

SMA Factory Warranty

10 Year Warranty

A ten year warranty applies to the following products:

SB 700-US, SB 2000HF-US, SB 2500HF-US, SB 3000HF-US, SB 3000-US, SB 3800-US, SB 4000-US, SB 5000-US, SB 6000-US, SB 7000-US, SB 8000-US, SB 8000TL-US, SB 9000TL-US, SB 10000TL-US, Sunny Tower 36/42/48, WB 3000-US, WB 5000-US, WB 6000-US, WB 7000-US, WB 8000-US purchased after November 1, 2009.

5 Year Warranty

A five year warranty applies to the following products:

SB 1100U, SWR 1800U, SWR 2100U, SWR 2500U, SB 3300U, SB 3800U, SB 6000U, SI 4248U, SI 5048U. A five year warranty also applies to SMA Bluetooth® Repeater, Sunny Beam with Bluetooth®, Sunny WebBox, Sunny WebBox with Bluetooth®, Sunny SensorBox, SC/SB Combiner Boxes purchased after April 1, 2005.

Extended Warranty

For the following devices you can acquire an extension of 5 or 10 years on the SMA factory warranty, from the date of the original warranty period.

5 Year Extended Warranty: Sunny Boy 2000HF-US/2500HF-US/3000HF-US
Sunny Boy 8000TL-US/9000TL-US/10000TL-US
Sunny Boy 700-US, Sunny Boy 3000-US/3800-US/4000-US
Sunny Boy 5000-US/6000-US/7000-US/8000-US
Windy Boy 3000-US
Windy Boy 5000-US/6000-US/7000-US/8000-US
Sunny Island 4248U/5048U

10 Year Extended Warranty: Sunny Boy 2000HF-US/2500HF-US/3000HF-US
Sunny Boy 8000TL-US/9000TL-US/10000TL-US
Sunny Boy 700US, Sunny Boy 3000-US/3800-US/4000-US
Sunny Boy 5000-US/6000-US/7000-US/8000-US
Windy Boy 3000-US
Windy Boy 5000-US/6000-US/7000-US/8000-US
Sunny Island 4248U/5048U

Please contact the SMA service hotline for more details at +1 877 697 6283 or by fax +1 916 625 0871.

The SMA factory warranty covers any repair or replacement part costs incurred during the agreed period, beginning on the device's purchase date, subject to the conditions listed below. This is not associated with the durability warranty.

Warranty Conditions

If a device becomes defective during the relevant SMA factory warranty period, one of the following services, as selected by SMA, will be performed at no charge for materials or labor costs:

- Repair at SMA, or
- Repair On-Site, or
- Exchange for a Replacement Device (of equivalent value according to model and age).

In the case of an exchange, the remainder of the warranty eligibility will be transferred to the replacement device. In such an event, you would not receive a new certificate, as your eligibility is documented at SMA.

For determination of warranty eligibility, please submit a copy of the purchase receipt, or a copy of the warranty certificate, and if applicable, evidence of the warranty extension. The type label on the device must be completely legible. Otherwise, SMA is entitled to refuse to provide warranty services.

Please report defective devices to our service hotline at +1 877 697 6283 or by fax to +1 916 625 0871 providing a brief description of the fault. On workdays, we generally send an equivalent replacement device, packaged appropriately for transport, within 48 hours. The defective device is to be packed in this transport packaging for return transport to SMA. If the warranty applies, and if SMA has a branch, or service partner, in the country in which the device is operated, the transport costs are covered by SMA.

Exclusion of Liability

Warranty claims and liability for direct or indirect damage are excluded if arising from:

- Transport Damage,
- Incorrect Installation or Commissioning,
- failure to Observe the Maintenance Regulations 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), or
- Cosmetic Shortcomings (which do not influence the supply of energy)

Further-reaching or additional claims due to direct or indirect damage, especially claims for compensation for damages due to loss of profits or due to costs arising from disassembly and mounting, are excluded if no legally mandatory liability applies.

In addition, our general terms and conditions of delivery apply. They can be downloaded from www.SMA-America.com. If requested, we can also send you a copy of our general terms and conditions of delivery. Please contact our service hotline at +1 877 697 6283.

SMA America, LLC

6020 West Oaks Blvd, Suite 300
Rocklin, CA 95765
Tel. + 1 877 697 6283 (Toll free, available for USA, Canada
and Puerto Rico)
Fax + 1 916 625 0871
Service@SMA-America.com
www.SMA-America.com

SMA Solar Technology Canada Inc.

2425 Matheson Blvd. E
8th Floor
Mississauga, ON L4W 5K5
Tel. + 1 877 506 1756