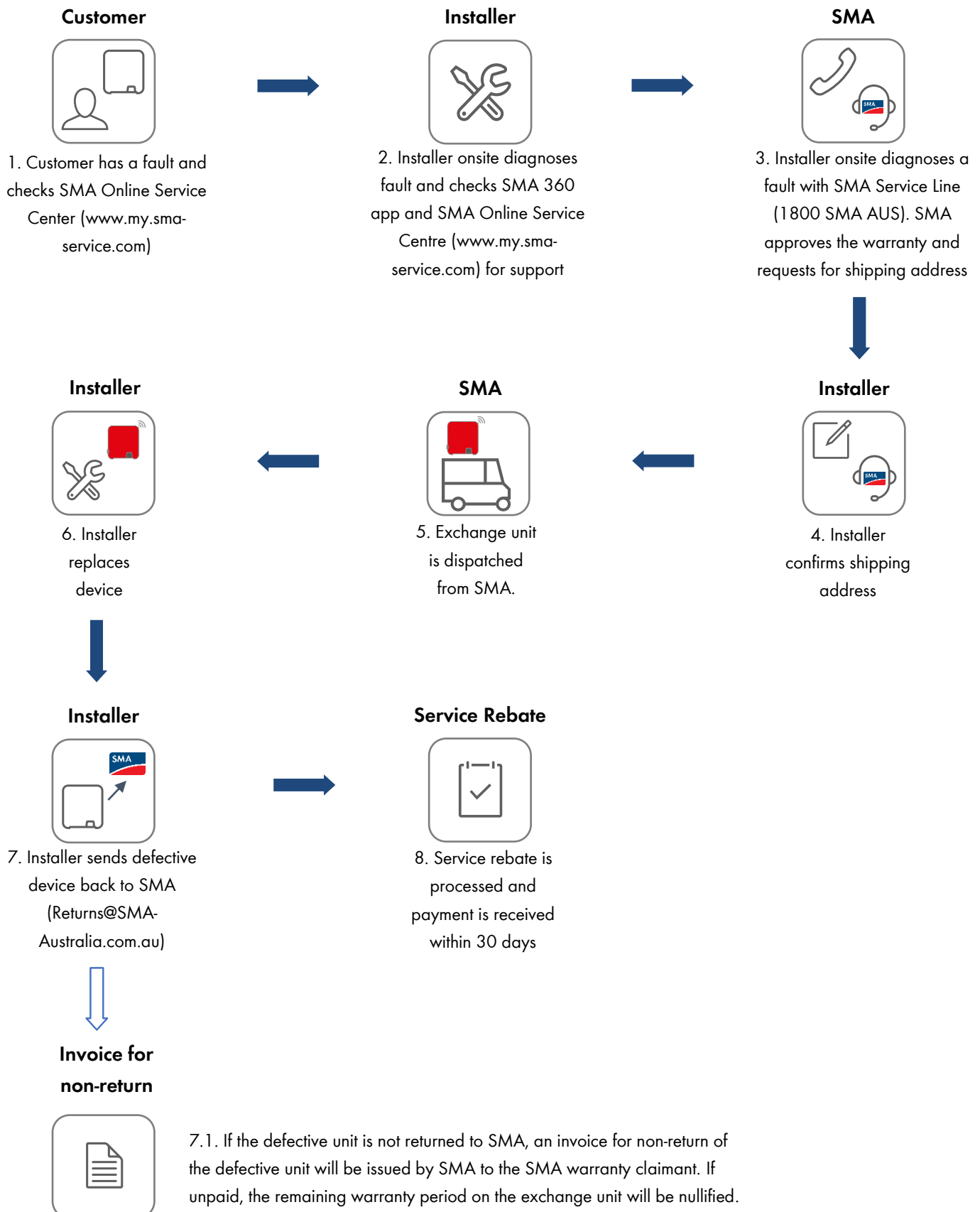




DEVICE EXCHANGE PROCEDURE





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This document describes the SMA warranty exchange procedure to be followed by installers and end customers. This procedure aims to reduce the number of installer call-outs, and also to make the process easier on both sides. The procedure is as follows:

1. When the end customer has an issue with their system, they should consult the SMA Online Service Centre (www.my.sma-service.com) for online articles. If still unresolved, they are required to call their solar installer or an alternative installation company.
2. The installer is to visit the site and conduct tests to identify the fault with the assistance of the SMA 360 app and with supporting articles found in the SMA Online Service Centre.
3. If the installer suspects the SMA device is at fault, they are required to call the SMA Service Line on 1800 SMA AUS, Monday to Friday between 8am and 6pm (AEST) while on-site to obtain warranty approval. If more checks are required, SMA will help the installer troubleshoot the fault. Failure to call SMA while on-site may result in another call-out.
4. Upon the warranty case being approved, a case number will be provided by SMA and the installer will be asked to provide the shipping address for the exchange device, by updating their case on the SMA Online Service Centre.
5. Once the shipping address has been provided, an exchange device is typically dispatched within two business days.
6. Upon receiving the exchange device, if the defective device is an inverter, the installer is required to swap over the lids and all other accessories between the two inverters. More information can be found in the 'Return Letter of Instruction' that is sent with the exchange device.
7. Once the exchange has taken place, it is required that the defective device be shipped back to SMA. To ship back the faulty device, please email SMA Logistics at returns@sma-australia.com.au. More information can be found in the 'Return Letter of Instruction'.
 - 7.1. If the defective unit is not returned to SMA, an invoice for non-return of the defective unit will be issued to the SMA warranty claimant. If unpaid, the warranty of the exchange unit is voided.
8. The installer is now able to apply for a Service Rebate for the service work performed in their case on the SMA Online Service Centre. More information relating to Service Rebates can be found on our website at www.sma-australia.com.au/service-support/sma-service-rebate.html.

If there are any concerns relating to the device's warranty as per the warranty exclusions listed under the warranty terms and conditions (e.g. drilling), please inform the SMA Service Line as otherwise the warranty applicant will be subject to an invoice.

Please note that the warranty of the exchange device will be carried on from the defective device. If there is less than one year's worth of warranty remaining on the defective device, the exchange device will have a full year's warranty included. If you wish to extend the warranty of your inverter, please visit our website for more information at www.sma-australia.com.au/service-support/residential-commercial-systems.html#c356979.