



Press Release
SMA America

SMA America Launches New Online Service Center for the Americas

Web portal elevates service and accelerates resolution

ROCKLIN, Calif. (June 16) – SMA America has launched a new Online Service Center to elevate service quality and expedite response. Installers can now access resources that previously required calling a service technician. In the new online service center, customers can track the progress of a service case, inverter exchange or request a rebate, sign up for an extended warranty and update delivery details.

To access the online service center, visit [our website here](#).

The new platform features case tracking for all activities concerning both individuals and companies. Service communications for each case are collected in a single feed which simplifies customer communication. This streamlined approach also provides a needed solution when there are multiple logins per company account. Now, each login can see all open cases, making it easier for installers to manage their service operations.

The platform will also offer unprecedented access to information.

“We are excited to bring even more access to customers and empower our installers with all the documentation and support they may need,” said Charles Morrill, vice president of customer service with SMA America. “The new Online Service Center platform is a one-stop shop for customers to do a range of activities that previously involved waiting to speak with phone line support.”

To further expedite service, the user interface links the Online Service Center and Sunny Portal, eliminating the need for manual entry of information from one to the other. Customers can now manually adjust their ship dates as well, and there will soon be information to track shipments indirectly



through the platform. In addition, customers can access all products and software updates from a single source.

The Online Service Center also provides easy access to information in the knowledge database, which expedites support. For example, users can search the site for articles and see which articles are trending. Additionally, FAQs are accessible with SMA-authored knowledge ranked on the most frequently asked questions. This platform serves the majority of countries in North and South America excluding Brazil.

All these resources empower installers to focus on revenue centers. Customers can learn more about the new Online Service Center by [watching this video](#).

About SMA

As a leading global specialist in photovoltaic system technology, the SMA Group is setting the standards today for the decentralized and renewable energy supply of tomorrow. SMA's portfolio contains a wide range of efficient PV inverters, holistic system solutions for PV systems of all power classes, intelligent energy management systems and battery-storage solutions as well as complete solutions for PV diesel hybrid applications. Digital energy services as well as extensive services up to and including operation and maintenance services for PV power plants round off SMA's range. SMA inverters with a total output of around 85 gigawatts have been installed in more than 190 countries worldwide. SMA's multi-award-winning technology is protected by more than 1,500 patents and utility models. Since 2008, the Group's parent company, SMA Solar Technology AG, has been listed on the Prime Standard of the Frankfurt Stock Exchange (S92) and is listed in the SDAX index.

Media Contacts:

Trish Moratto • Trish.Moratto@SMA-America.com

Brad Dore • Brad.Dore@SMA-America.com

SMA America • 916-251-6418

Follow us:    



Disclaimer:

This press release serves only as information and does not constitute an offer or invitation to subscribe to, acquire, hold or sell any securities of SMA Solar Technology AG (the "Company") or any present or future subsidiary of the Company (together with the Company, the "SMA Group"), nor should it form the basis of, or be relied upon in connection with, any contract to purchase or subscribe to any securities in the Company or any member of the SMA Group or commitment whatsoever. Securities may not be offered or sold in the United States of America absent registration or an exemption from registration under the U.S. Securities Act of 1933, as amended.

This press release may contain future-oriented statements. Future-oriented statements are statements that do not describe facts of the past. They also include statements about our assumptions and expectations. These statements are based on plans, estimations and forecasts that the Managing Board of SMA Solar Technology AG ("SMA" or "company") currently has available. Future-oriented statements are therefore only valid on the day on which they are made. By nature, future-oriented statements contain risks and elements of uncertainty. Various known and unknown risks, uncertainties, and other factors can lead to considerable differences between the actual results, the financial position, the development or the performance of the corporation, and the estimates given here. These factors include those that SMA has discussed in published reports. Such reports are available on the SMA website at www.SMA.de. The company accepts no obligation whatsoever to update these future-oriented statements or to adjust them to future events or developments.

#