

SolarEdge Cell Modem 3G Network – Frequently Asked Questions for Installers

Our 3G network carriers will be shutting down service on the following dates:

- CDMA Sprint: March 31, 2022
- GSM: May 31, 2022
- CDMA Aeris: December 31, 2022

This will affect SolarEdge inverters connected through said providers. The customers currently connecting through these carriers will need their cellular modem(s) replaced in order to ensure continued connectivity to the SolarEdge monitoring platform. As a reminder, connection to the SolarEdge monitoring platform is required, among others, in order to remotely diagnose problems and locate defective modules and/or power optimizers.

System owners can replace their modem in two ways: contact their solar installer; or go with our approved vendor [365 Pronto](#).

Q Why are my customers being asked to buy a new modem?

A Their SolarEdge inverters were originally supplied with a 3G modem that is either expiring or being obsoleted by the carrier.

Q What happens without a replacement?

A Without a communication plan the system cannot be connected to SolarEdge monitoring platform and, therefore, remote diagnoses of problems, the ability to locate defective modules and/or power optimizers, and additional monitoring benefits will not be available. Connection to the SolarEdge monitoring portal is also required in order to be reimbursed for qualified RMAs.

Q What will happen to customers affected by the network shutdown with remaining time on their current modem?

A As a courtesy to prematurely affected customers, SolarEdge will extend all new 5-year modem communication plans to December 31, 2028.

Q Who is 365 Pronto?

A [365 Pronto](#) is the world's first platform to match renewable energy and electric vehicle owners with a local/on-demand service workforce. They are a SolarEdge-approved, third-party vendor for cellular modem replacements for residential systems.

Q Who covers the cost of the cell modem replacement?

A The end user covers the cost. If 365 Pronto does the replacement, the system owner will pay them directly.

Q Where can I purchase a replacement modem?

A Parts can be purchased through distributors.

Q What are the modem part numbers for sites affected by the network shutdown?

A 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 What are the modem part numbers for sites with expiring modems?

A Non SetApp Inverter Part Number: [CELL-A-R05-US-S-S2](#), Cellular Modem, 5 year plan, Residential Inverter with Display

SetApp Inverter Part Number: [CELL-B-R05-US-S-S2](#), Cellular Modem, 5 year plan, Residential SetApp Inverter

Q Will installers be reimbursed by SolarEdge for replacing this part?

A No. For expiring modems, the communication plan that initially came with the system installation was for 5 year of coverage. For modems affected by the premature 3G shutdown, the technology change is done by the carrier, not SolarEdge, and therefore is not covered under the SolarEdge warranty.

Q Can system owners use their home network?

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

Q Are there any other CDMA or 3G modems available to transfer to?

A No. This technology will no longer be supported by the carrier and therefore the modem will need to be replaced.

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

A No, the modem is the technology that communicates to the carrier, and the carrier is shutting down this network.

Q If a modem is replaced AFTER the network shuts down or AFTER it expires, will users be able to see system data between the replacement and activation of the new modem?

A When communication to the SolarEdge monitoring platform is lost, lifetime energy data is saved. However, the daily energy and daily charts on residential systems will only be stored for approximately 2 weeks. To ensure full data continuity, it is recommended to have continuous connection to the SolarEdge monitoring platform. Continuous monitoring is also necessary for systems that rely on automatic reporting to receive Solar Renewable Energy Certificates (SRECs) incentives

Q Why is monitoring expiring when the customer 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.