



SIMPLE AND CONVENIENT

THE SMA SERVICE REBATE FOR ELECTRICAL INSTALLERS

What is the SMA service rebate?

The service rebate is our remuneration for installers who replace inverters for us at customer's site. The principle behind it is that you support us and we compensate you by paying a rebate for your services.

Our key requirement: It must be a warranty case.

Advantages:

- The service rebate is a fixed amount that compensates you for your expenses.
- You maintain contact with your customers and convince them with your expertise and speed.
- The SMA Service Line will, of course, be glad to provide you with advice and assistance at any time.

The service rebate is structured as follows:

SMA pays a base service rebate of 100 € for travel and setup time. In addition, SMA provides remuneration for the individual services performed for Sunny Boy / Sunny Boy Storage / Sunny Highpower PEAK3 / Sunny Island / Sunny Tripower / Sunny Tripower Storage as follows: SMA pays 20 Euros for the replacement of an inverter weighing less than 50 kg and 30 Euros for heavier devices. For each additional inverter replaced in the same system on the same day, SMA pays 20 € each. For all Sunny Highpower PEAK1 / Sunny Tripower 60 / Sunny Tripower Storage 60 / TLX / FLX and their components, the base service rebate includes travel to the installation, set-up time and replacement of a device. For each additional inverter or component replaced in the same system on the same day, SMA pays 20 € each. Please see the remuneration rates in the table on the next page. We have also put together some sample calculations for you in this information sheet.

You can also find an invoice template on our homepage to save you time. Simply download it, fill it out and mail it to SMA.

The service rebate in the SMA warranty concept

You receive the service rebate whenever the defective inverter is still covered by the 5-year limited factory warranty. The following conditions apply for our two versions of the extended warranty: We pay the SMA service rebate if the customer has an extended warranty Comfort and you perform the replacement at customer's site. There is no service rebate under the extended warranty Active.

For more information about our warranty concept, please visit our website at www.SMA.de/Service.



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Remuneration specifications

Sunny Boy / Sunny Boy Storage / Sunny Highpower PEAK3 / Sunny Island / Sunny Tripower / Sunny Tripower Storage

Service		Net amount €
Base service rebate (Includes travel time and your setup time)		100 €
Additional fees	Inverter replacement < 50 kg	20 €
	Additional replacements (same day, same installation)	20 €
	Inverter replacement > 50 kg*	30 €
	Additional replacements (same day, same installation)	20 €
	Update commissioned by the SMA Service Line**	20 €
	Further update commissioned by the SMA Service Line** (same day, same installation)	20 €

* For the corresponding devices, please refer to the product datasheet on our homepage

** Exclusively with ticket number and after assignment by the SMA Service Line

Quick examples:

- You replace an inverter weighing less than 50 kg for one of your customers:
 Base service rebate (100 €) + inverter weighing less than 50 kg (20 €) = **120 €**
- You replace an inverter weighing more than 50 kg for one of your customers:
 Base service rebate (100 €) + inverter weighing more than 50 kg (30 €) = **130 €**
- You replace an inverter weighing less than 50 kg for one of your customers. In addition, you replace two other devices weighing less than 50 kg on the same day and on the same installation:
 Base service rebate (100 €) + inverter weighing less than 50 Kilo (20 €) + additional device (20 €) + additional device (20 €) = **160 €**
- You replace an inverter more than 50 kg for one of your customers. In addition, you replace another device weighing more than 50 kg on the same day and on the same installation:
 Base service rebate: (100 €) + inverter weighing more than 50 Kilo (30 €) + additional device (20 €) = **150 €**

Sunny Highpower PEAK1 / Sunny Tripower 60 / Sunny Tripower Storage 60 / TLX / FLX and their components

Service		Net amount €
Base service rebate (Includes travel time, your setup time and one device replacement)		100 €
Additional fees	Additional replacements (same day, same installation)	20 €

Quick examples:

- You replace an inverter Sunny Highpower PEAK1 / Sunny Tripower 60 / Sunny Tripower Storage 60 / TLX / FLX or a component (e.g. display) for one of your customers:
 Base service rebate (100 €) = **100 €**
- You replace an inverter Sunny Highpower PEAK1 / Sunny Tripower 60 / Sunny Tripower Storage 60 / TLX / FLX or a component for your customer. In addition, you replace another device on the same day and on the same installation:
 Base service rebate (100 €) + additional device (20 €) = **120 €**

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How do I receive the SMA service rebate?



1. Request replacement inverter via the SMA Service Line, note the ticket number
2. Replace defective inverter
3. Fill out the invoice form for the service rebate and mail it (original), to the SMA subsidiary in your country or via e-mail to Kreditoren@sma.de within 12 months.
4. After verification by SMA, the service rebate will be transferred to your account

At a glance: Payment conditions for the service rebate

Please note that

- the defective inverter must be covered by the limited factory warranty or the SMA extended warranty Comfort.
- we only pay the service rebate to installers. The service cannot be performed by your customers.
- you agree the servicing in advance with SMA Service Line or order the replacement device via our website. Please always note the applicable ticket number, because we cannot pay the service rebate without this information.
- the device being complained about must already have been received by SMA.
- we only provide a service rebate remuneration for inverters covered by a warranty in accordance with our warranty conditions. In other words, the customer must not be at fault for the defect and the device must not be damaged as result of overvoltage (e.g., lightning).
- only updates commissioned by our SMA Service Line will be remunerated (SMA reserves the right to make exceptions).
- the service must be billed within 12 months of being performed.

* Not applicable in cases of loss of life, personal injury, or impairment of health, nor in cases arising from intentional or grossly negligent breach of duty by SMA or the malicious concealment of defects.



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Please further note that SMA does **not** pay a service rebate for the following services:

- use of auxiliary equipment (e.g. elevated work platform)
- the performance of additional tasks (e.g. integration into the communication)
- use of unskilled employees
- the performance of update tasks and replacement of firmware
(Exception: the update and firmware replacement was commissioned by the SMA Service Line)
- additional costs due to working in the evening, at night, on Sundays, or on public holidays
- the replacement of communications products
(Exception: the replacement was commissioned by the SMA Service Line)
- the replacement or conversion of interfaces
(Exception: the replacement or conversion was commissioned by the SMA Service Line)
- the conduction of fault analyses and the use of measuring equipment