

# Warranty Reimbursement Guidelines

This document describes SolarEdge's company guidelines for reimbursement when an authorized replacement of SolarEdge equipment which has failed in the field and is covered by the SolarEdge Limited Product Warranty. (Effective January 2020)



SolarEdge stands behind its products. The most effective method to ensure maximum product benefit is for the installer to actively remote monitor the system. In the event of a system error, the installer should attempt to remotely diagnose the issue prior to making a site visit. The SolarEdge reimbursement policy provides labor compensation for approved RMA warranty replacements. The policy does not cover compensation requests associated with loss of production caused by a system outage.

## Conditions

To be eligible for reimbursement, the following conditions must be met:

- The service must be provided by a certified SolarEdge installer.
- The system must be installed in a manner and in an environment that falls within the [warranty coverage terms](#), and within the ratings of the equipment.
- The equipment damage must not be the result of an "Act of God".
- At minimum, there has been an attempt to first troubleshoot and mitigate equipment failure.
- The site visit must result in the legitimate replacement of defective equipment.
- An RMA must be issued by SolarEdge in advance of replacement of the equipment.
- Defective equipment must be returned to SolarEdge under the assigned RMA # when designated for return within 30 days of receiving replacement product.
- The system must be connected to the SolarEdge monitoring portal within 90 days of activation.
- Installer must submit an invoice along with the RMA Compensation Form.
- Installer must provide W-9/W-8, or already have one on file with SolarEdge.
- The reimbursement request must be submitted within 90 days from shipping date of replacement product.

## Reimbursement Steps

After receiving a confirmation of RMA approval through email, follow these steps to request reimbursement:

- 1** If this is your first time submitting for reimbursement, you must first submit a [Vendor Form](#). Upload your W-9/W-8 within this form.
- 2** Create an invoice to submit along with your reimbursement request with proper reimbursement amounts listed. Best practice is to use your Case # or RMA # as your Invoice #.
- 3** After you've received a confirmation email with your unique Vendor ID, you can submit an [RMA Compensation Request Form](#). You will need your Case #, Vendor #, associated zip code and invoice for submission.
- 4** A confirmation screen will appear indicating that you have successfully submitted the request. You will receive reimbursement within 6-8 weeks in the form of a physical check sent to the address listed on your W-9/W-8 form.

### Don't Forget, You Have...

- 30** days after receiving the replacement equipment to return the faulty product.
- 90** days from activation to connect the system to the SolarEdge monitoring portal to qualify for warranty.
- 90** days from shipping date of the replacement product to submit for reimbursement.

## Reimbursement Amounts

Refer to the table below for reimbursement amounts for each product scenario.

RMA Scenario	Year from install	Parts for RMA	New 2020 Rate
Inverter Replacement	First 2 years	First	\$225
		Additional	\$25
	After year 2, up to year 5	First	\$125
		Additional	\$25
Inverter boards or other inverter external connected devices like StorEdge interface, Smart Energy devices	5 years	First	\$125
		Additional	\$25
Optimizer Replacement	12 years	First	\$125
		Additional	\$25

Contact SolarEdge Support with additional questions or inquiries  
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