

## Information required for STP 50-40 / STP 50-41 warranty claims:

Failures involving no more than 2 inverters:

- Fault codes (excludes dead inverter and thermal damage situations)
  1. Download the events log.
  2. Fill out the Installer Site Checklist.
- Dead inverter (no LEDs and no communication)
  1. Inspect for thermal damage, if found, follow the 'Thermal damage' section below.
  2. Fill out the Installer Site Checklist.
- Thermal damage
  1. Fill out the Installer Site Checklist.
  2. Check and note if AC circuit breaker has tripped.
  3. Take photos of the AC/DC connection areas.
  4. Take photos of the AC/DC power unit boards.
  5. Record if any external AC or DC Surge Protective Devices (SPDs) are installed.
  6. Record the size of the PE conductor.
  7. Record length of the PEN cable run between the inverter and the Earth electrode.
  8. Obtain AC and DC side SLDs.
  9. Contact SMA for further assistance and provide the information above.

## Multiple inverter failures at the same installation (3 or more)

- Fault codes (excludes dead inverter and thermal damage situations)
  1. Download the events log from the affected units.
    - If the affected units display the same fault, download the events log from 30% of the affected units instead.
  2. Fill out the Installer Site Checklist.
  3. Obtain AC and DC side SLDs.
  4. Obtain additional failure details:
    - Date and time of failure
    - Any known grid-related events (e.g., outages, surges)
    - Any known weather-related events (e.g., lightning strikes, hailstorms, etc.)
  5. Contact SMA for further assistance and provide the information above.
  
- Dead inverters (no LEDs and no communication)
  1. Inspect for thermal damage, if found, follow the 'Thermal damage' section below.
  2. Fill out the Installer Site Checklist.
  3. Obtain additional failure details:
    - Date and time of failure
    - Any known grid-related events (e.g., outages, surges)
    - Any known weather-related events (e.g., lightning strikes, hailstorms, etc.)
  4. Contact SMA for further assistance and provide the information above.
  
- Thermal damage
  1. Check and note if AC circuit breaker has tripped.
  2. Take photos of the AC/DC connection areas.
  3. Take photos of the AC/DC power unit boards.
  4. Record if any external AC or DC SPDs are installed.
  5. Record the size of the PE conductor.
  6. Record length of the PEN cable run between the inverter and the Earth electrode.
  7. Check for and record Earth faults with an insulation resistance tester at a voltage of 1000V.
  8. Obtain AC and DC side SLDs.
  9. Obtain additional failure details:
    - Date and time of failure
    - Any known grid-related events (e.g., outages, surges)
    - Any known weather-related events (e.g., lightning strikes, hailstorms, etc.)
  10. Contact SMA for further assistance and provide the information above.