



SMA SERVICE Medium Power Solutions



SMA SERVICE

EXCELLENCE AT YOUR PV PLANT

SMA products combine cutting-edge technology with premium quality. We do a lot to make this possible. We subject our inverters to extensive function and load tests, produce under CO₂-neutral conditions in one of the most advanced factories in the world, and let external test technicians look over our shoulders. The result: Our products are designed to do their jobs for 20 years or more, even under extreme conditions.

But we are also realists. When something goes wrong, we will provide fast and ex-

pert support – today and in the future. Our five-year manufacturer's warranty will give you peace of mind. In the event of a warranty claim, we will send you an SMA replacement device and offer you technical support through our SMA Service Line.

Achieving more together

To provide you with the best possible support, we are constantly coming up with ideas for new services. We think it is important that these services are tailored to your

specific needs so that you are able to offer your own customers optimal service every time. By taking advantage of our new warranty concept, you are able to offer plant operators the best possible support, even after commissioning. This not only increases customer loyalty, but also helps you expand your service business.

This brochure will tell you about our services for small-scale commercial PV plants.





THE SMA REPLACEMENT DEVICE

DEVICE REPLACEMENT FOR THE MAXIMUM YIELD STABILITY

Should a failure occur, we will keep downtimes as short as possible by replacing your device. After a call or an online request is received, the replacement inverter is usually shipped the same day. In return for the defective inverter, your customer will receive a comparable device with all

necessary updates. If a device is replaced within the warranty period, the remaining warranty period carries over 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 LINE

EXPERT ADVICE OVER THE PHONE

SMA Service Line can answer all your questions about our products or PV plant installation and commissioning. We also support you if an inverter happens to stop functioning as it should. Together we will look for a solution and ensure that your

customer's PV plant starts running smoothly again as quickly as possible.

The telephone numbers of our expert teams can be found at www.SMA.de/Service or our country-specific websites.



THE SMA WARRANTY CONCEPT

SECURITY. GUARANTEED.

To ensure your ability to always offer customers the best possible support, we have revised the SMA warranty concept. Since it can now be tailored to your specific service portfolio, our warranty offers both security as well as flexibility.

Two extended warranty plans

The extended warranty Comfort is designed for installers who count on our full service in case of a warranty claim. It covers the same

services as the five-year manufacturer's warranty: The SMA replacement device, free shipping processing* and SMA service rebate for inverter replacement.

The extended warranty Active is the best choice for service providers who specialize in larger PV plants equipped with numerous inverters. This model is more affordable and reduces your investment costs. It includes the SMA replacement device and free shipping processing.

You can buy the extended warranty at any time during the five-year manufacturer's warranty with 10, 15, 20 or 25 year extensions available upon request.

Visit our country-specific websites for more information on our warranty concept.

* According to warranty conditions



THE SMA SERVICE REBATE

REBATE FOR THE SERVICES YOU PERFORM

In the event of a warranty claim, SMA will compensate solar power professionals for services related to inverter replacement. The service rebate is paid out quickly and without any red tape. An invoice form and information sheet with sample invoices are available at our country-specific websites and in the download area at www.SMA.de/Service. Please note the payment terms for service rebate.

Service rebate in the warranty concept

Solar power professionals will receive the service rebate for replacing inverters that are still covered by the manufacturer's warranty or the extended warranty Comfort. There is no service rebate under the extended warranty Active.

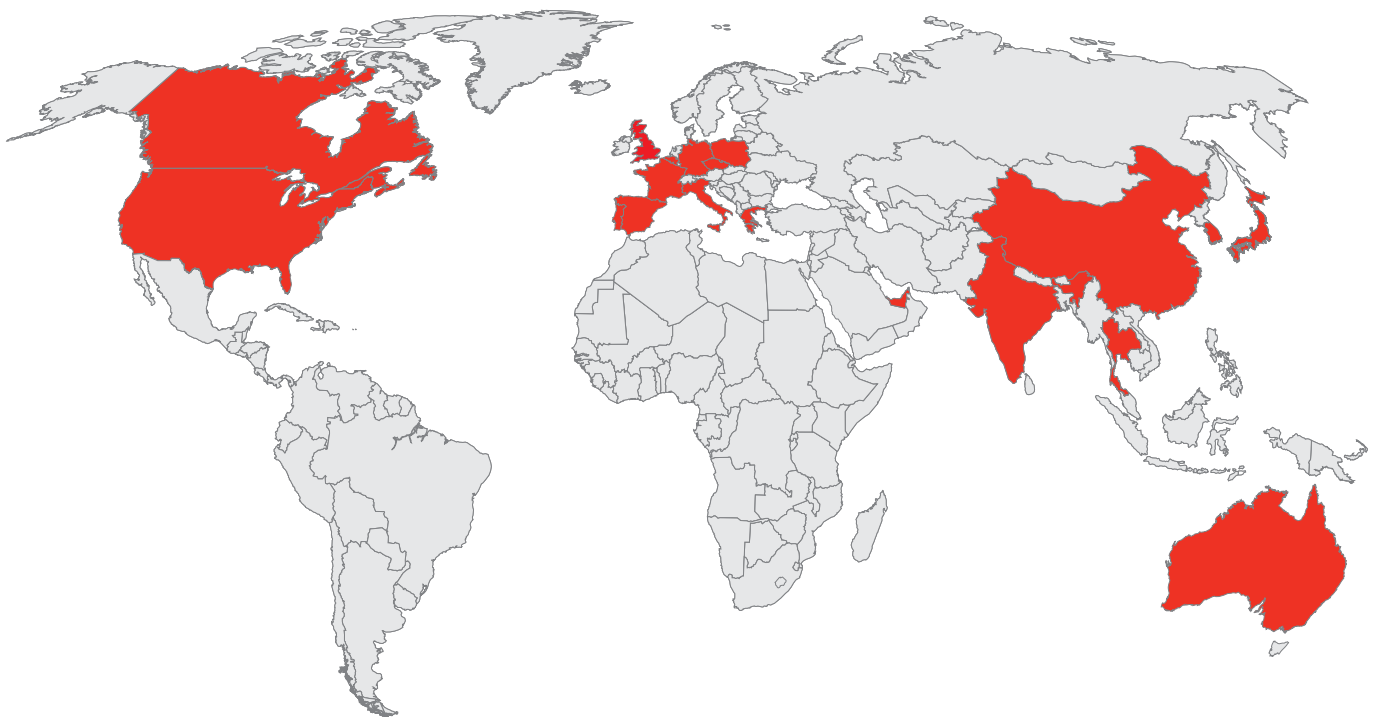
GLOBAL PRESENCE

85 OFFICES, 19 COUNTRIES, 1 SERVICE

SMA has 19 subsidiaries on four different continents around the world. This means SMA Service is available in all relevant photovoltaic markets. We can provide you with a replacement device in no time at all and no matter where you are in the world. And this all thanks to our service logistics.

Our SMA Service Line staff will be glad to provide you with advice and assistance. Our employees are based in the country you operate in and will answer any questions in your native language. This ensures an effective communication and success in implementing the necessary information.

The telephone numbers of our expert teams can be found at www.SMA.de/Service and our country-specific websites.



SMA Solar Technology

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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.

