

# SMA Extended Warranty

## Service Overview

SMA's Extended Warranty will provide you with the same service and confidence of the SMA Factory Warranty to protect your investment. Whether electrical or mechanical, we warrant the availability of all components over the duration of the Extended Warranty period. SMA will provide diagnostics and repair, beginning with remote service, taking care of the small repairs all the way to comprehensive repairs.

## Overview of Scope of SMA Extended Warranty

Extended Warranty is defined as and comprises:

- ☐ Responsive telephone support by qualified specialist including remote diagnosis
- ☐ Small to comprehensive repairs by SMA certified technicians including fault diagnosis and corrective maintenance to repair the covered product
- ☐ Provision of replacement parts over the contract period to repair the covered product
- ☐ SMA provided replacement parts required for corrective maintenance performed on covered products
- ☐ All transportation, travel and accommodation expenses will be borne by SMA. (In SMA Primary Support Countries. Please refer to SMA Factory Warranty)

## Service Provider

The SMA Extended Warranty is provided by SMA or one of its affiliates. SMA may commission authorized service partners to perform the SMA Extended Warranty.

## Geographic Availability

The SMA Extended Warranty is available worldwide.

(Country limitations may apply based on SMA Factory Warranty terms and conditions)

## Contracting Periods

The SMA Extended Warranty is typically available in blocks of five years (i.e. 5, 10, and 15 years). The maximum warranty coverage period is twenty years combined with the SMA Factory Warranty. For the SCS the maximum period is 15 years.

## Enrollment Period

The SMA Extended Warranty is activated when contractual coverage is arranged prior to the expiration of the SMA Factory Warranty or an existing SMA Extended Warranty.

The Extended Warranty coverage can be established for SMA Inverters that are not under any warranty after an Inspection by a SMA Technician has taken place (payable service) and any recommended repair or modification has been implemented. This option is available up to a maximum of 84 months after the original

shipment date (as stated in the Factory Warranty terms). SMA reserves the right to limit the scope and duration of the Extended Warranty coverage based on actual inverter conditions and spares parts availability.

### SMA Product Types

The SMA Extended Warranty is available for the following SMA products:

- ❑ SUNNY CENTRAL: SCxxxxCP-XT, SCxxxCP-JP, SCxxxCP-US, SCxxxx, SCxxxx-US, SCxxxx-EV, SCxxxx-EV-US, SC-xxxx-UP, SC-xxxx-UP-US
- ❑ SUNNY CENTRAL STORAGE: SCSxxx, SCSxxxx, SCSxxxx-US, SCSxxxx-EV, SCSxxxx-EV-US, SCS-xxxx-UP, SCS-xxxx-UP-US, SCS-xxxx-UP-XT, SCS-xxxx-UP-XT-US

### Service Terms and Obligations to Co-operate

1. The provision of the SMA Extended Warranty starts when an error report is filed by Customer
2. The costs for corrective maintenance and for those replacement parts that are related to malfunctions of the covered products are included in the SMA Extended Warranty.  
The SMA Extended Warranty does not cover malfunctions or improper use, which can be found in the SMA Factory Warranty
3. SMA will, at its option, use new and/or equal to new condition parts of original or improved design in the corrective maintenance.
4. Independent corrective maintenance attempts by Customer or third parties not explicitly commissioned by SMA shall cause the costs for the provided replacement parts and corrective maintenance of consequential damages to be borne by Customer.
5. SMA reserves the right to request duly documented protocol of preventative maintenance before starting corrective maintenance, as well as true records showing the covered product has been operated in compliance with their specifications. If a copy of each protocol of the preventive maintenance is not provided to SMA the SMA Extended Warranty maybe voided.

### Validity

The given information is non-binding and of illustrative purpose. In order to render the SMA Extended Warranty, it is compulsory for the potential customer and SMA to mutually agree to the terms and conditions outlined in the **SMA Service Contract**.