

Service and Warranty Summary

Sunny Central 500HE-US



SMA Solar Technology America, LLC

Full Warranty Program (FWP)

	YEARS	Total Price per unit
During Standard Full Warranty (5 years)	0 - 5	Included
Extended Full Warranty Program additionally up to 15 years (max. 20 years)	6 - 10	\$13,500
	11 - 15	\$27,000
	16 - 20	\$27,000

Scope of Full Warranty Program

Full Warranty Program includes parts/material, labor and travel by SMA or an SMA authorized service partner to address and resolve all covered defects during the warranty period. The response time is at SMA’s Standard Response: Same day phone support is available 6AM-5PM PST Mon-Fri; On-site support is usually provided within 2 business days. Documented preventative maintenance must be performed to maintain warranty but is not included in this SMA scope. The Full Warranty and the extended Full Warranty Program is available in the United States and Canada. Prices are based on default product configuration and can vary depending on options.

Full Warranty Program + 99% Uptime Guarantee (FWP+UTG)

	YEARS	Total Price per unit
During Standard Full Warranty (5 years)	0 - 5	\$3,375
Extended Full Warranty Program + 99% Uptime Guarantee additionally up to 15 years (max. 20 years)	6 - 10	\$16,875
	11 - 15	\$33,750
	16 - 20	\$33,750

Scope of Full Warranty Program + 99% Uptime Guarantee

Full Warranty Program + 99% Uptime Guarantee includes all items covered by full warranty program and additional provides financial compensation for energy lost if minimum technical availability of 99% for a project is not achieved because of inverter defects. SMA will provide to customer an annual report of technical availability. Documented preventative maintenance must be performed to maintain warranty but is not included in this SMA scope. In case the technical availability is below guarantee SMA will grant a yield loss compensation of \$1.70 per kW/per day (at nominal AC Power of the defective unit). The Full Warranty and the extended Full Warranty Program + 99% Uptime Guarantee is available in the United States and Canada. Available only if SMA’s monitoring solution (e. g. Sunny WebBox) is installed and data is accessible to SMA. Prices are based on default product configuration and can vary depending on options.

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Preventative Maintenance Program (PMP)

	YEARS	Total Price per unit
During Standard Full Warranty (5 years)	0 - 5	\$ 4,725
Extended Preventative Maintenance Program additionally up to 15 years (max. 20 years)	6 - 10	\$ 4,725
	11 - 15	\$ 9,450
	16 - 20	\$ 9,450

Scope of Preventative Maintenance Program

Preventative Maintenance Program includes periodic preventive maintenance through SMA service or a SMA authorized service partner in accordance with the maintenance plan issued by SMA. All necessary consumable parts, costs for labor, travel and accommodation are covered. Customer will receive maintenance report/protocol. The Preventative Maintenance Program does not include guarantees of performance or uptime. Additional repair costs and spare parts are the responsibility of customer unless Warranty programs are in force. Prices are based on default product configuration and can vary depending on options.

Commissioning (CMG)

		Price per unit
To be done before official inspection and energy production start	\$/unit	\$ 1,500

Scope of Commissioning

Commissioning will be provided through SMA service or an authorized SMA service partner. Specific activities include checking of AC power cabling, checking of DC power cabling, checking of communication cabling, setting of all necessary parameters, start of operation with all delivered devices, short training with qualified personnel on site. Preconditions for a successful commissioning: Installation of the Sunny Central inverters following the documentation (e. g. removal of the transportation locks and build up of the inverters), connection of the all cabling at the inverters, the Sunny String Monitors and the communication products, minimum of 50% of module power must be already connected. If the preconditions are not fulfilled by the customer and SMA is therefore not in the position to execute the commissioning work, SMA will charge \$1,500 per construction site to the customer. Commissioning program covers labor and travel (no parts should be needed).