



## GET PUK-CODES ANYTIME THROUGH THE SMA ONLINE SERVICE CENTER

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When the PIN-code to access an inverter is no longer available, you need a security code called PUK-code to generate a new password. Now, for inverters with firmware inferior to 4.xx, you can easily obtain a PUK-code 24/7 and free of charge through the SMA Online Service Center. Make sure the latest [firmware](#) is installed on the inverter. For inverters with a firmware superior to 4.xx, the existing procedure called [PUK 2.0](#) remains unchanged.

### How to obtain a PUK-code for inverters with a firmware inferior to 4.xx:

- Log into the [SMA Online Service Center](#) or create an account if you don't have one.
- Select 'Self Help' from the top menu.
- Click on 'PUK - Personal Unblocking Key' in the drop-down menu.
- Enter the serial number of the device.
- You will receive the PUK-code immediately

As an installer, you can request up to 25 PUK-codes per day. If you need more, you must create a service request in the SMA Online Service Center. Installation owners can also request a PUK-code for their home devices by following the same procedure.

Are you new to the SMA Online Service Center? Watch this [Video](#).