



Solis Inverter Customer Support Resources

Dear Customer,

As one of our customers using a Solis Hybrid or non-Hybrid Inverter, we wanted to provide you with an overview containing anything you could potentially need.

Below you can find several step-by-step guides as well as other helpful information such as direct links to manufacturers, warranty overviews, datasheets and more.

If your question is not covered below, please feel free to contact Solaris Green Energy at info@sge.ie and one of our team and support members will be happy to assist you.

Start and Shutdown Instruction

If you ever find yourself in a position where your system needs to be temporarily shut down or rebooted, please ensure to follow the steps below.

Shutdown of the Inverter / Inverter + Battery

If your system does not contain a battery, please ignore steps 2 and 3 in both cases.

1. Turn OFF the DC switch on the Inverter or next to the Inverter
2. Switch OFF the battery.
3. Turn OFF the DC isolator between the battery & Solis inverter.
4. Turn OFF the AC circuit breaker between the Solis inverter GRID port & GRID.
5. Turn OFF the AC circuit breaker between the Solis inverter LOAD port & critical load.
6. Solis inverter should power OFF now.

Startup of the Inverter / Inverter + Battery

1. Turn ON the DC switch on the Inverter or next to the Inverter
2. Switch ON the battery.
3. Turn ON the DC isolator between the battery & Solis inverter.
4. Turn ON the AC circuit breaker between the Solis inverter GRID port & GRID.
5. Turn ON the AC circuit breaker between the Solis inverter LOAD port & critical load.
6. Solis inverter should start up now



Wifi Setup for Solis Cloud App

When changing your internet provider, you will have to reconnect your Inverter's Wifi-Dongle to your new Wifi, to ensure you can view your Solar Data on your phone.

To do so, please follow these simple steps:

1. Make sure your phone is connected to your new Wifi, then open your Solis Cloud App and select your plant
2. Within the Plant, select Devices, you should now see your Inverter, as well as the Datalogger, appear
3. Select the Datalogger, once on the Datalogger Screen click the three dots “...” in the upper right corner and select “Wifi Configuration”
4. You will now be shown your Dataloggers Serial Number, click next to proceed and select “Browser Configuration (recommended)” once it appears.
5. Follow the Steps on the next page to ensure your Wifi-Dongles green light is flashing, then confirm with “I’m sure it’s flashing” and then click the “Go to connect” button on the next screen.
6. Your Wifi Dongle will now appear on your Wifi list and usually looks more or less like this: “D_5a123628B8Dxxxxxx” (As an example)
7. Select the dongle to connect to it, if asked for a password simply enter “12345678”
8. Once connected, use the back button in the upper left screen to return to the Solis Cloud app, in which you will now be presented with two fields
9. Select your home Wifi in “SSID” then enter your home wifi password below
10. After hitting the connect button, your Dongle will connect to the new wifi within 2 to 3 minutes.
11. Once connected, it can take up to 24 hours for all backlogged data to be uploaded, so don’t be alarmed if your plant information on your phone does not update right away.

How to set specific charging times

To set up specific charging times, for example, to charge your battery at a cheaper night rate, please follow the steps in this video:



https://drive.google.com/file/d/1MYNBHnwt4wK1LIDIDR6vRi_KzWt0SqQ_/view?usp=drive_link

Warranty Claims Process for Solis Inverters

The Claims Process for potential warranty cases has been made easier for the end user by the manufacturer.

Should you have any issues that require a warranty replacement, you can simply contact the Solis support team. To do so, please visit

<https://www.solisinverters.com/uk/productwarranty.html>

To successfully open a claim you will need:

1. A Copy of your Invoice (Can be provided by Solaris)
2. The Inverters Serial Number (On the right side of the inverter, big silver sticker)
3. Product Type / Name

The first point of call for a Solis warranty is to call their tech support on 01133280870, they will issue a ticket number for the claim and if it is a confirmed fault they will despatch a replacement directly to yourself, they also have a tech support email EU Service euservice@solisinverters.com, my advice would be always to call from site, the waiting time is on average 2 minutes.

The Soluna warranty claims are all handled locally by Graham Austin from the Green Energy Store who handles Soluna warranty claims in Ireland, his mobile number is 077843234571 and his email is 'Green Energy Store' info@greenenergystore.co.uk

I would stress that you do not remove any equipment until you have been advised to by either manufacturer, if there is a delay in issuing a replacement we keep plenty of stock and will send one to you to save any waiting but both are generally very efficient services.

I hope this clears any concerns and I would advise if you need any clarification please call both manufacturers.

To extend the warranty for a Solis inverter, we will supply the serial number that you purchased and issue an extended warranty certificate within 7-10 days of purchase.

Thanks and all the best,

The Solaris Green Energy Team

website: <https://sge.ie/>, email: info@sge.ie, tel: 085 876 8753



Helpful Links

[Datasheets, Certificates and more](#)

[Official Solis YouTube Channel](#)

[Solis Technical Support](#)

[Solis News and Updates](#)