



The SMA Service Warranty



THE EXTRA PROTECTION YOU WANT. THE FLEXIBILITY YOU DESERVE.

EXCEPTIONAL SERVICE THAT PAYS OFF

The right service for you

SMA meets the challenges of an always-changing photovoltaic market by offering an enhanced service warranty concept, providing even more comprehensive coverage and support for our valued partners.

The SMA Manufacturer's Warranty

SMA stands for superior reliability and excellent quality. Most of our inverters come with a 10-year manufacturer's warranty. Should there be an issue within this period, you can claim the following benefits:

SMA replacement device

We will keep down time to a minimum by shipping a replacement device as soon as possible, generally the same day as your call or online request.

Complete shipment processing

We coordinate the dispatch, assume the shipping and custom duties¹, and verify the defective device is removed.

SMA Service Line

You can always contact the SMA Service Line if you have technical questions or require expert advice. Together, we can find a solution for your customer's question.

SMA Service Rebate ² (optional)

For an additional nominal fee, you can select a warranty plan that pays you a fixed rebate should an inverter or interface need replacement.

5- AND 10-YEAR EXTENDED WARRANTIES AVAILABLE ³

- Sunny Boy 240-US/
Sunny Multigate-US
- Sunny Boy 2000HF-US/
2500HF-US/3000HF-US
- Sunny Boy 3000-US/
3800-US/4000-US
- Sunny Boy 5000-US/
6000-US/7000-US/
8000-US
- Sunny Boy 3000TL-US/
4000TL-US/5000TL-US
- Sunny Boy 6000TL-US/
7000TL-US/8000TL-US/
9000TL-US/10000TL-US/
11000TL-US
- Sunny Tripower
12000TL-US/15000TL-US/
20000TL-US/24000TL-US

¹ According to warranty conditions.

² Service rebate not available on the Sunny Boy 240-US/Sunny Multigate-US

³ Product list and warranty conditions subject to change. Please visit www.SMA-America.com or contact the SMA Service Line for the most current information on available extensions.



The advantage of an SMA extended warranty

The SMA extended warranty helps you keep customers satisfied over the long term with your speed and expertise. SMA's extended warranty plan provides the installer with:

Flexibility

- » Extended warranty can be purchased at any time during the factory warranty period
- » Extendable to a maximum of 20 total years
- » Additional sales opportunities for extending existing customer warranties

Security

- » Long-term availability of the right replacement devices
- » Customers protected against unexpected costs such as wearing parts
- » Fixed costs over the entire term of the extended warranty

Simplicity

- » SMA's warranty extension process is fast and easy

The choice is yours: Extended Warranty or Extended Warranty Plus

Customize your service portfolio by deciding whether to choose a cost-effective investment or to be paid a fixed amount by SMA for your service calls through a more robust plan.

Extended Warranty
Security with a minimal investment

The Extended Warranty is a cost-effective option and reduces your initial investment.

BENEFITS

- » An SMA replacement device
- » Complete shipment processing
- » SMA Service Line support

Extended Warranty Plus
Full-service warranty security with an added service rebate

If you want all the benefits of the Extended Warranty with an added bonus, the Extended Warranty Plus is for you. If service is necessary, we guarantee you an SMA replacement device plus the expert advice of our SMA Service Line, in addition to the SMA Service Rebate.

BENEFITS

- » An SMA replacement device
- » Complete shipment processing
- » SMA Service Line support
- » SMA Service Rebate
 - » \$150 for Sunny Boy string inverters
 - » \$250 for Sunny Tripower

ENERGY
THAT
CHANGES



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