



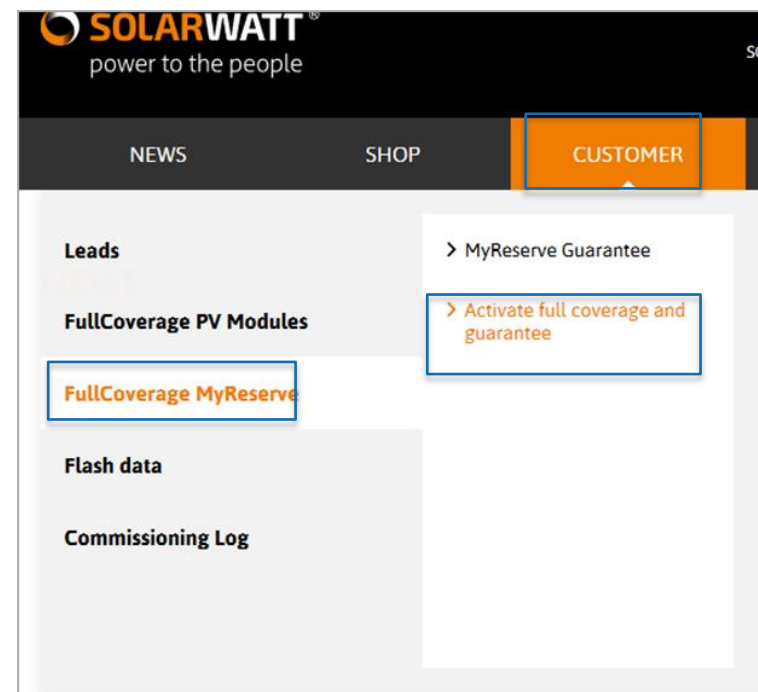
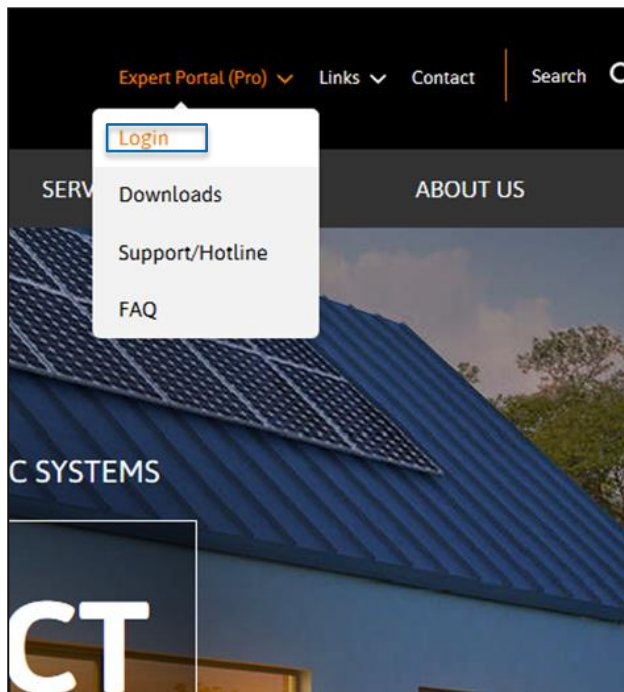
**MYRESERVE
FULLCOVERAGE & WARRANTY
REGISTRATION**



The registration for FullCoverage / Warranty can only be carried out via the Pro Area: <https://www.solarwatt.com/pro> and is only valid for products installed in the European Union.

You can register for Pro Area access via this link: <https://www.solarwatt.com/pro/registration>. Your account will be activated within 24 hours.

Activation of the SOLARWATT MyReserve **Warranty** can be completed independently of the SOLARWATT **FullCoverage** registration.



MYRESERVE WARRANTY / FULLCOVERAGE REGISTRATION

ACTIVATE FULL COVERAGE AND GUARANTEE

Here you can activate warranty and apply for full coverage insurance for a MyReserve system. You can also exchange components of an existing system. The confirmation for full coverage and warranty activation will be send to the customer and the installer by Email. For the MyReserve system there are only serial numbers selectable for which the devices are delivered to the installer but warranty was not yet been been activated.

CUSTOMER DATA

Salutation

First name

Last name

Street + House no.

Zip Code

City

Country

E-mail

INSTALLER DATA

Firm

Street + House no.

Zip Code

City

Country

E-mail

I / the end-customer would like to stay updated about SOLARWATT news by email.

MYRESERVE WARRANTY / FULL COVERAGE REGISTRATION

WARRANTY

date of activation / change

Year Month Day

2018 2 12

List of MyReserve and installed Battery Packs

MyReserve	Battery pack				
	Pack 01	Pack 02	Pack 03	Pack 04	Pack 05
Currently no Items					

new MyReserve
remove MyReserve
new Battery Pack
remove Battery Pack

Notice If you additionally want to activate the full coverage insurance for MyReserve, please fill also in the fields for full coverage below .

additionally add full coverage for MyReserve

FULL COVERAGE

Notice Please note that the full coverage insurance for MyReserve is only available if the inverter used is part of the approved inverters list that is shown below. If you don't find your inverter in that list only warranty activation is possible. Please remove the checkmark.

Date of commissioning			Inverter		
Year	Month	Day	Type	serial number	
Currently no Items					

Add Inverter
remove

Warranty / insurance overview

The following information must be provided for registration:

- **for the warranty:** date of system activation, serial number of the MyReserve Command and of the Pack(s)
- **for FullCoverage:** commissioning date of the PV system, inverter manufacturer, inverter type, and inverter serial number

The devices can be selected from the drop-down menu in the respective submenu or via manual input.

When entering user-defined text for the battery components, the following specifications must be fulfilled:

Article	Amount of characters
MyReserve 500/800	10
Classic Battery Pack 2.2	12
MyReserve Matrix	16
Battery Pack 22.2	12
Battery Pack 24.3	12

The serial numbers can be found as follows:

Article	Serial number
MyReserve 500/800	At the case
MR Pack 2.2	At the article
MyReserve Matrix	At the article
MyReserve Pack 22.2	At the article
MyReserve Pack 24.3	At the article

MYRESERVE WARRANTY REGISTRATION

WARRANTY

date of activation / change

Year Month Day
2018 2 12

List of MyReserve and installed Battery Packs

MyReserve	Battery pack
	Pack 01 Pack 02 Pack 03 Pack 04 Pack 05
Currently no Items	

Notice If you additionally want to activate the full coverage insurance for MyReserve, please fill also in the fields for full coverage below .

additionally add full coverage for MyReserve



WARRANTY

date of activation / change

Year Month Day
2018 2 12

List of MyReserve and installed Battery Packs

MyReserve	Battery pack
	Pack 01 Pack 02 Pack 03 Pack 04 Pack 05
Currently no Items	

Select MyReserve to be add (free text input)

List serial number

-- Please Select --

-- Please Select --
-- Free input --
Serial0001
980000000000

Notice If you additionally want to activate the full coverage insurance for MyReserve, please fill also in the fields for full coverage below .

additionally add full coverage for MyReserve

Enter the date of commissioning and click on „new MyReserve“

Either select the existing serial number or click on “free input”.

MYRESERVE WARRANTY REGISTRATION

WARRANTY

date of activation / change

Year Month Day
2018 2 12

List of MyReserve and installed Battery Packs

MyReserve	Battery pack			
Pack 01	Pack 02	Pack 03	Pack 04	Pack 05
Currently no Items				

Select MyReserve to be add (free text input)

Component serial number

additionally add full coverage for MyReserve



WARRANTY

date of activation / change

Year Month Day
2018 2 12

List of MyReserve and installed Battery Packs

MyReserve	Battery pack			
Pack 01	Pack 02	Pack 03	Pack 04	Pack 05
Currently no Items				

Select MyReserve to be add (free text input)

Component serial number

Notice If you additionally want to activate the full coverage insurance for MyReserve, please fill also in the fields for full coverage below .

additionally add full coverage for MyReserve

If you use "free input" – select the correct device and enter the serial number into the field beside it.

Complete the registration of the MyReserve Command in both variants with "Add MyReserve".

REGISTRATION GUARANTEE MYRESERVE

WARRANTY

date of activation / change

Year Month Day
2018 2 12

List of MyReserve and installed Battery Packs

MyReserve	Battery pack				
	Pack 01	Pack 02	Pack 03	Pack 04	Pack 05
<input checked="" type="checkbox"/> AAA0123456789AAA					

Notice If you additionally want to activate the full coverage insurance for MyReserve, please fill also in the fields for full coverage below .

additionally add full coverage for MyReserve



WARRANTY

date of activation / change

Year Month Day
2018 2 12

List of MyReserve and installed Battery Packs

MyReserve	Battery pack				
	Pack 01	Pack 02	Pack 03	Pack 04	Pack 05
<input checked="" type="checkbox"/> AAA0123456789AAA					

Select Battery Pack to be add (free text input)

List serial number

-- Please Select --

-- Please Select --

-- free input --

TEST12389

TEST12345

TEST12345

Notice If you additionally want to activate the full coverage insurance for MyReserve, please fill also in the fields for full coverage below .

additionally add full coverage for MyReserve

Click on "New MyReserve Pack".

Select the appropriate serial number under "Serial number list" or click on "free input".

REGISTRATION GUARANTEE MYRESERVE

WARRANTY

date of activation / change

Year Month Day
2018 2 12

List of MyReserve and installed Battery Packs

MyReserve	Battery pack				
	Pack 01	Pack 02	Pack 03	Pack 04	Pack 05
<input checked="" type="checkbox"/> AAA0123456789AAA					

Select Battery Pack to be add (free text input)

Component	serial number	
-- Please Select --		<input type="button" value="add Battery Pack"/> <input type="button" value="Cancel"/>
[610000189] Classic Battery Pack 2.2		
[610000220] Battery Pack 22.2		
[610000284] Battery Pack 24.3		

Notice If you additionally want to activate the full coverage insurance for MyReserve, please fill also in the fields for full coverage below .

additionally add full coverage for MyReserve



WARRANTY

date of activation / change

Year Month Day
2018 2 12

List of MyReserve and installed Battery Packs

MyReserve	Battery pack				
	Pack 01	Pack 02	Pack 03	Pack 04	Pack 05
<input checked="" type="checkbox"/> AAA0123456789AAA					

Select Battery Pack to be add (free text input)

Component	serial number	
[610000220] Battery Pack 22.2	123456789874	<input type="button" value="add Battery Pack"/> <input type="button" value="Cancel"/>

Notice If you additionally want to activate the full coverage insurance for MyReserve, please fill also in the fields for full coverage below .

additionally add full coverage for MyReserve

If you use "free input" – select the correct device and enter the serial number into the field beside it.

Finally click on "Add MyReserve Pack".

Repeat "New MyReserve Pack" until you have entered the correct number of battery packs.

REGISTRATION FULL COVERAGE MYRESERVE

Notice If you additionally want to activate the full coverage insurance for MyReserve, please fill also in the fields for full coverage below .

additionally add full coverage for MyReserve

FULL COVERAGE

Notice Please note that the full coverage insurance for MyReserve is only available if the inverter used is part of the approved inverters list that is shown below. If you don't find your inverter in that list only warranty activation ist possible. Please remove the checkmark.

Date of commissioning			Inverter	
Year	Month	Day	Type	serial number
Currently no Items				

[Warranty / Insurance overview](#)

Directly after the activation of the warranty you can activate the **FullCoverage** insurance.

Please note that only inverters approved by SOLARWATT can be added to **FullCoverage**.

Please refer to our regularly updated whitelist for all approved inverters:

<https://www.solarwatt.com/-/media/website-en/pm/komplettschutz/info-sheet-komplettschutz-whitelist-wechselrichter-multi.pdf?dl=1>

The **warranty** registration remains unaffected and can still be completed.

Click the "Add Inverter" button to select the type of inverter installed.

REGISTRATION FULL COVERAGE MYRESERVE

additionally add full coverage for MyReserve

Complete activation of the warranty

FULL COVERAGE

Notice Please note that the full coverage insurance for MyReserve is only available if the inverter used is part of the approved inverters list that is shown below. If you don't find your inverter in that list only warranty activation is possible. Please remove the checkmark.

Date of commissioning			Inverter		
Year	Month	Day	Type	serial number	
<input type="checkbox"/>	2018	2	12	Fronius International GmbH.... Fronius Symo	987654321

Add Inverter **remove**

Complete activation of the warranty and insurance



additionally add full coverage for MyReserve

FULL COVERAGE

Notice Please note that the full coverage insurance for MyReserve is only available if the inverter used is part of the approved inverters list that is shown below. If you don't find your inverter in that list only warranty activation is possible. Please remove the checkmark.

Date of commissioning			Inverter		
Year	Month	Day	Type	serial number	
<input type="checkbox"/>	2018	2	12	Fronius International GmbH.... Fronius Symo	987654321

Add Inverter **remove**

Complete activation of the warranty and insurance

Enter the commissioning date, inverter type and its serial number.
If there are several inverters, remove the check mark in the existing inverter line and click on "Add inverter". Then enter all the necessary data.

After entering all relevant data, click on "Complete activation of the warranty and insurance".

COMPONENT EXCHANGE/ EXTENSION MYRESERVE

If it is necessary to replace or add an additional MyReserve Pack, this can be done subsequently via the following path in the Pro Area:

“Customer” → “FullCoverage MyReserve” → “MyReserve Guarantee”

(<https://www.solarwatt.com/pro/customer-management/fullcoverage-myreserve/myreserve-guarantee>)

List of warranty activations and full coverage activations for MyReserve

Search field: Filter your customer list here

nur Eigene..

Seite: << 1 >>

Select	Certificate	Customer	Postal code	City/town	Warranty	Full coverage	Actions
<input checked="" type="checkbox"/>	MR-2018-xxx	Mustermann	01010	Beispielstadt	✓12.05.2016		<input type="button" value="+"/> <input type="button" value="↔"/>

Choose the specific system from your overview. You can enter the customer name in the search field. For a detailed view, click on the highlighted customer name.

If you want to exchange a component or expand the system, first set the check mark at **Selection** and then click under **Actions** on (extend) or (exchange)

COMPONENT EXCHANGE/ EXTENSION MYRESERVE

WARRANTY

List of MyReserve and installed Battery Packs

MyReserve	Battery pack				
	Pack 01	Pack 02	Pack 03	Pack 04	Pack 05
<input type="checkbox"/> 0004A30B000A364B	<input type="checkbox"/> F5A6EE000000	<input type="checkbox"/> A4A9EE000000			

If you want to extend the existing installation, proceed in the same way as for the warranty registration (p. 5-6) and add the appropriate components to the customer installation.

If you want to exchange devices, set the check mark () for the corresponding component before you start exchanging the device.

TROUBLESHOOTING DURING ACTIVATION MYRESERVE

- **I have problems accessing / no access to the Pro Area.**

If you do not yet have access to the Pro Area, please register via the following link:

<https://www.solarwatt.com/pro/registration>.

You will receive a missing password at: <https://www.solarwatt.com/pro/forgot-password>.

- **Where can I find the serial numbers for my components?**

You will find the necessary serial numbers on the delivery slip of your order and on the devices themselves (see slide on MYRESERVE WARRANTY / FULLCOVERAGE REGISTRATION).

- **Despite using “free input”, I cannot add the device. The field remains grayed out.**

The correct number of characters is not entered in the input field of the serial number. The exact number of characters to be entered is shown in the diagram on page 4.

- **The inverter used cannot be found in the list.**

Check whether the inverter used can be found on the whitelist:

<https://www.solarwatt.com/-/media/website-en/pm/komplettschutz/info-sheet-komplettschutz-whitelist-wechselrichter-multi.pdf?dl=1>

Only inverters from this list can be insured with FullCoverage. For all other inverters, only the MyReserve warranty can be applied. A later registration for an approved inverter is of course possible.

- **I can't finish the FullCoverage registration: ”Complete the activation for the warranty / FullCoverage” remains grayed out**

Make sure that both the correct inverter type and the serial number field are filled in.

**If you have any questions, please contact the SOLARWATT Customer Service at
+49 351-8895-444 or info@solarwatt.com**