

SolarEdge to StorEdge Upgrade Process

SE7600-US to SE7600-USS

The StorEdge Upgrade Process enables an installer to upgrade an installed SolarEdge SE7600-US inverter to the StorEdge SE7600-USS inverter. Installers will first need to purchase a new StorEdge unit, and then claim a credit for the existing non-StorEdge inverter. This sequence will help to reduce customer downtime and service calls. The installer must follow the process below to receive the credit:



1 Record the inverter Serial Number (SN#) from the side of the inverter or from the monitoring portal.
[image with SN circled – must be a SE7600-US inverter]

2 Call SolarEdge support at T +1.510.498.3200 #2 to see if the inverter qualifies for the upgrade and, if so, begin the replacement process. SolarEdge can help you to find a distributor with StorEdge products on hand.

- An **Upgrade Ticket Number** will be provided for reference. This upgrade ticket number is needed again after Step 5.



3 Purchase your StorEdge SE7600-USS inverter from the approved distributor.

4 Remove the existing SE7600-US inverter from the installation and install the new StorEdge SE7600-USS inverter. Connect the new inverter to the SolarEdge monitoring platform. Update the inverter and SN# in the monitoring platform. Keep the original SE7600-US

5 Contact SolarEdge Service at 1.510.498.3200 #2 within 6 weeks of purchasing the new StorEdge inverter and obtain the **Upgrade Authorization Number** to claim your credit. A **Claim Voucher** and UPS return label will be emailed to you along with return instructions for the original SE7600-US inverter.

Information needed to obtain the Upgrade Authorization Number:

- Installer company name
- Installer company address
- Upgrade ticket number

Information needed for the Claim Voucher:

- Upgrade Authorization Number
- StorEdge SN# and purchase date
- Name of distributor for StorEdge purchase
- W9 for vendor setup
- Tracking number for return

6 Return the original SE7600-US unit to SolarEdge using the UPS return label emailed to you. After receipt, the SolarEdge Returns team will evaluate the returned inverter. If it is found in working condition, with no visible damage or defects, the installer will receive credit of \$608 via check.