

Commissioning service for the SMA Commercial Storage Solution

Order Form



Dear SMA customers,

Thank you for choosing to have your SMA Commercial Storage Solution commissioned by an SMA technician. This gives you peace of mind that your SMA system is properly connected, set up and optimized for operation.

Please complete this form so that we can arrange your appointment with an SMA service technician.

Note also that a number of conditions need to be met for the SMA service team to provide the necessary commissioning and support services. You can find out what those are in the overview at the end of this document.

Please send the completed form to: Koordination@SMA.de

Project name of the system

Commissioning request

Commissioning location /
site / construction site:

Street, number:

Postal code / city

Country:

Your company details and contact person on-site

Company, location:

SMA customer number:

Contact person on-site:

Tel./cell no.:

E-Mail:

 Note: Please specify the SMA battery inverter serial number or your SMA order number.

To ensure that we can arrange an appointment for you as quickly as possible, you must specify the SMA battery inverter serial number **or** your SMA order number. If you purchased your SMA Commercial Storage Solution from a wholesale partner, please ask your wholesale partner for the SMA order number.

SMA order number:

Serial number of an installed SMA battery inverter:

Special features on-site:

Requested commissioning date:



Note: short meeting required in preparation for commissioning

To ensure that commissioning is performed without any hitches, we would appreciate the opportunity to have a short meeting with your SMA system contact beforehand so that we can discuss, for example, the conditions that need to be fulfilled on site so that commissioning is successful. This will enable us to eliminate any potential uncertainty. This preparatory meeting should take place around one week prior to the planned commissioning date. Please send a potential date for the meeting to Koordination@SMA.de.

Requested date for the preliminary meeting:

I am aware that the SMA storage system may be only installed, assembled and prepared for DC cabling inside the battery cabinet without certification training for the SMA Commercial Storage Solution. I am aware of the preconditions for commissioning by SMA (see next section) and shall ensure that they are fulfilled by the date of commissioning.

Place, date

Signature



Note: option for remote commissioning

The option of remote commissioning is also available. A precondition here is successful completion of the "Commercial Systems with Battery-Storage System: Installation and Commissioning" certification training.

Precondition for commissioning by SMA

This section stipulates the activities and responsibilities of the customer that are necessary to enable SMA to perform successful commissioning. If the customer fails to meet these preconditions, the SMA service technician may leave the site until the preconditions are met. All additional costs incurred by SMA as a result shall be charged to the customer. The following work must be completed by the customer before SMA visits the site to perform commissioning:

- SMA requires that the ESSX-30-20/ESSX-50-20 is installed in accordance with the system manual, in particular that the installation requirements are observed and compliance with fire safety regulations is ensured.
- The battery cabinets – **with the exception of the DC cabling inside the battery cabinet** – must be assembled in accordance with the system manual. If battery cabling is performed by the customer and/or in particular by untrained persons, this may lead to the exclusion of the warranty obligation on the part of SMA.
- The system must be commissioned at the latest **2 months after shipment**. Please note the applicable warranty conditions here because late commissioning will invalidate SMA's warranty obligation.
- The STPS30-20/STPS50 must be installed in accordance with the system manual and ready for operation.
- The energy meter must be installed in accordance with the system manual and ready for operation.
- Optional: The PV inverters must be installed in accordance with the system manual and ready for operation.
- The system configuration is shared with SMA at least 20 business days prior to delivery of the service. This includes the kind and type of installed products and controllers, the kind of energy meter and the kind and type of PV inverters.
- During on-site commissioning, an installer must be present who not only has administrator rights on the communication product or the system controller but also knows all the required passwords and can start the inverters.
- During on-site commissioning, an IT administrator must be present who possesses the required authorization in the customer network to assign or change IP addresses (e.g., the STPS X0-20 IP address or the IP address of the energy meter).

You can find more information in the system manual:



Services and customer's obligations to cooperate:

1. SMA supports the customer by configuring the SMA Commercial Storage Solution and setting parameters.
2. The customer itself is responsible for creating and implementing their own safety policies. SMA is not responsible for the safety of the customer's technicians while work is being performed on SMA products and equipment. It is the customer's obligation to fulfill all international and national standards regarding electrical installation and safety.
3. Cancellation of the agreed SMA commissioning appointment:
If the customer cancels the confirmed date of commissioning later than three business days before commissioning, the following costs will be charged:
 - Two business days before: 50%
 - One business day before: 80%
4. Additional work required to eliminate errors (e.g., in the event of problems with the installation of the communication cabling) will be charged additionally according to time and expense.

You can find more information in the service description:

