



Checklist for contacting the SMA Service Line

How to optimally prepare for contacting the SMA Service Line

For system operators:

We recommend that system operators first contact their PV installation company, a qualified electrician, or an SMA Solar Partner. Please use our [solar power professional search](#) for this purpose.

For PV installation companies/qualified electricians:

The experts at the SMA Service Line focus exclusively on complex technical questions. For standard requests, e.g., regarding product information, warranty and service conditions, device replacement, status queries for your delivery processes, etc., please use our digital functions such as the **SMA Online Service Center and the Online Solution Finder**. The Online Solution Finder guides you step by step through the troubleshooting process using the error code and provides you with suggested solutions for direct troubleshooting.

All requests to the SMA Service Line are first processed via a service request in the [SMA Online Service Center](#). This means that you first create a service request via our ticket system in the Online Service Center and then receive a request number. **Only with this request number can you contact our Service Line.** Without a request number, we unfortunately cannot process your call.

For your service request in the Online Service Center, you will need the following information, which you must enter in your request:

- Serial number of the SMA product
- Country in which the device is installed
- Event/error code (if available)
- Description of the problem
- PV system name

For detailed analyses of other events, information on the messages, the firmware version and the PV system is helpful. We have compiled information you can provide us to enable us to give you an even more precise analysis below.



Which event number, blink code or behavior does the device show?

- Two or four-digit event number or blink code of the inverter
- Event number according to the user interface, the SMA app, the display or in Sunny Portal/SMA ennexOS

Information on the inverter:

- Optional equipment (e.g. display, communication product and, where applicable, the IP address)
- Custom settings (e.g. country settings or modified parameters)
- Firmware version
- Number, manufacturer and type of connected PV modules

Please provide information on the PV system:

- Mounting location and mounting height
- Accessibility (e.g. ladder, lifting platform on site)
- Contact person on site
- Specifying all installed devices / components, e.g.: grid management services, grid and PV system protection, total number of inverters, other feeders at the point of interconnection, module technology (e.g. Tigo), DC/AC circuit breakers and disconnecting devices, internal and external surge protection elements, AC/DC coupled storage systems, etc.

When you need support for an SMA communication product, the following information helps us:

- Firmware status
- Type of connection between the inverter and the communication product (WLAN, LAN connection, RS485, Bluetooth, grid cable or wireless)?
- How and which network components are used for network communication (router type, switch, DLAN/LAN/WLAN) and what type of Internet connection do you use?
- Number of inverters connected
(Serial numbers and firmware versions are also useful for troubleshooting.)
- Is the message shown permanently or sporadically?
- Is the PV system registered in SMA Sunny Portal, SMA ennexOS, Sunny Places or a third-party portal? (The serial number of a device in the system and the system name or PV system identifier are also useful.)
- Is remote access on the device possible and permitted?

For the support of off-grid & storage systems we require the following information in order to provide you with the necessary assistance:



Which status or error message is shown?

- Three-digit warning / inverter error message (Wxxx, Fxxx) in Sunny Remote Control or
- Event / event message on the Sunny Island user interface (WebUI)
- Colors of the three status LEDs on the battery inverter
- Message in Sunny Portal

Information on the inverter:

- Which battery has been installed?
 - Lithium-ion, VRLA or FLA
 - Battery capacity in ampere-hours (Ah)
 - Battery manufacturer
 - Number of battery modules
- Number of battery inverters installed
- Which system configuration is used?
 - Off-grid
 - On-grid with increased self-consumption
 - On-grid with increased self-consumption and emergency standby power function

Information on the network

Is the system registered in Sunny Portal?

How is the network configured (router, switch, LAN/DLAN/WLAN)?

For Multicluster systems

- Type of Multicluster-Box used (see type label)
- Serial number (see type label)