



### Yield Stability

- Smooth PV system operation ensured
- Yield optimization via environmental analyses
- Early error detection

### Time Saving

- Complete inverter monitoring by SMA
- Fewer service calls for initial diagnostics
- Faster response times

### Professional Support

- More effective service calls thanks to on-hand data
- Fast solutions provide system operators with security
- Proactively managed service intervals

### Transparency

- Regular reporting on system events
- Calculation of the system's performance ratio
- Increased customer satisfaction thanks to a proactive approach

## SMA REMOTE SERVICE

Always on the safe side

With SMA Remote Service\*, SMA controls an inverter's function via remote monitoring. System operators can thus rest easy with the knowledge that their PV systems will run continuously and without any disturbance, and that they will be able to protect themselves from unforeseen system failures preventing possible yield losses. As soon as our system reports an irregularity, we get in touch with the system operator's contact person. This also allows us to work together in ensuring even faster response times for service calls, since the relevant data has already been analyzed. SMA is your partner for proactive and comprehensive service.

\* Please note that a Sunny WebBox with an uninterrupted connection to the Internet and a fixed public IP address is required for the use of SMA Remote Service.

\*\* A prerequisite for this service is use of a multimeter (e.g., the Sunny SensorBox).

## OUR SERVICES

SMA provides complete inverter monitoring. Here, our experts have an eye on all system parameters and detect irregularities immediately. If a service call is required, we get in touch with the contact person and provide sound solutions. As a result, the PV system goes back into operation as quickly as possible.

### Our services:

- Complete, almost real-time, inverter monitoring\*\*
- Error notification by e-mail within just a few minutes
- Contact by telephone within four hours\*\*\*
- Automatic creation of service notification
- Error pattern analysis by SMA Service Line experts
- Development of recommended solution
- Proactive planning of service intervals\*
- Individual environmental analysis for yield optimization\*

## ADVANTAGES

In order to prevent system failures, SMA offers proactive service at planned intervals and provides additional support in optimizing yields via environmental analyses.\*

### Advantages:

- Preferential treatment during service calls
- Professional error diagnostics and recommended solutions
- Transparency through reporting
- Direct contact with SMA Service Line experts
- Optimized PV system capacity

## CONTRACT MODELS

Our customers can sign SMA Remote Service contracts at any time for a minimum term of one year.

### COMBINED WITH THE SMA WARRANTY CONCEPT

SMA offers comprehensive service by combining SMA Remote Service and the SMA warranty concept. Should service assistance be required, both the replacement device and support from a service technician are naturally free of charge during the warranty period.

**Are you interested? Then call us directly at +49 561 9522-435000 or send an e-mail to [Service.Sales@SMA.de](mailto:Service.Sales@SMA.de).**

\* Anticipated availability – 2014

\*\* Data retrieval in 10-second intervals depending on data connection

\*\*\* During regional SMA Service Line business hours

You can find the order form as well as additional information on the SMA Remote Service on our website at [www.SMA.de/Service](http://www.SMA.de/Service).

## SMA REMOTE SERVICE

Monthly reporting
Telephone call with recommended solutions
Proactive error pattern analysis
Notification by e-mail
Creation of a service notification
Inverter monitoring
Analysis for yield optimization <sup>1</sup>
Service interval planning <sup>1</sup>

<sup>1</sup>Anticipated availability – 2014