



SMA Warranty Concept Medium Power Solutions



SMA WARRANTY CERTIFICATE COMFORT

Dear customer,
We are pleased that you have opted to take an SMA warranty extension and would like to thank you for your trust.

This warranty certificate applies to the following device:

INVERTER TYPE: SB 3000HF-30
SERIAL NUMBER: 1234567890

The warranty has been extended to **10 years** from the purchase date of the inverter by the plant operator. Please keep this certificate handy in case you need it for a claim under warranty.

Heide Freudenstein

Heide Freudenstein, Senior Manager Extended Warranty

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SMA SERVICE

FLEXIBILITY. GUARANTEED SECURITY. GUARANTEED

THE NEW SMA EXTENDED WARRANTY

The photovoltaic market is changing and installers are facing new challenges. Additional services are expected alongside the core business. Your customers expect their solar power professionals to offer them comprehensive advice and to react quickly whenever service is required.

Flexible service for your success

Our aim is to promote your service offer. We have, therefore, developed a flexible warranty concept that you can incorporate perfectly into your service portfolio. You decide whether you would like to make a cost-efficient investment or whether you would like to be compensated by SMA for your services.

One thing is certain, you will benefit greatly. Not only by making a profit, but also by having satisfied customers who will recommend your good service to others.

And there is also a financial benefit for the end user. Seen over the month, they ensure their yields in the long term through small amounts.







THE SMA MANUFACTURER'S WARRANTY

OUR BASIS FOR YOUR WARRANTY

Reliability at your side

SMA stands for high standards and excellent quality. Our inverters come with a five-year manufacturer's warranty. If a failure occurs within this period, you can claim the following benefits:

- **SMA replacement device**
Should a failure occur, we will keep downtimes as short as possible by replacing your device. Following a call or an online request, we will aim to ship the replacement device the same day, with all of the necessary updates. You can then quickly carry out the replacement at your customers convenience.
- **Complete shipping processing**
We will arrange the shipping of the replacement inverter and also the collection of the defective device. Shipping costs and customs fees are covered by SMA.*
- **SMA Service Line**
If you have any technical questions or require expert advice, you can always contact our SMA Service Line. Our staff are also able to help you with fault analysis. Together, we can find a solution for your customer's problem. As a result, all your questions can normally be answered in a single call.
- **SMA service lump sum**
In warranty cases, you can replace an inverter. We will then pay you the SMA service lump sum. You receive a fixed amount that compensates you for the services you provide. For further information on the SMA service lump sum, go to page 9 or visit our website at www.SMA.de/Service.

* According to warranty conditions

THE SMA EXTENDED WARRANTY

EXCEPTIONAL SERVICE THAT PAYS OFF

The SMA extended warranty keeps you in contact with your customer – now and in the future. As a result, your satisfied customers over the long-term will benefit from the quick response and expertise that you can offer them. Another bonus: the news of good service spreads quickly and your customers will recommend you further.

THE ADVANTAGES AT A GLANCE

Flexibility:

- The warranty can be taken out throughout the entire five-year term of the manufacturer's warranty. If you already have an extended warranty, you can extend it further within ten years.
- Option of payment by instalments
- Extension to 10, 15, 20 and 25 years as required
- Perfect incorporation into your service portfolio

Customer loyalty:

- Sustained contact to your customers – now and in the future:
- You satisfy your customers with your expertise and speed
- Your customers will recommend you to others

Security for you:

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

Security for your customers:

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

The choice is yours: Comfort or Active?

Speed is essential when it comes to service work. Plant operators require a competent partner they can rely on. Consequently, it is particularly important for us that you are able to incorporate our concept perfectly into your service portfolio.

You can choose between two variants: With the extended warranty Comfort, you enjoy all the benefits also covered by the manufacturer's warranty. If service is required, we pay you the SMA service lump sum for your services. The extended warranty Active is the more cost-effective option. However, you always replace the inverter yourself and you receive no service lump sum.

	SMA MANUFACTURER'S WARRANTY	SMA EXTENDED WARRANTY COMFORT	SMA EXTENDED WARRANTY ACTIVE
SERVICES	SMA service lump sum	SMA service lump sum	Service of the installer
	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
	VARIANT		

* According to warranty conditions

THE EXTENDED WARRANTY

COMFORT

FULL-SERVICE WARRANTY FOR SECURITY

If you would like to rely on a full service option, the extended warranty Comfort is the right choice. If service is required, we guarantee you an SMA replacement device plus the expert advice of our SMA Service Line on top of the SMA service lump sum. You can be sure that you will always receive compensation for your services quickly and easily.



THE BENEFITS:

- SMA replacement device
- Complete shipping processing
- SMA Service Line
- SMA service lump sum

YOUR ADVANTAGES:

- If service is needed, we compensate you quickly and without red tape
- You look after your customers and are present on-site

THE EXTENDED WARRANTY

ACTIVE

SECURITY WITH A MARGINAL INVESTMENT

You primarily provide support for large-scale plants equipped with a large number of inverters? If so, the extended warranty Active is the right choice for you. This model is more cost-effective and reduces your investment costs. According to your needs, you can also offer your customers individual service contracts.

With the extended warranty Active, you replace the inverter yourself and are present on-site. Your satisfied customer naturally recommends you to others and feels like he has received sufficient support.



THE BENEFITS:

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

YOUR ADVANTAGES:

- Cost-efficient model, i.e. lower investment costs
- You look after your customers and are present on-site
- Sale of own service contracts

SMALL AMOUNTS WITH A HUGE IMPACT

EXTENDED WARRANTY WITH INSTALMENT PAYMENTS

You can also finance the extended warranty through payment in annual instalments. Small amounts allow your customer to protect his plant in the long-term on a year-by-year basis. Your customer can even use part of their solar yield for the financing.

An example: the extended warranty Comfort 20 protects the Sunny Tripower 12000 TL inverter over a period of 20 years for the equivalent of just eight euros per month.

The system also offers benefits to you: you can incorporate the instalment payments flexibly into your service concept and sell your own warranty contracts. In addition, spreading the costs reduces reluctance to buy on the part of your customers.

Interested in payment by instalments? If so, please contact us or send an e-mail to warranty@SMA.de.

Transparency is important to us – No hidden costs

You can rely on SMA. With the SMA extended warranty, there are no hidden costs and no unpleasant surprises: shipping of our replacement devices is free of charge*. In the event of an inverter not functioning as intended, you will always receive a comparable replacement device. This features all necessary updates and complies with SMA quality standards. As a result, wearing parts and interfaces are also covered by the warranty. In this way, SMA offers security of costs over the entire term of the extended warranty.

By the way, if a device is replaced within the warranty period, the remaining warranty period is transferred to the replacement device. In any event, we provide a full one-year warranty on all replacement devices whether or not the original warranty is still valid.

* According to warranty conditions

THE SMA SERVICE LUMP SUM

QUICKLY AND WITHOUT ANY RED TAPE

The SMA service lump sum is our compensation for installers who exchange defective inverters on site.

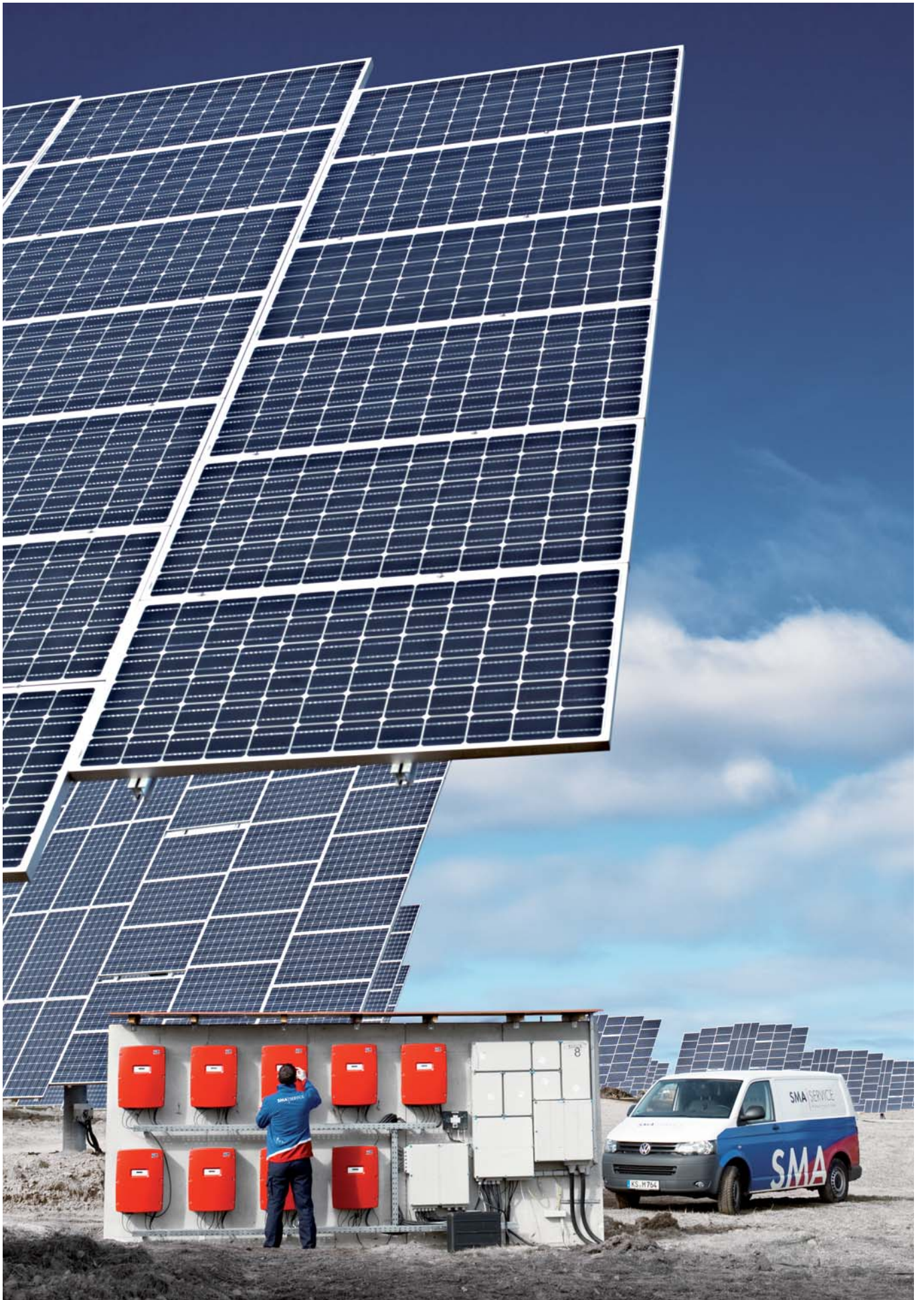
The principle: you support us when service is necessary and we pay you a fixed amount.

The service lump sum is paid quickly and without any red tape. You can find an invoice form as well as an information sheet with several sample invoices on our website at www.SMA.de/Service. Please read the payment conditions closely.

The following applies for the SMA warranty concept:

- You receive the SMA service lump sum if the defective device is still covered by the manufacturer's warranty.
- We pay the service lump sum if you have purchased an extended warranty Comfort and carry out the replacement of the inverter yourself on your customer's premises.
- There is no service lump sum under the extended warranty Active.





FAQS

AN OVERVIEW OF THE MOST IMPORTANT QUESTIONS AND ANSWERS

1. How do I order an SMA extended warranty?

Please contact your wholesaler or fill out the order form on our website. You can find the form at www.SMA.de/Service.

2. What information must I have to hand when ordering the extended warranty?

You must state the device type, serial number as well as the date of purchase and commissioning on the order form.

3. What is the latest date when I can conclude an extended warranty?

An extended warranty is possible at any time during the 5-year manufacturer's warranty. If you already have an extended warranty, you can extend it again within the first ten years.

4. Which devices are applicable for the new warranty concept?

The warranty concept applies for all inverters in the product series Sunny Boy, Sunny Mini Central, Sunny Tripower, Sunny Island, Sunny Backup and Windy Boy.

5. How can I order an extended warranty with instalment payments?

Kindly send an e-mail to warranty@SMA.de. We would be glad to assist you. Instalment payments are possible upwards of an order volume of 1,000 euros.

6. Is the replacement device covered by a warranty?

Yes. If a device is replaced within the warranty period, the remaining warranty period is transferred to the replacement device. In any event, we provide a full one-year warranty on all replacement devices whether or not the original warranty is still valid.

SMA Solar Technology

www.SMA-Solar.com

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We would be glad to assist you

Do you have questions or need individual assistance? If so, please contact us.

We will be glad to assist you in creating a suitable service package for your needs.

