SMA

SMA Online Service Centre

Introduction

The SMA Online Service Centre (OSC) is a new platform for knowledge sharing and case handling. It can be accessed at **my.sma-service.com.** This platform provides the following benefits:

1.   Self-solve with over 1000 Knowledge articles
2.   Create new cases and receive updates
3.   Request replacement devices
4.   Retrieve your Grid Guard Code
5.   Claim for Service Rebates
6.   Register for 5+5 factory warranty and warranty extensions
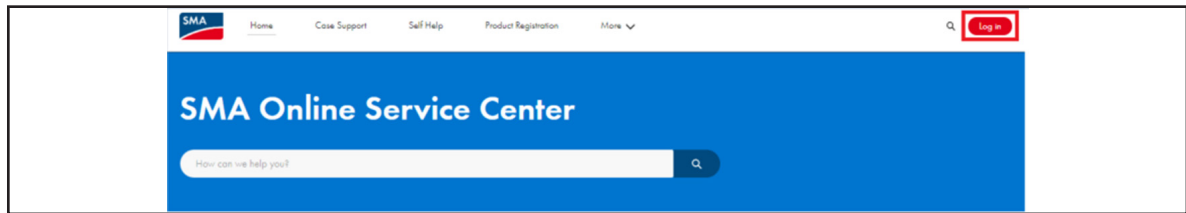7.   Access all your company cases

This document is intended for installers. The following pages explain how to use the OSC:

Register for a new account

To register:
1.   Click on the **[Login]** 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 **[Next]** and **[Submit].**
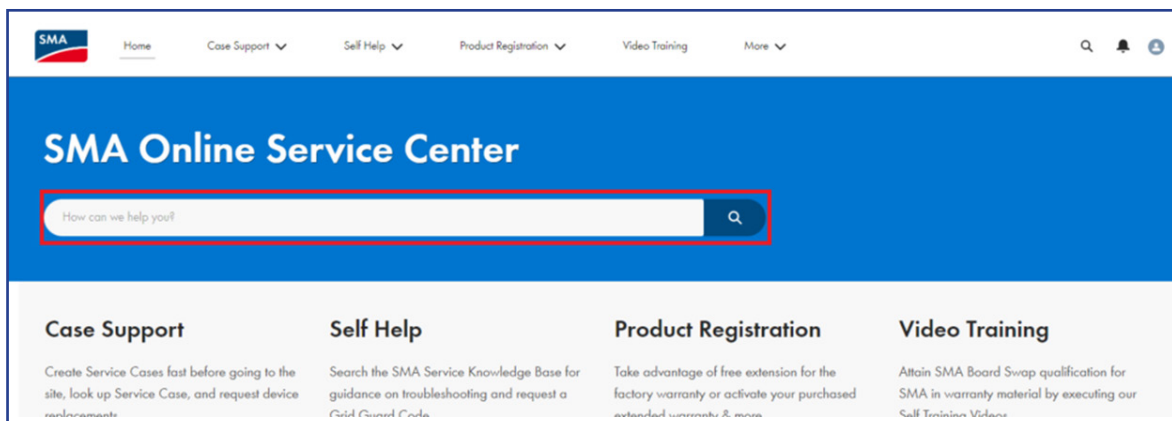

Once submitted, SMA will process your registration request. Please allow up to 48 hours for processing. Once processed, you will receive an email to set up your password.
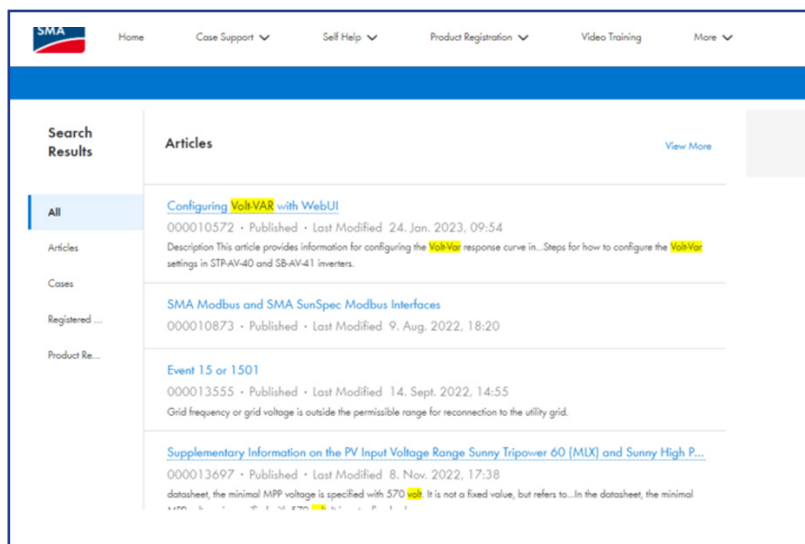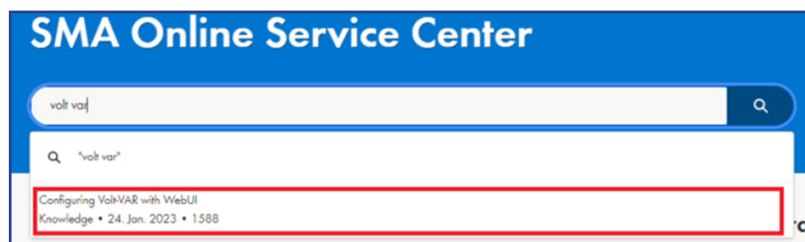
Find a Knowledge article

Self-help articles are designed to help you resolve your issue quickly without the need to call SMA or to create a case.

To find articles:
1.   Enter keywords into the **Search bar.**

2.   Click on the suggested article or click **[Search].**
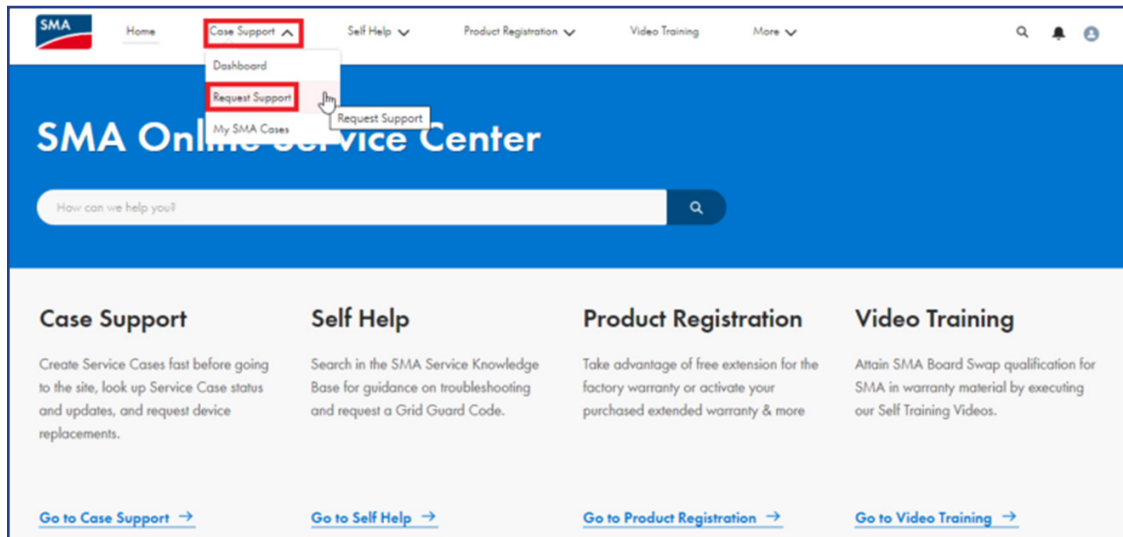   a.   If the latter, you will be provided with options to select from.

Note: You will need to log in to see specific articles or content.

Create a Service case

To create a case:

1.   Click on **[Case Support]** and then **[Request Support].**

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

   a.   For **Case Summary,** please provide details of the issue including any measurements to support the warranty claim.

   b.   For **External Reference**, please use the Sunny Portal plant name. If one does not exist, please use the plant name or customer's address.

3. Once the case is created, pictures, diagrams, proof of purchase documents can be added via the **Attachments** section (by clicking **[Upload Files]** or by dragging and dropping the file).

4. You can add more information and communicate with SMA under the **Communicate with SMA section.** Replies from SMA will appear under this section.
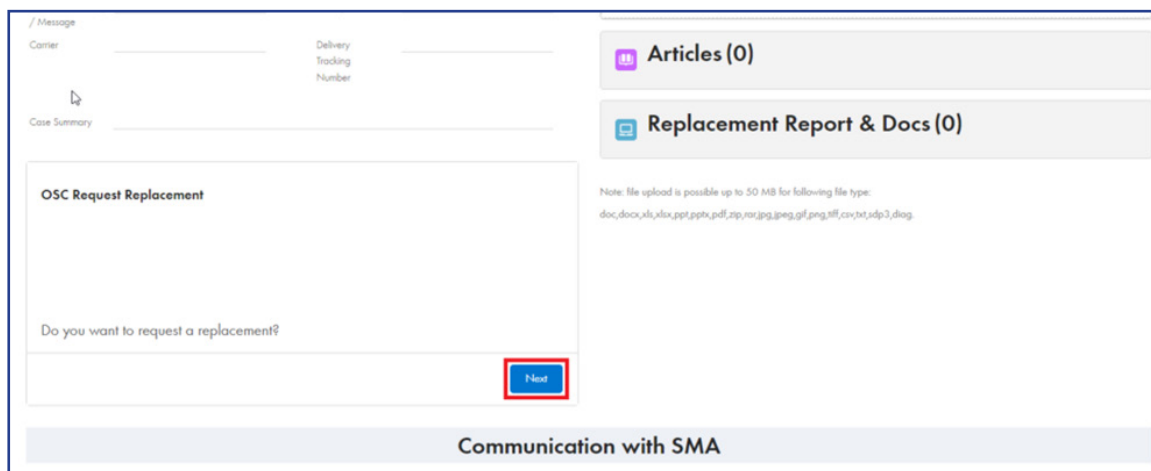
Request a replacement device

You can request a replacement device. However, if insufficient information is provided to conclude a diagnosis, the Service Line will request additional information to support the warranty claim. We recommend that you first refer to available Knowledge articles and provide the associated troubleshooting/measurement results in the case.

If you are onsite and uncertain regarding the measurements required and/or articles, please call SMA for support.
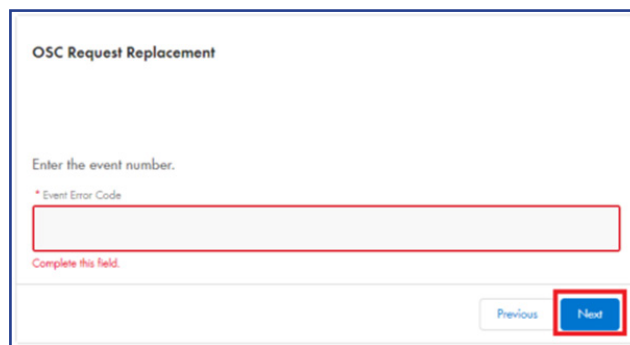
To request a replacement device:
1.   Locate the **OSC Request Replacement** section and click **[Next].**
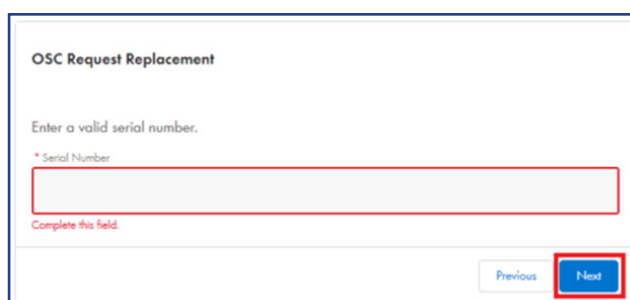

2.   Enter the **Event Error Code** and click **[Next].**

3.   Enter the Serial Number and click **[Next].**

4.   Confirm/adjust the shipping address and click **[Next].**

OSC Request Replacement

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

* Phone

* Email

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5.   Confirm the replacement request summary by clicking **[Next].**

Summary:

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

Serial Number:

Shipping address:

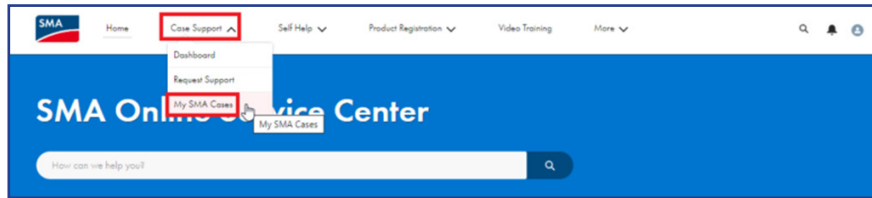This requirement applies to products under warranty. If this is not the case, we will contact you regarding an offer.

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Find your Service case

Whether you call in or create a case yourself, you can find all your company cases in **[My SMA Cases]** under **[Case Support].**


You can use specific filters to find your case quicker. Some key filters include:
- **Waiting for Customer Feedback** – Cases where SMA is waiting for further information from yourself.
- **Cases with Replacement and / or Onsite Service** – Cases involving warranty replacements. Tracking numbers will be available here.
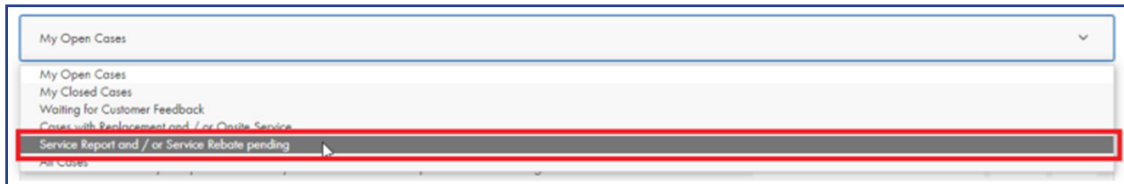- **Service Report and / or Service Rebate pending** – Cases where Service Rebates can be applied for.
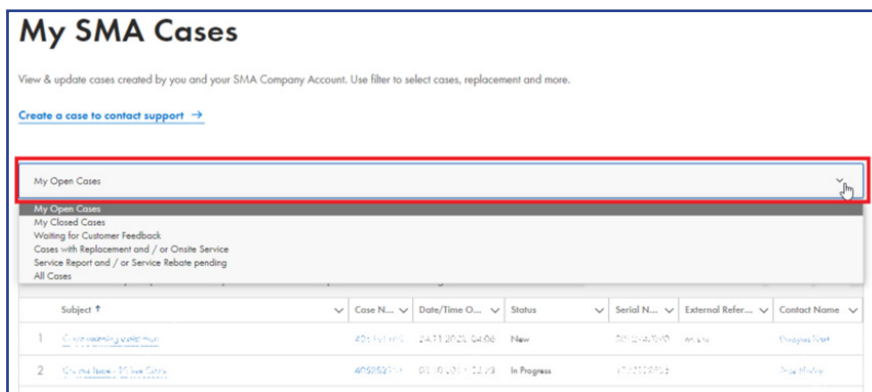
You can search for keywords such as the **Case Number** or the **External Reference.** You may need to click on **[Load More]** to find your case.
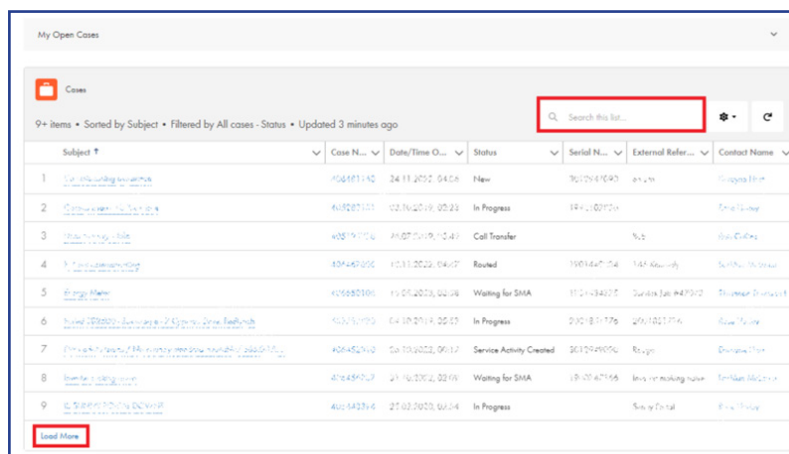
Claim for a Service Rebate

To claim for a Rebate:
1.   Go to **[Case Support],** select **[My SMA Cases]**, and select the filter Service Report and / or Service Rebate pending.

2.   Go to OSC Replacement Report, fill in the details and click **[Next].**

3.   Enter the replacement serial number under **New Serial Number** and click **[Next].**

4. Upload the invoice under **[Upload Invoice]** and click **[Next], [Done],** and **[Next].**

Handle issues with claiming a Service Rebate)

If your **Case Number** is missing from the filtered list, you may need to search for it manually.
If the **OSC Replacement Report** section is not available:

1.   Drag and drop the invoice under **Attachments**, and
2.   Make a post in the case to notify SMA of the attached invoice.
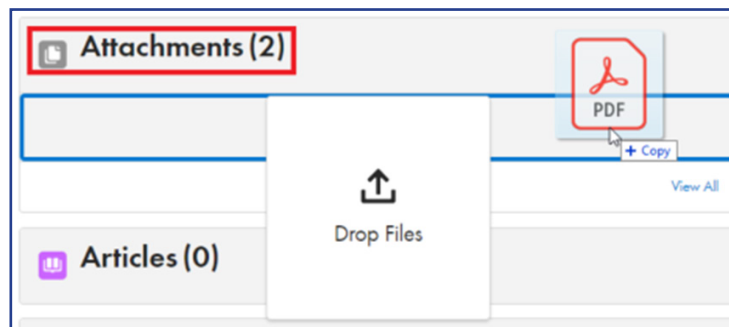
Find your Grid Guard Code

Grid Guard Codes are required to access grid-related inverter parameters. To request for a Grid Guard Code, go to **[Self Help]** and click on **[Grid Guard Code].** The request is processed instantly, and your Grid Guard Code will be stored here.

The displayed Grid Guard Code is unique and for you only. Your colleagues can have their own unique Grid Guard Code allocated to them but they will require their own OSC account.
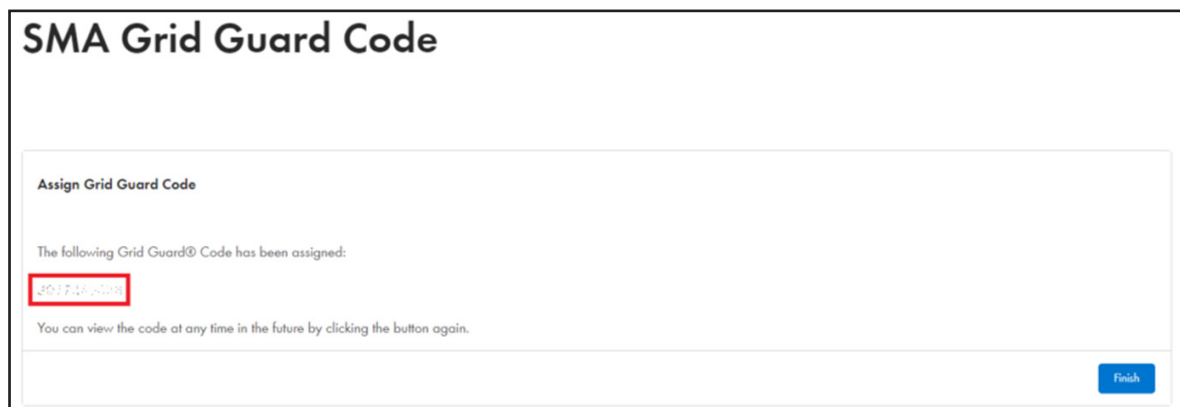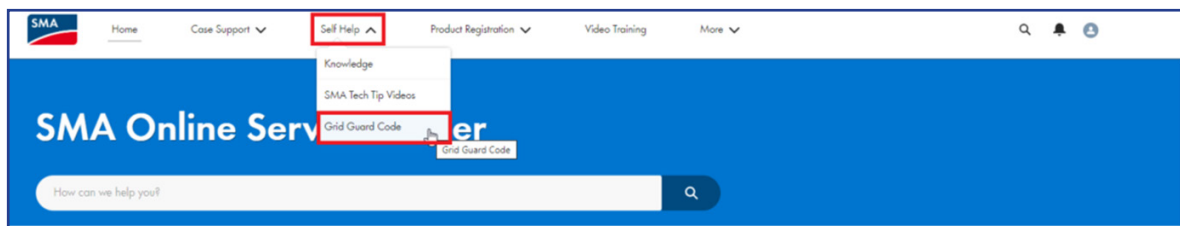
Register for 5+5 factory warranty

Registering devices for your customers gives:
1.   Accurate warranty start dates and a smoother warranty process
2.   An extra 5 years factory warranty for home inverters

To register devices for your customer:
1.   Click on **[Product Registration]** and then **[Register new PV System].**
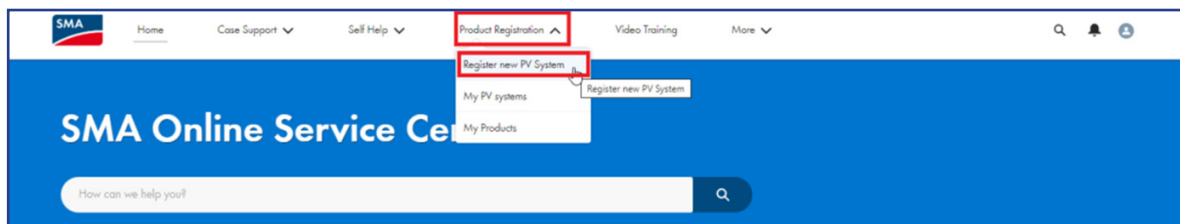
2.   Fill in the details and click **[Next].**

3.   Select **'is my customer. I initiate product registration for him/her.'** and click **[Next].**

4. Fill in the customer details and click **[Next]** and **[Next].**

Please start the product registration

NOTE:

Please enter the information about the system owner below. This person will receive an e-mail containing an invitation for product registration.
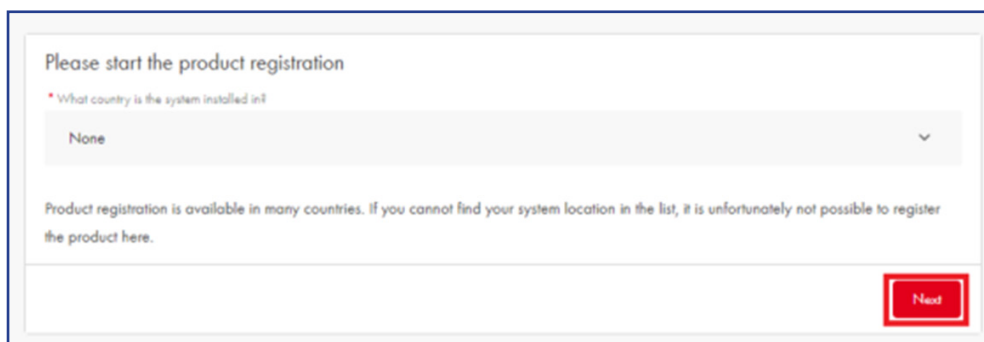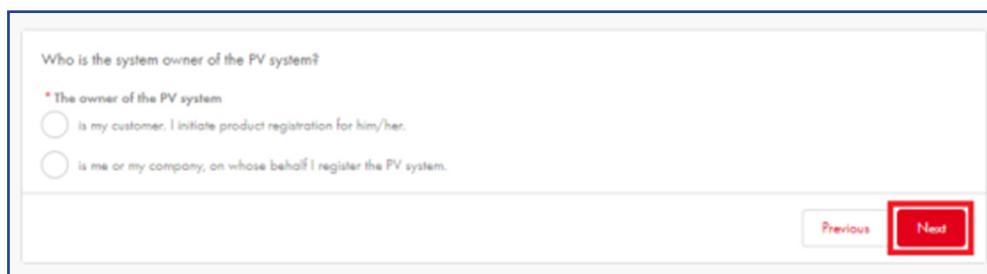
You will not be able to enjoy the benefits of registration until the system owner releases the PV system that you registered. It is not possible to activate an extended warranty.

* Name of the PV system (choose as you like)

Complete this field.

* Street and house number of the system location

* ZIP code

* City

State

* First name of the system owner

* Last name of the system owner

* E-mail address of the system owner

Your contact details listed here will be shown to the system owner:

G. Baan Tim Group

E-mail: g8h06fbo.mail.com

Phone: 450030199

☐ I hereby confirm that I am authorized to provide the information provided above regarding the system owner.

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Click "Next" to add devices to the PV system

Please have the serial number and commissioning date at hand for this. You can add also the devices later under "My PV systems".

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5.   Add the inverter details and click **[Next], [Next],** and **[Next].**

6.   Select **'Register another product in this PV system'** if there are other devices in the system. Otherwise select **'Complete the product registration'**, **[Next]** and **[Next].**

7.   To finish the registration, the customer will need to approve the registration completed on their behalf. The customer will receive an approval reminder, via email, 3 times within a period of 2 weeks. Failure to approve within 3 weeks will cancel the product registration initiation.

At a later stage, if more inverters need to be added, the customer's email address needs be adjusted, or the system registration needs to be deleted:

1. Click on **[Product Registration]** and then **[My PV Systems].**
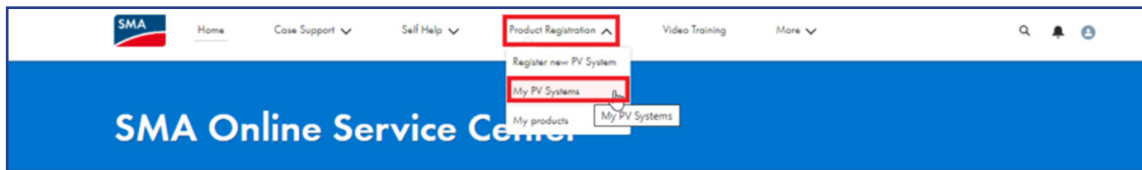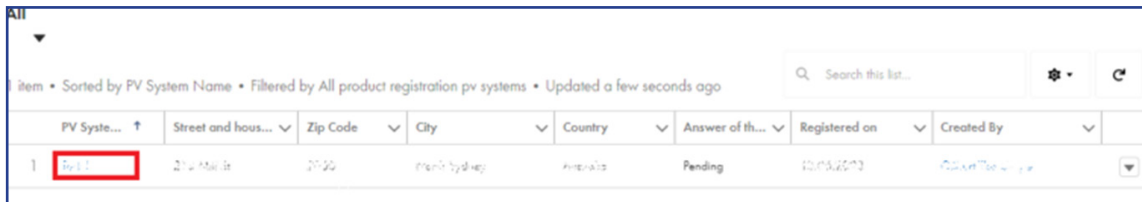
2. Select the s**ystem.**

3. Select the relevant options.
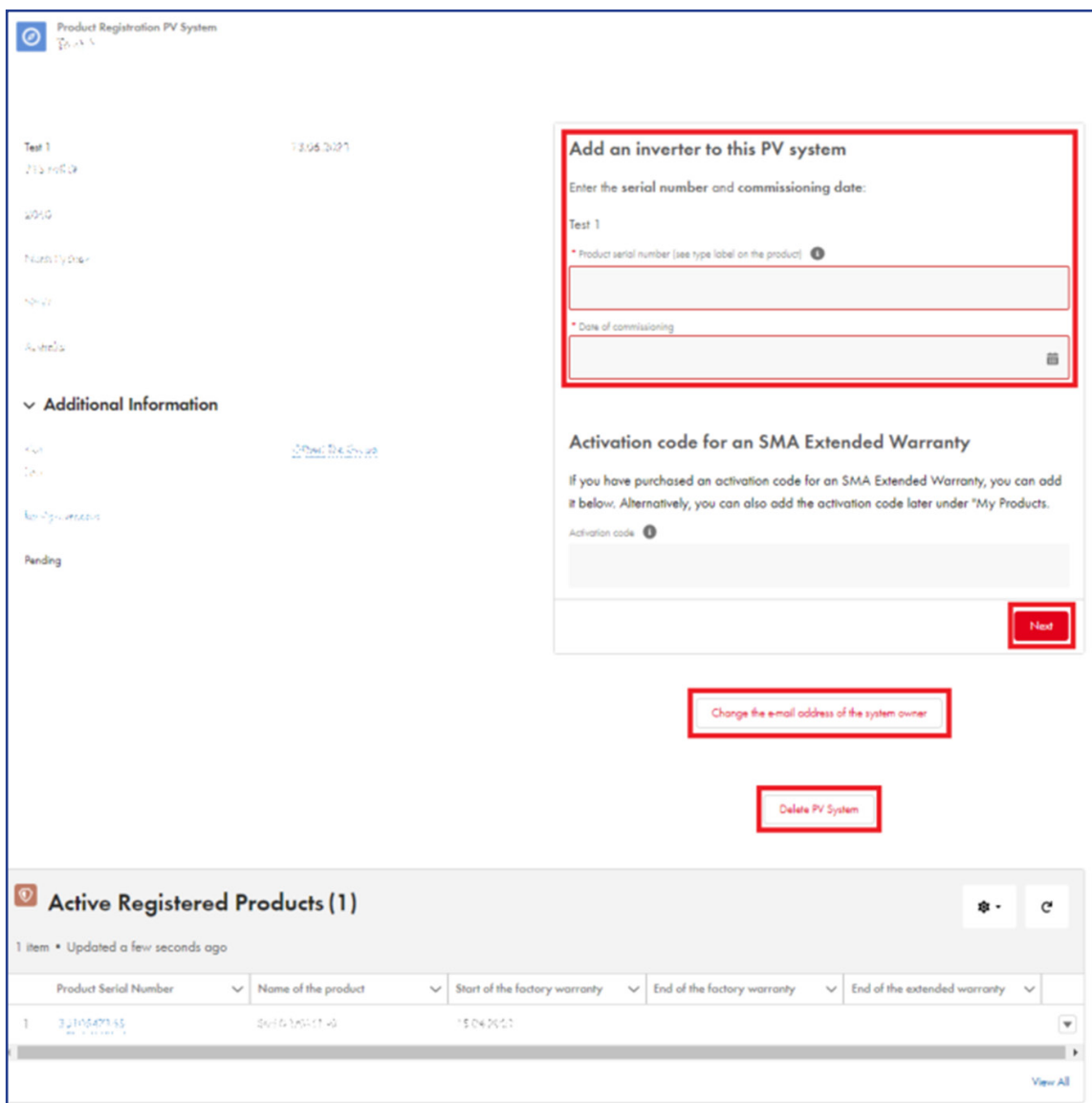
Register warranty extension

1. Click on **[Product Registration]** and then **[My PV Systems].**

2. Select the **system.**

3. Add the Activation code, click **[Next]**, and follow the prompts.

Frequently Asked Questions

Q. Will I see my old cases before I registered for the OSC?
A: Yes, you will. If you cannot, please create a case and let us know which case number you are looking for.

Q. If I call in, will my case be available to me?
A. Yes, all your cases can be found under **[My SMA Cases].**

Q. What does the case status mean?
A. We understand the confusion and are planning further improvements. For now, the case statuses are:
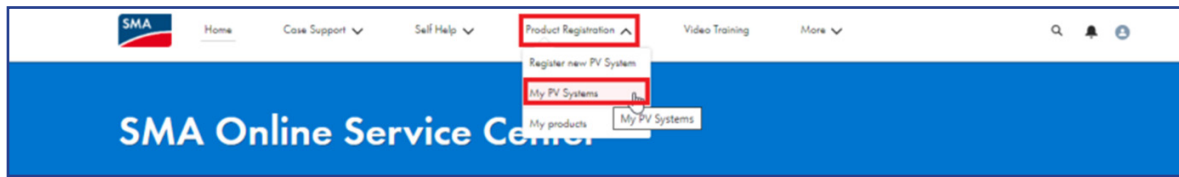- New – New case raised.
- Routed – The case has been routed to SMA and is awaiting a SMA response.
- In Progress – SMA is currently working on the case.
- Waiting for customer – SMA is waiting for you to respond before further action can take place.
- Waiting for SMA – SMA is working on the case.
- Service Activity Created – SMA has dispatched the replacement device.
- Closed – For the reasons below.

Q. Why is my case closed?
A. There are a few reasons why the case may be closed.
1. The issue was determined to be resolved.
2. SMA was waiting for a reply and too much time has elapsed.
3. Once the replacement device has been dispatched, the case status automatically changes to "Closed" after a few days.

Whatever the case, if you consider the case to be open, feel free to make a post or comment in the case and your case will automatically be re-opened.

Q. Can the end customer have an account on OSC too?
A: Yes, but they will not have access to all the permissions you have as an installer. Please also note that currently they will not have access to the cases you have access to. This is currently planned for the near future.

Q. If the phone lines are down, will SMA continue to respond to OSC cases?
A. Unless all systems are down, yes SMA will.

Q. When should I create a new case?
A. When you have a new issue or an issue with a different device. Otherwise you should continue to use the existing case.

Q. When should I receive a response from SMA?
A. Typically cases are responded to within 2 working days if not earlier.

Q. What can I do if an article I am looking for doesn't exist?
A. Create a case, let us know what is missing and SMA will create an article to address your need.

Q. How can I give feedback when an article is lacking?
A. Create a case, let us know what is lacking and SMA will review and update the article to address your need.

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