



ORDER FORM
SMA WARRANTY EXTENSION COMFORT

Invoice recipient	Last name, first name	
	Company/legal form	
	VAT No. ²⁾	
	Address	
	Postal code/city	Country
	Telephone no. in case of further questions	
	E-mail address	

2) Please enter VAT No. for all European countries (except Germany).

Delivery address (if different from invoice recipient)	Last name, first name	
	Company	
	Address	
	Postal code/city	Country

Dispatch type of the warranty certificate	I would like to receive the warranty certificate as	
	<input type="checkbox"/>	hard copy sent to the indicated delivery address or
	<input type="checkbox"/>	PDF document sent to the indicated e-mail address

Device type	Serial number	<input type="text"/>
Device type	Serial number	<input type="text"/>
Device type	Serial number	<input type="text"/>
Device type	Serial number	<input type="text"/>

Date, signature of customer/invoice recipient

Date on which device was purchased by plant operator
(Please attach a copy of the invoice)

Until when is a warranty extension possible?

An extended warranty is possible at any time during the five-year manufacturer's warranty. If you already have a valid extended warranty, you can extend it again within the first ten years. The extension is valid from the purchase date of the inverter by the plant operator. SMA reserves the right to alter these prices.

INFORMATION ON THE SMA MANUFACTURER WARRANTY

Our devices come with a standard five-year manufacturer's warranty (from date of purchase by the plant operator). You have opted for an extension of this warranty to the period specified on page 1. Should during this period a warranty claim occur, we will supply a comparable replacement device equipped with all the necessary updates without delay. In the event of a failure, please contact your installer to make all the necessary arrangements. Of course, you can also make use of our SMA Service Line to receive support or advice. If you or your installer need help in a matter of device replacement, you are always welcome to take advantage of the competent support of our service technicians.

In the conditions of warranty you can find out the details of which services are covered by our manufacturer warranty. This is not associated with a warranty for appearance and workmanship, function or service life.

By the way, if a device is replaced within the warranty period, the remaining warranty period is transferred to the replacement device. In this case, you will not receive a new warranty certificate. The residual term of entitlement will be documented at SMA.

WARRANTY CONDITIONS

If a device becomes defective during the agreed SMA manufacturer warranty period and, unless this should be impossible or disproportionate, one of the following options will be selected at the discretion of SMA:

- device repair at SMA, or
- device repair on-site, or
- exchange for a replacement device of equivalent value with regard to model and age.

The term "disproportionate" as referred to above applies in particular if, as a result of the envisaged measures, SMA were to incur costs deemed unreasonable according to the following criteria:

- in view of the value that the device would have without the defect,
- taking into account the significance of the defect, and
- after consideration of alternative workaround possibilities that SMA customers could revert to without significant inconvenience.

The manufacturer warranty includes the costs incurred by SMA for work and material needed to restore the faultless function of the device at SMA's factory or by means of on-site repair work by SMA personnel. All other costs, particularly shipping costs, travel, and accommodation costs incurred by SMA service personnel during on-site repairs, as well as costs incurred by the customer's own employees, are not included in the manufacturer warranty.

When devices for private use are installed by natural persons in the EU region, Australia, Chile, China, Croatia, India, Israel, South Africa, South Korea, New Zealand, Norway, Switzerland, Thailand and the United Arab Emirates, the factory warranty also includes shipping costs or travel and accommodation costs of SMA service personnel for on-site repairs. This does not apply to islands and overseas territories of the afore-mentioned states.

To determine the warranty entitlement, please submit a copy of the purchase invoice and a copy of the warranty certificate. The type label on the device must be completely legible. Otherwise, SMA is entitled to refuse warranty services.

Please report defective devices with a brief error description to our SMA Service Line. If we agree to a replacement, we generally send an equivalent replacement device, packaged appropriately for transport, within two working days. The defective device should be packed in this transport packaging for return transport to SMA. All warranty services are free of charge only if the course of action is agreed with SMA in advance.

The customer is entitled, subject to SMA's consent, to allocate the rights and obligations arising from this warranty extension to third parties. SMA will generally grant consent to such allocation, provided that the third party can produce evidence by means of purchase document and warranty certificate that he is the operator of the plant in which the SMA device is installed.

SCOPE OF THE MANUFACTURER WARRANTY

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

- Transport damage
- Incorrect installation or commissioning
- Failure to observe the user manual, the installation manual, or the maintenance instructions
- Modifications, changes, or attempted repairs
- Improper use or operation
- Insufficient ventilation of the device
- Failure to observe the applicable safety regulations (VDE standards, etc.)
- Force majeure (e.g., lightning, overvoltage, storm, fire)

Neither does it cover cosmetic defects which do not influence the energy production.

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

All claims arising from or in connection with this warranty are subject to German law. Kassel, Germany is the exclusive place of jurisdiction for all disputes arising from or in connection with this warranty.

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Sonnentallee 1
34266 Niestetal, Germany

SCOPE OF THE SMA WARRANTY EXTENSION ACTIVE

The warranty extension "Active" includes the costs incurred by SMA for work and material needed to restore the faultless function of the device at SMA's factory at Niestetal, including shipping costs in accordance with the Warranty Conditions.

SCOPE OF THE SMA WARRANTY EXTENSION COMFORT

The warranty extension "Comfort" is equivalent to the warranty conditions of the five-year SMA manufacturer warranty.

SERVICE LINE

Do you have a technical question or do you need professional support? If so, please contact our Service Line. Our Service Line staff will be glad to provide you with advice and assistance. The office hours and telephone numbers of our expert teams are listed in the Online Service Center under www.SMA.de/en/Service.