

Looking for support?

We've got your back!

>> Getting help when you need it should be as easy as 1, 2, 3...



1 Consult the relevant manual for your product.

If you don't have this to hand, you'll be able to track it down via our [download centre](#). Here you'll not only find guidance on installation, but also explanations and troubleshooting for inverter alarm messages.



2 Couldn't find what you needed in the product manual?

Don't fret. Our [online knowledge base](#) has heaps of articles on how to resolve problems. From quick fixes for common issues, to in-depth guidance on the more obscure challenges.

▶ **After something more visual?** We have that too. Check out our [YouTube channel](#) for step-by-step installation videos and general advice.



3 Still stuck?

Well then, we want to hear from you. [Create a ticket](#) or reach out to your friendly local service team based across Europe. You'll find contact information on [our 'contact us' page](#).

Before getting in touch, it'll be helpful if you had the following available:

- **Solis product serial number**
- Plant ID (SolisCloud)
- Details of the problem inc. alarm message/codes
- Picture(s) or supporting evidence of the issue

>> Frequently Asked Questions

How do I know which inverter is right for me or my customer?

We have state-of-the-art software which can help you with that. Our [Solis Design tool](#) gives you the autonomy to work out which inverter is right for the job. Give it a go!

Where can I find relevant product documentation?

You should be able to find everything you need on [our download centre](#), including installation guides and alarm message descriptions.

How do I create a service ticket?

If you haven't been able to find a solution on our website or in the product manual. Visit [this page](#) to create a ticket. It's helpful to have the following items to hand when creating a ticket: Serial No., Plant ID (SolisCloud), and specific details of the problem.

Where can I find product warranty information?

You'll find everything you need to know about warranties [here](#). If you're looking to extend your warranty, we advise you reach out to your distributor.

Does Solis offer training?

Yes! Our team is always on hand to offer bespoke training to those who need it. If you're interested in receiving training, [create a ticket](#) and select 'Training' under the 'Ticket Type' drop down menu. We'll be in touch!

Where can I get support with the SolidCloud app?

The best way to get help on SolisCloud is within the app itself. Simply log-in and visit the 'Help' section for useful information about our monitoring platform. If you can't find what you need there, [raise a ticket](#).

How can I hear from Solis more regularly?

You can sign up for our [weekly newsletter](#) to receive regular updates and helpful tips, direct to your inbox.
