



### Flexibility

- The warranty can be taken out throughout the entire five-year term of the manufacturer's warranty

### Customer loyalty

- Installers maintain contact with their customers
- Solar power professionals satisfy their customers with expertise and speed
- The plant operator recommends the installers to others

### Security for solar power professionals

- Additional orders
- Long-term availability of the right replacement devices

### Security for plant operators

- Protection against unexpected costs such as wearing parts
- Cost security over the entire term of the extended warranty

## SMA Warranty Concept

Security. Guaranteed.

The SMA warranty concept is tailored to the needs of installers. Our customers can choose from two extended warranty plans. You can decide for yourself whether you want to make a cost-effective investment or receive rebate from SMA for your services. The advantages: Installers can expand their service business and win over plant operators with fast and competent service.

**SMA MANUFACTURER'S WARRANTY**  
5-YEAR WARRANTY

**SMA replacement device**

We normally send you a replacement device within two working days. The device will come with all the necessary updates.

**Complete shipping processing**

We coordinate the dispatch and assume the shipping and custom duties.\* We also make sure that the defective device is picked up.

**SMA Service Line**

Our SMA Service Line staff can answer your customer's technical questions and assist them in service-related questions.

**SMA service rebate**

SMA will provide service rebate to solar power professionals who replace defective inverters.

**SMA EXTENDED WARRANTY**  
COMFORT

In the event of a warranty claim, we promise our customers the same services as included in the manufacturer's warranty.

**The benefits:**

- SMA replacement device
- Complete shipping processing\*
- SMA Service Line
- SMA service rebate

**Your advantages:**

- Full service support in the event of a warranty claim
- Customer retention: Installers show active engagement at customer's site
- Sale of own service contracts

**Contract models**

The warranty can be extended for a period of 10, 15 or 20 years at any time during the five-year manufacturer's warranty.

**SMA EXTENDED WARRANTY**  
ACTIVE

This warranty plan is more affordable and especially cost-effective for businesses that service larger plants equipped with many inverters. SMA service rebate is not included under this warranty.

**The benefits:**

- SMA replacement device
- Complete shipping processing\*
- SMA Service Line

**Your advantages:**

- Cost-efficient model
- Customer retention: Installers show active engagement at customer's site
- Sale of own service contracts

**Contract models**

The warranty can be extended for a period of 10, 15 or 20 years at any time during the five-year manufacturer's warranty.

\* According to warranty conditions

The order form and additional information on the SMA warranty concept can be found on our country-specific websites and in the downloads section at [www.SMA.de/en/Service](http://www.SMA.de/en/Service). Important information on the SMA service rebate is also available here.

	SMA MANUFACTURER'S WARRANTY	SMA EXTENDED WARRANTY COMFORT	SMA EXTENDED WARRANTY ACTIVE
BENEFIT	SMA service rebate	SMA service rebate	
	SMA Service Line	SMA Service Line	SMA Service Line
	Complete shipping processing*	Complete shipping processing*	Complete shipping processing*
	SMA replacement device	SMA replacement device	SMA replacement device

MODEL

\* According to warranty conditions