

PrimePower & EverCore Commissioning Request

A simple path to submitting a commissioning request ticket

>> This document outlines the required steps for submitting a commissioning request for SolisStorage C&I products — specifically EverCore and PrimePower — through the Solis Service Portal. The below process applies to all internal staff, partners, and installers who need to request commissioning support from the SolisStorage Service Team.

Note:

- Ensure all required information is accurate and complete before submission.
- The SolisStorage Service Team will review the request and respond accordingly.

The Process

Step 1 — Access the Solis Service Portal

- Navigate to the Solis Service Portal: <https://solis-service.solisinverters.com> →



Step 2 — Select “Submit a Ticket”

- On the homepage, click Submit a Ticket to begin the process.

Step 3 — Open the Online Ticket Form Menu

- Select your online ticket form to view all available ticket categories.

Step 4 — Choose the Correct Commissioning Form

- From the list, select: SolisStorage C&I (Evercore and PrimePower) Commissioning Form
- This is the dedicated form for commissioning requests for these product lines.

Step 5 — Complete All Required Sections

- Fill in all fields of the form, including (but not limited to): system details; product model (EverCore or PrimePower); site information; installer details; requested commissioning date; technical documentation uploads (if required); and contact information.
- Ensure all information is accurate to avoid delays.

Step 6 — Submit the Ticket

- Once all fields are completed, click Submit.

Step 7 — Await Response from SolisStorage Service Team

- Your request will be automatically routed to the SolisStorage Service Team, who will review the submission and reply with next steps or confirmation.