



The SMA Extended Warranty



SMA | SERVICE

THE 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.

Future-Proof Inverters

SMA wants to protect your customer's solar investment. Should our inverter need replacement, we will provide you with an upgrade containing the latest technology. We will even exchange discontinued inverters with a new model where technically feasible. SMA technology is continuously evolving. With our unique future-proof guarantee, your customer can be assured his or her replacement device will perform as well as, or better than, when it was first installed.

Complete Shipment Processing

We coordinate the dispatch, assume the shipping and custom duties¹, and verify the defective device is removed. Generally, a replacement will be shipped the same day as your call or online request.

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

Our Extended Warranty pays you a fixed rebate should an inverter or interface need replacement.

NUMBER ONE RANKED SERVICE

Research shows SMA is the top choice among professionals. In a recent IMS Research survey, SMA was selected as the most preferred PV inverter brand both globally and in the U.S.

"The survey highlighted the importance of warranty and after sales services plans for customers, with more than 90 percent of respondents indicating that they are 'important for most projects' or 'critical for all projects.'"

"PV inverter supplies were ranked as to which supplies offer the most attractive warranty and service plans. Once again, SMA Solar Technology ranked first with more than 35 percent of the votes."

Source: IMS Research



The advantage of an SMA Extended Warranty

The SMA Extended Warranty helps you keep customers completely satisfied.

Benefits include:

Flexibility

- » Customizable plans extending up to a maximum of 20 total years
- » Additional sales opportunities for extending existing customer warranties

Peace of Mind

- » Customers protected against unexpected costs such as wearing parts

Future-Proof

- » Replacement devices featuring the most current SMA hardware and firmware ³

Simplicity

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

Financial Security

- » No need to budget for a replacement device
- » \$150 and \$250 Service Rebates for Sunny Boy and Sunny Tripower string inverters ²

5- AND 10-YEAR EXTENDED WARRANTIES AVAILABLE ⁴

SMA Connection Unit and Disconnects are included

- | | |
|---|---|
| • Sunny Boy 240-US/
Sunny Multigate-US | • Sunny Boy 3000TL-US/
3800TL-US/4000TL-US/
5000TL-US/6000TL-US
(with Secure Power Supply) |
| • Sunny Boy 2000HF-US/
2500HF-US/3000HF-US | • Sunny Boy 6000TL-US/
7000TL-US/8000TL-US/
9000TL-US/10000TL-US/
11000TL-US |
| • Sunny Boy 3000-US/
3800-US/4000-US | • Sunny Tripower
12000TL-US/15000TL-US/
20000TL-US/24000TL-US |
| • Sunny Boy 5000-US/
6000-US/7000-US/
8000-US | |

¹ According to warranty conditions.

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

³ Where technically feasible

⁴ 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.

ENERGY
THAT
CHANGES



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