

# SERVICE



**SMA 360**  
Professional Support

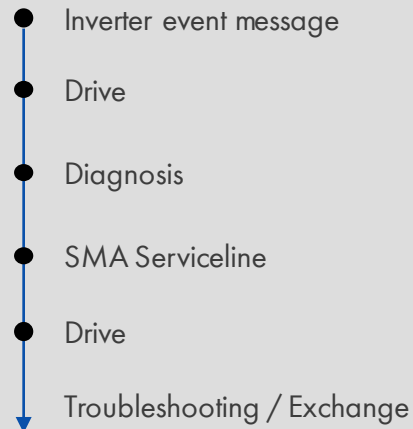
# SMA Smart Connected reduces effort and costs



What is SMA Smart Connected?

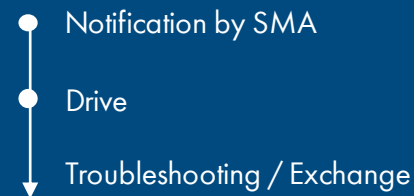
- Proactive Monitoring & Analysis
- Diagnosis by mail
- Shipping of replacement unit/boards

## Inverter Monitoring



**Installer:**  
High time and work effort  
**Plant operator:**  
High yield loss

## Wechselrichter-Monitoring mit SMA Smart Connected



**Installer:**  
Minimum time and effort  
**Plant operator:**  
Low loss of yield

- > Reduce service costs by 60%
- > Reduce travel costs
- > Reduce efforts

# Activation of Smart Connected in the **Sunny Portal** powered by **ennexOS**



Input of operator and installer data under "System monitoring"



The screenshot displays the Sunny Portal interface, powered by ennexOS. The top navigation bar includes a home icon, a folder icon labeled 'DEMO SYSTEMS', a location pin icon labeled 'COMMERCIAL SYSTEM STORAGE', and a gear icon labeled 'SELECT DEVICE'. Below this, a 'CONFIGURATION' menu is open, listing various system management options. The 'System monitoring' option is highlighted with a red rectangular box. Other options in the menu include System properties, Notifications, Device administration, System section configuration, Device parameter adjustment, Sensor assignment, Meter configuration, and Licensed functions. The background shows a grid of system cards with icons for location, folder, and portfolio, and a list of system properties.

# Activation of Smart Connected in the **Sunny Portal** powered by **ennexOS**



## Input of operator and installer data under "SMA Smart Connected"

NOTIFICATIONS

 Portfolio	<a href="#">Go to Configuration</a>
 System	<a href="#">Go to Configuration</a>

SMA SMART CONNECTED

SMA Smart Connected provides free automatic monitoring and analysis of your inverter via Sunny Portal. Thanks to SMA Smart Connected, the operator and installer will be informed automatically and proactively about inverter events that occur. If a device error is detected that necessitates an inverter replacement delivery, SMA will deliver to the saved delivery address, a replacement device as per the SMA factory warranty or the acquired SMA extended warranty. In this way, SMA Smart Connected minimizes downtimes and diagnostics, and safeguards your investment.

Enter the operator and installer data in order to be able to use SMA Smart Connected.

[Edit operator and installer data](#)

# Activation of Smart Connected in the **Sunny Portal** powered by **ennexOS**



## Input of operator and installer data under "SMA Smart Connected"

### EDIT OPERATOR AND INSTALLER DATA

offer you additional services such as SMA Smart Connected, and contact the correct persons in the event of problems.

**OPERATOR**

*i* Apply system data

Company name	Value-added tax ID*
<input type="text"/>	<input type="text"/>
	<input type="checkbox"/> No value-added tax ID available
First name*	Last name*
<input type="text"/>	<input type="text"/>
Street name*	Street number
<input type="text"/>	<input type="text"/>
ZIP code*	City*
<input type="text"/>	<input type="text"/>
State	Country*
<input type="text"/>	<input type="text"/>

**INSTALLER**

*i* Apply user data

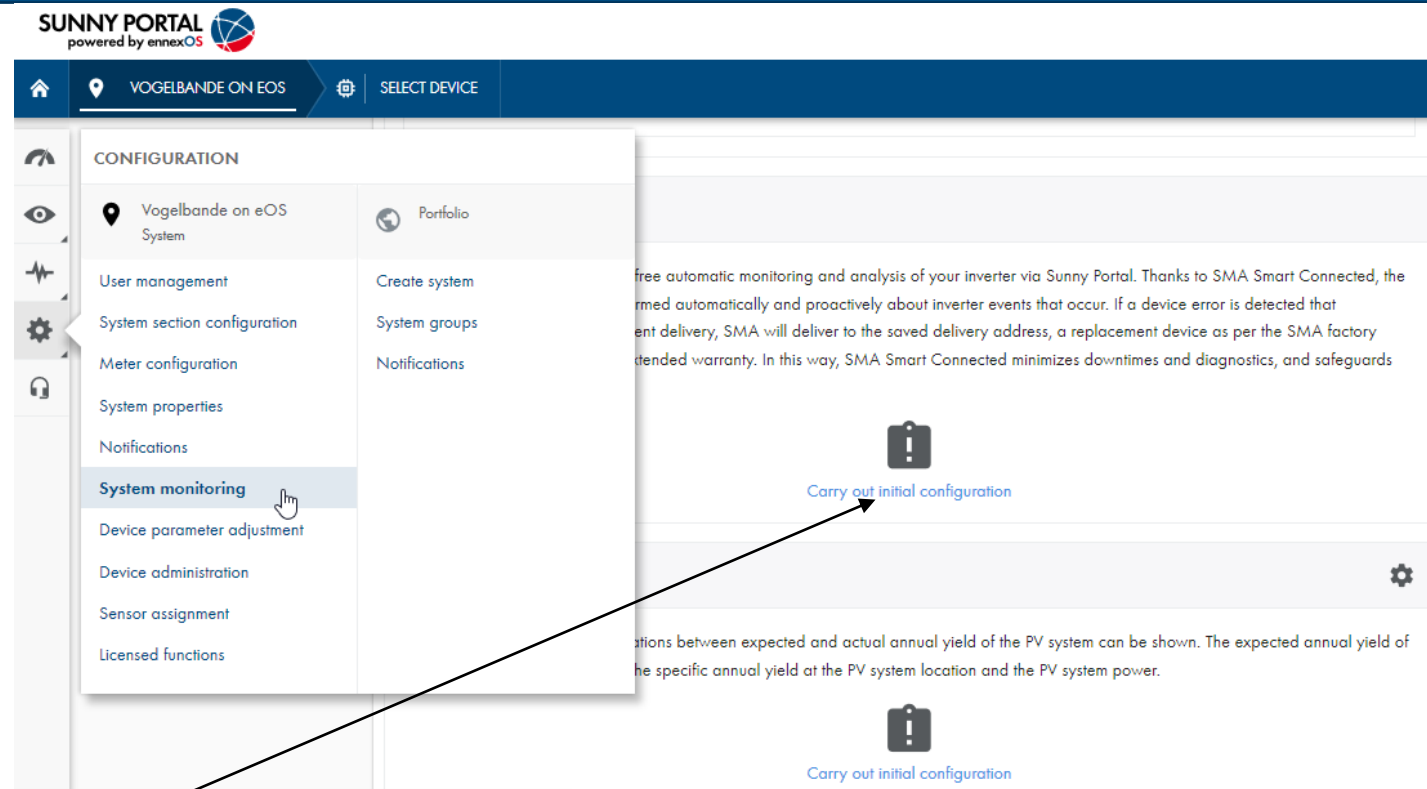
Company name	First name*
<input type="text"/>	<input type="text"/>
Last name*	Street name*
<input type="text"/>	<input type="text"/>
Street number	ZIP code*
<input type="text"/>	<input type="text"/>
City*	State
<input type="text"/>	<input type="text"/>
Country*	Phone number
<input type="text"/>	<input type="text"/>
E-mail*	
<input type="text"/>	

The selected delivery address must be in a Smart Connected enabled country.

# Activation of Smart Connected in the **Sunny Portal** powered by **ennexOS**



Carry out initial configuration



After you have clicked on "Save", click on "Carry out initial configuration".

# Activation of Smart Connected in the Sunny Portal powered by ennexOS



## E-mail configuration and shipping address for hardware delivery

### SMA SMART CONNECTED

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In order to use SMA Smart Connected, it is necessary that the inverter is permanently connected to Sunny Portal and the data of the operator and installer is stored in Sunny Portal and up-to-date.

DISPATCH ADDRESS

Send inverters to be replaced to the following address:

Operator Max Mustermann  
[redacted]  
34125 Kassel

Installer Hasret Varan  
[redacted]  
10 34125

Location of system Sonnenallee 1  
34266 Niestetal

### SMA SMART CONNECTED

#### E-MAIL

Who should be informed by e-mail in the case of problems?

- Operator Max.Mustermann@web.de
- Installer [redacted]

#### ^ SMA Smart Connected compatible inverters

The following inverters in this system are Smart Connected capable and are part of this configuration

Device name	Serial number
My SB Storage_	10807800

#### SMART CONNECTED PARTICIPATION

- I would like to participate in the Smart Connected program with this

Check the box  
and "save"

Assemblies can only be sent to a qualified installer for the exchange of assemblies. The address of the installer or system should be specified here.

# Activation of Smart Connected in the Sunny Portal powered by ennexOS



Activation completed

SMA SMART CONNECTED



SMA Smart Connected provides free automatic monitoring and analysis of your inverter via Sunny Portal. 

Here you will find the [service description](#), as well as the forms for [late replacement delivery](#) and [making a claim for a defective device](#).

Terms and  
Conditions

Settings for SMA Smart Connected

**Active**

The selection of the  
delivery address or  
the e-mail  
configuration can  
be changed here.



# Activation of Smart Connected in the **Sunny Portal** powered by **ennexOS**



Subsequent modification of the operator or installer address under "system properties"

The screenshot displays the Sunny Portal interface. The top navigation bar includes 'SUNNY PORTAL powered by ennexOS', 'DEMO SYSTEMS', 'COMMERCIAL SYSTEM STORAGE', and 'SELECT DEVICE'. A left sidebar menu is open, showing 'CONFIGURATION' with options like 'System properties', 'System monitoring', 'Notifications', 'Device administration', 'System section configuration', 'Device parameter adjustment', 'Sensor assignment', 'Meter configuration', and 'Licensed functions'. The main content area shows 'OPERATOR AND INSTALLER DATA' with a settings icon. The 'Operator' section lists: Test, Mustermann, Max, 34125 Kassel, Germany, and Max.Mustermann@web.de. The 'Installer' section lists: Varan, Hasret, 10 34125, Germany, and a redacted address.