

SMA Factory Warranty

Applies 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, delivered after April 1, 2005.

The legal guaranty (liability for defects) extending 24 months from the purchase date of the device by the end user is not affected by this warranty.

For devices delivered after April 1, 2005, an SMA factory warranty applies, which is valid for 5 years from the date of purchase. 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 a durability warranty.

For devices delivered after April 1, 2005, you can acquire an extension of the SMA factory warranty, valid for 10 years from the date of purchase. The prices are based on the respective SMA price list valid at the time the purchase contract was signed.

Warranty Conditions

If a device becomes defective during the arranged 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 this case, the remainder of the warranty entitlement will be transferred to the replacement device. In such an event, you would not receive a new certificate, as your entitlement is documented at SMA.

Upon acquisition of a warranty extension after expiry of the guaranty period, or after expiry of the 5-year SMA factory warranty, the extension only begins after a grace period of four weeks after receipt of the warranty extension order at SMA. Any repairs during this period are at the customer's expense.

For determination of the guaranty or 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 or guaranty services.

Please report defective devices to our service hotline at **+49 561/9522-499** or by fax at **+49 561/9522-4699**, providing a brief description of the fault. On workdays, we generally send an equivalent replacement device, packaged appropriately for transport, within 24 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 and guaranty 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 (VDE standards, etc.),
- 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.de**. If requested, we can also send you a copy of our general terms and conditions of delivery. Please contact our service hotline for a copy.