



Follow-up instructions from Namaste Solar regarding SolarEdge alerts:

It is common (and normal) that regular weather results in sustained low production from a solar PV system (e.g., sustained cloud cover or snow coverage). Your system has built-in reset mechanisms to handle these operating conditions. To ensure that the alert you received is not a concern, we advise that you check your monitoring portal a few days after receiving the alert to see if the alert has cleared. It may take multiple days for an alert to clear, depending on weather conditions.

Actions to take and what to look for:

- Check if the alert marked as “open” (meaning active) or “closed” (meaning resolved).
 - To check this, log into your monitoring portal, navigate to “Alerts”, select the “Status” drop down, and toggle on ONLY “Open”, and click OK.
 - **If there are no “Open” alerts, or the alerts are “Closed” no action is needed.**
 - **It is important to check your system during a clear and sunny day, when there is no snow cover on your panels, to get accurate results.**
 - Snow and sustained cloud cover can trigger normal, no-action-needed, alerts. These are intended to keep you informed of systems function. These alerts will clear themselves automatically when operating conditions return to an optimal level.
- If “Open” alerts are present in your portal please ensure that your system is free of snow, that there is not sustained cloud coverage, and that it is a sunny day. If there have been multiple days of snow/rain/cloud cover leading up to the alert you may need to wait 1-2 days after the conditions have cleared to allow the system to fully reset. Some alerts of this type may take more than 24 hours to clear, depending on conditions.
- If you continue to have an “Open” alert you may perform a manual reset of your system to try to clear the alert. Your panels must be free of snow and it must be a clear sunny day for the reset to fully work.
 - System reset instructions can be found [here](#).
- If an “Open” alert persists after you have taken these steps please reach out to the Namaste Solar Residential Service Department via one of the following and we will be happy to assist you:

Web form: <https://www.namastesolar.com/service/service-maintenance-for-homeowners/>

Email: servicerequest@namastesolar.com

Phone: (303)447-0300 x106

Thank you,
Namaste Solar Residential Service Team