SMA Warranty

5 year Standard Factory

SMA America, LLC
6020 West Oaks Blvd, Ste 300
Rocklin, CA 95765-3714
Tel.: +1 916 625 0870
Fax: +1 916 625 0871
E-Mail: info@SMA-America.com
Internet: www.SMA-America.com

Applies solely for the following products:
Sunny Central 250U, 500U, 500HE-US, SCXXXHE-11, SCxxxCP-xx inverters and Medium Voltage Power Platforms.

Period: **63 months** from date of shipment. A warranty extension may be purchased by the Customer for up to 3 additional months at a cost of $500 per inverter per month (not to exceed 66 months from date of shipment).

The guarantee obligation of the direct seller of your device(s) is not altered, expanded, or diminished by this factory warranty. This factory warranty remains fully valid from the date of delivery.

For the products specified above, the SMA factory warranty covers all defects in workmanship and materials during the agreed period, subject to the conditions listed below. The factory warranty is not intended to be a durability warranty, as end-user conditions and usage is variable.

Warranty Conditions

During the Warranty Period, SMA will, at its option, repair the defective parts (if economically feasible) or replace the defective part free of charge, provided that you properly notify SMA of the product defect within the Warranty Period, and provided that SMA, through remote diagnosis or inspection, establishes the existence of such a defect covered by this Limited Warranty.

SMA will, at its option, use new and/or reconditioned parts in building replacement parts. SMA reserves the right to use parts or products of original or improved design in the repair or replacement of your product. If SMA repairs or replaces a product part, its warranty continues for the remaining portion of the Warranty Period or 90 days from the date of the repair or replacement, whichever is greater. The factory warranty covers SMA's costs for labor and materials necessary to reestablish trouble free operation.

Scope of the Factory Warranty

The factory warranty does not cover damages that occur due to:

- transport damage
- incorrect installation or commissioning
- failure to observe the user manual, maintenance regulations and intervals
- modifications, changes, or attempted repairs
- incorrect use or inappropriate operation
- insufficient ventilation of the device
- corrosion due to exposure to sea coast / saltwater atmospheres or other aggressive atmospheres
- failure to observe the applicable safety regulations
- force majeure

This factory warranty does not cover cosmetic defects which do not directly influence energy production, or degrade form, fit, and function.

This factory warranty also encompasses the materials and workmanship of the following Medium Voltage Power Platform (MVPP) items; Platform structure, Disconnects, Control Panel, Supply Panel and interconnections/cabling, and Medium Voltage Transformer. Medium Voltage Transformer can require up to 16-20 week lead time and resulting down-time (power production loss) is not covered in SMA warranty or inverter availability guarantee service contract. SMA recommends that customer purchases spare Medium Voltage Transformer to minimize down-time and maximize plant availability.

Claims that go beyond the scope of this limited warranty include, but are not limited to, the following:

- Claims for compensation of direct or indirect damages arising from the defective device
- Compensation for costs arising from disassembly and installation
- Loss of profits

These items are expressly not covered by this factory warranty.

Warranty Support

SMA's Service Line is available, at 877-697-6283, from 6 a.m. to 5 p.m. PT (Pacific Time), Monday through Friday except holidays. The Customer must report a failure to the SMA Service Line, using the procedure as described below:

- Name of the person reporting the failure, phone number, and email
- Date and time of failure
- Company name
- Site contact name and phone number (if different from fault reporter)

- Name and address of site
- Serial number of the Inverter
- Site Station / Inverter number
- Fault code displayed
- Stack lights pattern
- Problem Description
- An email must be sent to US-ServiceCentral@SMA-America.com to confirm the above details along with a download of the files from the inverter's SD card.

SMA America Service Territory Definitions and Response Times

Territory	Locations	Availability
A	48 states within the contiguous United States, Canada (Ontario and Quebec only), Puerto Rico. The site must be within 150 mile radius of a major airport *	8-48 hours shipment of parts/inverter, 8-48 hours for commencement of on-site repair services, measured from receipt of a qualified service call from an authorized customer representative
B	Alaska, Hawaii, Canada (excluding Ontario and Quebec), Mexico, Caribbean, (Cuba excluded) all category A listed locations outside the 150 mile radius of a major airport *	24-48 hours shipment of parts/inverter; 96-120 hours for commencement of on-site repair services, measured from receipt of a qualified service call from an authorized customer representative
C	Central America, South America, Guam (Cuba excluded)	72-96 hours shipment of parts/inverters; 96-192 hours for commencement of on-site repair services, measured from receipt of qualified service call from an authorized customer representative

*A major airport is defined as an airport with one million travelers per year. List is displayed at http://www.nationsonline.org/oneworld/major_US_airports.htm

For customers in category B and C territories, the incremental cost of travel and travel time for the FSE, from the point of exiting category A territory, to the point of arrival at the customer's site, will be charged to the customer. This applies to both commissioning and warranty service visits. SMA requires a purchase order from the customer in advance of service travel for all B and C territory visits.

Events of Force Majeure (floods, lightning, hurricanes, tornadoes, transportation strikes, etc.) may cause these target response times to be extended in a particular case.

SMA will require a customer-paid site escort, at all remote, unattended sites.