



Quick assistance if service is required

With this overview, we want to provide you with the best possible support should service be required and help get your customers' PV systems up and running again as quickly as possible. You can directly contact our service experts via the SMA Online Service Center.

Step 1



Fast error analysis thanks to optimised preparation

Assist with error analysis by gathering key system data and generating an overview of the system configuration. It is also helpful for us to know in advance whether any attempts have already been made to correct the error.

Step 2



Use the SMA Online Service Center for your case

Log in and receive fast technical support from our SMA Service experts. Enjoy the benefits of our digital services.

Step 3



In contact with SMA Service

Based on the information you provide, SMA Service experts will work with you to analyse the service case.

Step 4

Successful error analysis: what happens next?

There are various measures that can be taken to restore system availability. SMA Service will work with you to provide the best solution.

Step 1:

Fast error analysis thanks to optimised preparation

Help our service experts assist you best by gathering key system data.

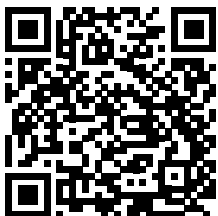
- **Customer number:**
Alternatively, your full contact details will also help.
- **Case number:**
Have you already contacted SMA Service regarding this matter? If so, please provide us with your case number so we can check its current status.

- **Sunny Portal:**
If your system is registered in Sunny Portal or Sunny Portal ennexOS, we will need the system name stored there.
- **Device:**
Which SMA product is involved (see type label)? Are there any additional devices in the system?
- **Screenshots of type label:**
This is optional but will help us locate the source of the error.
- **Event message:**
Error codes are shown on the inverter display or via its web interface as well as in the system logbook in Sunny Portal.
- **Serial number:**
We need the serial number of the SMA device to help us locate the source of the error.
- **Warranty status:**
Please check whether your SMA product is still under the SMA Limited Factory Warranty or whether an extended warranty has been taken out.
- **Date of purchase or commissioning:**
You can verify the purchase or commissioning date using the invoice or commissioning report.

Step 2:

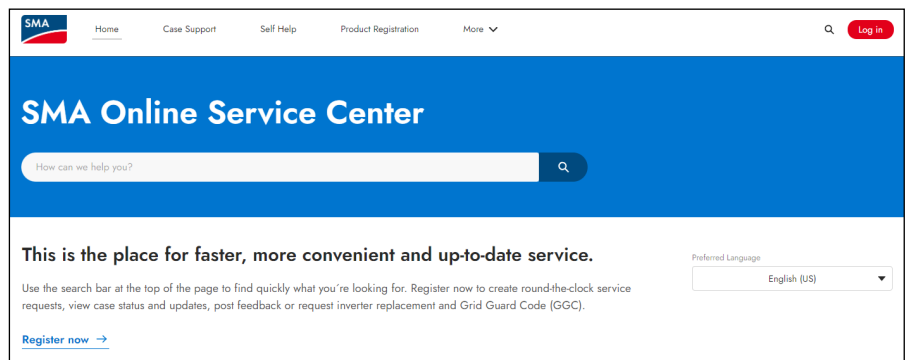
Use the SMA Online Service Center for your case

Log in and receive fast technical support from our SMA Service experts. Enjoy the benefits of our digital services.

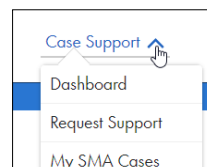
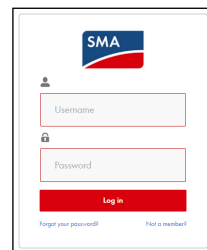


This will take you to the home page of the SMA Online Service Center. When you select a language, you will be guided to the appropriate page for your country or language.

- **Accessing the SMA Online Service Center**
You can reach the SMA Online Service Center at my.SMA-Service.com.



- **Log in:**
To create a case, you need to register and then log in.
- **Confirmation:**
Upon successful registration, you will receive an e-mail.
- **“Case Support”:**
You can report service cases using the “Request Support” button.



Step 3:

In contact with SMA Service

Based on the information you provide, the SMA Service experts will work with you to analyse the service case.

- **Topic:**

Please narrow down the topic by specifying a code (e.g., event number 7702 for the Sunny Tripower STP 200000 TLE-10) where applicable.

- **Description:**

Describe the problem from your perspective and also state whether any attempts have already been made to correct the error.

- **Details about the system:**

These include information about the location, customer name, order, product group, etc., which you should provide to help with error analysis, ideally having gathered it before contacting SMA Service (see Step 1).

- **Processing status:**

The system will inform you of the status of your case.

- In progress: The SMA Service team is already dealing with your case.
- Waiting for SMA: Feedback is needed from additional team members for clarification.
- Waiting for customer: A response is required from you before processing can continue (e.g. you need to provide a document or respond to a proposal).
- Forwarded: Your case has been forwarded within SMA.
- Closed: Your issue has been processed to a conclusion and the case has been closed. Alternatively, a customer response is still required. In these circumstances, the case will be closed automatically after a certain period of time.

Step 4:

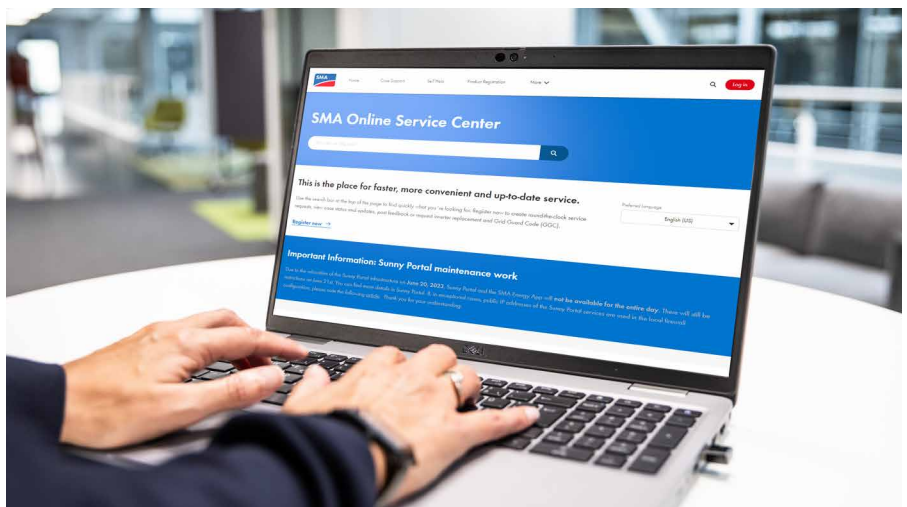
Successful error analysis: What happens next?

There are various options for quickly restoring system availability.

- **Replacement device:**

Depending on the status of your warranty, you will receive a replacement device at no extra cost or subject to a charge. You can find detailed information about this in our warranty conditions.

You can request the replacement device directly via the SMA Online Service Center. Our replacement devices are fully functional and comprehensively tested SMA products with the latest firmware. Depending on the device type, the update is already included or will be automatically installed immediately after installation.



- **SMA assembly replacement:**

If the cause of the error is a defective assembly, it may be possible for a certified SMA Solar partner to repair the system by replacing the component. Our SMA Service experts will inform you about which inverters include this option and will provide you with further details on the process.

Your SMA Service contact

Based on the complexity of the cases and the data required, we recommend contacting us via the [SMA Online Service Center](#).



SMA Solar Technology AG

Sonnenallee 1
34266 Niestetal, Germany
Tel.: +49-5619-5220
E-mail: Info@SMA.de

[SMA.de/en/](https://www.sma.de/en/)

SOCIAL MEDIA

[SMA.de/en/newsroom](https://www.sma.de/en/newsroom)

