

Dear SMA Customer

We wish to inform you of the change with regards to SMA's service support.

At SMA we are always looking at ways to improve our service to our customers so we switched our service processes over to the [SMA Online Service Center](#).

***Sending e-mails directly to SMA Service is no longer possible.***

In order to be able to offer you and your customers the best service, please register on our [SMA Online Service Center](#). You will have access to answers to frequently asked questions at any time, create a request for technical support if necessary, and get in touch with our experts via the platform.

**Some of the benefits of our platform include:**

- Following the development of your cases throughout their life cycle;
- Interaction with our experts by adding notes or attachments to the case;
- Online Service Center cases are handled with higher priority;
- Use of extensive knowledge base containing troubleshooting and technical articles;
- Sharing of case information between multiple users of the same company

We understand that change comes with its level of questions and concerns, and we want to ensure you that we will support you through the change.

We thank you for your trust in us as we are always exploring new ways to improve our service offering.

Should you have any questions, please do not hesitate to contact your SMA representative.

Best regards

**The SMA Team**