

Dear Customer,

We are committed to providing you with quality assistance and assurance regarding the replacement of your inverter. We appreciate your support during this return process.

Before you replace the defective device, we ask you to consider the following:

1. The replacement device may come delivered with a transport lid. If that is the case, transfer the original lid from defective device to the replacement device.
 2. The replacement device is delivered without optional accessories. Transfer all accessories from the defective device to the replacement device.
 3. Check the country settings of the replacement device are set correctly.
 4. Check the system password is applied on the replacement inverter.
 5. Where relevant, set up the network connection and register the replacement on the data logger and/or Sunny Portal.
 6. Record the defective and replacement device serial numbers for reference.
 7. Retrieve the Delivery Note that came with the replacement device for return instructions.
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To ship back the faulty device,

1. Email [Returns@SMA-Australia.com.au](mailto>Returns@SMA-Australia.com.au)
2. Provide the below:
 - a) **Serial number of the unit to be returned.**
 - b) **Case number shown on the packing box.**
 - c) **Pick up address.**
 - d) **Contact details (name and phone number).**
 - e) **Number of items being collected.**
 - f) **Item details (Length – Width – Height, and Weight).**

If the defective device is not returned within 45 days, an invoice will be issued for the missing defective device.

If you have any questions or concerns, please call us at our Service Line on 1800 SMA AUS (8am – 6pm AEST).

SMA Service Australia