



CHECKLIST FOR CALLING THE SMA SERVICE LINE

Be perfectly prepared when calling the SMA Service Line

SMA Service Line provides you with technical support and is available to answer your questions on our products at any time. So that we can help you quickly and effectively, especially in a service event, our employees will need some information from you. Please assist us by providing the following information when you call:

- Your customer number (or: Your full contact information)
- Device type, e.g. Sunny Boy 3000TL-21 or Sunny Home Manager (see type label)
- Product serial number
- Purchase date of the product (if possible)
- Ticket number (if already available)

For detailed analyses, information on the error message, the firmware version and the PV plant are also helpful. We have compiled all information you can provide us to enable us to give you an even more precise error diagnosis below.

Which blink code or error message is shown?

- Two or four-digit event number or blink code of the inverter
- Display message (where applicable)

Information on the inverter:

- Optional equipment (e.g. display, communication product and, where applicable, the access number)
- Custom settings (e.g. country settings or modified parameters)
- DC plug type (for SWR devices only)
- Was the firmware updated?

Please provide information on the PV plant:

- Mounting location and mounting height
- Accessibility (e.g. ladder, lifting platform on-site)
- Number and type of PV modules connected
- Is the plant registered in Sunny Portal or in the SMA Online Service Center?



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

- Firmware version
- Type of connection between the inverter and the communication product (mains cable/wireless/*Bluetooth*® or RS485 cable)?
- Number of inverters connected
(Serial numbers and firmware versions are also useful for troubleshooting)
- Error message (permanent or sporadic?)
- Is your plant registered in Sunny Portal or the SMA Online Service Center?
(The serial number of a device in the plant and the plant name or plant ID are also useful)
- Can your data logger be accessed?
- If applicable, please state the access number or the port forwarding data

Of course, you can also contact us using the contact form on our website (www.SMA.de/Service). The details required for support are requested as part of this process.