



# SMA America LLC Factory Warranty

**Note: this description of SMA Solar Technology America's limited Factory Warranty is effective and supersedes all prior Factory Warranty rights of new purchasers after March 21, 2016.**

## 10 Year Warranty

A ten year warranty applies to the following products installed in Canada and the United States only. Otherwise, a five year warranty is standard.

SBXXX-US, SBXXXX-US, SBXXXXHF-US, SBXXXXTL-US, STPXXXXTL-US, SBXX-1SP-US-40, WBXXXX-US, Multigate-US, MG-XT-XX-US, SMA Connect and Disconnect units when installed with SMA inverters.

In Mexico, the SB240-US also has a 10 year factory warranty.

Factory Warranty Period is 123 months from date of shipment.

## 5 Year Warranty

A five year warranty applies to the following products:

STP60-US-10, MLX60 UL, SMA Inverter Manager, SIXXXU, SIXXX-US, SBXXXXU, SWRXXXXU, ST6US, SMA Cluster Controller, Smartformer for Sunny Island, Multicenter Box for Sunny Island, SMA Fuel Saver Controller, Webconnect Data Module, Sunny Beam with *Bluetooth*<sup>®</sup>, Sunny WebBox, Sunny WebBox with *Bluetooth*<sup>®</sup>, Sunny SensorBox, SB Combiner Boxes. A five year warranty also applies to accessories and other items sold by SMA America LLC that are related to the inverters and communications devices specified in this document. All claims in this category will require a proof of purchase receipt and date to qualify. Factory Warranty Period is 63 months from date of shipment.

The SMA Factory Warranty provides toll-free technical support, shipping costs, and repair or replacement part costs during the warranty period. Purchasing a warranty extension is dependent on availability. If a warranty extension is available, its duration will be determined by SMA America's current offering at the time of warranty extension purchase. Warranty extensions may only be purchased if a contiguous warranty period has been maintained.

## Warranty Conditions

If a device is determined to be defective during the SMA Factory Warranty Period, one of the following services, as selected by SMA, will be performed at no charge:

1. Exchange the defective device with either a new or like-new device that is functionally equivalent to the device being replaced; or
2. Repair the defective device at SMA's depot facility; or



3. Refund the actual cash value, as determined by SMA, of the defective unit (after the first two years of the Factory Warranty and during the warranty extension period, if applicable)

In the case of an exchange, the remainder of the eligible warranty will be transferred to the replacement device, or 90 days whichever date is later.

If the warranty applies, and if SMA has a branch or service partner in the country where the device is operated, ground transportation costs are covered by SMA. If the device is operated in a country where SMA does not have a branch or service partner, SMA will ship a replacement unit to the customer's designated freight forwarder location within the USA. The customer will be responsible for shipment to the final destination and for the return of the defective unit to their USA freight forwarder location. SMA will cover ground transportation cost to and from the customer's designated freight forwarder.

The SMA Factory Warranty includes a Service Call Rebate for eligible installers/dealer companies as follows:

1. SBXXXX-US, SBXXXXHF-US, SBXXXXTL-US, STPXXXXTL-US, SB700U, SBXXXXU, SWRXXXXU, WBXXXX-US, STP60-US-10, MLX60 UL Inverters, SMA Inverter Manager, and SIXXXXXU, SIXXXXX-US Sunny Island units are eligible for a Service Call Rebate during the complete Factory Warranty Period.
2. SB240-US inverters, Multigate-US and MG-XT-XX-US units are eligible for a Service Call Rebate during the first 2 years of the Factory Warranty Period.
3. Other non-inverter products listed in this document are not eligible for a Service Call Rebate

For rebate program details, please see the SMA Inverter Service Call Rebate form located at [www.sma-america.com](http://www.sma-america.com). (Please select the Service tab and Downloads)

In order to fulfill its obligations under this limited Factory Warranty, SMA America may require a copy of the purchase receipt, the warranty certificate, installation document, or evidence of the warranty extension. End-user customers are encouraged to retain such documentation. The model/serial number must be included on the documentation provided in order to determine warranty entitlement.

## Exclusion of Liability

The SMA limited Factory Warranty does not cover failures or damages that occur due to:

- transport damage
- incorrect installation or commissioning
- failure to observe the user manual, maintenance requirements 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)
- cosmetic defects which do not directly influence energy production, or degrade form, fit, function

Additional claims due to direct or indirect damage, especially compensation claims for damages due to loss of profits, or revenue, or incurred costs arising from disassembly and mounting, are expressly excluded in the absence of a written contract agreement with SMA America.

## How to get Warranty Support

SMA America products are designed and built for reliability. In the unlikely event of a failure, please contact the SMA Technical Service Line at 1-877-697-6283 or email [Service@SMA-America.com](mailto:Service@SMA-America.com) where an SMA Technical Support Representative will assist you.

- Proper fault diagnosis may require a qualified Solar PV service technician to be at the SMA device location and equipped with a quality digital AC/DC voltmeter.
- The onsite service technician may be asked to take voltage measurements and provide error codes from the inverter.
- Additional information will be required such as:
  - model number
  - serial number
  - job site name
  - original date of installation
  - PV array configuration
  - description of any modifications that have been performed on the inverter

If the onsite repair technician is unwilling or unable to assist SMA in the fault diagnosis process, the customer may be charged an inspection fee plus shipping costs if no trouble is found when the device is tested by the SMA Service Repair Department.

## Replacement Procedure and Conditions

SMA America will provide standard ground shipping. If expedited shipping is requested, the shipping costs will be billed to the customer.

SMA America does not provide new replacement equipment to distributors or installers who exchange new equipment from their stock to customers in the field at their own discretion.



Unresolved or pending financial issues between the customer and SMA America at the time of trouble call reporting will have to be resolved before material exchange can occur.

Customer-modified equipment does not qualify for the advanced replacement exchange warranty process and must be returned to the SMA depot for repair.

Unless the modification created the failure, customer-modified equipment is covered under the above described SMA warranty conditions on a repair/return basis only.

When replacing an inverter, customer is asked to safely remove any piggyback modules (i.e. RS-232 cards, RS-485 cards, etc.) from the inverter to be returned, and retain them for reinstallation by customer on the replacement equipment.

Customer or their installer is expected and requested to repack the defective equipment in the same shipping box used to ship the replacement, and manually apply the SMA-provided return shipping label(s) to the box of the equipment to be returned. SMA will not reimburse shipping costs if the SMA-provided return shipping label is not used.

If the end-user chooses to have the inverter repaired and returned, SMA America will send an empty shipping box and shipping call tag if the original packaging is not available. The returned unit will be repaired and returned to the end-user.

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