



# SMA America Warranty Replacement Process

## Qualify the Problem Inverter

SMA America's inverters are built for reliability and long life, however, if in the unlikely event that an inverter fails the customer must call the SMA Technical Service Line at (530) 273-4895 and enter the fault diagnosis process with a Technical Services Support Representative. Proper fault diagnosis requires a qualified Solar PV service technician to be at the inverter and equipped with a quality digital AC/DC voltmeter. The technician will 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 and whether any modifications have been performed on the inverter. If the service technician is unwilling or unable to assist in the fault diagnosis process they run the risk of being charged \$360.00 plus shipping if no trouble is found by the SMA Inverter Repair Department. Most problems can be resolved onsite.

## Replacement Terms

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. Distributors or Installers may choose to stock their own Advanced Replacement factory Refurbished equipment.

If there are any outstanding financial issues between the customer and SMA America, the issue will have to be resolved before material exchange can occur.

The standard warranty period for SMA America inverter models with SWR prefixes or "U" suffixes is 60 months from date of manufacture.

The warranty period for SMA America inverter models with "US" suffixes and the SB700U is 126 months from date of installation or date of manufacture.

The warranty period for SMA America communications products is 5 years from date of purchase.

Customer modified equipment does not qualify for Advanced Replacement equipment exchange. Only equipment in the factory stock configuration qualifies for Advanced Replacement equipment exchange. Customer modified equipment is fully covered under the SMA warranty conditions (unless said modification created the failure) on a Repair/Return basis only.

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## Replacement Procedures

When replacing an inverter remove any piggyback modules (i.e. RS-232 cards, RS-485 cards, etc.) from the inverter to be returned, and install them on the replacement equipment.

For advance shipments of inverter models SWR 1800, 2100, 2500, the replacement inverter will be shipped with a "transport" cover. The transport cover should be replaced with the cover (and LCD board if installed) from the failed inverter. The transport cover should be returned to SMA America with the failed inverter.

Repack the damaged equipment in the same materials used to ship the replacement to the customer and apply the return shipping label(s) to the equipment to be returned.

**Failure within 3 months of a new installation**, SMA America will advance ship a new unit to the customer. The packaging for the new unit should be used to return the failed unit to SMA America. The advance shipment will contain a shipping call tag that should be affixed to the box containing the failed unit that is being returned to SMA America.

**Failure after 3 months and up to the expiration of the warranty period**, SMA America will advance ship a refurbished unit to the customer. The packaging for the replacement unit should be used to return the failed unit to SMA America. The advance shipment will contain a shipping call tag that should be affixed to the box containing the failed unit that is being returned to SMA America.

**Non Warranty Repair**, SMA America will send a shipping box and shipping call tag if the original packaging is not available, and will repair and return the failed inverter to the end user. The end user will be responsible for shipping costs both ways and the cost of repair.

**The end user may chose to have the inverter repaired and returned**, SMA America will send a shipping box and shipping call tag if the original packaging is not available, and will repair and return the failed inverter to the end user. The above warranty conditions apply.