

**YASKAWA**  
SOLECTRIA SOLAR

# EXPERIENCE EXTRA

TECHNICAL SUPPORT TEAM



Keeping you up and running with customer-centric technical information and support.

# EXPERIENCE EXTRAORDINARY

Close to the customer, the Yaskawa Solectria Solar Tech Support Team is located in the USA. We back our products with the best, most comprehensive customer support organization in the industry!

**Yaskawa Solectria Solar Technical Support. Online, in person or on the phone - we are here to serve you.**



Staffed by engineers with real-world, real application experience, our team is readily available to help you and your team with on-site technical support, startup assistance, specification advice, wiring solutions, basic programming and testing and, well, you get the idea.

We don't just sell great American made solar products - we back them up by supporting you.



**Tech Support Office  
Hours 8:30am-6pm (EST)  
Monday-Friday**



**HOW CAN WE  
HELP YOU?**

**CALL  
978-683-9700  
PRESS '2' OR**

**1-800-YASKAWA  
PRESS '2'  
THEN '5'**

**EMAIL  
SUPPORT@SOLECTRIA.COM**



# GET TECH S

# SUPPORTING YOUR SOLAR PRODUCT NEEDS.

Our people are trained on products and applications just like yours. They provide intelligent solutions to particular challenges. So, you can feel comfortable that when you call, you will get the response you need.

**Our Technical Support Engineers can assist you with the following:**

- Specifications
- Wiring Solutions
- Drawing Requests
- Commissioning
- Monitoring Support
- Preventative Maintenance
- Basic Programming & Testing
- Part Identification
- Network Communications
- Product & Accessory Selection
- Troubleshooting



## CUSTOMER SERVICE

When you call a Yaskawa Customer Service Associate, you will experience something completely unique. Because our associates are highly trained on the accounts they serve and committed to delivering the best solutions, they will be better at providing you with a personalized experience.

## FIELD SERVICE

At times, we need to be on site to commission systems or work out a challenge. Our associates are used to working in all sorts of environments on lots of different applications. In fact, the face-to-face exchange with end users results in a very mutually-beneficial situation. By having us there, not only are challenges overcome but customers also learn about the use and maintenance of Yaskawa Solectria Solar products while we're gaining a deeper understanding of their applications.



**Experience the Difference** between book smart and factory smart with Yaskawa's Technical Training Services. Yaskawa Solectria Solar's hands-on troubleshooting training for our XGI 1500 inverters is designed to give attendees the knowledge and skills to maximize inverter performance and uptime in the field. Our classroom trainings allow solar professionals to actively participate and interact with our knowledgeable instructors and learn more about our PV inverter products. Class sessions are always NABCEP accredited and CEUs vary depending on the topic/time.



# SUPPORT

# FREE



SOLECTRIA.COM



Yaskawa Solectria Solar, a wholly-owned subsidiary of Yaskawa America, Inc., is the largest commercial inverter manufacturer in the U.S. Solectria's products include 25kW to 250kW inverters, string combiners and web-based monitoring for solar systems of all sizes. Solectria is backed by over 100 years of power electronics and inverter experience. All of Solectria's XGI 1500 three-phase utility-scale inverters are Made in the USA. PV system owners, developers and EPCs rely on the high performance, reliability and bankability of Yaskawa Solectria Solar.

Yaskawa is the leading global manufacturer of low and medium voltage variable frequency drives, servo systems, machine controllers and industrial robots. Our standard products, as well as tailor-made solutions, are well known and have a high reputation for outstanding quality and reliability.

**YASKAWA**  
**SOLECTRIA SOLAR**

**Yaskawa America, Inc.**

1-978-683-9700 | Email: [sales@solectria.com](mailto:sales@solectria.com) | [solectria.com](http://solectria.com)

Document No. BL.SOL.11 | 08/01/2024 | © 2024 Yaskawa America, Inc.