
SolarEdge Cell Modem 3G Network – Frequently Asked Questions for Installers

This will affect SolarEdge inverters connected through all mobile carriers. The customers currently connecting through these carriers will need their cellular modem(s) replaced in order to ensure continued connectivity to the SolarEdge monitoring platform. As a reminder, connection to the SolarEdge monitoring platform is required, among others, in order to remotely diagnose problems and locate defective modules and/or power optimizers.

Q Why are my customers being asked to buy a new modem?

A Their SolarEdge inverters were originally supplied with a 3G modem that is either expiring or being obsoleted by the carrier.

Q What happens without a replacement?

A Without a communication plan the system cannot be connected to SolarEdge monitoring platform and, therefore, remote diagnoses of problems, the ability to locate defective modules and/or power optimizers, and additional monitoring benefits will not be available. Connection to the SolarEdge monitoring portal is also required in order to be reimbursed for qualified RMAs.

Q What will happen to customers affected by the network shutdown with remaining time on their current modem?

A As a courtesy to prematurely affected customers, SolarEdge will extend all new 5-year modem communication plans to December 31, 2028.

Q Who covers the cost of the cell modem replacement?

A The end user covers the cost and pays their solar installer directly.

Q Will installers be reimbursed by SolarEdge for replacing this part?

A No. For expiring modems, the communication plan that initially came with the system installation was for 5 year of coverage. For modems affected by the premature 3G shutdown, the technology change is done by the carrier, not SolarEdge, and therefore is not covered under the SolarEdge warranty.

Q Can system owners buy a prepaid cell card and install it into the existing modem?

A No, the modem is the technology that communicates to the carrier, and the carrier is shutting down this network.

Q If a modem is replaced AFTER the network shuts down or AFTER it expires, will users be able to see system data between the replacement and activation of the new modem?

A When communication to the SolarEdge monitoring platform is lost, lifetime energy data is saved. However, the daily energy and daily charts on residential systems will only be stored for approximately 2 weeks. To ensure full data continuity, it is recommended to have continuous connection to the SolarEdge monitoring platform. Continuous monitoring is also necessary for systems that rely on automatic reporting to receive Solar Renewable Energy Certificates (SRECs) incentives

Q Why is monitoring expiring when the customer purchased the 20 or 25-year inverter warranty extension?

A The inverter warranty extension applies to the inverter only and does not apply to any built-in communication accessories.