



# SMA America LLC Factory Warranty

**Note: this description of SMA Solar Technology America's limited factory warranty is effective on January 1, 2013 and supersedes all prior warranty descriptions.**

## 10 Year Warranty

A ten year warranty applies to the following products:

SB700-US, SB2000HF-US, SB2500HF-US, SB3000HF-US, SB3000-US, SB3800-US, SB4000-US, SB3000TL-US, SB4000TL-US, SB5000TL-US, SB5000-US, SB6000-US, SB7000-US, SB8000-US, SB6000TL-US, SB7000TL-US, SB8000TL-US, SB9000TL-US, SB10000TL-US, SB11000TL-US, STP 12000TL-US-10, STP 15000TL-US-10, STP 20000TL-US-10, STP 24000TL-US-10, WB3000-US, WB3800-US, WB4000-US, WB5000-US, WB6000-US, WB7000-US, WB8000-US

## 5 Year Warranty

A five year warranty applies to the following products:

SB1100U, SWR1800U, SWR2100U, SWR2500U, SB3300U, SB3800U, SB6000U, SI4248U, SI4548-US, SI6048-US, SI5048U, ST6US, SMA Bluetooth® Repeater, Sunny Beam with Bluetooth®, Sunny WebBox, Sunny WebBox with Bluetooth®, Sunny SensorBox, SC/SB Combiner Boxes purchased after April 1, 2005.

The SMA factory warranty provides technical support, shipping costs, and repair or replacement part costs during the warranty period. The warranty period begins 3 months after shipment from SMA America or the date of commissioning, whichever can be proven to start later, subject to the conditions listed below.

## Warranty Conditions

SMA America will advance ship a new unit to the customer if the device is determined to be defective within the first 90 days after a new installation.

If a device is determined to be defective more than 3 months after installation, and during the SMA factory warranty period, one of the following services, as selected by SMA, will be performed at no charge:

1. Exchange for a refurbished device (of equivalent value according to model and age)
2. Repair the defective device at SMA's depot facility

In the case of an exchange, the remainder of the eligible warranty will be transferred to the replacement device.

If the warranty applies, and if SMA has a branch or service partner in the country where the device is operated, the transport costs are covered by SMA.

The SMA factory warranty includes a \$150 Service Call Rebate for eligible installers/dealer companies. See the SMA Service Call Rebate Form located at [www.sma-america.com](http://www.sma-america.com). (Please select the Service tab and Downloads)



In order to fulfill its obligations under this limited warranty, SMA America may require a copy of the purchase receipt, the warranty certificate, installation documentation, or evidence of the warranty extension if SMA is unable to confirm warranty entitlement. End-use customers are encouraged to retain such documentation. The model/serial number must be included on the documentation provided in order to determine warranty entitlement.

## **Exclusion of Liability**

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

- transport damage
- incorrect installation or commissioning
- failure to observe the user manual, maintenance requirements and intervals
- modifications, changes or attempted repairs
- incorrect use or inappropriate operation
- insufficient ventilation of the device
- failure to observe the applicable safety regulations,
- force majeure (e.g. lightning, overvoltage, storm, fire)
- cosmetic defects which do not directly influence energy production, or degrade form, fit, function

Additional claims due to direct or indirect damage especially compensation claims for damages due to loss of profits, or revenue, or incurred costs arising from disassembly and mounting, are expressly excluded in the absence of a written contract agreement with SMA America.

## **How to get Warranty Support**

SMA America products are designed and built for reliability. However, in the unlikely event of a failure, please contact the SMA Technical Service Line at 1-877-697-6283 where an SMA Technical Support Representative will assist you. Proper fault diagnosis may require a qualified Solar PV service technician to be at the SMA device location and equipped with a quality digital AC/DC voltmeter. The onsite service technician may be asked to take voltage measurements and provide error codes from the inverter. Additional information will be required such as model number, serial number, job site name, original date of installation, PV array configuration, and a description of any modifications that have been performed on the inverter. If the onsite repair technician is unwilling or unable to assist SMA in the fault diagnosis process, the customer may be charged \$160.00 plus shipping costs if no trouble is found when the device is tested by the SMA Service Repair Department.

## **Replacement Procedure and Conditions**

SMA America will provide standard ground shipping. If expedited shipping is requested, the shipping costs will be billed to the customer.

SMA America does not provide new replacement equipment to distributors or installers who exchange new equipment from their stock to customers in the field at their own discretion.



If there are any unresolved or pending financial issues between the customer and SMA America at the time of trouble call reporting, the issue will have to be resolved before material exchange can occur.

Customer-modified equipment does not qualify for the advanced replacement exchange warranty process and must be returned to the SMA depot for repair.

Unless the modification created the failure, customer-modified equipment is covered under the above described SMA warranty conditions on a repair/return basis only.

When replacing an inverter, customer is asked to safely remove any piggyback modules (i.e. RS-232 cards, RS-485 cards, etc.) from the inverter to be returned, and retain them for reinstallation by customer on the replacement equipment.

Customer or their installer is expected and requested to repack the defective equipment in the same shipping box used to ship the replacement, and manually apply the SMA provided return shipping label(s) to the box of the equipment to be returned.

If the end user chooses to have the inverter repaired and returned, SMA America will send an empty shipping box and shipping call tag if the original packaging is not available. The returned unit will be repaired and returned to the end user.

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