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



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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



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

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