

# SMA Warranty

## 5 year Standard Factory



**SMA America, LLC**  
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Applies solely for the following products:  
**Sunny Central 250U, 500U and 500HE-US**

Period: **63 months** from date of shipment

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

For the products specified above, the SMA factory warranty covers defects in workmanship and materials during the agreed period, subject to the conditions listed below. This is not associated with a durability warranty.

### **Warranty Conditions**

During the Warranty Period, SMA will, at its option, repair the defective parts (if economically feasible) or replace the defective part free of charge, provided that you notify SMA of the product defect within the Warranty Period, and provided that SMA, through inspection, establishes the existence of such a defect and that it is covered by this Limited Warranty.

SMA will, at its option, use new and/or reconditioned parts in building replacement parts. SMA reserves the right to use parts or products of original or improved design in the repair or replacement. If SMA repairs or replaces a product part, its warranty continues for the remaining portion of the Warranty Period or 90 days from the date of the return shipment to the customer, whichever is greater. SMA covers replacement of the defective part, and return shipment to the customer via a SMA-selected, non-expedited surface freight within the contiguous United States and Canada. Alaska, Hawaii and outside of the United States and Canada are excluded. Contact SMA Customer Service for details on freight policy for return shipments from excluded areas. The factory warranty covers SMA costs for labor and materials necessary to reestablish trouble free operation.



Within the 200 mile radius of the designated SMA Service hub, on-site 24 hour response time is available.

Outside of designated SMA hub, on-site response time will be at the sole discretion of SMA. Any related costs for shipping materials, travel, and lodging of SMA personnel or costs of customer's employees will not be covered by the SMA factory warranty.

Service response is provided Monday through Friday excluding holidays.

## **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 user manual, 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
- force majeure

Neither does it cover cosmetic defects which do not influence the energy production.

Claims that go beyond 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 factory warranty, in so far SMA is not subject to statutory liability. Eventual claims in accordance with the law on product liability remain unaffected.

Report defective devices with a short description of the failure to the SMA Service line:

### **SMA America Service Line**

SMA Service group

Phone: (916) 625 0870

Fax: (916) 625 0871

[www.SMA-America.com](http://www.SMA-America.com)