



Flexibility

- The warranty can be taken out throughout the entire five-year term of the manufacturer's warranty

Customer loyalty

- Installers maintain contact with their customers
- Solar power professionals satisfy their customers with expertise and speed
- The plant operator recommends the installers to others

Security for solar power professionals

- Additional orders
- Long-term availability of the right replacement devices

Security for plant operators

- Protection against unexpected costs such as wearing parts
- Cost security over the entire term of the extended warranty

SMA Warranty Concept

Security. Guaranteed.

The SMA warranty concept is tailored to the needs of installers. Our customers can choose from two extended warranty plans. You can decide for yourself whether you want to make a cost-effective investment or receive rebate from SMA for your services. The advantages: Installers can expand their service business and win over plant operators with fast and competent service.

SMA MANUFACTURER'S WARRANTY
5-YEAR WARRANTY

SMA replacement device

We normally send you a replacement device within two working days. The device will come with all the necessary updates.

Complete shipping processing

We coordinate the dispatch and assume the shipping and custom duties.* We also make sure that the defective device is picked up.

SMA Service Line

Our SMA Service Line staff can answer your customer's technical questions and assist them in service-related questions.

SMA service rebate

SMA will provide service rebate to solar power professionals who replace defective inverters.

SMA EXTENDED WARRANTY
COMFORT

In the event of a warranty claim, we promise our customers the same services as included in the manufacturer's warranty.

The benefits:

- SMA replacement device
- Complete shipping processing*
- SMA Service Line
- SMA service rebate

Your advantages:

- Full service support in the event of a warranty claim
- Customer retention: Installers show active engagement at customer's site
- Sale of own service contracts

Contract models

The warranty can be extended for a period of 10, 15 or 20 years at any time during the five-year manufacturer's warranty.

SMA EXTENDED WARRANTY
ACTIVE

This warranty plan is more affordable and especially cost-effective for businesses that service larger plants equipped with many inverters. SMA service rebate is not included under this warranty.

The benefits:

- SMA replacement device
- Complete shipping processing*
- SMA Service Line

Your advantages:

- Cost-efficient model
- Customer retention: Installers show active engagement at customer's site
- Sale of own service contracts

Contract models

The warranty can be extended for a period of 10, 15 or 20 years at any time during the five-year manufacturer's warranty.

* According to warranty conditions

The order form and additional information on the SMA warranty concept can be found on our country-specific websites and in the downloads section at www.SMA.de/en/Service. Important information on the SMA service rebate is also available here.

	SMA MANUFACTURER'S WARRANTY	SMA EXTENDED WARRANTY COMFORT	SMA EXTENDED WARRANTY ACTIVE
BENEFIT	SMA service rebate	SMA service rebate	
	SMA Service Line	SMA Service Line	SMA Service Line
	Complete shipping processing*	Complete shipping processing*	Complete shipping processing*
	SMA replacement device	SMA replacement device	SMA replacement device
	MODEL		

* According to warranty conditions



SMA Factory Warranty

Only applies for the following products: Sunny Boy, Windy Boy, Windy Boy Protection Box, Sunny Mini Central, Sunny Multigate, Sunny Tripower, Windy Tripower, Sunny Beam, Sunny WebBox, Sunny Matrix, Sunny SensorBox, Power Reducer Box, PV Offset Box, Fuel Save Controller, FLX, MLX 60, SMA Inverter Manager, SMA DC-Combiner.

The statutory warranty obligation of the seller of your device is not affected by this warranty and remains fully valid for 24 months from the date of delivery.

For the above mentioned products, you receive an SMA factory warranty valid for five years from the date of purchase. For the Fuel Save Controller, you will receive a factory warranty valid for two years from the date of purchase. The SMA factory warranty covers any costs for repair or spare parts during the agreed period beginning on the date of purchase of the device, subject to the following conditions. This is not associated with a durability warranty.

Warranty Conditions

If a device becomes defective during the agreed SMA manufacturer warranty period and, unless this should be impossible or disproportionate, one of the following options will be selected at the discretion of SMA:

- device repair at SMA, or
- device repair on-site, or
- exchange for a replacement device of equivalent value with regard to model and age.

In the latter case, the remainder of the warranty entitlement will be transferred to the replacement device and your entitlement will be documented at SMA.

The term "disproportionate" as referred to above applies in particular if, as a result of the envisaged measures, SMA were to incur costs deemed unreasonable according to the following criteria:

- in view of the value that the device would have without the defect,
- taking into account the significance of the defect, and
- after consideration of alternative workaround possibilities that SMA customers could revert to without significant inconvenience.

The factory warranty includes the costs of SMA for work and material for the restoration of faultless functioning in SMA's factory or for on-site repair work by SMA service personnel. All other costs, particularly shipping costs, travel and accommodation costs of SMA personnel for on-site repairs as well as costs of the customer's own employees are not included in the factory warranty.

When devices for private use are installed by natural persons in the EU region, Australia, Chile, India, Israel, South Africa, South Korea, Croatia, New Zealand, Norway, Switzerland, Thailand and the United Arab Emirates, the factory warranty also covers shipping costs or travel and accommodation costs for SMA service personnel during on-site repairs. This does not apply to islands and overseas territories of the above mentioned states.

The replacement of the products Sunny Boy 240 and Sunny Multigate only takes place via the shipment of replacement devices. For these products, the SMA service personnel will not be available for repairs on-site.

To determine the warranty entitlement, please submit a copy of the purchasing invoice or a copy of the warranty certificate, if necessary including the receipt of the extended warranty. The type label on the device must be completely legible.

Otherwise, SMA is entitled to refuse warranty services.

Report defective devices with a detailed error description and the error code to the SMA Service Line. If we agree to a replacement, we generally send an equivalent replacement device, packaged appropriately for transport, within two working days. The defective device is to be packed in this transport packaging for return transport to SMA. All warranty services are free of charge only if the course of action is agreed with SMA in advance.

Scope of the Factory Warranty

The factory warranty does not cover damage that has occurred due to any of the following reasons:

- Transport damage
- Incorrect installation or commissioning
- Failure to observe the user manual, the installation manual, or the maintenance instructions
- Modifications, changes, or attempted repairs
- Incorrect use or inappropriate operation
- Insufficient ventilation of the device
- Failure to observe the applicable safety regulations
- Force majeure (e.g., flash of lightning, overvoltage, storm, fire)

Neither does it cover cosmetic defects which do not influence the energy production.

Claims that go beyond the rights cited in the warranty conditions, in particular claims for compensation for direct or indirect damages arising from the defective device, for compensation for costs arising from disassembly and installation, or loss of profits are not covered by the manufacturer warranty, insofar SMA is not subject to statutory liability. In such cases, please contact the company that sold you the device. Possible claims in accordance with the law on product liability remain unaffected.

All claims arising from or in connection with this warranty are subject to German law. Kassel, Germany is the exclusive place of jurisdiction for all disputes arising from or in connection with this warranty.

Information for Australian purchasers - Consumer statutory rights

For purchasers in Australia, your rights under this SMA factory warranty are in addition to any non-excludable statutory rights you may have as a Consumer, as that term is defined in section 3 of the Australian Consumer Law. Nothing in this SMA factory warranty is intended to affect your non-excludable statutory rights.

For purchases by an Australian Consumer, our products come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. Australian Consumers may send a claim under this warranty to

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For further information, visit us at www.SMA-Solar.com under the section "Service".