



CHECKLIST FOR CALLING THE SMA SERVICE LINE

How to optimally prepare for an SMA Service Line call

The fastest way to reach us is to use the contact form in the logged-in area of the Online Service Center at www.SMA-Service.com. We recommend that PV system operators first contact an installer 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 installers and is available to answer your questions about our products. When servicing is required, our employees will need some information from you to be able to help you quickly and effectively. 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 2.5-1VL-40", "SI6.0H-11" or "Sunny Home Manager" (see type label)
- Product serial number
- Purchase date of the product
- Your SMA service ticket number (if already available)

In the FAQ & Support area of the Online Service Center www.sma-service.com/en/faq-support.html, you will find descriptions of error messages with corrective measures and recommendations for further action.

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

For detailed analyses of other error patterns, 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 error diagnosis below.

Which blink code or status or error message is shown?

- Two or four-digit event number or blink code of the inverter
- Error message in the display, in the user interface or in Sunny Portal



CHECKLIST FOR CALLING THE SMA SERVICE LINE

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)
- Has the firmware been updated?
- Number 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

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 (network cable/wireless/*Bluetooth*® or RS485 cable)?
- 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.)

- Error message (permanent or sporadic?)
- Is your PV system registered in Sunny Portal?

(The serial number of a device in the system and the system name or PV system identifier are also useful.)

- Can your data logger be accessed?

You can also contact us using the contact form on our website
<https://www.sma-service.com>.

The data required for the support is already requested there.



CHECKLIST FOR CALLING THE SMA SERVICE LINE

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 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 Multiclustert systems

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

You can also contact us using the contact form on our website (<https://www.sma-service.com>).

The data required for the support is already requested there.