

Dear customer,

At SolarEdge, we are dedicated to developing long and lasting partnerships with our customers and improving our support to address our customers' needs. As a part of this effort, I am very pleased to inform you about our premium Labor Reimbursement Plan (LRP) for SolarEdge certified installers.

In the LRP, SolarEdge certified installers are eligible for reimbursement for up to five years for SolarEdge inverters and smart modules that are installed and connected to the monitoring platform after January 1, 2020, and up to 12 years for power optimizers that are connected to the SolarEdge monitoring portal after January 1, 2020.

The new rates starting from January 1, 2020 will be as follows:

Euro	Per site visit	Rate	Years from connection to monitoring platform
Inverter Replacement	First	150	5 years
	Additional	25	
Inverter boards or other inverter with externally connected SolarEdge devices	First	125	5 years
	Additional	25	
Optimizer Replacement	First	125	12 years
	Additional	25	

SolarEdge certified installers are eligible for reimbursement according to the following conditions:

- The system's installation complies with the warranty coverage terms.
- The site has been connected to the monitoring portal within the first 90 days of inverter activation
- The system maintenance and RMA work was carried out by a SolarEdge certified installer.
- The RMA was issued by SolarEdge for replacement of the equipment prior to the service being rendered.

- Upon request by SolarEdge, the replaced equipment shall be returned to SolarEdge under the assigned RMA within 30 days of the service being rendered per SolarEdge's specific instructions.
- Invoices are claimed within 3 months of RMA work being done.

More detailed instructions about how to apply for reimbursement and the associated terms and conditions are available on request. Please ensure you read the information carefully and follow all the instructions, and of course contact us directly if you have any questions.

We continuously strive to improve, not just in our products and solutions, but also in our service levels and service programs. As 2020 gets underway, we remain committed to enhancing the performance and quality of our service and support to ensure we address all your needs.

For more information or if you have any questions regarding our LRP, please contact xxxx

Best regards,

Ofer Luke  
Vice President, Global Customer Support