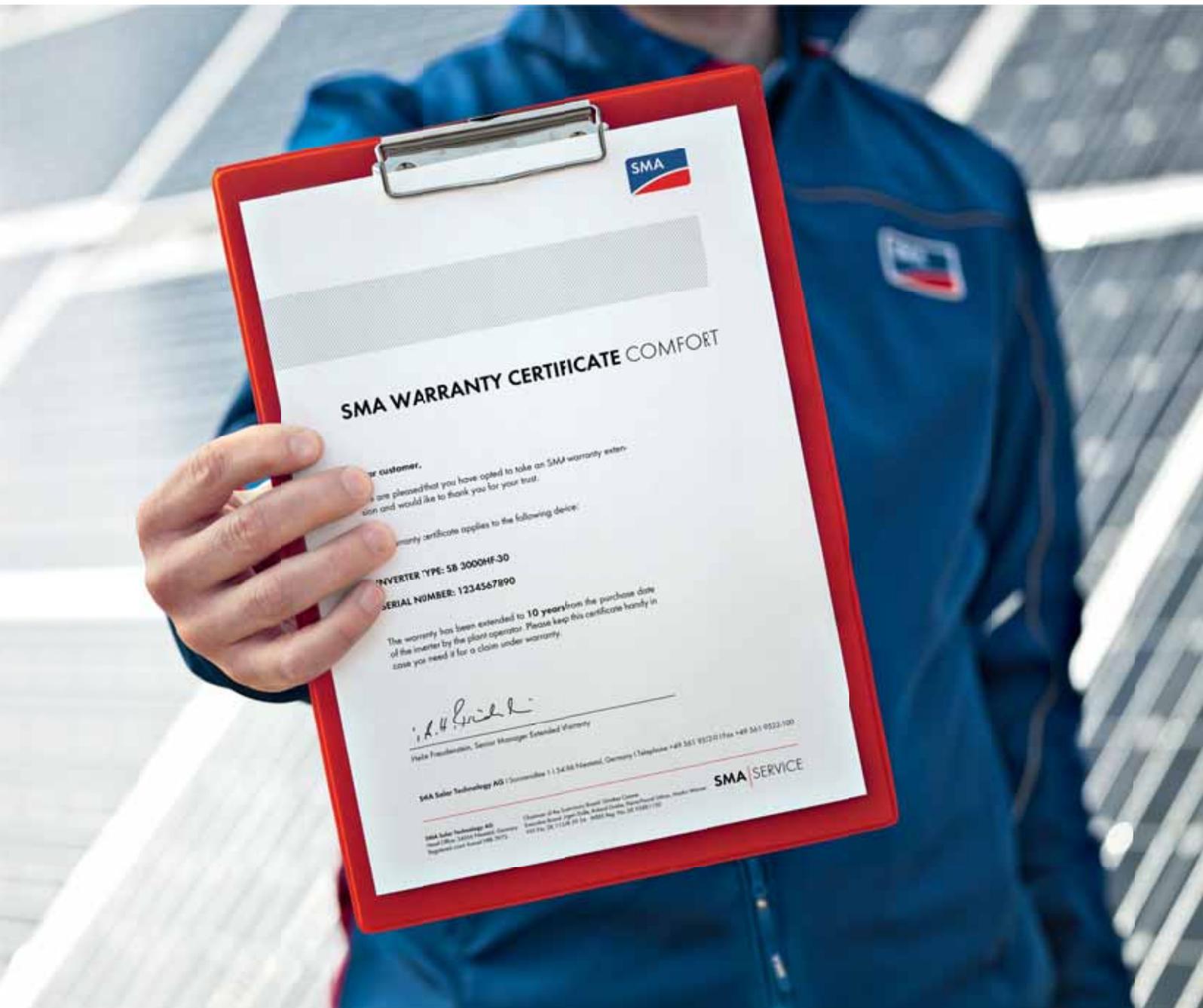




SMA Warranty Concept Medium Power Solutions



FLEXIBILITY. GUARANTEED SECURITY. GUARANTEED

THE SMA WARRANTY CONCEPT

The photovoltaic market is changing and installers are facing new challenges. Additional services are expected alongside the core business. Customers expect solar service personnel to offer comprehensive advice and to respond quickly whenever service is required.

Flexible service for your success

Our aim is to promote your service offer. Therefore, we have developed a warranty concept that you can customize for your service portfolio. Decide for yourself whether you will choose an inexpensive investment or whether to get reimbursed by SMA for your services.

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

And there is also a profit for the plant operator. Seen over the month, they ensure their yields in the long term through small amounts.







THE SMA MANUFACTURER'S WARRANTY

BASIS FOR YOUR SECURITY

Reliability at your side

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

- **SMA replacement device**
Should a failure occur, we will keep down time as short as possible by replacing your device. Following a call or an online request, the replacement device is generally shipped the same day, with all of the necessary updates. You can then quickly carry out the replacement with your customer.
- **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**
You can always contact the SMA Service line if you have technical questions or require expert advice. Our staff can also help you with fault analysis. Together, we can find a solution for your customer's problem. As a result, all your questions can usually be answered in a single call.
- **SMA service compensation**
In warranty cases, would you rather exchange an inverter yourself? We then pay you the SMA service compensation. With this option, you receive a fixed amount that compensates you for the services you provide. For further information on the SMA service compensation, 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 helps you to stay in touch with the site operator – today and in the future. As a result, you satisfy your customers over the long term with your speed and expertise. Another bonus: the news of good service spreads quickly and your customers will recommend you further.

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 again within 10 years.
- Extension to 10, 15, 20 and 25 years upon request
- Perfect incorporation into your service portfolio

Customer loyalty:

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

Security for you:

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

Security for your customers:

- Protection against unexpected costs over the entire life cycle of the PV plant.
- 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 an expert partner on whom they can rely. 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 compensation for your services and if you would like assistance you can count on the support of our service technicians. However, if cost is paramount, the extended warranty Active may be the choice for you. You always replace the inverter yourself and you receive no service fee.

	SMA MANUFACTURER'S WARRANTY	SMA EXTENDED WARRANTY COMFORT	SMA EXTENDED WARRANTY ACTIVE
SERVICES	SMA service compensation	SMA service compensation	
	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

Do you want to rely on our full service? If so, the extended warranty Comfort is the right choice for you. If service is required, we guarantee you an SMA replacement device plus the expert advice of our SMA Service Line in addition to the SMA service compensation. You can be sure that you will always receive compensation for your services, quickly and without any red tape.



THE BENEFITS:

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

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

Do 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 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 customer naturally recommends you to others if he is satisfied 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 show active engagement
- Sale of own service contracts



NO HIDDEN COSTS

TRANSPARENCY IS OUR REQUIREMENT

You can rely on SMA. With the SMA extended warranty, there are no hidden costs and no unpleasant surprises – shipping the replacement devices is free of charge*. In the unlikely event that your inverter does not work properly, you will always receive a comparable replacement device that is equipped with all necessary updates and meets the SMA quality standards. As a result, wearing parts and interfaces are also covered by the warranty. This offers cost security over the entire period of the extended warranty.

Additionally, 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.

THE SMA SERVICE COMPENSATION

FAST AND WITHOUT ANY RED TAPE

We pay the SMA service compensation to installers who would like to provide special services to their customers. This applies to the exchange of defective inverters.

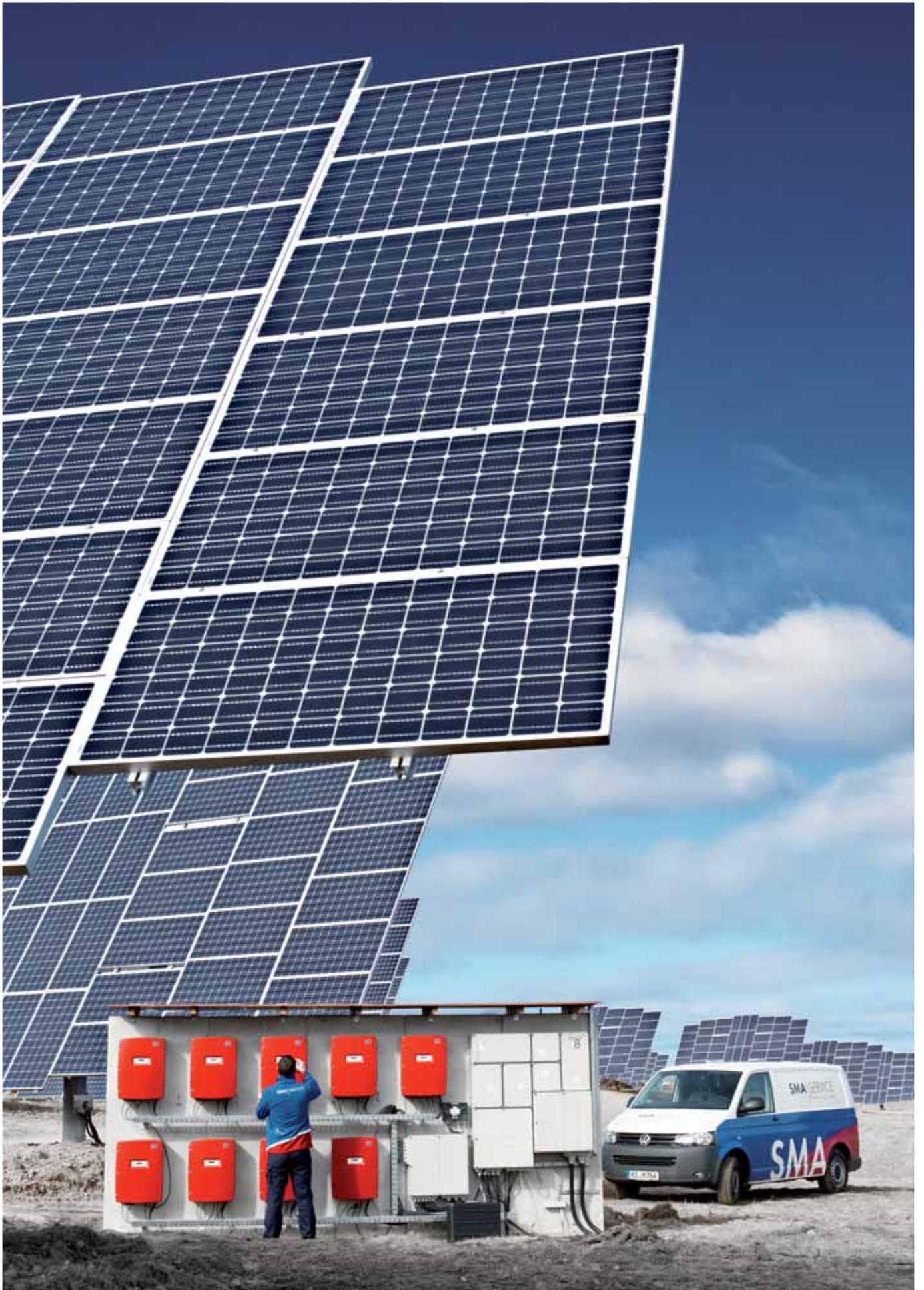
The principle: You provide service support and we pay you.

The service compensation 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, www.SMA.de/Service. Please read the payment conditions closely.

The following applies for the SMA warranty concept:

- You receive the SMA service compensation if the defective device is still covered by the manufacturer's warranty.
- We pay the service compensation if you have purchased an extended warranty Comfort and when you take care of the inverter exchange with your customer.
- There is no service compensation 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, www.SMA.de/Service.

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

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

3. How long do I have to extend my warranty?

An extended warranty is possible at any time during the five-year manufacturer's warranty. If you already have an extended warranty, you can extend it again within the first 10 years.

4. For which devices does the new warranty concept apply?

The warranty concept applies for all inverters in the Sunny Boy, Sunny Mini Central and Sunny Tripower.

5. Is the replacement device covered by a warranty?

Yes. If a device is replaced within the warranty period, the remaining warranty period carries over to the replacement device. We grant a one-year complete warranty on all exchange units within and outside of the warranty.

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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 help create the right service package for your needs.

