Service Support Team:

We are a team of service engineers with training and experience in rooftop solar power systems/projects and we will always be glad to help you with your solar plant installations. You are advised to follow all precautions while installation and if any service related issue is observed, you are required to log on to the support link of our website www.jssolartech.com/support/ .

1. Try to troubleshoot for all common errors which can be easily configured in your inverter as per the procedure clearly illustrated under the support section of our website. For any error other than notified on the support link, you are free to call our team and write an email with your observations and some pictures of the plant specially showing the inverter along with DC and AC sides distribution boxes.
2. It is always advised that a DC SPD equal to the number of MPPT's be installed along with one fuse per string of appropriate rating for all solar plants, similarly an AC SPD whether single phase or three phase connection as per plant capacity should also be installed in all plants. The location of SPD's should be as close as possible to the inverter to protect the inverter from any sudden surge from both DC and AC sides.
3. The inverter shall always be installed in a properly ventilated area and NEVER in a closed room/enclosure with poor or no ventilation. The temperature of the inverter if increases will reduce its efficiency and will affect the overall generation of the plant.

You may call our customer care number in Delhi Service Centre at +911149028444 on any working day between 10:30 AM and 5:30 PM

The JS service engineering team for first level support is as under:

1. Ravish Kumar Singh → service@jssolartech.com
2. Charanjit Singh
3. Umesh Kumar
4. Manpreet Singh → manpreet@jssolartech.com
5. Baldeep Singh → baldeep@jssolartech.com

SMA Expert Service Team: Customer Care # 022

SMA and Zeversolar Team: → service@sma-india.com; servicesmaindia@sma-india.com

1. Mr. Harvindra Singh (Head- SMA Delhi Office)→ harvindra.singh@smaindia.com
2. Mr. C.P. Gupta (Service Head SMA)→ chandreshwarprasad.gupta@sma-india.com
3. Mr. Muthu Selvan (Service Engineer - SMA India) → muthu.selvan@sma-india.com
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