

Support Portal Address Management – Application Note

Version History

Version 1.0 – initial release.

Overview

Address management on the SolarEdge Support Portal allows users to set default shipping addresses and reduce RMA turnaround time for warranty replacement.

Creating an Address

1. Login to the [SolarEdge Service Center](#) and navigate to your cases. See [this video](#) for help viewing cases.

Support Cases (2) Summer James | Maverick Solar

Summer James Open Search Export Addresses Create Case

2. Click "Add Address."

My Addresses Add Address

No.	Country	State	City	Street	Zip Code	Default	Edit/Delete
1	United States		Fremont	47505 Seabridge Drive	94538	<input checked="" type="checkbox"/>	EDIT DELETE MAKE AS DEFAULT

3. Complete the fields in the popup that appears. You may select "Make as Default" if you would like to immediately set this address as your default shipping address for new support cases.
4. Click "Save."

Modifying an Address

1. Login to the [SolarEdge Service Center](#) and navigate to your cases. See [this video](#) for help viewing cases.
2. Click "My Addresses."
3. Use the Edit, Delete, or Make as Default buttons to modify your addresses.

My Addresses Add Address

No.	Country	State	City	Street	Zip Code	Default	Edit/Delete
1	United States	California	Roseville	200 Creekside Ridge Ct. Ste #150	95678		EDIT DELETE MAKE AS DEFAULT
2	United States	California	Fremont	47505 Seabridge Drive	94538	<input checked="" type="checkbox"/>	EDIT DELETE MAKE AS DEFAULT

Selecting an Address During Case Creation

In a situation where you do not want to use your default shipping address, such as if your business has multiple branches, you can select an alternative address whenever you create a new case. If SolarEdge Support determines that a product must be replaced under warranty, we will use the address you selected upon case creation as the RMA shipping address.

1. Login to the [SolarEdge Service Center](#) and create a case. See [this video](#) for help creating cases.
2. At the bottom of the case details, select one of your addresses.

Case type * Technical issue ▼	Category * Inverter ▼	Sub category * No communication ▼
Severity * 2- Medium ▼	Monitoring site name SolarEdge	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 fi...hosen
Please confirm your shipping address in case of RMA * 47505 Seabridge Drive , F ▼		