

SolarBot FAQs

COMPATIBILITY

What inverters are compatible with SolarBot?

SolarBot works with the following inverters:

Sunsynk/Deye:

Single Phase Low Voltage, Three Phase Low Voltage, Three Phase High Voltage. Parallel setups (incl. 5kW, 8kW and 12kW inverters).

Sungrow:

Single phase, non-parallel

Additionally SolarBot works along the following inverter dongles.

- SolarMan
- Sunsynk
- Solar Assistant

Does the customer need a SolarBot for each inverter?

If the homeowner is using independent inverters, each with its own battery, they will need a SolarBot for each inverter. Please note SolarBot currently does not support configurations where two inverters are connected in parallel.

INSTALLATION AND VALIDATION

How do I install SolarBot?

You can download the SolarBot installation manual on the Plentify website.

How do I register for the Plentify Installer App?

To register for the Plentify Installer App:

1. Visit plentify.io/installers
2. Click 'Register for Installer App'
3. Fill out the form with all your details.
4. You will receive an email once your registration is successful.
5. Access the app at install.plentify.io

After I have installed SolarBot, how do I validate installation?

Once you have completed a SolarBot installation

1. Visit install.plentify.io and log in with your email address.
2. Select *Install a SolarBot*
3. Enter the SolarBot ID and custom system name
4. Enter battery details
5. Enter solar panel details
6. Enter customer details
7. Submit the form

WARRANTY

What is the warranty for SolarBot?

SolarBot comes with a 1- year warranty, covering any defects or issues that arise within the first year of use.

REGISTRATION

How does a customer register on the Plentify App?

To register their devices on the app, your customer will need to:

1. **Create an account:** Guide the customer to my.plentify.io to set up their account.
2. **Link devices:** Ensure the customer enters their unique Plentify Bot IDs to connect their devices. Customers will receive a starter guide for both SolarBot and HotBot on installation which will show their respective IDs.
3. **Personalise settings:** Users can follow the prompts on the app to customise their system to fit their energy needs.

What should a user do if they can not find their SolarBot ID?

Customers will receive a starter guide for SolarBot and HotBot on installation day which will show their SolarBot IDs. Customers can find their ID on the inside corner of the SolarBot, below the QR code on the device). If the customer is struggling to find their ID please email support@plentify.io

SUPPORT

Who should the installers contact if they have any issues?

If you are a Herholdts trusted installer please contact the Herholdts support team at:

Technical Support: technicalsupport@herholdts.co.za

For Sales: info@herholdts.com.

WhatsApp: 010 499 1365

Call: 010 499 1319

Technical Line: 087 630 0676

Please ensure that your invoice number is provided when contacting Herholdts for faster assistance. For any other queries please contact support@plentify.io

Who should the homeowners contact if they have any issues?

If you have a customer seeking support from Plentify, they can contact us directly at support@plentify.io. If they have HotBot installed, we will need their Plentify device ID/s or contact details (email).

Support hours available Monday - Friday 9am - 5pm

support@plentify.io