

SIMPLE AND CONVENIENT

THE SMA SERVICE REBATE FOR ELECTRICAL INSTALLERS

What is the SMA service rebate?

The service rebate is our compensation to installers who perform repair and replacement services on our behalf at the customer's site. The principle behind it is that you support us and we compensate you by paying a rebate for your services.

Our key requirement is that it must be a Comfort warranty case.

Your benefits:

- The service rebate is a fixed amount that compensates you for your expenses.
- You maintain contact with your customers and convince them with your expertise and speed.
- If you have any questions, please visit our [Online Service Center](#).

The service rebate is structured as follows:

SMA pays a base service rebate of €100 for travel and setup time. In addition, we provide compensation for each individual service performed. We offer €20 for products weighing less than 50 kg, and €30 for those over 50 kg. For each additional product repaired or replaced within the same system on the same day, SMA pays €20 each. Please see the remuneration rates in the table on the next page. We have also put together some sample calculations for you in this information sheet.

You can also find an invoice template on our homepage to save you time. Simply download it, fill it out and mail it to SMA.

The service rebate in the SMA warranty concept

You receive the service rebate whenever the defective device is still covered by the 5-year limited factory warranty. The following conditions apply for our two versions of the extended warranty: We pay the SMA service rebate if the customer has an extended warranty Comfort and you perform the replacement at your customer's site. There is no service rebate under the Active extended warranty.

For more information about our warranty concept, please visit our website at www.SMA.de/Service.

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Remuneration specifications

Sunny Boy / Sunny Boy Storage / Sunny Island /
Sunny Tripower / Sunny Tripower Storage

Service		Net amount €
Base service rebate (Includes travel time and your setup time)		€100
Additional fees	Inverter replacement < 50 kg	€20
	Additional replacements (same day, same installation)	€20
	Inverter replacement > 50 kg*	€30
	Additional replacements (same day, same installation)	€20
	Update commissioned by the SMA Service Line**	€20
	Further update commissioned by the SMA Service Line**, (same day, same installation)	€20

* For the corresponding devices, please refer to the product datasheet on our homepage

** Exclusively with ticket number and after assignment by the SMA Service Line

Quick examples:

- You replace an inverter weighing less than 50 kg for one of your customers:
Base service rebate (€100) + inverter weighing less than 50 kg (€20) = **€120**
- You replace an inverter weighing more than 50 kg for one of your customers:
Base service rebate (€100) + inverter weighing more than 50 kg (€30) = **€130**
- You replace an inverter weighing less than 50 kg for one of your customers. In addition, you replace two other devices weighing less than 50 kg on the same day and on the same installation:
Base service rebate (€100) + inverter weighing less than 50 Kilo (€20) + additional device (€20) + additional device (€20) = **€160**
- You replace an inverter weighing more than 50 kg for one of your customers. In addition, you replace another device weighing more than 50 kg on the same day and on the same installation:
Base service rebate: (€100) + inverter weighing more than 50 Kilo (€30) + additional device (€20) = **€150**

Sunny Highpower PEAK1 / Sunny Tripower 60 / Sunny Tripower Storage 60 /
TLX / FLX and their components

Service		Net amount €
Base service rebate (Includes travel time, your setup time and one device replacement)		€100
Additional fees	Additional replacements (same day, same installation)	€20

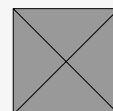
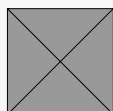
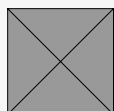
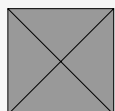
Quick examples:

- You replace an inverter Sunny Highpower PEAK1 / Sunny Tripower 60 / Sunny Tripower Storage 60 / TLX / FLX or a component (e.g., display) for one of your customers:
Base service rebate (€100) = **€100**
- You replace an inverter Sunny Highpower PEAK1 / Sunny Tripower 60 / Sunny Tripower Storage 60 / TLX / FLX or a component for your customer. In addition, you replace another device on the same day and on the same installation:
Base service rebate (€100) + additional device (€20) = **€120**

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How do I receive the SMA service rebate?



1. Request replacement inverter online or via the SMA Service Line, note the ticket number
2. Replace defective device
3. Fill out the invoice form for the service rebate and send it to SMA—either the original by post or by email to SSC_VENDOR_SAP@SMA.de—within 12 months.
4. After verification by SMA, the service rebate will be transferred to your account

At a glance: Payment conditions for the service rebate

Please note that

- the defective device must be covered by the limited factory warranty or the Comfort extended warranty.
- we only pay the service rebate to installers. The service cannot be performed by your customers.
- you agree the servicing in advance with SMA Service Line or order the replacement device via our website. Please always note the applicable ticket number, because we cannot pay the service rebate without this information.
- the device being complained about must already have been received by SMA.
- we only provide a service rebate remuneration for inverters covered by a warranty in accordance with our warranty conditions. In other words, the customer must not be at fault for the defect and the device must not be damaged as result of overvoltage (e.g., lightning).
- only updates commissioned by our SMA Service Line will be remunerated (SMA reserves the right to make exceptions).
- the service must be billed within 12 months of being performed.

* Not applicable in cases of loss of life, personal injury, or impairment of health, nor in cases arising from intentional or grossly

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Please further note that SMA does **not** pay a service rebate for the following services:

- use of auxiliary equipment (e.g., elevated work platform)
- the performance of additional tasks (e.g., integration into the communication)
- use of unskilled employees
- the performance of update tasks and replacement of firmware
(Exception: the update and firmware replacement was commissioned by the SMA Service Line)
- additional costs due to working in the evening, at night, on Sundays, or on public holidays
- the replacement of communications products
(Exception: the replacement was commissioned by the SMA Service Line)
- the replacement or conversion of interfaces
(Exception: the replacement or conversion was commissioned by the SMA Service Line)
- the conduction of fault analyses and the use of measuring equipment



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INVOICE FORM
THE SMA SERVICE REBATE FOR ELECTRICAL INSTALLERS

SMA Solar Technology AG
Sonnentallee 1
34266 Niestetal

Your invoice number

Number 014-10022011

Date 2011-03-

SMA ticket number/SMA order number

Number Sample 4001234567890

Address

Company Solar Classen GmbH
Street Werner-Hilpert Str. 124 ZIP code 34085 Musterstadt
Person Rainer Classen Phone number 050/ 0815 0988-19
Email Rainer.Classen@Classen-Solar.de

Bank infor-

Tax no. or VAT no. DE0815172536
Bank institute Sample Bank BIC (SWIFT-Code) 1234 12 12 1234
Account owner Rainer Classen IBAN DE12 1234 1234 1234 0000 1234 12

	Service	Serial number of the defective inverter	Device type	System name	Date of service provision + software version (if applicable)	Net amount €
1.	Basic lump	081516702	SB5000	Solar park	2011-03-22	100
2.	Inverter replacement	081516702	SB5000	Solar park	2011-03-22	20
3.						
4.						

Please send us the original invoice by postal mail. I hereby acknowledge that I have agreed to receive a lump-sum payment as compensation for my expenses incurred in performing the aforementioned services, and that I have no further claims against SMA in this regard.

Net amount € 120
19% VAT + 22.80
Total amount € 142.80

Place, Date

Signature

You replace **one** inverter weighing less than 50 kg for one of your customers.



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SMA ticket number/SMA order number

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	Service	Serial number of the defective inverter	Device type	System name	Date of service provision + software version (if applicable)	Net amount €
1.	Basic lump	081516702	SMC5000	Solar park	2011-03-22	100
2.	Inverter replacement	081516702	SMC5000	Solar park	2011-03-22	30
3.						
4.						

Please send us the original invoice by postal mail. I hereby acknowledge that I have agreed to receive a lump-sum payment as compensation for my expenses incurred in performing the aforementioned services, and that I have no further claims against SMA in this regard.

Net amount € 130
19% VAT + 24.70
Total amount € 154.70

City, Date

Signature, Stamp

You replace **one** inverter weighing more than 50 kg for one of your customers.



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	Service	Serial number of the defective inverter	Device type	System name	Date of service provision + software version (if applicable)	Net amount €
1.	Basic lump	081516702	SB5000	Solar park	2011-03-22	100
2.	Inverter replacement	081516702	SB5000	Solar park	2011-03-22	20
3.	The same service	021636701	SB5000	Solar park	2011-03-22	20
4.						

Please send us the original invoice by postal mail. I hereby acknowledge that I have agreed to receive a lump-sum payment as compensation for my expenses incurred in performing the aforementioned services, and that I have no further claims against SMA in this regard.

Net amount € 140
19% VAT + 26.60
Total amount € 166.60

Place, Date Signature

In one day, you replace **two** inverters weighing less than 50 kg each for one of your customers.



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SMA ticket number/SMA order number

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Phone number 0815 0988-19

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BIC (SWIFT-Code) 1234 12 12 1234

Account owner Rainer Classen

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	Service	Serial number of the defective inverter	Device type	System name	Date of service provision + software version (if applicable)	Net amount €
1.	Basic lump	081516702	SB5000	Solar park	2011-03-22	100
2.	Inverter replacement	081516702	SB5000	Solar park	2011-03-22	20
3.						
4.						

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Net amount € 120

19% VAT + 22.80

Total amount € 142.80

Place, Date

Signature

You replace an inverter that weighs less than 50 kg and need reset an interface or the display to do so.



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	Service	Serial number of the defective inverter	Device type	System name	Date of service provision + software version (if applicable)	Net amount €
1.	Basic lump	081516702	SB5000	Solar park	2011-03-22	100
2.	Inverter replacement	081516702	SB5000	Solar park	2011-03-22	20
3.						
4.						

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Net amount € 120
19% VAT + 22.80
Total amount € 142.80

Place, Date

Signature

You install an update recommended by the SMA Service Line on one of your customer's devices.
Please indicate the ticket number.