



SMA Manufacturer's Warranty

Applies exclusively to the following products: Sunny Central, Sunny String-Monitor SSM (SSM, SSM16-11, SSM24-11, SSM8-21, SSM16-21, SSM24-21), and Communit-10.

If the end user of the device is a consumer, the seller's statutory warranty shall not be limited by this guarantee and shall apply in the full scope.

SMA guarantees that the above mentioned devices are free from material or manufacturing defects. The guarantee is valid for five years starting from the date of commissioning (as per commissioning report), but not later than 90 days (or any other period stipulated by agreement) exworks SMA Solar Technology AG or 90 days (or any other period stipulated by agreement) from declaration of availability for dispatch if the customer defaults on acceptance.

Warranty Conditions

If a device displays a material or processing defect during the agreed SMA manufacturer's warranty period, the device or the defective part will be repaired or replaced by SMA at its own discretion. SMA shall bear all material and labour costs required for restoration of perfect function. In this respect, SMA is entitled to use factory refurbished parts. In general, repair work will be carried out on site, unless repair or parts replacement is deemed disproportionate.

The term „disproportionate“ as used above refers in particular to measures for which SMA would incur costs deemed unreasonable:

- in view of the purchase price or the value of the device in defect-free condition
- taking into account the significance of the defect
- after weighing up whether alternative forms of defect removal could be applied without significant inconvenience to the customer.

It is, however, left to the discretion of SMA to have the defective part returned to it for repair or replacement. SMA is only obliged to remove or install the part if this requires specialist knowledge that is not accessible to or is unreasonable for the customer; otherwise, the obligation of SMA as regards the defect shall end upon delivery to the customer of the repaired or replaced part.

When devices are installed in Japan, the manufacturer's warranty additionally includes shipping costs as well as any travel and accommodation expenses for SMA service personnel for repairs on-site. Customs duties, taxes and other import costs are excluded. Separate warranty conditions apply for countries outside of Japan.

If the installation site is outside the Japan or in/on the overseas territories or islands of these countries, the customer shall bear all customs and shipping costs incurred, the travel and accommodation expenses of SMA service personnel for repairs.

Consumables and parts subject to regular wear and tear are not covered by this warranty (e.g. fuses, filters, overvoltage protection devices).

Scope of the Manufacturer's Warranty

Preconditions for the provision of warranty services free of charge are:

- The customer must inform SMA immediately of any defects ascertained through notification including a brief description of the fault to the SMA Service Line
- Submission of a copy of the Warranty Certificate or purchasing invoice
- The type label on the device must be completely legible.
- For inverters and accessories, all maintenance work regarding intervals and scope are executed and documented in accordance with the respective manufacturer's specifications
- Consultation with SMA or its service partner concerning the next steps

The customer must grant SMA the necessary time and opportunity for performance of all repairs and replacement deliveries considered necessary by SMA at its reasonably exercised discretion. All defective parts shall become the property of SMA.

The manufacturer's warranty does not cover damage that has occurred due to any of the following reasons:

- Transport damage
- Incorrect installation or commissioning by the customer or third parties
- Modifications, changes or attempted repairs by the customer or third parties
- Failure to follow the instructions in the user manual, maintenance regulations and intervals
- Unsuitable use or incorrect operation
- Insufficient ventilation of the device
- Accidents, external influences
- Force majeure (e.g., lightning, overvoltage, storm, fire)

Neither does it cover cosmetic defects or signs of wear and tear that do not affect the energy feed-in.

If the customer requests unnecessary or unjustified service work under this warranty, SMA shall be entitled to invoice the customer for the costs incurred as a result. The same shall apply for waiting periods if the customer fails to provide the service personnel with immediate access to the defective device.

Claims that go beyond the rights cited in the warranty conditions, in particular claims for compensation of direct or indirect damage arising from the device defect, for compensation of costs arising from disassembly and installation, or loss of profits, are not covered by the manufacturer's warranty, insofar as SMA is not subject to mandatory statutory liability. In such cases, please contact the company that sold you the device. Any claims arising out of the law on product liability remain unaffected.

For more information, visit us at www.SMA.de/en under the heading Service.