

EXTENSION REQUEST





**REQUEST
PROCESS**

OVERVIEW

1.

Select / Register System

at <https://support.eft-systems.de/login>

2.

Add Extension Request

at <https://support.eft-systems.de/login>

3.

Receive „Extension ID“

per Mail

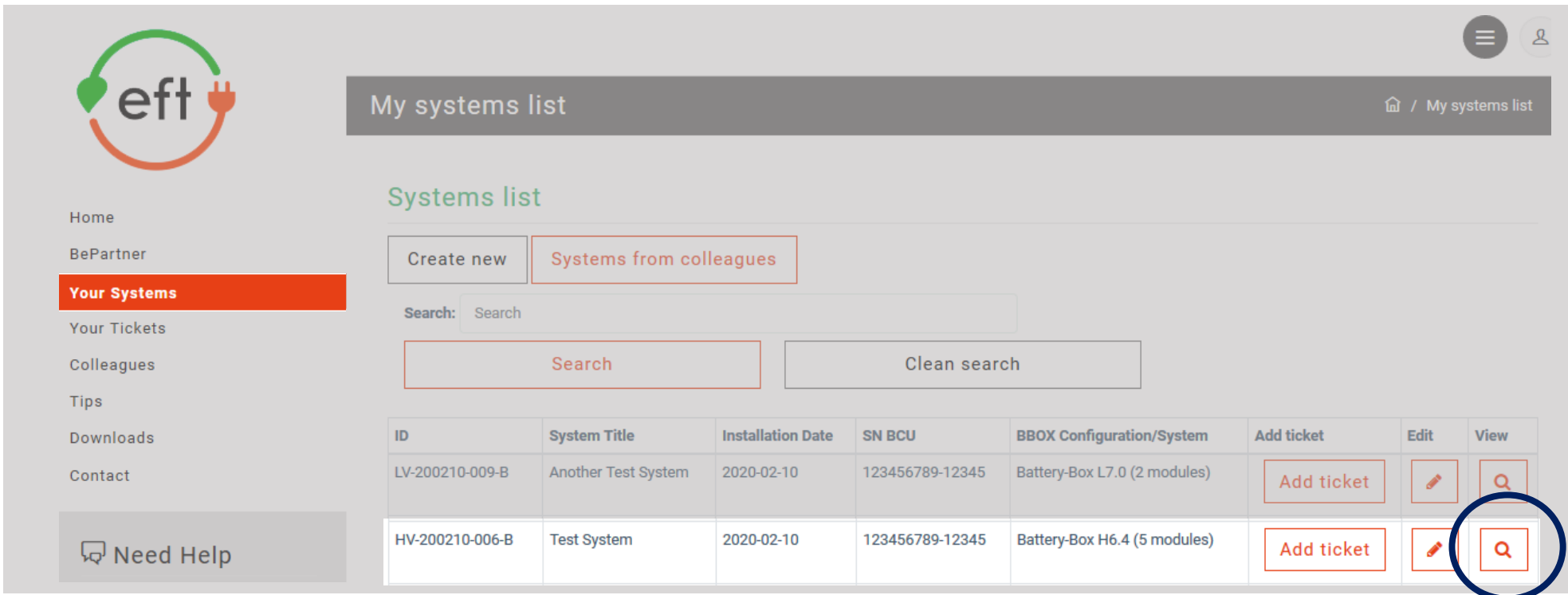
4.

Order at Wholesaler





with „Extension ID“

1. SELECT SYSTEM

- Log into the EFT „Online Service Center“ <https://support.eft-systems.de/login>
- If you or the system that needs extension material is not registered yet, please do so
- Click on the „View“ Button at the existing Battery-Box System that needs extension material



The screenshot displays the 'My systems list' page in the EFT Online Service Center. The page features a sidebar with navigation options: Home, BePartner, Your Systems (highlighted), Your Tickets, Colleagues, Tips, Downloads, and Contact. A 'Need Help' button is also present. The main content area shows a 'Systems list' section with a search bar and a table of systems. The table has the following data:

ID	System Title	Installation Date	SN BCU	BBOX Configuration/System	Add ticket	Edit	View
LV-200210-009-B	Another Test System	2020-02-10	123456789-12345	Battery-Box L7.0 (2 modules)	Add ticket		
HV-200210-006-B	Test System	2020-02-10	123456789-12345	Battery-Box H6.4 (5 modules)	Add ticket		

The 'View' button for the 'Test System' row is circled in blue, indicating the next step in the process.

2. ADD EXTENSION REQUEST

- Select „Add Extension Request“
- Input the needed extension material. Also state the details of the wholesaler where you will order the material. Then confirm the Extension Request.

HV-200210-006-B

[Back to list](#)

[Add ticket](#)

[Add Extension Request](#)

Installation Date: 2020-02-10
Battery Box Configuration: Battery-Box H6.4 (5 modules)
Serial Number BCU: 123456789-12345
Serial Number Modules: 1C123456-12345
1C123456-12346
1C123456-12347
1C123456-12348
1C123456-12349

Software Version BCU: V3.012R
Inverter: SMA Sunny Boy Storage 2.5
Inverter Configuration:
Serial Number Inverter: 123456789
Software Version Inverter: 1.024
Working Mode: ON-Grid
Place: Indoor
Comments:

System Title: Test System
Country: Germany
Street and Nr.: Musterstr. 2
Post Code and City: 12345, Testort

System Extensions

Extension for HV-200210-006-B

Home / Extension for HV-200210-006-B

Extensions

11934545-00 - HV Module

Select

12238013 - HV BCU with Base

Select

12766337-00 - HV BMU (Parallel Connection)

Select

Wholesaler / Distributor Address and Contact

Company:

Street and Nr.*:

Street

Nr.

Post Code and city.*:

Post Code

City

Country*:

Germany

Contact Name:

Name

LastName

Phone:

E-Mail:

Continue

3. RECEIVE „EXTENSION ID“

- After the confirmation you will receive an Email with the „Extension ID“.

Dear F Test

The extension request for the system “HV-200210-006-B” has been created. **This is not an order and no confirmation about the availability of products!**
Please order the items at your wholesaler/distributor in the usual way, by quoting this Extension ID.
Please do not contact EFT-Systems for questions related to availability, delivery times or prices of extensions, but contact your wholesaler/distributor as usual.

Der Erweiterungsantrag für das System wurde erstellt. Dies ist keine Bestellung und keine Bestätigung zur Verfügbarkeit von Produkten!
Bitte bestellen Sie die Artikel wie gewohnt bei Ihrem Händler unter Angabe der Extension ID.
Wenden Sie sich bitte nicht an EFT-Systems bei Fragen zu Verfügbarkeit, Lieferzeiten oder Preisen von Erweiterungen, sondern wie gewohnt an Ihren Händler.

Your System

Battery Box Configuration: Battery Box HV
Serial Number BCU: 123456789-12345

Extension ID: ER-HV-200210-006-B-1

11934545-00 - HV Module 2

WholeSaler/Distributor

Company Test Wholesaler
Street and Nr. Test Street Wholesaler 1
Post Code and city 12345 Famous Testcity
Country Germany
Contact Name Max Mustermann

4. ORDER AT WHOLESALER

- Order at your wholesaler in the usual way with quoting the „Extension ID“#

COMMENTS

- Please note, the extension request is only needed for Battery-Box Systems that are not available anymore on the market.
- The Extension Request is not an order and no confirmation about the availability of products
- Please do not contact EFT-Systems for questions related to availability, delivery times or prices of extensions, but contact your wholesaler / distributor as usual