

# YOUR BEST CHOICE FOR String Inverters, Storage Inverters and Batteries



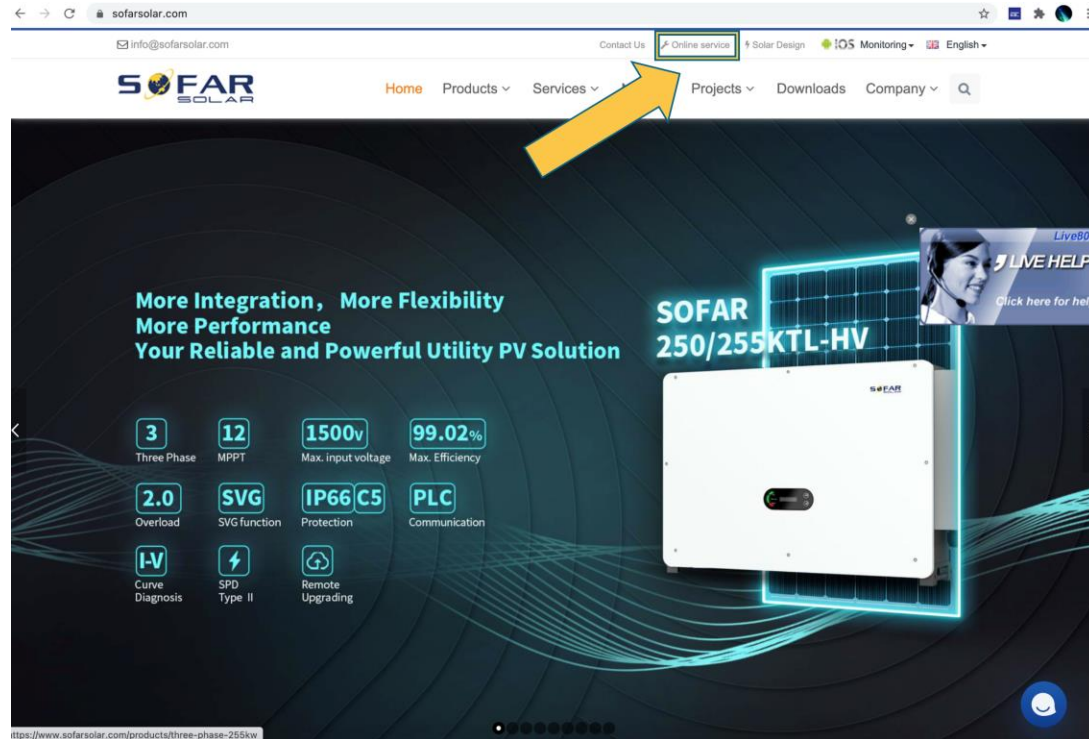
SOFARSOLAR Service Online

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1. Online Service
2. How to Register & Sign in
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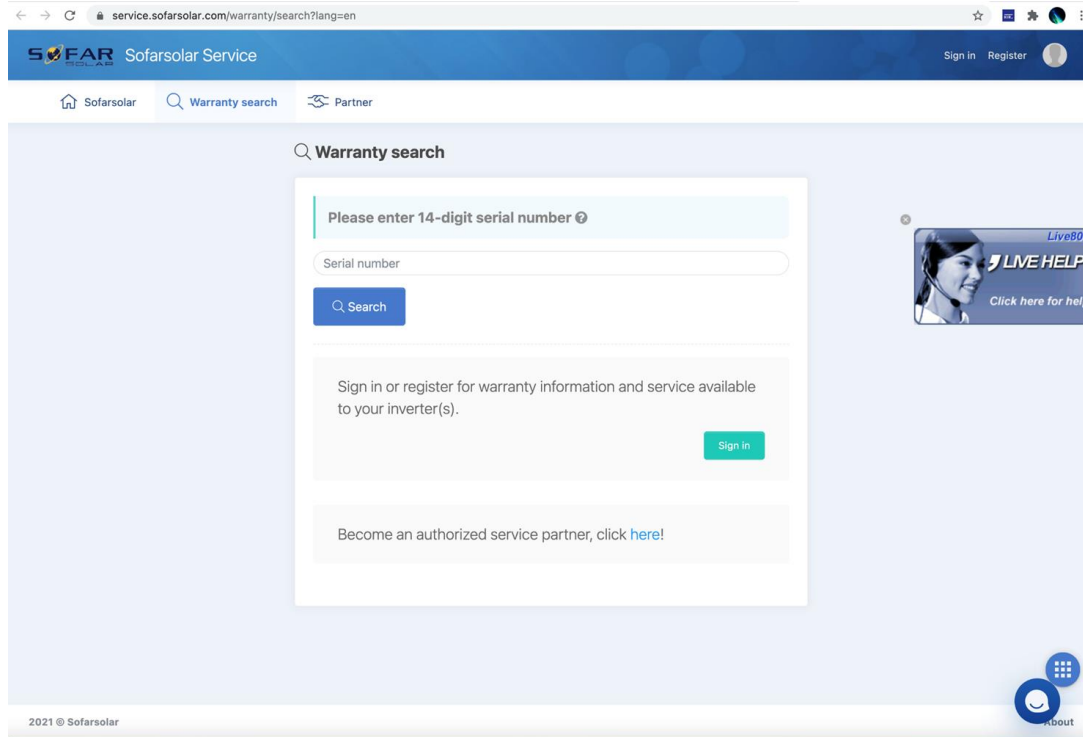


# Online service



- Go to <http://sofarsolar.com> and click on “Online service”

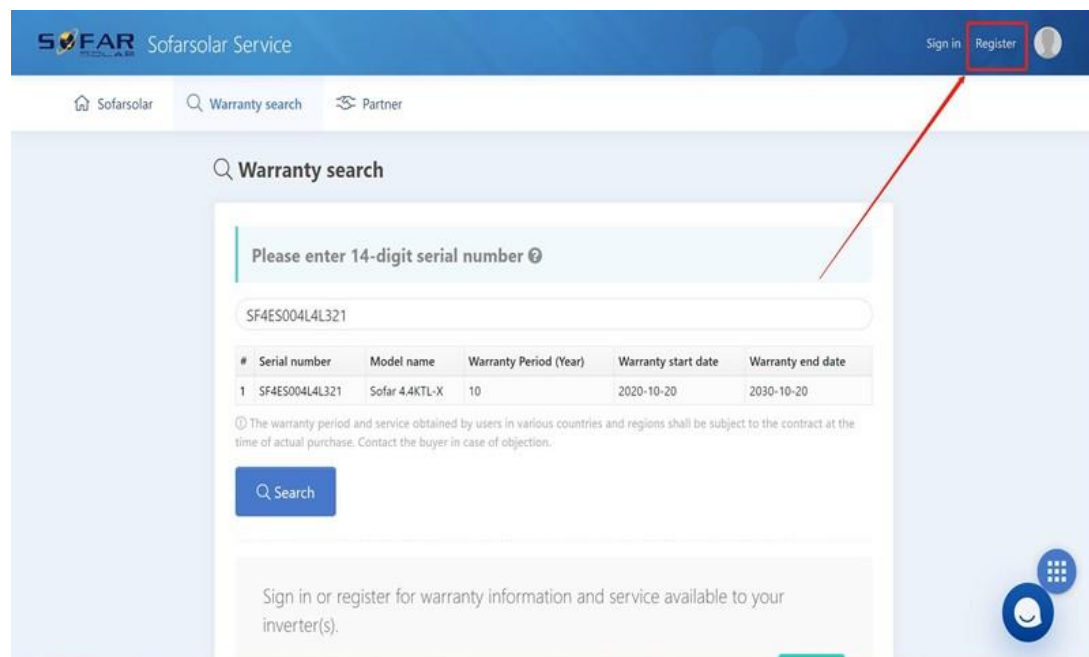
# Online service



The screenshot shows the Sofarsolar Service website's warranty search interface. The browser address bar displays "service.sofarsolar.com/warranty/search?lang=en". The page header includes the Sofarsolar logo, "Sofarsolar Service", and links for "Sign in" and "Register". Below the header, there are navigation links for "Sofarsolar", "Warranty search", and "Partner". The main content area is titled "Warranty search" and features a search form with the instruction "Please enter 14-digit serial number". The form includes a "Serial number" input field and a "Search" button. To the right of the form is a "LIVE HELP" chat window with a "Click here for help" link. Below the search form, there is a section for users to "Sign in or register for warranty information and service available to your inverter(s)", with a "Sign in" button. At the bottom of the form, there is a link to "Become an authorized service partner, click here!". The footer of the page includes the copyright notice "2021 © Sofarsolar" and an "About" link.

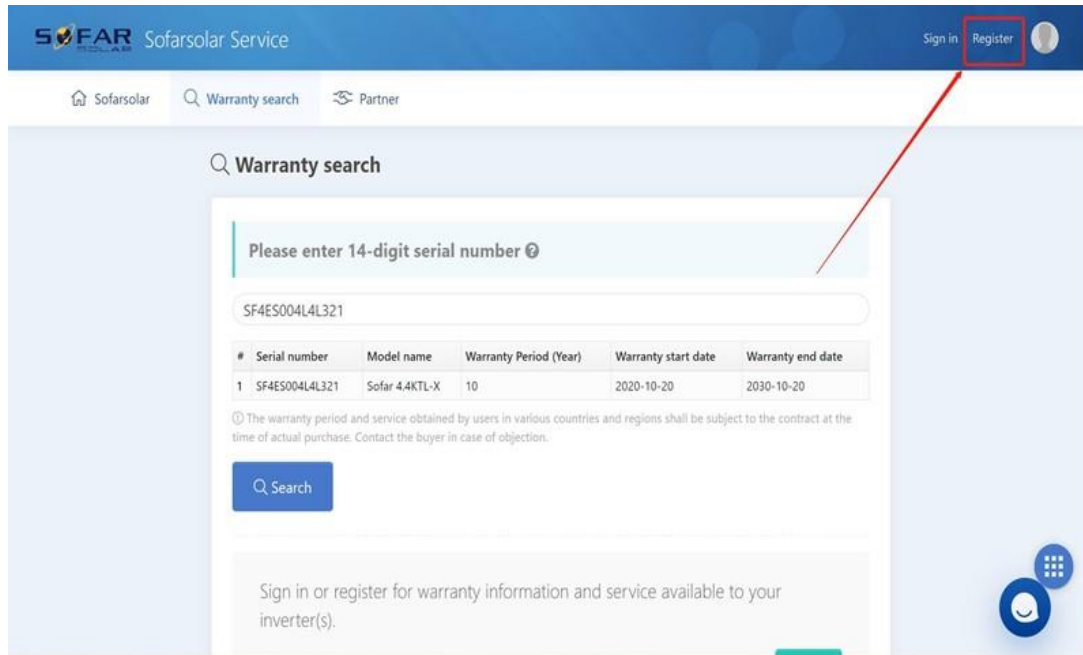
- Enter your device's 14-digit serial number to look up warranty information.

# How to Register & Sign in



- To create a new account, please click on “Register”.

# How to Register & Sign in



Sofarsolar Service

Sign in Register

Sofarsolar Warranty search Partner

Warranty search

Please enter 14-digit serial number ⓘ

SF4ES004L4L321

#	Serial number	Model name	Warranty Period (Year)	Warranty start date	Warranty end date
1	SF4ES004L4L321	Sofar 4.4KTL-X	10	2020-10-20	2030-10-20

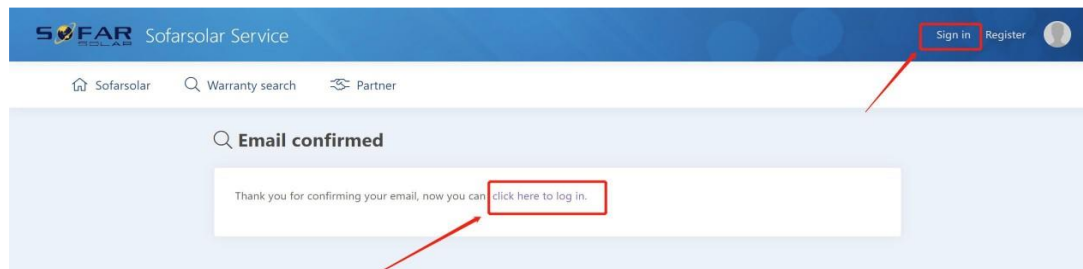
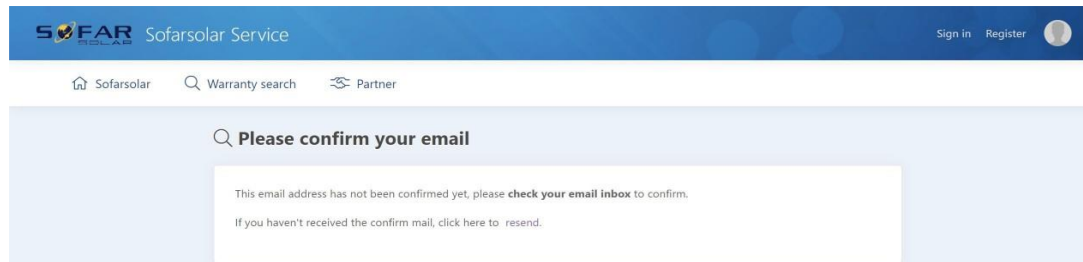
ⓘ The warranty period and service obtained by users in various countries and regions shall be subject to the contract at the time of actual purchase. Contact the buyer in case of objection.

Search

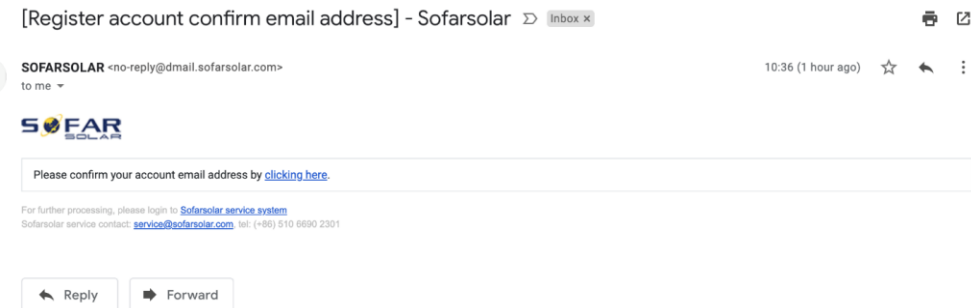
Sign in or register for warranty information and service available to your inverter(s).

- Fill in the required information and click on “Next”.

# How to Register & Sign in



- Please check your inbox for the confirmation email. If you cannot find the confirmation email in your inbox, please check your spam folder.



# How to Register & Sign in

2020 © Sofarsolar

- Enter your email & password, then click on “Next”.



# Warranty Search

Please enter 14-digit serial number

SF4ES004L4L321

#	Serial number	Model name	Warranty Period (Year)	Warranty start date	Warranty end date	
1	SF4ES004L4L321	Sofar 4.4KTL-X	10	2020-10-20	2030-10-20	Download

ⓘ The warranty period and service obtained by users in various countries and regions shall be subject to the contract at the time of actual purchase. Contact the business in case of objection.

Search

Become an authorized service partner, click here!

- Please enter the serial number of your device, then click on “Search”
- The search results will display the device model and warranty information

# Warranty Search

Sofarsolar Service

Sign in Register

Sofarsolar Warranty search Partner

Warranty search

Please enter 14-digit serial number

SF4ES004L41321

#	Serial number
1	No search result, please try again (2020/11/27 16:05:25)

The warranty period and service obtained by users in various countries and regions shall be subject to the contract at the time of actual purchase. Contact the buyer in case of objection.

Search

Sign in or register for warranty information and service available to your inverter(s).

- If your search does not return any result:
  - Please double check if the serial number is typed correctly
- Send an email to [service@sofarsolar.com](mailto:service@sofarsolar.com) with the serial number (including a picture of the serial number if possible)

# Warranty Search

- After signing in you can download your warranty certificate

Warranty search

Please enter 14-digit serial number ?

SF4ES004L4L321

#	Serial number	Model name	Warranty Period (Year)	Warranty start date	Warranty end date	
1	SF4ES004L4L321	Sofar 4.4KTL-X	10	2020-10-20	2030-10-20	<a href="#">Download</a>

Click to enter info and download the warranty certificate

ⓘ The warranty period and service obtained by users in various countries and regions shall be subject to the contract at the time of actual purchase. Contact the buyer in case of objection.

- Please provide the required information and click on “Download”

Download warranty certificate

Inverter location: Poland

Inverter purchase date: 2020-10-07

Installation address: Wolska 91, 01-229 Warszawa, Poland

ⓘ Please provide the above information to download the warranty certificate

[Download](#) Close

# Warranty Search



**WARRANTY CERTIFICATE**

Product Model Sofar 4.4KTL-X  
Product ID SF4ES004L4L321

Warranty Period **10** Years

Date of Manufacture Year 2020 Month 4 Date 20

Date of Purchase Year 2020 Month 10 Date 7

Country or Region Poland  
Owner's Address Wolska 91, 01-229 Warszawa, Poland

Please provide this warranty certificate and a valid purchasing invoice for any warranty claim.  
The warranty period and service obtained by users in various countries and regions shall be subject to the contract at the time of actual purchase. Contact the seller in case of objection.

SHENZHEN SOFARSOLAR CO., LTD.  
Add: 401, Building 4, AnTongDa Industrial Park, District 68,XingDong Community, XinAn Street, BaoAn L  
GuangDong P.R. China  
✉ service@solarsolar.com



- This is what the warranty certificate looks like

# Submit a Warranty Claim

- To create a warranty claim, please click on “New Claim”

Warranty claim process

1. Submit a claim → 2. Claim Processing → 3. Outcome → 4. Feedback

Search claim id, end user name, sn

+ New Claim Draft Processing Finished Cancelled Show all

Case ID	End user name	Serial number	Current handler	History handlers	Status	Action
WR-20201119-002	Fisher XU	SF4ES004L4L321	XU	XU, 许弘瑜, 许弘瑜	Finished, not rated	Process
WR-20201119-001	Fisher XU	SF4ES004L4L321	XU	XU, 许弘瑜, 许弘瑜	Finished, not rated	Process



# Submit a Warranty Claim

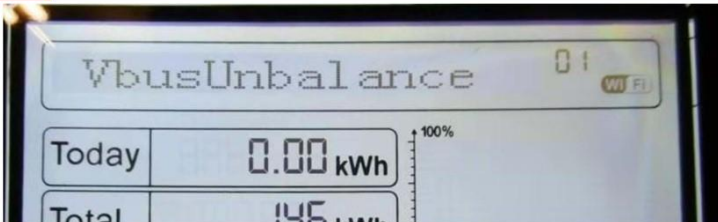
**Fault info**

Error code: ID27: VbusUnbalan Occurrence time: 2020-11-10

**Solution**

Error number	Error name	Solution
ID27	VbusUnbalan	ID26-ID27 are internal faults of inverter, turn OFF the "DC switch", wait for 5 minutes, then turn ON the "DC switch". Check whether the fault is rectified. If no, please contact technical support.

Error description (please provide any extra information, pictures or short videos that could help us identify the issue)



The screenshot shows a solar inverter display with the following information:

- Top display: VbusUnbalance 01
- Today: 0.00 kWh
- Total: 145 kWh

- After entering the serial number, select the fault ID and enter the date when the fault first showed up on the screen.
- The system will show some possible solutions. If these do not work, please provide us with some pictures/videos of the issue and any extra details.

# Submit a Warranty Claim

- After clicking on “Save changes”, you can submit your warranty application.

**Additional info**

PV Panel and model: 300W

PV array size and configuration: Two strings, 12pcs each string.

Device supplier name: SOFAR

Supplier contact person name: Edward

Supplier contact person email: huaxiji@sofarsolar.com

Supplier contact person phone: 13063671568

✓ Save changes   Cancel changes   ✓ Content is up to date

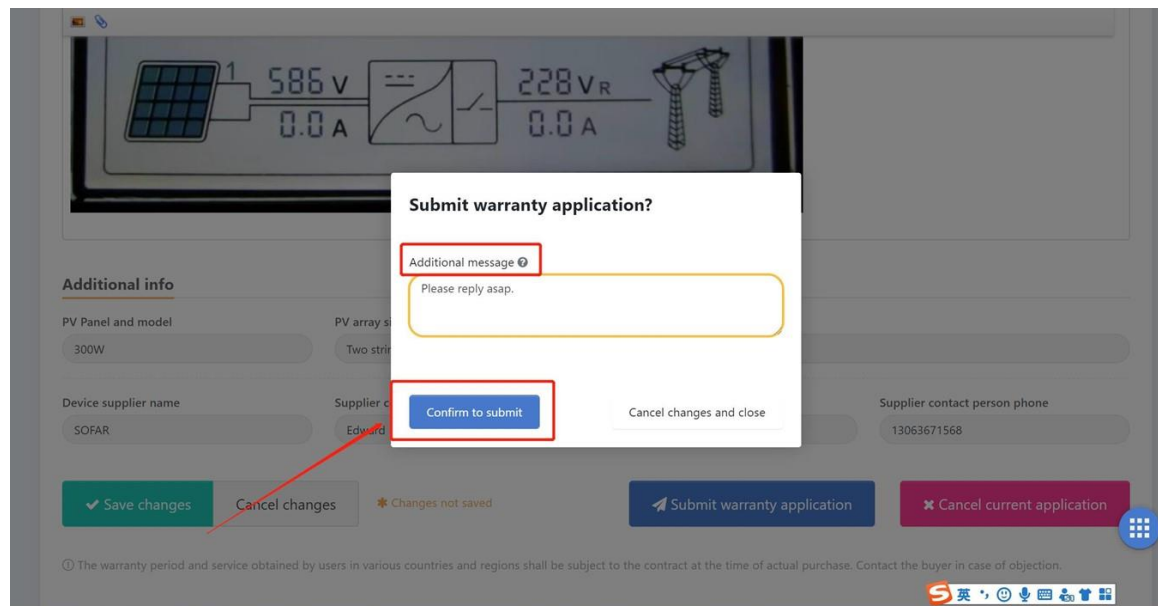
Submit warranty application   Cancel current application

ⓘ The warranty period and service obtained by users in various countries and regions shall be subject to the contract at the time of actual purchase. Contact the buyer in case of objection.



# Submit a Warranty Claim

- Fill in an additional message if required and then click on “Confirm to submit”



# Submit a Warranty Claim

The screenshot shows the 'Warranty Claim detail' page in the Sofarsolar Service portal. The page is in a 'Processing' state. The current handler is listed as '许弘瑜,华希吉,Tomasz Grnyo,Monika Inglot-Kloj,Patrycja Kossowska'. There is a 'Cancel current application' button. The operation records section shows a submission by 'XU (756652977@qq.com)' on 2020-11-30 10:31 with the message 'Please reply asap.'. The progress bar at the bottom indicates the current step is 'Aftersales processing', with previous steps being 'Fill in application info and submit', 'Warranty service finished', and 'Applicant rated'. A 'Return to List' button is visible in the bottom left, and the case ID 'WR-20201130-001' is shown in the bottom right.

- Our technical support team will review your warranty claim and get back to you in a timely manner.

# Submit a Warranty Claim

Warranty Claim

Warranty claim process

1.Submit a claim → 2.Claim Processing → 3.Outcome → 4.Feedback

Search claim id, end user name, sn

+ New Claim

Draft Processing Finished Cancelled Show all

Case ID	End user name	Serial number	Current handler	History handlers	Status	Action
<Generate after submission>			XU		Editing, not submitted	Edit
WR-20201130-001	Fisher XU	SF4ES004L4L321	XU	XU, 许弘瑜, 许弘瑜, XU, 许弘瑜	Finished, not rated	Process
WR-20201119-002	Fisher XU	SF4ES004L4L321	XU	XU, 许弘瑜, 许弘瑜	Finished, not rated	Process
WR-20201119-001	Fisher XU	SF4ES004L4L321	XU	XU, 许弘瑜, 许弘瑜	Finished, not rated	Process

https://service.sofarsolar.com/console/WR?m=296

- Customers can review a warranty claim even if it has been closed / completed by clicking on “Process”

# Submit a Warranty Claim

Warranty Claim detail Finished, not rated

Satisfaction survey

[Submit satisfaction survey](#)

Operation records

XU (756652977@qq.com) [Submit] a warranty application: WR-20201130-001 Please reply asap.	2020-11-30 10:31
许弘瑜 (fisher.xu@sofarsolar.com) [Replaced a device], corresponding warranty is: WR-20201130-001 Old device SN: SF4ES004L4L321 (model name: Sofar 4.4KTL-X), new device SN: SF4ES004L4L209 (model name: Sofar 4.4KTL-X)	2020-11-30 11:09
许弘瑜 (fisher.xu@sofarsolar.com) [Sendback] a warranty application: WR-20201130-001 1	2020-11-30 13:00
XU (756652977@qq.com) [Update and Submit] a warranty application: WR-20201130-001 1	2020-12-02 09:08

- To help us further improve our service, please rate your experience and provide feedback by submitting a satisfaction survey

# Submit a Warranty Claim

- We value your feedback!

**Submit satisfaction survey?**

Warranty issue resolution status

Warranty issue resolved  Warranty issue not resolved


Satisfaction rate

★★★★★ (Very satisfied, 5/5)

Additional message

Good service!

Cannot be revoked after submission

Submit satisfaction survey  Cancel changes and close

# Purchase a Warranty Extension

The screenshot shows the Sofarsolar Service interface. The top navigation bar includes 'Sofarsolar Service' and 'Hi, XU'. The main navigation menu has 'Warranty Extension' highlighted with a red box. Below the navigation, there is a section titled 'Warranty Extension' with a progress indicator for 'How to extended your warranty?' showing steps: 1.Submit Application, 2.Review Device eligibility, 3.Process Payment, 4.Extended warranty finished. Below this is a search bar and a '+ Purchase extended warranty' button, which is highlighted with a red box and a red arrow. The main content area is a table of warranty applications.

Application ID	End user name	Current handler	History handlers	Status	Action
WE-20201119-002	Fisher XU	许弘瑜,Vicky	XU, 许弘瑜, XU	Processing	Process
WE-20201119-001	Fisher XU	许弘瑜,Vicky	XU	Processing	Process
WE-20201029-002	121		XU, XU	Cancelled	View
WE-20201029-003	111	许弘瑜,Vicky	XU	Processing	Process
<Generate after submission>	1	XU		Editing, not submitted	Edit

- Click on “Purchase extended warranty” to extend the warranty of your SOFARSOLAR device

# Purchase a Warranty Extension

- If you are a customer (end user), please fill in your details.

Return to List

Fill in application info and submit → Business reviewing → Offline payment processing → Extended warranty succeeded

**Contact info**

Your identity:  
 1. I'm the end user  2. I'm a distributor/wholesaler  3. I'm a/an installer/system integrator/system operator/EPC  4. I'm a deputy

Contact name: Fisher XU Title: Mr. Email: fisher.xu@sofarsolar.com Phone: 18661078316  
Country or region: Poland Address: Wolska 91, 01-229 Warszawa, Poland Company name: Company VAT:  
Payer currency: EUR Invoice to: Fisher XU

Extended warranty device list

Total price: 0 €EUR

+ Add device + Add device

Serial number: Model: Inverter purchase date: Extended period (year):

Changes not saved

# Purchase a Warranty Extension

- If you are not the end user, please fill in your information first and then fill in your customer's (end user) details.

**Contact info**

Your identity:  
 1. I'm the end user  2. I'm a distributor/wholesaler  3. I'm a/an installer/system integrator/system operator/EPC  4. I'm a deputy

Contact name Edward	Title Mr.	Email huaxiji@sofarsolar.com	Phone 13063671568
Country or region Poland	Address Wuxi, China	Company name SOFAR	Company VAT 123456
End user contact name Fisher XU	End user contact title Mr.	End user contact email fisher.xu@sofarsolar.com	End user contact phone 18661078316
End user country or region Poland	End user address Wolska 91, 01-229 Warszawa, Poland	End user company name	End user company VAT
Payer currency EUR	Invoice to Fisher XU		

**Extended warranty device list**

Total price: 0 €EUR

+ Add device

Serial number:	Model:	Inverter purchase date:	Extended period (year):
----------------	--------	-------------------------	-------------------------

+ Add device

Save changes Cancel changes Changes not saved Submit extended warranty Cancel current application



# Purchase a Warranty Extension

- For SofarSolar staff, select “I’m a deputy” and fill in your information first, and then your customer’s (end user) details.

**Contact info**

Your identity:  
 1. I'm the end user  2. I'm a distributor/wholesaler  3. I'm a/an installer/system integrator/system operator/EPC  4. I'm a deputy

Contact name: Edward  
Title: Mr.  
Email: huaxij@sofar.com  
Phone: 13063671568  
Country or region: Poland  
Address: Wuxi, China  
Company name: SOFAR  
Company VAT: 123456

End user contact name: Fisher XU  
End user contact title: Mr.  
End user contact email: fisher.xu@sofar.com  
End user contact phone: 18661078316  
End user country or region: Poland  
End user address: Wolska 91, 01-229 Warszawa, Poland  
End user company name:  
End user company VAT:  
Payer currency: EUR  
Invoice to: Fisher XU

**Extended warranty device list**

Total price: 0 €EUR

+ Add device

Serial number: Model: Inverter purchase date: Extended period (year):

+ Add device

Save changes Cancel changes Changes not saved Submit extended warranty Cancel current application

# Purchase a Warranty Extension

How to extended your warranty?

1.Submit Application → 2.Review Device eligibility → 3.Process Payment → 4.Extended warranty finished

Search application id, end user name × + Purchase extended warranty

Draft Processing Approved Rejected Cancelled Show all

Application ID	End user name	Current handler	History handlers	Status	Action
<Generate after submission>		XU		Editing, not submitted	Edit
<Generate after submission>		XU		Editing, not submitted	Edit
WE-20201130-002	Fisher XU	许弘瑜,Vicky	XU, Vicky, Vicky	Processing	Process
WE-20201119-002	Fisher XU	许弘瑜,Vicky	XU, 许弘瑜, XU	Processing	Process

- Once your changes have been saved, you can always review your information by clicking on “Edit”

# Purchase a Warranty Extension

- Please note the required fields to purchase a warranty extension.

**Contact info**

Your identity:  
 1. I'm the end user  2. I'm a distributor/wholesaler  3. I'm a/an installer/system integrator/system operator/EPC  4. I'm a deputy

Contact name **Required**

Title **Required**

Email **Required**

Phone **Required**

Country or region **Required**

Address **Required**

Company name

Company VAT

End user contact name **Required**

End user contact title **Required**

End user contact email **Required**

End user contact phone **Required**

End user country or region **Required**

End user address **Required**

End user company name

End user company VAT

ED Payer currency **Required**

Invoice to **Required**

**Extended warranty device list**

Total price: 0 \$USD

+ Add device

Serial number: **Required**

Model: **Required**

Inverter purchase date: **Required**

Extended period (year): **Required**

Content is up to date

# Purchase a Warranty Extension

Extended warranty device list

Add device that require extended warranty service

Total price: 0 €EUR

+ Add device

Serial number: Model: Inverter purchase date: Extended period (year):

Save changes Cancel changes Content is up to date Submit extended warranty Cancel current application

- Select the device of which you would like to extend the warranty by clicking on “Add device”

Add extended warranty device?

Serial number Inverter purchase date Extended period (year)

SF4ES004L4L321 Sola 4.4KTL-X 2020-10-07 20

Confirm to add Cancel changes and close

- Then fill in the required details

# Purchase a Warranty Extension

Extended warranty device list

Total price: 360 €EUR

+ Add device

1. Serial number	Model	Inverter purchase date	Extended period (year)	Price: 360 €EUR
SF4ES004L4L321	Sofar 4.4KTL-X	2020-10-07	20	

Save changes Cancel changes Content is up to date

Submit extended warranty Cancel current application

Extended warranty device list

Total price: 360 €EUR

+ Add device

1. Serial number	Model	Inverter purchase date	Extended period (year)	Price: 360 €EUR
SF4ES004L4L321	Sofar 4.4KTL-X	2020-10-07	20	

Save changes Cancel changes Content is up to date

Submit extended warranty Cancel current application

- You can extend the warranty of more than one device at the same time by clicking on “Add device”
- Once all devices have been added, please click on “Submit extended warranty”

# Purchase a Warranty Extension

- You can add any comments before finalising your warranty extension purchase

**Contact info**

Your identity:  
 1. I'm the end user  2. I'm a distributor/wholesaler  3. I'm a/an installer/system integrator/system operator/EPC  4. I'm a deputy

Contact name: Edward  
Title: Mr.  
Email: huaxji@sofarsolar.com  
Phone: 13063671568  
Country or region: Poland  
Address: Wuxi, China  
Company name: SOFAR  
Company VAT: 123456  
End user contact name: Fisher XU  
End user contact title: Mr.  
End user contact phone: 18661078316  
End user country or region: Poland  
End user address: Wolska 91, 01-229 Warszawa  
End user company VAT:  
Payer currency: EUR  
Invoice to: Fisher XU

**Extended warranty device list**

Total price: 360 €EUR

Serial number	Model	Inverter purchase date	Extended period (year)	Price
SF4E5004L4L321	Sofar 4.4KTL-X	2020-10-07	20	360 €EUR

Buttons: Save changes and submit application, Confirm to submit, Cancel changes and close, Save changes, Cancel changes, Submit extended warranty, Cancel current application

# Purchase a Warranty Extension

Sofarsolar Service

Hi, XU

Sofarsolar Warranty search Warranty Claim Warranty Extension Promotions

Extended warranty detail Processing

Extended warranty proforma invoice: [Download](#)

If there is any problem with the proforma invoice, please contact our business specialist via email: [Vicky](#)

Current handler

许弘瑜, Vicky

[Cancel current application](#)

Operation records

XU (756652977@qq.com) [Submit] an extended warranty application: WE-20201130-002 2020-11-30 13:2

Please approve it quickly.

- Download your invoice to finalise your warranty extension purchase. You can also cancel your warranty extension purchase

# Purchase a Warranty Extension

- Customer will receive an email from SofarSolar when there is an update. You can also view the status of your application here

Warranty Extension

How to extended your warranty?  
1.Submit Application → 2.Review Device eligibility → 3.Process Payment → 4.Extended warranty finished

Search application id, end user name    Draft  Processing  Approved  Rejected  Cancelled

Application ID	End user name	Current handler	History handlers	Status	Action
<Generate after submission>		XU		Editing, not submitted	Edit
<Generate after submission>		XU		Editing, not submitted	Edit
WE-20201130-002	Fisher XU	XU	XU, Vicky, Vicky, Vicky, XU, Vicky, Vicky	Approved	View approved
WE-20201119-002	Fisher XU	许弘瑜,Vicky	XU, 许弘瑜, XU	Processing	Process
WE-20201119-001	Fisher XU	许弘瑜,Vicky	XU	Processing	Process
WE-20201029-002	121		XU, XU	Cancelled	View
WE-20201029-003	111	许弘瑜,Vicky	XU	Processing	Process
		XU		Editing, not submitted	Edit

<https://service.sofarsolar.com/console/WE?m=116>



# Purchase a Warranty Extension

- You can download the certificate here

⊕ Extended warranty detail Approved

Operation records

XU (756652977@qq.com) [Submit] an extended warranty application: WE-20201130-002 Please approve it quickly.	2020-11-30 13:28
Vicky (vicky.xiao@sofarsolar.com) [Processed] an extended warranty application: WE-20201130-002 Extended warranty price is incorrect.	2020-12-01 09:48
Vicky (vicky.xiao@sofarsolar.com) [Processed] an extended warranty application: WE-20201130-002 Extended warranty price is correct. Extended warranty proforma invoice: <a href="#">download</a>	2020-12-01 09:56
Vicky (vicky.xiao@sofarsolar.com) [Sendback] an extended warranty application: WE-20201130-002 1	2020-12-21 15:29
XU (756652977@qq.com) [Update and Submit] an extended warranty application: WE-20201130-002 1	2020-12-21 15:29
Vicky (vicky.xiao@sofarsolar.com) [Processed] an extended warranty application: WE-20201130-002	2020-12-21 15:30
Vicky (vicky.xiao@sofarsolar.com) [Approved] an extended warranty application: WE-20201130-002 This extended warranty processing is completed successfully. All done.	2020-12-21 15:34

Serial number	Certificate download
SF4ES004L4L321	<a href="#">Download</a>

# Purchase a Warranty Extension



**EXTENDED WARRANTY CERTIFICATE**

Product Model: SOFAR 4.4KTL-X  
Product ID: SF4ES004L4L321

Warranty Period: 20 Years

Date of Manufacture: Year 2020, Month 04, Date 20

Date of Purchase: Year 2020, Month 10, Date 07

Country: Poland

Please provide this warranty certificate and a valid purchasing invoice for your warranty claim.  
The warranty period and service obtained by users in various countries and regions shall be subject to the contract at the time of actual purchase. Contact the seller in case of objection.



SHENZHEN SOFARSOLAR CO., LTD.  
Add: 401, Building 4, AnTongDa Industrial Park, District 68,XingDong Community, XinAn Street, BaoAn District, Shenzhen, Guangdong, P.R. China  
☎ service@solarsolar.com

- If approved you will receive your personal Extended Warranty Certificate

# Become a Service Partner

- To become an authorized service partner, please click [here](#)

Warranty search

Please enter 14-digit serial number ⓘ

Serial number

Search

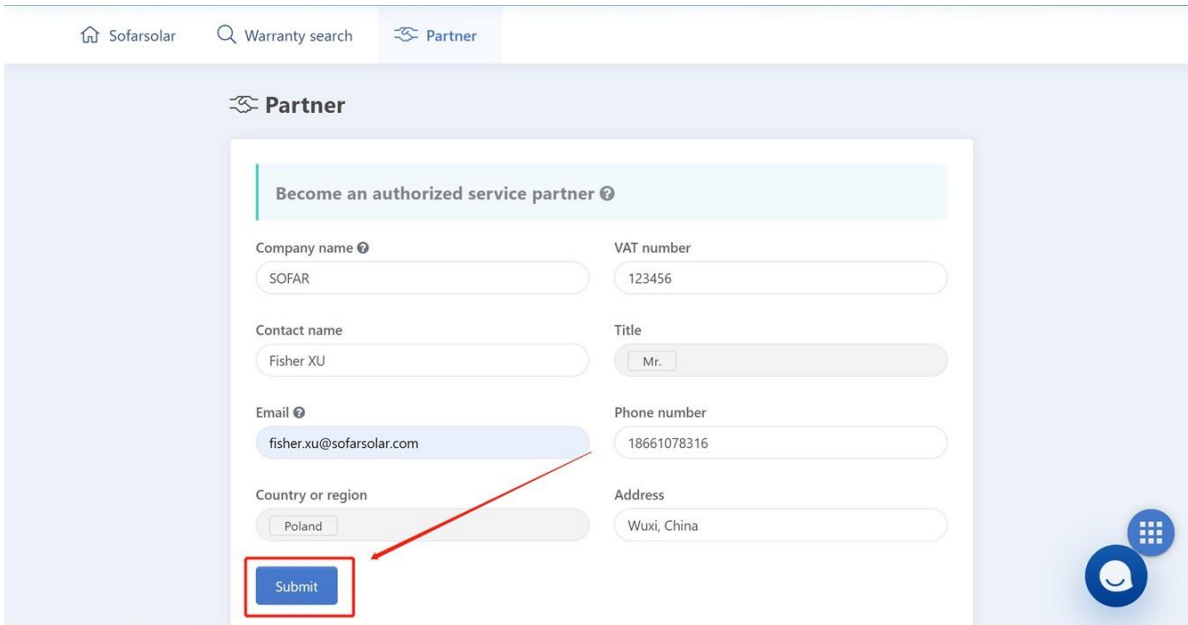
Sign in or register for warranty information and service available to your inverter(s).

Sign in

Become an authorized service partner, click [here](#)!

<https://service.sofarsolar.com/Account/ServicePartnerApply>

# Become a Service Partner



The screenshot shows a web interface for Sofarsolar. At the top, there are navigation links for 'Sofarsolar', 'Warranty search', and 'Partner'. Below this, the 'Partner' section is active, displaying a form titled 'Become an authorized service partner'. The form contains several input fields: 'Company name' (SOFAR), 'VAT number' (123456), 'Contact name' (Fisher XU), 'Title' (Mr.), 'Email' (fisher.xu@sofarsolar.com), 'Phone number' (18661078316), 'Country or region' (Poland), and 'Address' (Wuxi, China). A blue 'Submit' button is located at the bottom left of the form, highlighted with a red box and a red arrow pointing to it from the right. In the bottom right corner of the form area, there are two circular icons: one with a smiley face and another with a grid pattern.

- Please fill in the information required and submit your application

# Become a Service Partner

**SOFAR SOLAR** Sofarsolar Service Sign in Register

Sofarsolar Warranty search Partner

**Partner**

Become an authorized service partner

Apply success, please wait for official review, the result will be sent to your contact email!

Company name VAT number

Contact name Title  
Please select...

Email Phone number

Country or region Address

- After submitting your application, please wait for a few days to receive an email informing you of the outcome of your application

# Become a Service Partner



- If your application is approved you will receive your personal Authorized Official Service Partner Certificate

# Become a Service Partner

## Requirements for participants:

1. Possession of a SOFARSOLAR installer authorization – on-grid and hybrid inverters
2. Registration on the online service portal of SOFARSOLAR
3. Possession of a SOLARMAN Business account and at least 30 installations
4. Acceptance of the service contract
5. Acceptance of Terms and Conditions and GDPR