



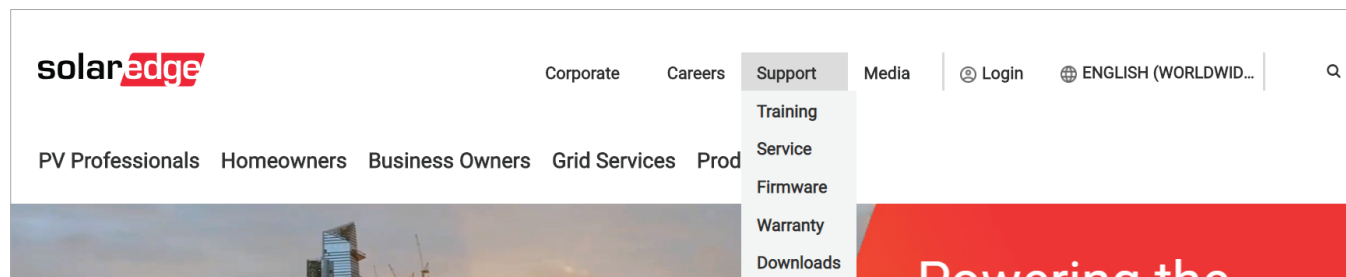
How to Check Support Cases



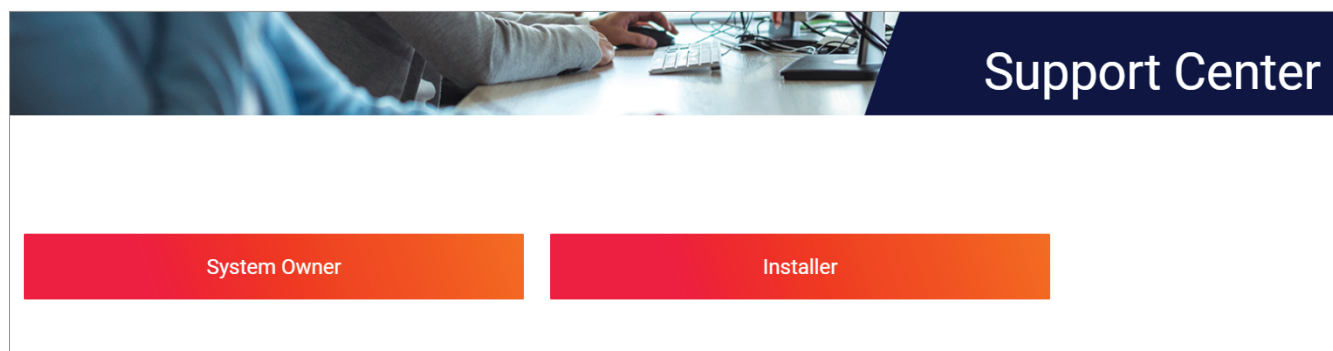
How to Check Support Cases (Status, RMA, tracking)

/ Enter the Service Portal

Enter our SolarEdge website. Once there, click on **'Support'** on the topmost toolbar, and proceed to click on **'Service'** in the dropdown menu.

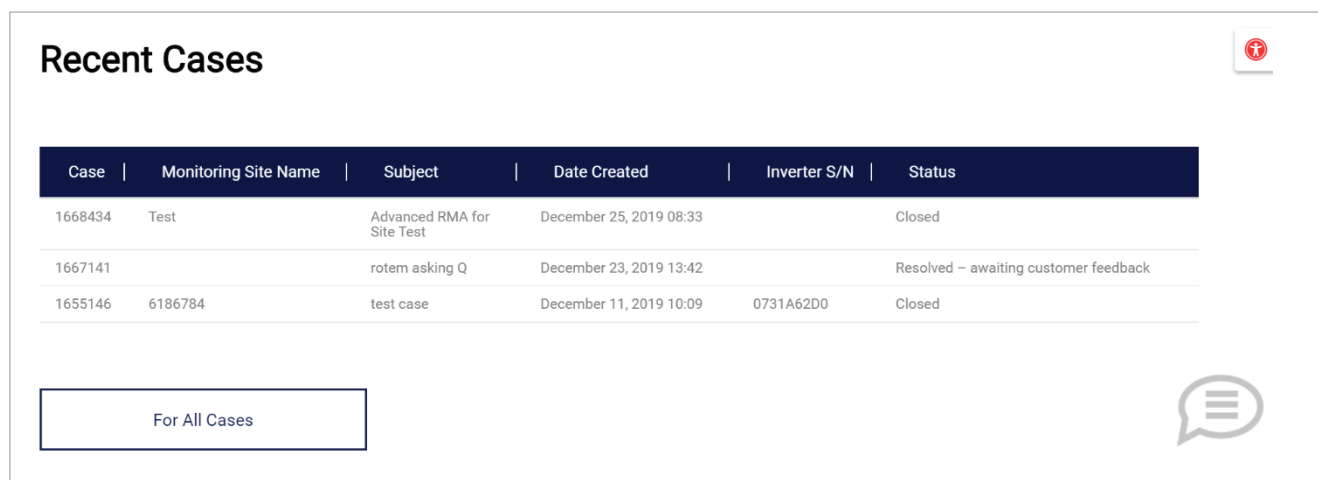


You will be directed to the support center page, where you will see two red buttons; "System Owner" and "Installer". Click on "Installer" and log in.



/ Access Cases

Once you have logged in, you will be redirected to the SolarEdge Installer Support page. Continue to scroll down and you will see your 'Recent Cases'. If your desired case does not appear under the recent cases, proceed to click on the bottom button "For All Cases".



/ Search for Desired Case

Once you've clicked on "For All Cases", you will be able to search for your case through any of its characteristics, such as subject or tracking number.

Near the search bar you have three red buttons. The first to open a new support case, the second to open a new RMA request, and the third to filter between open and closed cases.

In the image below, you can see all the information you may expect to find about each case:

Case	↓	Subject	Description	Date Created	Monitoring Site Name	Contact Name	Inverter S/N	Tracking	RMA	↓	Status
📎											

Tracking – You may track your package through the delivery service using this tracking number.

RMA – This is your return merchandise authorization number

Status – Status of the case

To see extended information on a specific case, you can click on it. This will prompt a window to pop up as shown below.

Case #1668434

Subject:
Advanced RMA for Site Test

Description:
This is an example of a description. Here you will be able to find information such as old and new inverter serial number, as well as the error code etc.

Case Type:
Technical issue

Category:
Other

Sub Category:
Other

Severity:
3- Low

Inverter Serial Number:

Error Code Number:

Monitoring Site Name:
Test

📎 ADD ATTACHEMENT

📝 ADD COMMENT

Close

/ Status signification

Status name in support portal
Awaiting address confirmation
Closed
Closed – no customer response
Requires a customer installation site visit
In process
Resolved – awaiting customer feedback
RMA approved — pending shipment
Returned RMA product received in warehouse
RMA shipped – product return not required
RMA shipped – awaiting return of faulty product
Awaiting customer feedback
RMA pending – missing serial numbers

When the status is **awaiting address confirmation**, please proceed to click on the case and within the popup window and confirm that the address which appears is correct. You may confirm by clicking on "ADD COMMENT" on the bottom right and writing that the address is in-fact correct.

The status is **closed** when the case is either settled, dismissed, or the customer has not responded.

When a case is **In Process**, this means it is either new or reopened and is being treated. In some cases this may signify that the RMA is submitted for approval.

If the status is **awaiting customer feedback**, please proceed to click on the case and within the popup window, read the comments and reply accordingly by clicking on "ADD COMMENT" on the bottom right.