

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

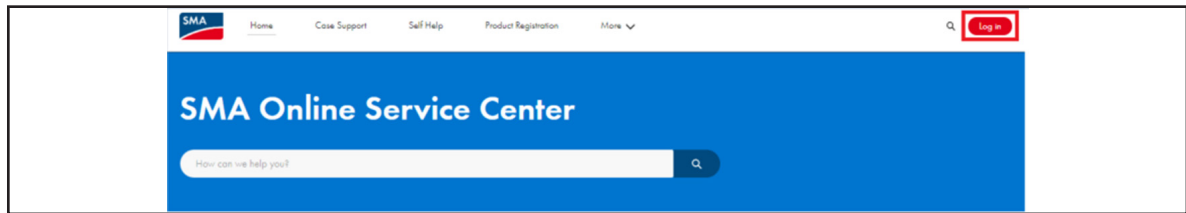
This document is intended for installers. The following pages explain how to use the OSC:

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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]**.

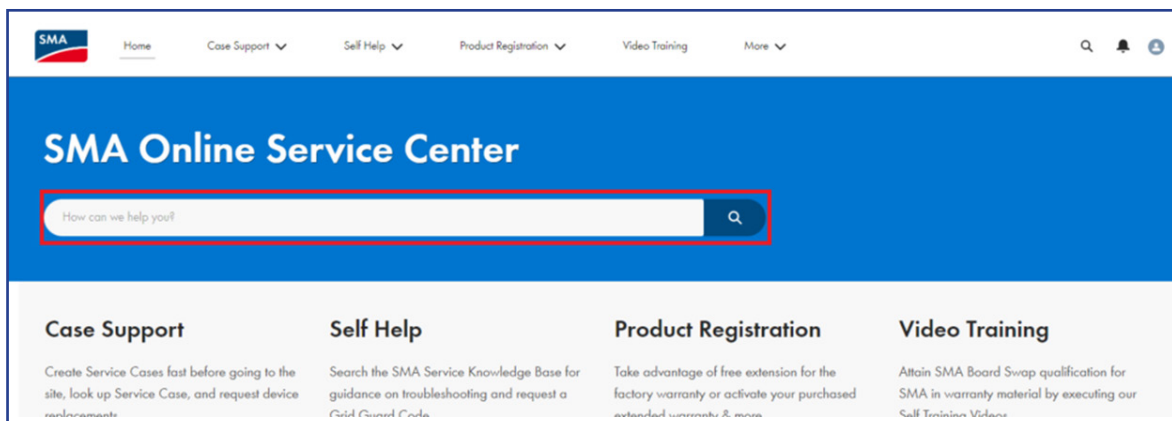
Once submitted, SMA will process your registration request. Please allow up to 48 hours for processing. Once processed, you will receive an email to set up your password.

Find a Knowledge article

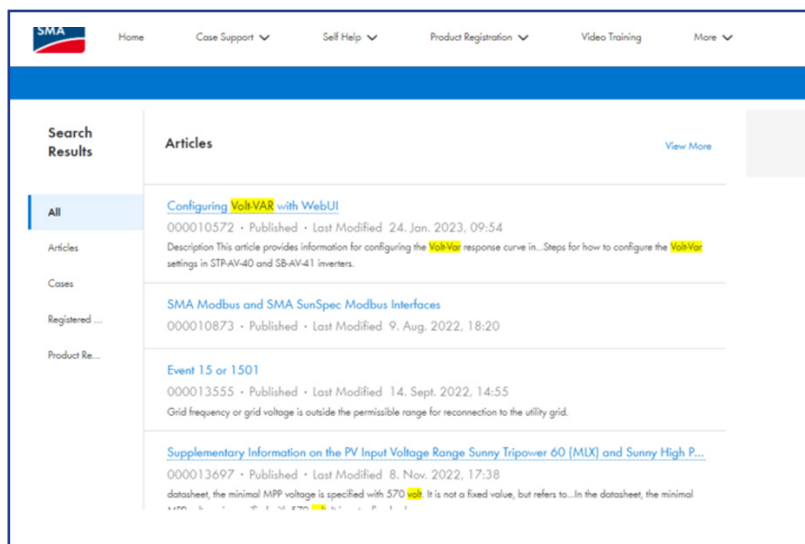
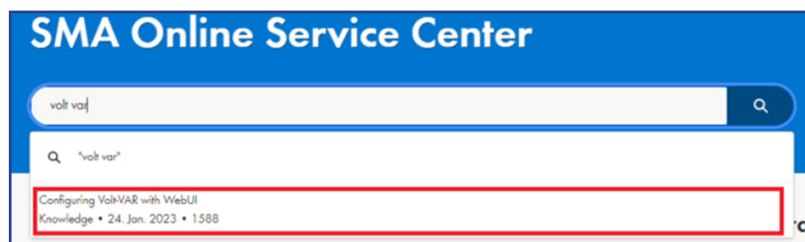
Self-help articles are designed to help you resolve your issue quickly without the need to call SMA or to create a case.

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.



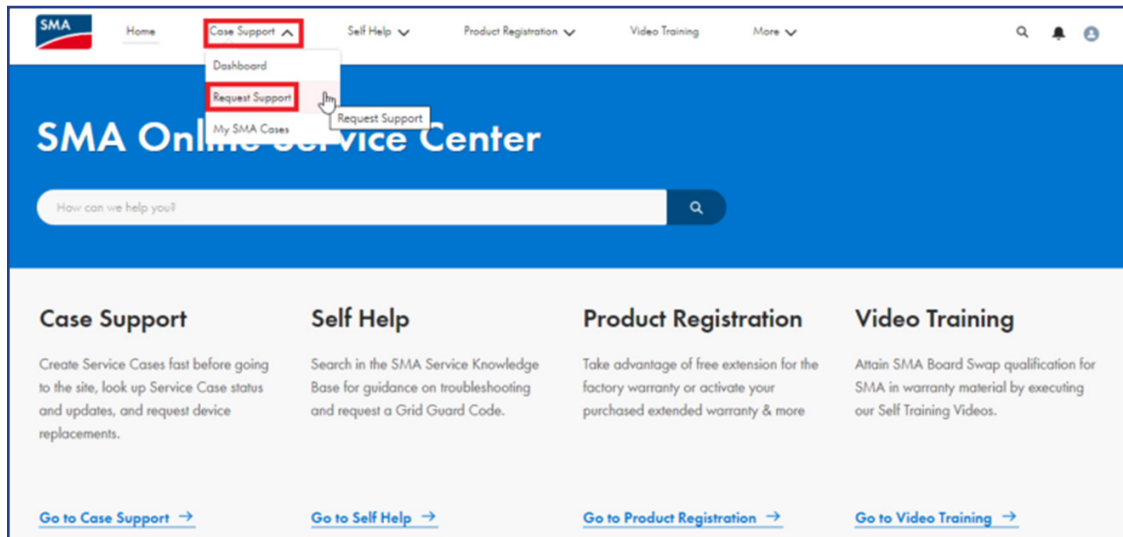
Note: You will need to log in to see specific articles or content.

The screenshot displays the SMA website's search results page. The top navigation bar includes links for Home, Case Support, Self Help, Product Registration, and More. A search bar and a 'Log in' button are located in the top right corner. The main content area is divided into a left sidebar with 'Search Results' and 'Articles' sections, and a main 'Articles' section. Two articles are listed, both titled 'Tech Tip: Configuring a VoltVar Response mode on Sunny Boy AV-40 inverters'. The first article has ID 000018466 and was published on Jun 12, 2023, at 11:50 AM. The second article has ID 000018442 and was published on Jun 12, 2023, at 12:50 PM. A red box highlights a message: 'As installer, you can access additional knowledge content by logging in.'

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.

Contact SMA Support

Tell us how we can help.

* Subject

Case Summary

🔗 You can attach files to your case after initial submittal 🌐

* External Reference 🌐

* Material Type

-None-

Serial Number

Failure Code / Message 🌐

* Support Type 🌐

-None-

Support Type Details 🌐

-None-

☒ Attach my search results and article view history to this case for review by SMA Support

Submit

- [Back to case list](#) →

Case

OSC Request Replacement

Follow

Case Number	External Reference	Status	Serial Number	Material	Equipment Warranty Status
475101128	51116	New	3010147010	SBS-0-1AV-41	

Details

Contact Name

Customer Mark

Serial Number

3010147010

Material

SBS-0-1AV-41

Warranty End Date

16.05.2027

Failure Code / Message

Activity Status

No Activity Initiated

Carrier

Delivery Tracking Number

Case Summary

OSC Request Replacement

There are no actions available, you can try refreshing the page. If this message persists then the Case is locked for inactivity [no modifications for 6 months].

Attachments (0)

Upload Files

Or drag files

Articles (0)

Replacement Report & Docs (0)

Note: file upload is possible up to 50 MB for following file type:
doc,docx,xls,xlsx,ppt,pptx,pdf,zip,rar,jpg,jpeg,gif,png,svg,txt,zip3,diag

Communication with SMA

Post

Share an update...

Share

Sent by:

Most Recent Activity

Search this feed...

▼

⌵

[John D. Murphy](#) (SMA Australia Pty Ltd) created this case.

24 November 2022 at 04:46

475101128

View more details

Like

1 view

SMA Blog

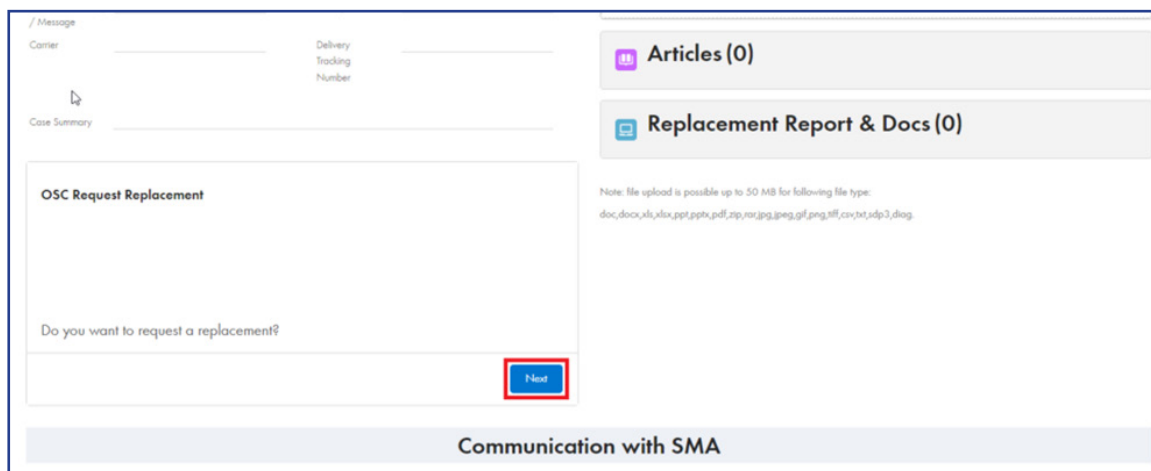
Request a replacement device

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.

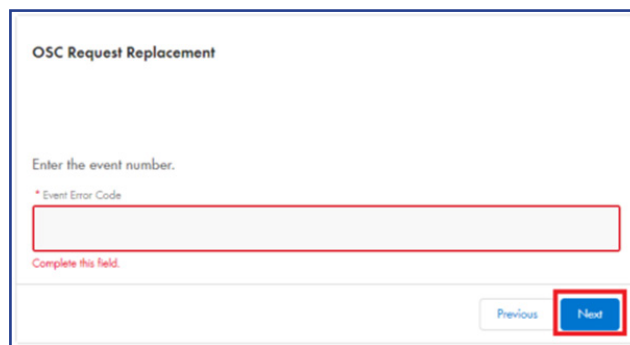
To request a replacement device:

1. Locate the **OSC Request Replacement** section and click **[Next]**.



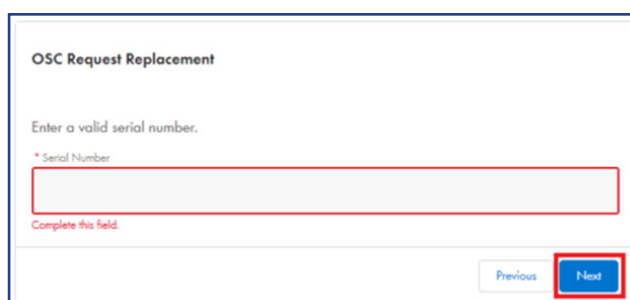
The screenshot shows the 'OSC Request Replacement' section of the SMA portal. On the left, there are tabs for 'Carrier', 'Delivery Tracking Number', and 'Case Summary'. The 'Case Summary' tab is active, showing the 'OSC Request Replacement' section. Below this section, there is a question 'Do you want to request a replacement?' with a 'Next' button highlighted in red. On the right, there are two sections: 'Articles (0)' and 'Replacement Report & Docs (0)'. Below these, there is a note about file upload limits and supported file types. At the bottom, there is a 'Communication with SMA' section.

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



The screenshot shows the 'OSC Request Replacement' form. The title is 'OSC Request Replacement'. Below the title, there is a prompt 'Enter the event number.' followed by a red asterisk and the label '* Event Error Code'. There is a text input field with a red border. Below the input field, there is a red error message 'Complete this field.' At the bottom right, there are two buttons: 'Previous' and 'Next', with the 'Next' button highlighted in red.

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



The screenshot shows the 'OSC Request Replacement' form. The title is 'OSC Request Replacement'. Below the title, there is a prompt 'Enter a valid serial number.' followed by a red asterisk and the label '* Serial Number'. There is a text input field with a red border. Below the input field, there is a red error message 'Complete this field.' At the bottom right, there are two buttons: 'Previous' and 'Next', with the 'Next' button highlighted in red.

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
Motive Law LLC

* Street name and number
Unit 10 110 Allison Dr

* City
Boulder City Nev

* ZIP Code
89002

* Country
Australia

Region
New South Wales

* Phone
6155492744

* Email
bryon@bryonmotive.com.au@bryonmotive.com

[Previous](#) [Next](#)

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: 2-656127-003

Shipping address:

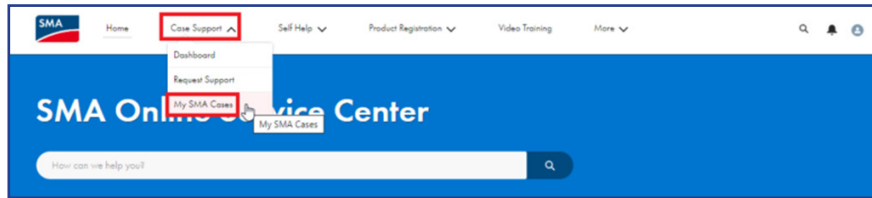
Motive Law Pte
Unit 10 110 Allison Dr
Boulder City
Nevada
89002
Australia
New South Wales
6155492744
bryon@bryonmotive.com.au@bryonmotive.com

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

[Previous](#) [Next](#)

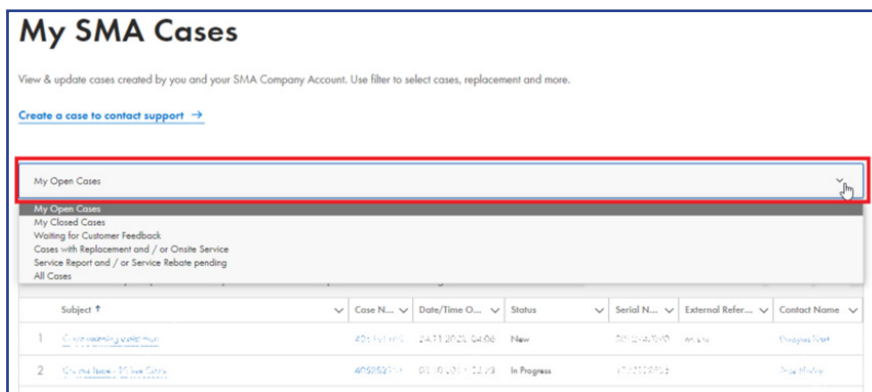
Find your Service case

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

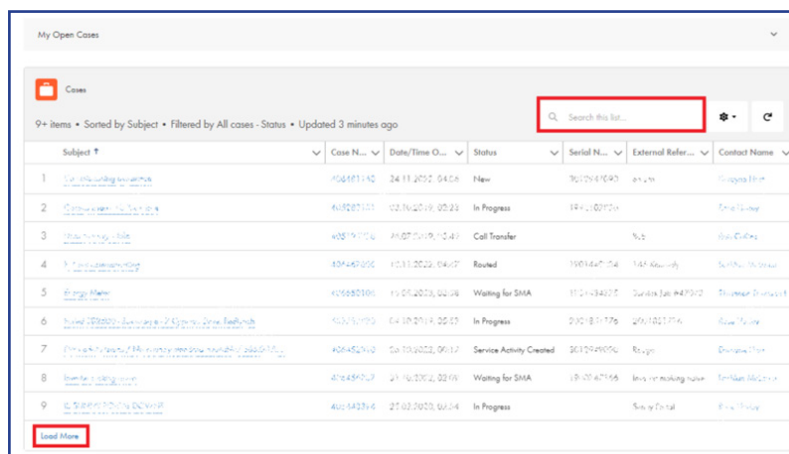


You can use specific filters to find your case quicker. Some key filters include:

- **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.



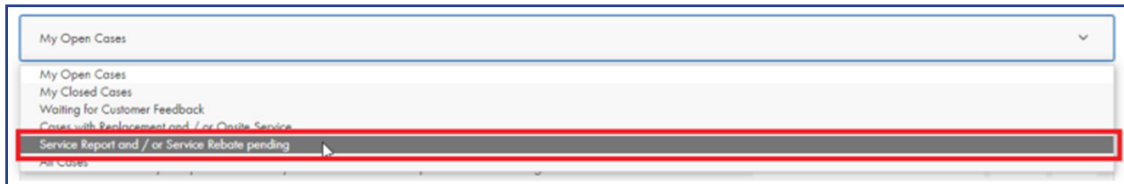
You can search for keywords such as the **Case Number** or the **External Reference**. You may need to click on **[Load More]** to find your case.



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]**.

A screenshot of the 'OSC Replacement Report' form. The form is titled 'OSC Replacement Report' and includes instructions: 'You can complete the service report below to proceed with your rebate request. Please make sure that performed replacement qualifies for our Service Rebate: (Service Rebate Conditions) Please only proceed with the Service Report and the Service Rebate request if you returned the defect inventory/part(s) to SMA.' Below this, there is a 'Service Activity Completion Date/Time' field with a calendar icon. A red box highlights the 'Problem Fixed?' section, which contains a dropdown menu with 'No - Enter Reason Not Fixed' selected, and a text input field for 'Enter Reason Not Fixed'. A 'Next' button is visible at the bottom right of the highlighted section. To the right of the form, there are sections for 'Articles (0)' and 'Replacement Report & Docs (0)'. At the bottom of the page, there is a 'Communication with SMA' section with a 'Post' button.

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

A screenshot of the 'OSC Replacement Report' form, showing the 'New Serial Number' field. The form is titled 'OSC Replacement Report' and includes the following fields: 'Material No' (with value '10000000000000000000'), 'Old Serial Number' (with value '10000000000000000000'), and 'New Serial Number' (with a red box around the input field). A 'Next' button is located at the bottom right of the form.


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

OSC Replacement Report

Please only upload your invoice after returning the defective device to SMA.
Please ensure your invoice contains the below information.
Failure to do so will lead to delays.
Only pdf format is supported.

- Our full company name "SMA Australia Pty Ltd"
- Our ABN "44 127 198 761"
- Amount (with and without GST)
- Bank account details
- Case number


Upload Invoice

 Upload Files Or drop files

Click Next to view the name of the file(s) you have uploaded

Next

Upload Files

 44-127-198-761.pdf
1.54 KB

1 of 1 file uploaded

Done

OSC Replacement Report

The following files were uploaded:

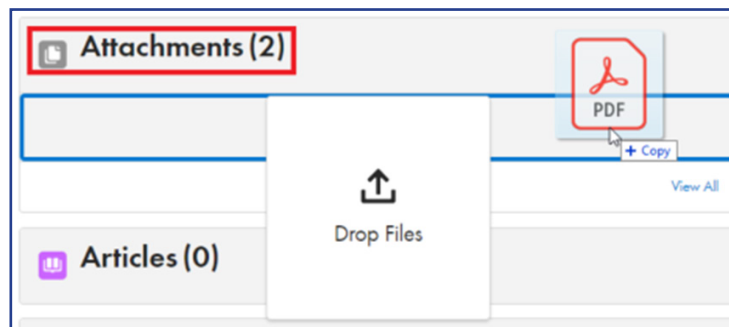
- 44-127-198-761.pdf

Previous **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:

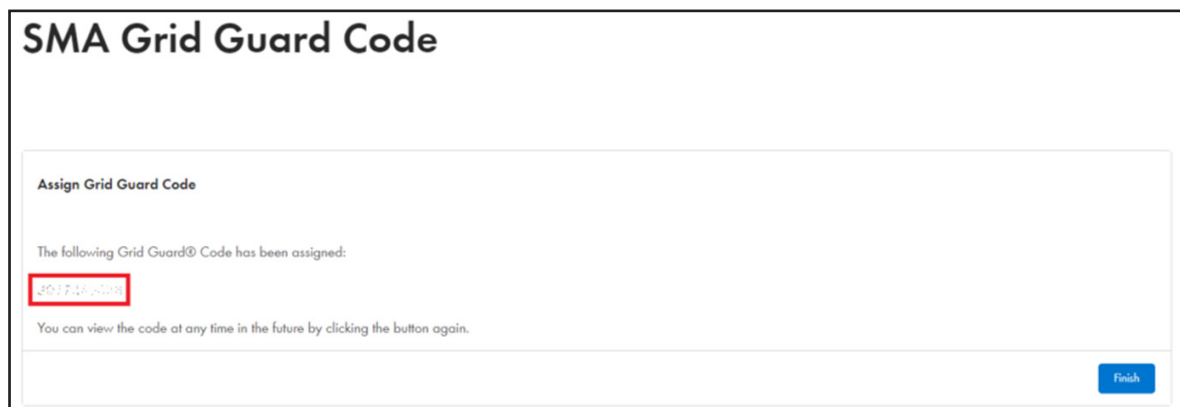
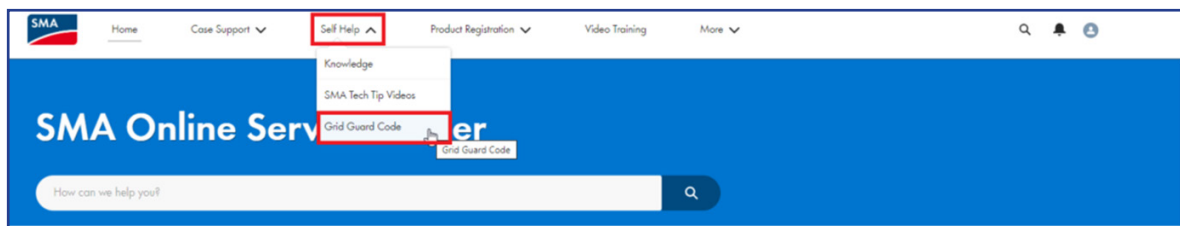
1. Drag and drop the invoice under **Attachments**, and
2. Make a post in the case to notify SMA of the attached invoice.



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.



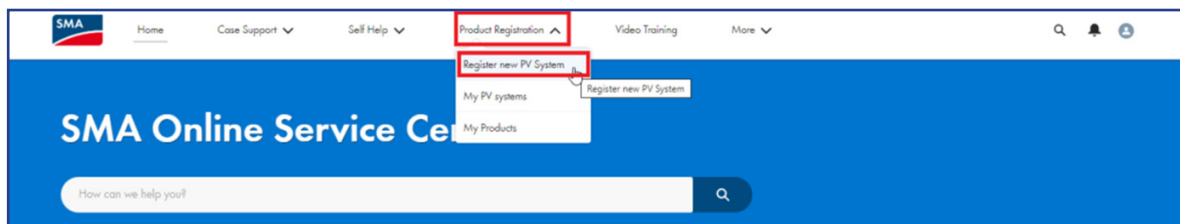
Register for 5+5 factory warranty

Registering devices for your customers gives:

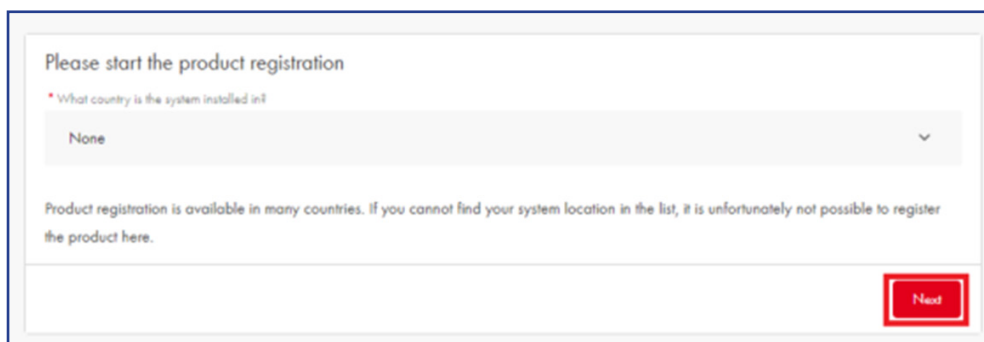
1. Accurate warranty start dates and a smoother warranty process
2. An extra 5 years factory warranty for home inverters

To register devices for your customer:

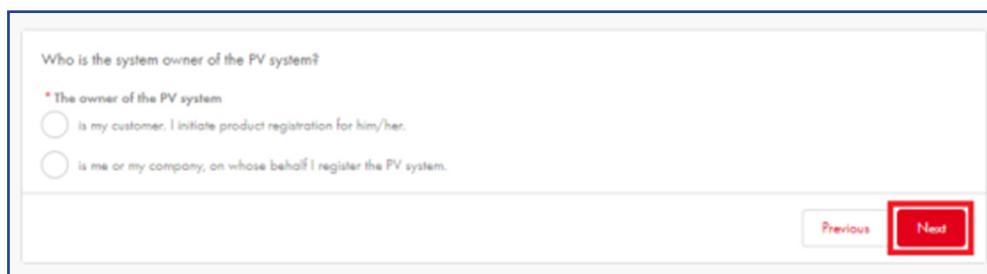
1. Click on **[Product Registration]** and then **[Register new PV System]**.



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

* Email address of the system owner

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

Company Name Group

Email: gdh@6-fino-italia.com

Phone: +39 051 2311111

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

Previous


Next

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".

Next

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

 Product Registration PV System

Test 1

213 AND 01

2130

Power Supply

1000V

Ascom 01

Additional Information

City

Power

Power@SMA.com

Pending

Add an inverter to this PV system

Enter the serial number and commissioning date:

Test 1

* Product serial number (see type label on the product!)

Complete this field.

* Date of commissioning

Complete this field.

Activation code for an SMA Extended Warranty

If you have purchased an activation code for an SMA Extended Warranty, you can add it below. Alternatively, you can also add the activation code later under "My Products."

Activation code

Next

In the case of inverter replacement, please enter the serial number of the new device!

Previous

Next

The commissioning date of the inverter contradicts the SMA delivery date.

Please contact Warranty@SMA.de and attach verification of the commissioning date to your e-mail (commissioning report or invoice). Until you have provided proof of the commissioning date, the SMA delivery date will be kept as the starting point of the factory warranty. This also applies to the start of an optional SMA Extended Warranty following the factory warranty. As soon as you have proven the commissioning date, we will adjust the data of your contract and send it to you again. In any case, please complete the registration for the product before contacting SMA.

Previous

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]**.

The device has been added to the system.

The following shows the expected result.

- ☒ Product registered
- ☐ Start date of SMA Factory Warranty updated
- ☐ +5 years factory warranty approved
- ☐ SMA Extended Warranty activated

My SMA inverter did not receive the free 5-year extended warranty. Why? To see the possible reasons, please read the [FAQ](#)

* What do you want to do next?

☐ Register another product in this PV system

☐ Complete the product registration

Next

This product has been registered. The system owner must agree to the registration of the system. You will receive an e-mail as soon as the approval is made and the warranty periods are updated.

The warranty periods will be updated within 24 hours after the system owner has granted approval.

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.

Registered product
010507140

0010507140
0010507140
0010507140
0010507140

[Next](#)
[Go Back To System](#)

Pending approval by the system owner

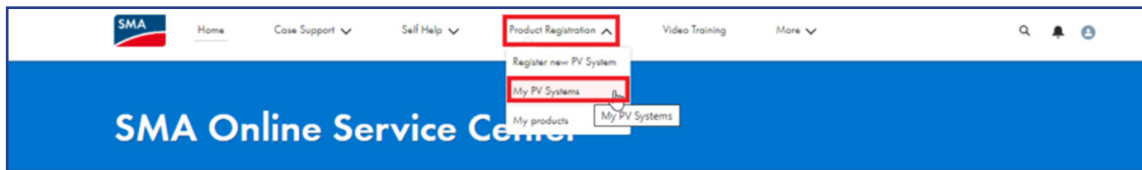
Approval pending
This product was registered by an installer. The system owner must first agree to the registration so that further actions are possible.

Activation Codes (0)

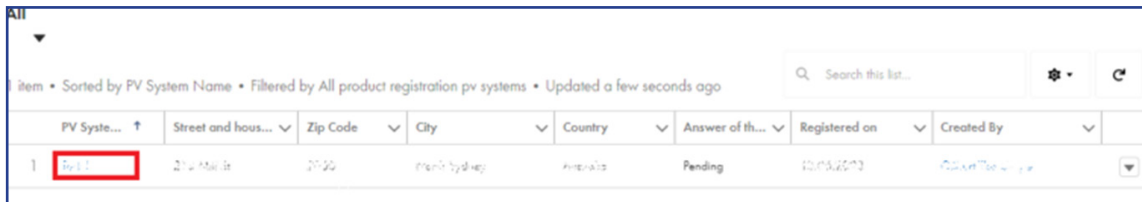
Warranty information
0010507140

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

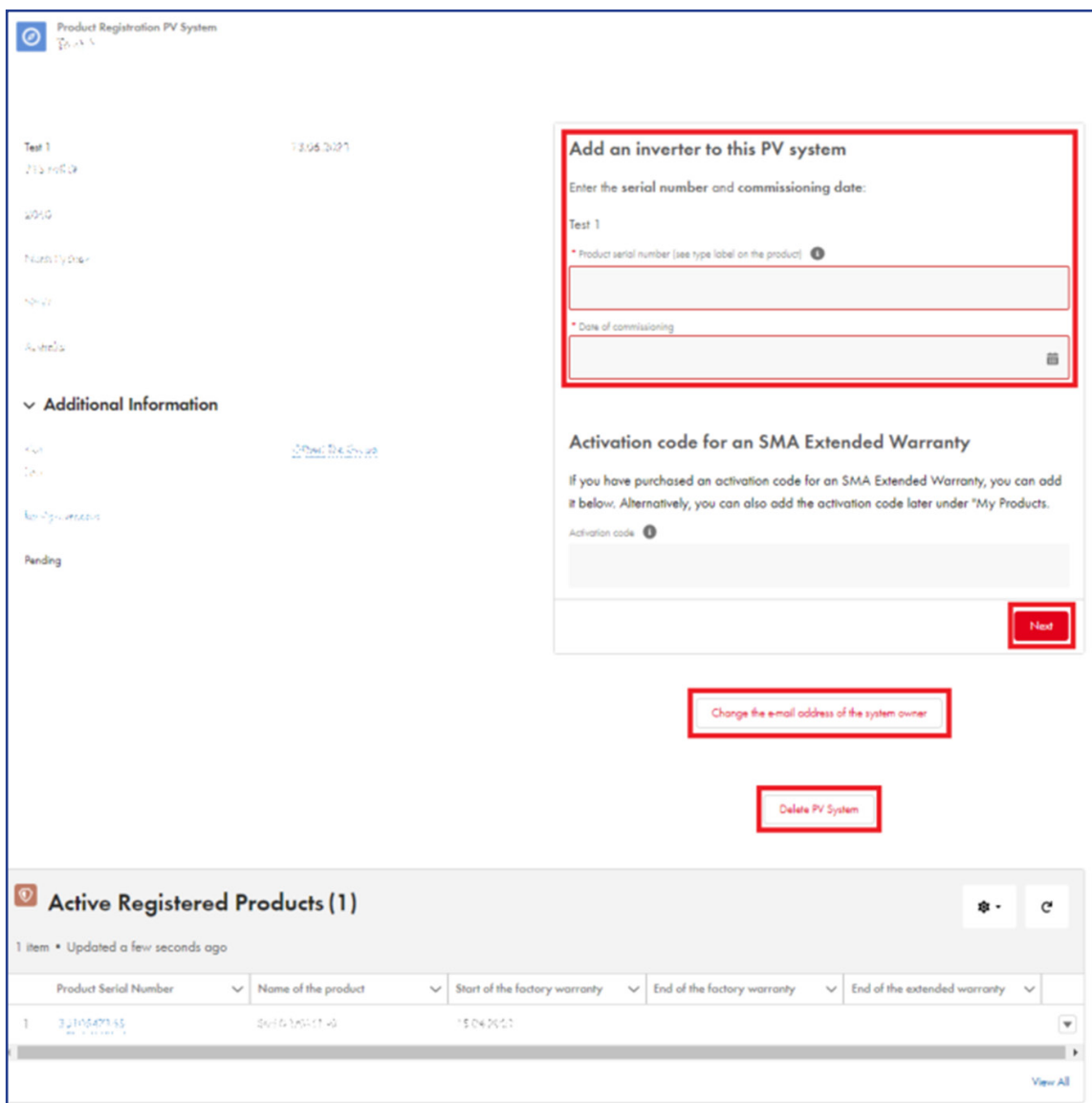
1. Click on **[Product Registration]** and then **[My PV Systems]**.



2. Select the **system**.

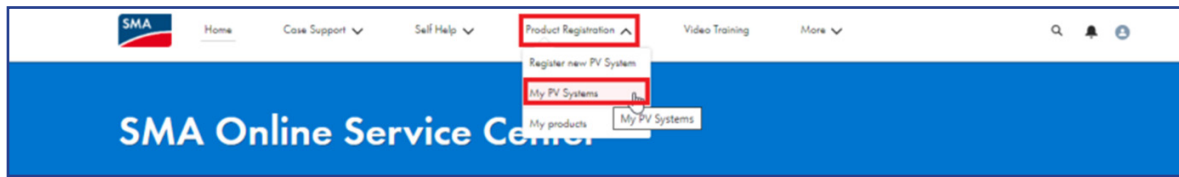


3. Select the relevant options.



Register warranty extension

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



2. Select the **system**.

All

1 item • Sorted by PV System Name • Filtered by All product registration pv systems • Updated a few seconds ago

Search this list...

	PV System...	Street and hous...	Zip Code	City	Country	Answer of th...	Registered on	Created By	
1	Test 1	214 Main St	2000	Mountain View	Germany	Pending	10/05/2021	Account Manager	

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

Product Registration PV System

Test 1 10/05/2021

214 Main St

2000

Mountain View

Germany

Pending

Additional Information

Activation code

Add an inverter to this PV system

Enter the serial number and commissioning date:

Test 1

Product serial number (see type label on the product)

Date of commissioning

Activation code for an SMA Extended Warranty

If you have purchased an activation code for an SMA Extended Warranty, you can add it below. Alternatively, you can also add the activation code later under 'My Products.'

Activation code

Next

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.



ENERGY
THAT
CHANGES

SMA-Australia.com.au

