

SMA SERVICE Procedure.



Kindly contact the SMA Service Line (via phone/E-Mail) which will open a **Service Ticket** for the incident and start remote diagnostics to establish the cause of the problem. Tip: Having registered the PV system in SMA's proprietary SUNNY PORTAL will greatly assist during fault finding process.

SMA Service Line Middle East
+971 2 234 6177 / Service@SMA-ME.com

SMA Service Line South Africa
+27 21 826 0699 / Service@SMA-South-Africa.com

Faulty devices must still be connected & be part of PV system during the diagnosis process. Do not de-commission the inverter!

WARRANTY CASE?

Remote Diagnostics results in a Customer Warranty Case

- An **exchange device** is **dispatched from SMA Service Warehouse** to the specified shipping address. Depending on your location or the PV system's location this may take anywhere between 24 hours up to a week.
- **Please DO NOT** send back a faulty device to SMA **before receiving the exchange device** as all replacement inverters are shipped/delivered without optional accessories.
- All **SMA exchange inverters are shipped with a transport lid** (except STP60/SHP75) and the installer is required to **swap over the inverter lid** and fit all accessory components that were on the original device onto the replacement inverter. **Important: The transport lid is not designed to be used in PV system operation.**
- The **defective device** now being fitted with the transport lid and having been stripped of the accessories **is required to be send back to SMA**, otherwise SMA reserves the right to issue an invoice. Instructions for returns to SMA may be found in the paperwork send with the exchange device
- **SMA Service shall kindly be notified via E-Mail or telephonically within 3 working days of the pick-up details for the faulty device** and we kindly ask to pack or wrap the returnable goods accordingly (cardboard box or plastic wrap, palette)

Remote Diagnostics results in a Non-Warranty Case for the customer

- You may **procure a new device** to replace the faulty device from SMA or one of its distributors with the respective lead and transport times