



Ordering an SMA Factory Warranty Extension

Order fax no. +49 561/9522-435600, E-Mail: order-garantie@sma.de

I hereby order an SMA factory warranty extension under the following conditions:

Warranty extension for Sunny Boy, Sunny Mini Central, Sunny Tripower, Sunny Island, Sunny Backup (SBU 2200, SBU 5000), Windy Boy, SmartLoad

	to 10 years	to 15 years	to 20 years	to 25 years
0 kW to < 4 kW ¹⁾	<input type="checkbox"/> Euro 300,- ²⁾	<input type="checkbox"/> Euro 600,- ²⁾	<input type="checkbox"/> Euro 900,- ²⁾	<input type="checkbox"/> Euro 1,800,- ²⁾
4 kW to < 9 kW ¹⁾	<input type="checkbox"/> Euro 450,- ²⁾	<input type="checkbox"/> Euro 900,- ²⁾	<input type="checkbox"/> Euro 1,350,- ²⁾	<input type="checkbox"/> Euro 2,700,- ²⁾
9 kW to < 12 kW ¹⁾	<input type="checkbox"/> Euro 600,- ²⁾	<input type="checkbox"/> Euro 1,200,- ²⁾	<input type="checkbox"/> Euro 1,800,- ²⁾	<input type="checkbox"/> Euro 3,600,- ²⁾
12 kW to < 20 kW ¹⁾	<input type="checkbox"/> Euro 750,- ²⁾	<input type="checkbox"/> Euro 1,500,- ²⁾	<input type="checkbox"/> Euro 2,250,- ²⁾	<input type="checkbox"/> Euro 4,500,- ²⁾

Warranty extension for communications products

	to 10 years
Sunny WebBox, Sunny SensorBox, Power Reducer Box	<input type="checkbox"/> Euro 100,- ²⁾
Sunny Boy Control (Plus)	<input type="checkbox"/> Euro 100,- ²⁾
Sunny Matrix	<input type="checkbox"/> Euro 200,- ²⁾

¹⁾The specified kW are based on the nominal AC power per device.

²⁾All listed prices are exclusive of VAT.

Within the 5 year term of the SMA factory warranty, from the date of purchase by the end customer, an extension of this SMA factory warranty is possible. SMA reserves itself the right to modify the prices. 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. Cancellations are only possible if the original warranty certificate is returned within 3 months.

Invoice Recipient:		Delivery address: (if differing from invoice recipient)	
Last name	First name	Last name	First name
Company/Legal form		Company	
VAT No. ^{*)}		Street/No.	
Street/No.		Zip code/City	
Zip code/City		Device type	Series No. (10 characters)
Telephone no. in case of further questions		Device type	Series No. (10 characters)
Email		Device type	Series No. (10 characters)
Signature of customer/invoice recipient		Device type	Series No. (10 characters)
Date on which device was purchased by end customer (please attach a copy of the invoice).			

You will receive an according warranty certificate.

^{*)}Please enter VAT No. for all European countries (except Germany and France). For France, enter the TVA No. instead.

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.

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SMA Service Europe

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SMA Solar Technology AG

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