

SMA Factory Warranty

Applies solely to the following products: Sunny Boy, Windy Boy, Sunny Mini Central, Sunny Boy Control (Light, Plus), Sunny Beam, Sunny WebBox, Sunny Matrix, Sunny Sensor Box.

The legal guaranty obligation of the seller of your device is not affected by this warranty and remains fully valid for 24 months from the date of delivery.

For the above named products, you receive an SMA factory warranty valid for 5 years from the date of purchase. The SMA factory warranty covers any costs which you incur for repair or replacement parts during the agreed period beginning at the date of purchase of the device, subject to the conditions listed below. This is not associated with a durability warranty.

You have the possibility of purchasing an extension of this SMA factory warranty within the 5 year term of the SMA factory warranty. The prices are based on the respective SMA price list valid at the time the warranty extension was signed.

Warranty Conditions

If a device becomes defective during the specified SMA factory warranty period, one of the following services, as selected by SMA, will be performed at no charge for materials or labor costs as long as this is not impossible or inappropriate:

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

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

Inappropriate in the above mentioned meaning is especially given in case the action would result in costs for SMA that would be unbearable

- with respect to the value that the device would have if it were not defective,
- with respect to the importance of the defect and
- after consideration of alternative correction measures that could be conducted without severe trouble for the SMA customer.

The factory warranty covers costs for SMA for labour and material necessary to reestablish trouble free function at the SMA factory or for repair work by SMA personnel on site. All other costs, especially shipping costs, travel and boarding costs of SMA service personnel for repairs on site as well as costs of own employees of the customer are not covered by the SMA factory warranty.

In case of purchase of devices for private use within the EC and Switzerland the factory warranty additionally includes shipping costs or travel and boarding expenses of SMA service personnel for repairs on site. These are proportionally covered for the distance between SMA and the location where the place of sales of the official SMA distributor where the device was purchased.

In case the place of sales is in an overseas location of the EC or outside the countries of the EC / outside Switzerland no shipping, travel or boarding expenses are covered.

For determination of the warranty entitlement, 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 plate on the device must be completely legible. Otherwise, SMA is entitled to refuse to provide warranty services.

Report defective devices with a short description of the failure to the SMA Service Line. In case we intend to exchange with a replacement device we generally ship an equivalent exchange device within 2 working days in a suitable transport packaging. The defective device in this transport packaging is to be provided for reshipping to SMA. All warranty services are only then free of charge in case the actions are beforehand defined together with SMA.

Scope of the Factory Warranty

The factory warranty does not cover damages that occur due to

- transport damage,
- incorrect installation or commissioning,
- failure to observe the documentation and the maintenance regulations,
- modifications, changes, or attempted repairs,
- incorrect use or inappropriate 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 factory warranty, insofar SMA is not subject to statutory liability. In such cases, please contact the company that sold you the device. Eventual claims in accordance with the law on product liability remain unaffected.

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