



SMA ONLINE SERVICE CENTRE INSTRUCTIONS

The SMA Online Service Centre has been developed to help customers find information about troubleshooting, raising and tracking cases. All notes, replies and attachments can be found in a single location. For installers, it also provides the ability to request warranty replacements and claim Service Rebates.

This document provides step by step instructions for installers on how to use the SMA Online Service Centre (OSC).

1. [Register for a new user account](#)
2. [Create a service case](#)
3. [Request for an inverter replacement](#)
4. [Claim for a service rebate](#)
5. [Frequently Asked Questions](#)

More information about the OSC can be found in the video with the following link;

<https://vimeo.com/363192486/4a321d8627>.

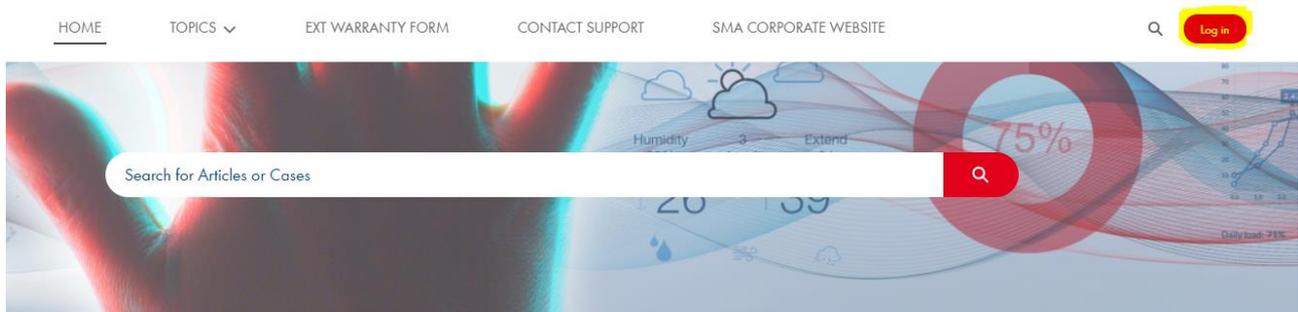


Register for a new user account

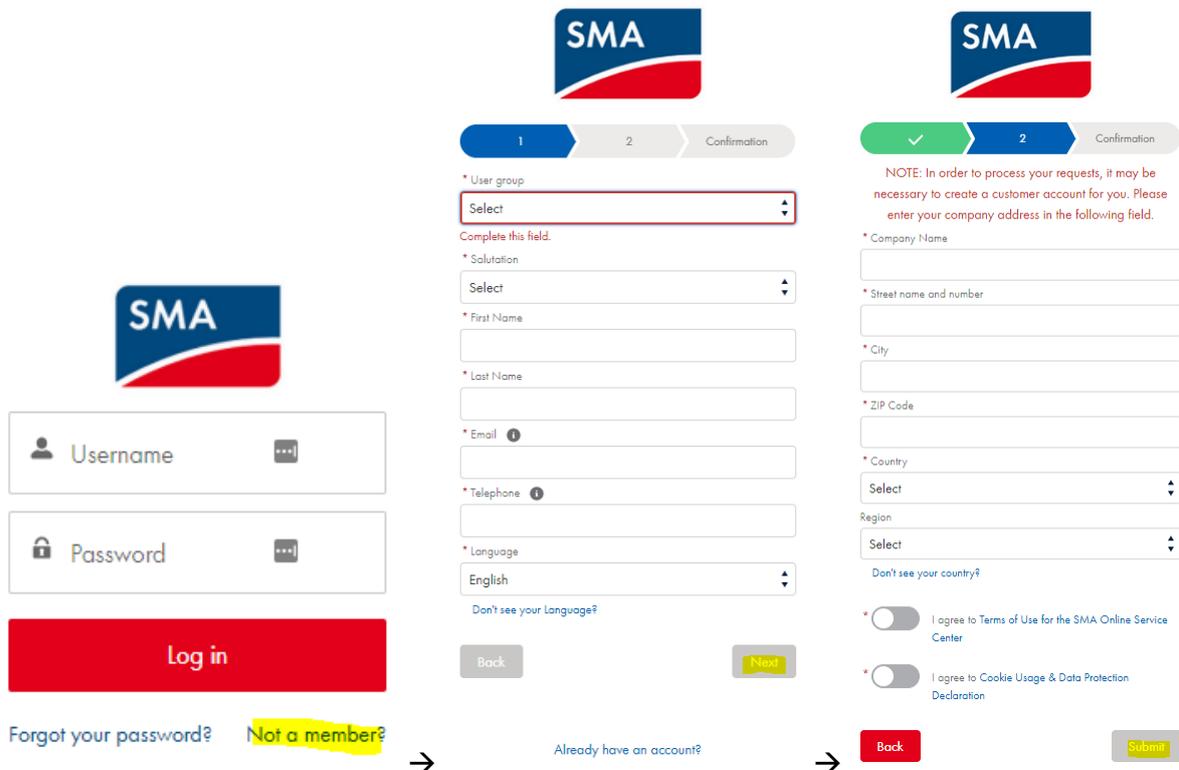
You can register yourself and your company into the system. Multiple colleagues in one company can register their own accounts under the same company name and you and they will have access to both your and your colleagues' cases.

To register:

1. Click on the **[Log in]** button on the top right of the home page.



2. Click on **[Not a member?]** and enter your personal and company details. Once done, click **[Submit]**.



3. Once submitted, SMA will process your registration request. Please allow up to 48 hours for processing. You will receive a confirmation email once the processing is completed and you will be able to set up the password for your account.

Create a service case

Submitting a case through the OSC is equivalent to sending an email with the exception that all notes, replies, and attachments can be found in a single location for your company to access.

To create a case:

1. Click on **[MY CASES]** and then **[CREATE A CASE]**.



2. Fill in the details and click **[Submit]**.

Create a case
How can we help you?

* Subject

Case Summary

After saving the request, files can be added.

* External Reference

* Material Type
-None-

Serial Number

Event number / display message

* Support Type
-None-

Support Type Details
-None-

Attach my search results and article view history to this request. These can then be viewed by the SMA Service.

Submit

NEED ANSWERS FAST?
FIND WHAT YOU NEED HERE.

Event numbers 3, 301 Grid fault
12.04.2018

Sunny Matrix - Possibility of downloading of the firmware
12.04.2018

Sunny Boy Control Light - Determination of the serial number
12.04.2018

Sunny Explorer - Device firmware update
12.04.2018

Salesforce Community Cloud Cookie Usage
23.07.2019

Blink Code 5 - The yellow LED blinks 5 times - Device fault
14.09.2018



Request for an inverter replacement

If a replacement is required, please submit all measurements, pictures and other relevant details beforehand to avoid delays.

Once submitted, to request for a replacement:

1. Click **[Next]**.

Replacement request

Do you want to request a replacement?

Next

2. Fill in the shipping address if different from the pre-set address of your account. Otherwise click **[Next]**.
 A summary will be displayed for confirmation. Click **[Next]** to proceed.

Replacement request

By default, the shipping address for this request is set to your Account's address. If you would like to specify a different shipping address, please enter it in the fields below:

* Company Name

* Street name and number

* City

* ZIP Code

* Country

Region

Previous **Next**

Replacement request

Summary:

You have provided the serial number and event code of your device.
 Please confirm you would like to submit your exchange request for Serial Number:

Serial Number: 1001300022110120666

Shipping address:

SMA Australia
 123 Main St
 North Sydney,
 2060
 Australia
 New South Wales

This requirement applies to products under warranty. If this is not the case, we will contact you regarding an offer.

Previous **Next**

3. The replacement request is now underway and the **Activity Status** will change to "Processing Order". If more information is required, the case will be updated and you will receive an email notification. Once approved, you will be contacted by SMA to confirm T&Cs and a replacement will be despatched accordingly.

Replacement request

You will be able to submit a request for Service Rebate if you qualify for it. Please find the conditions [here](#).

You will be informed about the progress in processing of your exchange request and receive a link to hand in the request for Service Rebate.

Please make sure to have

- Returned the defect device to SMA
- Available the defect device serial number and the received exchange device serial number
- Your invoice for the Service Rebate with all necessary elements for identification of the case

Please click refresh if you feel that this message is no longer valid.

Details

Activity Status **Processing Order**

Event number / display message **64**

Support Type **Technical Issue - Inverter**

Support Type Details **event number / message**



Claim a service rebate

Once the warranty replacement has been approved and T&Cs confirmed, the **Activity Status** will change to "Eligible for Rebate" and you are now able to claim for a Service Rebate.

Details

Activity Status	Eligible For Rebate
Event number / display message	64
Support Type	Technical Issue - Inverter
Support Type Details	event number / message

Failure to meet the service rebate T&Cs will lead to processing delays. Service rebate T&Cs can be found here: <https://www.sma-australia.com.au/service-support/sma-service-rebate.html>.

You can easily find cases where you can claim for a Service Rebate by searching for the following term "Eligible for Rebate". You should search both your open and closed cases.

[CREATE A CASE](#)

Cases My Open Cases Community

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	Date/Time Opened ↓	Status	Case Number	Serial Number	Subject	External Reference	Contact Name
1	28.02.2020 05:59	Service Activity Created	4020758899	2190125456	inverter	1	geoff@smat.com.au

To make a claim,

1. Fill in the details and click **[Next]**.

Request Exchange

You can complete the service report below to proceed with your rebate request. Please make sure that performed exchange qualifies for our [Service Rebate](#).

Please only proceed with the Service Report and the Service Rebate request if you returned the defect device to SMA.

* Exchange Completion Date

Old serial number
00000000315020543

* New Serial Number

On the next page, you will be able to upload your invoice. Please make sure that all these elements are on this invoice. We must reject your invoice in case of non-respect of the requested content:

- Our full company name "SMA Australia Pty Ltd"
- Your ABN
- Amount (with and without GST)
- Bank account details
- Case number
- Serial number

[Next](#)



2. Upload your invoice by clicking **[Upload Files]**. Once finished, click **[Done]** and **[Next]**.

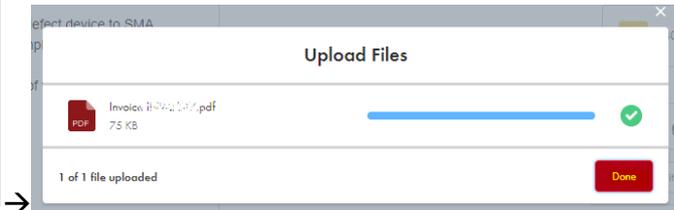
Request Exchange

Please only upload your invoice after returning the defect device to SMA.
Before uploading, please check your invoice for completeness. Only pdf format is supported.
We must reject your invoice in case of non-respect of the requested content:

- Our full company name "SMA Australia Pty Ltd"
- Your ABN
- Amount (with and without GST)
- Bank account details
- Case number
- Serial number

Upload Invoice

Or drop files



3. The service Rebate claim is now underway and will be processed within 30 days. You will notice that the **Activity Status** has changed to "Rebate Request Submitted".

Replacement request

Your Replacement and Rebate Requests have been successfully submitted.

If you need further support you can make a post in this case.

Details	
Activity Status	Rebate Request Submitted
Failure Code/Message	_____
Support Type	_____
Support Type Details	_____



Frequently Asked Questions

Q. Can I see my cases prior to registering for the OSC?

A: This may be possible. If you cannot, please create a case and provide the case number you are looking for. SMA will get back to you with some feedback shortly.

Q. What if I phone in for a warranty approval? Will my case be available to me?

A. Yes, SMA works on cases during the call and the case number is provided to you during the call or via email. This same case number can be found under **[MY CASES]** once you have logged in to the OSC.

Q. The section to claim a Service Rebate does not appear in my case. What should I do?

A: If you encounter this situation, please let us know in the existing case (do not create a new case). Your query will be processed, and the Service Rebate option should appear within 5 business days.

Q. I have replaced a part and not an inverter. There is no replacement serial number. What should I do?

A. The function to claim Service Rebates for spare parts is expected to be available in the OSC soon. In the meantime, please add your invoice as an attachment and post a message to SMA about your situation in the case. Your Service Rebate claim will be processed manually until the function is available.

Q. My case is closed when it should not be. Why was my case closed prematurely and how can I reopen it?

A. Cases are closed by default once the issue is deemed to be resolved, if a warranty case has been sent for processing, or if there is a lack of reply within the set timeframe. If you feel your case should not be closed, you can easily re-open the case by posting your query to SMA in the same case. You will notice the case **Status** change from "Closed" to "Routed".

Q. Can the end customer have an account on OSC, too?

A: End customers can register for their own OSC account if desired. They will have access to information, articles, and warranty extension forms but they will not be able to view any cases that have already been assigned to your company (and vice versa) nor will they be able to request for a warranty replacement. The former feature has been requested to help improve your OSC experience and is currently not available at this point in time.