INVERTER COMPLAINT PRINCIPLES

To ensure efficient examination of a service request and facilitate understanding of a problem by the service staff, please provide the following information:

a) Model and serial number of a device,

b) Installation name on the monitoring portal (if any),

c) Full name of the entity reporting a defect, preferably the installer responsible for installation,

d) Error code, or an exhaustive description of the defect, if an error code is missing,

e) Scanned proof of purchase of the product,

f) Values of the parameters on the DC voltage side:

You should measure the basic parameters, such as the mutual voltage between the poles and grounding at every chain connected.

g) Values of the parameters on the AC voltage side:

You should measure phase voltage, line-to-line voltage and the parameters between the neutral wire N and ground wire PE.

h) Information on the software version of the inverter, recent errors, national settings

i) Installer's information, such as name, surname, phone number e-mail address

j) Address to collect the broken device and contact details for a courier

In case of a breakdown of a SMA inverter, please contact directly the producer's service centre in English, German or Polish language.

   To report a guarantee claim, you should use one of the following available options:

   a) E-mail request sent to:

PL: **sma-service@terms.eu**

DE: **serviceline@sma.de**

   b) by phone

+48 12 396 63 20 - service in Polish

+49 561 9522 1499 - for Sunny Boy, Sunny Tripower inverters

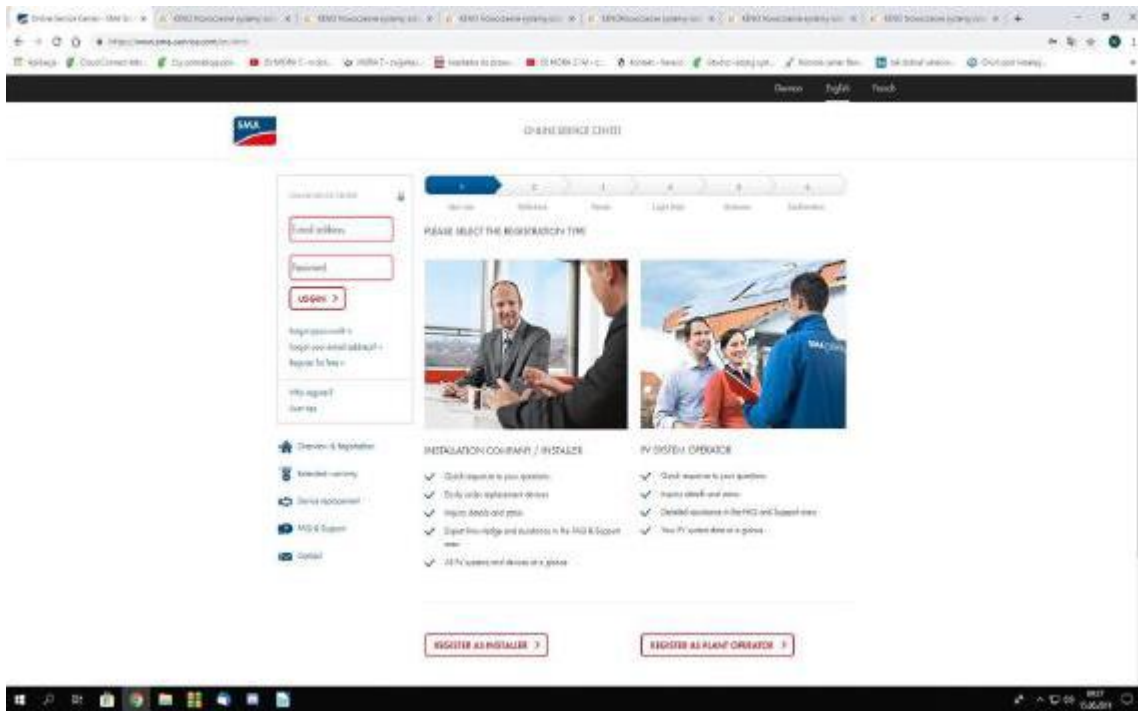**+49 561 9522 2499** – for the producer's devices and problems with Sunny Portal

   c) Via website **www.sma-service.com**, and then go to: **Device replacement**

Then select the group of products you are interested in and follow the next steps of the form