

Alliance

SOLAREGE ALLIANCE – FREQUENTLY ASKED QUESTIONS



ALLIANCE PROGRAM DESCRIPTION

Q *What is the SolarEdge Alliance program?*

A The SolarEdge Alliance program allows installation companies to accumulate points for every kW of SolarEdge photovoltaic (PV) systems installed by the company and registered on the SolarEdge monitoring platform. The installation companies can then redeem the accumulated points for attractive rewards.

Q *Who can participate?*

A At present, all PV system installation companies with a shipping address in the United States, Canada, the European Union, Israel and Australia are entitled to take part in the SolarEdge Alliance Program. We expect to open the program for all of our installers worldwide in the future. As Alliance participation is dependent on system registration to the SolarEdge monitoring platform, only one “point accumulating account” is allowed per installation company.

JOINING THE ALLIANCE PROGRAM

Q *How can I join?*

A If eligible, you start accumulating points as soon as you register your first site on the monitoring platform (monitoring.solaredge.com). Points are awarded by registering the installation of a SolarEdge system. Only legally authorized representatives of the installation company are entitled to join the program.

Q *How can I quit the Alliance program?*

A You may choose to terminate participation in the Alliance program at any time. In such cases, SolarEdge will deactivate your Alliance account. Please send a request by email to alliance@solaredge.com.

Q *Can SolarEdge deny the granting of points or rewards?*

A SolarEdge is entitled to deny the granting of points or rewards in specific cases. If this is done, SolarEdge will inform you promptly of the denial and the reason for it.

Q *My country is not on the list of participating countries. How can I join the program?*

A SolarEdge reserves the right to decide which countries will participate in the Alliance program. If your country is not listed, you can send a request to join the Alliance program by email to: alliance@solaredge.com. Shipping of rewards, however, is only permitted if you have a shipping address in the participating countries. Rewards should be ordered from the table relevant to your shipping address.

Q *How can I see my point balance?*

A Once you have logged in, the Alliance Balance page displays your company’s current point balance, point expiration dates, a summary of your ordered rewards, and your shipping address.

POINT ACCUMULATION

Q *How do I accumulate points?*

A Points are accumulated for the registration of SolarEdge PV systems or other specific activities or services, as announced by SolarEdge from time to time. 15 points are granted for every kW registered on the monitoring platform.

Q *What is the definition of a registered installation?*

A Registered installations must be physically connected to the SolarEdge monitoring server and reporting telemetries.

POINT EXPIRATION

Q *Can my points expire?*

A Points accumulated and credited to an account for a certain calendar year, shall expire 18 months from the end of that calendar year, on June 1st of the following year. For example, points accumulated at any point during calendar year 2017 shall expire on June 1st, 2019.

ORDERING REWARDS

Q *How do I order a reward?*

A Once you have logged in, you can click on the link marked "Redeem your Rewards" to select and order your rewards. You may only select rewards for which your company has sufficient points to redeem. Rewards are region-specific (UK, North America, Israel, Netherlands, Rest of Europe, and Australia).

Q *Who can order a reward?*

A Only legally authorized representatives of the installation company are entitled to order a reward.