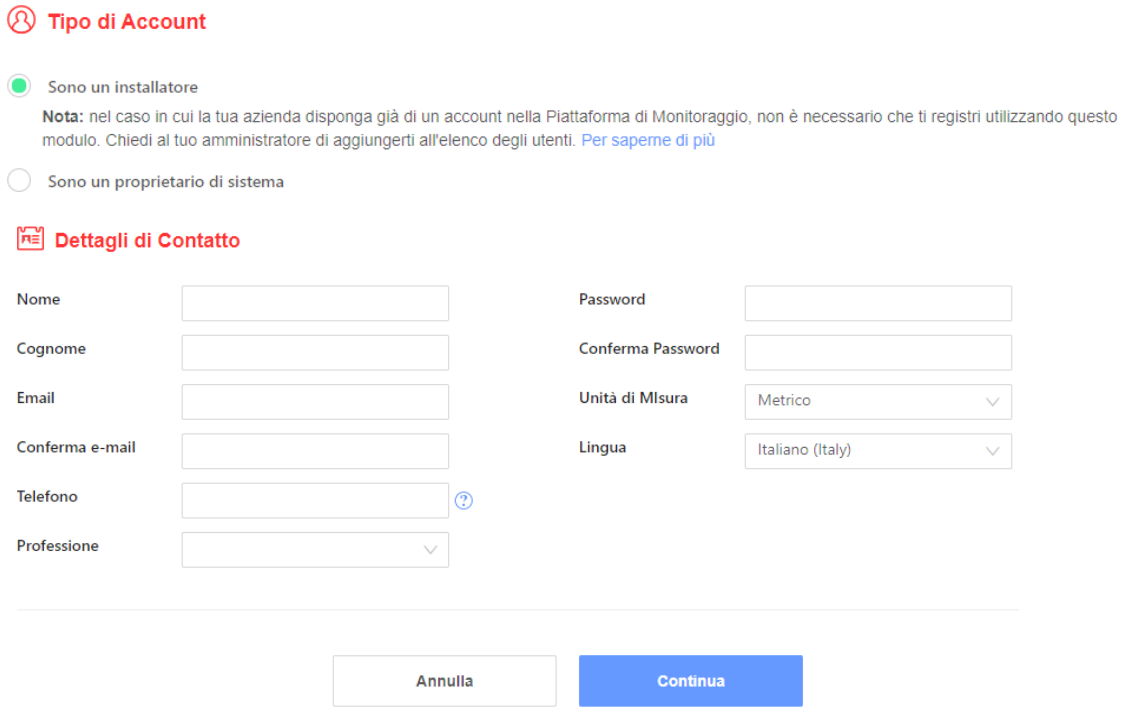




EdgeAcademy – Login or SignUp

Clicking on the the previous links you will be able to login or create a new account.

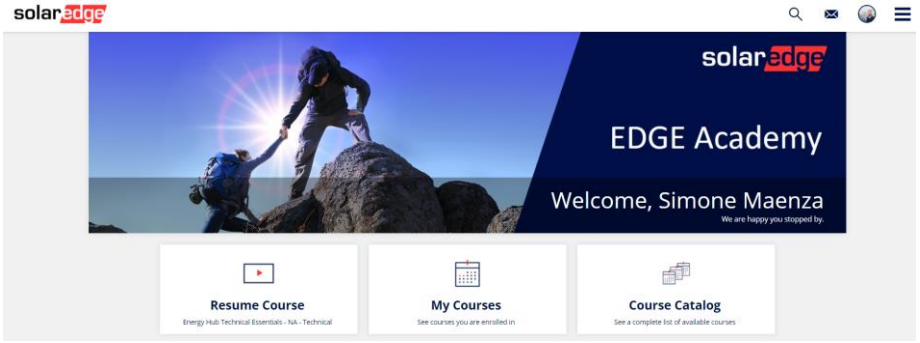


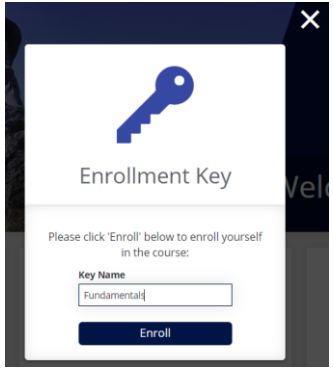


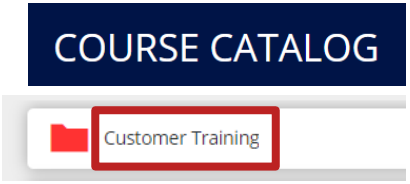
EdgeAcademy – Enroll to the training

You will then be directed to our EdgeAcademy training portal, within which you will find several courses already available.

The links will give you the opportunity to enroll for new courses after clicking on “enroll” at the top right of the courses page.



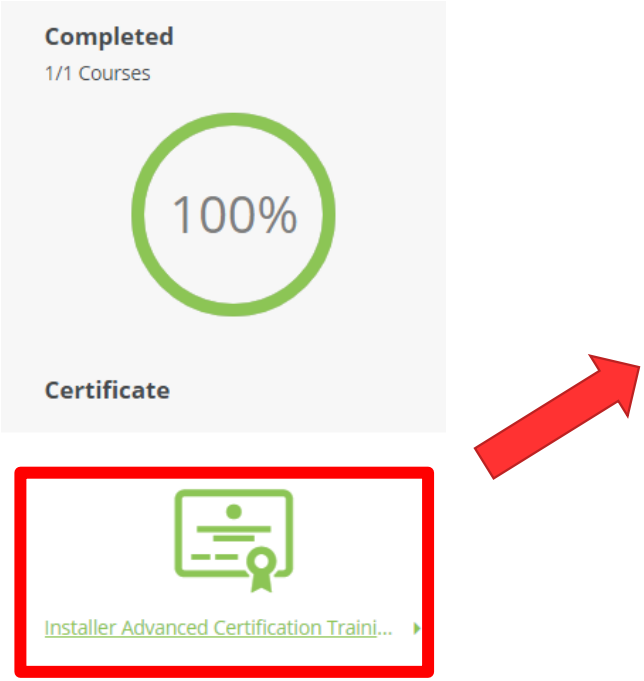




solaredge

EdgeAcademy – Enroll to the training

At the end of the training, once completed, on the right you will have the opportunity to download the certificate of completion of the course.



SolarEdge – Labour compensation

Dear customer,
Thank you for contacting us and for choosing SolarEdge.

In order to support our Advanced Installer, Solaredge propose a Labour Compensation for the RMA of faulty components still covered by warranty.
Please remember that in order to receive the Labour Compensation, the following points are compulsory:

1. You must be a SolarEdge Advanced Installer;

2. The inverter must be connected to internet and monitored;

3. You must send us the compensation request no longer than 3 months after the service;

WHAT'S NEEDED:

1. Fill the Vendor Form attached to this mail, sign it and always send it as pdf for each compensation case you open, together with the invoice;
2. Fill the invoice as the facsimile attached (always put the case and RMA number and a brief description: "case 999888 , RML123456 , RMA of 4 optimizer and 1 board for customer John Smith")
3. You should be an Advanced installer (please attach the certificate to the mail).
   Only an advanced installer can receive a compensation; please check the next trainings available close to your city and subscribe at the link https://www.solaredge.com/it/service/training ; else send an email with subject *"advanced training subscription request"* to infoita@solaredge.com .
4. The site where the RMA was performed should be connected to internet and monitored through the Monitoring Portal

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
Version #: 12/2018/EN ROW