



CHECKLIST FOR CONTACTING THE SMA SERVICE LINE

How to optimally prepare for contacting the SMA Service Line

The fastest way to reach us is in the logged-in area of the SMA Online Service Center at www.my.SMA-Service.com. We recommend that PV system operators first contact an electronics installer, an electrically qualified person or an SMA Solar professional partner. To do so, simply use our [Solar power professional search](#)

In addition, our SMA Service Line provides technical support for electronics installers / electrically qualified persons and is available to answer your questions about our products. When servicing is required, we will need some information from you to be able to help you quickly and effectively.

As an electrically qualified person, please assist us by providing the following information when contacting us:

- Your customer number (or: your full contact information)
- Device type, e.g. Sunny Boy 2.5, SI6.0H-11 or Sunny Home Manager (see type label)
- Product serial number
- Purchase or commissioning date of the product
- Your SMA service case number (if already available)

You will also find descriptions of error messages with corrective measures and recommendations for further action at www.my.SMA-Service.com.

The information required for further clarification of the cause and corrective action for the respective event is listed there. Please provide these details when contacting the SMA Service Line.

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



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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?



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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 Multiclust er systems

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

Of course, you can contact us in the logged-in area on our website (www.my.SMA-Service.com). The data required for the support is already requested here.