About This Guide

SolarEdge offers the GSM communication option for connection of the SolarEdge inverter to the SolarEdge monitoring server.

This guide assumes that the SolarEdge power harvesting system is already installed and commissioned. For additional information about how to install and commission the SolarEdge power harvesting system, refer to the relevant installation guide.

This guide includes the following chapters:

- Chapter 1: Installation Guidelines on the next page, provides guidelines for installing the GSM modem with or without data plan according to your system configuration.
- Chapter 2: System Compatibility Check and Upgrade on page 6, describes the hardware and firmware requirements for using the GSM modem.
- Chapter 3: GSM Modem and Antenna Installation on page 9, describes how to mount and verify the connection of the GSM modem and antenna.
- Chapter 4: Configuring GSM Communication on page 17, describes how to set up the GSM communication option in the inverter, and check the communication.
- Appendix A: Technical Specifications on page 26, provides the electrical and mechanical specifications of the SolarEdge GSM modem.

For further information, datasheets and the most up-to-date certifications for various products in different countries, please visit the SolarEdge website: www.solaredge.com.
Chapter 1: Installation Guidelines

Inverters may be supplied with or without a GSM modem, and with or without a SIM card. Check your inverter configuration and follow the guidelines in the table below:

<table>
<thead>
<tr>
<th>If your inverter includes:</th>
<th>Do this:</th>
</tr>
</thead>
<tbody>
<tr>
<td>No GSM modem</td>
<td>One of the following:</td>
</tr>
<tr>
<td></td>
<td>○ If you purchased a GSM Cellular Modem kit <em>including a SolarEdge data plan</em> - Mount the antenna, install the GSM modem and SIM card and configure GSM, as described herein.</td>
</tr>
<tr>
<td></td>
<td>○ If you purchased a GSM Cellular Modem kit <em>without a data plan</em> - A data plan with SIM card is available from SolarEdge, or you may use your own card (refer to the requirements in &quot;Guidelines for installing a non-SolarEdge SIM Card&quot; on the next page). Mount the antenna, install the GSM modem and SIM card and configure GSM, as described herein.</td>
</tr>
<tr>
<td></td>
<td>○ If you purchased a Communication Board kit <em>including a GSM modem</em> (without data plan) - install the communication board according to the supplied manual. A data plan with SIM card is available from SolarEdge, or you may use your own card (refer to the requirements in &quot;Guidelines for installing a non-SolarEdge SIM Card&quot; on the next page). Mount the antenna, install the SIM card and configure GSM, as described herein.</td>
</tr>
</tbody>
</table>

The GSM Cellular Modem kit and the Communication Board kit are supplied with an upgrade card with a firmware version supporting GSM.
<table>
<thead>
<tr>
<th>If your inverter includes:</th>
<th>Do this:</th>
</tr>
</thead>
<tbody>
<tr>
<td>A built-in GSM modem without a SIM card</td>
<td>Insert a SIM card and configure the data plan as described herein. A data plan with SIM card is available from SolarEdge, or you may use your own plan (refer to the requirements in &quot;Guidelines for installing a non-SolarEdge SIM Card&quot; on the next page).</td>
</tr>
<tr>
<td>A built-in GSM with a SIM card (data plan)</td>
<td>Mount the supplied antenna as described herein. No configuration is required. Data plan is pre-configured.</td>
</tr>
</tbody>
</table>
Guidelines for installing a non-SolarEdge SIM Card

Activating and using the GSM connection requires a SIM card (purchased separately from a SIM provider), which is inserted into a designated slot on the GSM modem. A SIM card is required in each GSM modem.

If using a non-SolarEdge SIM card:

- Calculate the data required (refer to Technical Specifications on page 26).
  For example, if the installation comprises one inverter, 16 power optimizers, and one production meter - the data plan required for Low BW configuration is: $2.6 + 16 \times 0.05 + 0.1 = 3.5$ MB per month

- Select a SIM card with the following specifications:
  - μSIM
  - Supports SMS
  - Works with the 3G GSM network

- Obtain the following details from your operator:
  - SIM phone number
  - PIN (Personal Identification Number)
  - APN (Access Point Name)
  - User name
When using multiple SolarEdge inverters in the same site, depending on the system operation mode (high or low bandwidth), a GSM modem must be installed as follows:

- Low bandwidth - in each inverter
- High bandwidth (up to 32 devices) - in one device (master inverter)

**Figure 1: GSM modem low BW mode connection diagram**

**Figure 2: GSM modem high BW mode connection diagram**
Chapter 2: System Compatibility Check and Upgrade

Hardware Requirements

To use the GSM communication option, the communication board must include a designated modem connector, as shown in the following figure. If required, replace the communication board using the kit available from SolarEdge.

![Communication board with GSM connector](image)

Software Requirements

To use the GSM communication option, the communication board firmware (CPU) version must be 3.16xx or higher. To use the SolarEdge data plan, the version must be 3.18xx or higher.

The GSM Cellular kit package is supplied with an upgrade card with a firmware version supporting GSM.

To check the inverter CPU version:

1. Verify that the inverter has been activated using the activation card supplied with the inverter.
2. Short-press the LCD light button (in HD-Wave press the up/down buttons) until the following screen is displayed.

   ID:  ######
   DSP1/2: xx xx xx / xx xx xx
   CPU: 0003.1600
   Country: XXXXX

3. Check the CPU version number. If lower than 3.16xx, upgrade the inverter software as described below; otherwise close the inverter cover and proceed with configuration.

   **NOTE**
   Only inverters with version 3.xxxx can be upgraded.

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**To upgrade the inverter software:**

1. Disconnect the AC power to the inverter and wait 5 minutes.
2. Open the inverter cover as described in its manual.
3. Insert the firmware upgrade card supplied with the kit into the card slot on the communication board.

   SolarEdge 1Ph/3Ph inverters  
   SolarEdge 1Ph inverter (HD-Wave)

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**Figure 4: Communication board and activation card**
4. Turn the AC ON.

**WARNING!**

ELECTRICAL SHOCK HAZARD. Do not touch uninsulated wires when the inverter cover is removed.

5. If upgrade is required, it starts automatically. Wait for the message "Done" to be displayed on the LCD.

6. Verify the correct version as described above.

7. Remove the card from the inverter.
Chapter 3: GSM Modem and Antenna Installation

This chapter describes how to install a GSM modem and antenna in a SolarEdge device.

Package Contents

- GSM modem (optionally including a SolarEdge SIM card)
- Plastic holder (for 1Ph/3Ph inverters)
- Antenna and mounting clip with antenna cable
- Cable holder
- Firmware upgrade card
- Tie-wrap (for HD-Waave inverter)
Installing the Antenna and Cable

1. Connect the antenna to the mounting clip, and tighten by screwing the antenna to the clip.

2. Attach the mounting clip with the antenna vertically to the top of the inverter. You may attach the clip to the heat sink fins or the inverter side.

![Extended power single phase / three phase inverter](image1)

![Single phase inverter](image2)

![1Ph (HD-Wave)](image3)

**Figure 5: Antenna mounted on the inverter**

If not mounting the antenna on the inverter, install the clip on the wall using two screws (not supplied). The antenna must be vertical and have a radial clearance of at least 2.7”/7 cm from metal surfaces.
3. Route the antenna cable along the inner fins or the inverter side, in the bracket. Make sure the cable is not hanging loose outside the inverter enclosure.

1Ph/3Ph inverter                      SolarEdge 1Ph inverter (HD-Wave)

![Image](image1.png)

**Figure 6: Routing the antenna cable**

4. Open the gland numbered 1 at the bottom of the inverter.

![Image](image2.png)

**Figure 7: Inverter communication glands**

5. Remove the rubber seal from the gland and insert the cable through the gland body and the opened connection of the inverter.

6. Push the cable into the cut opening of the rubber seal.

![Image](image3.png)

**Figure 8: Rubber seal**
7. Insert the rubber seal with the cable into the gland body and reconnect the gland to the inverter. Tighten the sealing gland.

8. Pull the excess cable into the inverter so that the cable can be attached to the inverter communication board (see Figure 13). The cable connects to the GSM modem as described in the next section.

Installing the Modem in the Inverter

NOTE
If the GSM modem is pre-installed in the inverter (with a SIM card), this step is not required.

NOTE
If you intend to use the RS485 communication, and termination is required, adjust the termination DIP switches on the inverter communication board before installing the modem, as the DIP switches are inaccessible when the modem is installed.

NOTE
Make sure that the inverter version is 3.1600/3.18xx for SolarEdge data plan or higher before installing the modem, otherwise the cellular communication may be inoperative and the inverter will not start up. If applicable, upgrade the inverter firmware using the supplied upgrade card.

1. If there is no SIM card installed in the modem, insert one into the slot on the GSM modem.

   Figure 9: Inserting the card into the GSM modem

2. Remove the inverter cover as described in its manual.
To Install the modem in the SolarEdge 1Ph/3Ph inverters:

1. Loosen the upper-right screw attaching the communication board to the standoff.

   ![Figure 10: The communication board](image)

2. Attach the supplied holder to the communication board and use the removed screw to fasten the holder to the board.

   ![Figure 11: The holder installed on the communication board](image)
3. Locate the modem in its place on the communication board, as shown in Figure 12. Follow these guidelines:
   - Use the supplied holder to position the modem with the correct orientation and stabilize it.
   - Plug in the modem making sure that all pins are correctly positioned in the modem connector, and no pins are left out of the connector.
   - Make sure that the modem is firmly in place.

   ![Figure 12: Installing the GSM modem on the holder](image)

4. Connect the antenna cable to the cellular modem and tighten manually (see Figure 13).

5. Install the cable holder at the side of the communication board.

   ![Figure 13: Installed modem and antenna cable](image)
6. Turn the AC ON.

**WARNING!**

ELECTRICAL SHOCK HAZARD. Do not touch uninsulated wires when the inverter cover is removed.

7. Check that all the GSM modem LEDs are lit. If not, refer to *Troubleshooting* on page 21.

![Figure 14: GSM modem LEDs](image)

*Figure 14: GSM modem LEDs*
To Install the modem in the SolarEdge 1Ph inverter (HD-Wave):

1. Locate the modem in its place on the communication board. Make sure that the modem is firmly in place (see Figure 15).

2. Connect the antenna cable to the modem and tighten manually.

3. Use the tie-wrap to fasten the modem to the communication board.

4. Verify that the ON/OFF switch and Safety Switch (if installed) are OFF.

5. Turn the AC ON.

**WARNING!**

ELECTRICAL SHOCK HAZARD. Do not touch uninsulated wires when the inverter cover is removed.

Check that all the GSM modem LEDs are lit (see Figure 14). If not, refer to chapter 6 Troubleshooting on page 21.
Chapter 4: Configuring GSM Communication

This chapter describes how to activate the GSM modem (if using a non-solarEdge SIM card), configure the inverter to use GSM communication, verify the connection and troubleshoot problems.

Configuring the Inverter

1. Verify that the inverter ON/OFF switch is OFF.
2. Enter the inverter Setup mode:
   - SolarEdge 1Ph/3Ph inverters - Press the Enter button for 5-10 seconds and release. Enter the password 12312312.
   - SolarEdge HD-Wave inverter - Press the OK button for 5-10 seconds and release. Enter the password 12312312 (Up=1, Down=2, OK=3: Up → Down → OK → Up → Down → OK → Up → Down).
3. Scroll down to the Communication sub-menu and press Enter to select it. The Communication menu is displayed (Some of the menu items may vary depending on configuration).
2. Select Server ➔ Cellular.

   LAN
   RS485
   Zigbee
   Wi-Fi
   Cellular
   RS232
   None

3. If you are using a non-SolarEdge SIM card:
   a. Select Communication ➔ Cellular Conf. The following is displayed:

      Set APN
      Set User Name
      Set Password
      Data Plan <select>
      Set Pin
b. Select **Data Plan** to set the communication mode. The following options are displayed:

<table>
<thead>
<tr>
<th>Low BW</th>
<th>High BW</th>
</tr>
</thead>
</table>

**Low Bandwidth** - This mode utilizes a data plan for low-cost monitoring. In this mode, the data is sampled every 15 minutes and the server connection is established every 4 hours.

In a multiple inverter system, a GSM modem and a SIM card are required in every inverter. Configuring to Low BW is required in every inverter.

**High Bandwidth** - This mode utilizes a data plan for high resolution monitoring. In this mode the modem maintains a continuous connection with the server, and the data is sampled every 5 minutes. After optimizer pairing there is communication with the server for the first hour to simplify commissioning.

In a multiple device system (up to 32), a GSM modem and a SIM card are required in only one device. Configuring to High BW is required only in that device.
c. Select the communication mode.

**NOTE**

If you selected **High BW**, you can later change to **Low BW**. If you selected **Low BW**, to change to **High BW**, contact SolarEdge Support.

d. Do one of the following:
   - If you selected **High BW**, a message is displayed: *Significant cost may be incurred. Proceed?*. If you select yes, the modem immediately attempts to establish communication with the monitoring server.
   - If you selected **Low BW**, the following is displayed:

     ![Activation Options]

     Select **Auto Activation**; The modem automatically initiates connection to the server.

     The messages *Activating and then Activation Complete* are displayed when selecting and entering required information. If *Unidentified #* error appears, refer to *Troubleshooting* on the facing page.

4. Exit the Setup mode by selecting the **Exit** option in each submenu screen, or wait for the inverter to automatically exit Setup mode if no buttons are pressed for more than two minutes.
Verifying the Connection

1. Check the server communication status screen:

   - **Server**: The method of communication to the SolarEdge monitoring portal. Should display **Cell**.
   - **Status**: Displays OK if the inverter established a successful physical connection to the GSM modem.
   - **S_OK**: The last communication to the SolarEdge monitoring portal was successful. If S_OK is not displayed, refer to **Troubleshooting** below.
   - **MNO**: The mobile network operator name
   - **Sig**: The signal strength, received from the GSM modem. A value between 0-5, (0 = no signal, 5 = excellent signal).
   - **Error message** per communication connection status failure (Refer to **Troubleshooting** below).

2. Close the inverter cover as described in its manual. Verify proper cover fastening to ensure sealing.

Troubleshooting

The Inverter is not Starting Up

If the inverter is not starting up, the modem may have been installed in an inverter with an incompatible CPU software version.

Check if the modem is installed, remove it and upgrade the inverter as described in **System Compatibility Check and Upgrade** on page 6.
## LCD Error Messages

<table>
<thead>
<tr>
<th>Error message</th>
<th>Description</th>
<th>Troubleshooting</th>
</tr>
</thead>
<tbody>
<tr>
<td>No modem detected</td>
<td>The internal modem is not communicating with the communication board.</td>
<td>Check that the GSM modem is installed properly: All the pins are inserted in the correct location and not shifted.</td>
</tr>
<tr>
<td>No SIM Card</td>
<td>The SIM card is not inserted or not recognized.</td>
<td>Insert a valid SIM card and check it is inserted correctly.</td>
</tr>
<tr>
<td>Enter PIN</td>
<td>Personal Identification Name (PIN) code is pending.</td>
<td>☐ Enter Setup mode &lt;br&gt;☐ From Communication select Cellular Conf, and set the PIN code according to the MNO (Mobile Network Operator).</td>
</tr>
<tr>
<td>Enter APN</td>
<td>The Access Point Name (APN) parameter is empty.</td>
<td>☐ Enter Setup mode &lt;br&gt;☐ From Communication select Cellular Conf, and set the APN according to the MNO.</td>
</tr>
<tr>
<td>Not registered</td>
<td>The GSM modem is not registered to a network provider.</td>
<td>☐ Check antenna connection or change antenna location. &lt;br&gt;☐ Contact SolarEdge support.</td>
</tr>
<tr>
<td>Configuration error</td>
<td>Invalid APN, username or password.</td>
<td>☐ Enter Setup mode &lt;br&gt;☐ From Communication select Cellular Conf, and set the APN/username/password according to the MNO. &lt;br&gt;☐ If setting the APN/username/password according to the MNO generates a &quot;Configuration Error&quot;, check with the carrier whether the SIM needs to be activated.</td>
</tr>
<tr>
<td>Error message</td>
<td>Description</td>
<td>Troubleshooting</td>
</tr>
<tr>
<td>---------------</td>
<td>-------------</td>
<td>-----------------</td>
</tr>
<tr>
<td>No signal</td>
<td>No GSM signal is received.</td>
<td>○ Check that the cable is connected properly to both modem and antenna. ○ Check for any damage to the cable or connectors. ○ Try relocating the antenna. ○ Check that there is cellular coverage in your area.</td>
</tr>
<tr>
<td>Activate Plan</td>
<td>Data plan was not selected.</td>
<td>Select a data plan as described in <em>Configuring the Inverter</em> on page 17.</td>
</tr>
<tr>
<td>DNS Failure</td>
<td>The DNS request that was forwarded to the cellular network provider has failed, or there is a problem in the DNS registration on the SolarEdge server.</td>
<td>Contact SolarEdge support.</td>
</tr>
<tr>
<td>TCP Failure</td>
<td>Connection to the SolarEdge server has failed.</td>
<td>Contact SolarEdge support.</td>
</tr>
<tr>
<td>Error message</td>
<td>Description</td>
<td>Troubleshooting</td>
</tr>
<tr>
<td>-----------------</td>
<td>-------------------------------------------------------</td>
<td>---------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>SMS blocked</td>
<td>The SIM card does not support SMS capability</td>
<td>Replace the SIM card.</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>NOTE</strong> Replacing a SIM card requires system reconfiguration and activation.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>If the replaced SIM card was configured to Low BW, the new SIM can only be set to Low BW.</td>
</tr>
<tr>
<td>Unidentified #</td>
<td>The mobile number is blocked or incorrectly decoded.</td>
<td>Activate the modem <em>manually</em>: Select <strong>Manual Activation</strong>. Enter &quot;+&quot;, the country code, and the mobile number. For example, If your number is 732403100 and the country code is 972 - enter: +972732403100</td>
</tr>
<tr>
<td>S_OK is not displayed</td>
<td>Communication with the SolarEdge monitoring server is not established.</td>
<td>Verify that none of the above errors appear.</td>
</tr>
</tbody>
</table>
## Modem LED Indications

<table>
<thead>
<tr>
<th>LED functionality</th>
<th>Description</th>
<th>Troubleshooting</th>
</tr>
</thead>
<tbody>
<tr>
<td>All LEDs are OFF</td>
<td>The modem is not connected properly</td>
<td>Check that the modem is installed properly: All the pins are inserted in the correct location and not shifted.</td>
</tr>
<tr>
<td></td>
<td>The modem is damaged</td>
<td>Contact SolarEdge support</td>
</tr>
<tr>
<td>The modem power LED is ON, but one or more of the other LEDs is OFF</td>
<td>The modem is damaged</td>
<td>Contact SolarEdge support</td>
</tr>
</tbody>
</table>
Appendix A: Technical Specifications

GSM modem for US systems:

<table>
<thead>
<tr>
<th>DATA PLAN (for Non-SolarEdge SIM cards)</th>
<th>High Bandwidth</th>
<th>Low Bandwidth</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Inverters Monitored With a Single GSM Kit</td>
<td>Up to 32</td>
<td>1</td>
</tr>
<tr>
<td>Monitoring</td>
<td>Data sampled every 5 minutes and sent to SolarEdge server continuously</td>
<td>Data sampled every 15 minutes and sent to SolarEdge server every 4 hours</td>
</tr>
<tr>
<td>Monthly Data - per Inverter</td>
<td>7.8</td>
<td>2.6</td>
</tr>
<tr>
<td>Monthly Data - per Optimizer</td>
<td>0.15</td>
<td>0.05</td>
</tr>
<tr>
<td>Monthly Data - per Revenue Grade Meter</td>
<td>0.3</td>
<td>0.1</td>
</tr>
<tr>
<td>Data per Export or Consumption Meter</td>
<td>3</td>
<td>0.55</td>
</tr>
<tr>
<td>Monthly Data - per Battery</td>
<td>3</td>
<td>0.7</td>
</tr>
</tbody>
</table>

**RF Performance**

<table>
<thead>
<tr>
<th>Operating Frequency Min.-Max. 850</th>
<th>Modem transmit: 824-849 MHz</th>
<th>Modem receive: 869-894</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th><strong>Antenna</strong></th>
<th>Included, 2dBi outdoor; Dual band antenna: 824-960 MHz / 1710-2170 MHz</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Maximum output power 850 MHz band</strong></td>
<td>33 dBm</td>
</tr>
<tr>
<td><strong>Maximum output power 1900 MHz band</strong></td>
<td>30 dBm</td>
</tr>
<tr>
<td><strong>Receiver Input Sensitivity</strong></td>
<td>Typical -109 dBm</td>
</tr>
<tr>
<td><strong>(Downlink RF level @ BER Class II &lt; 2.4 %)</strong></td>
<td></td>
</tr>
</tbody>
</table>

**Standard Compliance**

| **Emissions and Radio** | FCC CFR Title 47 Part 15 Class B, Part 15.247 |

**Installation Specifications**

| **Dimensions (L x W)** | 3.55 x 1.35 / 90.5 x 34.5 in/mm |
| **Operating Temperature** | -40 to +185 / -40 to +85 °F/°C |

**Sim Card Holder**

| **Type** | MicroSim |
GSM modem for worldwide systems:

<table>
<thead>
<tr>
<th>DATA PLAN (for Non-SolarEdge SIM cards)</th>
<th>High Bandwidth</th>
<th>Low Bandwidth</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Inverters Monitored With a Single GSM Kit</td>
<td>Up to 32</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Monitoring</td>
<td>Data sampled every 5 minutes and sent to SolarEdge server continuously</td>
<td>Data sampled every 15 minutes and sent to SolarEdge server every 4 hour</td>
<td></td>
</tr>
<tr>
<td>Monthly Data - per Inverter</td>
<td>7.8</td>
<td>2.6</td>
<td>MB</td>
</tr>
<tr>
<td>Monthly Data - per Optimizer</td>
<td>0.15</td>
<td>0.05</td>
<td>MB</td>
</tr>
<tr>
<td>Monthly Data - per Production Meter</td>
<td>0.3</td>
<td>0.1</td>
<td>MB</td>
</tr>
<tr>
<td>Monthly Data - per Export or Consumption Meter</td>
<td>3</td>
<td>0.55</td>
<td>MB</td>
</tr>
<tr>
<td>Monthly Data - per Battery</td>
<td>3</td>
<td>0.7</td>
<td>MB</td>
</tr>
</tbody>
</table>

**RF Performance**

<table>
<thead>
<tr>
<th>Operating Frequency Min.-Max. 900</th>
<th>Modem transmit: 880-915 MHz</th>
<th>Modem receive: 925-960 MHz</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating Frequency Min.-Max. 1800</td>
<td>Modem transmit: 1710-1785 MHz</td>
<td>Modem receive: 1805-1880 MHz</td>
</tr>
<tr>
<td>Operating Frequency Min.-Max. 2100</td>
<td>Modem transmit: 1920-1980 MHz</td>
<td>Modem receive: 2110-2170 MHz</td>
</tr>
<tr>
<td>Antenna</td>
<td>Included, 2dBi outdoor; Dual band antenna: 824-960MHz / 1710-2170MHz</td>
<td></td>
</tr>
<tr>
<td>---------------------------------------------</td>
<td>---------------------------------------------------------------</td>
<td></td>
</tr>
<tr>
<td>Maximum output power: 900 MHz band</td>
<td>33 dBm</td>
<td></td>
</tr>
<tr>
<td>Maximum output power: 1800 MHz band</td>
<td>30 dBm</td>
<td></td>
</tr>
<tr>
<td>Maximum output power: 2100 MHz band</td>
<td>24 dBm</td>
<td></td>
</tr>
<tr>
<td>Receiver Input Sensitivity (Downlink RF level @BER Class II &lt; 2.4 %)</td>
<td>Typical. -109 dBm</td>
<td></td>
</tr>
</tbody>
</table>

**Standard Compliance**

| Emissions and Radio                          | EN 301-489-1, EN 301-489-7, EN 301-511                        |

**Installation Specifications**

| Dimensions (L x W)                           | 90.5 x 34.5 / 3.55 x 1.35 mm/in                             |
| Operating Temperature                        | -40 to +85 / -40 to +185 °C/°F                              |

**Sim Card Holder**

| Type                                         | MicroSim                                                    |
If you have technical queries concerning our products, please contact our support through SolarEdge service portal: http://www.solaredge.com/groups/support/services

Australia (+61) 1800-465-567  
Belgium (+32) 0800-78889  
China(+86) 186-0166-3934  
France (+33) 0800-917410  
Germany (+49) 089-45459730  
Italy (+39) 800-784-824  
Japan (+81) 03-6261-1274  
United Kingdom (+44) 0800-028-1183  
US & Canada (+1) 510-498-3200  
Greece (+30) 00800-125574  
Israel (+972) 073-240-3122  
Netherlands (+31) 0800-022-1089  
New Zealand (+64) 0800 144 875  
Worldwide (+972) 073-2403118  
Fax (+972) 073-240-3117  
Email to: support@solaredge.com

www.solaredge.com