

Help us to Help You better.



1

Always call our Service Line or E-Mail us to **ensure logging your reported case**

2

For **new cases** kindly start with a **new E-Mail** (refrain from replying to an E-Mail for another case)

3

Please refer to **Service Ticket Number** provided when enquiring about any reported case

Get in touch with SMA Service.



ONLINE SERVICE CENTER

Being an Installer or an End-User we kindly ask to please register in our

[SMA Online Service Center](#)

to be enabled to make use of the following:

- Fast response times on your questions
- Inquiry details & status
- PV system data at a glance
- Detailed assistance and expert knowledge in the FAQ & support area
- Order replacement devices easily



SERVICE HOTLINE

Before you do give us call, kindly assure that you have the following details at hand at that you are in front of the device:

- Inverter Fault Message
- Inverter Device Type
- Inverter Serial Number
- Inverter Firmware Version
- Special country specific inverter settings (if applicable)
- Mounting location and altitude of the inverter
- Type and quantity of PV modules
- Installed optional equipment (i.e. communication devices)
- Operating mode of multifunction relay



SERVICE E-MAIL SUPPORT

When sending us an E-Mail regarding a service incident kindly describe the problems you are experiencing as accurately as possible and be sure to include/attach the following information:

- Inverter Fault Message
- Inverter Device Type
- Inverter Serial Number
- Inverter Firmware Version
- Special country specific inverter settings (if applicable)
- Mounting location and altitude of the inverter
- Type and quantity of PV modules
- Installed optional equipment (i.e. communication devices)
- Operating mode of multifunction relay
- In case of physically visible damage please include close-up photos of damage as well as photos of the whole product

Required info when contacting us.



I

STRING INVERTER (SUNNY BOY & SUNNY TRIPOWER)



- Inverter Device type and Serial Number
- Inverter Firmware Version / Parameter Change
- Inverter Fault Message (4 Digit Event Code / LED Status)
- CSV files and Logs
- Special country specific inverter settings (if applicable)
- Optional equipment, i.e. Data Logger (Cluster Controller/Web Box/Data Manager)
- PV System monitoring
- Date of Commissioning
- Single Line Diagram for the PV System
- Type of communication used within the PV system
- Design (module type, quantity, circuitry, orientation and tilt)
- Mounting location and altitude of the inverter
- Operating mode of multifunction relay



Useful TIPS

- Extract CSV files via Sunny Explorer
- Zip files and send by email to SMA Service

Required info when contacting us.



II

STRING INVERTER (STP 60 & SHP 75 with INVERTER MANAGER)



- Inverter Device type and Serial Number
- Inverter Firmware Version / Parameter Change
- Inverter Fault Message (4 Digit Event Code / LED Status)
- CSV files and Logs
- Special country specific inverter settings (if applicable)
- Optional equipment, i.e. Data Logger (Cluster Controller/Web Box/Data Manager)
- PV System monitoring
- Date of Commissioning
- Single Line Diagram for the PV System
- Type of communication used within the PV system
- Design (module type, quantity, circuitry, orientation and tilt)
- Mounting location and altitude of the inverter
- Operating mode of multifunction relay
- Number of inverters connected to each Inverter Manager (IM)
- Network: Topology / Network Cable Length & Details (i.e. CAT5, shielded)
- Special Set-Up: Diesel Gen-Set or Fuel-Save System / Switching or Synchronization Board



Useful TIPS

- Export Events & Logs using LCS
- Zip files and send by email to SMA Service

Required info when contacting us.



COMMUNICATION DEVICES (DATA MANAGER, CLUSTER CONTROLLER, ENERGY METER)



- Device type and Serial Number
- Firmware Version
- Network topology, network cable length & details (i.e. CAT5, shielded)
- CT information if applicable



Useful TIPS

- In Cluster Controller Web-Interface click on SysLog (lower right corner) and send the generated ZIP-File

COMMUNICATION DEVICES (SUNNY WEBBOX)



- Device type and Serial Number
- Firmware Version
- WebBox LED Status
- Remote Access Availability
- RS485 Cable Length
- Usage of SCADA System?

- Provide full SD Card contents from WebBox (zipped) and always ensure that an SD Card is available for logging inside the WebBox

Required info when contacting us.



IV

BATTERY INVERTER (SUNNY ISLAND)



- Inverter Device type and Serial Number
- Inverter Firmware Version / Parameter Change
- Single Line Diagram(SLD)
- INFO OFFGRID form (download link from SMA homepage)
- SD Card Data (SPIAR, LOG, EVENTS)
- Type of battery connected
- Nominal battery capacity
- Nominal battery voltage
- Type of communication products connected
- Type and size of additional energy sources
- If a Multicluster-Box is connected, device type of the Multicluster-Box
- If a generator is connected: Type, Power and Maximum current



Useful TIPS

- Provide full SD card content from Sunny Remote Control in ZIP format
- Always ensure that the SD card is available In Sunny Remote Control

Required info when contacting us.



V

FUEL SAVE CONTROLLER (FSC)



- FSC Plant Name
- Single Line Diagram (SLD) for the system
- Data Log
- Generator data specification
- Type of the communication used on the system
- Type of energy sources and connected load



Useful TIPS

- Getting logs from FSC:
 1. Connect your laptop to FSC
 2. Open File Explorer
 3. ftp://172.16.1.21
 4. Enter username as Installer, and your password
 5. Zip contents and send