



## SMA Factory Warranty

Applies solely to the following products: Sunny Boy, Windy Boy, Windy Boy Protection Box, Sunny Mini Central, Sunny Tripower, Sunny Boy Control (Plus), Sunny Beam, Sunny WebBox, Sunny Matrix, Sunny Sensor Box, Power Reducer Box, PV Offset Box.

The legal guaranty 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 named products, you receive an SMA factory warranty valid for 5 years from the date of purchase. The SMA factory warranty covers any costs which you incur for repair or replacement parts during the agreed period beginning at the date of purchase of the device, subject to the conditions listed below. This is not associated with a durability warranty.

You have the possibility of purchasing an extension of this SMA factory warranty within the 5 year term of the SMA factory warranty; this does not apply for the Sunny Beam and the PV Offset Box. The prices are based on the respective SMA price list valid at the time the warranty extension was signed.

## Warranty Conditions

If a device becomes defective during the agreed SMA factory warranty period and provided that it will not be impossible or unreasonable, the device will be, as selected by SMA,

- repaired by SMA, or
- repaired on-site, or
- exchanged for a replacement device of equivalent value according 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.

Excessiveness in the meaning above exists in particular if the cost of the measures for SMA would be unreasonable

- 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 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, China, India, Korea, Croatia, New Zealand, Norway, Switzerland, the US and the United Arab Emirates, the factory warranty also includes shipping costs or travel and accommodation costs of SMA service personnel for on-site repairs. This does not apply to islands and overseas territories of the indicated states.

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 warranty extension. The type plate on the device must be completely legible. Otherwise, SMA is entitled to refuse to provide warranty services.

Please report defective devices with a brief error description to our SMA Serviceline. If we agree to a replacement, we generally send an equivalent replacement device, packaged appropriately for transport, within 2 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 was agreed with SMA in advance.

# Scope of the Factory Warranty

The factory warranty does not cover damages that occur due to the following reasons:

- Transport damage
- Incorrect installation or commissioning
- Failure to observe the user manual, the installation guide, and the maintenance regulations
- Modifications, changes, or attempted repairs
- Incorrect use or inappropriate operation
- Insufficient ventilation of the device
- Failure to observe the applicable safety regulations (VDE standards, etc.)
- Force majeure (e.g., 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 factory 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.

## SMA Solar Technology AG

Sonnenallee 1  
34266 Niestetal, Germany

## SMA Serviceline

### SMA Service Europe

#### Germany

##### SMA Solar Technology AG

Sunny Boy Tel +49 561 9522-1499 Fax +49 561 9522-4699  
Sunny Island Tel +49 561 9522-399 Fax +49 561 9522-4697  
Serviceline@SMA.de  
www.SMA.de

#### France

##### SMA France S.A.S.

Tel +33 472 09 04 40  
Fax +33 472 22 97 10  
Service@SMA-France.com  
www.SMA-France.com

#### Italy

##### SMA Italia S.r.l.

Tel +39 02 89347-299  
Fax +39 02 89347-201  
Service@SMA-Italia.com  
www.SMA-Italia.com

#### Belgium

##### SMA Benelux bvba/sprl

Tel +32 15 286 730  
Fax +32 15 286 736  
Service@SMA-Benelux.com  
www.SMA-Benelux.com

### SMA Service Asia

#### China

##### SMA Beijing Commercial Company Ltd.

Tel +86 10 5150 1685-499  
Fax +86 10 5150 1689  
Service@SMA-China.com.cn  
www.SMA-China.com.cn

### SMA Service Australia

#### Australia

##### SMA Technology Australia PTY Ltd.

Tel +61 2 9669 2889  
Fax +61 2 9669 2887  
Service@SMA-Australia.com.au  
www.SMA-Australia.com.au

#### Greece

##### SMA Hellas AE

Tel +30 210 9856 666  
Fax +30 210 9856 670  
Service@SMA-Hellas.com  
www.SMA-Hellas.com

#### Spain

##### SMA Ibérica Tecnología Solar, S.L.

Tel +34 900 14 22 22  
Fax +34 936 75 32 14  
Service@SMA-Iberica.com  
www.SMA-Iberica.com

#### Czech Republic

##### SMA Czech Republic s. r. o.

Tel +420 235 010 417  
Service@SMA-Czech.com  
www.SMA-Czech.com

#### Portugal

##### SMA Portugal - Niestetal Services Unipessoal Lda

Tel +351 2 12 38 78 60  
Fax +351 2 12 38 78 61  
Service@SMA-Portugal.com  
www.SMA-Portugal.com

#### Korea

##### SMA Technology Korea Co., Ltd.

Tel +82 2 508 8599  
Fax +82 2 508 8969  
Service@SMA-Korea.com  
www.SMA-Korea.com

### SMA Service America

#### USA

##### SMA Solar Technology America, LLC.

Tel +1 916 625 0870  
Tel +1 877 697 6283 (Toll free, available for USA, Canada and Puerto Rico)  
Fax +1 916 625 0871  
Service@SMA-America.com  
www.SMA-America.com