

SMA Inverter Availability

Service Overview

SMA offers three outstanding Inverter Availabilities: 97, 98 and 99 percent. The Inverter Availability provides the long-term financial confidence that your inverter will meet specified uptime metrics, or SMA will make compensation payment as agreed in the relevant Service Contract. The Inverter Availability service requires that the inverter is under an active SMA Factory Warranty or SMA Extended Warranty.

Overview of Scope of SMA Availability

Inverter Availability is defined as and comprises:

- ☐ Inverter Availability of 97-99% uptime ("warranted uptime") or higher for the SMA inverter.
- ☐ Annual Inverter Availability assessment and availability report
- ☐ Compensation payment for the Inverter Availability as agreed in the relevant Service Contract if it falls short of the warranted uptime.

Service Provider

The SMA Inverter Availability is provided by SMA Solar Technology AG ("SMA") or one of its affiliates.

Geographic Availability

The SMA Inverter Availability is available in the following countries:

Australia	Brazil	Bulgaria	Chile	Czech Republic	France	Germany	Greece
Hungary	India	Israel	Italy	Japan	Netherlands	Poland	Portugal
Romania	Slovakia	South Africa	Spain	Turkey	United Arab Emirates	United Kingdom	United States

Contracting Periods

The SMA Inverter Availability is available in 5 year segments or 1 year segments if 4 or more inverters are under contract. The maximum duration of the Inverter Availability is twenty years depending on the SMA Factory Warranty or SMA Extended Warranty duration.

SMA Product Types

The SMA Inverter Availability 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 - Inverter Level

- The warranted uptime is calculated based on a five-year average beginning with the Service start date.
- Inverter Availability is determined in full calendar days.
- If the actual uptime per year is less than the warranted uptime, SMA shall, over a period of no more than 40 calendar days per year per inverter, provide a daily downtime payment (as agreed) for the exceeding amount of downtime days.
- Downtime payments shall be paid via offsetting or credit note by a bank transfer to a bank account. Payments are made within 60 days after the end of contractual year if more than 54 days (for 97% warranted uptime) / 36 days (for 98% warranted uptime) / 18 days (for 99% warranted uptime) of downtime are exceeded.
- The Inverter Availability requires that a remote operation option is properly set up and permanently available.
- Once a qualified service case is received by SMA from Customer, the recording of the downtime shall commence at the beginning of the following calendar day (i.e., 00:00 midnight).
- Downtime days are calculated 7 days a week i.e., Monday to Sunday.

Service Terms and Obligations to Co-operate - Plant Level

- The warranted uptime is calculated on plant level and based on one Service Contract year (if 4 or more devices are covered)
- Inverter Availability on plant level is determined in full calendar days.
- Downtime payments shall be paid via offsetting or credit note. Payments are made within 60 days after the end of contractual year if more than 10,8 calendar days into number of inverters (for 97% warranted uptime), 7,2 calendar days into number of inverters (for 98% warranted uptime) and 3,6 calendar days into number of inverters (for 99% warranted uptime) of downtime are exceeded. If number of calendar days is not a whole number, then SMA will take a lower whole number as agreed downtime. For e.g. in case of 6 inverters and 99% warranted uptime – allowed downtime days would be – $3.6 * 6 = 21,6$ days. SMA will take a lower whole number of 21 days as allowed downtime days.

- If the actual uptime per year is less than the warranted uptime , SMA shall, over a period of no more than 40 calendar days per inverter, provide a daily downtime payment (as agreed) for the exceeding amount of downtime days.
- The Inverter Availability on plant level requires that a remote operation option is properly set up and permanently available.
- Once a qualified service case is received by SMA from Customer, the recording of the downtime shall commence at the beginning of the following calendar day (i.e. 00:00 midnight).
- Downtime days are calculated 7 days a week i.e. Monday to Sunday.

Inverter Availability Downtime Example - Inverter Level

Years	1	2	3	4	5	Total
Downtime Days	4	0	6	0	2	12
Actual Days	361	365	359	365	363	1813
Theoretical Days	365	365	365	365	365	1825

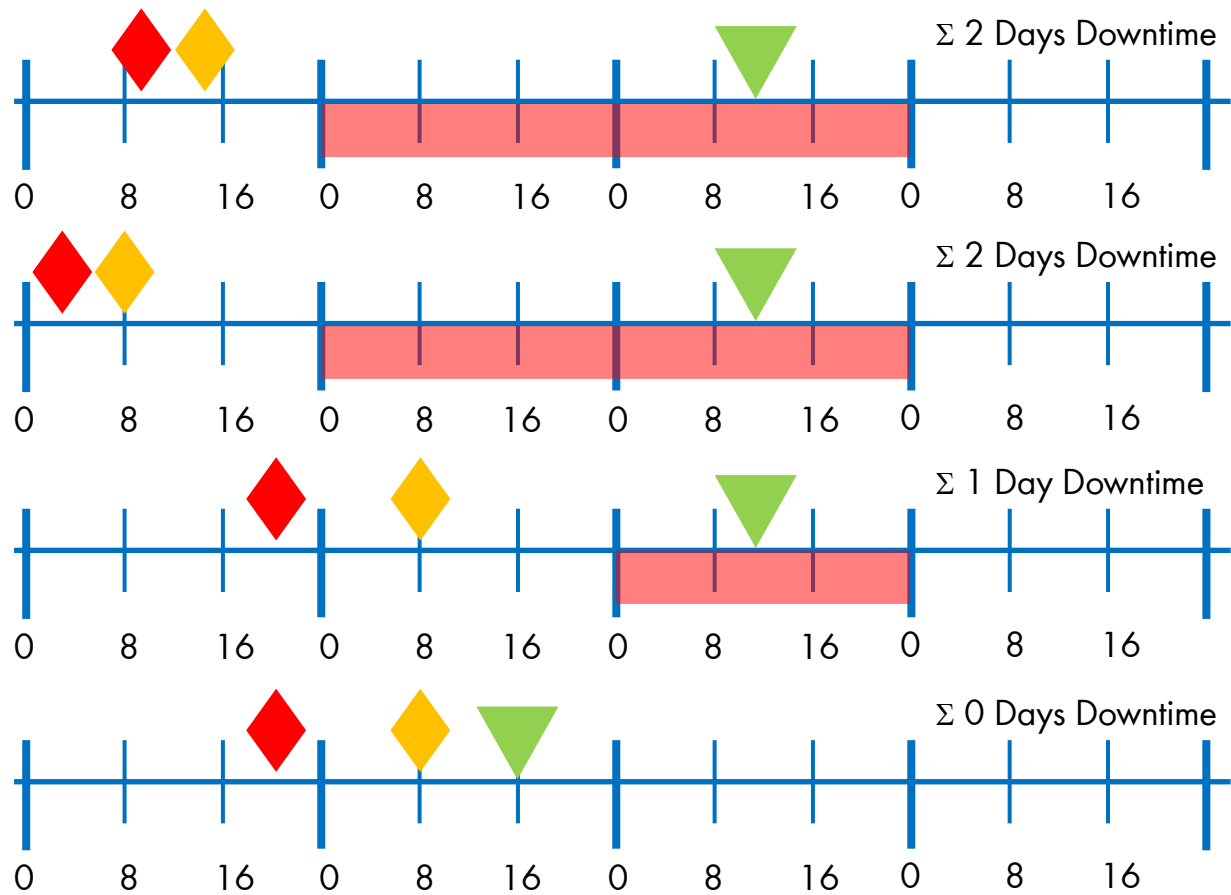
***1813/1825=99.34% Inverter Availability uptime**

Inverter Availability Downtime Example - Plant Level

Inverters	Downtime Days	Actual Days	Theoretical Days
1	4	361	365
2	0	365	365
3	6	359	365
4	0	365	365
5	2	363	365
Total	12	1813	1825

***1813/1825=99.34% Inverter Availability uptime**

Inverter Availability Downtime Days Example



- 1** Incident occurs
- 2** SMA receive service call from customer
- 3** Issue fixed, Inverter is up and running

Validity

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