

OPTIMIZER COMPLAINT RULES

In order to handle the service case efficiently, and to make it easier for the service technician to understand the problem, it is necessary to provide information on:

- 1) The model and serial number of the device.
- 2) Names of installations on the monitoring portal (if any).
- 3) The full name of the entity reporting the fault, preferably the installer responsible for the installation.
- 4) The error code, or in the absence of it, as comprehensive a description of the fault as possible.
- 5) A scan of the proof of purchase of the product.
- 6) Information on inverter software version, recent errors, national settings.
- 7) Personal data of the installer, i.e. name, surname, phone number, email address.
- 8) Address for collection of the damaged device and contact information for the courier.
- 9) Shipping address of the new device in the case of a recognized claim.



If you find any damage to **Solar Edge** products, please contact the manufacturer's English or Polish service directly.

To make a warranty claim, use the online application:

www.solaredge.com/service/support/cases

To contact technical support in Polish, please contact by phone at:

00 800 141 03 40