



ORDER FORM

SMA ACTIVATION CODE FOR EXTENDED WARRANTY

valid from January 15, 2024

Extended warranty exclusively for the products listed on the following page

The extended warranty includes the repair of your device according to the Terms and Conditions for SMA Warranty Contracts. All important information about the SMA warranty extension can be found in our Terms and Conditions for SMA Warranty Contracts <https://www.sma-australia.com.au/service-support/overview.html>

Simply fill out the order form and fax or e-mail it to us.

Fax number: +49 561 9522-435600, e-mail address: [Warranty@SMA.de](mailto:Warranty@SMA.de)

I would like to order the SMA extended warranty under the following conditions (one-off payment). All listed device prices are exclusive of value-added tax:

Power class	ACTIVE (can be activated for ACTIVE and COMFORT countries)					
	Type	Quantity	+5 years	Quantity	+10 years	Quantity +15 years
up to 5 kVA per device			x 200 €		x 400 €	
up to 10 kVA per device			x 270 €		x 540 €	
up to 25 kVA per device			x 450 €		x 900 €	x 1,350 €
up to 50 kVA per device			x 600 €		x 1,200 €	x 1,800 €
up to 90 kVA per device			x 800 €		x 1,600 €	x 2,400 €
up to 150 kVA per device			x 1,000 €		x 2,000 €	x 3,000 €
up to 250 kVA per device			x 1,150 €		x 2,300 €	x 3,450 €

Power class	COMFORT (can be activated only for COMFORT countries)					
	Type	Quantity	+5 years	Quantity	+10 years	Quantity +15 years
up to 5 kVA per device			x 250 €		x 500 €	
up to 10 kVA per device			x 330 €		x 660 €	
up to 25 kVA per device			x 550 €		x 1,100 €	x 1,650 €
up to 50 kVA per device			x 700 €		x 1,400 €	x 2,100 €
up to 90 kVA per device			x 900 €		x 1,800 €	x 2,700 €
up to 150 kVA per device			x 1,150 €		x 2,300 €	x 3,450 €
up to 250 kVA per device			x 1,350 €		x 2,700 €	x 4,050 €



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The total duration of the factory warranty period and the warranty extension period may not exceed the max. warranty period (SMA Limited Factory Warranty + Extended Warranty).

Power class	Device type	Max. warranty period
up to 5 kVA per device	SB3.0-1AV-40, SB3.0-1AV-41, SB3.6-1AV-40, SB3.6-1AV-41, SB4.0-1AV-40, SB4.0-1AV-41, SB5.0-1AV-40, SB5.0-1AV-41, STP3.0-3AV-40, STP4.0-3AV-40, STP5.0-3AV-40, STP5.0-3SE-40	15 years
up to 5 kVA per device	SB 2000HF-30, SB 2500HF-30, SB 2500TLST-21, SB 3000HF-30, SB 3000TL-20, SB 3000TL-21, SB 3600TL-20, SB 3600TL-21, SB 4000TL-20, SB 4000TL-21, SB 5000TL-20, SB 5000TL-21, SB1.5-1VL-40, SB2.0-1VL-40, SB2.5-1VL-40, SB3.0-1xx-US-4x, SB3.0-1SP-US-41-V2, SB3.8-1SP-US-41-V2, SB3.8-1xx-US-4x, SB3000TL-US-22, SB3600SE-10, SB3800TL-US-22, SB4000TL-US-22, SB5.0-1SP-US-41-V2, SB5.0-1xx-US-4x, SB5000TL-US-22, SBSE3.6-50, SBSE4.0-50, SBSE5.0-50, STP 5000TL-20	20 years
up to 10 kVA per device	SB6.0-1AV-41, STP6.0-3AV-40, STP8.0-3AV-40, STP10.0-3AV-40, STP6.0-3SE-40, STP8.0-3SE-40, STP10.0-3SE-40	15 years
up to 10 kVA per device	SB6.0-1xx-US-4x, SB7.0-1xx-US-4x, SB7.7-1xx-US-4x, SB 6000TL-21, SB6000TL-US-22, SB7000TL-US-22, SB7700TL-US-22, SB6.0-1SP-US-41-V2, SB6.0-1SP-US-41-V2, SB7.7-1SP-US-41-V2, SBSE6.0-50, STP 10000TL-20	20 years
up to 25 kVA per device	STP 12000TL-US-10, STP 12000TL-20, STP 15000TL-30, STP 15000TL-US-10, STP 20000TL-30, STP 20000TL-US-10, STP 24000TL-US-10, STP 25000TL-30, STP 12-50, STP 15-50, STP 20-50, STP 25-50, STP 20-US-50, STP 25-US-50	20 years
up to 50 kVA per device	SMA EV Charger Business	7 years
up to 50 kVA per device	03-50-1000-1-40 (STP 50-40), 03-50-1000-2-40 (STP 50-US-40), 03-50-1000-1-41 (STP 50-41), 03-33-1000-2-41 (STP 33-US-41), 03-50-1000-2-41 (STP 50-US-41), STP 30000TL-US-10, STP 30-US-50	20 years
up to 90 kVA per device	03-62-1000-2-41 (STP 62-US-41)	20 years
up to 150 kVA per device	STP 110-60	20 years
up to 150 kVA per device	3-100-1000-1-20 (SHP 100-20), 3-100-1000-3-20 (SHP 100-JP-20), 3-125-1500-2-20 (SHP 125-US-20), 3-143-1500-3-20 (SHP 143-JP-20) 3-150-1500-1-20 (SHP 150-20), 3-150-1500-2-20 (SHP 150-US-20), 3-100-1000-1-21 (SHP 100-21), 3-100-1000-3-21 (SHP 100-JP-21), 3-125-1500-2-21 (SHP 125-US-21), 3-143-1500-3-21 (SHP 143-JP-21), 3-150-1500-1-21 (SHP 150-21), 3-150-1500-2-21 (SHP 150-US-21)	25 years
up to 250 kVA per device	SHP 165-US-21, SHP 172-21, SHP 172-US-21, SHP 180-21, SHP FLEX-US-21	25 years

The sale of extended warranties is limited to the above listed device types. SMA reserves the right to add or remove device types to or from the overview list at any time. The warranty can only be extended during an existing valid warranty period.



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<b>Invoice recipient</b>	Company / legal form	
	System operator	Installer
	Last name, first name	
	VAT ID no. <sup>1)</sup>	
	Customer no. (if any)	
	Street and no.	
	ZIP code/city/country	
	Telephone no.	
	E-mail address	
	Serial number	
Date of commissioning		

<sup>1)</sup> If your address is in the European Union, please provide a valid value-added tax identification number (VAT ID no.).

When you have filled out our order form, please send it to us by fax or e-mail.

Fax number: +49 561 9522-435600, e-mail address: [Warranty@SMA.de](mailto:Warranty@SMA.de)

After processing your order, we will send you the documents including the activation code(s) to the specified e-mail address.

In order to extend the warranty of an inverter using an activation code you have to do the following:

1. Register your product via the SMA homepage:  
<http://www.my.sma-service.com/s/product-registration>
2. During product registration, enter the activation code for your extended warranty.
3. If you have already registered your product, please log in at  
<http://www.my.sma-service.com/s/product-registration> and activate the code under "My PV systems".

Please note:

- The code activation is only possible with a valid warranty.
- Warranty coverage varies depending on the country of installation.
- For more information, please refer to the Terms and Conditions for SMA Warranty Contracts on the SMA homepage at <https://www.sma-australia.com.au/service-support/overview.html>

The purchase price will only be refunded on return or exchange following effective cancellation in accordance with the Terms and Conditions for SMA Warranty Contracts. After the cancellation period, the goods cannot be returned in exchange for a refund or to purchase other goods. SMA shall not be liable for the loss of the activation code or any resulting damage after it has been sent to the email address provided by the customer.



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	WARRANTY ACTIVE	WARRANTY COMFORT
SERVICE		Service flat rate for your installer
	Complete shipment processing	Complete shipment processing
	Repair, replacement device or new device (in case a repair is not possible)	Repair, replacement device or new device (in case a repair is not possible)
	Online Service via mySMA, 360 App Support and Service Line	Online Service via mySMA, 360 App Support and Service Line

The countries for the respective service level are listed in the following tables:

ACTIVE

Argentina	Bangladesh	Belize	Brazil	Chile
Costa Rica	Colombia	El Salvador	Guatemala	Honduras
Israel	Indonesia	India	Japan	Jordan
Malaysia	Mexico	Myanmar	Namibia	Nicaragua
Norway	Philippines	Panama	San Marino	Singapore
South Africa	Sri Lanka	Taiwan	Thailand	Turkey
United Arab Emirates	Ukraine	Vietnam	Vatican City	

COMFORT

Andorra	Australia	Austria	Belgium	Bulgaria
Canada	Croatia	Czech Republic	Denmark	Estonia
Finland	France (Mainland)	France (Oversea territories)	Germany	Greece
Hungary	Italy	Latvia	Liechtenstein	Lithuania
Luxembourg	Malta	Monaco	Netherlands	New Zealand
Poland	Portugal	Puerto Rico	Romania	Republic of Ireland
Slovenia	South Korea	Spain	Sweden	Slovakia
Switzerland	United States of America	United Kingdom	West Cyprus	

Yes, I agree that SMA stores my invoice data.

You can withdraw your consent to the storage and use of your data at any time by sending an email to [Kundendaten.Service@SMA.de](mailto:Kundendaten.Service@SMA.de) or by mail. All personal data gathered, processed or used by SMA will be treated in accordance with the applicable data protection laws. Any personal data that SMA collects about you will be treated as strictly confidential and will not be passed on to third parties without your express consent.

Date, signature of customer/invoice recipient