



## SMA Factory Warranty - SUNNY ISLAND/SUNNY BACKUP

Applies solely for the following products: Sunny Island, Sunny Backup, Multiclust-Box, Automatic Switch Box, Sunny Remote Control, BatFuse, Generator Management Box, Smart Load, SBU-CON.33.

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 agreed SMA factory warranty period and provided that it will not be impossible or unreasonable, the device will be, as selected by SMA,

- repaired by SMA, or
- repaired on-site, or
- exchanged 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 this case, you do not receive a new certificate since your entitlement is documented at SMA.

Excessiveness in the meaning above exists in particular if the cost of the measures for SMA would be unreasonable

- 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 factory warranty includes the costs of SMA for work and material for the restoration of faultless functioning in SMA's factory or for on-site repair work by SMA personnel. All other costs, particularly shipping costs, travel, and accommodation costs of SMA personnel for on-site repairs as well as costs of the customer's own employees are not included in the factory warranty.

When devices for private use are installed by natural persons in the EU region, Australia, China, India, Korea, Croatia, New Zealand, Norway, Switzerland, the US 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.

If this point of installation is located outside the above mentioned countries or in overseas locations of these countries, no shipping, travel, or accommodation costs will be borne.

To determine the warranty entitlement, please submit a copy of the purchasing invoice or a copy of the warranty certificate, if necessary including the receipt of the warranty extension. The type plate on the device must be completely legible. Otherwise, SMA is entitled to refuse to provide warranty services.

Please report defective devices with a brief error description to our SMA Serviceline. If we agree to a replacement, we generally send an equivalent replacement device, packaged appropriately for transport, within 2 working days. The defective device is to be packed in this transport packaging for return transport to SMA. All warranty services are free of charge only if the course of action was agreed with SMA in advance.

# Scope of the Factory Warranty

The factory warranty does not cover damages that occur due to the following reasons:

- Transport damage
- Incorrect installation or commissioning
- Failure to observe the user manual, the installation guide, 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. 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.

## SMA Solar Technology AG

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## SMA Serviceline

### SMA Service Europe

#### Germany

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#### SMA Service Australia

#### Australia

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#### SMA Service America

#### USA

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