



5Y+5Y

Doubling your peace of mind

October 2021



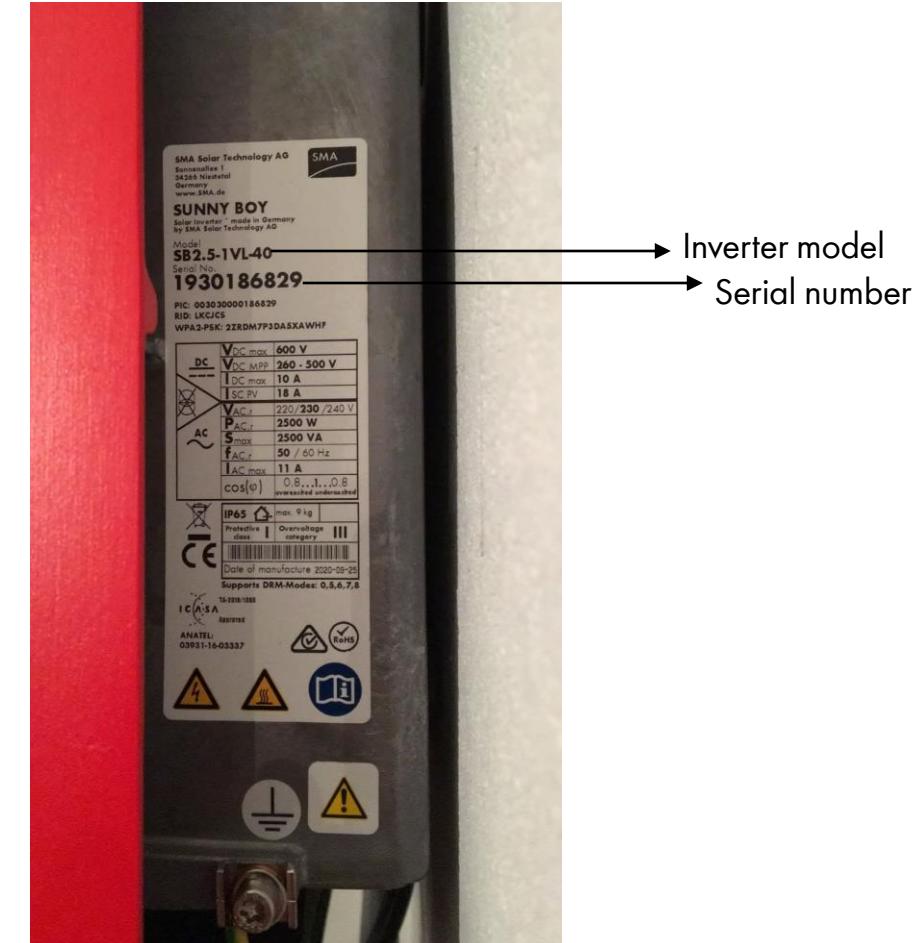
5Y+5Y of SMA Factory Warranty

What are the eligibility criteria?



- Inverter model:** Only the inverter types and models mentioned on the next page are eligible for the extra 5 year of factory warranty. You can find the inverter model on the label which is located on the right side of the inverter. (For the Sunny Boy Storage you need to use the lowest label.)
- Date of installation / commissioning / external approval:** only PV systems installed as from **October 1st 2021** are eligible for the extra 5 year factory warranty.
- Country where the PV system is installed:**
All countries worldwide
- PV systems installed in Belgium, Netherlands, Luxembourg, Poland and Spain are eligible for all installations as from April 1st 2021.

→ **In order to activate the extra 5 year factory warranty of the inverter, the serial number of the inverter needs to be registered via the dedicated product registration portal within 12 months after installation / commissioning / approval.**



5Y+5Y of SMA Factory Warranty Inverter models in scope



Sunny Boy

SB1.5-1VL-40
SB2.0-1VL-40
SB2.5-1VL-40



Sunny Boy

SB3.0-1AV-41
SB3.6-1AV-41
SB4.0-1AV-41
SB5.0-1AV-41
SB6.0-1AV-41



Sunny Tripower

STP3.0-3AV-40
STP4.0-3AV-40
STP5.0-3AV-40
STP6.0-3AV-40
STP8.0-3AV-40
STP10.0-3AV-40



Sunny Island

SI4.4M-13
SI6.0H-13
SI8.0H-13



Sunny Boy Storage

SBS2.5-1VL-10



Sunny Boy Storage

SBS3.7-10
SBS5.0-10
SBS6.0-10

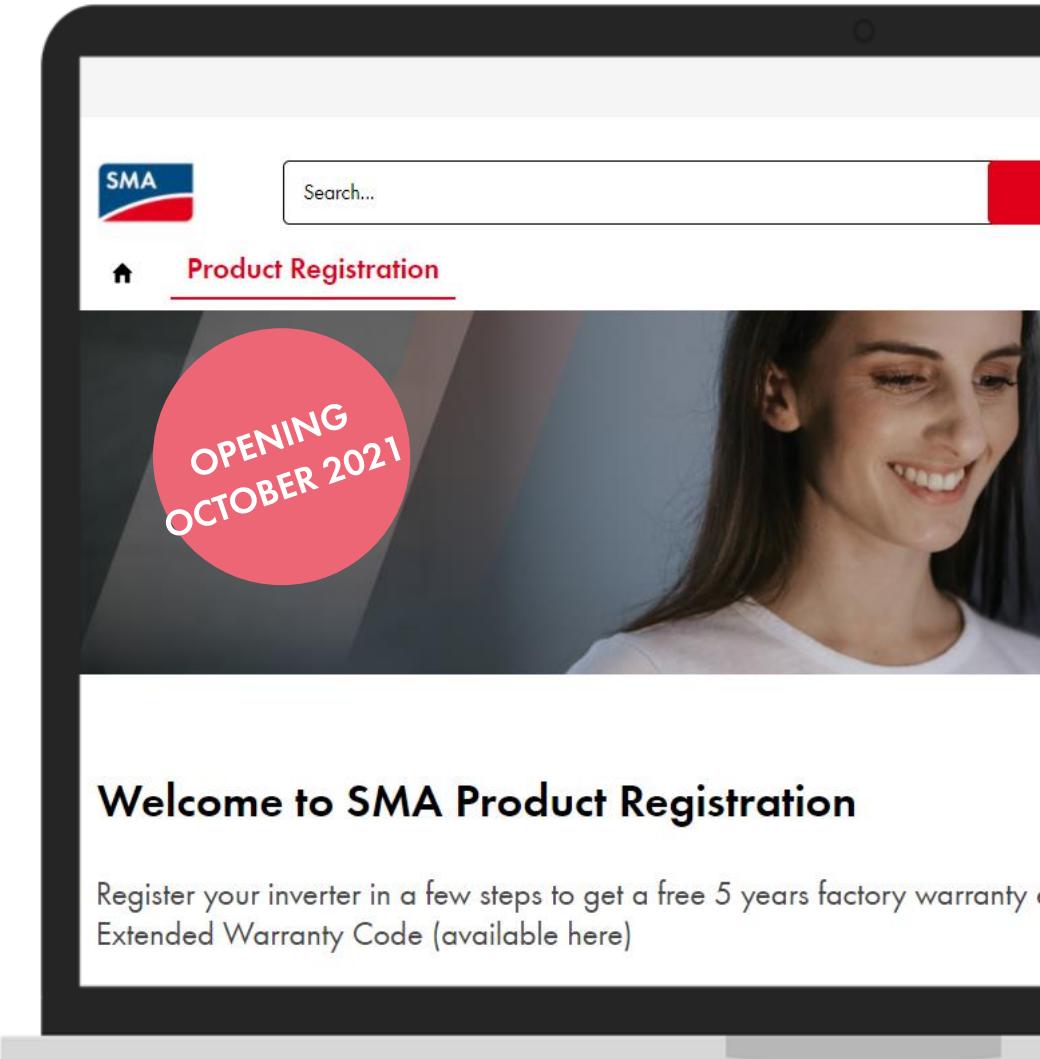
5Y+5Y of SMA Factory Warranty

3 steps away from +5 years of peace of mind



Registering a SMA product only **takes only a few steps** for a PV System Owner:

1. Create a « mySMA account » and validate account creation (or login if you already have an account for the SMA Online Service Center)
2. Register inverter: enter commissioning date, serial number, system and location data
3. Submit registration. The PV System Owner will receive a confirmation via e-mail within 24 hours.





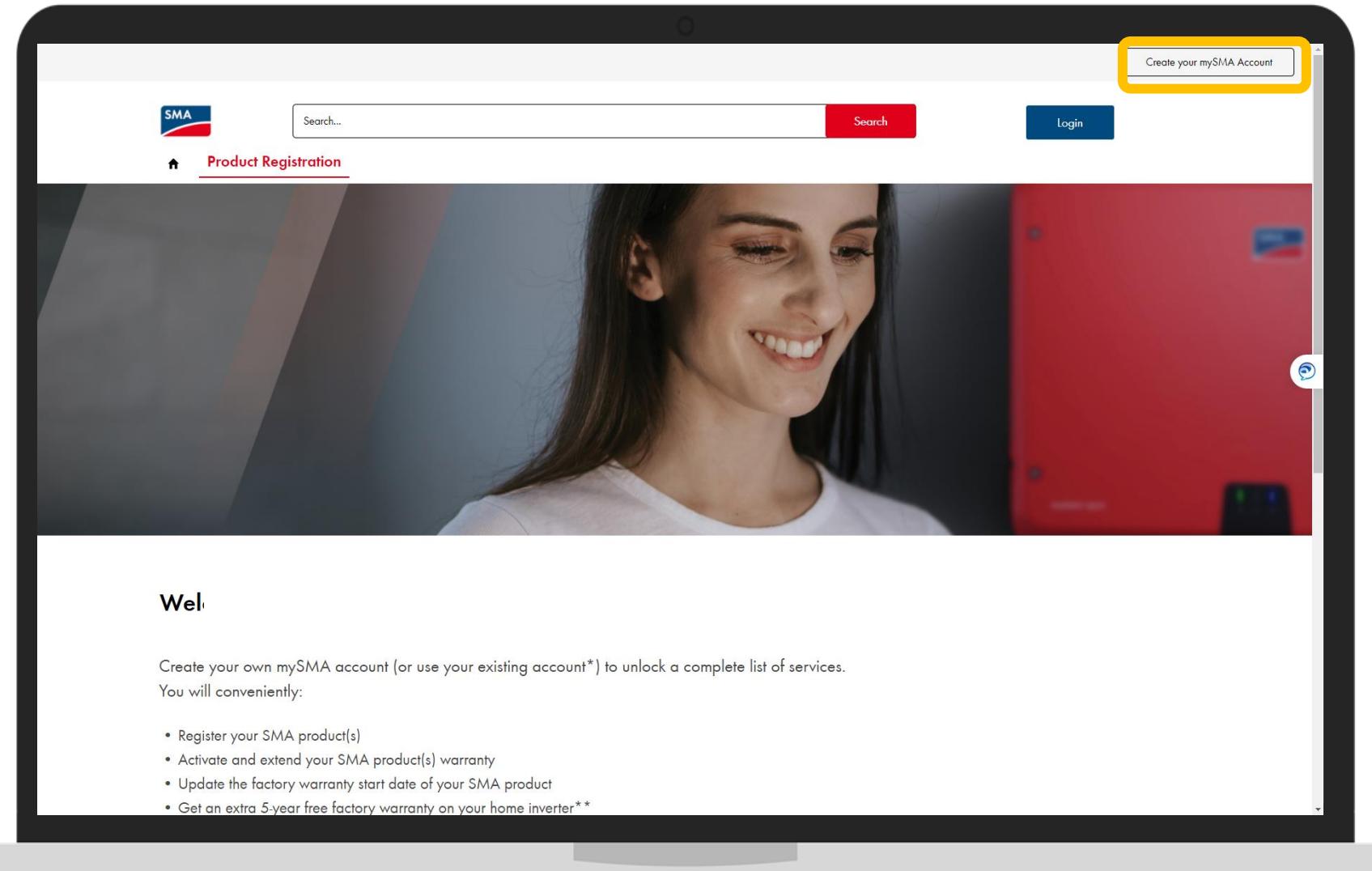
SMA Warranty Create a mySMA account

Tutorial



Create a mySMA account

Step by step tutorial

A screenshot of a computer monitor displaying the SMA Product Registration website. The top navigation bar includes the SMA logo, a search bar, and a 'Create your mySMA Account' button highlighted with a yellow box. Below the navigation is a sub-navigation bar with 'Product Registration' selected. The main content area features a smiling woman and a red SMA inverter. A large 'Welcome' heading is partially visible. Below it, text encourages creating a mySMA account to unlock services like product registration, warranty activation, and factory warranty updates. A list of benefits is provided, including registering products, activating warranties, updating factory warranty start dates, and getting extra warranties. A small 'next' button is visible at the bottom right of the page.

This brief document will guide you through the creation of a mySMA account.

It's easy and won't take more than 3 minutes! A mySMA account gives you access to a host of useful services such as SMA product registration and the Online Service Center.

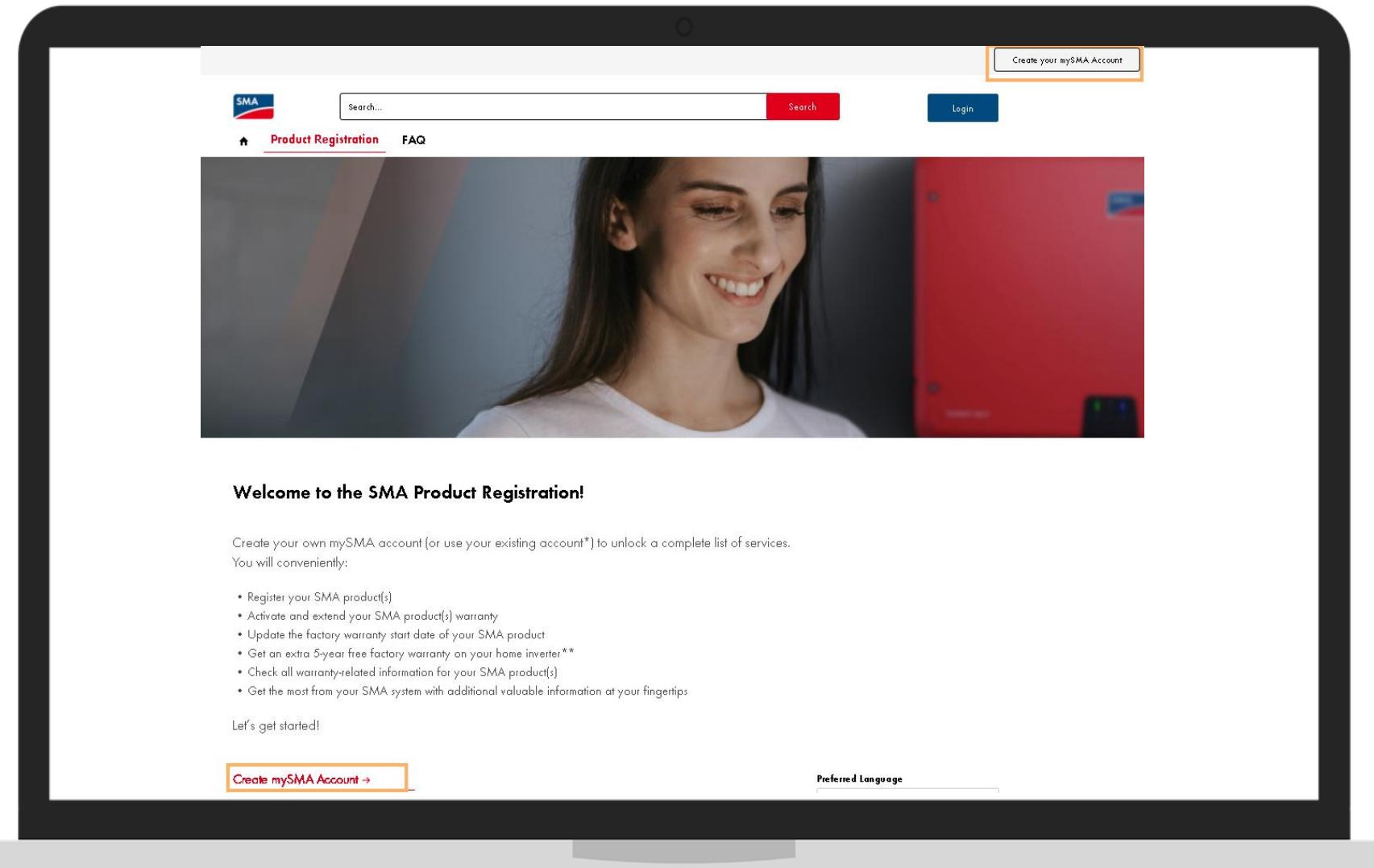
If you already have access to the Online Service Center, you should not create a new login but use this login. You can go directly to the product registration.

Let's get started!

Go to [Product Registration](#) of SMA

Create a mySMA account

Step by step tutorial

A screenshot of a laptop displaying the SMA Product Registration website. The top right corner features a 'Create your mySMA Account' button with an orange border. The main content area shows a smiling woman and the text 'Welcome to the SMA Product Registration!'. Below this, a list of benefits for creating an account is provided, and at the bottom, there is a 'Create mySMA Account' button with an orange border.

Click on "Create a mySMA Account" at the top right.

Or

In the middle click on
"Create an Account mySMA"

Create a mySMA account

Step by step tutorial



The screenshot shows a mobile-style interface for account creation. At the top is the SMA logo. Below it is a progress bar with steps 1, 2, and 'Confirmation'. Step 1 is highlighted in blue. The main form area contains the following fields:

- * User group:** A dropdown menu showing 'System Owner'.
- * Salutation:** A dropdown menu showing 'Select'.
- * First Name:** An input field.
- * Last Name:** An input field.
- * Email:** An input field with an information icon.
- * Telephone:** An input field with an information icon.
- * Language:** A dropdown menu showing 'English'.

At the bottom of the form is a link 'Don't see your Language?'. At the very bottom are 'Back' and 'Next' buttons.

Select the **correct user profile**.

Be sure to choose "**System Owner**" if you are the owner of the PV system.

Then **select the salutation** and fill in your main contact details:

- **First name,**
- **Last name,**
- **Your email,**
- **And primary contact number,**
preferably your mobile.

You can also **specify the language for communications from SMA**.

Then click '**Next**'.

Create a mySMA account

Step by step tutorial



After your registration you will have access to the following mySMA Services:

SMA Online Service Center

* Street name and number

* City

* ZIP Code

* Country

Region

Don't see your country?

I agree to the Terms of Use for mySMA Services

I agree to Cookie Usage & Data Protection Declaration

I like to receive the SMA newsletter with up-to-date information on new products, sample applications and useful information from the world of SMA

Back Submit

Fill in your **address** and select your **country**.

Read the **terms of use** for mySMA **Services** and the **privacy statement**. By sliding the button to the right, you indicate your **agreement**.

If you wish to receive the "**SMA newsletter**" you can also slide that button.

When you click "**Send**" a confirmation email will be sent to the email address you provided on this form.

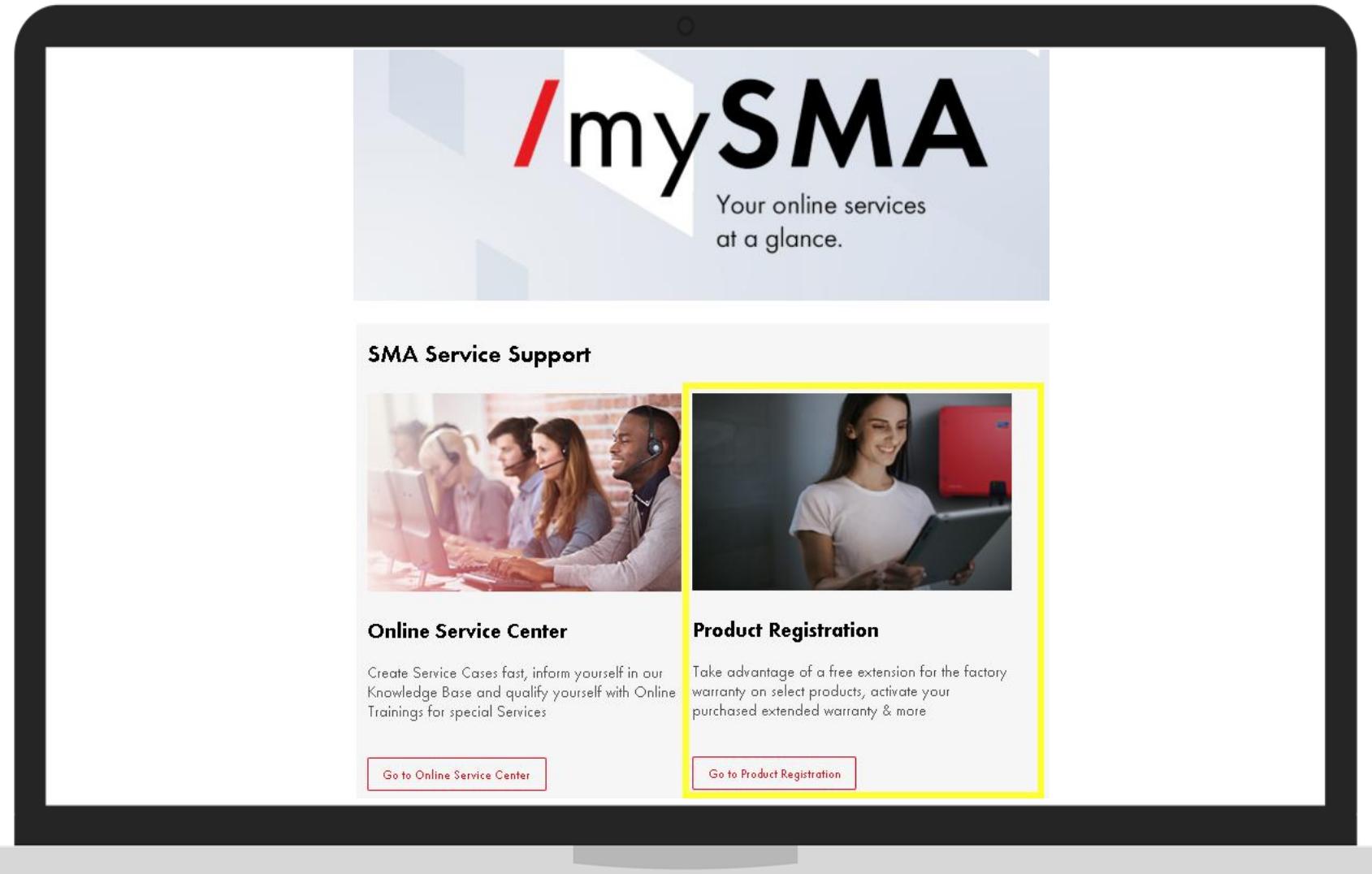
Please note that your **mySMA account can only be activated by clicking on the link in the confirmation email**.

If the email does not arrive within 24 hours, please check your spam folder.

That's it! Welcome to mySMA!

Create a mySMA account

Step by step tutorial



Once a mySMA account is created and confirmed via the e-mail that you received, you can log in and you will see this screen. Click 'Go to product registration'



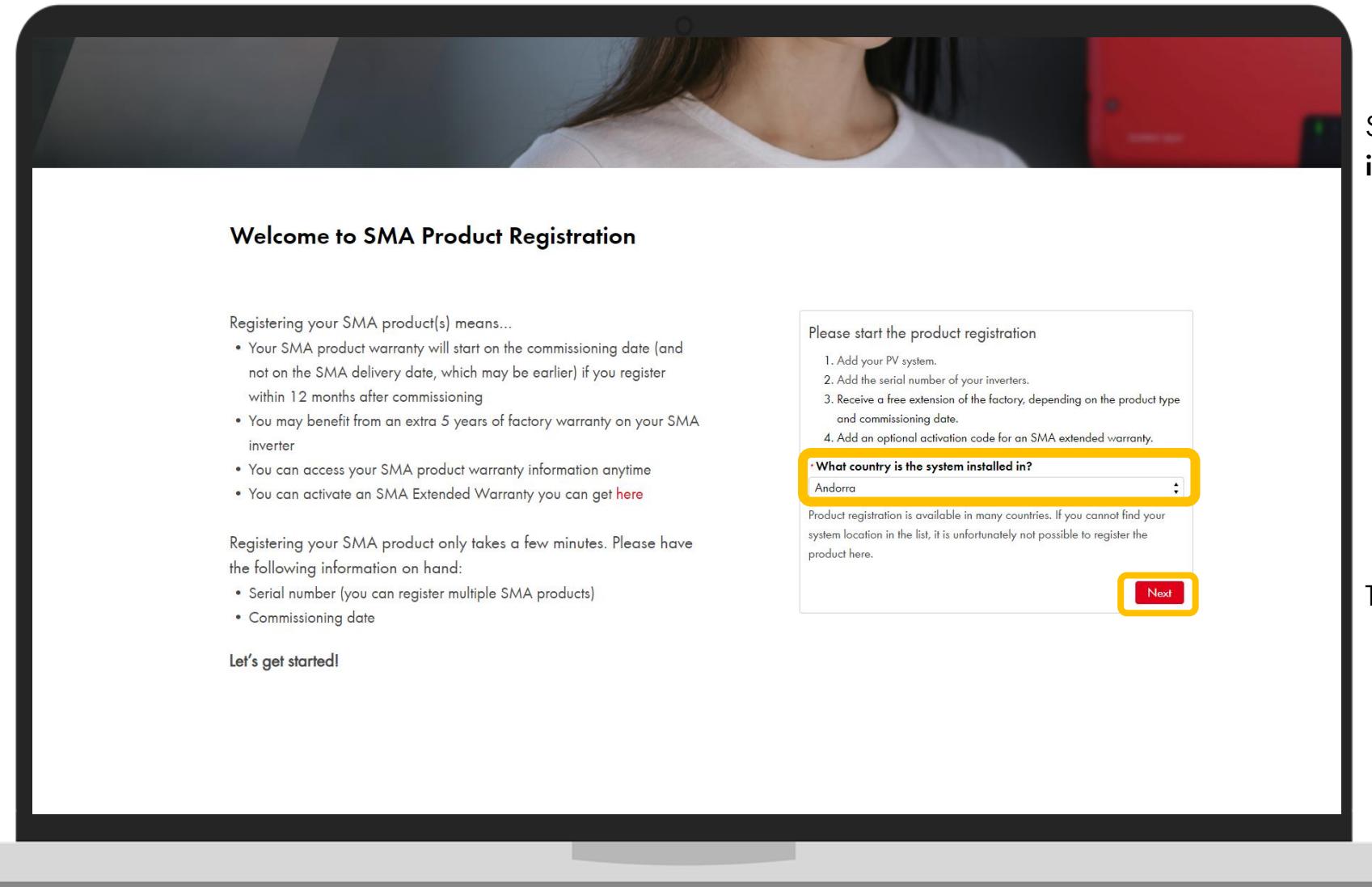
Register a SMA product

Tutorial



Register an SMA product

Step by step tutorial

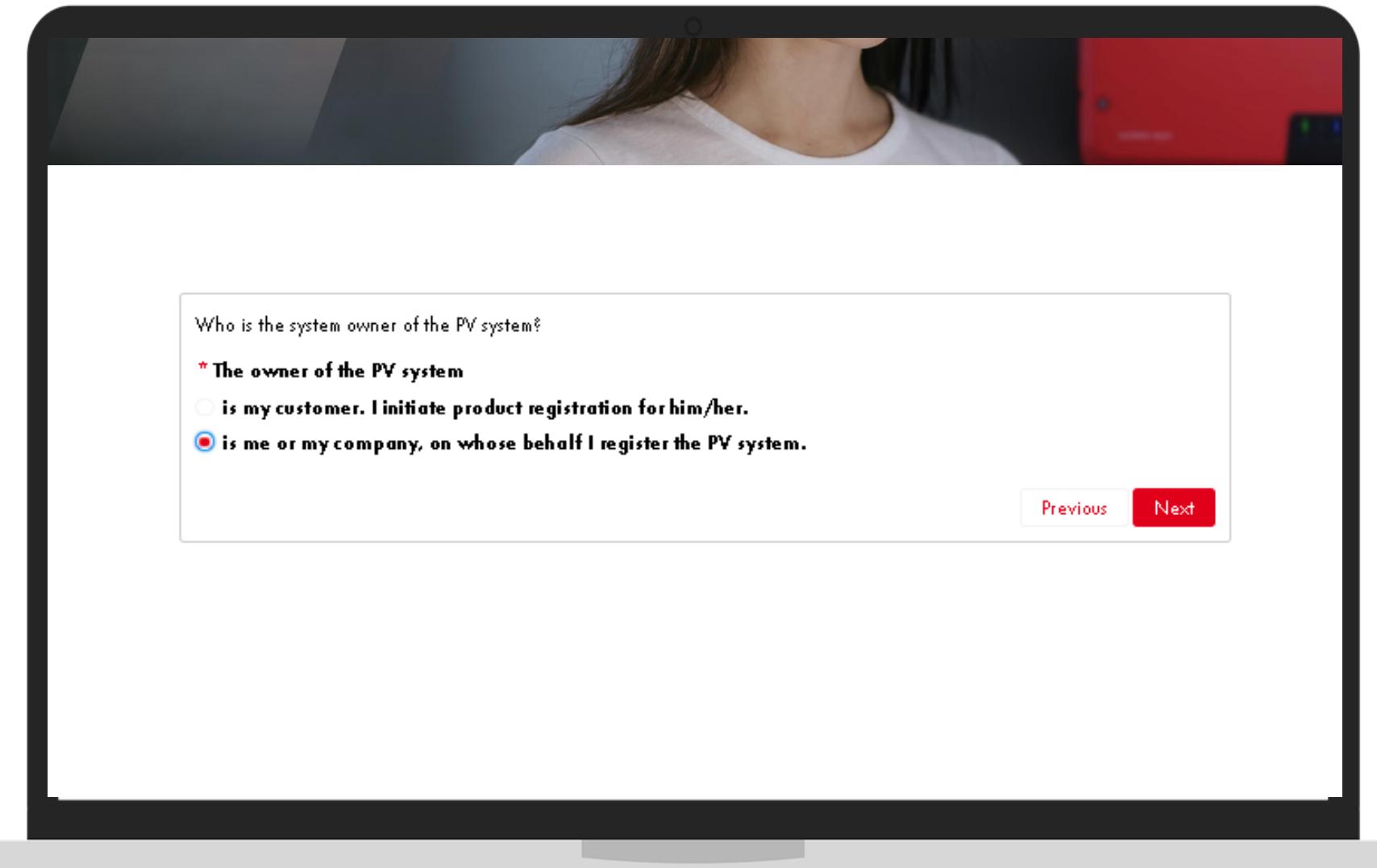


Scroll down and **select the country of installation of your PV plant.**

Then click '**Next**'

Register an SMA product

Step by step tutorial

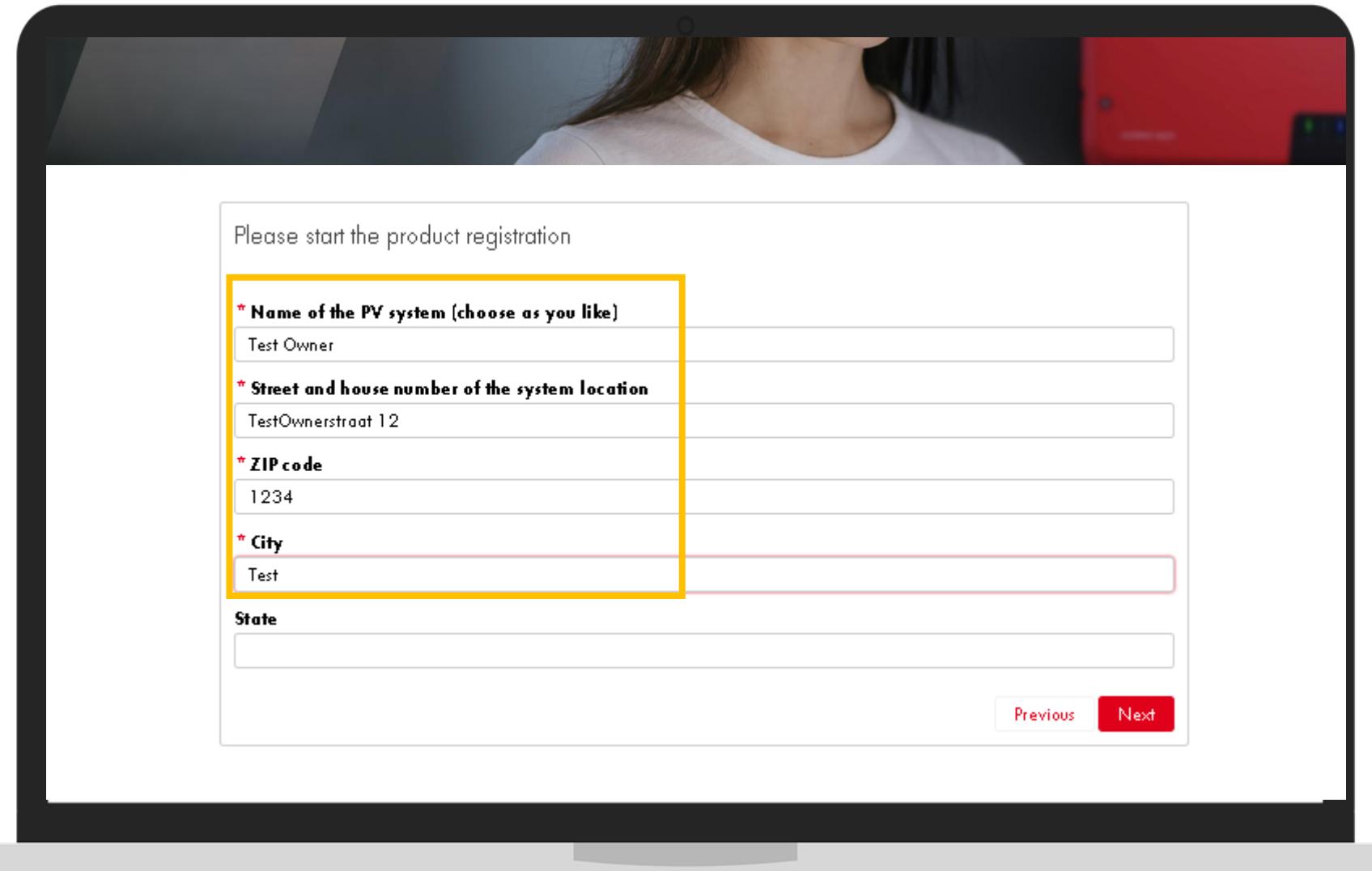


Select 'is me or my company, on whose behalf I register the PV system'

Click on 'Next'

Register an SMA product

Step by step tutorial



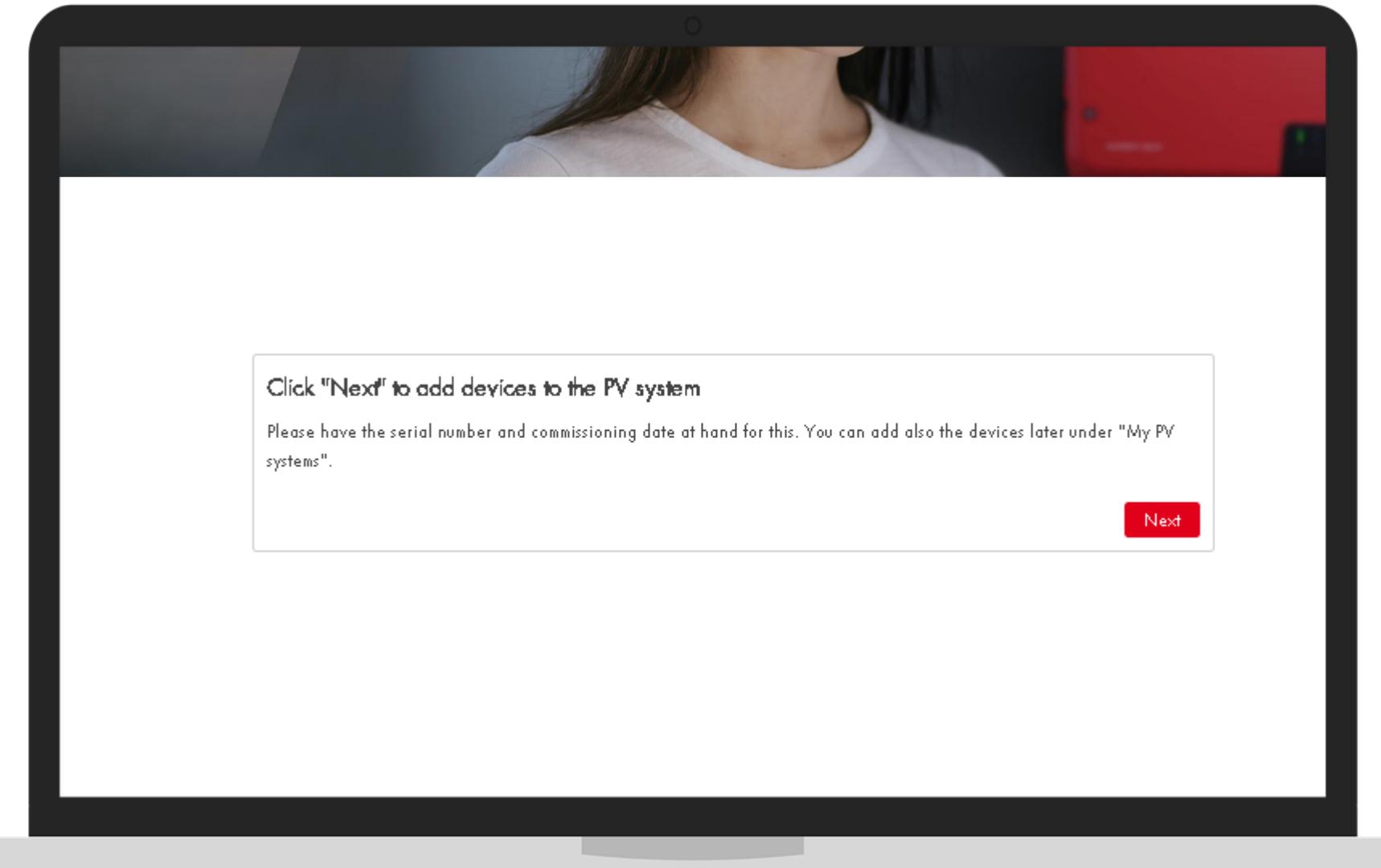
Give your photovoltaic system a name
(e.g. family name)

Then enter the address data correctly.
Changes cannot be made afterwards.

Then click on 'next'.

Register an SMA product

Step by step tutorial

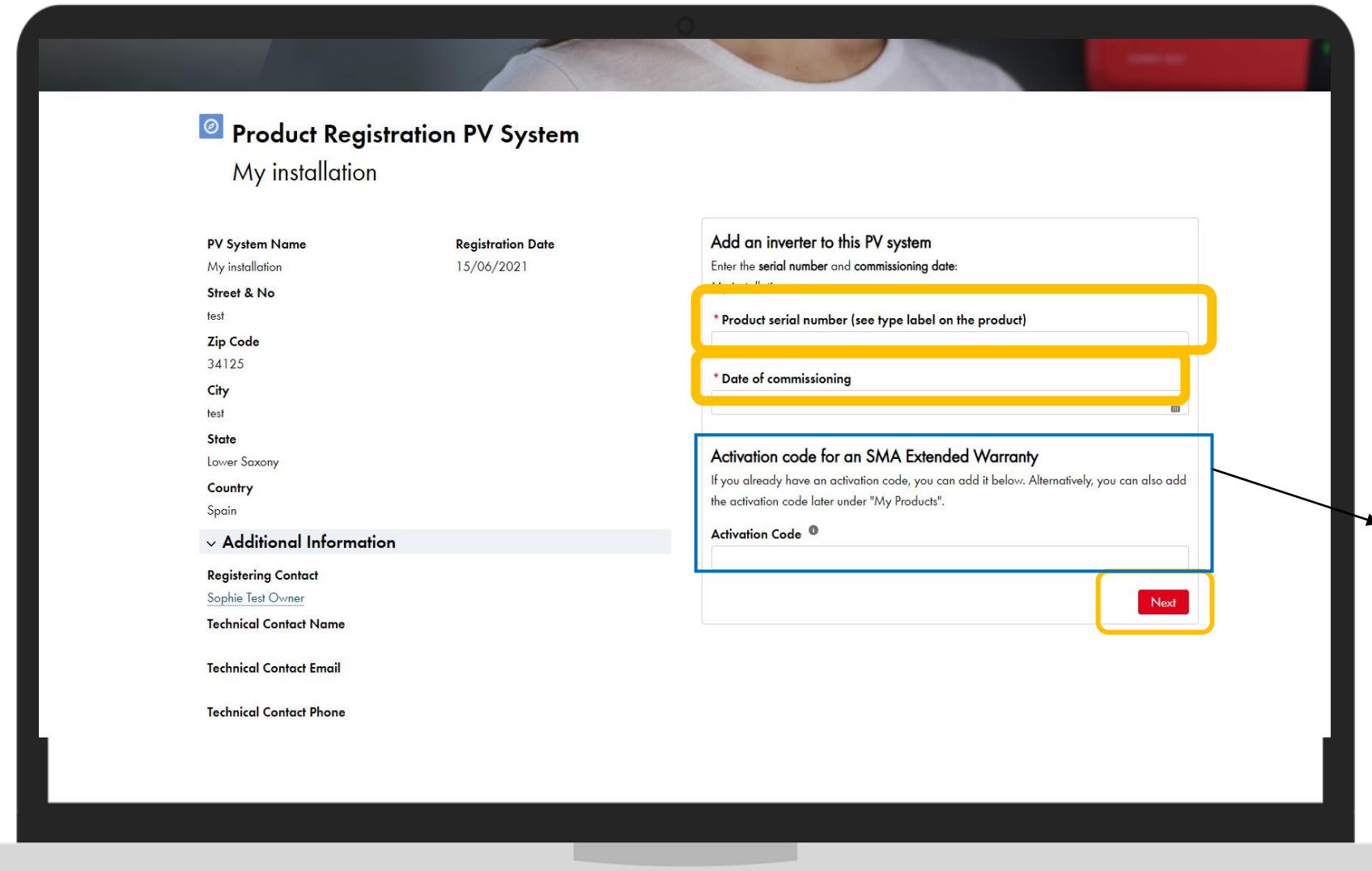


Be sure to **have your serial number and commissioning date on hand**. If you don't have this information, please contact your installer.

Click on "Next".

Register an SMA product

Step by step tutorial



Product Registration PV System
My installation

PV System Name: My installation
Registration Date: 15/06/2021

Street & No: test
Zip Code: 34125
City: test
State: Lower Saxony
Country: Spain

Additional Information

Registering Contact: Sophie Test Owner
Technical Contact Name:
Technical Contact Email:
Technical Contact Phone:

Add an inverter to this PV system
Enter the serial number and commissioning date:
Product serial number (see type label on the product)
Date of commissioning

Activation code for an SMA Extended Warranty
If you already have an activation code, you can add it below. Alternatively, you can also add the activation code later under "My Products".
Activation Code

Next

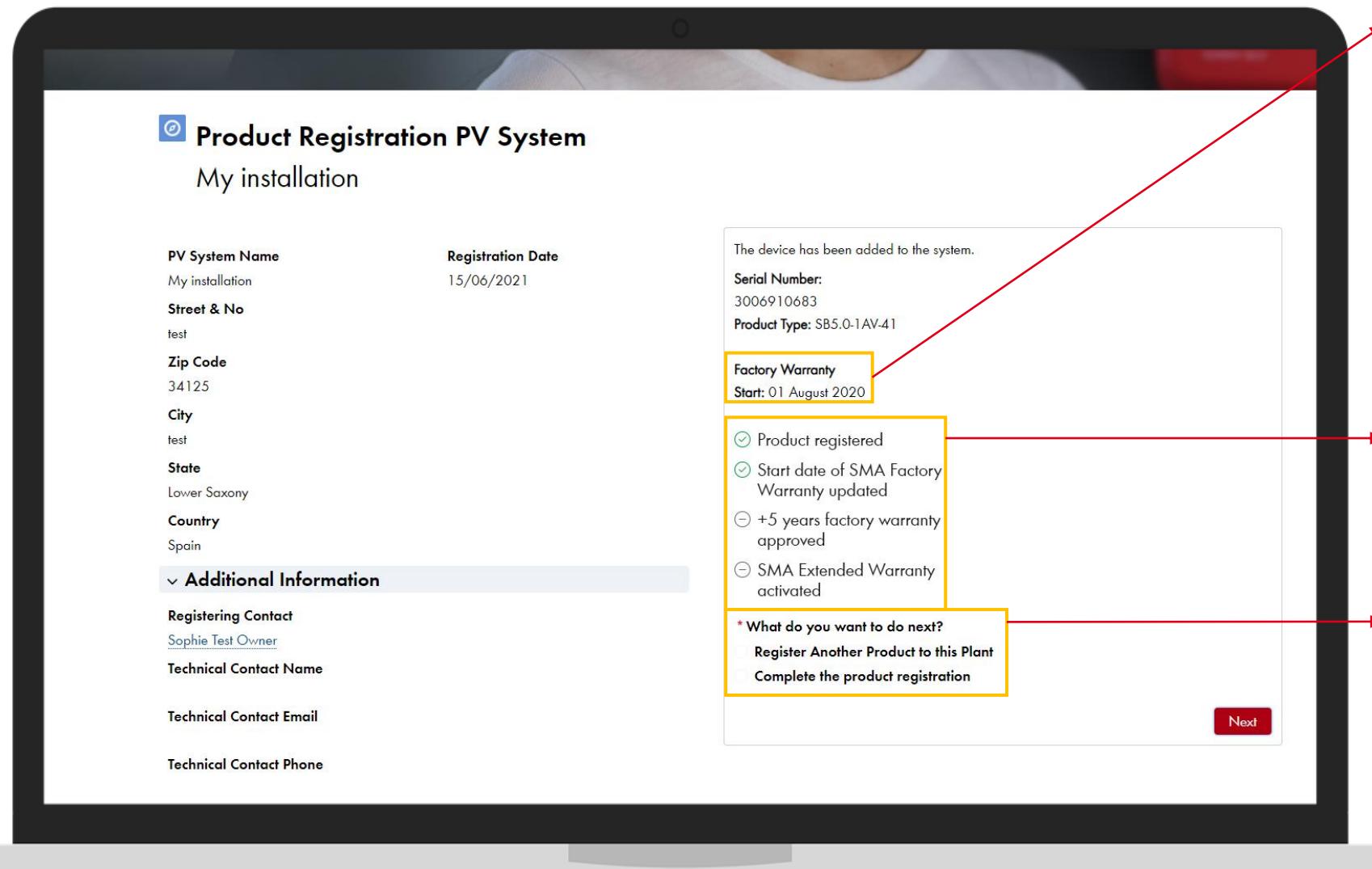
On the left you can see the basic information you just saved. Please check if it's all there and correct.

Over to the right, please **enter the serial number** for your SMA product and its **commissioning date**, meaning the date at which the SMA product was put into operation.

If you **purchased a warranty extension** and received an **activation code** for it to activate an additional warranty extension, you must enter it here.

Register an SMA product

Step by step tutorial



If the start date of the manufacturer's warranty does not match the date entered in the previous step (commissioning date), please send an email to Warranty@SMA.de with the invoice and document of the commissioning of the inverter (see sample email below). Our team will update the information as soon as possible. An invoice or inspection certificate is considered a valid document)

The activated warranty plan is marked with a green checkmark.

If there is only 1 device on the installation, you can finish by clicking on 'close product registration'.

If there are multiple devices on the installation, click on 'register another product in this solar installation' and repeat the previous steps

Register an SMA product

Step by step tutorial



Recipient: Warranty@SMA.de

Below is an example of an email you can use:

Hello,

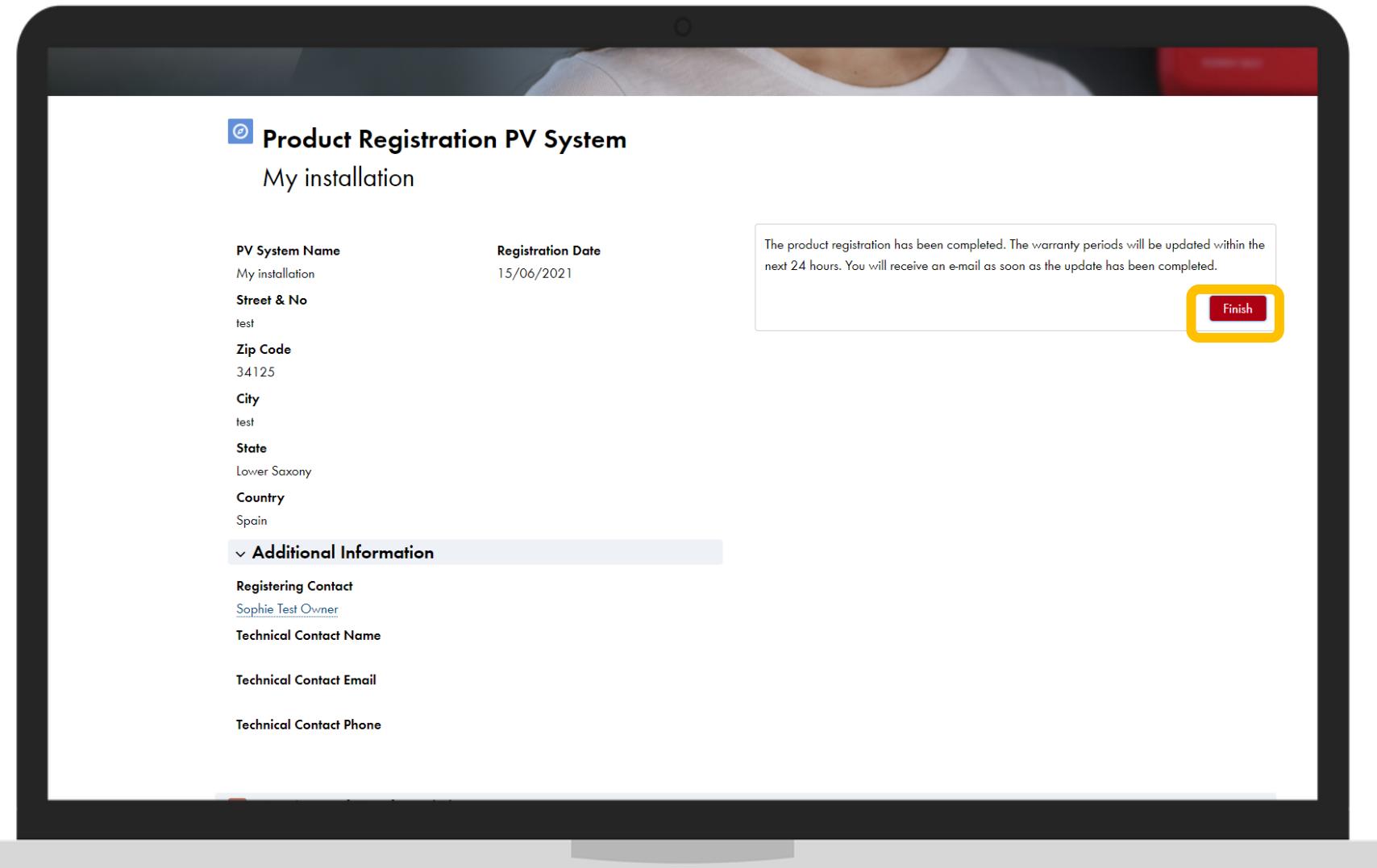
I need to register the 5+5 warranty extension for my inverter with serial number **xxxxxx** and commissioning date **xx/xx/xxxx**. During the registration process, I have been asked to send the commissioning certificate of the inverter to this email address in order to confirm the date of commissioning.

I enclose the document and look forward to receiving confirmation from you.

Yours sincerely,

Register an SMA product

Step by step tutorial

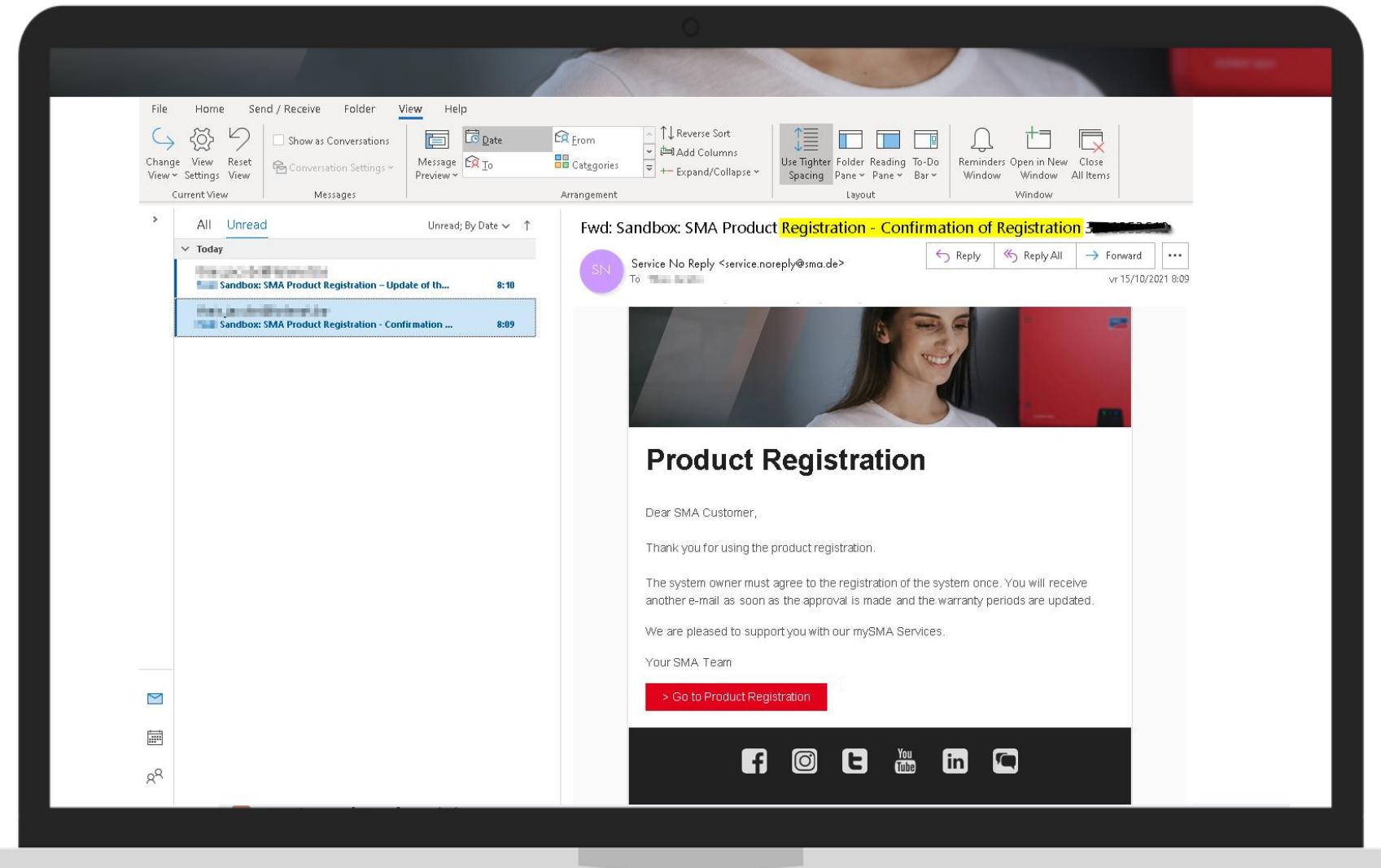


You are now on the last page of the product registration.

Click on "Finish".

Register an SMA product

Step by step tutorial

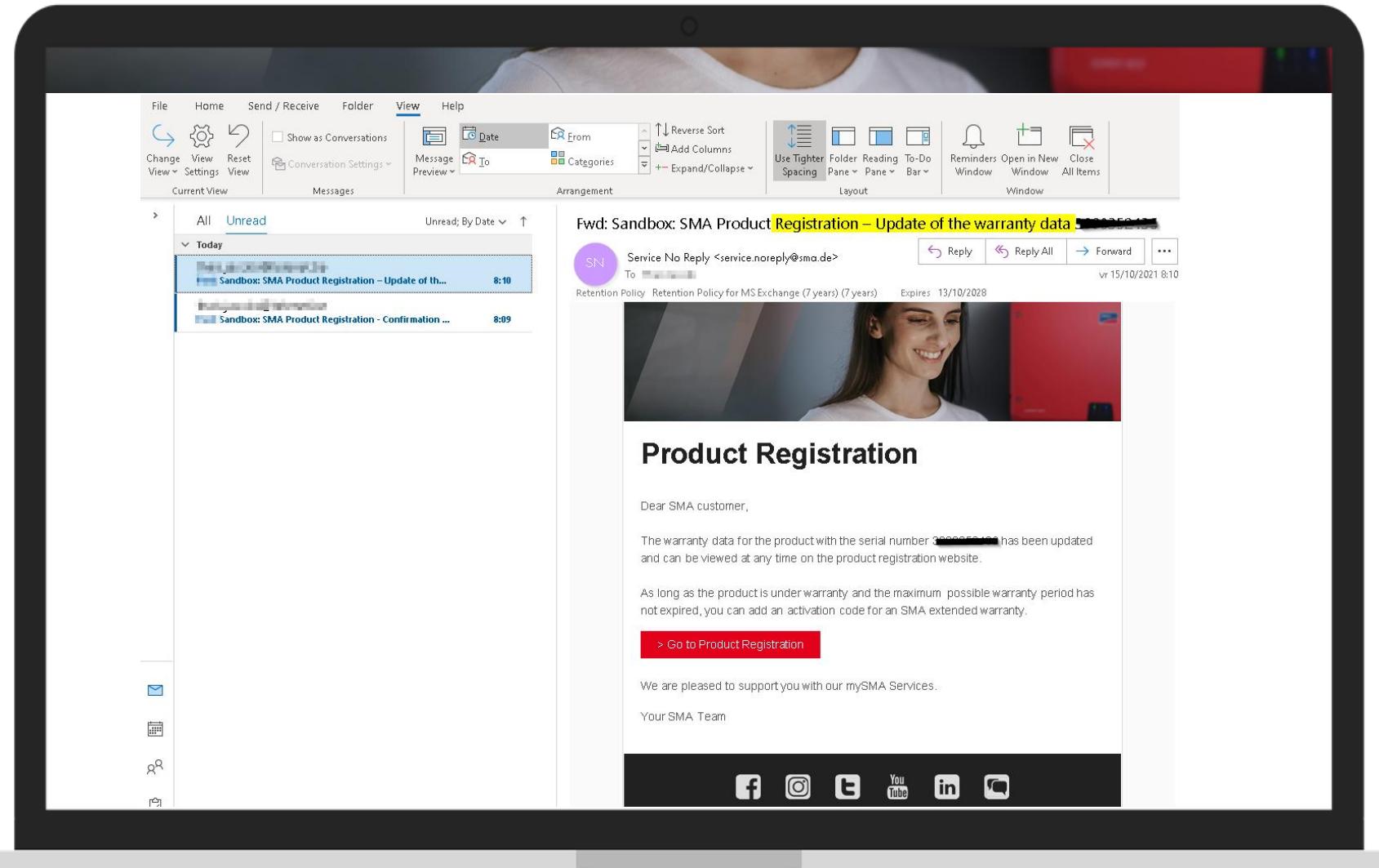


You will receive a **confirmation email** that the registration was successfully completed.

Be sure to check your spam folder.

Register an SMA product

Step by step tutorial



After this, you will also receive an email within 24 hours that **the warranty period update was modified**.

Be sure to check your spam folder.



Check after
Product Registration



Register an SMA product

Step by step tutorial



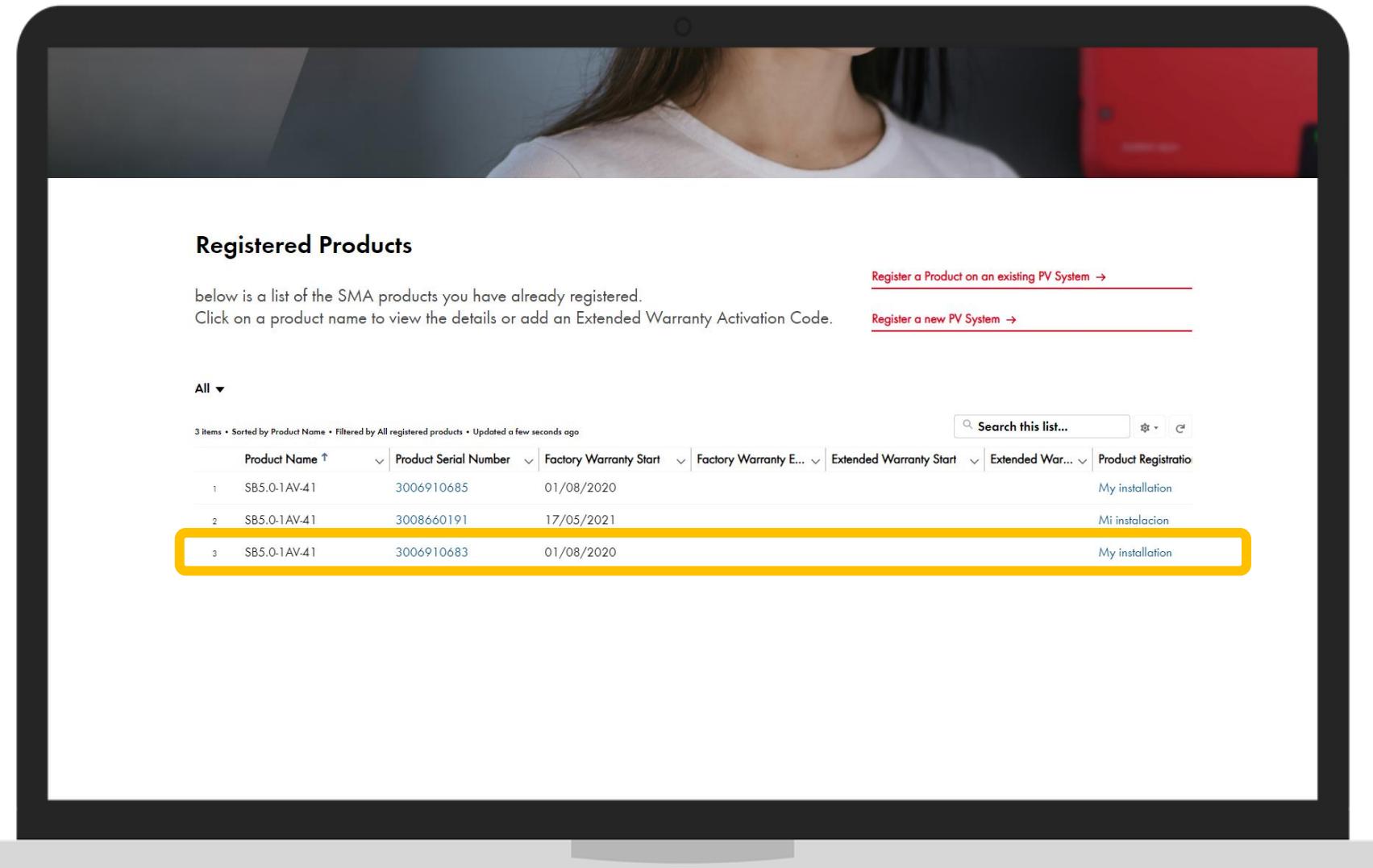
A screenshot of a laptop displaying the mySMA Services website. The top navigation bar includes links for "Product Registration", "My PV systems", "My products" (which is highlighted with a yellow box), "Check", and "FAQ". A search bar and a user profile for "Sophie Test ..." are also visible. The main content area features a large image of a smiling woman with long dark hair. Below the image, the heading "Registered Products" is displayed, followed by a message: "below is a list of the SMA products you have already registered. Click on a product name to view the details or add an Extended Warranty Activation Code." At the bottom of the page, there are two red links: "Register a Product on an existing PV System →" and "Register a new PV System →".

If you wish to verify factory warranty coverage or extend the warranty, simply log onto your mySMA account and select the **"my Products"** tab.

(Be sure to have the serial number and commissioning date on hand when registering additional products.)

Register an SMA product

Step by step tutorial



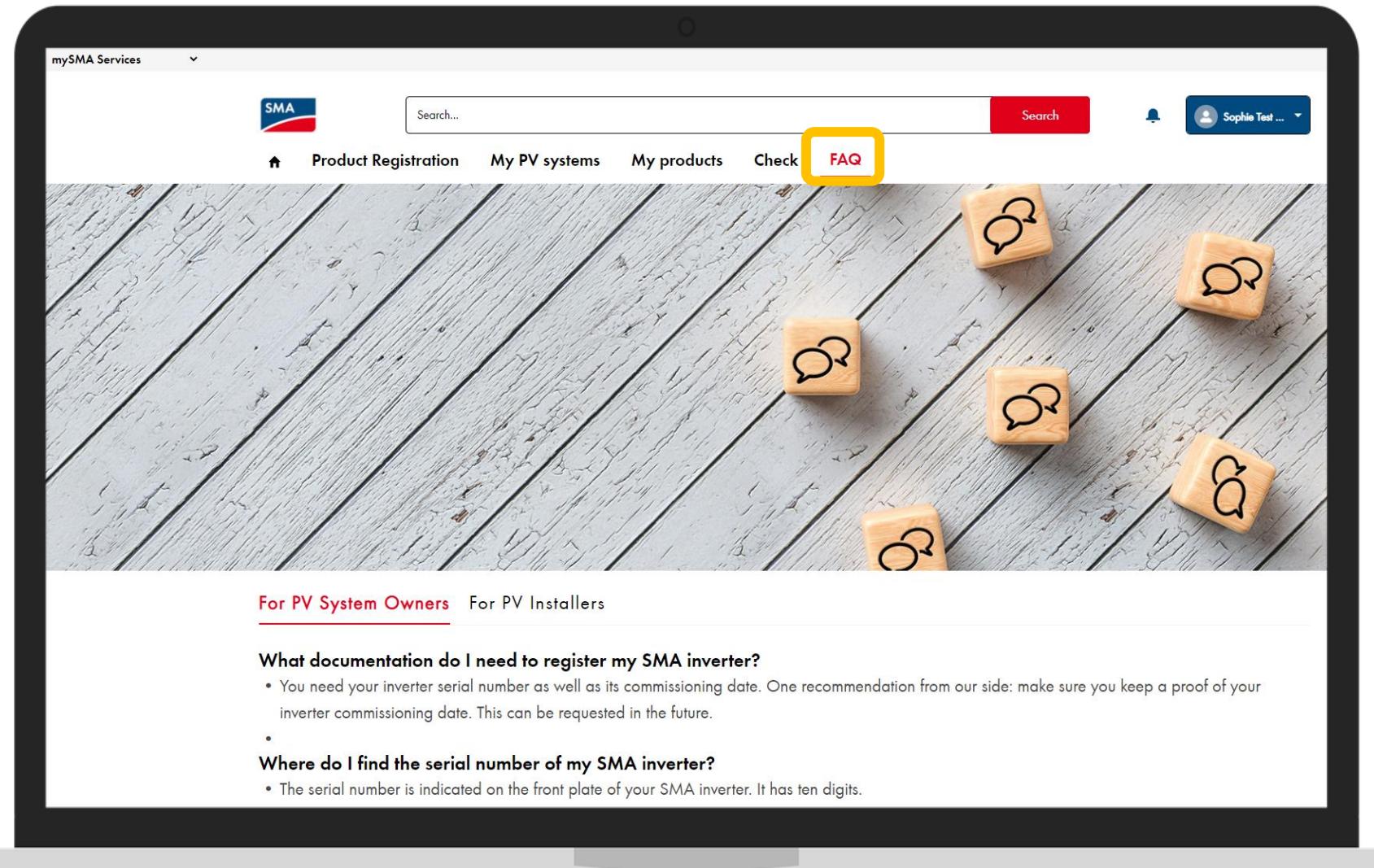
The screenshot shows a web interface for managing registered products. At the top, there is a video thumbnail of a person's neck and shoulders. Below it, a section titled "Registered Products" displays a list of three items. Each item in the list includes the product name, serial number, and warranty start date. The third item in the list is highlighted with a yellow box. The interface includes a search bar, sorting and filtering options, and links for product registration and warranty information.

Product Name	Product Serial Number	Factory Warranty Start	Extended Warranty Start	Product Registration
1 SB5.0-1AV-41	3006910685	01/08/2020		My installation
2 SB5.0-1AV-41	3008660191	17/05/2021		Mi instalacion
3 SB5.0-1AV-41	3006910683	01/08/2020		My installation

Here you will find information about the warranty of your SMA product.

Register an SMA product

Step by step tutorial

A screenshot of the mySMA Services website. The top navigation bar includes 'mySMA Services', the SMA logo, a search bar, a 'Search' button, a notification bell, and a user profile for 'Sophie Test ...'. The main menu has options: 'Product Registration', 'My PV systems', 'My products', 'Check', and 'FAQ', with 'FAQ' highlighted by a yellow box. Below the menu is a large image of a wooden surface with several wooden blocks, each featuring a speech bubble icon. At the bottom of the page, there are two buttons: 'For PV System Owners' and 'For PV Installers'. Under 'For PV System Owners', there are two sections: 'What documentation do I need to register my SMA inverter?' and 'Where do I find the serial number of my SMA inverter?'. Each section contains a bulleted list of instructions.

If you have any questions, please see the **FAQ** tab. If you cannot find the answer to your question:

- Please contact your PV installer,
- Or you can send an enquiry via our [Online Service Center](#).