

3G Network Shutdown: SolarEdge System Owner FAQs

Q What is happening to my 3G cell plan? What can I do about it?

The 5-year, 3G cell plan that came with your SolarEdge installation is being prematurely discontinued by its provider: T-Mobile (learn more [here](#).) Once this occurs, your modem will stop performing properly and your connection to our server in the cloud will be interrupted. Avoid interruption by contacting your installer for a replacement modem before the shutdown occurs.

Q Why am I being asked to buy a new modem?

A Your SolarEdge system was supplied with a modem that includes a built-in, prepaid 3G cell card, connecting your system to the SolarEdge server in the cloud. 3G is being discontinued by its provider, which will cause your cell card and modem to stop performing.

Q Can I buy a prepaid cell card and install it into the existing system?

A No, this network technology is no longer supported.

Q What will happen with the remaining time on my current modem?

A As a courtesy to prematurely affected customers, SolarEdge will extend all new modem communication plans to December 31, 2028.

Q What if I choose not to replace my modem?

A Once the network is shut down, you will no longer have system visibility, nor will you receive automatic updates. However, your system will still produce solar energy.

Q What if my installer is no longer in business?

A If you don't have an installer, or if your installer has gone out of business, click [here](#) to access a SolarEdge authorized service provider.

Q Can I use my home network

A You can connect with an Ethernet cable, or use a wireless card. However, this requires removing the inverter cover and should only be done by a solar professional.

Q Why do I have to purchase a new cell card when I purchased the 20 or 25 year inverter warranty extension?

A The inverter warranty extension applies to the inverter only and does not apply to any built-in communication accessories. Click [here](#) for more Information.

Q How much does modem replacement cost?

A Contact your SolarEdge installer or speak with a SolarEdge-authorized service provider, for pricing.

Q If I replace my modem AFTER the network shutdown, will I be able to retrieve system data from the period between the 3G shutdown and activation of the new modem?

A When communication to the monitoring platform is lost, lifetime energy data is saved. However, the daily energy data on home systems will only be stored for approximately two weeks. Therefore, it is recommended to have continuous connection to the monitoring platform.

Q I installed the system myself—can I replace the modem on my own?

A Yes. Keep in mind, SolarEdge will not be able to assist as self-replacement falls outside your warranty. The following part numbers are available through your local distributor:

Non SetApp Inverter Part Number: CELL-A-R05-US-P-S2, Cellular Plug-in 28 plan, Display, Resi, SP4, US

SetApp Inverter Part Number: CELL-B-R05-US-P-S2, cellular Plug-in 28 plan, SetApp, Resi, SP4, US

Q How are 12-year modems being handled?

A SolarEdge is contractually obliged to provide, free of charge, 12-year modems. SolarEdge will provide the modem but not labor reimbursement.

Q How do I order a 12-year modem replacement?

A Contact your installer to order, or click [here](#) to contact an installer near you.

Q What is the modem part number for 12-year modems?

A It is the same part number as the 5-year replacement modem. Once the new modem is installed and successfully communicating, SolarEdge monitoring system will recognize the previous 12-year modem was replaced and automatically update the cellular subscription expiration on the backend to match their original expiration plan.