No-Call RMA Training

The **No-Call RMA** process saves you time in the office and in the field. The training outlined in this document will show you how to:

- Get a faster one-truck roll resolution
- Determine the Optimizer and Inverter error codes that qualify for a No-Call RMA
- Identify error codes remotely using the SolarEdge Monitoring system
- Submit an RMA without contacting SolarEdge Support via chat or phone

How It Works

- To unlock access to the No-Call RMA option, simply login to access EDGE Academy with your monitoring portal username and password to complete the free, online course **No-Call RMA Training – NA**. The course is approximately 20 to 30 minutes, and includes a 5-question quiz.

- Before you begin: identify the professionals on your team who normally troubleshoot and submit RMAs and designate them to complete the No-Call RMA quiz and course. *If they haven't already completed one of the listed prerequisites, they will be prompted to do so:

    North America Installer Certification

    SolarEdge Fundamentals Training

- Within two business days after successfully completing **No-Call RMA**, SolarEdge will send the individuals an email with the subject line: No-Call RMA Confirmation. This confirms your access to a new drop down option in the Support Portal case creation: **New RMA.**

SolarEdge EDGE Academy

Smart Energy Training at Your Convenience

Anywhere, anytime
From basic to advanced topics, SolarEdge training is online and accessible from any computer or smart device. Have fun learning through a series of user-friendly videos and materials.

No time limit
Learn at your own pace. Get online when you have time and maintain direct access to the content after course completion. If something comes up mid-course, your progress will be saved and you can jump right back in where you left off.

Don't Have an EDGE Academy Account?

Contact the SolarEdge Monitoring Portal Account Administrator at your company and request to be added as a user. Then, navigate to solaredge.com—login to access EDGE Academy, Monitoring Portal, and Designer.