

SINVERT Lifecycle Management

Procedure to create a new Service Request (SR) on Siemens Industries Online Support (SIOS) for SINVERT service

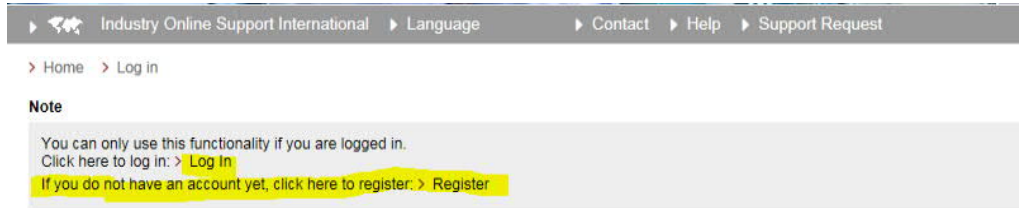
With this procedure your service request will be addressed to our PV service for SINVERT inverter.

1

Please go to the internet link

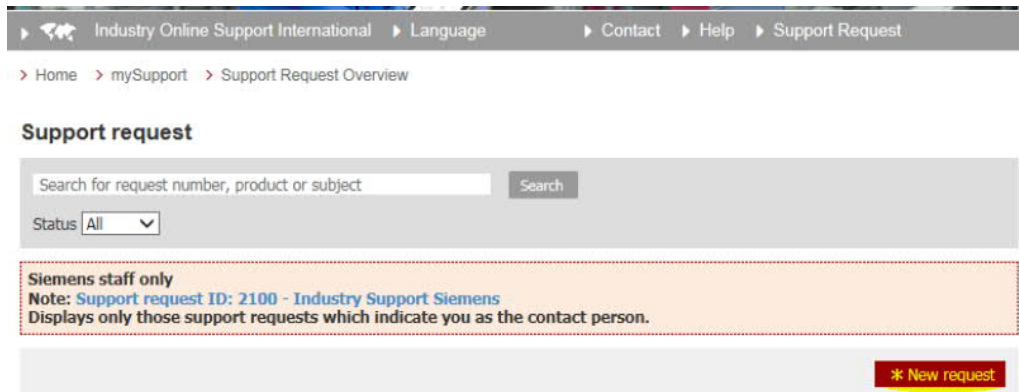
<https://support.industry.siemens.com/my/ww/en/requests#createRequest>

and log in with your access data or in case of the first time register yourself as user.



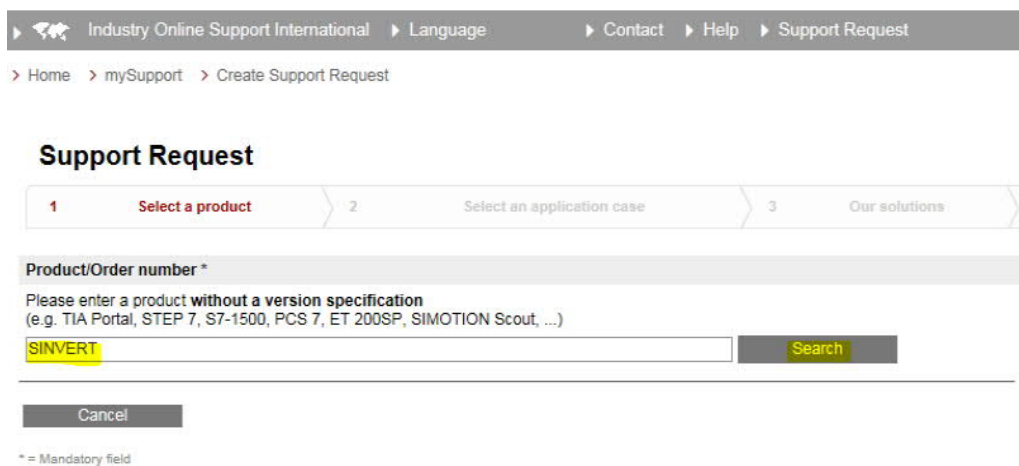
2

Please open a new service request



3

On the next step it is very important to enter as "Product/Ordner number" the inverter name "SINVERT" and push the button "SEARCH".



4

Choose one of the two possibilities and push the button "NEXT"

The screenshot shows the 'Support Request' form at step 1, 'Select a product'. The breadcrumb trail is 'Home > mySupport > Create Support Request'. The progress bar shows three steps: 1. Select a product (active), 2. Select an application case, and 3. Our solutions. The 'Product/Order number *' field contains 'SINVERT' and has a 'Search' button. The 'Product range *' section lists two options: 'SINVERT PVS Central-Inverter/MasterDrive' and 'SINVERT MasterDrive / Central-Inverter / General', both with radio buttons. A checkbox for 'Problem with SIMATIC authorization/license' is present. At the bottom, there are 'Cancel' and 'Next' buttons.

5

On the next page please title your service request for example "SINVERT remote service", "SINVERT spare parts", "SINVERT support", "SINVERT contract number" or something else concerning "SINVERT" and push the button "NEXT".

The screenshot shows the 'Support Request' form at step 2, 'Select an application case'. The breadcrumb trail is 'Home > mySupport > Create Support Request'. The progress bar shows three steps: 1. Select a product, 2. Select an application case (active), and 3. Our solutions. The title of the application case is '"SINVERT MasterDrive / Central-Inverter / General (SINVERT General)"'. The instructions state: 'When describing your application case, we will be able to give you targeted and direct advice Please give us a subject or keyword that best describes your problem: (e.g. version, communication, installation, configuration, compatibility)'. A text input field contains the text 'title for SINVERT service request as for example remote support, spare part support, service'. At the bottom, there are 'Cancel', 'Back', and 'Next' buttons.

Please push only the button "NEXT"

> Home > mySupport > Create Support Request

Support Request

2

Select an application case

3

Our solutions

4

Describe a problem

Your selected product

for "SINVERT MasterDrive / Central-Inverter / General title for SINVERT service request as for example remote support, spare part support, service"

There are already answers to several FAQs.
Please have a look at them.

FAQs

- [Compatibility Tool for Automation and Drive Technology](#)
- [Where do you procure the current trial software for STEP 7, WinCC and Startdrive for TIA Portal V15 and V15.1?](#)
- [How do you establish a MODBUS-RTU communication with STEP 7 \(TIA Portal\) for the SIMATIC S7-1200?](#)
- [In STEP 7 \(TIA Portal\), how do you convert the data types for the S7-1200/S7-1500?](#)
- [How do you configure your PC as NTP server?](#)
- [General: Import of EPLAN Electric P8 macros at edz-Format](#)
- [How do you install a GSD file and which GSD file version is released for which version of STEP 7 \(TIA Portal\)?](#)
- [Which ports are used by the various services for data transfer via TCP and UDP and what should you watch out for when using routers and firewalls?](#)
- [Where do you procure the current trial software for the products in the TIA Portal STEP 7 V14, WinCC V14 and Startdrive V14 including the respective SP1?](#)
- [How do you program the communication blocks FB63 "TSEND", FB64 "TRCV", FB65 "TCON" and FB66 "TDISCON" in order to use the TCP protocol for data exchange by means of the integrated PROFINET interface of an S7-300/S7-400 CPU?](#)

Manuels

- [SINAMICS G120X inverter](#)
- [SINAMICS G120 inverter with CU250S-2 Control Unit](#)
- [Operating instructions for SINVERT PVS 600Series inverters](#)
- [SINAMICS G120 inverter with CU230P-2 Control Units](#)
- [SINVERT PVS 600Series Service Manual](#)

Forum

- [ALL SIMATIC Useful Manuals \(Good for beginners on this Forum\)](#)
- [Recommended spare parts for Simovert Masterdrives](#)
- [PLC with A lot of Inputs and outputs without expansion modules + Siemens support numbers](#)
- [Industry Online Support Forum - Hall of Fame](#)
- [ALM - message 'Error requesting products ...'](#)

Downloads

- [SIMATIC STEP 7 and WinCC V15 TRIAL Download](#)
- [Support Packages for the hardware catalog in the TIA Portal \(HSP\)](#)
- [SIMATIC STEP 7 and WinCC V15.1 TRIAL Download](#)
- [DriveMonitor Version V5.6 SP2 for SIMOVERT MASTERDRIVES, MICROMASTER and SIMOREG.](#)
- [SINVERT ConfigTool 1.1.0.2](#)

Product notes

- [Delivery release TIA Portal V15.1](#)
- [P.M 400 Announcement of Phase-out of Photovoltaics Central Inverter LOHER DYNAVERT R](#)
- [P.M 410 Product Cancellation PV central inverter LOHER DYNAVERT R](#)
- [Technical Online-Documentation for SINUMERIK, SINAMICS, SIMOTION and SIMOTICS](#)
- [Phase Out Announcement \(P.M400\) for old MLFBs of the SINVERT PVS600 und PVS600 inverters](#)

Cancel

Back

Next

7

Now, please give the SINVERT service team detailed information about your request.

Please don't forget to refer to the PV plant, best with serial number or original order number, for which you need support.

Industry Online Support International > Language > Contact > Help > Support Request

> Home > mySupport > Create Support Request

Support Request

3 Our solutions > 4 Describe a problem > 5 Specify contact data

Please describe your problem

Selected product: SINVERT MasterDrive / Central-Inverter / General

Topic: title for SINVERT service request as for example remote support, spare part support, service

Details * Remaining characters: 1884

PV plant

"detailed description concerning your service request for the SINVERT Service team"

Durchsuchen...

Please pack your attachments (e.g. screenshots, log files, projects...) into a ZIP archive (max. 10 MB). Already attached enclosures (0,00 KB):

I want to provide the Technical Support with larger files.

Cancel Back Next

8

Finally please check your contact data and decide if you will be contacted per email or per phone and finish the service request.

Now you will receive a Service Request number "1-xxxxxxx" with which your topic will be handled by the SINVERT service team.

Please note this SR number in your email subject line to communicate with the PV service via the email address support.automation@siemens.com or if you contact the PV service via phone number 0049 911 895-7222.